

Instructions for forwarding CPF Final claims/ applications due to Covid-19 dated 09.07.2020

Following Instructions are hereby given for forwarding of online CPF Final settlement applications / claims on MSEB CPF Portal.

- 1) All final settlement applications submitted by employees will be visible to HR user under 'Pending with HR' option under 'Final Settlement' option.
- 2) Employee can attach their personal documents like bank details. **Clear image should be visible. If print taken, printed document should be readable.**
- 3) Application must be completed in all respect with necessary signatures i.e. application form signed by employee, controlling officer, forwarding officer, auditor as it was being done for sending hard copy application. Other attachments should also have necessary signatures. **Scanned documents should be clearly visible in system. If print taken, printed documents should be readable.** Documents should be checked as per checklist given under CPF portal circulars and instructions.
- 4) HR Manager User must attach scanned documents in CPF portal and do forwarding in CPF Portal system. Keep copy of the completed application and send hard along with necessary documents to CPF section.
- 5) **Applications not forwarded by HR user in system will not be visible to CPF section user and will not be processed.**
- 6) In case death claim, all application form, document preparations and attachments must be done by the HR user only. Necessary signatures of nominees/legal heirs should be done on application form.
- 7) HR user should note that, if the application details entered are correct, do not reject applications as far as possible. Instead of rejecting, get the required documents from employee and attach at HR level.
- 8) After the HR user forwards the application online, CPF section will scrutinize the application with respect to their requirements. If required documents as per checklist not attached in system then CPF user will revert the application to HR user in system. HR users should monitor the reverted cases in 'Pending with HR' option and necessary compliance should be made by attaching further required documents. Report, if required, may be made available for reverted cases under CPF reports for HR section.

For any issue on final settlement applications please email on cpfsection@gmail.com