

UAN

1. What is UAN ?

UAN stands for Universal Account Number. The UAN will act as an umbrella for the multiple Member Ids allotted to an individual by different establishments. The idea is to link multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number. This will help the member to view details of all the Member Identification Numbers (Member Id) linked to it. If a member is already allotted Universal Account Number (UAN) then he / she is required to provide the same on joining new establishment to enable the employer to in-turn mark the new allotted Member Identification Number (Member Id) to the already allotted Universal Identification Number (UAN).

2. How do I get my UAN?

Contact your employer to obtain your UAN . Your UAN is readily available with employer.

3. How can I access my details through portal?

Members need to visit the UAN based Member Portal website i.e. <http://uanmembers.epfoservices.in> Initially, member will have to activate his UAN by selecting a link given 'ACTIVATE YOUR UAN' on the Member Portal. Member should have UAN, Mobile and Member ID readily available to activate his/her UAN on the Member Portal. For further details, please select the hyperlink 'User Manual for Member'

4. What is the URL of member portal?

<http://uanmembers.epfoservices.in>

5. What is my password to login to Member Portal?

The password has to be created by the member only while activating his/her UAN. The password should be alphanumeric, have minimum 1 special character and 8-25 character long. Special characters are !@#\$%^&*()
Sample Password:: abc@1973

6. Can I view/download my passbook?

Yes. First of all, you need to login to the Member Portal by your UAN and password. Then go to the menu 'Download' and select 'Download Passbook'. There is a link given to download PDF of this passbook also.

7. Can I view/download my UAN card?

Yes, surely. You need to login first with your valid UAN and password. Then go to 'Download' Menu and select an option 'Download UAN Card'. PDF of UAN card can be downloaded by selecting a link given for this particular task and accordingly, you can take a printout.

8. What is the purpose of listing of previous member ids?

The idea is to list multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number. This will help the member to view details of all the Member Identification Numbers (Member Id) and further enable to check the eligibility for online transfer claim through the options 'List Previous Member ID' and 'View Status' from the Menu 'Previous Member ID'. In future there is no need to list the member ids as it will be linked automatically on the basis of Form-11 information. Member needs to disclose his/her UAN/Previous Member ID to the new employer through Form-11.

9. Can I update/upload my KYC document through member portal?

Yes, it can be done by going to the 'Profile' menu and selecting 'Update KYC Information' in the Member Portal. The uploaded KYC document by the member will be approved by employer till then status of KYC will be shown as "Pending".

10. Can my mobile number/email id be changed?

Yes, you need to go to Profile Menu in Member Portal and select an option 'Edit Mobile No.'/'Edit Email ID' for changing mobile number and email id respectively.

11. Which documents are considered for KYC?

Following documents can be used for KYC:-

- National Population Register
- AADHAR
- Permanent Account Number
- Bank Account Number
- Passport
- Driving License
- Election Card
- Ration Card

12. Do I have to upload the scanned copy of that document?

Yes, you need to scan the KYC document first and save it as .jpg/.gif/.png/.pdf. The size of scanned document should not exceed 300kb.

13. Can I upload multiple KYC documents?

Yes, multiple KYC documents out of the 8 specified KYC documents can be uploaded.

14. How do I know that KYC uploaded by me is approved by employer?

The status will be shown against uploaded KYC document on the same page.

15. What is to be done in case I change the job and join somewhere else?

You need to simply declare your UAN to your subsequent employers.

16. In case of change of job, do I have to get UAN again and then activate my account?

No, there is no need to obtain UAN again. It is a unique no. and will remain same throughout your career.

17. How can I seek the help for any queries related to this portal?

For queries related to Member Portal, you may contact :

Helpdesk Number : 1800 118 005

Helpdesk Email Id : uanepf@epfindia.gov.in

18. What is UAN?

UAN stands for Universal Account Number. The UAN will act as an umbrella for the multiple Member Ids allotted to an individual by different establishments. The idea is to link multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number. This will help the member to view details of all the Member Identification Numbers (Member Id) linked to it. If a member is already allotted Universal Account Number (UAN) then he / she is required to provide the same on joining new establishment to enable the employer to in-turn mark the new allotted Member Identification Number (Member Id) to the already allotted Universal Identification Number (UAN).

19. Which Portal is facilitating UAN and KYC?

Employer can access UAN and manage KYC through OTCP. The URL is :-

<https://employerclaims.epfoservices.in/>

20. How employer can see the UANs allotted to its members?

Yes, employer can very much see the UANs allotted by EPFO to the members of his/her establishment. He /she has to go to the UAN Menu, where there is an option 'Download UAN List'. Just click 'Download UAN List', you will be able to see the UANs allotted to your members at a glance. If you want to download the PDF of the same, there is an option at the RHS of the page with hyperlink to download. Press this hyperlink, you will be moved to 5 options to download. Select as per your requirement and download the same.

21. Is there any change in the Online ECR Return Filing through ECR Portal?

No, there will not be any change in filing online ECR Return through ECR Portal.

22. Do employer has to still allot new member id to new employees?

Yes, new member id has to be allotted as per the existing process.

23. What is the procedure to give UAN to new employees?

After successful ECR submission and remittance of the same in bank, the list of the employees without UAN in that ECR will be available in 'Confirm Previous Employment' link for either declaring previous employment details or fresh employment on the basis of Form-11 submitted by new member. Once it is approved by the employer, this information will be pushed to EPFO for UAN allotment/linkage accordingly. Newly allotted UAN List will be populated on the portal under the option 'Download UAN List'

24. Can employer download the list of UAN by its creation?

Yes, employer has an option to download the UANs by its creation/ascending order/descending order/distribution. You have to click the hyperlink download PDF/Text and will get 4 hyperlinks for selecting the order as mentioned above.

25. Can employer search UAN of other establishments?

Yes, employer can search UAN of other establishments by selecting an option 'Search UAN' in the UAN Menu using either Member ID or UAN.

26. Which documents are considered for KYC?

Following documents can be used for KYC:-

- National Population Register
- AADHAR
- Permanent Account Number
- Bank Account Number
- Passport
- Driving License
- Election Card
- Ration Card

27. What are the methods for uploading KYC?

KYC can be uploaded in following manner:

- Individual KYC Upload
- Bulk KYC Text File Upload

28. What is Bulk KYC Text File?

If employer has more than one cases for uploading KYC, he can choose Bulk KYC Text File Upload rather uploading it individually. In case of Bulk KYC Text File Upload, he/she will have to make a text file as per the standard format given by EPFO and upload the same.

29. What is the structure for uploading of Bulk KYC text File?

Structure is mentioned in the EPFO website. Click [here](#) for detailed instructions.

30. Is digital signatures mandatory for uploading KYC?

No, Employer can upload KYC without having digital signature. But at the time of approval of KYC, digital signatures are mandatory.

31. Is digital signatures mandatory for approving KYC?

Yes, for approving KYC, digital signatures are mandatory.

32. Can employer view the Bulk KYC files uploaded wrongly?

Yes, KYC files uploaded wrongly due to the not abiding by the instructions mentioned in our manual by the employer, can be viewed in KYC Menu under the head 'Error List' wherein Errors alongwith the file details can be viewed.

33. Can multiple KYC of same member be given in one KYC text file?

Yes, multiple KYCs of same member can be uploaded in one KYC Text File. However for each KYC of the same member an additional row (line) has to be created in the text file.

34. What if KYC of member is uploaded wrongly by the employer?

If KYC document of any member is uploaded wrongly by the employer, he/she has an option to upload and approve again the correct KYC of that member. In that case, the wrong one (previous) will reflect in history and the current KYC will be considered for all the purposes. If any transaction is held during the period of wrong KYC, it will be the responsibility of employer.

35. Can I file a claim online?

For the time being, the option 'Transfer Claim' is disabled and will be made available soon.

36. Is there a need for the scanned copies of the KYC document?

No, there is no need for the scanned copies of the KYC document

37. Which name is to be given in Bulk KYC text file/individual KYC upload, in case of difference of name in KYC document and in EPFO database?

Employer has to feed the name as per the KYC document only. Side by side, employer will have to follow the separate procedure already laid down for change in name in our master.

38. What is the procedure for correction in Name in EPFO Database?

EPFO has made a provision for change the name of EPF members in the application software. Members who wish to get their name to be changed in the EPF Database can apply for the same through their employer alongwith supporting documents. In this regard a circular has already been issued to the field offices mentioning the supporting documents and the process flow. To know more, please click [here](#)

39. What will be the procedure for KYC of newly joined members in an establishment?

If an employee joins an establishment, employer can submit his/her KYC through 'Individual KYC Upload' or 'Bulk KYC Text File Upload'. If employee declares his/her previous employment and KYC uploaded by previous employer is available, present employer can also verify it.