Self-help guide for personal details mismatch in Aadhaar KYC & EPFO:
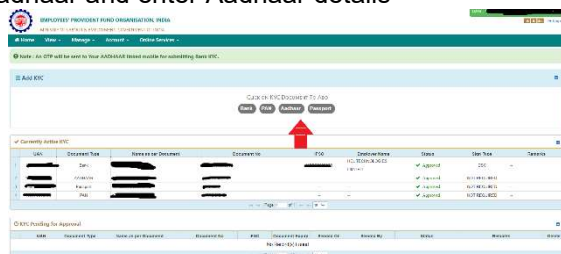

Aadhaar KYC on EPFO portal

1. Login to https://unifiedportal-mem.epfindia.gov.in/ using your UAN number and OTP (or Password if already registered). You can locate your UAN on your salary slip.

2. Click on "Manage" >> "KYC"

3. Click Aadhaar and enter Aadhaar details

4. OTP based authentication - An OTP will be sent to Your AADHAAR linked mobile number

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Q. The UAN used in HCL is not same in as previous org:
New UAN was allotted to you as you had neither updated KYC against previous UAN nor your previous employer that digitally approved the UAN. You now need to upload Aadhar KYC in EPFO portal against UAN allotted by HCLT so as to ensure continuity in your monthly pension deposit.

Q. But the problem is HCLT UAN is inactive

1. Go to EPFO Portal Website and Select 'Activate UAN" on the right hand corner of the EPFO login page(https://unifiedportal-mem.epfindia.gov.in/memberinterface/)..
2. In this page fill-up your details like UAN Number, Name,...
3. You need to enter OTP and submit
4. Now your UAN Number is activated successfully.

5. You need to login with your new password to proceed and check the details in EPFO portal.
6. Go to EPFO Portal Website and Select 'Activate UAN" on the right hand corner of the EPFO login page(https://unifiedportal-mem.epfindia.gov.in/memberinterface/)..
7. In this page fill-up your details like UAN Number, Name,...
8. You need to enter OTP and submit
9. Now your UAN Number is activated successfully.
10. You need to login with your new password to proceed and check the details in EPFO portal.

Q. HCL Name not matching with Aadhaar

Name change in HCLT Records: Name change in HCL records can be only done through HR. Get your name corrected in ESS and that will get synced in HCL records simultaneously within few days.

Q. I tried doing KYC through Aadhar on EPO portal and its giving error due to name difference

- Go to UAN website, https://unifiedportal-mem.epfindia.gov.in/memberinterface/, and Login in with your USERID & Password
- Click on Manage and then Click on Modify Basic Details.
- If your Aadhaar has not been verified only then you can modify your name, date of birth, Gender online.
- Changes have to as per Aadhaar.
- If the change in date of birth is more than 1 year, you need to upload proof which can be one of the: Education certificate(ex: 10th class certificate), Birth certificate, Passport.
- For change in Gender no other certificate has to be uploaded.
- Select the employer which will approve the change(s).
- Then Click on Update.
- Confirm the details.
- Wait for the employer to approve the request. Till then it will show up as Pending request.

No offline request accepted by EPFO for change in DOB, Name and Gender .

Q. Why my UAN is not reflecting Payslip and PF Statements

Do check your downloaded PF Statement from the PF Statement page in ESS portal, if your employee's contribution and employer's contribution is the same then you are not a pension member in HCL and only pension member has UAN created since pension is kept in EPFO. PF gets accumulated in HCL Trust.

Passbook for HCL Tech: HCL has its own Trust and they maintain the employees PF account which can be viewed only from ESS portal under PF statement. Passbook in EPFO will not reflect the PF Statement. You can download your current PF Statement from the PF Statement page in ESS portal

While joining HCLT you had given a written and signed declaration in mandatory Form-11 that you were a non-contributory Pension member in your previous establishment, since your basic pay at the time of joining HCLT was > INR 15K, thereby based on your signed declaration, you were exempted to be enrolled for Pension in HCLT. UAN is generated for only those employees who are pension members, in your specific case UAN can/will not be generated basis the past declaration, which cannot be reversed now.

HCLT cannot be modified now kindly do not share new form with us as no action can be taken now. You will be a non-pension member till your association with HCL

Q. I am pension holder but my UAN still does not reflect in PF Statement or Payslip.

If your PF Statement reflects your PF Contribution more that employer's contribution, then you are ought to be pension account holder in HCL.

Your name in your previous UAN, HCL and aadhar has a mismatch which is not allowing us to link your UAN in the EPFO portal.

Please amend your basic details example your name format (e,g. first and last name should reflect exact), DOB, or Father's name format or spelling needs to be identical in 3 places(aadhar, previous I UAN and HCL records) so that we can create/link your UAN.

Do get your aadhar updated as per HCLT records if you want to get the HCL records changed as per aadhar then coordinate with your HR. PF Team does not have the rights to change HCL records.

.PF team runs the portal to link UAN by 12th of every month for that month\'s salary cycle. After the salary slip/PF Statement reflects the correct name and it matches aadhar and HCL records then the UAN will get created/linked on 12th of the next month. Please note we only enter the aadhar # if the details of HCL records and aadhar matched then the UAN will get linked you do not need to send any SSD to us.

Q. By when will my KYC be approved in EPFO portal as it is pending at employer?

PF Team approves the same in the EPFO portal within 3 working days from the time upload.

Kindly check as per the SLA. If the SLA have crossed, then check the EPFO portal as the SPOC must have approved it.

From

Helpdesk Team