

## Instruction on how to fill Application Proforma of Inoperative Account

### Home Screen :

This Home Screen will display message of the Central PF Commissioner to the inoperative account holders.

**EPFO Inoperative Account Help Desk  
(Beta-version)**

Dear Members,

EPFO is conscious of its duty to settle the cases of the rightful claimants. A sincere effort is being made by providing this facility for helping a member to settle his/her accounts.

This online portal facilitates the members having INOPERATIVE accounts to furnish the details of their previous employment. On the basis of information provided, EPFO would help the member in tracing his/her Member ID and would guide the member for withdrawal or transfer of the amount.

"Inoperative Account: In accordance with the rules and provisions, from 01.04.2011 onwards an account where any amount is lying for a period of 36 months from the date of its becoming payable is treated as Inoperative Account. Interest in these accounts is not to be paid"

All registered members will be approached shortly by EPFO on the registered mobile number to enquire on certain details in order to trace his/her Member ID. Once the account number is known to the member, he may apply immediately through the relevant claim forms and get his account settled/transferred to his/her present PF accounts as per the prescribed process. EPFO will also inform about the concerned Field Office where the claim form is to be submitted.

In order to get the benefit out of this facility the members are requested to provide correct contact along with email address, if available and only their own mobile number so that EPFO may contact them. In case a member does not have a mobile number then a mobile number where he/she may be easily contacted should be provided. In case there is no response on the phone the case will be closed.

All members are urged to immediately get their UAN activated before applying for settlement of his/her PF Accounts. The process for which is available at [uanmembers.epfoservices.in](http://uanmembers.epfoservices.in)

**First Time User  
Click here to Proceed**

**Click on this button to register your  
inoperative account request**

## Screen #1: Problem Description

In this screen, member needs to enter the problem description in detail of 1000 character.

**Employees' Provident Fund Organisation, India**  
(Ministry of Labour & Employment, Government of India)

EPFO Inoperative Account Help Desk  
(Beta-version)

[Submit Problem Details](#)

Problem Description  
समस्या निवरण \*  
(Not More Than 1000 character)

I worked in ABC Co. Delhi during Mar 1996 to April 1998 which has been closed. Many times claim have been submitted to employer but no response received so far. Kindly provide me the PF account no.

Character Left 803

Click on Next button after entering problem detail

## Screen #2: Employment Details

In this screen member need to provide establishment details like Establishment Code, Establishment Name, PF Account No. Establishment Address, City, State, District, Pin, PF Office and Any other remarks. Member is requested to furnish as much as information known to him/her about their establishment and their personal details to help EPFO in expediting the process of tracing establishment/member id.

**Problem Description/ समस्या विवरण**

Problem Description/ समस्या विवरण

I worked in ABC Co. Delhi during Mar 1996 to April 1998 which has been closed. Many times claim have been submitted to employer but no response received so far. Kindly provide me the PF account no.

**Employment Details/ रोजगार विवरण**

Establishment Code/ स्थापना कोड  **Search Establishment**

PF Account No./ पीएफ खाता नंबर

Establishment Name/ स्थापना का नाम

Establishment Address/ स्थापना पता

State/ राज्य  District/ जिला

City/ शहर  Pin Code/ पिन कोड

Nearest Landmark/ निकटतम निशान

Owner Name/ मालिक का नाम

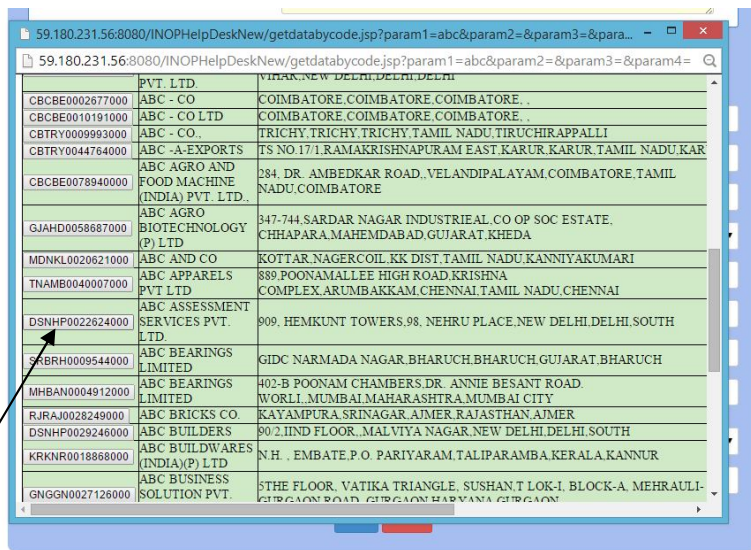
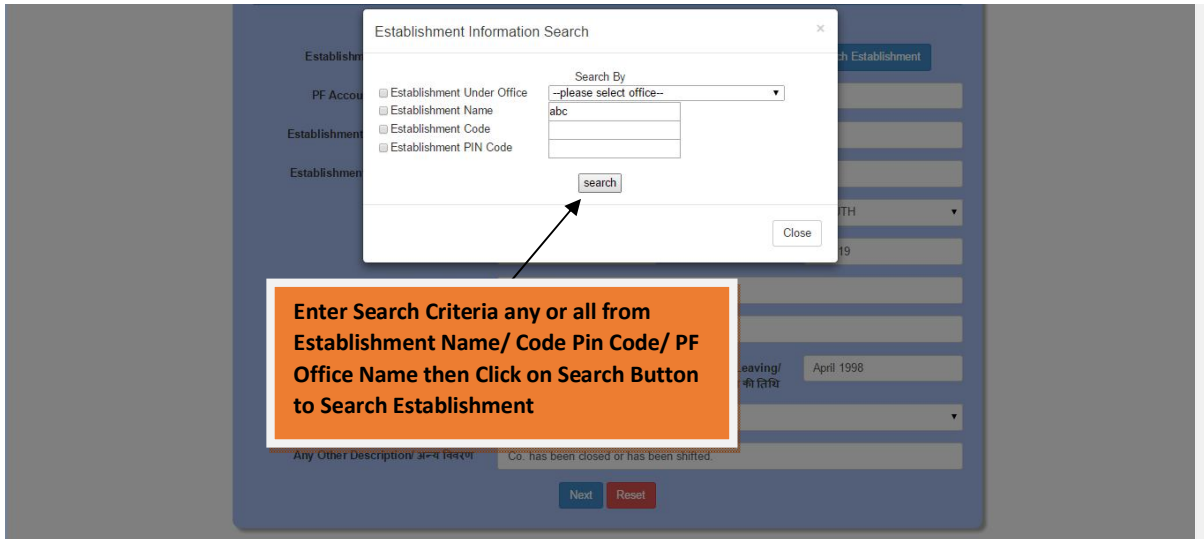
Date Of Joining/ शामिल होने की तिथि  Date Of Leaving/ छोड़ने की तिथि

PF Office Name/ पीएफ कार्यालय का नाम

Any Other Description/ अन्य विवरण

**Next** **Reset**

Click on Search Establishment button to find the Establishment Details based on search criteria of Establishment Code /PIN/ Name



**From Search Result. Select the Establishment you worked and Click on the Establishment Code Button to Select Establishment and return back to Main Entry Screen #2**

**Employment Details/ रोजगार विवरण**

Establishment Code/ स्थापना कोड	DSNHP0020834000	<input type="button" value="Search Establishment"/>
PF Account No./ पीएफ खाता नंबर	not known	
Establishment Name/ स्थापना का नाम	ABC BUSINESS SOLUTIONS PVT.LTD.	
Establishment Address/ स्थापना पता	607/HEMKUND TOWER,98,NEHRU PLACE,NEW DELHI	
State/ राज्य	DELHI	District/ जिला SOUTH
City/ शहर	NEW DELHI	Pin Code/ पिन कोड 110019
Nearest Landmark/ निकटतम निशान	Near Modi Tower	
Owner Name/ मालिक का नाम	Mr. Ashok	
Date Of Joining/ शामिल होने की तिथि	Mar 1996	Date Of Leaving/ छोड़ने की तिथि April 1998
PF Office Name/ पीएफ कार्यालय का नाम	DELHI (SOUTH)	
Any Other Description/ अन्य विवरण	Co. has been closed or has been shifted.	
	<input type="button" value="Next"/>	<input type="button" value="Reset"/>

Establishment Details selected will be auto populated in the screen, which can further be modified and other details like Date of joining, Date of Leaving and other description may be entered here.

**Press Next Button to Proceed further**

### Screen #3: Personal Details

In this screen, member needs to provide personal detail such as Name, Father/Spouse Name, Date of Birth, Mobile, Contact Address (City/State/Pin) alongwith KYC information. The screen will also contain the information provided in Screen #1 (Problem Description) & Screen #2 (Establishment Details).

Personal detail information is not mandatory except for fields Name, Date of Birth and Mobile No. The Mobile No. will be used to send verification Pin (OTP) . Member will be approached by EPFO on the registered mobile number to enquire on certain details in order to trace the Member ID.

Problem Description/ समस्या विवरण

Problem Description/ समस्या विवरण

I worked in ABC Co. Delhi during Mar 1996 to April 1998 which has been closed. Many times claim have been submitted to employer but no response received so far. Kindly provide me the PF account no.

Establishment Detail/ स्थापना विवरण

Establishment Code	PF Account No.	Date Of Joining	Date Of Leaving	Establishment Name	Establishment Add	City/ State/ District/ Pin	Owner Name	PF Office Name	Any Other Description
DSNPF0020834000	not known	Mar 1996	April 1998	ABC BUSINESS SOLUTIONS PVT.LTD.	0071HEMKUND TOWER 08 NEHRU PLACE,NEW DELHI	NEW DELHI DL 190 110010	Mr. Ashok	DELHI (SOUTH)	Co. has been closed or has been shifted.

Enter Personal Details/ व्यक्तिगत विवरण

Name/ नाम

Moblie/ मोबाइल

Date Of Birth/ जन्म तिथि

Name Of Father/Husband

पिता का नाम/पति

Email-Id/ ईमेल-आइडी

Select the Language that suits you  
भाषा चुनन

Contact-Address/ संपर्क का पता

[Enter KYC Details/ केवाईसी का विवरण](#)

AADHAR No./आधार संख्या	<input type="text" value="986054301234"/>
PAN No./ पैन नंबर	<input type="text" value="AFHPR7777H"/>
Bank Account No./बैंक खाता संख्या	<input type="text" value="235612346"/>
IFSC Code/आईएफएससी कोड	<input type="text" value="SBIN0007555"/>

Click on Generate Pin button to get one time password (OTP)

Bank Account No./बैंक खाता संख्या

IFSC Code/आईएफएससी कोड

Enter Pin

The page at 59.180.231.56:8080 says:

Pin Successfully Sent to your mobile..

Enter Pin and Click on Verify Pin & Submit Button

#### Screen #4: Final Step: Generation of Acknowledgement Slip with Reference No.

On successful submission of application a unique reference ticket no. of 11 digit will be generated which should be quoted for all future correspondence with the EPFO. This reference will also be used to view the status of the Application.

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(Ministry of Labour & Employment, Government of India)

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ACKNOWLEDGEMENT

Thank you!

Your details have been successfully received online with reference no. **15021005599**. Keep this Reference No. for all your future correspondence(s) with EPFO. Keep visiting this web site for latest updates.

EPFO Help Desk will contact you shortly.

[PRINT ACKNOWLEDGEMENT](#) [Close](#)