1.4 Norms for discharge of functions[Section 4(1)(b)(iv)]

1.4.3 Process by which these servicescan be accessed

Standard Procedure for Final Withdrawal Living Cases / Deceased Cases and Non Refundable Withdrawal of Provident Fund

Standard Operating Procedure for Final Withdrawal Living cases / Deceased cases and NonRefundable Withdrawal of Provident Fund should be done in a timely and systematic manner to avoid procedural lapses and to get the best service to the Seafarer. In order to streamline the process and to have a uniform and transparent procedure for Non-Refundable Withdrawal and Final Withdrawal of Provident Fund, henceforth NRW and FW of Provident Fund shall be made as per the procedure detailed below :-

1. Final Withdrawal(FW) Living Cases

1. Dealing Assistant shall check the request for Final Withdrawal Claim on online portal of SPFO i.e. spfo.gov.in.
2. Verify all the voyages' details mentioned in the CDC book with SPFO system.

3. Examine all the documents as per the Final Withdrawal Check list

4. Forward the request to Deputy Superintendent. (DS)

5. Deputy Superintendent should examine all attached documents.

6. Check the bank details.

7. Commissioner (FW) may reject the claim at his level if any documents not complied as per the check list mentioned in the above Para-3.

8. If claim is in order then forward to the superior i.e. (OS, A/AAO, A/AO, Commissioner)

9. Final Authority (Commissioner / Authorized officer) may sanction the payment.

10. Dy. Superintendent (FW) has to ensure that the claim should be settled within 15 working days.

2. Final Withdrawal (FW) Deceased Cases

1. Deceased Final Withdrawal physical application to be received at the Inward Section by hand delivery or by post.

2. Application along with relevant documents to be uploaded in E-office application.

3. Dealing Assistant should examine the application as per check list

4. Verify all the voyages' details mentioned in the CDC book with SPFO system.

5. Attach the Declaration Nomination form filed by seafarer during his sea service.

6. Dy. Superintendent (FW) has to ensure the compliance of the documents as per the check list mentioned in above Para-3 at his level. If any documents not supported then process file with draft letter to the claimant.

7. In the absence of Declaration and Nomination Form, call for Legal Heirship Report (LHR) from jurisdictional District Collector.

8. Deputy Superintendent should examine all attached documents alngwith bank details

9. If claim is in order or any deficiency then case forward to the superior i.e. (OS, A/AAO, A/AO, Commissioner)

10. Final Authority (Commissioner / Authorized officer) will sanction the payment or issue letter.

11. Dy. Superintendent (FW) has to ensure that the claim should be settled within 15 working days.

3. Non-Refundable Withdrawal (NRW) of Provident Fund

1. Dealing Assistant shall check the request for Non-Refundable Withdrawal Claim on online portal of SPFO i.e. spfo.gov.in.

2. Examine all the documents as per the Non-Refundable Withdrawal Check list

3. Forward the request to Deputy Superintendent (DS).

4. Deputy Superintendent should examine all attached documents

5. Check the bank details

6. Dy. Superintendent (FW) may reject the claim at his level if any documents not complied as per the check list mentioned in the above Para-2.

7. If claim is in order then forward to the superior i.e. (OS, A/AAO, A/AO, Commissioner)

8. Final Authority (Commissioner / Authorized officer) will sanction the payment.

9. Dy. Superintendent (NRW) has to ensure that the claim should be settled within 04 working days