



सामाजिक सुरक्षा संगठन
Social Security
Organisation



International Year
of Cooperatives
2025

कोयला खान भविष्य निधि संगठन
COAL MINES PROVIDENT FUND ORGANISATION
(भारत सरकार कोयला मंत्रालय का एक सांविधिक निकाय)
(A Statutory Organization under Ministry of Coal,
Government of India)
क्षेत्रीय कार्यालय, हैदराबाद
REGIONAL OFFICE, HYDERABAD
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File No.:RO HYD-12011/93/2026-ESTT-HYD /9

Dated 09.04.2026

CIRCULAR

Subject: Creation and Updation of Member and Family Data in C-CARES Portal - reg.

It is informed that the functionalities relating to creation and updation of Member Master Data and Family Member details have been streamlined in the C-CARES Portal. The system now incorporates a structured workflow for processing such requests through designated roles.

2. The detailed process flows and Standard Operating Procedures (SOPs) for the following modules have been prepared and are available:
 - i. Creation of Member Master Data (New Member / Existing Member)
 - ii. Updation of Member Master Data
 - iii. Addition of Family Member Details
 - iv. Updation of Family Member Details
3. The above processes shall be carried out strictly through the system using the Maker-Checker-Approver workflow, ensuring proper verification at each level, i.e., UDA → UAO → AAO.
4. In order to ensure uniformity, accuracy, and accountability in data management, all concerned officials are hereby directed to adhere strictly to the prescribed process flows and procedures while initiating and processing requests in the C-CARES Portal.
5. A copy of the User Manual containing detailed steps and system functionalities is available within the C-CARES Portal login. The process flows and detailed procedures for each module are enclosed as Annexure-I to Annexure-VIII for ready reference.
6. All Coal Companies are hereby requested to ensure that the

Member Master Data and Family Member Master Data of all members are updated in the C-CARES Portal using the aforementioned modules/functionalities, after due verification of all existing data (Member and Family Member), so as to avoid any discrepancies. The above exercise shall be completed by 30.04.2026, and confirmation of compliance shall be communicated to NEDPC, CMPFO, Hyderabad.

7. In case of any technical issues or difficulties in processing requests, the matter may be brought to the notice of NEDPC, CMPFO, Hyderabad, along with relevant details and screenshots for necessary assistance.
8. This issues with the approval of the Commissioner, CMPFO.

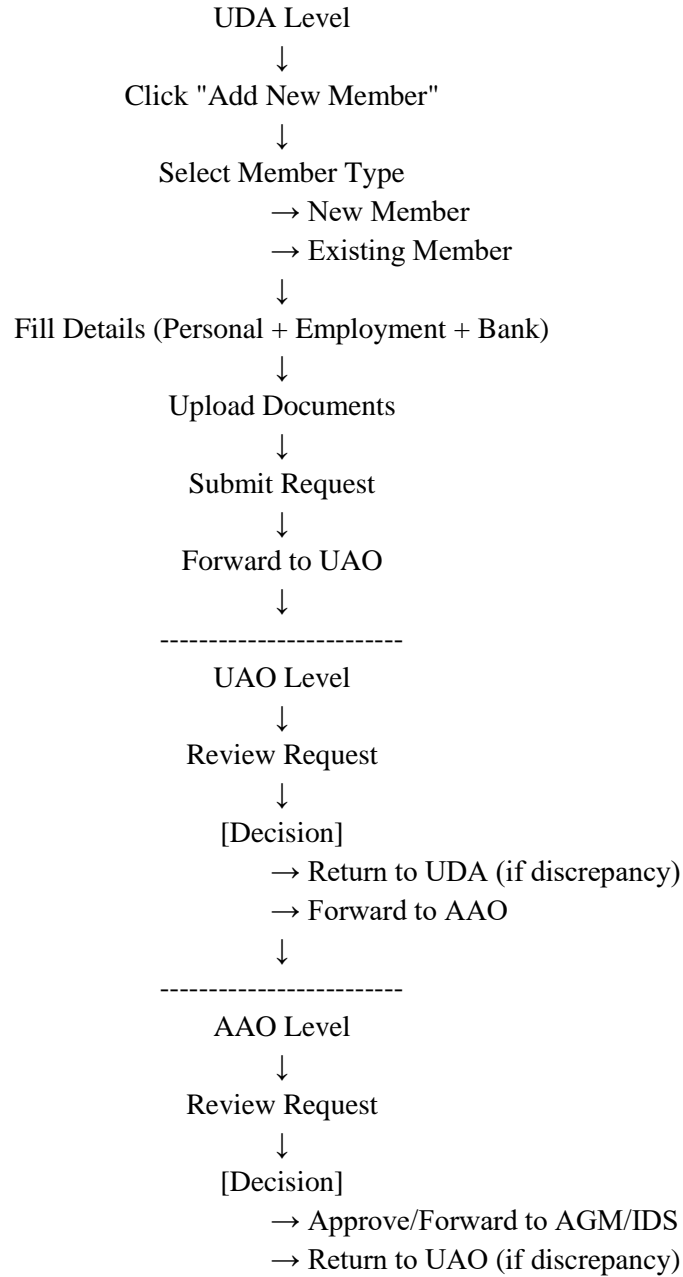
**Digitally signed by
JAI SHANKAR RAI
Date: 09-04-2026
11:33:37**

(Jai Shankar Rai)
Regional Commissioner-I
Coal Mines Provident Fund Organisation
NEDPC, Hyderabad

Distribution:

1. Chairman-cum-Managing Director, Coal India Limited
2. Chairman-cum-Managing Director, SCCL
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4. All Coal Companies / Subsidiaries
5. All Regional Heads, CMPFO
6. Office Copy

PROCESS FLOW TO ADD MEMBER MASTER DATA



DETAILED PROCEDURE TO ADD MEMBER MASTER DATA

1. UDA (Unit Dealing Assistant)

1.1 General Instruction

Under UDA login, a request for creation of **Member Master Data** can be initiated for:

- **New Member** → New joinee (CMPF Account Number will be generated)
- **Existing Member** → Member already having CMPF Account Number (issued offline)

1.2 Access & Monitoring

- Navigate to **Add New Member**
- Tabs available:
 - **Submitted Tab** → Requests pending with higher officers
 - **Returned Tab** → Requests sent back for correction
 - **Approved Tab** → Successfully approved requests

1.3 Initiate Member Creation

- Click **Add New Member Button**
- System displays **Member Registration Form**

1.4 Select Member Type

- **New Member**
 - Enter complete details
 - CMPF Account Number will be **auto-generated**
- **Existing Member**
 - Enter existing CMPF Account Number
 - Fill remaining details

1.5 Enter Member Details

Fill the following:

- Personal Details
- Employment Details
- Bank Details (PF & Pension)

1.6 Document Upload

- Upload all **required supporting documents**

1.7 Submission

- Click **Submit**
- System behavior:
 - If data is correct → Request forwarded to UAO
 - If error → Alert displayed for correction

2. UAO (Unit Authorised Officer)

2.1 Tabs Available

- **Received** → New requests from UDA
- **Processed** → Forwarded to AAO
- **Returned** → Sent back to UDA
- **Approved** → Final approved cases

2.2 Verification Process

- Click **Ack ID**
- Verify:
 - Employment details
 - Bank details (PF & Pension)
 - Uploaded documents

2.3 Decision at UAO

- **Forward to AAO** (select AAO from dropdown)
- **Return to UDA** (if discrepancies found)

3. AAO (Area Authorised Officer)

3.1 Tabs Available

- **Received**
- **Processed**
- **Returned**
- **Approved**

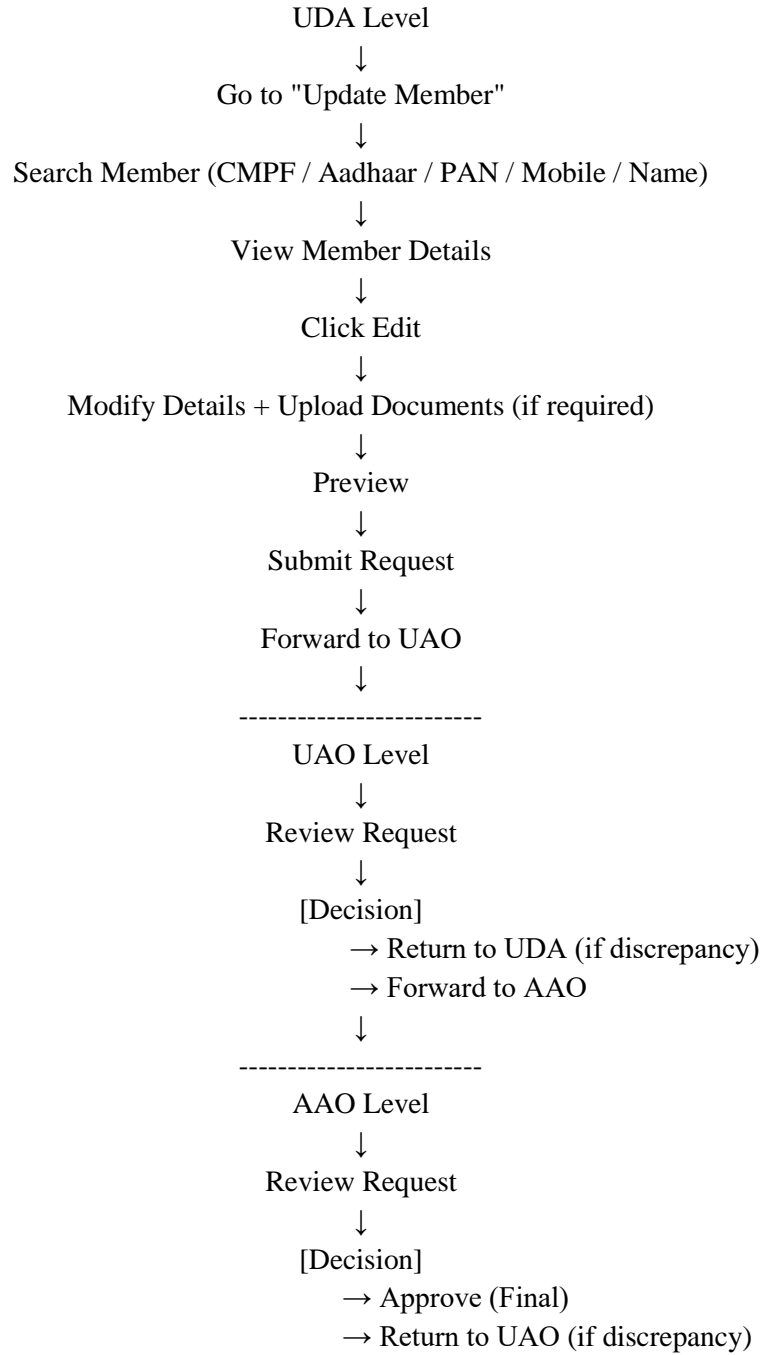
3.2 Verification Process

- **Click Ack ID**
- **Review:**
 - Employment details
 - Bank details
 - Supporting documents

3.3 Decision at AAO

- **Approve** → Final approval of member creation
- **Return to UAO** → If discrepancies found

PROCESS FLOW TO UPDATE MEMBER MASTER DATA



DETAILED PROCEDURE TO UPDATE MEMBER MASTER DATA

1. UDA (Unit Dealing Assistant)

1.1 General Instruction

After successful creation of member data, any subsequent changes/updates in the **Member Master Data** shall be carried out using the **Update Member** option.

1.2 Access & Tracking

- Navigate to **Update Member**
- Tabs available:
 - **Submitted Tab** → Requests sent to UAO for approval
 - **Returned Tab** → Requests sent back for correction

1.3 Search Member

The UDA can search the member using:

- CMPF Account Number
- Aadhaar Number
- PAN
- Mobile Number
- Name

1.4 View Member Details

- After search, member details are displayed
- Options available:
 - **View Icon**
 - **Edit Icon**

1.5 Update Member Details

- Click **Edit Icon**
- Modify required fields in the member profile

1.6 Preview & Submission

- Click **Preview** to verify changes
- Click **Submit**
- Select **UAO officer** from dropdown
- System displays “**Successful**” message

2. UAO (Unit Authorised Officer)

2.1 Tabs Available

- **Received** → New requests from UDA
- **Processed** → Forwarded to AAO
- **Returned** → Sent back to UDA

2.2 Verification Process

- Click **Upd Req Ack ID**
- Verify:
 - Member personal details
 - Employment details
 - Bank details (PF & Pension)
 - Old vs Updated values
 - Uploaded documents
 - Remarks

2.3 Decision at UAO

- **Forward to AAO** (select AAO from dropdown)
- **Return to UDA** (if discrepancies found)

3. AAO (Area Authorised Officer)

3.1 Tabs Available

- **Received**
- **Processed**
- **Returned**

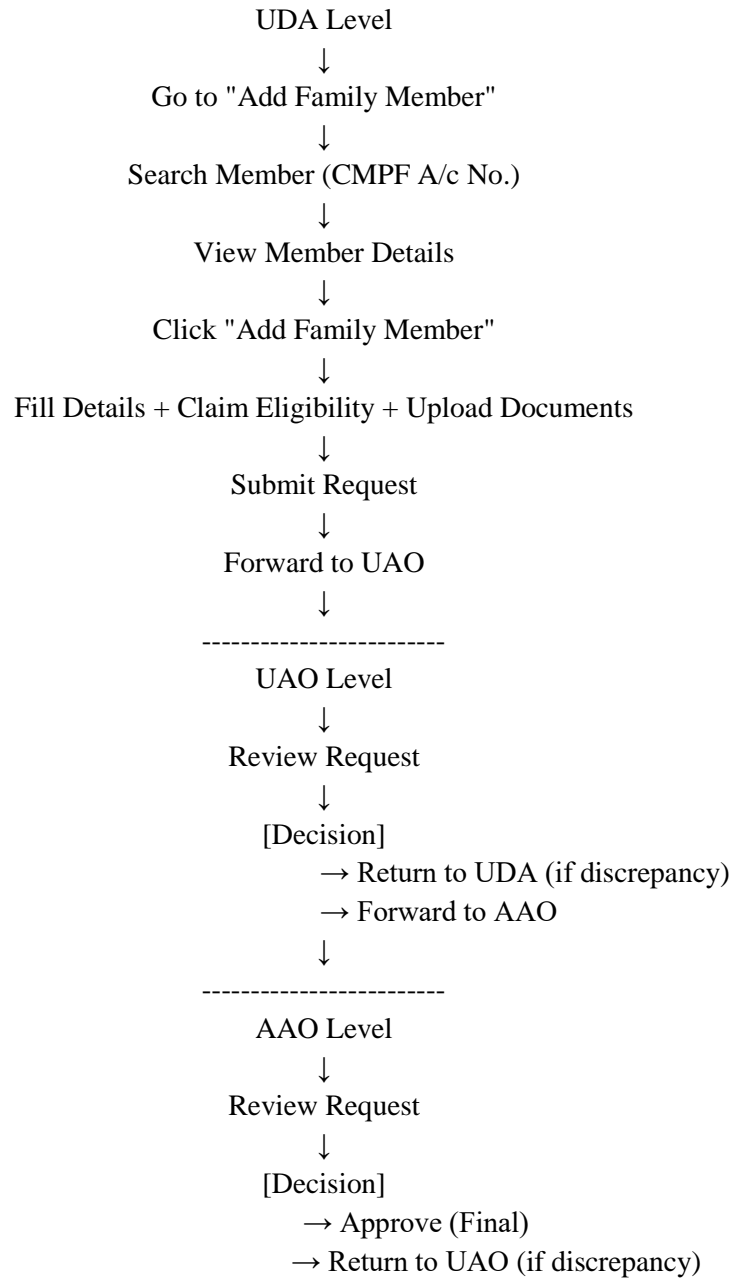
3.2 Verification Process

- Click **Upd Req Ack ID**
- Review:
 - Employment details
 - Bank details (PF & Pension)
 - Updated member information
 - Supporting documents

3.3 Decision at AAO

- **Approve** → Final approval of update
- **Return to UAO** → If discrepancies found

PROCESS FLOW TO ADD FAMILY MEMBER MASTER DATA



DETAILED PROCEDURE –ADD FAMILY MEMBER MASTER DATA

1. UDA (Unit Dealing Assistant)

1.1 Access & Monitoring

- Navigate to **Add Family Member**
- Tabs available:
 - **Submitted Tab** → Requests pending with UAO
 - **Returned Tab** → Requests sent back for correction

1.2 Add New Family Member

Step 1: Initiate Request

- Click **Add Button**
- Search member using **CMPF Account Number**

Step 2: View Member Details

- On search, member details will be displayed
- Click **Add Family Member Button**

Step 3: Fill Details

- Enter:
 - Family member details
 - Claim eligibility information
- Upload **supporting documents**

Step 4: Submission

- Click **Submit**
- Request is forwarded to **UAO for approval**

2. UAO (Unit Authorized Officer)

2.1 Tabs Available

- **Received** → New requests from UDA
- **Processed** → Forwarded to AAO
- **Returned** → Sent back to UDA

2.2 Verification Process

- Click **Req Ack ID**
- Verify:
 - Member details
 - New family member details
 - Claim eligibility
 - Uploaded documents

2.3 Decision at UAO

- **Forward to AAO** (after selecting AAO from dropdown)
- **Return to UDA** (if discrepancies found)

3. AAO (Area Authorized Officer)

3.1 Tabs Available

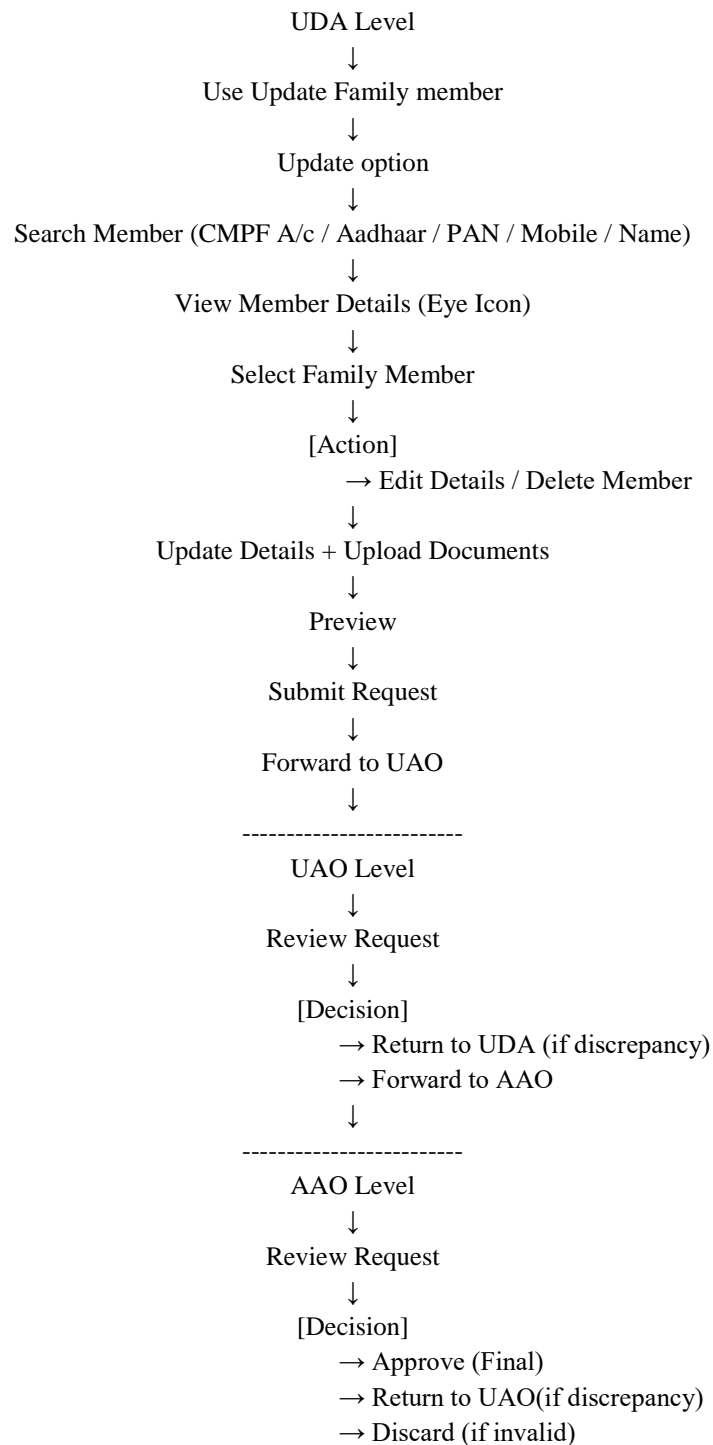
- **Received**
- **Approved**
- **Returned**

3.2 Verification Process

- Click **Upd Req Ack ID**
- Review:
 - Member details
 - Newly added family member details
 - Claim eligibility
 - Uploaded documents

3.3 Decision at AAO

- **Approve** → Final approval
- **Return to UAO** → If discrepancies found

PROCESS FLOW TO UPDATE FAMILY MEMBER MASTER DATA

DETAILED PROCEDURE –UPDATE FAMILY MEMBER MASTER DATA

1. UDA (Unit Dealing Assistant)

1.1 Access & Tracking

- Navigate to **Update Family Member option**
- Use:
 - **Submitted Tab** → Requests sent to UAO
 - **Returned Tab** → Requests sent back for correction

1.2 Important Restriction

- If **claims are under process**, update is **not allowed**
- System will display error message

1.3 Use Update option & Search Member

Search using:

- CMPF Account Number
- Aadhaar
- PAN
- Mobile Number
- Name

1.4 View & Select Family Member

- Click **Eye Icon** → view details
- Select required family member

1.5 Actions Available

Edit:

- Click **Edit Icon**
- Modify:
 - Family details
 - Nominee details
 - Claim eligibility
- Upload supporting documents

Delete:

- Click **Delete Icon**
- Mandatory:
 - Upload documents
 - Enter remarks

1.6 Preview & Submission

- Click **Preview**
- Verify details
- Click **Submit**

⇒ System forwards request to **UAO**

2. UAO (Unit Authorized Officer)

2.1 Tabs Available

- **Received** → New requests
- **Processed** → Forwarded to AAO
- **Returned** → Sent back to UDA

2.2 Review Process

- Click **Upd Req Ack ID**
- Verify:
 - Member details
 - Old vs New values
 - Uploaded documents
 - Remarks

2.3 Decision at UAO

- **Forward to AAO**
- **Return to UDA** (if discrepancy)

3. AAO (Area Authorized Officer)

3.1 Tabs Available

- **Received**
- **Approved**
- **Returned**

3.2 Review Process

- Click **Upd Req Ack ID**
- Verify:
 - Updated family details
 - Supporting documents

3.3 Decision at AAO

- **Approve** → Final approval
- **Return to UAO** (if discrepancy)
- **Discard** (if invalid request)

1. Creation of Master Data of New Member & Existing Member

Under UDA login, a request for creation of master data of a New Member (New Joinee who has to be issued CMPF A/c Number) and Existing member (who was issued CMPF A/c Number offline) can be initiated.

Following are steps involved:

UDA (UNIT DEALING ASSISTANT)

The **Add New Member** option allows the Unit Dealing Assistant (UDA) to add new members to the CMPF system.

1. Under the **Submitted** tab, the UDA can view all new requests submitted for adding a member. These requests are waiting for review and approval by higher officers.
2. Under the **Returned** tab, the UDA can view all requests that were sent back by higher officers due to errors or missing information. The UDA should correct the details and resubmit the request.
3. Under the **Approved** tab, the UDA can view all requests that have been reviewed and approved by higher officers.

The **Add New Member** button also appears on the right side of the page (Figure 1).

Ack ID	Full Name	Unit ID	Submission Date	Date of Birth
NM6000481	AJIT S	ASN/30	08/10/2024	31/01/2010
NM6001788	AKASH NBBNDS	RNJ/10	17/12/2024	01/12/2024
NM6000482	VISHAL R	ASN/25	08/10/2024	01/01/2001
NM6001604	Bajunath krijkhkj Sharma	ASN/13	05/12/2024	05/12/2024
NM6001183	Shivani	RNJ/27	13/11/2024	11/09/1992
NM6001184	A	CAL/1	13/11/2024	13/11/2024
NM6001612	Pratik singh patil	ASN/12	05/12/2024	05/12/2024

Figure 1: Add New Member Tab

By clicking the **Add New Member** button, a detailed form for adding a new member appears. The UDA can fill in all the required information, such as personal details, employment details, and bank account details for the new member (Figure 2).

The form contains the following sections and fields:

- PERSONAL INFORMATION:** Fields for Name, Date of Birth, Gender, Address, and other personal details.
- EMPLOYMENT DETAILS:** Fields for Employer Name, Address, and other employment-related information.
- ADDRESS DETAILS OF PF (EPFES DIVER IPEE-):** Fields for PF account details.
- ADDRESS DETAILS OF PENSION (EPFES DIVER IPEE-):** Fields for pension account details.

Figure 2: Add New Member Form

While adding a new member, the system provides two options (Figure 3):

1. **New Member:** If the person is new to the CMPF system, enter their details, and the system will automatically generate a new CMPF account number.
2. **Existing Member:** If the person is already part of the CMPF system, enter their existing details and CMPF account number.

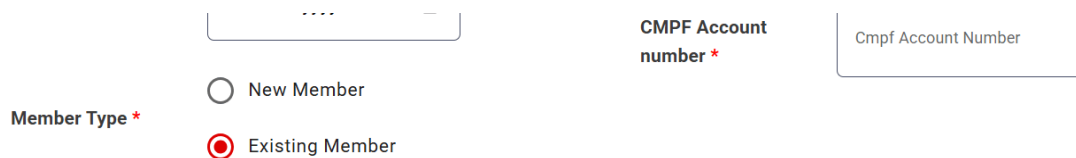


Figure 3: Choose Member Type

After entering the details and uploading the required documents, the UDA clicks the **Submit** button. If all the information is correct, the request is forwarded to the UAO for approval or disapproval (Figure 4). If any error occurs, an alert appears asking the UDA to enter the correct details (Figure 5).

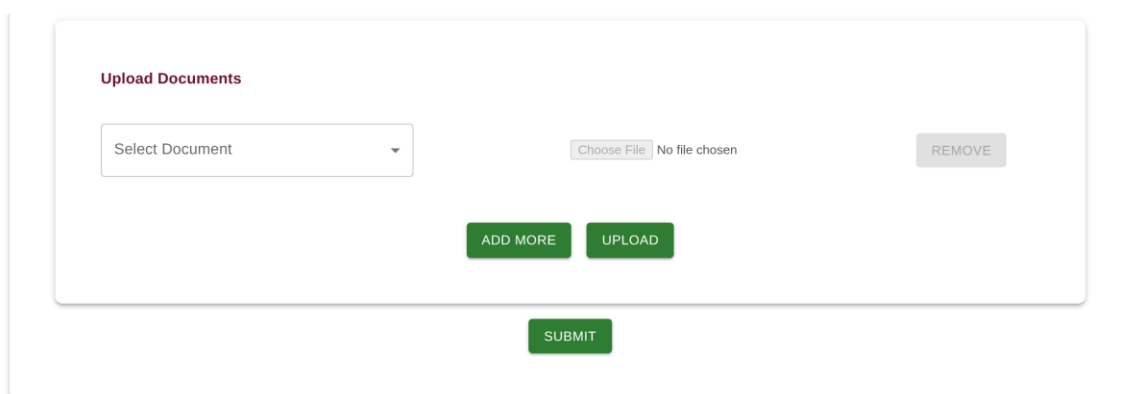


Figure 4: Successful Submission

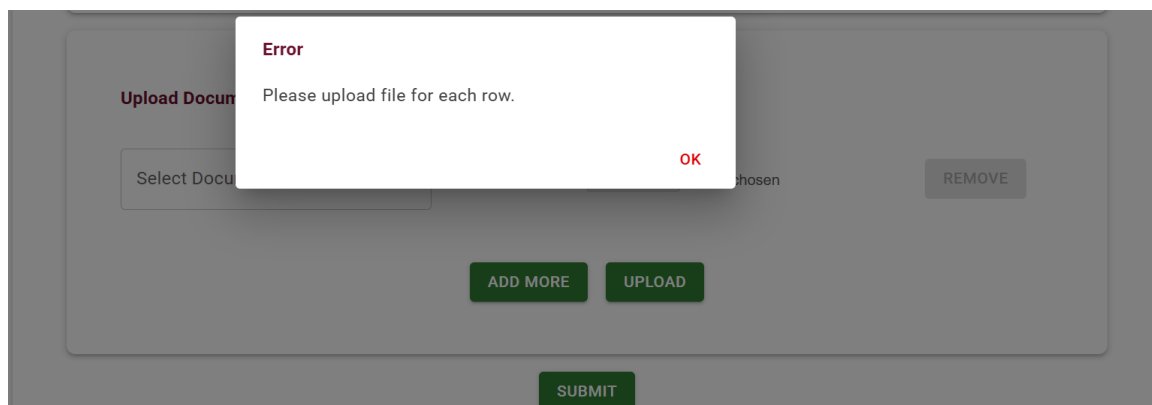


Figure 5: Error Alert

UAO (UNIT AUTHORISED OFFICER)

In the **Add New Member** tab, all requests for adding new members are displayed (Figure 6).

- Under the **Received** tab, all Add New Member requests forwarded to the UAO are shown. The UAO can approve a request or return it to the UDA if any discrepancies are found.
- Under the **Processed** tab, requests approved by the UAO and forwarded to the AAO are shown.
- Under the **Returned** tab, requests returned by the UAO to the UDA are shown.
- Under the **Approved** tab, requests approved by the SI are displayed.

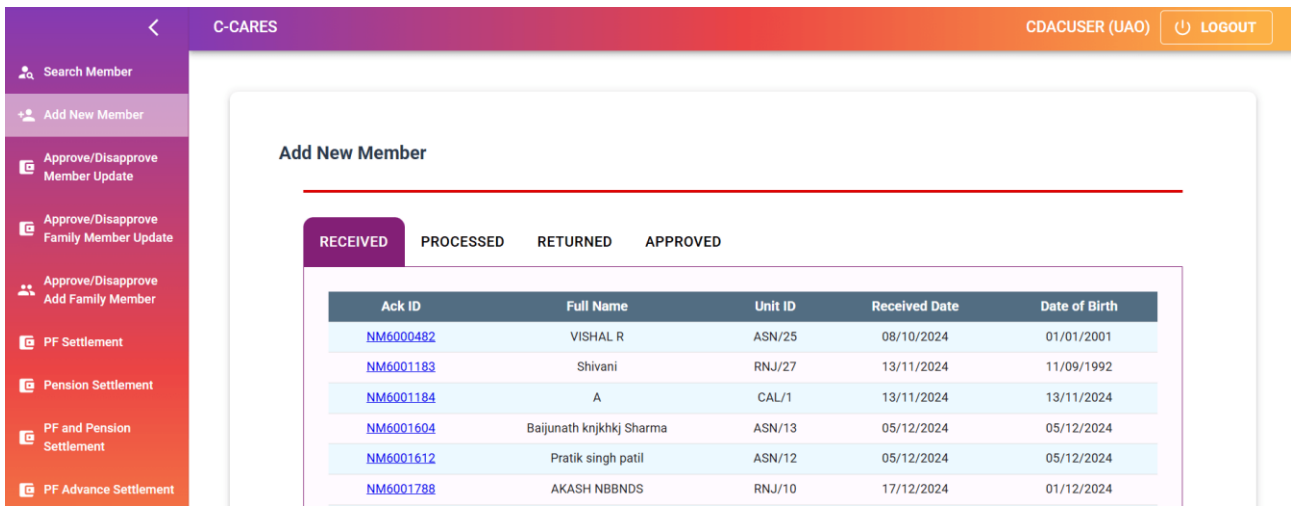


Figure 6: Approve/Disapprove Add New Member

Clicking the **Ack ID** under the **Received** tab displays the member's employment details, bank details for PF and pension, and uploaded documents. The UAO can review the information, select the AAO officer from the dropdown list, and click the **Forward** button to send it. If any details are incorrect, the request can be returned to the UDA by clicking the **Return** button (Figure 7).

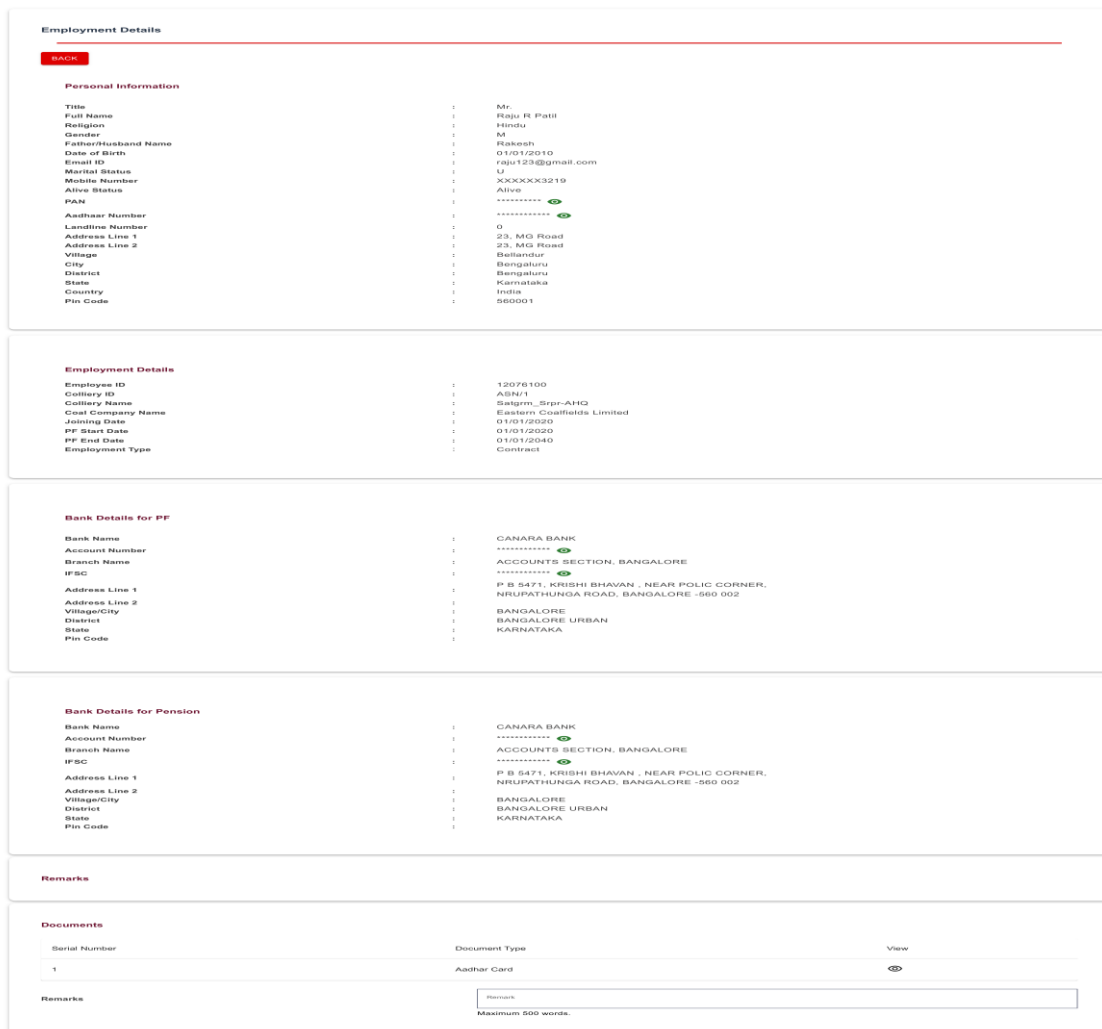


Figure 7: Forward to AAO

AAO (AREA AUTHORISED OFFICER)

In the **Add New Member** tab, requests for adding new members are displayed (Figure 8).

- Under the **Received** tab, all Add New Member requests forwarded to the AAO are displayed. The AAO can approve the requests or return them to the UAO if any discrepancies are found.
- Under the **Processed** tab, approved requests forwarded to the AGM or IDS are displayed.
- Under the **Returned** tab, all requests returned by the AAO to the UAO are displayed.
- Under the **Approved** tab, requests approved by the SI are displayed.

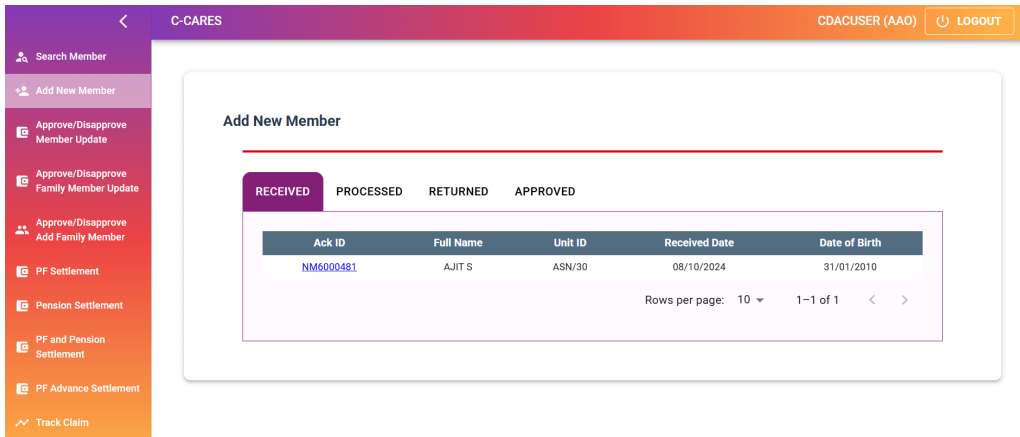


Figure 8: Approve/Disapprove Add New Member

Clicking the **Ack ID** under the **Received** tab displays the member's employment details, bank details for PF and pension, and any uploaded documents. The AAO can review the information, select the AGM/IDS officer from the dropdown list, and click **Forward to AGM** or **Forward to IDS** to send it. If any details are incorrect, the request can be returned to the UAO by clicking the **Return** button (Figure 9).

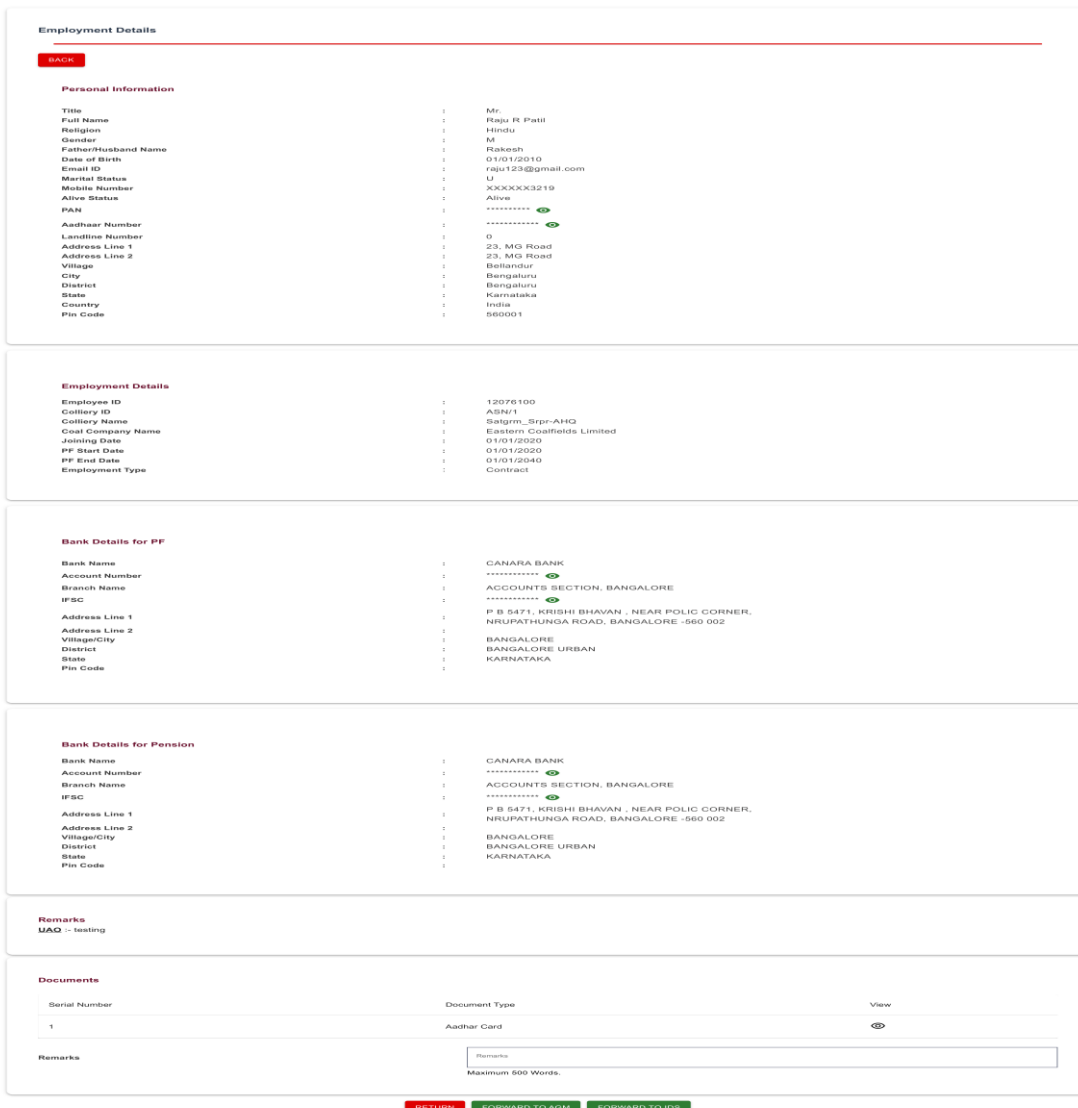


Figure 9: Forward to AGM/IDS

2.Update Member Master data

On successful creation of the member data , if any subsequent changes/updates has to be made member master data, following steps to be followed.

UDA (UNIT DEALING ASSISTANT):

The **Update Member** option allows the **Unit Dealing Assistant (UDA)** to update member details in the **CMPF system**.

1. Under the **Submitted** tab, the UDA can see all update requests that have been sent for review and approval by UAO.
2. Under the **Returned** tab, the UDA can see all requests that were sent back by higher officers due to mistakes or incorrect information. The UDA should correct the details and resend the request.

The **Update** button also appears on the right side of the page (Figure 10).

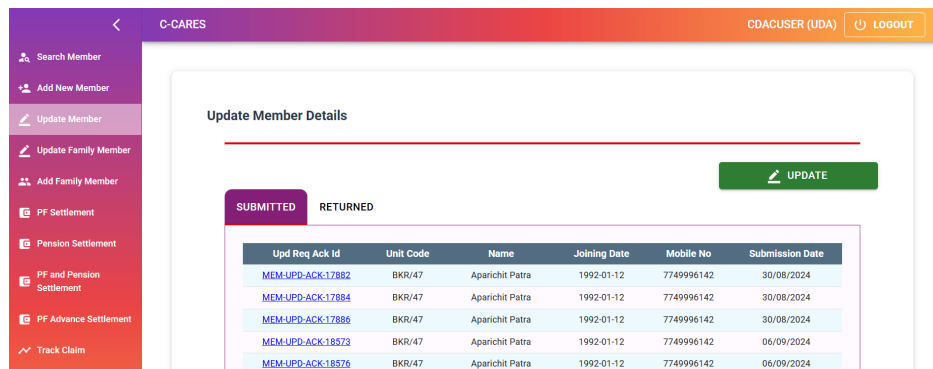


Figure 10: Update Member Tab

By clicking the **Update** button, the UDA can update member details by searching for the member using any of the following:

- i. CMPF Account Number
- ii. Aadhaar Number
- iii. PAN
- iv. Mobile Number
- v. Name

After clicking the **Search** button, a row displaying the member's details appears, along with the **View** and **Edit** icons (Figure 11).

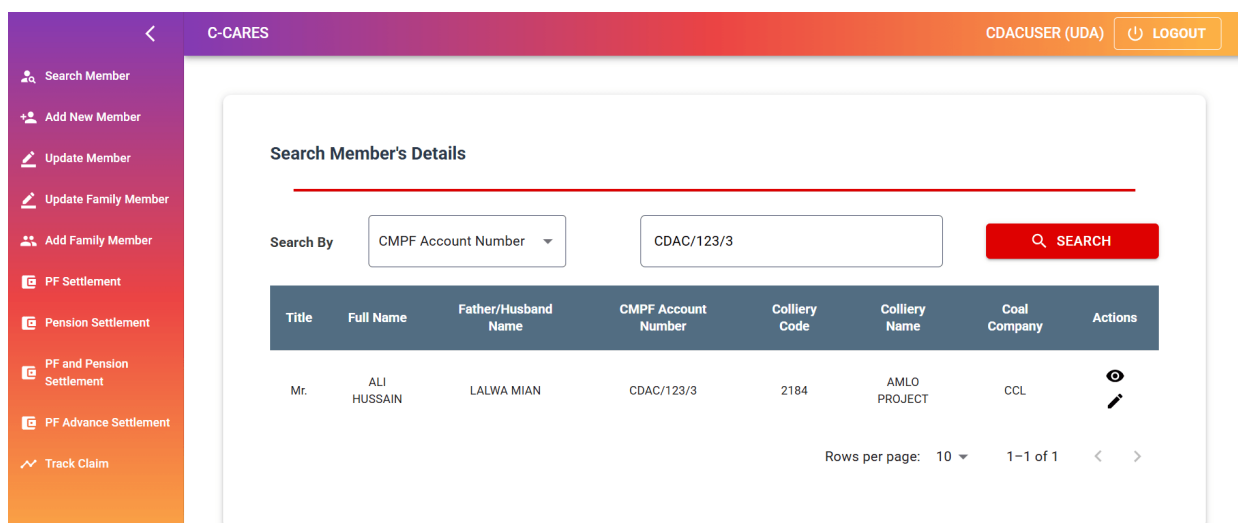


Figure 11: Member Details of the Searched Account

By clicking the **Edit** icon, all mandatory fields for updating appear. The UDA can then modify the required details (Figure 11).

BACK
Update Member Details

Personal Information

Title -

First Name -

Middle Name -

Last Name -

Date of Birth -

Alive Status - Alive Deceased

PAN -

Aadhaar Number -

Address Line1 -

Village -

District -

State -

Religion -

Gender - Male Female Other

Father/Husband Name -

Email ID -

Mobile Number -

Landline Number -

Marital Status -

Address Line2 -

City -

Pincode -

Country -

EDIT

Employment Details

CMPE Account Number -

Colliery Code -

Coal Company -

PE Start Date -

Employment Type -

Employee ID -

Colliery Name -

Joining Date -

PE End Date -

EDIT

Account Details of PF

IFSC -

Name of Bank -

Address -

City -

Account No -

Branch Name -

District -

State -

EDIT

Account Details of Pension

IFSC -

Name of Bank -

Address -

City -

Account No -

Branch Name -

District -

State -

EDIT

Upload Documents

Select Document

No file chosen

Remarks

Enter your remarks here.

Enter your remarks (Maximum 200 words).

PREVIEW

Figure 11: Fields for Updating Member

After updating the details, the UDA clicks the **Preview** button to review the changes made, and then clicks the **Submit** button. A dropdown will appear to select the officer to whom the request should be forwarded. The request is then sent to the UAO, and a “Successful” message will appear (Figure 12). The claim will then be visible under the **Submitted** tab.

BACK

Preview Member's Details

Personal Information

Title : Mr.	Religion : Hindu
Full Name : Aparichit Patra	Gender : Other
Date of Birth : 01/02/1990	Name of Father/Husband : Anjaan Patra
Alive Status : Deceased	Email ID : mswetha@cdac.in
PAN : ABCDE1234A	Mobile Number : 7749996142
Aadhaar Number : 987654321012	Landline Number :
Marital Status : Married	
Address : MOHULPALLI, 0, ARAKHAPUR, Odisha, INDIA, 761117	

Employment Details

CMPF Account Number : CDAC/1/2345	Employee Id : 12345
Colliery Code : BKR/47	Colliery Name : SODEPUR-AHQ
Coal Company : Eastern Coalfields Limited	Joining Date : 12/01/1992
PF Start Date : 12/01/1992	Employment Type : Regular

Account Details of PF

Name of the Bank : SBI	IFSC : SBIN0021232
Account No : 123213234	Branch Name :
Address : Bangalore, Bangalore, Bypanahalli, KARNATAKA	

Account Details of Pension

Name of the Bank : PNB	IFSC : PNB0023123
Account No : 2343223454	Branch Name :
Address : Mumbai, thane, Thane, MAHARASHTRA	

Remarks

SUBMIT

CDACUSER (UAO-CC-OFF-0001) ▼

OK

Figure 12: Submit Update Request

UAO (UNIT AUTHORISED OFFICER)

Requests for updating member details are displayed here (Figure 13).

- Under the **Received** tab, all update requests for members forwarded to the UAO are displayed. The UAO can either approve and forward them to the AAO or return the requests to the UDA if any discrepancies are found.
- Under the **Processed** tab, all approved requests forwarded to the AAO are displayed.
- Under the **Returned** tab, all requests returned by the UAO to the UDA are displayed.

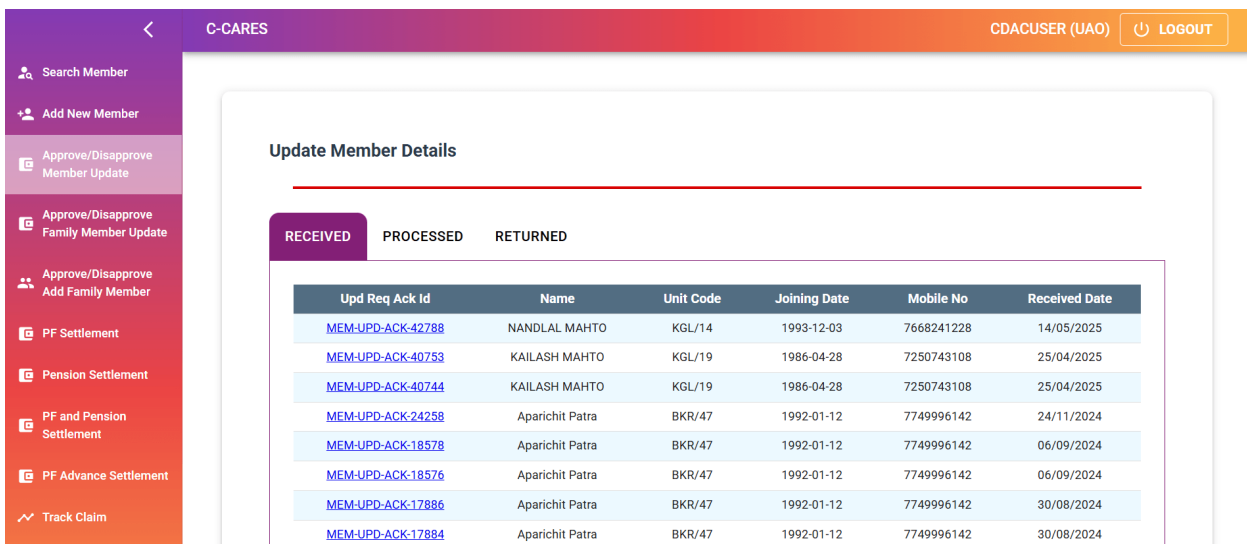


Figure 13: Approve/Disapprove Member Update

Clicking the **Upd Req Ack ID** under the **Received** tab displays the member's personal information, employment details, and bank details for PF and pension. It also shows the updated member details with both old and new values, along with any uploaded documents and remarks. The UAO can review the information, select the AAO officer from the dropdown list, and click **Forward to AAO** to send the request. If any discrepancies are found, the UAO can return the request to the UDA by clicking the **Return** button (Figure 14).

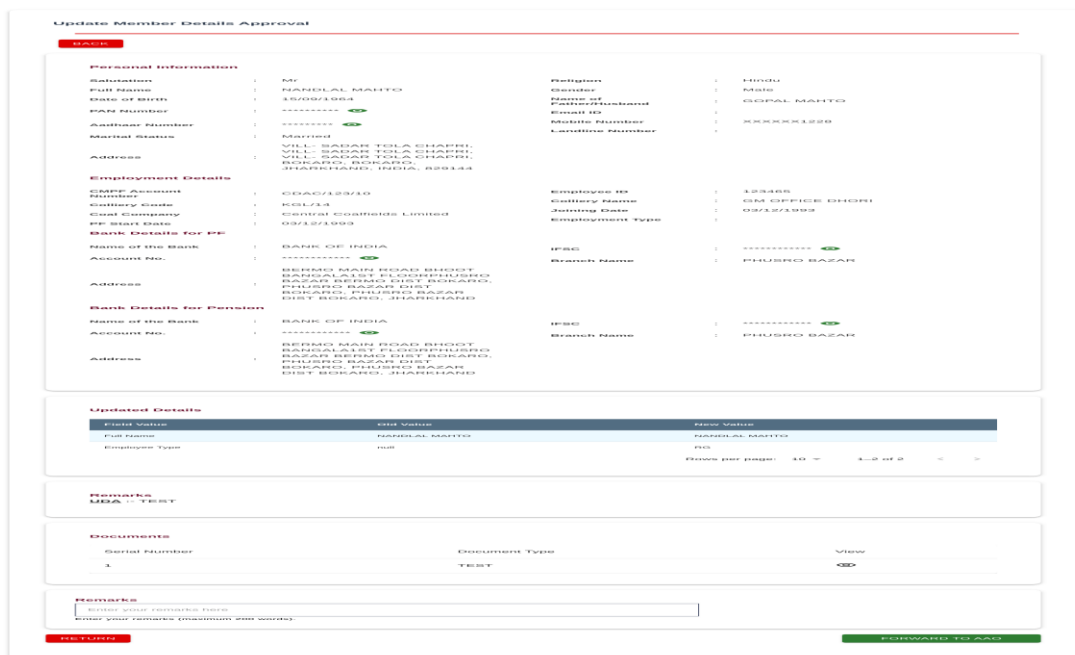


Figure 14: Forward to AAO

AAO (AREA AUTHORISED OFFICER)

Requests for updating member details are displayed here (Figure 15).

- Under the **Received** tab, all update requests for members forwarded to the AAO are displayed. The AAO can either approve the requests or return them to the UAO if any discrepancies are found.
- Under the **Processed** tab, all approved requests are displayed.
- Under the **Returned** tab, all requests returned by the AAO to the UAO are displayed.

The screenshot displays the 'Update Member Details' page in the C-CARES system. The interface includes a sidebar with various navigation options such as 'Search Member', 'Add New Member', and 'Approve/Disapprove Member Update'. The main content area features three tabs: 'RECEIVED', 'PROCESSED', and 'RETURNED'. The 'RECEIVED' tab is active, showing a table of member update requests.

Upd Req Ack ID	Name	Unit Code	Joining Date	Mobile No	Received Date
MEM-UPD-ACK-5168	Aparichit Patra	BKR/47	1992-01-12	7749996142	12/04/2024
MEM-UPD-ACK-8783	Hibiscus Singh	BKR/47	1992-01-12	8074754971	24/05/2024
MEM-UPD-ACK-8783	Hibiscus Singh	BKR/47	1992-01-12	8074754971	24/05/2024
MEM-UPD-ACK-8783	Hibiscus Singh	BKR/47	1992-01-12	8074754971	24/05/2024
MEM-UPD-ACK-8783	Hibiscus Singh	BKR/47	1992-01-12	8074754971	02/09/2024
MEM-UPD-ACK-8998	Hibiscus Singh	BKR/47	1992-01-12	8074754971	27/05/2024
MEM-UPD-ACK-8998	Hibiscus Singh	BKR/47	1992-01-12	8074754971	27/05/2024
MEM-UPD-ACK-9272	Hibiscus Singh	BKR/47	1992-01-12	8074754971	27/05/2024

Figure 15: Approve/Disapprove Member Update

Clicking the **Upd Req Ack ID** under the **Received** tab displays the member's employment details, bank details for PF and pension, updated member information, and any uploaded documents. The AAO can review the details and click the **Approve** button to confirm the updates. If any discrepancies are identified, the request can be returned to the UAO by clicking the **Return** button.

3.Add Family Member Master Data

UDA(UNIT DEALING ASSISTANT)

The **Add Family Member** feature allows the **Unit Dealing Assistant (UDA)** to add new family members for existing CMPF members. This function is particularly useful when a member needs to include additional family members for claim or benefit purposes.

1. Under the **Submitted** tab, the UDA can view all new requests submitted for adding a family member. These requests are waiting for review and approval by UAO.
2. Under the **Returned** tab, the UDA can view all requests that were sent back by higher officers due to errors or missing information. The UDA should correct the details and resend the request (Figure 16).

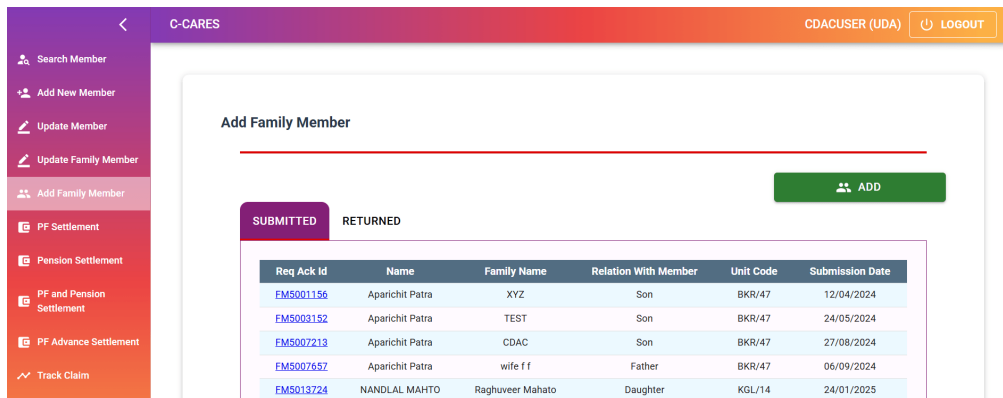


Figure 16: Add Family Member Tab

By clicking the **Add** button, the **Unit Dealing Assistant (UDA)** can add a new family member’s details by searching for the member’s information using their **CMPF Account Number** (Figure 17).

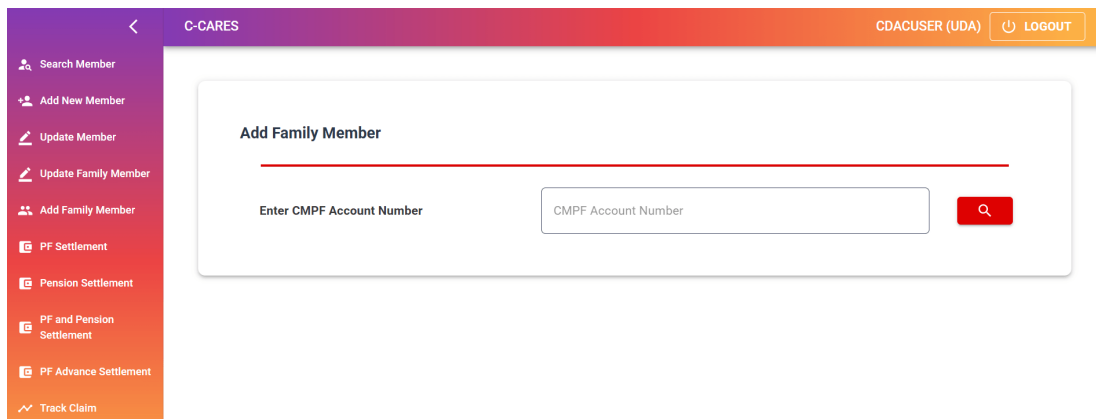


Figure 17: Search Member’s Family Details

After clicking the **Search** button, the member’s details appear along with an **Add Family Member** button (Figure 18).

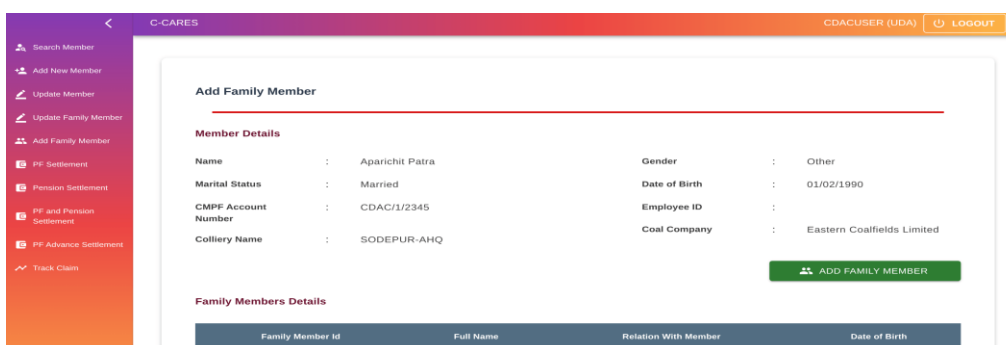


Figure 18: Member Details with Add Family Member Button

Once the UDA clicks **Add Family Member**, a form appears containing all the necessary fields, claim eligibility details, and a document upload option (Figure 19).

BACK

Add Family Member

Personal Information

Title *	<input type="text" value="Title"/>	Religion *	<input type="text" value="Religion"/>
First Name *	<input type="text" value="First Name"/>	Gender *	<input type="radio"/> Male <input type="radio"/> Female
Middle Name	<input type="text" value="Middle Name"/>	<input type="radio"/> Other	
Last Name	<input type="text" value="Last Name"/>	Father/Husband Name *	<input type="text" value="Father/Husband Name"/>
Date of Birth *	<input type="text" value="mm/dd/yyyy"/>	Email ID	<input type="text" value="Email ID"/>
Relation With Member *	<input type="text" value="Relation"/>	Mobile Number	<input type="text" value="Mobile Number"/>
PAN	<input type="text" value="PAN"/>	Landline Number	<input type="text" value="LandLine Number"/>
Aadhaar Number	<input type="text" value="Aadhaar Number"/>	Marital Status *	<input type="text" value="Marital Status"/>
<input type="checkbox"/> Address Same as Member		Address Line2	<input type="text" value="Address Line2"/>
Address Line1 *	<input type="text" value="Address Line1"/>	Village	<input type="text" value="Village"/>
City *	<input type="text" value="City"/>	District *	<input type="text" value="District"/>
Pincode *	<input type="text" value="Pincode"/>	State *	<input type="text" value="Enter State"/>
Country *	<input type="text" value="India"/>		

Claim Eligibility Details

PF Nominee	<input type="radio"/> No <input type="radio"/> Yes
% PF Share	<input type="text" value="% PF"/>
Pension Nominee	<input type="radio"/> No <input type="radio"/> Yes
% Pension Share	<input type="text" value="% Pension"/>

Bank Details

IFSC	<input type="text" value="IFSC"/>	Account No	<input type="text" value="Bank Account Number"/>
Name of the Bank	<input type="text" value=""/>	Branch Name	<input type="text" value="Branch Name"/>
Address	<input type="text" value="Address Line1"/>	District	<input type="text" value="District"/>
City	<input type="text" value="City"/>	State	<input type="text" value="Bank State"/>

Figure 19: Fields for Adding a New Family Member

After filling in the required details and uploading the supporting documents, the UDA clicks the **Submit** button to send the request to the UAO for approval. The claim eligibility information and uploaded documents are also included in the submission (Figure 20).

Figure 20: Document Upload and Request Submission

UAO (UNIT AUTHORIZED OFFICER)

Requests for adding a new family member are displayed here (Figure 21).

- Under the **Received** tab, all requests for adding a new family member forwarded to the UAO are displayed. The UAO can either approve and forward them to the AAO or return the requests to the UDA if any discrepancies are found.
- Under the **Processed** tab, all approved requests forwarded to the AAO are displayed.
- Under the **Returned** tab, all requests returned by the UAO to the UDA are displayed.

Req Ack Id	Name	Family Name	Relation with member	Unit Code	Received Date
FM5007657	Aparichit Patra	wife f f	Father	BKR/47	06/09/2024
FM5007213	Aparichit Patra	CDAC	Son	BKR/47	27/08/2024
FM5001156	Aparichit Patra	XYZ	Son	BKR/47	

Rows per page: 10 | 1-3 of 3

Figure 21: Approve/Disapprove Add Family Member

Clicking the **Req Ack ID** under the **Received** tab displays the member’s details, new family member details, claim eligibility information, and uploaded documents. The UAO can review the information, select the AAO officer from the dropdown list, and click **Forward to AAO** to send the request. If any details are incorrect, the UAO can return the request to the UDA by clicking the **Return** button (Figure 22).

Add Family Member Details Approval

BACK

Member Details

Name : Aparichit Patra	Gender : Other
Marital Status : Married	Date of Birth : 01/02/1990
CMPE Account Number : CDAC/1/2345	Employee ID :
Colliery Name : SODEPUR-AHQ	Coal Company : Eastern Coalfields Limited

Family Members Details

No Records Found...

Rows per page: 10 ▾ 0-0 of 0 < >

New Family Member's Details

Basic Details

Title : Mr.	Religion : Hindu
First Name : Raju	Date of Birth : 01/01/2001
Middle Name : A	Email ID : raju123@gmail.com
Last Name : Patra	Mobile Number : XXXXX3219
Name of Father/Husband : Aparichit Patra	Landline Number : 0
Relation : Son	Aadhaar Number : 123412341234
Gender : Male	PAN : ABCDE1234F
Marital Status : Unmarried	Address : KHB Colony, 5th cross, house no 5,

Barpali,
Bargarh,
ORISSA,
INDIA,
768029

Claim Eligibility Details

PE nominee : Yes	Pension nominee : Yes
PE nominee % : 50	Pension nominee % : 25

Bank Details

Name of the Bank : CANARA BANK	IFSC : CNRB0001234
Account No. : 987123456	Branch Name : OOTCAMUND
Address : 156/13, SHOHREAM PALACE RD ELTINERROAD OOTY, OTHAKALMANDAPAM, COIMBATORE, TAMIL NADU	

Documents

Serial Number	Document Type	View
1	Aadhaar Id	

Remarks

test

Enter your remarks (maximum 200 words).

RETURN

FORWARD TO AAO

CDACUSER (AAO-CC-OFF-0001) ▾
OK

Figure 22: Forward to AAO

AAO (AREA AUTHORIZED OFFICER)

Requests for adding a new family member are displayed here (Figure 23).

- Under the **Received** tab, all requests for adding a new family member forwarded to the AAO are displayed. The AAO can either approve them or return the requests to the UAO if any discrepancies are found.
- Under the **Approved** tab, all approved requests by the AAO are shown.
- Under the **Returned** tab, all requests returned by the AAO to the UAO are displayed.

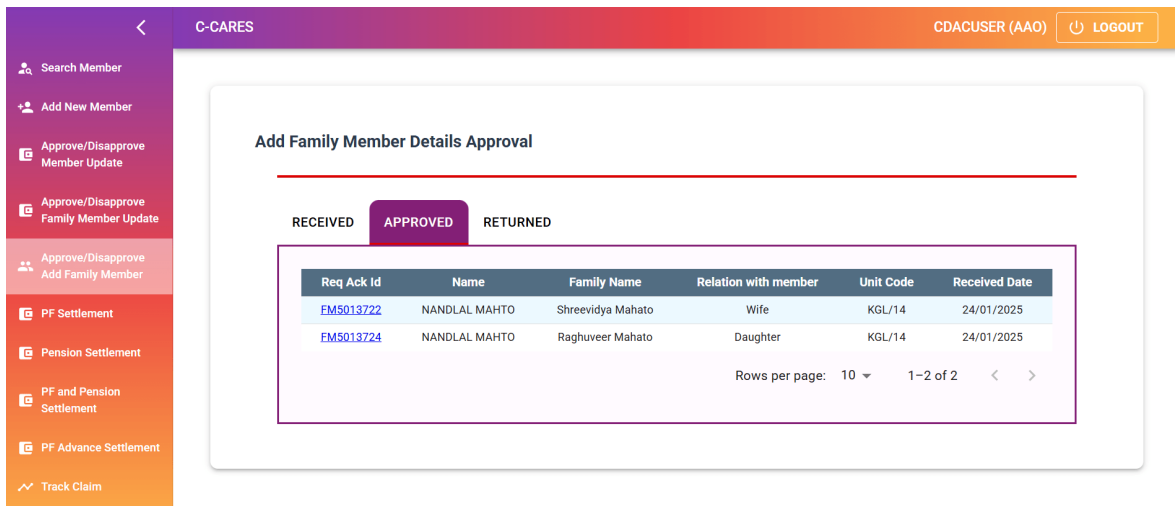


Figure 23: Approve/Disapprove Add Family Member

Clicking the **Upd Req Ack ID** under the **Received** tab displays the member’s details, new family member information, claim eligibility details, and any uploaded documents. The AAO can review the information and approve it. If any discrepancies are identified, the request can be returned to the UAO by clicking the **Return** button (Figure 24).

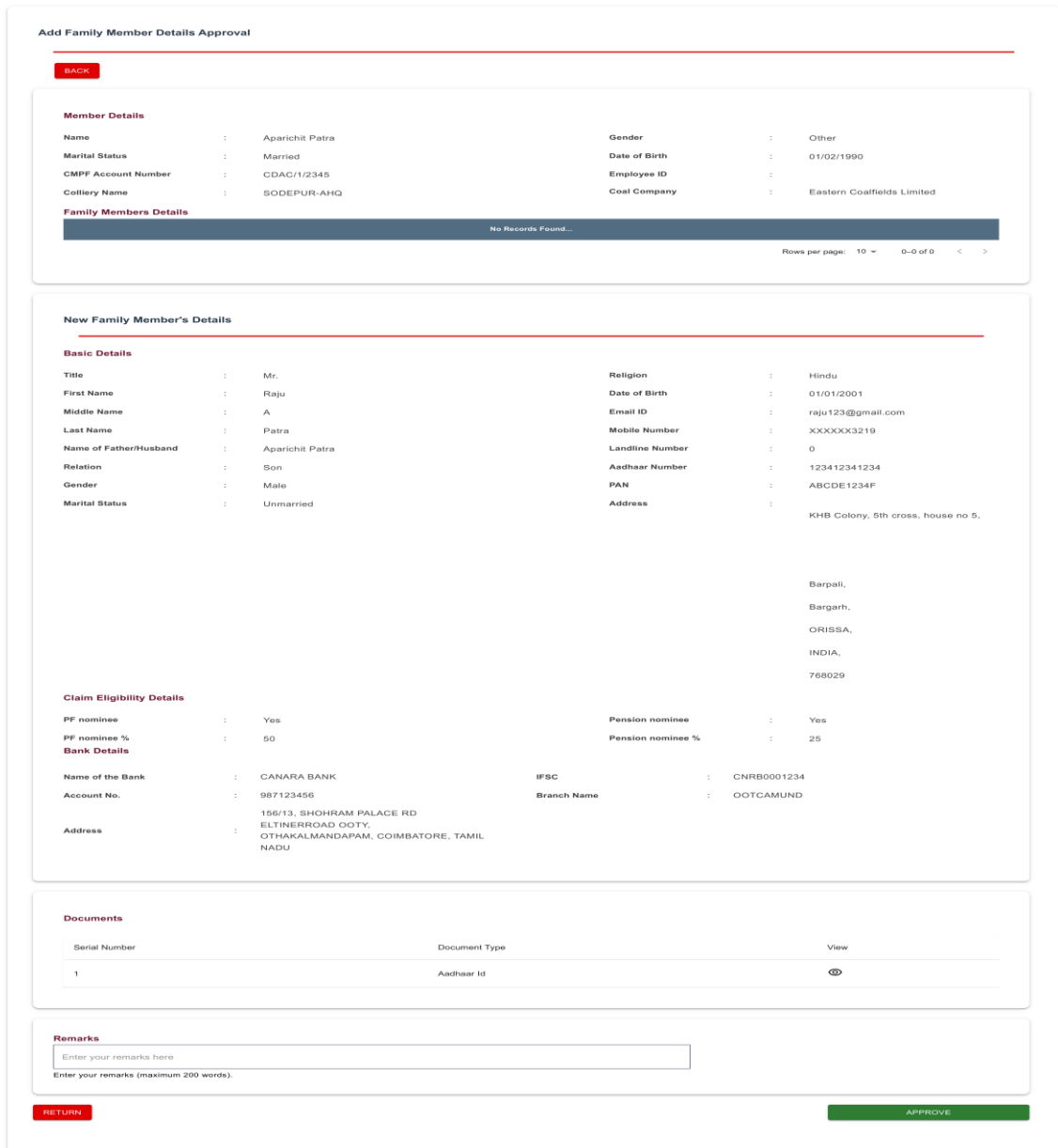


Figure 24: Return or Approve Add Family Member

4. Update Family Member Master Data

UDA (UNIT DEALING ASSISTANT)

The **Update Family Member** option allows the **Unit Dealing Assistant (UDA)** to update the details of family members in the **CMPF system**.

1. Under the **Submitted** tab, the UDA can view all update requests that have been sent for review and approval by UAO.
2. Under the **Returned** tab, the UDA can view all requests that were sent back by higher officers due to errors or incorrect details. The UDA should correct the details and resend the request.

The **Update** button also appears on the right side of the page. Click this button to proceed (Figure 25).

Upd Req Ack Id	Name	Family Name	Relation With Member	Unit Code	Submission Date
FAM-UPD-ACK-11873	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	17/01/2025
FAM-UPD-ACK-1424	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	17/04/2024
FAM-UPD-ACK-1525	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	18/04/2024
FAM-UPD-ACK-2699	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	22/05/2024
FAM-UPD-ACK-2869	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	27/05/2024

Figure 25: Update Family Member Tab

Important Note: If any claims are under process, **family member details cannot be updated**. In such cases, an error message will be displayed when attempting to update the family member details (Figure 26).

Error!
PF/Pension claim for the member is already in process (PN2033506). Member details cannot be updated while the claim is in process.

Figure 26: Error Message When Family Member Update Is Restricted

To update family member details, the **Unit Dealing Assistant (UDA)** must first search for the member using any of the following: CMPF Account Number, Aadhaar Number, PAN, Mobile Number, or Name (figure 27). Once the member is found, click the eye icon to view details of the member and their family members. The UDA can then select the specific family member whose information needs to be changed and click the **Edit** icon to update the details (Figure 28) or the **Delete** icon to delete the family member.

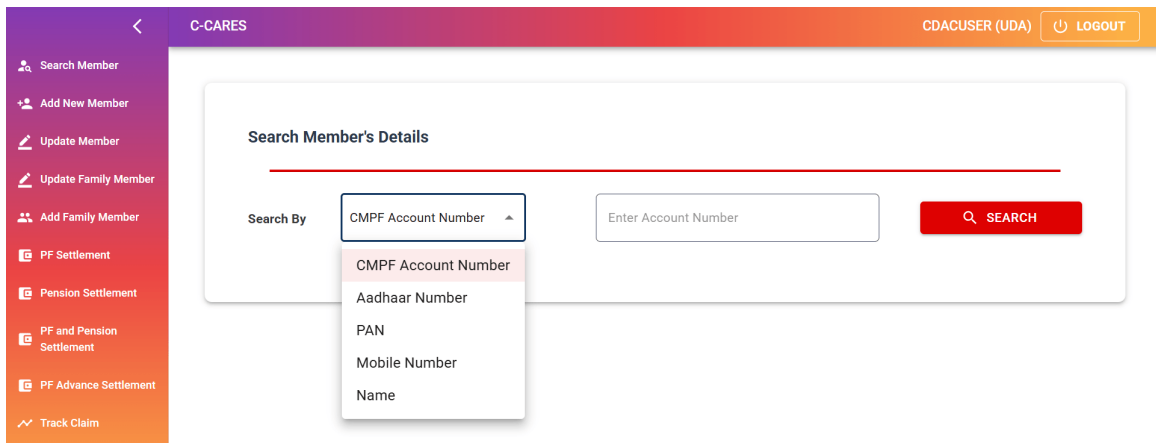


Figure 27: Search Family Member

After searching, a row containing the member’s family details appears, along with **View**, **Edit**, and **Delete** icons (Figure 28).

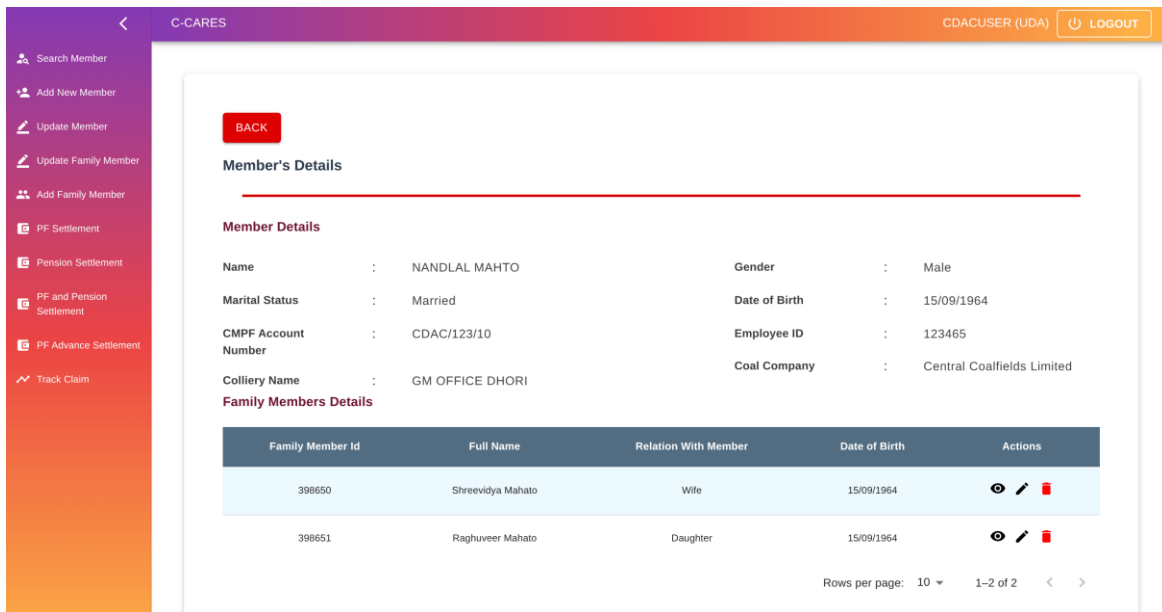


Figure 28: Family Member Details of the Searched Account

By clicking the **Edit** icon, all editable fields related to the selected family member are displayed, including nominee and claim eligibility details (Figure 29). A document upload option is also available at the end of the form to attach supporting documents (Figure 30).

BACK

Update Family Member Details

Personal Information

Title *	Mrs.
First Name *	Shreevidya
Middle Name	Middle Name
Last Name	Mahato
Date of Birth *	07/09/1970
Relation with Member *	Wife
PAN	PAN
Aadhaar Number	982647851234
Address Line1 *	VILL-BANDHDIH
City *	RANCHI
Pincode *	829301
Country *	INDIA

Religion *	Hindu
Gender *	<input type="radio"/> Male <input checked="" type="radio"/> Female <input type="radio"/> Other
Father/Husband Name *	NANDLAL MAHTO
Email ID	Email ID
Mobile Number	0
Landline Number	0
Marital Status *	Widow/Widower
Address Line2	Address Line2
Village	Village
District *	RANCHI
State *	JHARKHAND

Claim Eligibility Details

PF Nominee?	<input type="radio"/> No <input checked="" type="radio"/> Yes
% PF Share	50
Pension Nominee?	<input checked="" type="radio"/> No <input type="radio"/> Yes
% Pension Share	% Pension

Bank Details

IFSC	HDFC0000035	Account No	42114608906
Name of the Bank	HDFC BANK	Branch Name	CHANDIGARH - SECTOR THIRT
Address	HDFC BANK LTD SCO SITE NO	District	CHANDIGARH
City	CHANDIGARH	State	CHANDIGARH

EDIT

Figure 29: Fields for Updating Family Member Details and Nominee Information

After updating the necessary details, the UDA can preview the changes by clicking the **Preview** button before final submission (Figure 30).

Upload Documents

Select Document
▼

Choose File
No file chosen

REMOVE

ADD MORE

UPLOAD

Remarks

Enter your remarks here.

Enter your remarks (maximum 200 words).

PREVIEW

Figure 30: Preview Updated Details

On clicking the **Submit** button, the update request is submitted and forwarded to the UAO for approval or disapproval (Figure 31).

BACK

Preview Family Member Details

Basic Details

Title	: Mrs.	Religion	:	Hindu
First Name	: Shreevidya	Date of Birth	:	1970-07-09
Middle Name	:	Email ID	:	
Last Name	: Mahato	Mobile Number	:	0
Name of Father/Husband	: NANDLAL MAHTO	Landline Number	:	0
Relation	: Wife	Aadhaar Number	:	982647851234
Gender	: Female	PAN	:	
Marital Status	: Widow/Widower			VILL-BANDHDIH,
		Address	:	RANCHI,
				RANCHI,
				JHARKHAND,
				INDIA,
				829301

Claim Eligibility Details

PF nominee	: Yes	Pension nominee	:	No
PF nominee %	: 50	Pension nominee %	:	0

Bank Details

Name of the Bank	: HDFC BANK	IFSC	:	HDFC0000035
Account No.	: 42114608906	Branch Name	:	CHANDIGARH - SECTOR THIRTY FIVE B
Address	: HDFC BANK LTD SCO SITE NO 371 AND 372 SECTOR 35 B CHANDIGARH 160022, CHANDIGARH, CHANDIGARH, CHANDIGARH, 829301			

Remarks

SUBMIT

Figure 31: Final Submission at UDA Level

To delete a family member, click the **Delete** icon on the right side of the family member details row (Figure 28). Upon clicking the delete icon, a **Delete Family Member Details** form will appear, where the UDA must upload supporting documents and provide remarks for deletion, which is mandatory (Figure 32). After filling in the required details, click the **Delete** button and select the UAO officer from the dropdown to forward the request for approval.

BACK

Delete Family Member Details

Upload Supporting Documents

Select Document
Aadhaar Card

Choose file | aadhaar card.pdf

REMOVE

ADD MORE
✔ Uploaded

Remarks

Multiple member records found with the same name

Enter your remarks (maximum 200 words).

DELETE

CDACUSER (UAO-CC-OFF-0001)

OK

Figure 32: Delete Family Member Details Form

Once submitted, the deleted family member's information will be temporarily removed from the list. For example, in Figure 28, there were two family members; now, only one is visible (Figure 33). If the deletion request is approved by the AAO, the family member will be permanently removed from the CMPF system. If the request is rejected, the member will remain in the system, and their details will again appear in the family member list.

BACK

Member's Details

Member Details

Name	: NANDLAL MAHTO	Gender	: Male
Marital Status	: Married	Date of Birth	: 15/09/1964
CMPF Account Number	: CDAC/123/10	Employee ID	: 123465
Colliery Name	: GM OFFICE DHORI	Coal Company	: Central Coalfields Limited

Family Members Details

Family Member Id	Full Name	Relation With Member	Date of Birth	Actions
398651	Raghuveer Mahato	Daughter	24/10/1997	👁 ✎ 🗑

Rows per page: 10 ▾ 1-1 of 1 < >

Figure 33: Updated Family Member List After Deletion

UAO (UNIT AUTHORIZED OFFICER)

Requests for updating family member details are displayed here (Figure 34).

- Under the **Received** tab, all update requests for family members forwarded to the UAO are displayed. The UAO can either approve and forward them to the AAO or return the requests to the UDA if any discrepancies are found.
- Under the **Processed** tab, all approved requests forwarded to the AAO are displayed.
- Under the **Returned** tab, all requests returned by the UAO to the UDA are displayed.

The screenshot shows the C-CARES system interface. The top navigation bar includes 'C-CARES' and 'CDACUSER (UAO) LOGOUT'. The sidebar on the left contains various menu items such as 'Search Member', 'Add New Member', and 'Approve/Disapprove Member Update'. The main content area is titled 'Update Family Member's Details' and features three tabs: 'RECEIVED', 'PROCESSED', and 'RETURNED'. The 'RECEIVED' tab is selected, displaying a table with the following data:

Upd Req Ack Id	Name	Family Name	Relation with member	Unit Code	Received Date
FAM-UPD-ACK-11873	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	17/01/2025
FAM-UPD-ACK-1424	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	17/04/2024
FAM-UPD-ACK-1525	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	18/04/2024

Below the table, there is a pagination control showing 'Rows per page: 10' and '1-3 of 3'.

Figure 34: Approve/Disapprove Family Member Update

Clicking the **Upd Req Ack ID** under the **Received** tab displays the member's personal information, employment details, and bank details for PF and pension. It also shows the updated family member details with both old and new values, along with any uploaded documents and remarks. The UAO can review the information, select the AAO officer from the dropdown list, and click **Forward to AAO** to send the request. If any discrepancies are found, the UAO can return the request to the UDA by clicking the **Return** button (Figure 35).

The screenshot shows the detailed view of a family member update request. The page is titled 'Update Family Member's Details' and includes a 'BACK' button. The content is organized into several sections:

- Member Details:** Displays personal information for BISWANATH DAS, including Gender (Male), Marital Status (Married), Date of Birth (16/04/1964), CMPP Account Number (MGM/Z/136), Employee ID (870130), Colliery Name (MUGMA RWS), and Coal Company (Eastern Coalfields Limited).
- Family Members Details:** A table showing the relationship with the member. The table has columns for Family Member Id, Full Name, Relation With Member, and Date of Birth. The data row shows Family Member Id: 387368, Full Name: BISHNU DAS, Relation With Member: Wife, and Date of Birth: 2004/1968.
- Updated Details:** A table comparing old and new values. The table has columns for Field Value, Old Value, and New Value. The data row shows Field Value: Pincode, Old Value: 760113, and New Value: 760112.
- Remarks:** A section for entering remarks, with a text input field and a note: 'Enter your remarks (maximum 200 words)'.
- Documents:** A table for tracking uploaded documents, with columns for Serial Number, Document Type, and View.

At the bottom of the page, there are two buttons: 'RETURN' and 'FORWARD TO AAO'.

Figure 35: Forward to AAO

If it is a delete claim, the **Return** button option is not available at the UAO level. The UAO can only forward the request to the AAO after reviewing the details and adding the mandatory remarks (Figure 36).

Delete Family Member's Details

[BACK](#)

Member Details

Name	: NANDLAL MAHTO	Gender	: Male
Marital Status	: Married	Date of Birth	: 15/09/1964
CMPF Account Number	: CDAC/123/10	Employee ID	: 123465
Colliery Name	: GM OFFICE DHORI	Coal Company	: Central Coalfields Limited

Family Members Details

Family Member Id	Full Name	Relation With Member	Date of Birth
398651	Raghuveer Mahato	Daughter	24/10/1997

Rows per page: 10 ▾ 1-1 of 1 < >

Family member ID : 398650
Full Name : Shreevidya Mahato

Updated Details

Field Value	Old Value	New Value
Shreevidya Mahato	Active	Inactive

Rows per page: 10 ▾ 1-1 of 1 < >

Remarks

UDA :- Multiple member records found with the same name

Documents

Serial Number	Document Type	View
1	Aadhaar Id	

Remarks

Enter your remarks (maximum 200 words).

[FORWARD TO AAO](#)

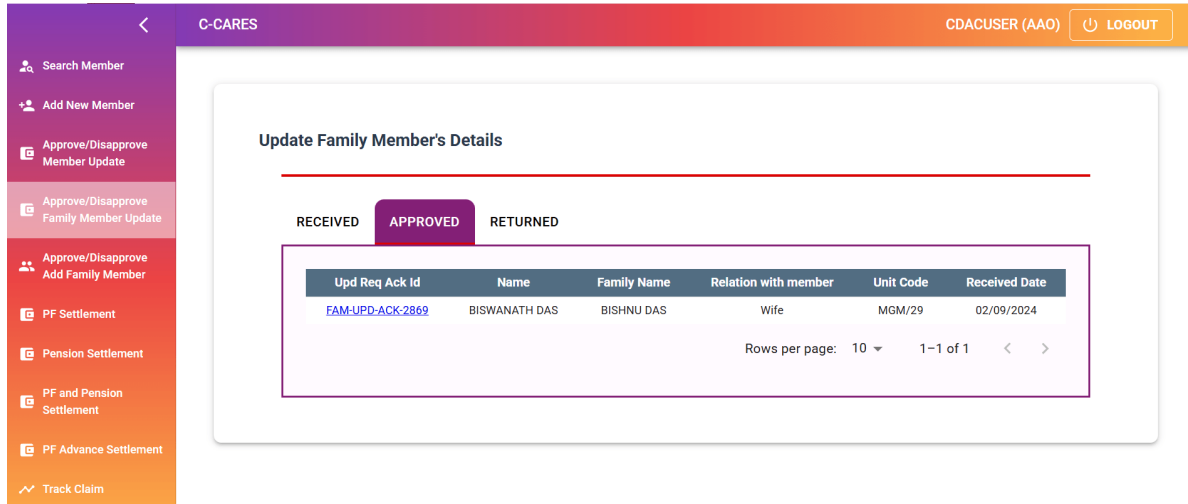
CDACUSER (AAO-CC-OFF-0001) ▾ [OK](#)

Figure 36: Forwarding Delete Claim to AAO

AAO (AREA AUTHORIZED OFFICER)

Requests for updating family member details are displayed here (Figure 37).

- Under the **Received** tab, all update requests for family members forwarded to the AAO are displayed. The AAO can either approve them or return the requests to the UAO if any discrepancies are found.
- Under the **Approved** tab, all approved requests by the AAO are shown.
- Under the **Returned** tab, all requests returned by the AAO to the UAO are displayed.



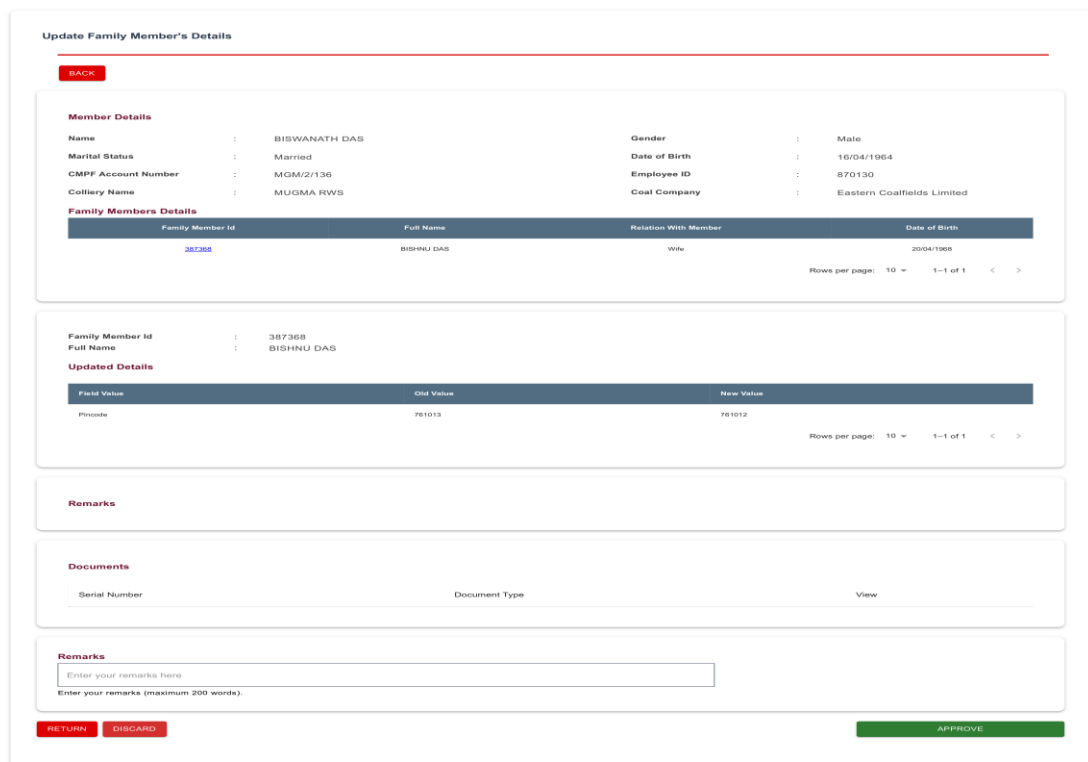
The screenshot shows the 'Update Family Member's Details' page in the C-CARES system. The page has a sidebar on the left with navigation options like 'Search Member', 'Add New Member', and 'Approve/Disapprove Member Update'. The main content area has three tabs: 'RECEIVED', 'APPROVED', and 'RETURNED'. The 'RECEIVED' tab is active, displaying a table with the following data:

Upd Req Ack Id	Name	Family Name	Relation with member	Unit Code	Received Date
FAM-UPD-ACK-2869	BISWANATH DAS	BISHNU DAS	Wife	MGM/29	02/09/2024

Below the table, there is a 'Rows per page' dropdown set to 10 and a '1-1 of 1' indicator with navigation arrows.

Figure 37: Approve/Disapprove Family Member Update

Clicking the **Upd Req Ack ID** under the **Received** tab displays the family member's details, updated family member information, and any uploaded documents. The AAO can review the details and approve them. If any discrepancies are found, the request can be returned to the UAO by clicking the **Return** button or officer can discard the request by clicking on **Discard** button if it is not valid (Figure 38).



The screenshot shows the detailed view of a family member update request. The page has a 'BACK' button at the top left. The main content is organized into several sections:

- Member Details:** A table with fields like Name (BISWANATH DAS), Gender (Male), Marital Status (Married), Date of Birth (16/04/1964), CMPF Account Number (MGM/2/136), Employee ID (870130), Colliery Name (MUGMA RWS), and Coal Company (Eastern Coalfields Limited).
- Family Members Details:** A table with columns for Family Member Id, Full Name, Relation With Member, and Date of Birth. It shows one entry for BISHNU DAS, Wife, born 20/04/1968.
- Updated Details:** A table with columns for Field Value, Old Value, and New Value. It shows the Pincode updated from 761013 to 761012.
- Remarks:** A section for adding remarks.
- Documents:** A table with columns for Serial Number, Document Type, and View.
- Remarks:** A text input field for adding remarks, with a note 'Enter your remarks (maximum 200 words)'.

At the bottom, there are three buttons: 'RETURN' (red), 'DISCARD' (red), and 'APPROVE' (green).

Figure 38: Return / Discard or Approve Family Member Update

If it is a delete claim, the **Return** button option is not available at the AAO level. The AAO can only approve or discard the request after reviewing the details and adding the mandatory remarks (Figure 39).

Delete Family Member's Details

BACK

Member Details

Name : NANDLAL MAHTO Gender : Male
Marital Status : Married Date of Birth : 15/09/1964
CMPF Account Number : CDAC/123/10 Employee ID : 123465
Colliery Name : GM OFFICE DHORI Coal Company : Central Coalfields Limited

Family Members Details

Family Member Id	Full Name	Relation With Member	Date of Birth
398651	Raghuvveer Mahato	Daughter	24/10/1997

Rows per page: 10 ▾ 1-1 of 1 < >

Family Member Id : 398650
Full Name : Shreevidya Mahato

Updated Details

Field Value	Old Value	New Value
Shreevidya Mahato	Active	Inactive

Rows per page: 10 ▾ 1-1 of 1 < >

Remarks

UDA :- Multiple member records found with the same name

UAQ :- Multiple member records found with the same name

Documents

Serial Number	Document Type	View
1	Aadhaar Id	

Remarks

Duplicate member name detected.

Enter your remarks (maximum 200 words).

DISCARD

APPROVE

Figure 39: Approve/ Discard the delete claim of family member