



सत्यमेव जयते
Ministry of Housing and Urban Affairs
Government of India



Handbook on

Social Security Provisions and Schemes for Ground Functionaries

Sustainable Cities Integrated Approach Pilot in India





Ministry of Housing and Urban Affairs
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Handbook on

Social Security Provisions and Schemes for Ground Functionaries

Sustainable Cities Integrated Approach Pilot in India

May, 2022



TITLE

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Component 3: Partnerships, Knowledge Management and Capacity Building

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About the Project

"Sustainable Cities Integrated Approach Pilot in India" is one of the projects under the Global Environment Facility's Sustainable Cities Programme. The project is led by the United Nations Industrial Development Organization (UNIDO). The aim of the project is to integrate sustainability strategies into urban planning and management in order to create a favourable environment for investment in infrastructure and service delivery, thus building the resilience of cities. The project has three main components—Sustainable urban planning and management; Investment projects and technology demonstration; and Partnerships and knowledge management. The National Institute of Urban Affairs (NIUA) has been engaged to undertake the implementation of tasks outlined under the third component, i.e. Partnerships and knowledge management.

NIUA will help build a multi-sectoral partnership platform to ensure the implementation of sustainable city strategies based on an understanding of the various technical, financial, political, social and business issues and challenges of different stakeholders/partners. The project aims to enhance capacity for urban governance in general, and in particular, sustainable energy and environmental management, investment and finance, ICT integration for efficient service delivery, and transformative urban planning approaches. It focuses on the three sectors of solid waste management, used water management and water management. As a first step, NIUA conducted a Training and Assistance Need Analysis (TANA) to understand the requirements of various stakeholders in the five pilot cities (Bhopal, Guntur, Jaipur, Mysuru, and Vijayawada). This analysis provided the necessary information for developing an on-the-job training program. Based on the findings of the TANA, NIUA prepared the training modules and curriculum for various stakeholders in the cities mentioned above. The training modules will be used to deliver training in the cities and then scaling up the capacity building activities of the project.

About the Handbook

A set of Training of Trainers (TOT) Modules and Handbook are developed based on the findings of TANA that was conducted for the front line workers & ground functionaries. It comprises the following:

1. ToT Module on Social Social Security Provisions and Schemes for Ground Functionaries.
2. ToT Module on Enhancing Leadership Skills in Ground Functionaries and Creating an Inclusive Work-place
3. ToT Module on Occupational Health and Safety of Ground Functionaries
4. Handbook on Social Security Provisions and Schemes for Ground Functionaries

This handbook is a complementary document and should be read along with the Training Module on Social Social Security Provisions and Schemes for Ground Functionaries.

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Getting Started



Objective of the handbook

The objective of the handbook is to inform the workers about the pre-requisite documents for enrolling in EPF, ESI and E-Shram, and the process to access the account in each of these three portals.



How was the handbook developed

The handbook was developed after a thorough reading of the application process in each of these three schemes.



Profile of handbook users

This handbook is for trainers who are going to train workers on social security provisions. It is a complementary document and should be read along with the ToT module on Social Security Provisions and Schemes for Ground Functionaries. In case this document gets translated in the languages spoken and read by the workers, copies of the handbook can be shared with the workers participating in the workshop.

Abbreviations

EPF	Employee Provident Fund
ESI	Employee State Insurance
ESIC	Employees' State Insurance Corporation
IPN / IP Number	Insurance Person Number
PAN	Permanent Account Number
PF	Provident Fund
TANA	Training and Assistance Need Analysis
UAN	Universal Account Number
UNIDO	United Nations Industrial Development Organization

Required Documents

For any social security application, the following documents need to be in place. These documents in common parlance are referred to as KYC or Know Your Customer/Client.

Documents required:

- 1. Unique Identification Number or Aadhar Card-** The Aadhar Card should have the correct spelling and address and should be linked to a valid mobile number (currently in use).
- 2. Bank Account Number or copy of the passbook-** The bank account number should be linked with the Aadhar Card or Number and also linked with a valid mobile number.
- 3. Permanent Account Number (PAN Card)-** It should be linked with the Aadhar Card and the bank account. The spelling on the PAN Card should match with the details on the Aadhar Card or the Unique Identification Number: Aadhar Portal.
- 4. Address Proof-** Election Voter Identity Card or Ration Card with the correct spellings and address.
- 5. Additional requirements-** Income certificates are required to access schemes for Scheduled Castes/Scheduled Tribes, Other Backward Classes and Economically Weaker Sections.
- 6. Mobile Number-** As mentioned above, both Aadhar Card and Bank Account require a valid mobile number. This mobile number needs to be correct and linked to both Aadhar Card and Bank Account and should be functional to receive OTPs generated while enrolling in various schemes. The sanitation workers should be informed that they should avoid changing phone numbers frequently.



Application process
for major programmes:

Employee Social Insurance (ESI)



Using the mentioned documents, all employers are required to register the workers on the Employees' State Insurance Corporation (ESIC) portal. The employer uses the following link for logging and filling in the details of the workers.

<https://www.esic.in/ESICInsurance1/ESICInsurancePortal/PortalLogin.aspx>

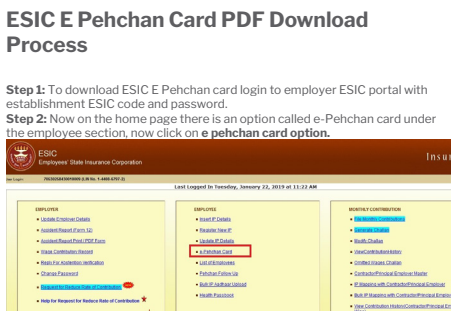
The workers are not required to do anything as long as they are registered in the ESIC portal. They can download the E-Pehchan Card, which is a valid proof of their enrolment from the link www.esic.in/EmployeePortal/login.aspx

The employees or employers can use the login details of the employer to access the column for downloading the E-Pehchan Card. To avail the E-Pehchan Card, the workers should have the Insurance Person Number (IPN or IP Number) handy, along with an Employer Code Number. These details should be with the employer if they have registered the workers on the portal.

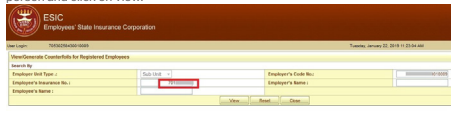
ESIC E Pehchan Card PDF Download Process

Step 1: To download ESIC E Pehchan card login to employer ESIC portal with establishment ESIC code and password.

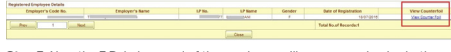
Step 2: Now on the home page there is an option called e-Pehchan card under the employee section, now click on **e-pehchan card option**.



Step 3: Now a new page will open there enter the IP number of the insured person and click on view.



Step 4: Now details of the insured person will appear on screen like the name of the IP, date of registration in ESIC and gender. On right hand side, there is an option called **view counter foil** now click on that.



Step 5: Now the E Pehchan card of the employee will open, now check whether all the details like nominee details, family members details and dispensary details are present or not. If they are not present then update those details and take the print out of E Pehchan card.

EMPLOYEES' STATE INSURANCE CORPORATION e-Pehchan Card

Insured Person : **Employee** In case Aadhar Number is not entered, this is valid upto date: 16/08/2016 only

Insurance No. : **16082016**
Date of Registration :

YOUR REGISTRATION DETAILS

Employee Name :	Sanjay Singh	Type of Disability :	None
Name of father / Husband :	Sanjay Singh	Date of Birth :	15/10/1985
Marital Status :	Single	Gender :	Female
Present Address :	Plot No. 10, Sector 10, Gurgaon, Haryana	Permanent Address :	Plot No. 10, Sector 10, Gurgaon, Haryana
Aadhar Number :		Aadhar Status :	Unlinked
Dispersary / IWP for IP :	ESIC Dispensary, Sector 10, Gurgaon, Haryana	Dispersary / IWP for Family :	ESIC Dispensary, Sector 10, Gurgaon, Haryana
Company Details			
Company Code No. :	16082016	Employee's Code No. :	None
Sub Unit's Code No. :	16082016	Sub Unit's Code No. :	None
Date of Appointment :	15/10/2016	First Insurance No. :	None
Name of Employer :	ESIC Dispensary, Sector 10, Gurgaon, Haryana	Name of Employer :	None
Address of Employer :	Plot No. 10, Sector 10, Gurgaon, Haryana	Address of Employer :	None

Nominee Details:

Name of Nominee	Relationship with IP	Percentage	Address of Nominee	Aadhar	Aadhar Status
Sanjay Singh	Spouse dependent son	100	Plot No. 10, Sector 10, Gurgaon, Haryana	16082016	Unlinked

Documents Uploaded:
None

Signature (LT of Registered Employee / IP):

Affix Your Family Photograph Here (linked and Stamped by Employer / ESIC Officer):

Mobile Number :

NOTE:

1. Please keep this printed for future reference and bring this along with your Photo ID for all your Cash Benefits and Medical Benefits.
2. Employer to please affix employee and his family photo here and attach with official stamp access.

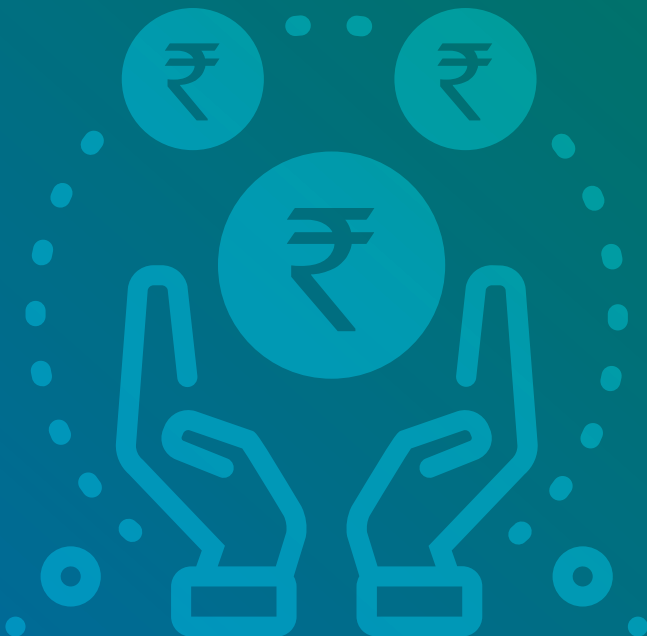
Signature / Stamp of ESIC Officer / Employer

Step 6: Now sign on this ESIC card and affix your family photograph and attach the photograph with your employer and finally take the signature of the ESIC officer.



Application process
for major programmes:

Employee Provident Fund (EPF)



The employer has to use the documents mentioned earlier to register the worker in the EPF portal, so that the worker can avail the EPF services. After registration, a Universal Account Number (UAN) is created and the employer shares the same with the workers.

The workers can activate their UAN by accessing this link: https://unifiedportal-mem.epfindia.gov.in/memberinterface/no-auth/uanActivation/activationForm?_HDIV_STATE_=10-8-DBC21B39D0B45905C8239B7556BEDB33

To log into the system, the worker will be required to use the mobile number they provided to the employer for registration. On that mobile number, a one-time password (OTP) will be received using which they can log into the system for availing a UAN number. Once the UAN number is available, the worker needs to validate the Aadhar Number.

The link would ask for validation of the Aadhar Number, which the worker shared with the employer for registration, along with the registered name and mobile number. Based on the Aadhar identification, the worker would receive the authorization PIN on their mobile phone and using the same PIN they can log in and activate their UAN. The UAN needs to be connected with the bank account.

EMPLOYEES' PROVIDENT FUND ORGANISATION, INDIA
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA

Universal Account Number (UAN)
MEMBER e-SEWA

Home > Know Your UAN

Know Your UAN

Mobile Number * :

Captcha * :

- To find out the UAN number, employees can login into the account by using their phone number, which is linked to the Aadhar Card.
- In case you have already registered under UAN and would like to activate it, you can provide the above given details and access your account and activate it.

Documents must for EPF

1. Aadhar Number
2. PAN Number
3. Bank Account Details
4. UAN number, in case already registered to access your account.
5. Phone number linked with Aadhar to get OTP

EMPLOYEES' PROVIDENT FUND ORGANISATION, INDIA
MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA

Universal Account Number (UAN)
MEMBER e-SEWA

Activate Your Uan

Details to be entered below should be as per EPFO records.

UAN

Enter Member ID

AADHAAR

PAN

Name *

Date of Birth * DD/MM/YYYY

Mobile No. *

Email Id

Captcha *

Get Authorization Pin Back

In case the worker would like to withdraw PF, they must follow the instructions given in the following document.

The above-given programmes are only valid for those who are employed through contractual arrangements or are working on the payroll of the urban or rural local bodies. In case the employer-employee relationship is unclear and the worker is in informal working conditions and is recognized by the municipal authorities like the waste-pickers, the worker can be enrolled in the E- Shram portal.





Application process
for major programmes:

Enrolment in the E-Shram portal



This particular enrolment is for the workers who are not enrolled in the ESI programme. It includes workers like waste-pickers, sorters in the Material Recovery Facility or Dry Waste Collection Centres in the city. To enrol the worker, the following documentation is required: Valid Mobile Number and Aadhar Number. The workers can be enrolled in E-Shram by using the following portal. <https://eshram.gov.in/home>

Workers need to register by adding the phone number linked with the Aadhar Number. The mobile number will receive OTP for both registering and later logging in.

(See Annexure I)



Annexure - I

Registration Process

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Ministry of Labour & Employment

ई-श्रम

Home | Dashboard | State Login | CSC locator | Contact Us

Information required for registration

- Aadhaar number
- Aadhaar linked active mobile number
- Bank account details
- Age should be between 16-59 years (27-08-1961 to 26-08-2005)

Self Registration

Aadhaar linked mobile number is preferred*

Enter Captcha*


Are you a member of?

Employees' Provident Fund Organization (EPFO) Yes No

Employees' State Insurance Corporation (ESIC) Yes No

Send OTP


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Information required for registration

- Aadhaar number
- Aadhaar linked active mobile number
- Bank account details
- Age should be between 16-59 years (27-08-1961 to 26-08-2005)

Self Registration

Aadhaar linked mobile number is preferred *

Enter OTP 26 sec

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Aadhaar Number *

[View Consent Form English / Hindi](#)

I agree to the terms & conditions for registration under eSHRAM Portal
मैं eSHRAM पोर्टल के सहित परीक्षण के नियम और शर्तों से सहमत हूँ

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Home | Dashboard | State Login | CSC locator | Contact Us

Aadhaar Number *

View Consent Form [English / Hindi](#)

I agree to the terms & conditions for registration under eSHRAM Portal
 मैं eSHRAM पोर्टल के सहित पंजीकरण के नियम और शर्तों से सहमत हूँ

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Home | Dashboard | State Login | CSC locator | Contact Us

Aadhaar Number *

View Consent Form [English / Hindi](#)

I agree to the terms & conditions for registration under eSHRAM Portal
 मैं eSHRAM पोर्टल के सहित पंजीकरण के नियम और शर्तों से सहमत हूँ




Enter OTP

(Please enter OTP received on your Aadhaar linked mobile number *****0547)

29 sec

Please enter OTP

NEOS REVIEW | Government of India @Screen Reader Access | Skip to main content | A A A+


Logout

REGISTRATION FORM

YOUR PERSONAL PARTICULAR AS PER AADHAAR




- PERSONAL INFORMATION
- ADDRESS
- EDUCATION QUALIFICATION
- OCCUPATION AND SKILLS
- BANK DETAILS
- PREVIEW SELF DECLARATION
- UAN CARD

Your personal particular as per Aadhaar

Name		
Date of Birth		
Gender		
Address		
Locality		533401 33401
District		
State		
Pin Code		
Country	INDIA	
Your Aadhaar linked bank	INDIAN BANK	
Bank Aadhaar Seeding Status	Active	

I agree that all the information shown above are correct

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Logout

REGISTRATION FORM

YOUR PERSONAL PARTICULAR AS PER AADHAAR

- PERSONAL INFORMATION**
- ADDRESS
- EDUCATION QUALIFICATION
- OCCUPATION AND SKILLS
- BANK DETAILS
- PREVIEW SELF DECLARATION
- UAN CARD

Personal Information

Registered Mobile Number

Emergency Mobile Number +91 Emergency Mobile No

Email

Marital Status

Social Category

Blood Group

Differently Abled Yes No

Nominee Details

Would you like to fill Nominee details? Yes No

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REGISTRATION FORM

Residential Details

Home State*

Current Address

House Number*

Locality

State*

District*

Sub District/Tehsil

Pin code*

Staying at current location*

Migrant Worker* Yes No

YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

UAN CARD

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असहज कर्मचारी का रक्षक केंद्र

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REGISTRATION FORM

Education Qualification

Education Qualification*

Education Certificate
Allowed file type .pdf, .png, .jpg, .jpeg only, max size 1 Mb.

Monthly Income Slab*

Income Certificate
Allowed file type .pdf, .png, .jpg, .jpeg only, max size 1 Mb.

YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

UAN CARD

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आरपीएल अंतर्गत एक नया पोर्टल

Logout

REGISTRATION FORM

YOUR PERSONAL PARTICULAR AS PER AADHAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

LINK CARD

Occupation and Skills

Primary Occupation*
Click to view NCO codes list

Working experience in Primary Occupation* (In years)

Secondary Occupation
Click to view NCO codes list

Occupation Certificate

How did you acquire Skills?

Skills to be upgraded

[Exit](#) [Save & Continue](#)

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Logout

REGISTRATION FORM

YOUR PERSONAL PARTICULAR AS PER AADHAR

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EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

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Working experience in Primary Occupation* (In years)

Secondary Occupation
Click to view NCO codes list

Occupation Certificate

How did you acquire Skills?

Skills to be upgraded

[Exit](#) [Save & Continue](#)

क्र.सं.	व्यवसाय श्रेणी का नाम	श्रेणी का नाम	S.No	NEO Family Code	Sector Name
1	18111 फल और सब्जियों का खेती उत्पादन	कृषि	1	6111	Field Crop and Vegetable Growers
2	18112 पौधे और पशु उत्पादन उत्पादन	कृषि	2	6112	Tree and Shrub Crop Growers
3	6121 कृषि उत्पादन उत्पादन	कृषि	3	6121	Livestock and Dairy Producers
4	6122 कृषि उत्पादन उत्पादन	कृषि	4	6122	Beatty Producers
5	6123 कृषि उत्पादन उत्पादन	कृषि	5	6123	Animals (Not Kenney) and Services
6	9211 कृषि उत्पादन और उत्पादन सेवा	कृषि	6	9211	Crop Farm Labourers
7	9212 कृषि उत्पादन और उत्पादन सेवा	कृषि	7	9212	Mixed Crop and Livestock Farm Labourers
8	9214 कृषि उत्पादन और उत्पादन सेवा	कृषि	8	9214	Garden, Horticultural & Plantation Workers
9	9215 कृषि उत्पादन और उत्पादन सेवा	कृषि	9	9215	Rubber Labourers
10	9216 कृषि उत्पादन और उत्पादन सेवा	कृषि	10	9216	Fishery and Aquaculture Labourers
11	9999 अन्य श्रेणियों के समूह	कृषि	11	9999	Other (with Description)
12	7311 टूल, डिस्क, फर्निचर और भाग	उत्पादन	12	7311	Tools, Discs, Furnitures and Parts
13	7313 सिलाई, बुनाई और बुनाई	उत्पादन	13	7313	Sewing, Embroidery and Ribbon Workers
14	7314 सिलाई बुनाई और बुनाई	उत्पादन	14	7314	Sewing Machine Operators
15	9999 अन्य श्रेणियों के समूह	उत्पादन	15	9999	Other (with Description)
16	5112 परिवहन वाहन	उत्पादन	16	5112	Transport Conductors
17	5165 ड्राइविंग इन्सट्रक्टर	उत्पादन	17	5165	Driving Instructors
18	7211 मोटर वाहन मैकेनिक्स और सप्लाई करने वाले	उत्पादन	18	7211	Motor Vehicle Mechanics and Repairs
19	8321 मोटरसाइकिल ड्राइवर	उत्पादन	19	8321	Motorcycle Drivers
20	8322 कार, टैक्सी और वैन ड्राइवर	उत्पादन	20	8322	Car, Taxi and Van Drivers
21	8331 बस और ट्रक ड्राइवर	उत्पादन	21	8331	Bus and Truck Drivers
22	8332 भारी ट्रक और लॉरी ड्राइवर	उत्पादन	22	8332	Heavy Truck and Lorry Drivers

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REGISTRATION FORM

- 1. YOUR PERSONAL PARTICULAR AS PER AADHAR
- 2. PERSONAL INFORMATION
- 3. ADDRESS
- 4. EDUCATION QUALIFICATION
- 5. OCCUPATION AND SKILLS
- 6. BANK DETAILS
- 7. PREVIEW SELF DECLARATION
- 8. PAN CARD

Occupation and Skills

Primary Occupation*
Click to view NEO codes list

Working experience in Primary Occupation* (In years)

Secondary Occupation
Click to view NEO codes list

Occupation Certificate

How did you acquire Skills?

Skills to be upgraded

Exit
Save & Continue

Domestic Cleaners and Helpers

Domestic Cooks

Domestic Housekeepers

No file chosen

Allowed file type: pdf, png, jpg, jpeg only, max size 1 Mb.

1488 ईश्रम | Government of India

Ministry of Labour & Employment

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REGISTRATION FORM

YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

UPI CARD

Bank seeding with Aadhaar

Bank Account Number*

Confirm Bank Account Number*

Account Holder Name*

Look up for IFSC code*

Bank Name

Branch Name

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REGISTRATION FORM

YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

UPI CARD

Bank seeding with Aadhaar

Bank linked with Aadhaar

Register with bank account* Yes No

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भारत सरकार
Ministry of Labour & Employment

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Logout

REGISTRATION FORM

YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

LINK CARD

Bank Account Details

Bank seeding with Aadhaar Yes

Bank linked with Aadhaar INDIAN BANK

Register with bank account Yes No

Bank Account Number*

Confirm Bank Account Number*

Account Holder Name*

Look up for IFSC code*

Bank Name

Branch Name

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भारत सरकार
Ministry of Labour & Employment

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Logout

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YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

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EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

LINK CARD

Preview/Self Declaration

Name

Date of Birth

Gender

Address

Note*: Information shown above are as per Aadhaar.

Mobile Number

Marital Status

Husband Name

Social Category

Blood Group

Differently Abled

Nominee Detail

YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

LINK CARD

Migrant Worker

Permanent Address +533401

Qualification

Monthly Income

Primary Occupation

Working experience in Primary Occupation

Bank Account Seeded with Aadhaar

Bank account details

Bank linked with Aadhaar

Declaration

I solemnly declare that all the information furnished in this registration form is true to the best of my knowledge. I take the responsibility for the correctness of the information furnished by me for this registration.

Further it is declared that

1. I am not a member of ESIC/EPFO.
2. I am not an income tax payer.
3. All the information provided by me may be validated at the time of receipt of any scheme related monetary benefits under social security code of government of India.

I undertake that, I am neither a member of Government services/PSUs, nor an income tax payee. I also undertake that the information furnished in the registration form is true to the best of my knowledge. If any of the facts provided by me is found to be incorrect, I shall be liable for legal action as deemed appropriate.

Exit
Submit

YOUR PERSONAL PARTICULAR AS PER AADHAAR

PERSONAL INFORMATION

ADDRESS

EDUCATION QUALIFICATION

OCCUPATION AND SKILLS

BANK DETAILS

PREVIEW SELF DECLARATION

LINK CARD

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Exit
Submit

- YOUR PERSONAL PARTICULAR AS PER AADHAR
- PERSONAL INFORMATION
- ADDRESS
- EDUCATION QUALIFICATION
- OCCUPATION AND SKILLS
- BANK DETAILS
- PREVIEW SELF DECLARATION
- UAN CARD

Migrant Worker

Permanent Address: +533401

Qualification

Monthly Income

Primary Occupation

Working experience in Primary Occupation

Bank Account Seeded with Aadhaar

Bank account details

Bank linked with Aadhaar

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OTP *


Please enter OTP

Verify


Exit

Submit


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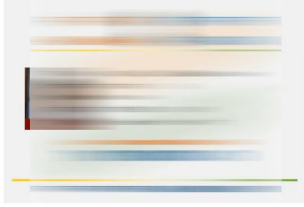
Logout
REGISTRATION FORM

- YOUR PERSONAL PARTICULAR AS PER AADHAR
- PERSONAL INFORMATION
- ADDRESS
- EDUCATION QUALIFICATION
- OCCUPATION AND SKILLS
- BANK DETAILS
- PREVIEW SELF DECLARATION
- UAN CARD

Thank you for registering as Unorganised Worker. Your UAN number has been sent by SMS to your registered mobile XXXXXXX0547.

UAN Card

Download UAN Card





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