CENTRAL WAREHOUSING CORPORATION
(A GOVT. OF INDIA UNDERTAKING)
CWC's Defined Contribution Superannuating Benefit (Pension) Trust.
4/1, Siri Institutional Area, Hauz Khas, New Delhi-110016
SPEED POST
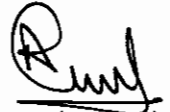**Ph.011-26566648, Telefax-26566648**
E-mail: cwcpensiontrust@yahoo.com

CWC/I-RO-PC/Pen.Cell/2016   **Dated: 10/08/2016**

CIRCULAR

During the recent 16th Pension Trust meeting held on 20-07-2016, the Pension Software Application for online operation was approved and recommended for signing of UAT (user acceptance test). Our Hon'ble MD has given his kind consent to launch **"Go Live"** the Pension Software Application for online operation on 15th August 2016.

Accordingly the Pension cell has prepared the user manual and procedure for using the services in Pension Software Application for online operation at employee level. The same Employee manual is enclosed with the request to circulate to all Units working under his jurisdiction as well as retired employees of his region for proper awareness of its working. The approved hard copy of Region Admin manual would be circulated shortly during the training of concerned employees of all RO/CC and CO, however, it is already available on CWC website.

(AMIT GOEL)
AGM (Estt.)/Secy. PT

Encl. As above

Distribution:

1. All RM/CC Heads, CWC
2. GM (System), CWC,CO New Delhi with the request to upload the above Circular with Employee and Region Admin manuals on CWC website

Copy to:
SPA to Chairman/PPS to MD/AM to Dir.(Fin.)/SPA to Dir.(Pers.)/PPS to Dir.(MCP), CWC, CO New Delhi.

SLIDE - 1

EMPLOYEE

USER

MANUAL

SLIDE - 2

EMPLOYEE REGISTRATION AND
LOG-IN

PLEASE FOLLOW THE FOLLOWING STEPS FOR REGISTRATION

➢ *LOG-IN CWC WEBSITE www.cewacor.nic.in or GOOGLE CWC*
➢ *CLICK CWC PENSION BLINKING AT THE BOTTOM OF YOUR LEFTSIDE OR RIGHT SIDE OF THE SCREEN.*
➢ CLICK ON EMPLOYEE REGISTRATION
➢ ENTER YOUR CPF/EMP CODE
➢ ENTER YOUR DATE OF BIRTH
➢ ENTER PASSWORD OF YOUR CHOICE
➢ RE-ENTER YOUR PASSWORD
➢ CLICK REGISTER
➢ AFTER CLICKING REGISTER AN OTP (ONE TIME PASSWORD) WILL BE SENT AT YOUR ALREADY REGISTERD MOBILE NO.
➢ AFTER ENTERING OTP
➢ YOU WILL BE REGISTERED
➢ IN CASE OF NOT REGISTERING PLEASE CONTACT YOUR CONCERENED RO/CC OR CWC, PENSION CELL, CO, NEW DELHI. THE CONTACT NO. OF CWC PENSION CELL CO IS **011-26566648**, E-MAIL ID cwcpensiontrust@yahoo.com
➢ *AFTER REGISTRATION YOU MAY LOG-IN TO YOUR ACCOUNT BY ENTERING YOUR CPF/EMP. CODE IN USER NAME COLUMN AND YOUR PASSWORD.*

SLIDE. 3

FORGOT OR LOST THE PASSWORD

IN CASE IF ANY EMPLOYEE FORGOT OR LOST THE PASSWORD FOLLOW THE FOLLOWING STEPS.

➢ CLICK FORGOT PASSWORD
➢ ENTER CPF CODE
➢ ENTER DATE OF BIRTH
➢ CLICK SUBMIT
➢ NEW PASSWORD WILL BE SENT AT YOUR REGISTERED MOB. NO. AND E-MAIL-ID
➢ THAT MAY BE USED FOR LOG-IN TO YOUR ACCOUNT BY ADOPTING LOG-IN PROCEDURE. YOU MAY CHANGE YOUR PASS WORD AFTER Ist LOG-IN, IF WANT TO CHANGE PASSWORD.
➢ IN CASE OF DEATH OF ANY MEMBER/EMPLOYEE AND LOST OF MOBILE NUMBER/E-MAIL ID, PLEASE CONTACT THE **CONCERENED RO/CO OR CWC PENSION CELL,CO, NEW DELHI. THE CONTACT NO. OF CWC, PENSION CELL, CO, NEW DELHI IS 011-26S66648 AND E-MAIL ID IS cwcpensiontrust@ yahoo.com**

SLIDE. 4

ACCESSIBLE INFORMATIONS OF YOUR ACCOUNTS
AFTER LOG IN TO YOUR ACCOUNT

➢ *YOU MAY VIEW ALL THE PENSION RELATED INFORMATIONS AND UP-DATES BY CLICKING NOTICE BOARD BLINKING AT THE TOP OF LOG-IN PAGE.*
➢ YOU MAY VIEW YOUR PROFILE.
➢ BY CLICKING ON MONTHLY CORPUS YOU MAY VIEW/DOWNLOAD YOUR MONTHLY CONTRIBUTION.
➢ BY CLICKING ON YEARLY CORPUS YOU MAY VIEW/DOWNLOAD YOUR YEARLY ACCOUNT WITH GROWTH.
➢ BY CLICKING ON PRF YOU MAY BE ABLE TO VIEW/DOWNLOAD YOUR FILLED PENSION REGISTRATION FORM WITH NOMINATION(S).
➢ BY CLICKING ON CERTIFICATE/PRF YOU MAY BE ABLE TO VIEW/DOWNLOAD ANNUITY CERTIFICATE ISSUED BY THE LIC AFTER SETTLEMENT OF PENSION DUES AND PENSION REGISTRATION FORM SUBMITTED BY YOU.
➢ BY CLICKING FORM STATUS YOU MAY BE ABLE TO VIEW THE STATUS OF THE APPLICATION FOR SETTLEMENT OF PENSION DUES FILLED ON-LINE FOR SUBMISSION TO PENSION CELL CO NEW DELHI.

SLIDE.5

ON-LINE ACTIVITIES BY EMPLOYEE AFTER LOG-IN TO ACCOUNT

The employee can do the following activities through his/her log-in account.

➢ Employee may be able to up-date his/her Mobile Number, E-mail id and address for correspondence at any point of time in his/her profile.

➢ On clicking Annuity Form employee may be able to fill Annuity Purchase Forms, in case you belongs to the category of 1, 2 and 4(i) as mentioned in opened list of annuity form.

➢ These forms can be filled on-line only because the forms are restricted to the requirements of LIC and option of pension and commutation chosen by the employee just to help him/her .

➢ At the time of filling the form you must have following information with you and follow instructions for filling on-line annuity forms.

1. Your pan number
2. Your bank account details
3. Date of Birth (DOB) and address of your wife/husband (spouse) in case chosen joint life
4. DOB and address of nominee(s).

SLIDE.6

➢ Fill the form page wise as per the required information in specified place and click "NEXT" for moving to the another page. After filling all the pages of the form take a preview and after satisfaction click "SAVE" for submission. Take a print out of the submitted application by clicking "PRINT" option and put your signature at all mentioned places. As soon as the applicant took the printout of the filled application, the status of the application will be pending which can be viewed on clicking "FORM STATUS". **The signed application along with required documents may be sent to the Secy. Pension Trust, CWC, CO, New Delhi through your concerned RO/CC.**

➢ **In case if a member/employee expires during the service period and his/her spouse want pension then his/her name should be mentioned in nomination list with 100% share. In such case(s) the form at 4(i) will open for on-line filling. The procedure for on-line filling such forms will be as mentioned above.**

SLIDE.7

> Otherwise all the nominees may claim for withdrawal of accumulated pension fund by clicking 4(ii). This form is available in PDF document format which will be filled off-line by each nominee separately and submit to the Secy. Pension Trust, CWC, CO, New Delhi through the concerned RO/CC along with attached documents as mentioned in the form.

> The Employees/Members belong to the 3(i), 3(ii) and 3(iii) of the opened list after clicking Annuity Form may fill the forms off-line by downloading the PDF formats of the forms. These filled-in forms may be submitted to the secy. Pension Trust, CWC, CO New Delhi along with required documents by following the instructions mentioned in the Form.

> The Annuitant/Pensioner will have to submit Existence/Living certificate directly to LIC under intimation to the Secy. Pension Trust, CWC, CO, New Delhi. This form is available in PDF format document at point No.5 of the opened list of Annuity Form. The Annuitant/Pensioner who chosen for life annuity without return of Capital/Purchase price has to submit this Certificate annually and those who opted for return of Purchase price/Capital after every five years.

> *All the employees who left the Corporation must visit his/her account regularly for up-dating him/herself regarding Pension.*

SLIDE.8

> *After the death of the Annuitant/Pensioner the forms for change of annuity in case of joint life option and claim of Purchase Price/Capital to be filled off-line by the joint life partner or nominees as the case may be, are available at point no.6 of the opened list after clicking Annuity Form with all instructions and covering letter.*

> *The following PDF formats for claim of settlement of pension dues, Existence Certificate and claim forms after the death of the Annuitant/Pensioner are also available at notice board of the site.*

1. Resigned and joining another PSU having the approved defined contribution superannuation scheme,
2. Resigned and joined the organisation having no such approved scheme
3. Resigned before completing 15 years of service and not joined any organization
4. Expired during service and nominee(s) want 100% withdrawal of accumulated pension fund.
5. Existence/Living certificate
6. Claim form after the death of Annuitant/Pensioner.

USER MANUAL

AT

REGION/CC /CO(Salary)

LEVEL

CREATION OF REGION ADMIN AND SUBSEQUENT CREATION OF REGION TELLER AND REGION AUTHORIZER

➢ This Application consider all salary disbursing units i.e. all Regional offices, Construction Cells, and Salary Section of Corporate Office as different units under the name of *"REGION".*

➢ *"Main Admin"* is a role in the Application at Pension Cell, CWC, CO, New Delhi which is the only authorized role in the Application who will create a role of **"Region Admin"** for all Region by generating its User ID/Name and Password. The User ID/Name and Password so created by Main Admin will be dispatched to all concerned as a strict confidential document. This is one time activity of Main Admin

➢ After receiving User ID and Password from Main Admin, Region Admin may Log-in to the Application. After Ist Log-in it is advised to change the Password immediately by using "Change Password" option.

➢ On transfer of RM/CC head and joining of New Region/CC Head, the password may be changed by using the "Change Password" option.

➢ As a best practice all the users should change their Password at regular interval i.e. 30 days. The Pass word should consist of alphanumeric with some special character.

> *The Power of Region Admin may be exercised by the following:-*

1. Regional Manager or by a official of the Region to whom such powers are delegated by RM.

2. Construction Cell Head or by a official of the Region to whom such powers are delegated by CC Head.

3. Head of Salary Section at Corporate Office or by a official of the CO to whom such powers are delegated by the head of the salary section.

> *Region Admin may perform the following activities in the application:-*

- May create/deactivate its Teller(s) and Authorizer(s) for doing day to day activities in the Application.

- May Add employee with mandatory fields in the Application, who joined CWC under his/her jurisdiction.

- May up-date some relevant fields of employee profile in the Application of his/her Region.

- May up-load Monthly and Supplementary Pension Contribution of his/her Region directly in the Application on Monthly basis.

- May authorize up-loaded Monthly/Supplementary contribution up-loaded in the Application by the Teller.

- *May View/Download some relevant reports of Employee Profile and Financial Data of Pension of his/her Region by clicking reports and selecting one out of dropdown.*

> *Mandatory activities to be performed in the Application at Region Level:-*

Sr. No.	Name of the Activity	Performer	Activity Time	Authorisation Yes/No	Authorizer	Remarks
1.	Creation of Teller/Authorizer	Region Admin	Whenever Required	NO	NA	Change after the transfer
2.	Add Employee	Admin/ Authorizer/ Teller	Whenever an Employee joins CWC & CPF Code issued	NO	NA	-----------
3.	Up-date Employee Profile	--DO--	* Immediately after the Death/SVRS/VR/Resign of an employee. Up-date of Cadre/ Designation immediately on joining in the Region and after Promotion	NO	NA	*With date of leaving CWC
4.	Up-load of Monthly/Supplementary Contribution	Teller/ Authorizer/ Admin	Monthly (The Contributions of a particular month can be up-loaded w.e.f. 25th of the Month to 3rd of the next month.	YES	Authorizer and in the absence of Authorizer. Admin can authorize.	----------

➢ **Region Teller:-** Teller at the Region level will be created by Region Admin by entering the CPF Code of the employee and User ID/Name *(The User ID may be of the choice of Region Admin except the CPF Code of the Employee)* with some Password. The Teller may change its Password after Ist Log-in. The Teller can perform the following duties in the Application:-

- May Add Employee on Joining CWC and after issue of CPF/Emp. Code directly in the Application by clicking ADD Emp. with following mandatory fields.
- Correct CPF/Emp. Code in the format "11111A" (Continues 5 numerical and one alphabet without any space and dash etc. FOR EXAMPLE CPF CODE MAY BE "02124C")
- Name of the employee.
- Date of Birth of the employee.
- Select Sex Male/Female.
- Date of Joining in CWC.
- Policy No. "Enter 103001191"
- Designation
- Cadre "Select A/B/C/D
- Select Status "Serving"
- Click Submit
- After Submitting there will be a POP-UP information
- If The Entries are Correct Click "YES" otherwise "NO" and Correct the entries.

➢ *May Add employee on Joining CWC and after issue of CPF/Emp. Code directly in the Application by clicking ADD Emp. with following mandatory fields.*

- Enter Correct Employee CPF/Emp. Code in the format "11111A" (Continues 5 numerical and one alphabet without any space and dash etc. FOR EXAMPLE CPF CODE MAY BE "02124C")
- Enter Name of the employee.
- Enter Date of Birth of the employee.
- Select Sex Male/Female.
- Enter Date of Joining in CWC.
- Enter Policy No. "Enter 103001191"
- Enter Designation
- Select Cadre "Select A/B/C/D
- Select Status "Serving"
- Click Submit
- After 5ubmitting there will be a POP-UP information
- If The Entries are Correct Click "YES" otherwise "NO" and Correct the entries.

➢*May up-date the Employee Profile by clicking Search Employee and entering CPF/Emp. Code in designed column. The following fields can be up-dated:-*

- Mobile Number of the Employee.
- Telephone Number of the Employee.
- Address for communication of the Employee.
- Designation and Cadre of the employee on joining in the Region after Promotion.
- Status of the Employee after leaving CWC due to Death/Resignation/SVRS/VR with date of leaving CWC.
- After clicking submit, there will be same Pop-Up information as mentioned at last page.

➢ *May Up-load Monthly and Supplementary Contribution of Pension prepared in the Format Pension Form No.2 and Pension Form No. 2B every month w.e.f. 25th of the month to 5th of the next month.*

➢ *The Procedure for up-loading the Monthly and Supplementary contributions is as under:-*

- Prepare the sheet of Monthly Contribution and Supplementary Contributions in the Excel Formats i.e. Form-2 and Form-2B respectively of the employees under the Region separately and save in a Financial Year wise Folder.
- Please ensure that the CPF Code mentioned in the sheet is correct and without any space or dash etc.
- Please ensure that the individual wise **Total Contribution is a addition of Total Employee Cont. and Total Employer Contribution**.
- Please ensure the all numerical entries are in **Whole Numbers**.
- Please ensure that there is no entry having all columns **'ZERO' Value**.

- Log-in to your role of Teller (Region) by entering your CPF Code in the User Name column and subsequent enter your Pass word.
- Click Up-load Excel
- Click Up-load Employee Excel from the drop down for up-loading the **Monthly Contribution**. Click Up-load supplementary excel from the drop down for up-loading the **Supplementary Contribution.**
- Down load the Template showing on the Right side of the Screen and save in the same Folder as Up-load Form2-month/year.
- Copy the Prepared Sheet of Form-2 and paste Special (Value) in the downloaded template subsequently fill Zero(0) value in all blank columns and again save it. Re check and ensure that in Up-load sheet, there is no all Zero value entry of any employee and all the numerical values are in whole numbers.
- Select Month and Year and Browse the saved Up-load file by clicking Choose File and click Submit.
- After Submission of the data, the contribution will not be distributed to the individual account till the approval of the data by the Region Authorizer or Region Admin. However, the Teller may view the up-loaded data in up-loaded sheet format.
- **Similarly the Supplementary Contributions may be uploaded by utilising the above mentioned method.**

- ➤ **Region Authorizer :-** Authorizer at the Region level will be created by Region Admin by entering the CPF Code of the employee and User ID/Name *(The User ID may be of the choice of Region Admin except CPF Code of The Employee)* with some Password. The Authorizer may change its Password after Ist Log-in.
- ➤ Region Authorizer can log-in to the application by entering his/her User Name/ID and subsequent entering his/her Password.
- ➤ The Authorizer can perform all the duties as being empowered to Region Admin except the creation of Teller and Authorizer of the Region.
- ➤ The Region Authorizer can authorize the work done by the Region Teller on Financial Data. He or She can make changes in the uploaded financial data by the Region Teller or return to the teller for recommended changes to Teller in case he/she finds some discrepancies in the up-loaded financial data.