

HR Helpdesk

for Queries on PF & ESIC for Employees &
Ex-Employees

Go to <https://hric.hdbfs.com/HRHelpDesk>

HDB FINANCIAL SERVICES

Log in to your HR Help Desk account!

Username

Password

Submit

Please note the login details :
Username : EmpCode
Password : Date of Birth in DDMMYY format

Enter your Employee Code with HDBFS and Date of Birth in DDMMYY format and click on Submit

EMPLOYEE DETAILS

Emp Code :	<input type="text" value="HDBXXXXX"/>
Emp Name :	<input type="text" value="AAA BBB CCC"/>
Email ID :	<input type="text" value="abc@abc.com"/>
Mobile No :	<input type="text" value="9999999999"/>
	<input type="button" value="Save & Next"/>

Check your Email id & Mobile No. Incase of any changes, edit the same and click on "Save & Next". Please ensure this is updated correctly.

- Register Request
- Request Status
- Downloads
- FAQS**

Welcome To HR HELPDESK

Please read the FAQs before raising a query.

[PF FAQs](#)

[ESIC FAQs](#)

Search for Questions & Answers..



 **What is the URL of the UAN Member Portal?**


The URL of the UAN Member Portal is [click here](#)

Use the Search option by entering the keywords related to your query

 **What is my password to login to the UAN Member Portal?**

 **Can I update/upload my KYC document through the UAN Member Portal?**

 **Which documents are considered for KYC?**

 **In case of change of job, do I have to get UAN again and then activate my account?**

PF / ESIC Form downloads

Register Request

Request Status

Downloads

FAQS

DOWNLOADS

PF :

[Nomination and Declaration form for Unexempted/Exempted establishments\(Form 2\)](#)

[PF Transfer Claim Form \(Form 13\)](#)

[Provident Fund](#)

[Withdrawal form \(Form 19 / 10c\) for ADFC](#)

[Withdrawal form \(Form 19 / 10c\) for HBL](#)

[Composite PF Withdrawal form \(Form 19 / 10c\) for HDB](#)

[Application for claiming Scheme Certificate \(Form 10c\)](#)

[Declaration under Section 197a\(1\) and section 197a\(1a\) of the income-tax act, 1961 to be made by an individual or a person claiming certain receipts without deduction of tax \(Form 15 g\)](#)

[Request for re-authorisation of Returned Cheques \(PF reissue Proforma\)](#)

[Application for claiming the Provident Fund Accumulation by the Nominee, Legal Heir or Guardian. \(Form 20\)](#)

[Application for claiming the insurance \(EDLI\) of the Deceased Member to be used by the Nominee, Legal Heir or Guardian of the minor \(Form 5IF\)](#)

[Application to get pension from EPS \(Form 10 d\)](#)

ESIC :

[Addition/Deletion in Family Declaration Form \(Format to update ESI e-pehchan card\) \(ESIC Form 2\)](#)

[Certificate of Re-Employment / Continuing Employment \(ESIC Form 37\)](#)

[Application for Change of Name/Year of Birth of Insured Person \(ESIC Form 266\)](#)

[Application for Transfer of Contribution \(ESIC Form Annexure 'a' & 'b'\)](#)

Go to "Downloads" to download the relevant PF/ESIC forms

Click on Register Request to Register your Request for PF/ESIC

Register Request

Request Status

Downloads

Select the request type as PF/ ESIC

REQUEST DETAILS

Request Type :

Emp Code : Emp Name :

ESIC No:

Query Type :

Sub Query Type :

Request Description :

Attachment : No file chosen

1. Enter the PF/ESIC No./UAN No. as applicable(if available).
2. Select Query type and Sub Query type based on your query from the dropdown.
3. Enter the Detailed Query in Request Description.
4. You can upload the document/file/forms etc if any.
5. Click on Submit to submit your request, Once the request has been submitted, System will send mail trigger on your email with Request id.

Click on Request Status to view the status of your Request raised

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REQUEST STATUS					
RequestID	Name	Requested Date	Query Type	Sub Query Type	Status
REQ7	AAA BBB CCC	26-Jul-18	General	What is My PF/EPS/UAN No ?	Pending

You can view the status of your Request by going to the “Request Status” menu and clicking on the Status

Request Status(contd)

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REQUEST STATUS

RequestID	Name	Requested Date	Query Type	Sub Query Type	Status
REQ7	AAA BBB CCC	26-Jul-18	General	What is My PF/EPS/UAN No ?	Resolved

REQUEST STATUS DETAILS

Request ID : REQ7 Request Raised by : AAA BBB CCC
Emp Code : HDBXXXXX Emp Name : Harshad Haresh Patil

1. Once the Request is resolved, you will get a mail trigger that the your Request has been resolved. The status of the Request will change to “Resolved”. You will be able to view the resolution and download/view the attachment if any, uploaded by Processor.
2. In case you need any further clarifications, you can re-open the ticket from the Status. You can enter the details in the Reopen Request description and resubmit.

Processor Resolution :

Processor Attachment : [Download](#)

Status :

- Select
- Reopen
- Closed

Click on Request Status to view the status of your Request raised

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REQUEST STATUS					
RequestID	Name	Requested Date	Query Type	Sub Query Type	Status
REQ6	AAA BBB CCC	til 26-Jul-18	PF transfer In	Unable to Transfer PF balance online. Is there any alternate process ?	Reopen

REQUEST STATUS DETAILS			
Request ID :	REQ6	Request Raised by :	Self
Emp Code :	...HDBXXXXX	Emp Name :	AAA BBB CCC
PF No:		UAN No :	

If the Request is re-opened, you will get a mail trigger confirming the same.

Request Description :	test
Processor Resolution :	test response
Processor Attachment :	Download
Reopen Request Description :	further clarification
Reopen Request Attachment :	Download

Change of Status after the Request is resolved

REQUEST STATUS						
RequestID	Name		Requested Date	Query Type	Sub Query Type	Status
REQ7	AAA BBB CCC		26-Jul-18	General	What is My PF/EPS/UAN No ?	Closed

Once your re-opened request is resolved by the Processor, you will get a mail trigger confirming the same and Status will now reflect as Closed. Click on the status to view the resolution provided.

Thank You