



Seamen's Provident Fund Organisation

Frequently Asked Questions (FAQ)

Final Withdrawal and Non-Refundable Withdrawal

Q1. Can you please state how many days are taken for Final Withdrawal?

Ans: Final Withdrawal Living Cases is settled within 15 Working days from the date of application.

Q2. Final Withdrawal Claim Procedure for Living Cases?

Ans: For claiming Provident Fund Online, following procedure should be followed which is as under: -

Step: - 1 Go to URL: www.spfo.gov.in

Step: - 2 Click on Seafarer Login

Step: - 3 Go to User id > Select: - Seafarer

Step: - 4 Go to USER ID = XXXXXX (Your CDC Number),

Step: - 5 Go to PASSWORD = test@1234,

Step: - 6 Enter the Captcha

Step: - 7 Click on Login Button

Step: - 8 Click on "Bank account details" tab and fill up bank details,

Step: - 9 Click "Request for NRW / FW" tab

Step: - 10 Click "Final Withdrawal (FW)" then select "Purpose of withdrawal" and click "Next" tab.

Step: - 11 Attach Scan copies of Bank details (Cancel Cheque / Passbook Copy), then Upload Full CDC Scan Copy along with CDC cancellation letter from shipping Master.

Step: - 12 Upload the requested documents and Click "Request" and then automatically FW Request Number will be generated, this number should be noted for future reference.

Checklist link for Final Withdrawals: <https://spfo.gov.in/upload/files/downloads/1.listnrwfw.pdf>

Q3. Procedure for Final Withdrawal Claim of Deceased Cases?

Ans: For claiming provident fund under deceased case, visit SPFO Website www.spfo.gov.in and click on download section, and download the Deceased Withdrawal application and fill the application along with documents mentioned in checklist and send it by post to SPFO Office.

Office Address:

3rd floor, Krupanidhi, 9,

Walchand Hirachand Marg,

Ballard Estate, Mumbai, Maharashtra 400001

Q4. How many days it takes for Settlement of Non-Refundable Withdrawals?

Ans: Non-Refundable Withdrawals is settled within 5 working days from the date of application.

Q5. Procedure for Claim of Non-Refundable Withdrawal?

Ans: For claiming Provident Fund Online procedure should be follows as under: -

Step: - 1 Go to URL: www.spfo.gov.in

Step: - 2 Click on Seafarer Login

Step: - 3 Go to User id > Select: - Seafarer

Step: - 4 Go to USER ID = XXXXXX (Your CDC Number),

Step: - 5 Go to PASSWORD = test@1234,

Step: - 6 Enter the Captcha

Step: - 7 Click on Login Button

Step: - 8 Click on "Bank account Details" tab and fill up bank details,

Step: - 9 Click "Request for NRW / FW" tab

Step: - 10 Click "Non-Refundable Withdrawal (NRW)" then select "Purpose of withdrawal" and click "Next" tab.

Step: - 11 Attached Scan copies of Bank details then CDC Scan Copy, along with documents required as per purpose of mentioned Checklist.

Step: 12 Upload the requested documents and Click Request and then automatically NRW Request Number will be generated, this number should be noted for future reference.

Checklist link: <https://spfo.gov.in/upload/files/downloads/1.listnrwfw.pdf>

Q6. Status and Reason for rejection of Final Withdrawal Living, Deceased, Non-Refundable Withdrawal, Balance Payment application?

Ans: For knowing the Status and Reason for Rejection of FW Living, Deceased, Non-Refundable Withdrawal and Balance Payment Application, kindly e-mail us on spfo-commr@spfo.gov.in or call us on Landline No – 022-22616925.

Declaration and Nomination Section

Q1. What is Procedure for Registration for New Account in SPFO?

Ans: For Registration in Seamen Provident Fund Organisation, kindly fill the Declaration and Nomination Form 1 along with Copy of CDC First and Last Page and Copy of Aadhar Card and send it by post to SPFO Office.

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For DN Form I visit SPFO Website www.spfo.gov.in or email on spfo-commr@spfo.gov.in

Q2. Procedure of Change of Nominee Details, Name Correction and for Updating of Personal Details in SPFO?

Ans: For updating details in Seamen Provident Fund Organisation, kindly fill the Declaration and Nomination Form 4 along with Copy of CDC First and Last Page and Copy of Aadhar Card and send it by post to SPFO Office.

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For DN Form IV visit SPFO Website www.spfo.gov.in or email on spfo-commr@spfo.gov.in

Q3. Procedure for Reset the Password in SPFO Online Portal?

Ans: To Reset of Password in SPFO Online Portal, email on spfo-commr@spfo.gov.in

Q4. Login Procedure in SPFO Online Portal?

Ans: For login in SPFO Online Portal, kindly follow the below mentioned steps for login in SPFO Online Portal:

Step: - 1 Go to URL: www.spfo.gov.in

Step: - 2 Click on Seafarer Login

Step: - 3 Go to User id > Select: - Seafarer

Step: - 4 Go to USER ID = XXXXXX (Your CDC Number),

Step: - 5 Go to PASSWORD = test@1234,

Step: - 6 Enter the Captcha

Step: - 7 Click on Login Button

Control Section

Q1. How do I check my provident fund balance?

Ans: You are required to send an email to spfo-commr@spfo.gov.in to check your Provident Fund balance.

Q2. What is a process to register Company with SPFO?

Ans: You are required to fill up the Form II and submit the form along with requisite documents to SPFO via email on spfo-commr@spfo.gov.in or via post to this office

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For Form II visit SPFO Website www.spfo.gov.in or email on spfo-commr@spfo.gov.in

Q3. How to apply for No Objection Certificate for any vessel & No PF Dues Certificate for surrender of RPS License?

Ans: You are required to fill up the checklist for No Objection Certificate/No PF Dues Certificate and submit the application with requisite documents to SPFO via email spfo-commr@spfo.gov.in or via post to this office

Office Address:

3rd floor, Krupanidhi, 9,
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Ballard Estate, Mumbai, Maharashtra 400001

For checklist visit SPFO Website www.spfo.gov.in or email on spfo-commr@spfo.gov.in

Q4. What is a rate of interest earned by seafarers in last five years?

Ans: Rate of Interest earned by seafarers for last five years are as below:

Year	Rate of Interest (in %)
2019-20	7.25
2020-21	7.00
2021-22	5.75
2022-23	7.60
2023-24	7.40