

BPCL KOCHI REFINERY

HANDBOOK FOR RETIRED STAFF



For Further Clarification:

Reach out to **Ben Admn Team**: z_kr_krremp@bharatpetroleum.in

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+ The Login ID would be your staff number prefixed with **EE**

E.g. If your staff number is 2000 then your Login ID would be EE2000. Enter your Login ID, password and the CAPTCHA code to login in to Re-connect.

In case the Beneficiary is availing Retirement Benefit, the Login ID would remain the same i.e. the staff number of the ex-employee.

+ **Difference between e-connect & Re-connect**

E-connect is the website and Re-connect is an application which is built in E-connect website.

+ **Website link browser to use to e-connect is:**

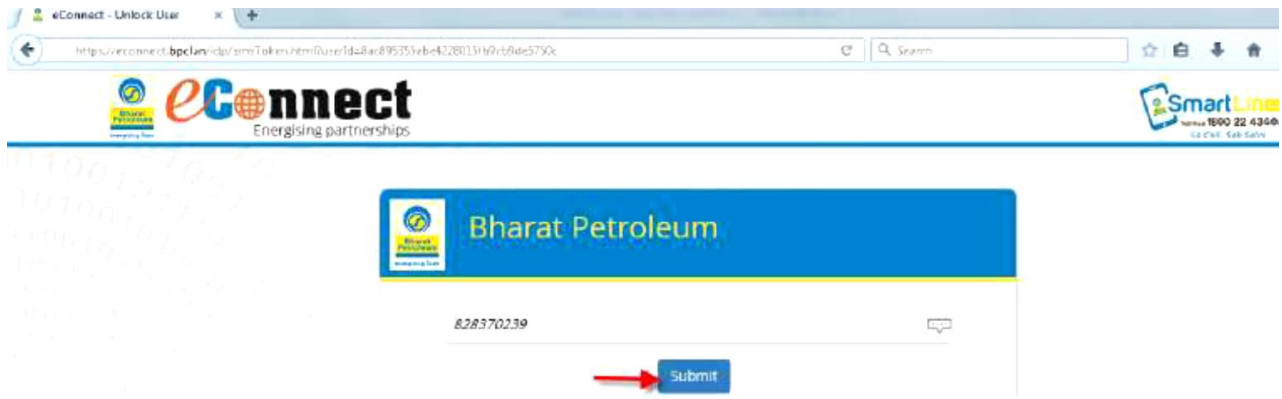
- <https://econnect.bpcl.in>
- We recommend you to use Microsoft Edge or Google Chrome to access E-connect website.

+ **Forgotten Re-connect Password, Don't worry**

Reset password using the 'Trouble Logging In?' options in initial screen of e-Connect portal. On clicking '**Trouble Logging in?**' button, a screen will be displayed asking for user id. You need to enter the user id and click on **RESET/UNLOCK** button. The screen will appear as below:-



Different options for retrieval of Password. If selected for SMS token, you will receive OTP on your registered mobile number. You need to enter the OTP received on your mobile number and click on 'Submit' button.



If your Mobile number & Email is not registered or updated in the system, please contact Centralized Benefit Admin. You will be able to reset password after your Mobile Number & Email address is updated.

How do I update my mobile number & personal email ID?

After Logging in to Re-connect application, please go to My Info > Personal Information Update Mobile. After entering new mobile number, press 'Send OTP' option to receive OTP on your new mobile number. After entering OTP received, your new mobile number will be updated.

My Re-connect ID has been locked, how do I unlock?

The process is same as resetting password. You will have to click on "Trouble Logging in", after clicking enter Login ID & CAPTCHA Code and enter "RESET / UNLOCK" tab.

Trouble in opening the Reconnect Application

After logging in, click on 'My Application' tab and select RE-connect and make sure that you have allowed 'Pop-ups' for the website. If not, then please go to your browser settings and allow pop-ups for e-connect website.

How to allow website to access my Webcam?

- In order to allow the website to access your webcam, you need to go to your browser settings.
- You may refer to various videos which are available on YouTube in order to change the settings

- https://www.youtube.com/results?search_query=how+to+allow+website+to+access+camera



Do I need to upload Base Image every year?

- Uploading of Base Image is a One-time activity.
- In order to submit your Online Life Certificate, uploading Base Image is mandatory.



In case you are trying to connect from outside India then please use the following URL:

<https://gconnect.bpcl.in>



While logging in to Re-connect, and getting error "User not found" :- Please contact CBA team for activation of your ID.

Email: z_centralcell_hr@bharatpetroleum.in or on call :044-26142079.



Sudden stoppage of pension from ICICI/LIC/SBI/HDFC. Please check the following:

Whether the Life Certificate was submitted. In case the Life Certificate is not submitted, please submit the Life certificate to your respective Service Provider i.e., ICICI/LIC/SBI/HDFC.

Normally, the pension gets restored from the subsequent month after submission of Life certificate. Kindly wait for a month. The pension along with arrears will be credited to your bank account by the service provider.

In case you have not received pension even after 2 months, please write to CBA Team z_centralcell_hr@bharatpetroleum.in with a copy of Annuity certificate. CBA Team will take it up with the concerned service provider through Retirement Benefit Section.

Those who are availing SBF pension (KR) may please contact :

0484 2821440/1445 and

email: z_kr_krremp@bharatpetroleum.in



My EPS Pension stopped last month. What is the reason?

EPS Pension are paid by the Employee Provident Fund Organization (EPFO). You need to submit a life certificate every year for continuation of EPS Pension. You can visit the Bank, wherein you have the EPS Pension account and update your

Life certificate. If you have enrolled under Jeevan Praman, you can submit your digital life certificate online.



Transfer of Benefits under EPS Pension to the beneficiary

For the commencement of widow pension/child pension as applicable, the survivor needs to contact respective regional EPFO office and fill up the Form 10 D as guided by them.

For any help/guidance in this regard the family member may contact the respective BPCL Regional HRS (Employee Relation Team)

For KR, Please contact: **04842821455/1440**



I am not able to submit my medical claims nor received MEGS Payment for last month.

You are required to submit the Life Certificate to the Corporation every year before 15th of March, which will be updated in the system. In case Life Certificate is not submitted before the due date, system will not pick up medical claims and MEGS payment cannot be processed. Once you submit the Life Certificate, the medical claim Option will be restored, and MEGS payment would be paid along with arrears in the subsequent month.



What is the MEGS Payment Cycle?

MEG Payment is normally credited to the Bank account on the 1st working day of the month for the previous month i.e., for the month of October, MEGS Payment will be made on 1st working day of November.

In case it is not credited, it is advised to wait for 1-2 days and check your bank account. If still the amount is not received after 2-3 days, please write to CBA Team: z_centralcell_hr@bharatpetroleum.in along with a copy of the bank statement.



After retirement, I have completed the age milestone on 3rd of May. The Felicitation payment is not yet come to my account.

Felicitation amount is paid directly to the bank account in the following month after the milestone is reached. i.e., in your case, the age milestone was

completed in the month of **May**. Hence, the Felicitation amount shall be credited to your account on the 1st working day of **June**.

In case it is not credited, it is advisable to wait for 1-2 days and check your bank account.

If still the amount is not received after 2-3 days, please write to CBA Team z_centralcell_hr@bharatpetroleum.in along with a copy of the bank statement.

How do the benefits get transferred to the Nominee /Beneficiary on demise of Retired Employees?

In case of any unfortunate event of death of ex-employee after retirement, the family member/nominee to ensure the following;

Send the scanned copy of Death Certificate through email as soon as it is received to CBA team,

mail: y_hr_sr_170068@bharatpetroleum.in/z_centralcell_hr@bharatpetroleum.in

For SBF Pension Send the scan copy of Death Certificate through email as soon as it is received to BPCL Kochi Refinery

mail: z_kr_krremp@bharatpetroleum.in

In case of change of Bank account / IFSC Code / NEFT details of my Bank account how to update the details with the Corporation

In case of any change in your registered Bank details wherein you are receiving your Medical Claim reimbursement / MEGS / Felicitation /Any other payment from the Corporation, write to: z_cba_lc@bharatpetroleum.in along with the NEFT Mandate form, Cancelled Cheque/First Page of the Passbook.

Please Note: You need to monitor your bank account on a regular basis and update the KYC at your bank to ensure that the bank account is active or valid.

How to get the list of BPCL Tie up Hospital near to me?

You may login to Re-connect Portal for the tie-up Hospital List or you can get in touch with the respective regional HRS/Refinery Contact person.



How many days it takes for my medical claim to get processed?

After the Medical claims are received at Centralized Medical Cell, , Mumbai, it will get processed within the given timelines (provided all documents are in order):-

Domiciliary Claims :- 7 days

Hospitalization Claims :- 15 days

Ex-Gratia Claims:- 15 days (subject to receipt of approval from competent authority)

You will receive an SMS in your registered mobile number, once the claim is received at CBA Medical Cell, Mumbai and once the claim gets processed.

For quick processing of your domiciliary medical claims, please ensure;

- While submission of claims, the original bills and receipts are in order along with detailed breakup of the expenses under different heads.
- Ensure proper segregation of claims for self and dependent.



Do I get reimbursement for Physiotherapy treatment?

Yes. However please ensure;

For physiotherapy up to 10 sessions, any general practitioner/ doctor's prescription recommending ailment for which physiotherapy is required needs to be submitted.

For long term physiotherapy sessions exceeding 10 sessions, it is mandatory that the treatment is prescribed by an Orthopaedic surgeon, specifying the number of sittings/ periods.



Are the Dental/Optical limits within the overall medical block limit or outside the Medical block?

It is within the overall Medical block limit.



Important Points to be checked and ensured before submission of Medical Claims

- Original bills/receipts with Patient's name & Doctor's Name, Date.
- Doctor's prescription must display Doctor's name, Degree, Registration no, Signature/stamp.
- On Doctor's prescription/consultation document-Ailment should be mentioned
- Doctor's Prescription and bills are valid for 6 months.
- Prescription in original to be submitted, if the doctor's consultation charges are mentioned in the prescription.
- Chemist bills must be duly signed by the chemist. Digitally signed bills of Online Medicine purchases are permissible.
- Non reimbursable items (NRI) not to be included in the bills for medicines (Like Soap, Toothbrush, Paste, Proteins etc.)
- BHMS/BAMS Doctors prescribing Allopathic medicines are not reimbursable.
- Under Ayurvedic treatment, massage therapy, oil, thailam, etc. applied externally are not reimbursable.
- BAMS and BHMS Doctor must specify break up of consultation charges, medicines, etc. mentioning number of days of treatment.
- Only Allopathy, Ayurvedic & Homeopathy treatments are reimbursable & Other types of treatment like Panchakarma, Siddha, Naturopathy, Acupressure, Acupuncture, Unani, etc. are not reimbursable.
- Multiple treatment types are not permitted (homeopathy / ayurvedic / allopathic treatments are not permitted for the same ailment simultaneously).
- All claims for dental shall be submitted with supporting procedure/ treatment and original bills/receipts.
- All claims for Optical shall be submitted along with Eye Prescription (Spectacles Power card) & supporting original bills.
- For Hospitalization claims original bills (Bills with breakup of Surgeon fees, Assistant Surgeon Fees, Anaesthesia Fees, OT hrs., etc.) along with copy of discharge summary report is required to be submitted for settlement.

- Staff no. or vendor code no./medical Ref No, contact number and email address should be mentioned on the medical claim form.



While creating Medical Claim on Re-connect I am getting error “Medical benefits not extended”, what should I do?

- In such case, please write to z_centralcell_hr@bharatpetroleum.in or contact Medical Helpdesk on 022-24062787 to update your PRMBS Medical Eligibility.
- After your Medical Eligibility is updated by Medical Administrator, you will be able to create Medical Claim.



What is my Vendor Code? Do I need to remember the Vendor Code?

- Your Staff Number is used for all purposes. For any communication you can refer your staff number.
- Vendor Code is our internal backend reference and you need to remember this.

CBA Medical Cell contact details: -

**Centralized Medical Cell
BPCL Kharghar Office Complex,
Plot No. 6 , Sector-2,
Behind CIDCO Garden,
Kharghar,Navi Mumbai – 410210
(Maharashtra)**

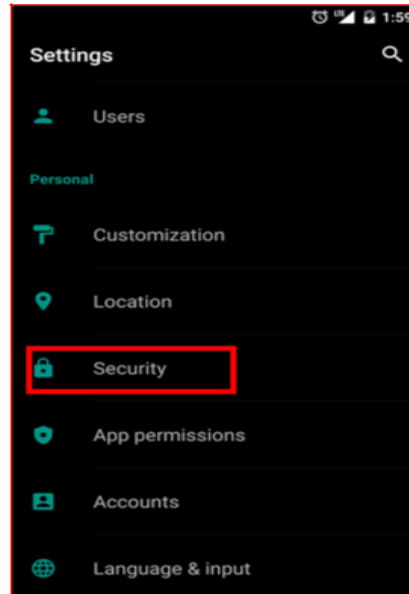
- **Mail ID**
y_hr_wr_170007@bharatpetroleum.in
y_hr_wr_170031@bharatpetroleum.in
- **Phone No**
022-24196702/24196703
9082841705/9082841708

MOBE-CONNECT

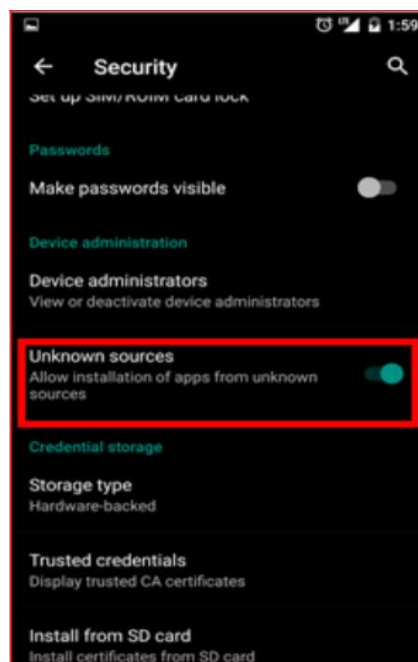
MOBE-CONNECT - MOBILE APPLICATION FOR RETIRED STAFFS

A. Steps to Install & Register on Android phones

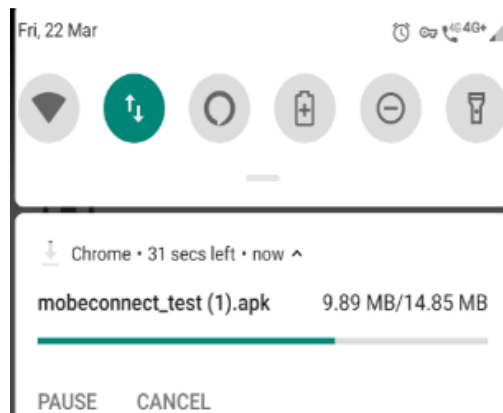
1. Please ensure installation of applications from “Unknown Sources” is allowed in your phone temporarily. In order to confirm this, go to **Settings** > **Security**



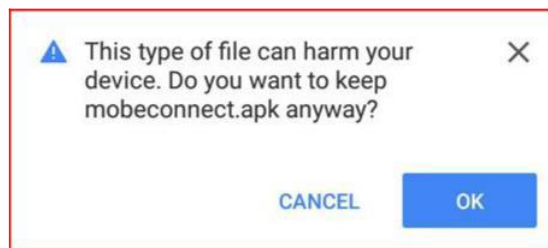
2. Enable the option of “Unknown Sources”



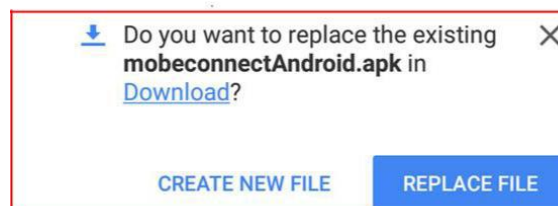
3. To download Mobile application on your mobile device, click on the link received via SMS(<https://ebiz.bpc.co.in/mobeconnect.htm>). Before downloading, ensure that the net access is enabled on your mobile.



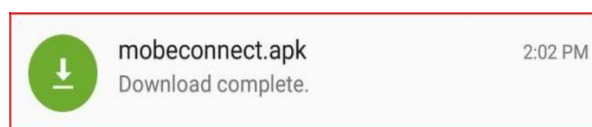
4. Your download should begin automatically. If it does not start, click on the button “Download for Android”. If you get a warning about the content of download, click “OK”



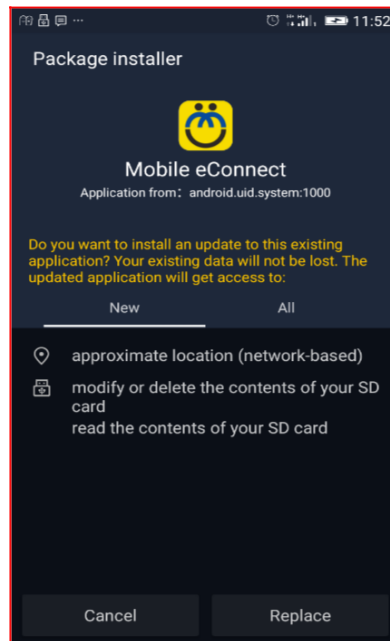
5. If you get a prompt regarding an existing file with same name, click on “Replace File”.



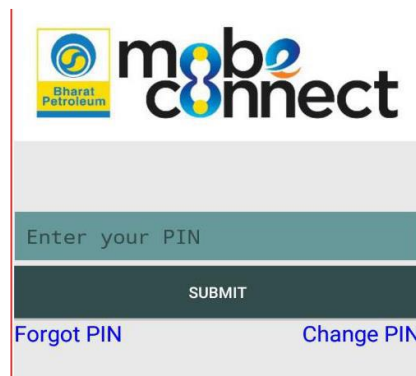
6. Once the download is completed, click on the notification to open the file. If you have cleared the downloaded file notification, go to your **Downloads** and open the file **mobeconnect.apk**



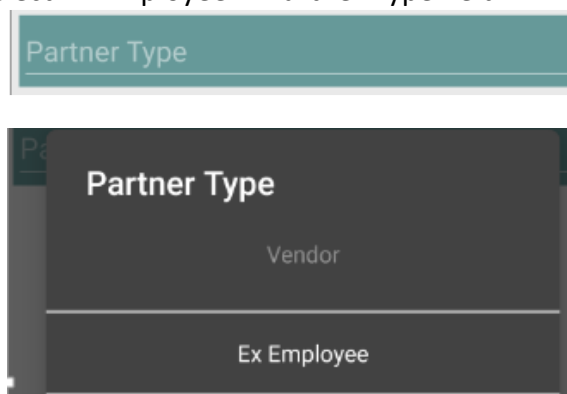
7. If old version of application is already installed on device, then it ask to replace the current version.



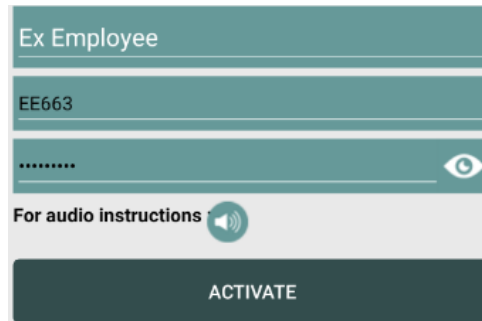
8. Once the application is installed, click on open to access the application.
9. If old version of application is replaced by new version, then on opening application enter same pin and application will be accessible.



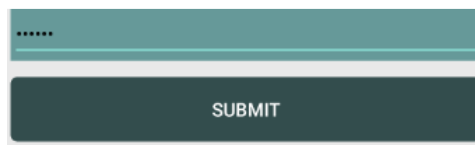
10. For new installation, following screen will be shown.
 - a. Please select Ex-Employee in Partner Type field.



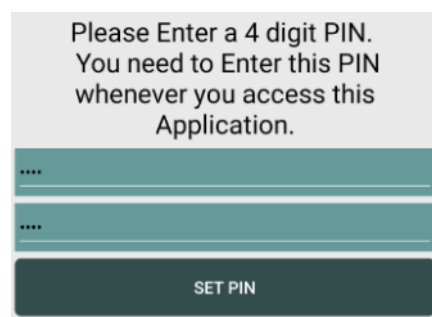
- b. Enter your **Reconnect user Id** e.g. **EEXXXXX**, where **XXXXX** is your **BPCL staff number**. (For staffs retired prior to SAP implementation, it is vendor code which starts with 1000 followed by pre SAP staff no e.g. 1000XXXX)
- c. Enter your Reconnect password.



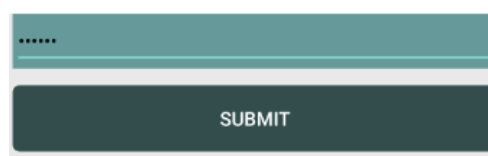
- d. On entering of Reconnect password, system will send an OTP on your registered mobile number. Please enter this OTP on the next screen.



- e. On successful validation of OTP entered by you, application will ask you to set a 4 digit PIN. This PIN will be used for all your future access to the application. Once you set your 4 digit PIN, you will be able to access the mobile application using this 4 digits PIN and you will not need to enter your password again.



- f. On successfully entering the PIN, you will be able to access Reconnect Portal on your mobile.

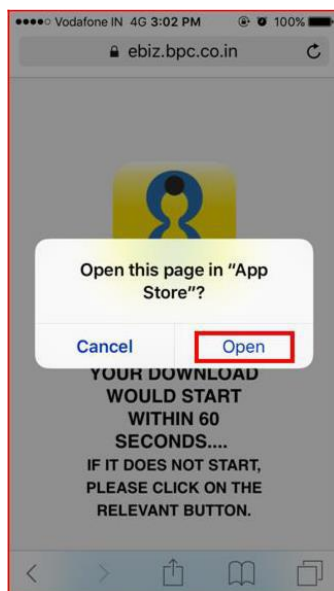


Link for updating mobile app:

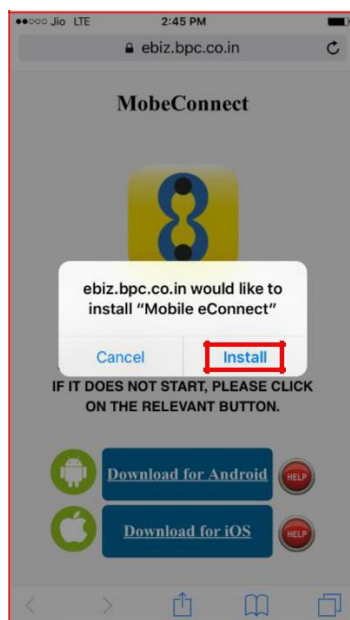
<https://ebiz.bpc.co.in/Home/MobeConnectDownload>

B. Steps to Install & Register on iOS phones

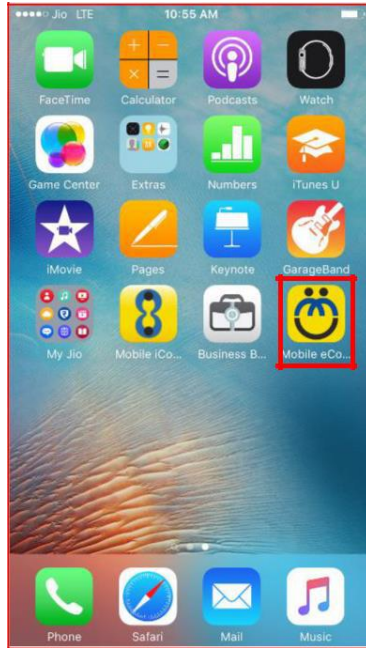
1. To download Mobile application on your mobile device, click on the link received via SMS (<https://ebiz.bpc.co.in/mobeconnect.htm>). Before downloading, ensure that the net access is enabled on your mobile.
2. A prompt will be shown requesting your permission to **open the page in “App Store”**. Click on **“Open”**



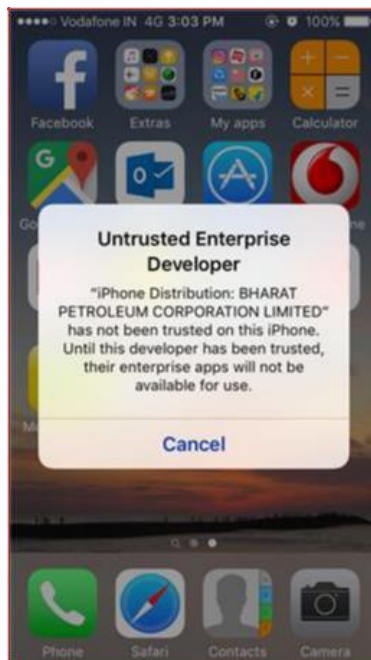
3. Second prompt requesting permission to **install Mobile eConnect** would be shown. Click on **“Install”**



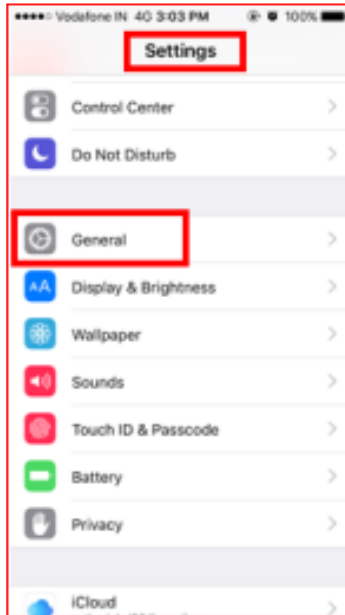
6. Your download and installation would start now. Press the hardware **“Home”** button on your iPhone to go to your home screen. Once the installation is completed, the application icon would be visible on the screen as shown below:



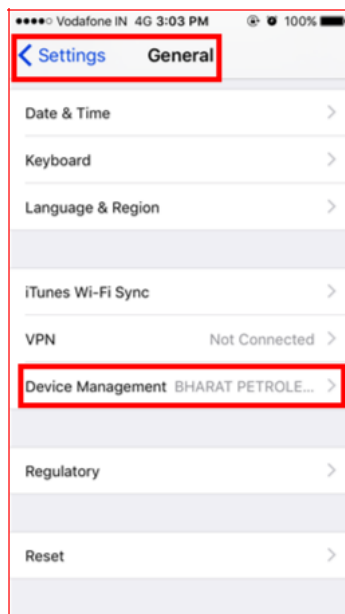
- a. If you try to access the application, you might get a warning about Untrusted Enterprise Developer:



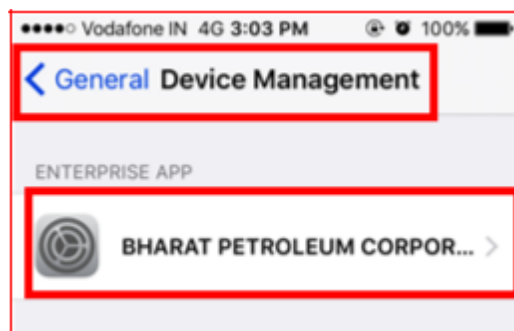
6. Go to the phone setting by clicking on the **Settings** application
7. In Settings, go to the **General** Settings



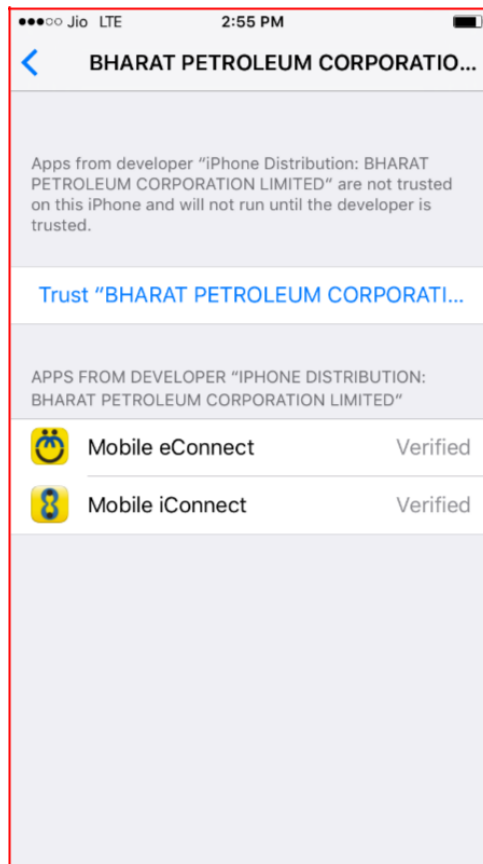
8. In General Settings, go to **Device Management**



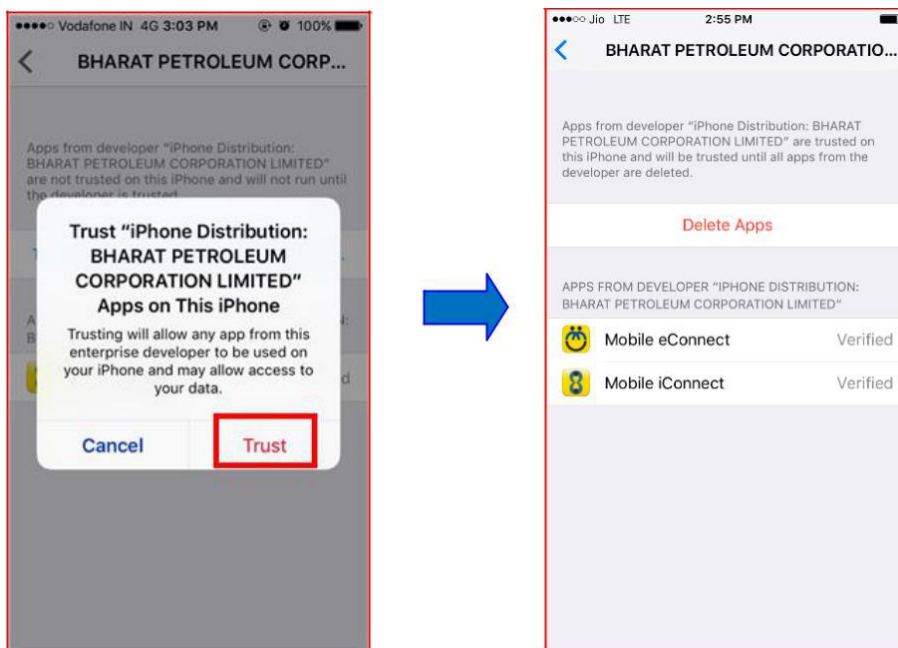
b. In Device Management Settings, click on “**BHARAT PETROLEUM CORPORATION LIMITED**”



9. Click on the option to Trust “BHARAT PETROLEUM CORPORATION LIMITED”



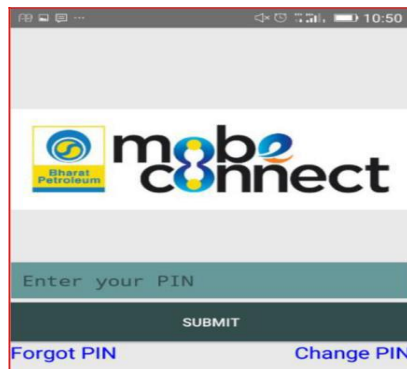
10. A confirmation prompt will be shown, click on “Trust”



11. Press the hardware “Home” button on the phone to go to home screen. Click on the **Mobile eConnect** application.



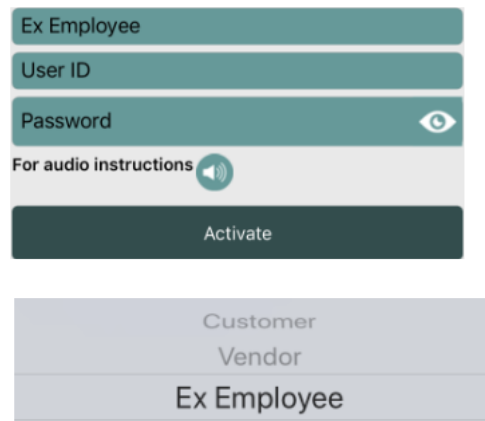
12. On the below If old version of application is replaced by new version, then on opening application enter same pin and application will be accessible.



13. For new installation, following screen will be shown.



14. Please select Ex-Employee in the Partner Type Field.

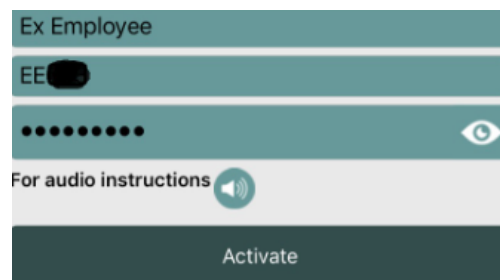


The screenshot shows a mobile application form with the following fields and options:

- Partner Type: Ex Employee
- User ID: (empty)
- Password: (empty)
- For audio instructions: (with speaker icon)
- Activate: (button)
- Partner Type Selection: A dropdown menu with options: Customer, Vendor, and Ex Employee (selected).

14. Enter your Reconnect user Id e.g. EEXXXXX, where XXXXX is your BPCL staff number. (For staffs retired prior to SAP implementation, it is vendor code which starts with 1000 followed by pre SAP staff no e.g. 1000XXXX)

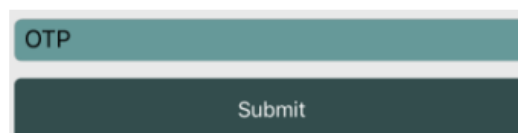
15. Enter your Reconnect password.



The screenshot shows the same form as above, but with the following changes:

- User ID: EE (with a blacked-out area)
- Password: (represented by seven dots)
- Activate: (button)

16. On entering of Reconnect password, system will send an OTP on your registered mobile number. Please enter this OTP on the next screen.



The screenshot shows a mobile application form with the following fields and options:

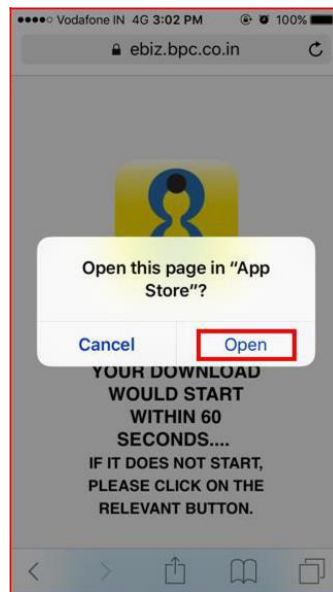
- OTP: (empty)
- Submit: (button)

17. On successful validation of OTP entered by you, application will ask you to set a 4 digit PIN. This PIN will be used for all your future access to the application. Once you set your 4 digit PIN, you will be able to access the mobile application using this 4 digits PIN and you will not need to enter your password again.

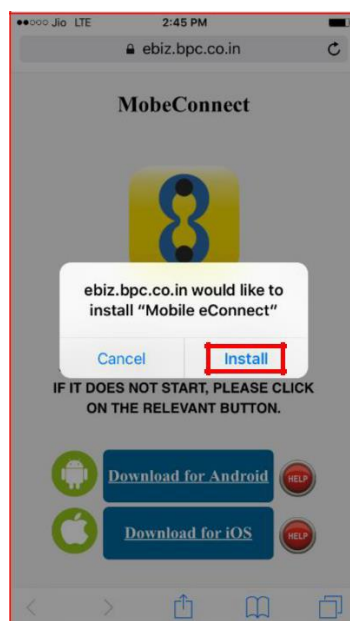
18. On successfully entering the PIN, you will be able to access Reconnect Portal on your mobile.

B. Steps to Install & Register on iOS phones

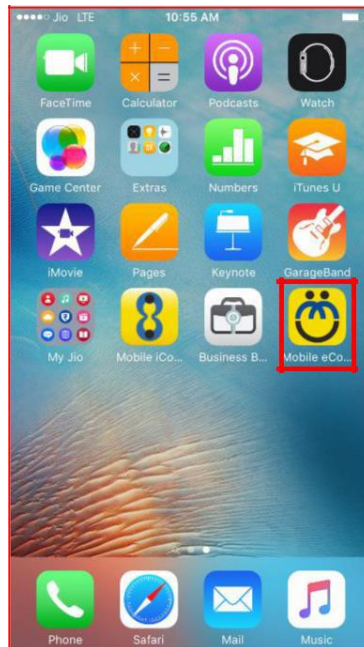
1. To download Mobile application on your mobile device, click on the link received via SMS (<https://ebiz.bpc.co.in/mobeconnect.htm>). Before downloading, ensure that the net access is enabled on your mobile.
2. A prompt will be shown requesting your permission to **open the page in “App Store”**. Click on **“Open”**



3. Second prompt requesting permission to **install Mobile eConnect** would be shown. Click on **“Install”**



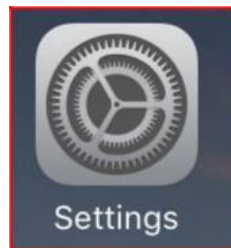
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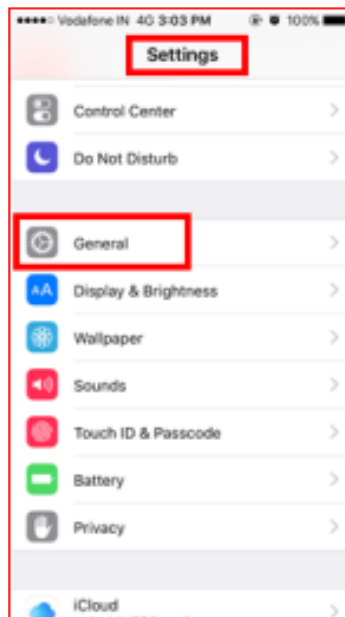
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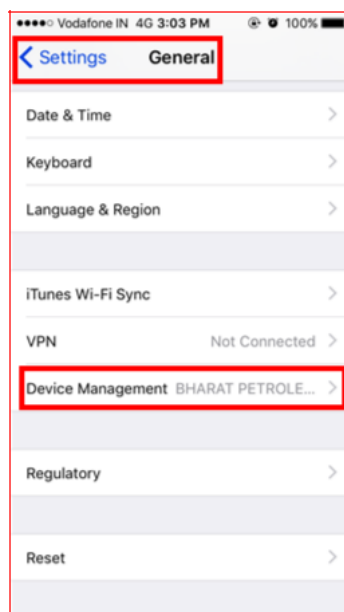
6. Go to the phone setting by clicking on the **Settings** application



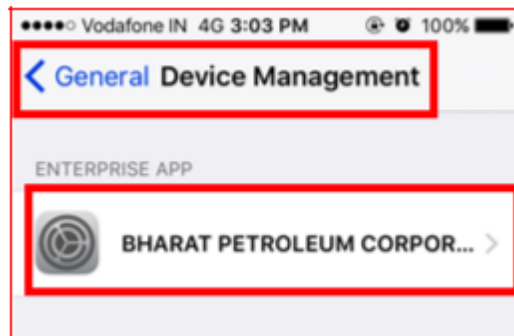
7. In Settings, go to the **General** Settings



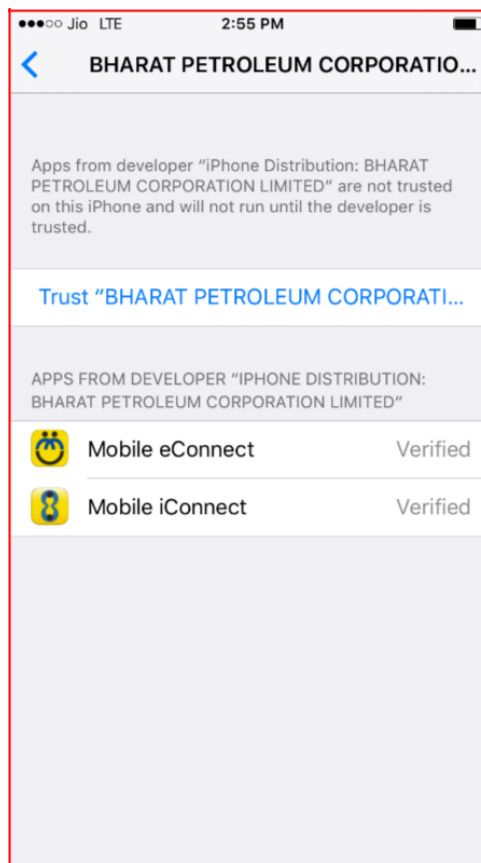
8. In General Settings, go to **Device Management**



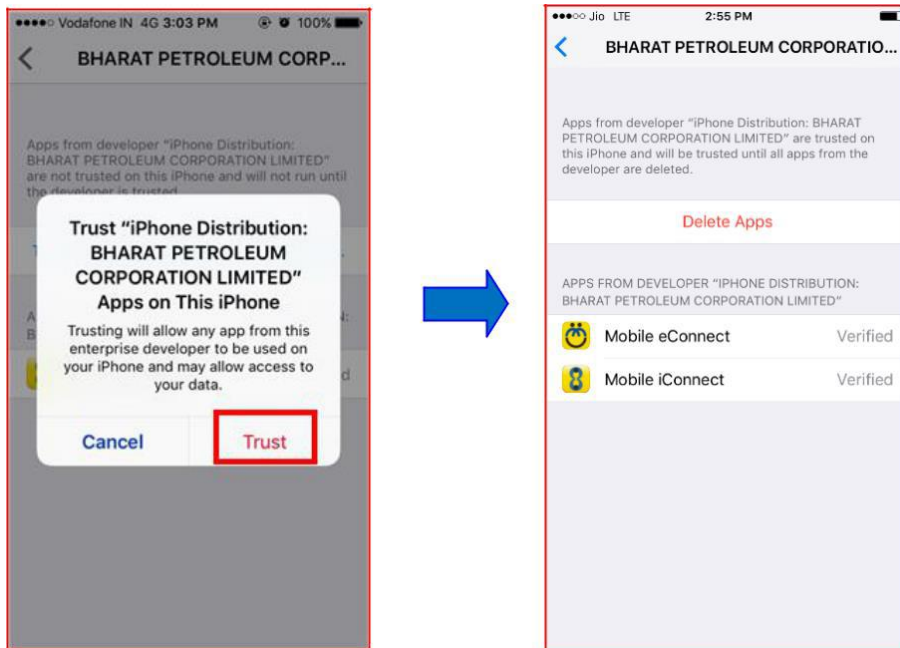
- b. In Device Management Settings, click on “**BHARAT PETROLEUM CORPORATION LIMITED**”



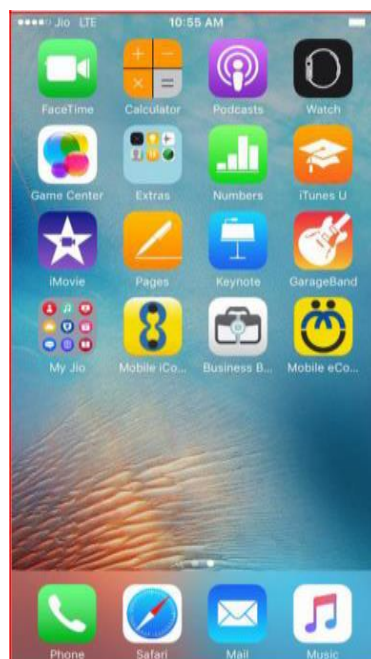
9. Click on the option to Trust “**BHARAT PETROLEUM CORPORATION LIMITED**”



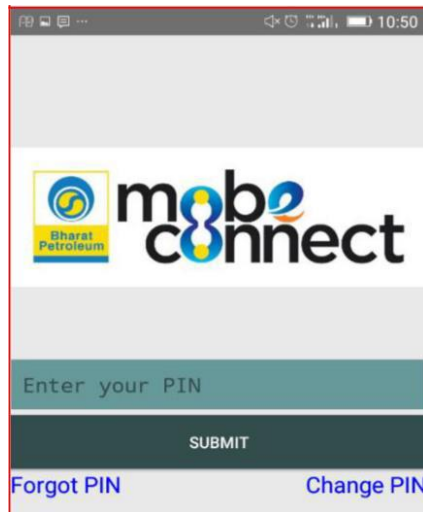
10. A confirmation prompt will be shown, click on **“Trust”**



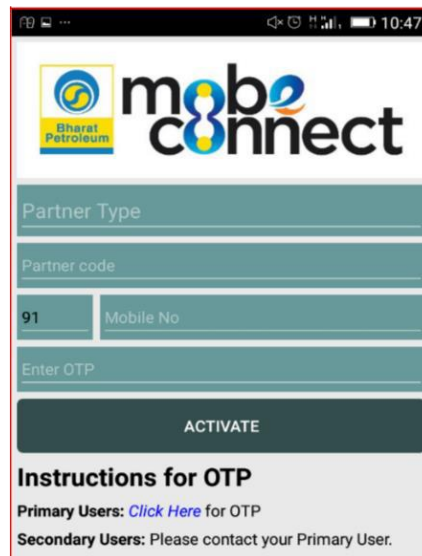
11. Press the hardware **“Home”** button on the phone to go to home screen. Click on the **Mobile eConnect** application.



12. On the below If old version of application is replaced by new version, then on opening application enter same pin and application will be accessible.



13. For new installation, following screen will be shown.



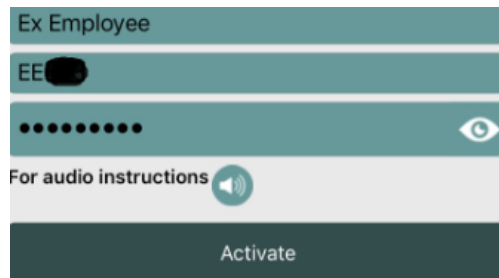
14. Please select Ex-Employee in the Partner Type Field.



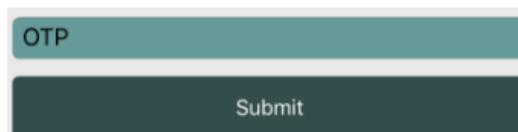
| |
|--------------------|
| Customer Vendor |
| Ex Employee |

15. Enter your Reconnect user Id e.g. EEXXXXX, where XXXXX is your BPCL staff number. (For staffs retired prior to SAP implementation, it is vendor code which starts with 1000 followed by pre SAP staff no e.g. 1000XXXXX)

16. Enter your Reconnect password.



17. On entering of Reconnect password, system will send an OTP on your registered mobile number. Please enter this OTP on the next screen.



18. On successful validation of OTP entered by you, application will ask you to set a 4 digit PIN. This PIN will be used for all your future access to the application. Once you set your 4 digit PIN, you will be able to access the mobile application using this 4 digits PIN and you will not need to enter your password again.

19. On successfully entering the PIN, you will be able to access Reconnect Portal on your mobile.

LIFE CERTIFICATE SUBMISSION

A. SUBMISSION OF LIFE CERTIFICATE TO BPCL

Option 1- Online Life Certificate Submission

WORKFLOW

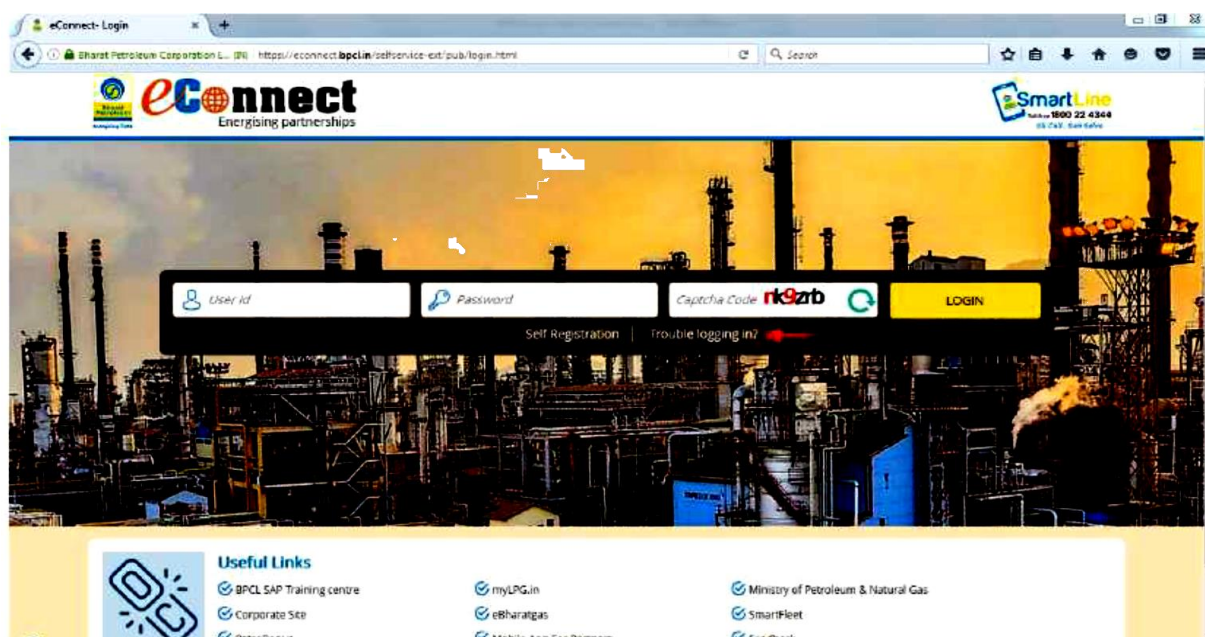


STEP BY STEP USER GUIDE:

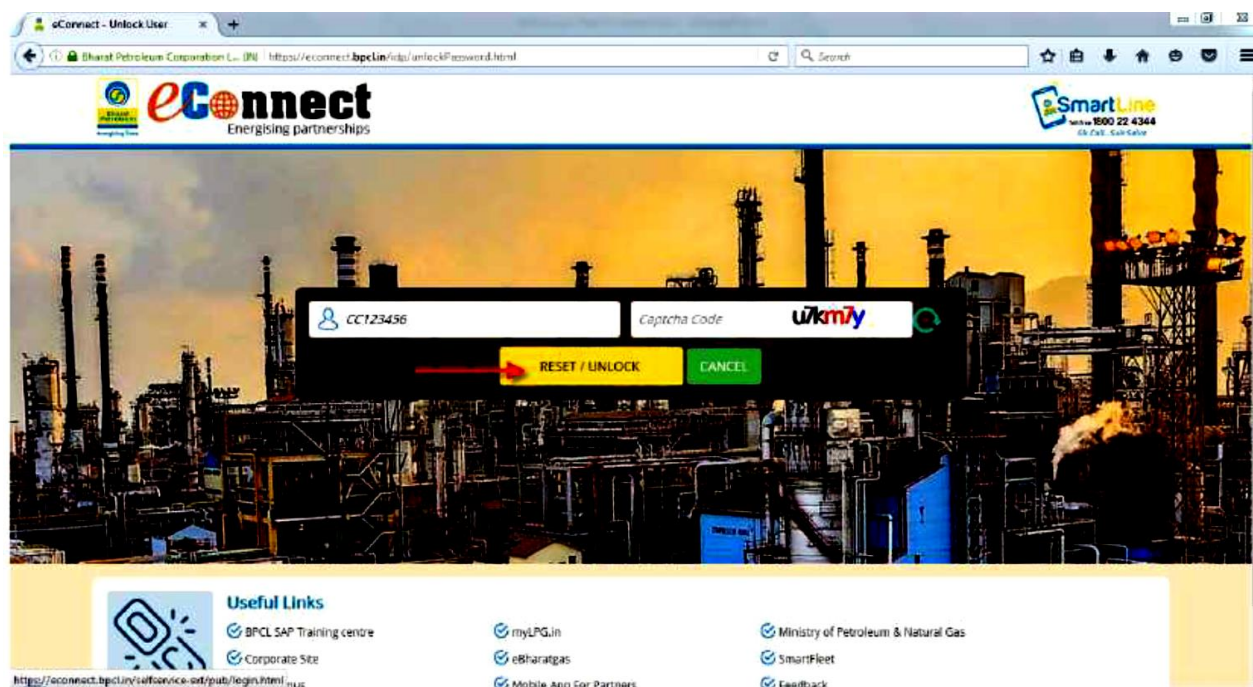
1. STEP 1: LOGGING IN TO RE-CONNECT

- For logging in to RE-Connect Portal, click on this link: <https://econnect.bpcl.in>.
- **User ID:** *EExxxx* (xxxx refers to the Staff ID (Vendor Code for Burmah Shell) of the employee)
- **Password:** User can log in with their password. In case, the user does not have / does not remember the password, they can reset the same by using the steps given below. (Help Document to download and Access Mob-E Connect is attached separately)

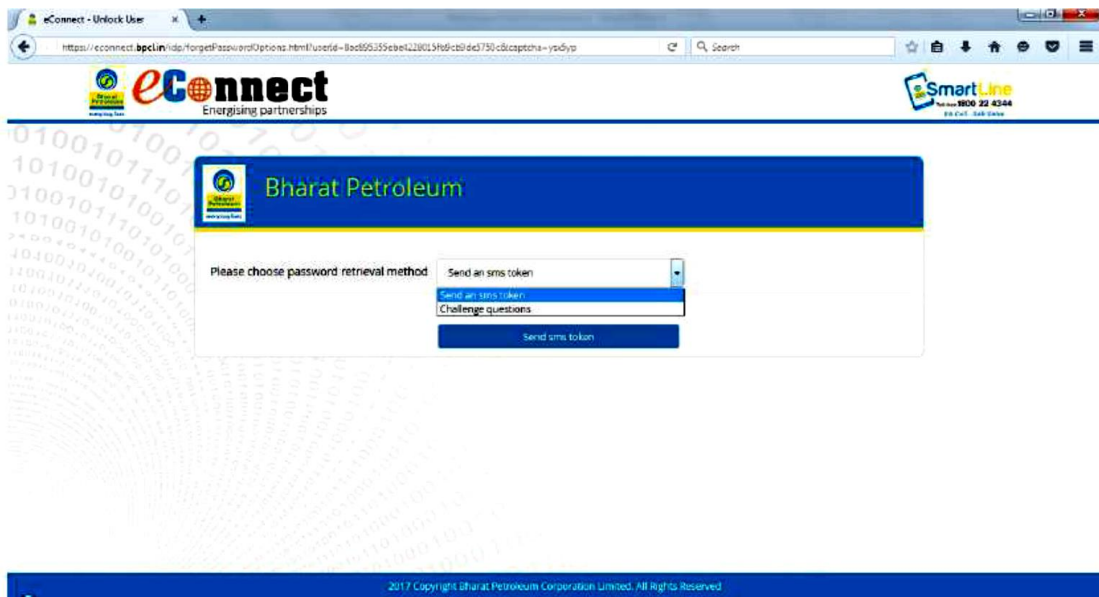
RESET PASSWORD:Click on Trouble Logging In.



1.1 Enter the User ID and *Captcha* Code and click on Reset / Unlock.



1.2 Select the method of password retrieval. If challenge question has not been set, please select “Send an SMS token”. This will send an OTP to the registered mobile number.



1.3 Enter the OTP and click on submit.



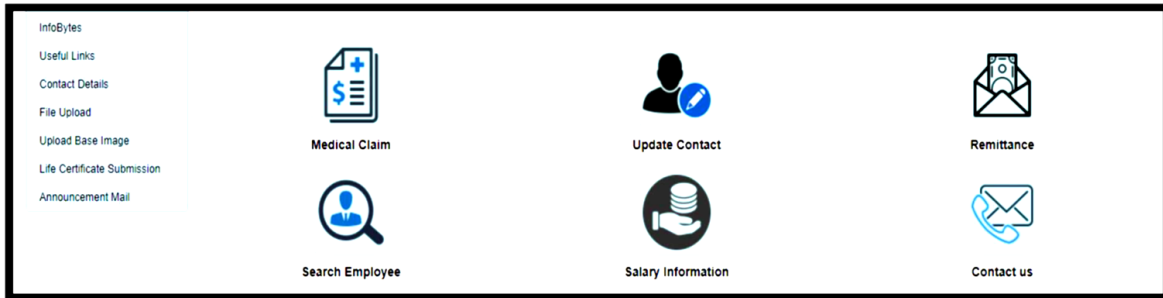
1.4 Enter the new password and click on Unblock Account.

1.5 In case of any trouble in accessing the portal, please get in touch with your Regional / Refinery HR administrator

2. STEP 2: UPLOAD OF BASE IMAGE

For first time users, as a one-time input, the user shall be required to upload their photograph in the "Upload Base Image" Section. For uploading the base image, the following steps are to be followed:

2.1 In the RE-Connect / MobE-Connect Portal, go to **“Upload Base Image”**.

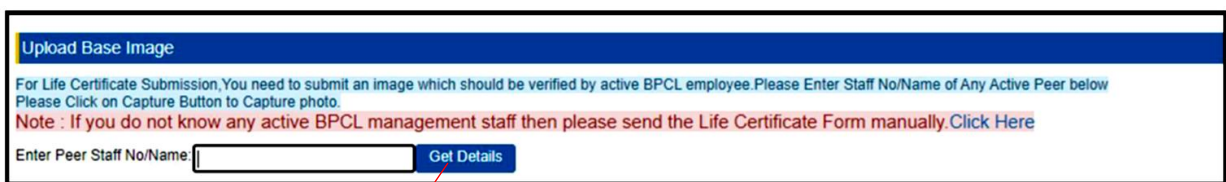


2.2 **Confirm E-mail ID and Mobile No.:** A window with the last available contact details and E- mail ID will appear on the screen. In case of any change in the details, click on **“Update Contact Information”**. If the details are correct, click on **“Confirm and Continue”**



2.3 **Select Beneficiary:** Select **“self”** as the beneficiary for base image submission.

2.4 **Selection of Peer:** For approval of the base image, option is available to select any of the known BPCL Active Management staff as the peer. The user can search for his peer / colleague through their Name OR Staff No. The selected peer shall be the approver for the base image.



Enter staff number/name of any active Peer (Active Management Staff) and click on get details.

Kindly ensure that the peer selected is someone known to the user. In case of multiple person with same name, kindly verify the staff details before selecting the Peer.

In case the user has no contacts of any of the Active Management staff of BPCL, the user shall be required to submit the photograph to HR administrator for manual upload. For this step the user may get in touch with their Regional / Refinery HR administrator.

2.5 Declaration: User is required to submit a declaration authorizing BPCL to use their image for any official purposes by selecting the check box given.

Upload Base Image

For Life Certificate Submission, You need to submit an image which should be verified by active BPCL employee. Please Enter Staff No/Name of Any Active Peer below
Please Click on Capture Button to Capture photo.

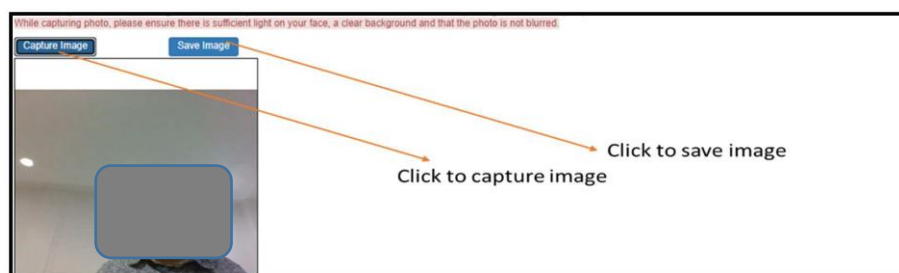
Note : If you do not know any active BPCL management staff then please send the Life Certificate Form manually. [Click Here](#)

Enter Peer Staff No/Name:

| Peer Details | | | |
|--------------|----------------|-------------|------------------------|
| Staff No | 11030 | Job Group | C |
| Name | PAVEL BANERJEE | Designation | TEAM MEMBER HR (ERPCC) |

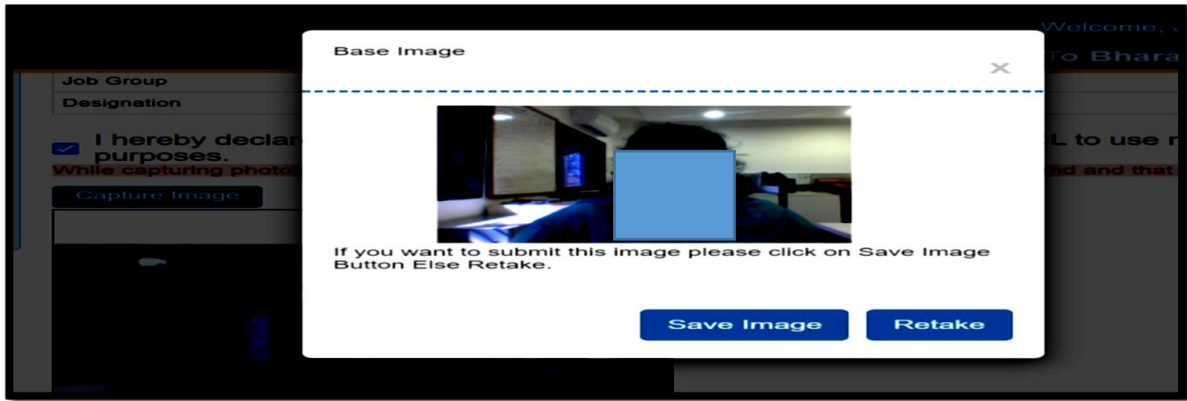
I hereby declare that I have submitted my own image and I authorise BPCL to use the image submitted for any official purpose.

2.6 Upload of Photograph: The user can capture his/her image through the camera of the device being used. For capturing the image, kindly ensure that the device has been given access to your camera.

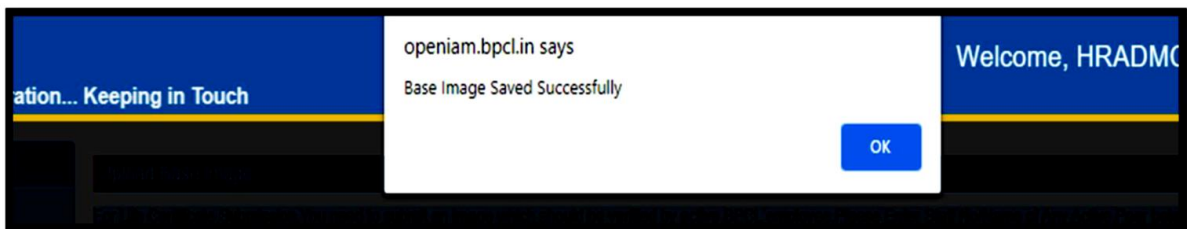


Ensure a clear background, sufficient lighting and proper angle to capture the entire face of the user. The image captured should have the full face of the user and should not be blurry.

The image captured can be viewed by the user before final submission. The user can select the “retake” option in case the user wants to re-capture his/her photograph.



2.7 On submission of the photograph, User will get a message “Base Image Saved Successfully.”



3. STEP 3: APPROVAL OF BASE IMAGE

The approval of base image is a two level process as detailed below:

- 3.1 The base image submitted by the user will be sent to the selected peer (The Active management staff selected during Step 2.4) for their approval. A system generated mail in this regard shall be sent to the selected peer with a copy to the user.
- 3.2 In case of any delay in approval by the peer, system generated reminder mail shall be sent to the peer with a copy to the user on 5th , 10th and 15th day of base image submission. In case of non-approval by the 20th day, the pending request shall be auto-rejected and the user will be required to repeat Step 2.
- 3.3 In case the peer rejects the base image of the user for any reason, a system generated mail to this effect shall be sent to the user. In such a case, the user will be required to repeat Step 2.

3.4 Once the base image of the user is verified by the peer the same will be forwarded to the HR administrator for final approval.

3.5 Once the Base Image is successfully approved by the peer and the HR administrator, the user will be notified of the same through a system generated mail.

3.6 In case the HR administrator rejects the base image of the user for reasons like clarity / quality of the photograph, a system generated mail to this effect shall be sent to the user. In such a case, the user will be required to repeat Step 2.

4. STEP 4: SUBMISSION OF ANNUAL LIFE CERTIFICATE

The user shall only be allowed to submit the life certificate once the Base Image has been approved in the system. For submission of life certificate, the following steps are to be followed:

4.1 In the RE-Connect / Mobe-Connect Portal, go to “Life Certificate Submission”.



On approval of base image user need to click on “Life certificate submission” button for submission of life certificate online.

4.2 Confirm E-mail ID and Mobile No.: A window with the last available contact details and E-mail ID will appear on the screen. In case of any change in the details, click on “Update Contact Information”. If the details are correct, click on “Confirm and Continue”

Contact Information

Mobile No

Email Id

If you want to Update this Information please click on Update Contact Information Button .

4.3 Select self as the beneficiary for life certificate submission.

ReConnect Welcome, [Redacted]

Corporation... Keeping in Touch

Life Certificate Online Submission

Select Beneficiary :

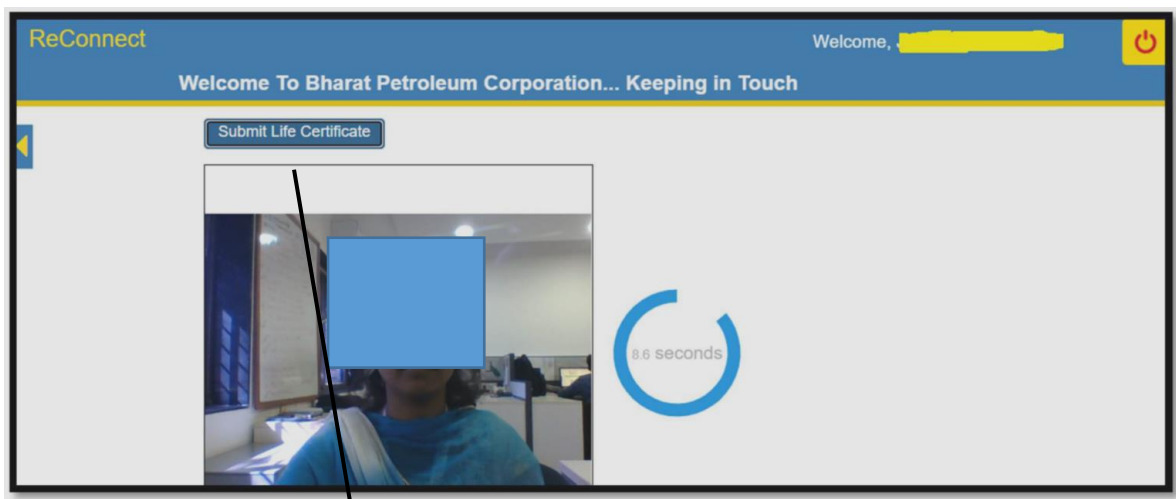
- Select Beneficiary
- Select Beneficiary**
- Self

Choose Beneficiary

4.4 After selection of the beneficiary, the personal details of the user along with details of applicable benefits, dependent details will appear. Check the details mentioned. In case of any changes / correction / updation in the details contact your Regional / Refinery HR Administrator.

4.5 Once the details for the user have been verified, submit the required declaration by selecting the checkbox (s).

4.6 Click on Submit Life certificate. On clicking the button, the system will record a 10 second video of the user. While the video is being recorded, please ensure that you are in the frame for the entire duration and exhibit liveliness through blinking of eyes at least thrice.



Click on submit life certificate button.

The video submitted by the user shall be matched against the base photograph of the user. In case of match, the submission will be accepted. In case, the system fails to match the video against the base image, the user will be prompted to retry.

In case of rejection of life certificate, please retry the process again ensuring proper clarity and angle of the video being recorded.

If the error persists, get in touch with your Regional / Refinery HR Administrator.

5. STEP 5: APPROVAL OF ANNUAL LIFE CERTIFICATE

Once the user has submitted his life certificate, the same will be sent to the HR administrator for his approval. System generated mail for the status of life certificate acceptance will be sent to the user to keep him notified of acceptance / rejection of his life certificate.

Points to Note:

- ❖ The application runs best over Microsoft Edge/Google chrome/Firefox. Please avoid using Internet Explorer for life certificate submission purpose.
- ❖ Please disable pop-up blocker in your browser. This means user should allow pop-ups from Reconnect site.
- ❖ The application can be accessed on laptops / mobiles / other handheld devices with working internet connection.
- ❖ User needs to give the permission to the browser for allowing access to the camera and audio device on the local system. Without permission, application will not be able to record the photograph and video.

Option 2 - OFFLINE SUBMISSION OF LIFE CERTIFICATE

The life certificate format shall be shared every year to your registered email id. You can also download the Life Certificate format from eConnect Portal.

You need to fill up all the details applicable in your cases and send the certified Physical Life Certificate to following address:

Centralized Benefit Administration (CBA)
Bharat Petroleum Corporation Ltd., Southern Regional Office, 1, Ranganathan Garden, off.
11th Main Road, Post Box no.1212&1213, Anna Nagar, Chennai- 600040

Email: z_cba_lc@bharatpetroleum.in / z_centralcell_hr@bharatpetroleum.in

For any query/assistance regarding life certificate submission please call /SMS/WhatsApp
to 6382264412 (9:30 AM to 6:00 PM on working days)

B. SUBMISSION OF LIFE CERTIFICATE TO THE RESPECTIVE SERVICE PROVIDERS

Different service providers have a different process for Life Certificate based on the Options for pension opted.

| Service Provider | OPTION 1 | OPTION 2 | OPTION 3 | OPTION 4 |
|------------------|--|---|---|--|
| LIC | No LC required till guaranteed period of 15 Years After the guaranteed Period of 15 years. LC to be submitted every year (on or after the vesting date) | Once in every 5 years | Every Year (on or after the vesting date) | Once in every 5 years |
| SBI | Every Year | LC to be submitted after every five years. SBI Life Sends mail to all the member every year. On receiving such email, members must reply over that mail that he/she is alive | Every Year | LC to be submitted after every five years. SBI Life Sends mail to all the member every year. On receiving such email, members must reply over that mail that he/she is alive. |

| Service Provider | OPTION 1 | OPTION 2 | OPTION 3 | OPTION 4 |
|------------------|--|-----------------------|------------|----------------------|
| HDFC | Every Year | Once in every year | Every Year | Once in every 3 year |
| ICICI | No LC required till guaranteed period of 15 Years After the guaranteed Period of 15 years. LC to be submitted every year (on or after the vesting date) | Once in every 3 years | Every Year | Once in Every 3 Year |

Note: The above Life Certificate submission frequency may get updated/changed at different point of time by the service provider. Kindly ensure your communication details are updated with your respective service provider. Also ensure Life Certificates are submitted on time to your respective service provider for continuation of Superannuation Pension.

C. SUBMISSION OF LIFE CERTIFICATE FOR EPS PENSION:

For continuation of EPS Pension, you need to submit the Life Certificate every year at the respective Bank, wherein the EPS pension is received.

TRANSFER OF BENEFITS TO NOMINEE ON DEMISE OF STAFF

A. TRANSFER OF SUPERANNUATION PENSION & PRMBS BENEFITS TO NOMINEE/ TRANSFER OF MEGS BENEFIT TO SPOUSE:

In case of any unfortunate event of demise of ex-employee after retirement, the family member/nominee to ensure.

1. Intimate CBA team:

y_hr_sr_170068@bharatpetroleum.in / z_centralcell_hr@bharatpetroleum.in

2. Send the scan copy of Death Certificate through email as soon as it is received.

On receiving the details, CBA Team member will get in touch with the family member/ nominee and facilitate in getting the benefits & pension to the beneficiary/nominee.

B. EPS PENSION (WIDOW PENSION/CHILD PENSION):

For starting of widow pension/ child pension as applicable, the survivor needs to fill up the Form 10 D and submit the same at the EPFO office.

For any help/guidance in this regard the family member may contact the respective BPCL Regional Office (Employee Relation Team)

UPDATION OF IMPORTANT DETAILS

1. UPDATION OF BANK DETAILS:

Post retirement, In case of any change in your registered Bank details wherein you will be receiving your Medical Claim reimbursement/ MEGS/Felicitation /Any other payments from the Corporation, write to: z_cba_lc@bharatpetroleum.in along with NEFT mandate form & Cancelled Cheque.

2. UPDATION OF NOMINATION FOR SUPERANNUATION PENSION

If you have opted for superannuation pension on retirement, you need to submit the filled in superannuation form along with nomination details. However, in case you need to update the nomination details after your retirement /after the purchase of annuity, please note different service providers are having different forms/process to update the nomination, after purchase of annuity.

In such cases, to facilitate this process of updating of nomination by taking up with service provider through Ben Admn Section, Kochi Refinery .

Please write to : z_kr_krremp@bharatpetroleum.in

POINT OF CONTACT

- **CBA Medical Cell contact details: -**

Centralized Medical Cell
BPCL Kharghar Office Complex,
Plot No. 6 , Sector-2,
Behind CIDCO Garden,
Kharghar, Navi Mumbai – 410210
(Maharashtra)

Mail ID
y_hr_wr_170007@bharatpetroleum.in
y_hr_wr_170031@bharatpetroleum.in
Phone No
022-24196702/24196703
9082841705/9082841708

- **BPCL Life Certificate/ vendor details updation/Re-connect Portal**

Centralized Benefit Administration
Southern Regional Office (SRO), 1, Ranganathan Garden
off. 15th main road, Post Box no.1212&1213,
Anna Nagar, Chennai, Tamil Nadu-600040

Email:
z_cba_lc@bharatpetroleum.in

Contact No 044-2614-2079 / 6382264412

- **MEGS/Retired staff Felicitation Payments /Repatriation expenses**

Centralized Benefit Administration
Southern Regional Office (SRO), 1, Ranganathan Garden
off. 15th main road, Post Box no.1212&1213,
Anna Nagar, Chennai, Tamil Nadu-600040

Email:
z_sr_cba_benefit@bharatpetroleum.in

Contact No 044-2614-2072

- **Superannuation Pension/ Benefits to survivors**

BPCL-Kochi Refinery, Post Bag No.2
Ambalamugal, Ernakulam, Kerala- 682302
Ph: 9995479784, E-mail: geethanp@bharatpetroleum.in
Ph: 9496442130, E-mail: nishae@bharatpetroleum.in

LIC contact # 0484 - 2362261

E. Hospitalization/ Deposit Free Admission Letters/Release of Medical Advance: Contact Regional HRS (Benefit Administration)

| REGION | ADDRESS/CONTACT |
|--------------------|---|
| EAST | Bharat Bhavan, Plot no- 31, Prince Gulam Md. Shah Road, Golf Green, Kolkata - 700095 Ph: 9899545470, E-mail: yugeshsureka@bharatpetroleum.in |
| WEST | Centralized Medical Cell, BPCL, "A" Installation, Sewree Fort Road, Sewree (East), Mumbai -400015 Ph: 9051612388, E-mail: rituagarwal@bharatpetroleum.in |
| NORTH | Bharat Petroleum Corporation Ltd. Plot No. A-5 and A-6, Sector -1, Udyog Marg, Noida- 201301 Ph: 9810455260, 0120-2474-529/505/557/525 Email: khattribs@bharatpetroleum.in y_hr_nr_170012@bharatpetroleum.in |
| SOUTH | BPCL Southern Regional Office, 1, Ranganathan Garden, off. 11th main road, Post box no.1212&1213, Anna nagar, Chennai-600040 Ph:9444746859,044-26142117, E-mail: rajeswaris@bharatpetroleum.in |
| MUMBAI REFINERY | BPCL- Refinery, Mahul, Chembur, Mumbai- 400074 Ph: 9773465226, E-mail: seemadashrathi@bharatpetroleum.in |
| KOCHI REFINERY | BPCL-Kochi Refinery, Post Bag No.2, Ambalamugal, Ernakulam, Kerala- 682302 Ph: 9995479784, E-mail: geethanp@bharatpetroleum.in |

- **EPS Pension:**

Contact Regional HRS (Benefit Administration)

| PF Establishment Code No. | Region/ Refinery | Regional HRS Contact Person | Contact No |
|-----------------------------------|-------------------------|--|---------------------------------|
| MH/3184, MH/1190, GJ/2102 | Western Region | Sh Brijesh A Patil | 9930152636/ 022-24176077 |
| DL/554 | Northern Region | Sattwiki Dey (Ms) | 0120-2474530/ 011120-2474554 |
| TN/530, TN/530A, TN/68324, KR/261 | Southern Region | Rajeswari Subramanian (Ms)/ Sh Tejaskumar Chandanshive | 044-26142117/ 044-26142196 |
| WB 3552 | Eastern Region | Sh Ashfaq Ahamed | 033-24293179/ 03324293118 |
| MH/1384 | Mumbai Refinery | Seema Dashrath Singh (Ms) | 022-25533441 |
| KR/2621 | Kochi Refinery | Geetha P Nair (Ms) | 0484-2821454/ 0484-2821404 |

- **CENTRALIZED BENEFIT ADMINISTRATION**

CENTRALIZED BENEFIT ADMINISTRATION (CBA), CHENNAI

Point of Contact for Retired Staffs

Point of Contact for Retired Staffs

Monday – Friday
(9:30 AM-6:00 PM)

CENTRALIZED BENEFIT ADMINISTRATION (CBA), CHENNAI

| | |
|---|---|
| Life Certificate Submission Retired staff vendor details updation Re-connect Portal | S Alamelu 044-2614-2079 salamelu@bharatpetroleum.in |
| MEGS /Retired staff Felicitation Payments | Rajesh Kashyap 044-2614-2072 rajeshkashyap@bharatpetroleum.in |
| Superannuation Pension/ Benefits to survivors | |

| Region | Name | Contact No | Email address |
|---------|-------------------|---------------|--|
| WR / MR | Rupali Sanap | 044 26142073 | rupalisanap@bharatpetroleum.in |
| SR | Jayalakshmi C P | 044 26142071 | cpjayalakshmi@bharatpetroleum.in |
| KR | Vimal T Jacob | 044 2614 2082 | vimaltjacob@bharatpetroleum.in |
| NR | Saurabh Bhatnagar | 044 26142083 | bhatnagars@bharatpetroleum.in |
| ER | Shameek Chanda | 044 26142078 | shameekchanda@bharatpetroleum.in |

Team Lead Benefits
Ajit Kumar Majhi, 044-2614-2021, ajitkumarmajhi@bharatpetroleum.in

Centralized Benefit Administration
Southern Regional Office (SRO), 1,Ranganathan Garden, off. 15th main road, Post Box no.1212&1213 , Anna Nagar, Chennai, Tamil Nadu- 600040

Note : The Administrator may get changed on transfer/reporting to a new role. The contact details shall be updated at Re-connect Portal from time to time.