



कर्मचारी भविष्य निधि संगठन
(श्रम एवं रोजगार मंत्रालय भारत सरकार)
Employees' Provident Fund Organisation
(Ministry of Labour & Employment, Govt. Of India)



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संख्या: एच.आर.डी. / 38/2015/NPS 108

दिनांक: 27 SEP 2017

सेवा में,

सभी अपर केंद्रीय भविष्य निधि आयुक्त
सभी क्षेत्रीय भविष्य निधि आयुक्त
अपर केंद्रीय भविष्य निधि आयुक्त (स्थानीय प्रशासन)
निदेशक, प.दी.उ.रा.सा.सु.अ. (PDUNASS)

विषय : Guidelines for withdrawal of NPS Accumulation :-

- (i) **Mandatory processing of online withdrawal Circular dated 12th November, 2015.**
- (ii) **Facility for Online withdrawal Process in CRA System for submission of NPS Claims Circular dated 25th February, 2015.**

महोदय,

उपर्युक्त विषय पर पेंशन फंड नियामक एवं विकास प्राधिकरण कार्यालय परिपत्र सं। PFRDA/2015/27/EXIT/2 दिनांक 12 नवम्बर, 2015 और PFRDA/2015/27/EXIT/01 दिनांक 25 फरवरी, 2015 विभाग से जारी कार्यालय परिपत्र की प्रति उचित कार्यवाही / लागू करने हेतु सलंगन है।

प्रति : सलंगन

भवदीय,

(एस. न्यूली)

क्षेत्रीय भविष्य निधि आयुक्त-I (एच.आर.डी)

प्रतिलिपि:

1. केंद्रीय भविष्य निधि आयुक्त के निजी सचिव
2. वित्तीय सलाहकार एवं मुख्य लेखाधिकारी के निजी सचिव
3. मुख्य सतकर्ता अधिकारी के निजी सचिव / सभी उप निदेशक, सतकर्ता
4. मुख्य अभियंता के निजी सचिव
5. प्रभारी अधिकारी, सभी आंचलिक प्रशिक्षण संस्थान
6. सभी आंतरिक लेखा परीक्षा अधिकारी
7. मुख्यालय के सभी अधिकारी / सभी निजी सचिव / सभी अनुभाग अधिकारी
8. महासचिव, ई.पी.एफ. ऑफिसर्स एसोसिएशन, वड़ोदरा
9. महासचिव, आल इंडिया ई.पी.एफ. स्टाफ फेडरेशन, हैदराबाद
10. महासचिव, आल इंडिया ई.पी.एफ. एस.सी/एस.टी फेडरेशन, नई दिल्ली
11. ☒ क्ष.भ.नि.आ. (एन.डी.सी.) वेबसाइट पर अपलोड करने हेतु
12. गार्ड फाइल

(एस. न्यूली)

क्षेत्रीय भविष्य निधि आयुक्त-I (एच.आर.डी)



पेंशन निधि विनियामक और
विकास प्राधिकरण

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Circular

PFRDA/2015/27/EXIT/2

November 12, 2015

Subject: Mandatory processing of Online Withdrawal request

All the Nodal Offices/Ministries are aware that Government of India has recently launched the "Digital India" campaign to develop a digitally empowered society and to digitally integrate the government departments and the citizens of India. It aims at ensuring the government services are made available to people of India electronically by improving online infrastructure and by increasing Internet connectivity. One of the objectives is to make various Government services on a real time basis on online platform.

PFRDA is also committed to support this promising initiative of Government of India. Efforts are being made by PFRDA to make various NPS related services available on online platform. One such initiative is to make withdrawal process online wherein subscriber can raise withdrawal request using online platform made available on the CRA system. This will make withdrawal process paperless to a great extent and seamless and exit claims of the subscribers can be settled in least possible time

PFRDA had issued circular dated February 25, 2015 making it mandatory for all the Nodal Offices to process the withdrawal claims of their underlying subscribers on the online platform made available on the CRA system from April 1, 2015. However, it has been observed that majority of the withdrawal requests are still being received in physical form (without capturing online withdrawal request) resulting into delay in processing of withdrawal claims of the subscribers.

It has therefore been decided that with effect from April, 1, 2016, only such Withdrawal requests raised on online platform will be accepted at CRA for further processing. Physical Withdrawal Request Forms received at CRA will not be accepted for further processing.

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Subscriber/Nodal Office will have to raise Online Withdrawal request in the CRA system by providing the lump-sum % share/annuity % share, Bank details, Nomination details, Annuity Service Provider and Annuity scheme. Subscriber is also required to submit the withdrawal request alongwith annuity purchase form.

The responsibility of verifying the Withdrawal Request Form alongwith the relevant supporting documents will be with the Nodal Office initiating the request online. The Nodal Office will also be responsible for establishing the veracity of the documents / claims submitted at the Nodal Office.

The physical Withdrawal requests are to be forwarded to CRA for storage purpose only. As mentioned earlier, the Physical Withdrawal requests received at CRA without submission of online request will not be entertained by CRA for further processing and will be rejected.

The detail procedure of generating of Claim ID and capturing the Withdrawal request has been provided as Annexure I. The Nodal Offices may contact CRA for further support and guidance.

Yours faithfully

Subroto Das
(Subroto Das)

Chief General Manager

Annexure I**EXIT PROCESS TO BE FOLLOWED IN CASE OF GOVERNMENT SUBSCRIBERS****A. Preface:**

A subscriber can exit the National Pension System (NPS) due to Superannuation, Pre-mature Exit and death. This document describes the **Withdrawal procedure** to be followed by the subscribers and Nodal Offices for processing the Withdrawal request in the CRA system.

With a view to simplify and streamline the processing of exit and withdrawal claims, CRA has developed a 'Online Withdrawal' module to process 'Withdrawal Request' for subscribers exiting NPS on the online platform made available by CRA. In order to facilitate and expedite the process for settlement of the withdrawal claims of the subscribers of National Pension System (NPS), PFRDA has made it mandatory for all the nodal offices (PAO's/DDO etc) to process the withdrawal claims of their underlying subscribers on the online platform being made available on the CRA system from 01st April, 2015. This functionality has been made available through the website of CRA (www.cra-nsdl.com) and can be initiated at any of the two levels as mentioned below:

- **At Nodal Offices (PAO/DDO)** – When the applicant herself/himself does not files an online Withdrawal/exit application but submits the physical application, Nodal Offices will key in the particulars and initiate (capture, verify and submit) the Withdrawal requests in CRA system under all the three categories (Exit due to Superannuation/attainment of 60 years, exit before the age of Superannuation/attainment of 60 years and exit due to Death)

- **At Subscribers** – In case of Superannuation/attainment of 60 years, exit before the age of Superannuation/attainment of 60 years, the subscribers can also initiate Withdrawal requests in the CRA system which shall subsequently have to be verified by the Nodal Office (PAO/DDO) in CRA system.

B. Important features of the 'Online' Claims Processing:

- If subscriber wishes to raise the Withdrawal request in Online module (in case of Superannuation/Pre-mature exit), Claim ID is mandatory.
- In case of superannuating subscribers, Claim IDs will be generated six months prior to the date of superannuation/attaining the age of 60 years of age. Nodal Offices will be able to initiate the Withdrawal request in the CRA system for all such cases where Claim ID has been generated.
- If request is initiated by the subscriber, the Nodal Office has to authorize the same in CRA system.
- In case of exit due to Pre-mature exit, Nodal Office has to generate the Claim ID for a subscriber to enable them to submit the online request. **The process of Generation/Cancellation of Claim ID by the Nodal Office is attached as Annexure III.**
- If Nodal Office initiates the Withdrawal request on behalf of subscriber, Claim ID is not mandatory.
- The purchase of annuity shall take place on manual basis as per existing guidelines till the online annuity purchase system is in place.

C. Processing of Withdrawal request in CRA system

This document describes the steps to be followed by Nodal Offices for initiating Withdrawal request in CRA system for subscribers who are exiting NPS. The document has been divided in two chapters:

- Withdrawal Request raised by a Nodal Office in CRA system
 - Capturing of Withdrawal request by Nodal Office
 - Authorization of Withdrawal request by Nodal Office
- Subscribers raising Withdrawal Request in CRA system
 - Capturing of Withdrawal request by subscriber
 - Verification and Authorization of Withdrawal request by Nodal Office

The PAO and the DTAs (hereafter referred as Nodal Offices) can capture Withdrawal request for superannuation, premature exit or death cases. The following activity flow provides the steps the Nodal Office has to follow while initiating a Withdrawal request:

D. Withdrawal Request raised by a Nodal Office in CRA system

- **Submission of physical form by Subscriber/Claimant:** Subscriber/Claimant will fill the Withdrawal Form and submit the Withdrawal request along with required documents (**please refer Annexure IV**) and annuity purchase form (if applicable) informing his/her choice of ASP to his/her mapped Nodal Office.
- **Verification of Withdrawal request:** The Nodal Office will verify whether the Withdrawal Request Form has been properly filled and check whether all KYC documents have been submitted by the subscriber/claimant. The Nodal Office will initiate the request only after such verification is carried out.

E. Online Capturing of Withdrawal request by Nodal Office

E.1. Upon Normal Superannuation / upon reaching the age of 60 years:

Nodal Office will login into the CRA system (www.cra-nsdl.com) using the one of the User ID and I-Pin.

- a. After logging in the CRA site, the User will click on the menu '**Exit Withdrawal request**' and then on the sub-menu '**Initiate Withdrawal Request**'.
- b. The User will **enter PRAN** in the designated field and submit the request.
- c. **Category of Withdrawal request:** The user will select Category of Withdrawal request as Superannuation from the drop down menu.
- d. **Withdrawal % Allocation:** The User will select the Withdrawal type and percentage of Withdrawal and submit the request. Subscriber can select maximum 60% as lump-sum Withdrawal. However, if NPS subscriber corpus is less than Rs. 2,00,000, he/she can opt for 100% as lump-sum Withdrawal. If NPS Lite subscriber corpus is less than Rs. 1,00,000, he/she can opt for 100% as lump-sum Withdrawal.
- e. Subscriber's correspondence address will be displayed. The user will click on proceed.
- f. **Bank Details:** User will mandatorily provide the bank details where subscriber last salary was credited as per employment records to which funds will be transferred after redemption of units. If subscriber's bank details are present in the CRA system, it will be displayed to the user. User will click on confirm and proceed if bank details available in CRA records are same as mentioned in Withdrawal Form, else user will click on 'Edit' button and will update bank details of the subscriber. The user will then confirm the details. The details should be as per the salary records maintained by the nodal office.
- g. **Nomination Details:** If Nomination details of the subscriber are available in CRA system, it will be displayed to the user. The user will click on the

Edit Button and will update Nomination details of the subscriber if the same are not matching with the details mentioned on Withdrawal Form. Else, user will update the address details of the Nominee(s).

- h. **Annuity Service Provider (ASP) Selection:** User will select an ASP and ASP scheme for the ASPs empanelled by PFRDA under NPS.
- i. The user will then be navigated to '**Checklist**' page where the User will select the documents submitted by subscriber. The User will then submit the request.
- j. The User will then be navigated to confirmation screen where the User will have to confirm the details captured. On confirmation, the request will be captured in the CRA system and an Acknowledgement Number will be generated. User should note down the Acknowledgement Number generated.

E.2. On Exit from NPS before the age of Normal superannuation / age of 60 Years (irrespective of cause)

Nodal Office will login into the CRA system (www.cra-nsdl.com) using the one of the User ID and I-Pin.

- a. After logging in the CRA site, the User will click on the menu '**Exit Withdrawal request**' and then on the sub-menu '**Initiate Withdrawal Request**'.
- b. The User will **enter PRAN** in the designated field and submit the request.
- c. **Category of Withdrawal request:** The user will select Category of Withdrawal request as Pre-mature Exit from the drop down menu.

- d. **Withdrawal % Allocation:** The User will select the Withdrawal type and percentage of Withdrawal and submit the request. Subscriber can select maximum 20% as lump-sum Withdrawal. However, if subscriber corpus is less than Rs. 1,00,000, he/she can opt for 100% lump-sum Withdrawal.
- e. Subscriber's correspondence address will be displayed. The user will click on proceed.
- f. **Bank Details:** User will mandatorily provide the bank details where subscriber last salary was credited as per employment records to which funds will be transferred after redemption of units. If subscriber's bank details are present in the CRA system, it will be displayed to the user. User will click on confirm and proceed if bank details available in CRA records are same as mentioned in Withdrawal Form, else user will click on 'Edit' button and will update bank details of the subscriber. The user will then confirm the details. The details are as per the salary records maintained by the nodal office.
- g. **Nomination Details:** If Nomination details of the subscriber are available in CRA system, it will be displayed to the user. The user will click on the Edit Button and will update Nomination details of the subscriber if the same are not matching with the details mentioned on Withdrawal Form. Else, user will update the address details of the Nominee(s).
- h. **Annuity Service Provider (ASP) Selection:** User will select an ASP and ASP scheme for the ASPs empanelled by PFRDA under NPS.
- i. In the **checklist**, the User will then capture the documents submitted by subscriber. The User will then submit the request.

- j. The User will then be navigated to confirmation screen where the User will have to confirm the details captured. On confirmation, the request will be captured in the CRA system and an Acknowledgement Number will be generated. User should note down the Acknowledgement Number generated.

E.3. Withdrawal request due to death of subscriber

Only Nodal Office can capture the Withdrawal request due to death of subscriber. As per PFRDA guidelines, if the family members of the deceased Govt. subscriber are not receiving family pension then NPS contributions is to be transferred to the family member of the deceased subscriber. Below is the procedure to capture the request in CRA system:

Nodal Office will login into the CRA system (www.cra-nsdl.com) using the one of the User ID and I-Pin.

- a. After logging in the CRA site; the User will click on the menu '**Exit Withdrawal request**' and then on the sub-menu '**Initiate Withdrawal Request**'.
- b. The User will **enter PRAN** in the designated field and submit the request.
- c. **Category of Withdrawal request:** The user will select Category of Withdrawal request as Death from the drop down menu.
- d. **Withdrawal % Allocation:** The User will select the Withdrawal type and percentage of Withdrawal and submit the request. Claimant can select maximum 20% as lump-sum Withdrawal. However, if subscriber corpus is less than Rs. 2,00,000, he/she can opt for 100% lump-sum Withdrawal.

- e. Subscriber's correspondence address will be displayed. The user will click on proceed.
- f. **Claimant Details:** If Nomination details of the subscriber are available in CRA system, it will be displayed to the user. User is required to provide Claimant details. If Nomination details are not available in CRA system, User is required to provide the Claimant details as per the document submitted by the claimant (legal heir certificate /family member certificate).
- g. **Bank Details:** User will provide the bank details to which funds will be transferred after redemption of units. The details are to be supported by the documents wherever necessary.
- h. **Annuity Service Provider (ASP) Selection:** User will select an ASP and ASP scheme for the ASPs empanelled by PFRDA under NPS.
- i. In the **checklist**, the User will then capture the documents submitted by subscriber. The User will then submit the request.

The User will be requested to confirm the details captured. On confirmation, the request will be captured in the CRA system. CRA system will generate the Claim ID and Acknowledgement Number on successful submission of Withdrawal request.

F. Authorization of Withdrawal Request by Nodal Office

Nodal Office is required to authorize the request captured in the CRA system. Another Nodal Office User will login into the CRA system (www.cra-nsdl.com) using second User ID and I-Pin.

- a. The second User, after logging in the CRA site, will click on the menu **'Transaction'** and then on the sub-menu **'Authorize Transaction'**.
- b. The Nodal Office User will have to select transaction type as **'Withdrawal request'**. After selecting the type, the User will enter the relevant PRAN/Acknowledgement ID as the search criterion.
- c. After clicking on the search button, the second Nodal Office User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type. The Nodal Office User then clicks on the **Acknowledgment Number hyperlink**.
- d. The second User will now have the view of the Withdrawal request initiated by the first User. The second Nodal Office User can view the signature of the subscriber. The user will verify the request and **click on Authorize Button** to submit the request.
- e. The second User has to confirm the bank account details provided in the withdrawal form with the bank account details available with them in which the last salary was credited as per record.
- f. **Once the User authorizes the Withdrawal request in CRA system, request will be placed in the CRA system for redemption of units. Units will be redeemed from the PRAN and funds will be transferred to the bank details provided in the Withdrawal request. In case of superannuation, Withdrawal request will be executed in the CRA system after the date of retirement of subscriber. In case of Premature Exit/death, request will be executed on next day of authorization of Withdrawal request.**

- g. The User will reject the request in case there is any mismatch or details are not proper. In case of rejection, reason is mandatory.
- h. **The Nodal Office Official has to attest the Withdrawal Form along with other KYC documents.** The Nodal Office will then attach covering letter and sends the Withdrawal docket to CRA (to be marked to NPSCPC) **for storage purpose only.**

G. Subscribers raising online Withdrawal Request in CRA system

G.1. Capturing of Superannuation Withdrawal request by subscriber

NPS subscribers may initiate the Withdrawal request in the CRA system six months before the age of Superannuation or on reaching the age of 60 years.

The NPS subscribers, after capturing their Withdrawal request in the CRA system, will submit the Withdrawal Form along with the required documents (**please refer Annexure IV**) and annuity purchase form (if applicable) to their mapped Nodal Office. Nodal Office is required to authorize the request in the CRA system, authorize the physical Withdrawal Form and verify the subscriber signature, KYC Documents submitted and forward the duly authorised physical Withdrawal Form along with the supporting documents to CRA for storage purpose only.

The following activity flow provides the steps the subscriber to follow while capturing a Withdrawal request.

- a) The subscriber will login into the CRA system (www.cra-nsdl.com) with his/her User ID and I Pin.

- b) After logging in the CRA site, the subscriber will click on the menu '**Exit Withdrawal request**' and then on the sub-menu '**Initiate Withdrawal Request**'.
- c) In case, a subscriber whose Claim ID is not generated and tries to capture the Withdrawal request, a message will be displayed that the subscriber is not allowed to initiate any Withdrawal request.
- d) **Withdrawal type & percentage of Withdrawal allocation:** The subscriber will select the Withdrawal type and percentage of Withdrawal allocation and submit the request. Subscriber can select maximum 60% as lump-sum Withdrawal. However, if subscriber corpus is less than Rs. 2,00,000, he/she can opt for 100% as lump-sum Withdrawal.
- e) Subscriber's correspondence address will be displayed. The subscriber will click on proceed
- f) **Bank Details:** Subscriber will mandatorily provide the bank details where subscriber last salary was credited as per employment records to which funds will be transferred after redemption of units. If subscriber's bank details are present in the CRA system, it will be displayed to the subscriber. Subscriber will click on confirm and proceed if bank details available in CRA records are updated else subscriber will click on Edit and will enter bank details. The subscriber then confirms the details. The details should be as per the salary records maintained by the nodal office where last salary was credited.
- g) **Nomination Details:** If Nomination details of the subscriber are available in CRA system, it will be displayed to the subscriber. The subscriber will click on the Edit Button and will provide the complete Nomination details.

- b) After logging in the CRA site, the subscriber will click on the menu '**Exit Withdrawal request**' and then on the sub-menu '**Initiate Withdrawal Request**'.
- c) In case, a subscriber whose Claim ID is not generated and tries to capture the Withdrawal request, a message will be displayed that the subscriber is not allowed to initiate any Withdrawal request.
- d) **Withdrawal type & percentage of Withdrawal allocation:** The subscriber will select the Withdrawal type and percentage of Withdrawal allocation and submit the request. Subscriber can select maximum 60% as lump-sum Withdrawal. However, if subscriber corpus is less than Rs. 2,00,000, he/she can opt for 100% as lump-sum Withdrawal.
- e) Subscriber's correspondence address will be displayed. The subscriber will click on proceed
- f) **Bank Details:** Subscriber will mandatorily provide the bank details where subscriber last salary was credited as per employment records to which funds will be transferred after redemption of units. If subscriber's bank details are present in the CRA system, it will be displayed to the subscriber. Subscriber will click on confirm and proceed if bank details available in CRA records are updated else subscriber will click on Edit and will enter bank details. The subscriber then confirms the details. The details should be as per the salary records maintained by the nodal office where last salary was credited.
- g) **Nomination Details:** If Nomination details of the subscriber are available in CRA system, it will be displayed to the subscriber. The subscriber will click on the Edit Button and will provide the complete Nomination details.

The NPS subscribers, after capturing their Withdrawal request in the CRA system, will submit the Withdrawal Form along with the required documents and annuity purchase form to their mapped Nodal Office. Nodal Office is required to authorize the request in the CRA system, authorize the physical Withdrawal Form and verify the subscriber signature, KYC Documents submitted and forward the duly authorised physical Withdrawal Form along with the supporting documents to CRA for storage purpose only.

The following activity flow provides the steps the subscriber and the concerned Nodal Office has to follow while authorizing a Withdrawal request.

- a) The subscriber will login into the CRA system (www.cra-nsdl.com) with his/her User ID and I Pin.
- b) After logging in the CRA site, the subscriber will click on the menu '**Exit Withdrawal request**' and then on the sub-menu '**Initiate Withdrawal Request**'.
- c) In case, a subscriber whose Claim ID is not generated and tries to capture the Withdrawal request, a message will be displayed that the subscriber is not allowed to initiate any Withdrawal request.
- d) **Withdrawal type & percentage of withdrawal:** The subscriber will select the Withdrawal type and percentage of Withdrawal and submit the request.
- e) Subscriber's correspondence address will be displayed. The subscriber will click on proceed
- f) **Bank Details:** Subscriber will mandatorily provide the bank details where subscriber last salary was credited as per employment records to which

funds will be transferred after redemption of units. If subscriber's bank details are present in the CRA system, it will be displayed to the subscriber. Subscriber will click on confirm and proceed if bank details available in CRA records are updated else subscriber will click on Edit and will enter bank details. The subscriber then confirms the details. The details should be as per the salary records maintained by the nodal office where last salary was credited.

- g) **Nomination Details:** If Nomination details of the subscriber are available in CRA system, it will be displayed to the subscriber. The subscriber will click on the Edit Button and will provide the complete Nomination details.
- h) **Annuity Service Provider (ASP) Selection:** User will select an ASP and ASP scheme for the ASPs empanelled by PFRDA under NPS.
- i) In the **checklist**, the subscriber will then selects the documents which would be submitted along with Withdrawal Form. The subscriber will then submit the request.
- j) After successful submission, an Acknowledgement ID will be generated.
- k) The subscriber can click on '**View Form**' and view & print the **Withdrawal Form**.
- l) The subscriber has to perform the following activity:
 - Paste his/her photograph and self attest it. Subscriber should provide his/her signature as per CRA records only.
 - Subscriber is also required to sign the declarations in the Withdrawal Form.
 - Get the witness signatures

- Affix Revenue Stamp and Signature on the Advanced Stamp Receipt

Subscriber is required to submit the auto-generated Withdrawal form along with required documents to Nodal Office for authorization of Withdrawal request by Nodal Office.

H. Verification of Withdrawal request by Nodal Office

Once Nodal Office receives the physical request from the subscriber, it will process the request after verifying that the document is properly filled and supporting documents are in place. The roles and responsibilities of the Nodal Office would be as follows:

- a. Nodal Office User will login into the CRA system (www.cra-nsdl.com) using the One of the User ID and I-Pin.
- b. Once Nodal Office User will click the menu '**Exit Withdrawal Request**' and will click the sub-menu '**Verify Subscriber Withdrawal Initiation**'.
- c. The Nodal Office User will enter the combination of **PRAN and Ack ID** and submit the request.
- d. After submission of search button, the Nodal Office User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type.
- e. The Nodal Office User will then click on the **Acknowledgment Number hyperlink**. The verification screen for Withdrawal request captured by Subscriber will be available to the User.

- f. The Nodal Office User can view subscriber signature and verify the same against the signature in the Withdrawal request. Once the Nodal Office User verifies the Withdrawal request, the user will submit the request.
- g. In case, there is any error in the details entered by the subscriber or incorrect details entered, Nodal Office User can edit the same provided the supporting documents for such details are available.
- h. The Nodal office User will check for Bank account details provided by the subscriber as available with the records of nodal office for crediting subscriber's salary
- i. The Nodal Office User may reject a request in case of a mismatch in the data entered, KYC documents not provided etc. Wherever a Withdrawal request is rejected, the User is required to provide the rejection reason.
- j. The Nodal Office should notify the subscriber in case of any modification carried out or any request rejected.

I. Authorisation of Withdrawal request by Nodal Office

- a) The Second User of the Nodal Office will login into the CRA system (www.cra-nsdl.com) using his other User ID and I-Pin.
- b) The second User, after logging in the CRA site, will click on the menu '**Transaction**' and then on the sub-menu '**Authorize Transaction**'.
- c) The Nodal Office User will have to select transaction type as '**Withdrawal request**'. After selecting the type, the User will enter the relevant PRAN as the search criterion.

- Affix Revenue Stamp and Signature on the Advanced Stamp Receipt

Subscriber is required to submit the auto-generated Withdrawal form along with required documents to Nodal Office for authorization of Withdrawal request by Nodal Office.

H. Verification of Withdrawal request by Nodal Office

Once Nodal Office receives the physical request from the subscriber, it will process the request after verifying that the document is properly filled and supporting documents are in place. The roles and responsibilities of the Nodal Office would be as follows:

- a. Nodal Office User will login into the CRA system (www.cra-nsdl.com) using the One of the User ID and I-Pin.
- b. Once Nodal Office User will click the menu '**Exit Withdrawal Request**' and will click the sub-menu '**Verify Subscriber Withdrawal Initiation**'.
- c. The Nodal Office User will enter the combination of **PRAN and Ack ID** and submit the request.
- d. After submission of search button, the Nodal Office User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type.
- e. The Nodal Office User will then click on the **Acknowledgment Number hyperlink**. The verification screen for Withdrawal request captured by Subscriber will be available to the User.

- d) After clicking on the search button, the second Nodal Office User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type.
- e) The Nodal Office User then clicks on the **Acknowledgment Number hyperlink**.
- f) The authorization screen for Withdrawal request verified by Nodal Office First User will then be available to the Second User. The user will click on Authorize Button and submits the request.
- g) The Nodal office User will check for Bank account details provided by the subscriber as available with the records of nodal office for crediting subscriber's salary
- h) **Once the User authorizes the Withdrawal request in CRA system, request will be placed in the CRA system for redemption of units. Units will be redeemed from the PRAN and funds will be transferred to the bank details provided in the Withdrawal request. In case of superannuation, Withdrawal request will be executed in the CRA system after the date of retirement of subscriber. In case of Pre-mature Exit, request will be executed on next day of authorization of Withdrawal request.**
- i) The User will reject the request in case there is any mismatch or details are not proper. In case of rejection, reason is mandatory.
- j) The Nodal Office Official has to attest the Withdrawal Form along with other KYC documents. The Nodal Office will then attach covering letter and sends the Withdrawal docket to CRA (to be marked to NPSCPC) for storage purpose only.

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Annexure III**Generation/Cancellation of Claim ID by the Nodal Office**

CRA will generate and communicate Claim IDs for all subscribers superannuating in the next six months. On the basis of these Claim IDs, the Nodal Office can capture withdrawal requests due to superannuation/exit at 60 years only. Nodal Office can also generate the Claim ID for a subscriber (who has requested for premature exit or a subscriber who has expired and Claimant has requested for Withdrawal) to enable them to submit the online request. Below is the process for generation of Claim ID by the Nodal Office:

1. Capturing of request for Generation of Claim ID

- 1) Nodal Office can Generate Claim ID for Superannuation, Pre-mature Exit and Death cases withdrawal cases by login to the CRA System (www.cra-nsdl.com) using its User ID and I Pin.
- 2) Once the User logs in the CRA site, User will click on menu of 'Exit Withdrawal Request' and sub menu 'Initiate Generate/Cancel Claim ID'.
- 3) User will provide the PRAN of the subscriber in the designated field
- 4) User will select the Withdrawal Type as 'Death' or 'Premature Exit' or 'Exit at 60/Superannuation' from the dropdown.
- 5) Nodal Office user will submit the request and Acknowledgement Number will be generated.

2. Authorization of Request

- 1) Another Nodal Office User will login into the CRA system (www.cra-nsdl.com) using second User ID and I-Pin.
- 2) User needs to click the sub-menu 'Authorise Generate/Cancel Claim ID'.
- 3) User will be required to provide the 'Claim ID' or 'Acknowledgment No.' or 'PRAN and Date Range'
- 4) User will click on the 'Acknowledgment No.' and Authorize the request. Claim ID will be generated for the PRAN after authorizing the request.

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Annexure IV

Documents to be attached along with the Withdrawal application for Govt. subscriber (Superannuation/Pre-mature Exit)		
Sr. No.	Checklist	Details checked (Y)
a	Annexure I (KYC Certification) duly filled & attested by the Nodal Office	
b	Covering Letter from the mapped Nodal Office with Subscriber Name, PRAN and Date of retirement/Date of Resignation	
c	If the subscriber is non-IRA compliant, subscriber is required to fill the Subscriber Registration Form (S1 form).	
d	English Translation of certificates submitted by the Nodal Office in languages other than Hindi and English.	

Documents to be attached along with the Withdrawal application for Govt. subscriber (Death)		
Sr. No.	Checklist	Details checked (Y)
a	If the subscriber is non-IRA compliant, Nodal Office is required to fill the IRA Compliance Certificate form.	
b	Proof of Identification (refer Annexure B): Photo Identification of the claimant with name of the claimant as per the CRA records and proof duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
c	Proof of Address (refer Annexure B): Address Proof in the name of the claimant duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
d	Bank Details Proof: Original Cancelled cheque/ Bank Certificate on the Bank Letter head/Self-Attested Copy of Bank Passbook alongwith the claimant photograph indicating the Bank Name and Address, Bank account number, Name of the claimant, IFS and MICR code. If there is difference in name, Nodal Office to provide the confirmation for the same.	
e	Covering Letter from the mapped Nodal Office with Subscriber Name, PRAN and Date of Death	
f	Copy of the Death Certificate in English/Hindi duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same. If the Death certificate is in language other than English/Hindi, additional certificate is required from Nodal Office as per PFRDA prescribed format in lieu of translation.	
g	No Objection from the mapped Nodal Office that no family pension/disability pension has been paid to the family member of the deceased subscriber and that they have no objection for release of the accumulated NPS wealth in favour of the Claimant(s) (Annexure NOC_D).	
h	Legal heir certificate / family member's certificate is required if nomination details are not available in CRA records. If all the legal heir are not claiming the NPS funds, then an Indemnity bond to be submitted by the claimant on a stamp paper of Rs.100. Further, a Relinquishment Deed from all the legal heirs (those who are not claiming) on a Stamp paper of Rs. 100/- is also required to be furnished alongwith the KYC documents (Photo ID Proof and Address Proof) of all the legal heirs (irrespective of whether the legal heir is claiming or not) duly attested by the mapped Nodal Office. If there is difference in name as per legal heir certificate, KYC Documents, Nodal Office to provide the confirmation for the same.	

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i	English Translation of certificates submitted by the Nodal Office in languages other than Hindi and English.	
j	Copy of birth proof duly attested by mapped Nodal Office if nominee/legal heir is minor	

Documents to be attached along with the Withdrawal application for Non-Govt. subscriber (Superannuation/Pre-mature Exit)		
Sr. No.	Checklist	Details checked (Y)
a	Original PRAN Card / Notarised Affidavit , if original PRAN card is not available	
b	Proof of Identification (refer Annexure B): Photo Identification of the subscriber with name of the subscriber as per the CRA records and proof duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
c	Proof of Address (refer Annexure B): Address Proof in the name of the subscriber duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
d	Bank Details Proof: Original Cancelled cheque/ Bank Certificate on the Bank Letter head/Self-Attested Copy of Bank Passbook alongwith the subscriber photograph indicating the Bank Name and Address, Bank account number, Name of the Subscriber, IFS and MICR code. If there is difference in name, Nodal Office to provide the confirmation for the same.	
e	Covering Letter from the mapped Nodal Office with Subscriber Name, PRAN and Date of Superannuation/ attaining 60 years of age.	
f	If the subscriber is non-IRA compliant, subscriber is required to fill the Subscriber Registration Form (S1 form).	
g	English Translation of certificates submitted by the Nodal Office in languages other than Hindi and English.	

Documents attached along with the Withdrawal application for Non-Govt. subscriber (Death)		
Sr. No.	Checklist	Details checked (Y)
a	If the subscriber is non-IRA compliant, Nodal Office is required to fill the IRA Compliance Certificate form .	
b	Proof of Identification (refer Annexure B): Photo Identification of the claimant with name of the claimant as per the CRA records and proof duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
c	Proof of Address (refer Annexure B): Address Proof in the name of the claimant duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
d	Bank Details Proof: Original Cancelled cheque/ Bank Certificate on the Bank Letter head/Self-Attested Copy of Bank Passbook alongwith the claimant photograph indicating the Bank Name and Address, Bank account number, Name of the claimant, IFS and MICR code. If there is difference in name, Nodal Office to provide the confirmation for the same.	
e	Covering Letter from the mapped Nodal Office with Subscriber Name, PRAN and Date of Death	

Annexure IV

Documents to be attached along with the Withdrawal application for Govt. subscriber (Superannuation/Pre-mature Exit)		
Sr. No.	Checklist	Details checked (Y)
a	Annexure I (KYC Certification) duly filled & attested by the Nodal Office	
b	Covering Letter from the mapped Nodal Office with Subscriber Name, PRAN and Date of retirement/Date of Resignation	
c	If the subscriber is non-IRA compliant, subscriber is required to fill the Subscriber Registration Form (S1 form).	
d	English Translation of certificates submitted by the Nodal Office in languages other than Hindi and English.	

Documents to be attached along with the Withdrawal application for Govt. subscriber (Death)		
Sr. No.	Checklist	Details checked (Y)
a	If the subscriber is non-IRA compliant, Nodal Office is required to fill the IRA Compliance Certificate form.	
b	Proof of Identification (refer Annexure B): Photo Identification of the claimant with name of the claimant as per the CRA records and proof duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
c	Proof of Address (refer Annexure B): Address Proof in the name of the claimant duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same.	
d	Bank Details Proof: Original Cancelled cheque/ Bank Certificate on the Bank Letter head/Self-Attested Copy of Bank Passbook alongwith the claimant photograph indicating the Bank Name and Address, Bank account number, Name of the claimant, IFS and MICR code. If there is difference in name, Nodal Office to provide the confirmation for the same.	
e	Covering Letter from the mapped Nodal Office with Subscriber Name, PRAN and Date of Death	
f	Copy of the Death Certificate in English/Hindi duly verified and attested by mapped Nodal Office. If there is difference in name, Nodal Office to provide the confirmation for the same. If the Death certificate is in language other than English/Hindi, additional certificate is required from Nodal Office as per PFRDA prescribed format in lieu of translation.	
g	No Objection from the mapped Nodal Office that no family pension/disability pension has been paid to the family member of the deceased subscriber and that they have no objection for release of the accumulated NPS wealth in favour of the Claimant(s) (Annexure NOC_D).	
h	Legal heir certificate / family member's certificate is required if nomination details are not available in CRA records. If all the legal heir are not claiming the NPS funds, then an Indemnity bond to be submitted by the claimant on a stamp paper of Rs.100. Further, a Relinquishment Deed from all the legal heirs (those who are not claiming) on a Stamp paper of Rs. 100/- is also required to be furnished alongwith the KYC documents (Photo ID Proof and Address Proof) of all the legal heirs (irrespective of whether the legal heir is claiming or not) duly attested by the mapped Nodal Office. If there is difference in name as per legal heir certificate, KYC Documents, Nodal Office to provide the confirmation for the same.	

Documents to be enclosed with the application**1. List of documents acceptable as Proof Identity and Address for exit under NPS (for all variants):-**

Sl. No	Proof of Identity (Copy of any one of the given below documents)	Proof of Address (Copy of any one of the given below documents)
a	Passport issued by Government of India.	Passport issued by Government of India.
b	Ration Card with Photograph.	Ration card with photograph and residential address.
c	Bank pass book or Certificate with Photograph.	Bank Pass book or certificate with photograph and residential address.
d	Voters Identity card with photograph and residential address	Voters Identify card with photograph and residential address.
e	Valid Driving license with photograph.	Valid Driving license with photograph and residential address.
f	PAN Card issued by income tax department.	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judicial Magistrate etc.
g	Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.	Certificate of address with photograph signed by a Member of Parliament or member of Legislative Assembly.
h	Aadhar Card/letter issued by Unique Identification Authority of India.	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
i	Job Cards issued by NREGA duly signed by an officer of the State Government.	Job cards issued by NREGA duly signed by an Officer of the State Government.
j	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.	Latest Electricity/Water bill in the name of the subscriber / Claimant and showing the address (Less than 6 months old).
k	Ex-Service Man Card issued by Ministry of Defence to their employees.	Latest Telephone bill in the name of the subscriber/ Claimant and showing the address (less than 6 months old).
l	Photo credit Card.	Latest property/house Tax Receipt (not more than one year old).
m	-	Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of rented/leased accommodation).
n	Identity card issued by Central /State government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc.	The identity card/document with address, issued by any of the following: Central/State Government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Schedules Commercial Banks, Public Financial Institution for their Employees.

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2. In addition to the above, Original PRAN card is required. In case PRAN card is not available, the subscriber needs to submit a duly notarized Affidavit as to the reasons of non-submission of the PRAN card.
3. Cancelled cheque (containing Subscriber Name, Bank Account Number and IFS Code) or Bank Certificate Containing Name, Bank Account Number and IFS Code, if opted for direct credit or electronic transfer.
4. A pre-signed receipt acknowledging the receipt of the proceeds under NPS by the subscriber/claimant/nominee.
5. In case of Withdrawal of Accumulated Pension Wealth by Claimant/Nominee due to the death of a subscriber, the Claimant/Nominee needs to submit Death certificate in original of the deceased subscriber.

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PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

PFRDA/2015/06/EXIT/01

25th February, 2015

To,

All Govt depts./PAO's/DDO/ POP's/Aggregators & CRA & other stakeholders

Dear Sir/ Madam,

SUB: Facility for Online Withdrawal Process in CRA System for submission of NPS Claims

With a view to simplifying and streamlining the exit and withdrawal claims, the Central Recordkeeping Agency, NSDL e-governance services Ltd has developed the first phase of the functionality to process 'Withdrawal Request' for subscribers exiting NPS. In order to facilitate and expedite the process for settlement of the withdrawal claims of the subscribers of National Pension System (NPS), it has been decided that all the nodal offices (PAO's/DDO/ POP's/Aggregators etc) shall process the withdrawal claims of their underlying subscribers on the online platform being made available on the CRA system. The processing of all withdrawal claims on online mode shall be mandatory from 01st April, 2015. During the interregnum period i.e., from date of this circular till 31st March, 2015, CRA M/s NSDL e-governance Services Ltd, would provide the required support through guidance and training of the nodal offices(PAO's/DDO/ POP's/Aggregators etc), so that the advantages of the web enabled withdrawal/exit functionality can be used effectively to the full extent.

This functionality has been made available through the website of CRA and can be initiated at any of the levels of any of the functionaries as below:

- A. At Nodal Offices (PAO/DDO/POP/Aggregator) – When the applicant her/himself does not files an online withdrawal/exit application but submits the physical application, nodal Offices will key in the particulars and initiate (capture, verify and submit) the withdrawal requests in CRA system under all the three

categories (Exit due to Superannuation/attainment of 60 years, exit before the age of Superannuation/attainment of 60 years and exit due to Death)

- B. For Subscribers – In case of Superannuation/attainment of 60 years, exit before the age of Superannuation/attainment of 60 years, the subscribers can also initiate withdrawal requests in the CRA system which shall subsequently have to be verified by the Nodal Office (PAO/DDO/POP/Aggregator) in CRA system, before it is considered and finally disposed off by the NPS Trust.

The Nodal Offices are requested to note that:

- Once the withdrawal request is generated by the subscriber or Nodal office, the physical withdrawal request (print out of the form generated from the CRA system after submission of request) should be duly signed by the subscriber along with his photograph. The Nodal office shall certify the KYC Documents and other relevant supporting documents of the subscriber/claimant.
- The Withdrawal form shall be forwarded by the Nodal Office after the certification to NPS Claims Processing Cell at CRA. The Checklist of the documents collected is enclosed as Annexure II.
- If the physical withdrawal request for a subscriber has already been forwarded earlier to CRA for processing, the Nodal Office is not required to raise any further request in the CRA system.

Important features of the online Claims Processing:

1. In case of superannuating subscribers, Claim IDs will be generated six months prior to the date of superannuation/attaining the age of 60 years of age. Nodal Offices will be able to initiate the withdrawal request for subscriber superannuating in the CRA system for all such cases where Claim ID has been generated.
2. If request is initiated by the subscriber, the Nodal Office has to authorise the same in CRA system.
3. Nodal Office will be able to initiate the request in the CRA system even for those PRANs which have superannuated earlier (as Claim IDs have also been generated for all such subscribers as an onetime exercise.)
4. In case of subscribers who have expired (and claimants have requested withdrawal) or requested for premature exit, Nodal Offices will generate Claim IDs after submitting the request in the CRA system.

Further Nodal Offices are required to send only the Withdrawal Requests generated from the CRA (post submission of the request in the CRA system) to CRA (at following address) for processing along with the necessary supporting documents. The process is applicable for processing of the lump sum amount (60%, 20%) while the purchase of

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annuity shall take place on manual basis as per existing guidelines till the online annuity purchase system is in place.

Subscribers who wish to defer the purchase of Annuity (PFRDA circular dated September 17, 2013, a copy of which is enclosed for reference), a separate physical request signed by the subscriber and counter signed by the Nodal Office may be forwarded along with the Withdrawal Request form. Further, in case a subscriber wishes to exercise the option of complete Withdrawal where total NPS corpus is less than Rs. 2 lakh (please refer to PFRDA circular dated October 23, 2013, a copy of which is enclosed for reference), a physical request may be forwarded to CRA along with the Withdrawal Request in the format provided in the aforesaid PFRDA circular. In case the requests for deferred Annuity or complete withdrawal due to insufficient corpus are not received along with the Withdrawal request but separately, the requests may not be entertained.

The detailed process is present under Annexure I and the same has already been sent to the Nodal Offices vide CRA's Circular No: CRA/PO & RI/Master/2013/005 dated 13th Nov, 2013.

In case of any further clarification on the subject including the processing of withdrawal requests online, you may contact Mr. Sarvdeep Singh at 022-24994512 (E-mail ID - sarvdeeps@nsdl.co.in) or Mr. Sudhanshu Shekhar at 022-24994862 (Email ID- sudhanshus@nsdl.co.in).

Yours faithfully,

Sd/-
Venkateswarlu Peri
General Manager

ANNEXURE**Exit from National Pension System (NPS) – Processing of Withdrawal Request****Preface**

The first phase of the Exit from NPS (Withdrawal functionality) has been made available to the Nodal Offices (PAO/DTO/POP-SP and the DTAs and POPs in the centralised mode) and the subscribers. As part of the functionality, Claim IDs will be generated for all such subscribers who are going to superannuate (or attain 60 years of age) after six months. For example, Claim ID for the subscribers superannuating in May 2014 will be generated on November 30, 2013. The Nodal Offices and the subscribers can now initiate Withdrawal request in the CRA system after logging in with their User ID and Password. In case of Death and premature exit from NPS, the Nodal Office will be able to initiate Withdrawal request. This document describes the steps to be followed by Nodal Offices for initiating Withdrawal request in CRA system for subscribers who are exiting NPS. The Withdrawal request can be initiated by the subscriber as well as the Nodal Office. In case, the request is initiated by the subscriber, the Nodal Office has to authorise the same in the CRA system. The document has been divided in two chapters - Withdrawal Request raised by a Nodal Office in CRA system and Subscribers raising Withdrawal Request in CRA system.

Process detail:

The Nodal Offices and the subscribers can now initiate Withdrawal request in the CRA system after logging in with their User ID and Password. In case of Death and premature exit from NPS, the Nodal Office will be able to initiate Withdrawal request.

This document describes the steps to be followed by Nodal Offices for initiating Withdrawal request in CRA system for subscribers who are exiting NPS. The Withdrawal request can be initiated by the subscriber as well as the Nodal Office. In case, the request is initiated by the subscriber, the Nodal Office has to authorise the same in the CRA system. The document has been divided in two chapters - Withdrawal Request raised by a Nodal Office in CRA system and Subscribers raising Withdrawal Request in CRA system.

A. Withdrawal Request raised by a Nodal Office in CRA system The PAO/DTO/POP-SP and the DTAs and POPs in the centralised mode (hereafter referred as Nodal Offices) can capture withdrawal request for superannuation, premature exit or death cases. These withdrawal requests after being captured in CRA system has to be signed by subscribers/claimants. Once the request is signed by the subscriber the same has to be sent to CRA along with the required documents and attestations for onwards processing of these withdrawal requests.

1. CRA will generate and communicate Claim IDs for all subscribers superannuating in the next six months. On the basis of these Claim IDs, the Nodal Office can capture withdrawal requests due to superannuation/exit at 60 years only.
2. The Nodal Office will verify whether the Withdrawal Request Form has been properly filled and check whether all KYC documents have been submitted by the subscriber. The Nodal Office will initiate the request only after such verification is carried out.
3. Nodal Office will login into the CRA system (www.cra-nsdl.com) using the User ID and I-Pin.
4. After logging in the CRA site, the User will click on the menu 'Transaction' and then on the sub-menu 'Initiate Withdrawal Request'.
5. The User will enter PRAN in the designated field and submit the request.
6. After submission, Claim ID will appear in the screen (in case Claim ID is generated by CRA) in case of superannuation.

7. However, in case of premature exit and death cases, Claim ID field will display the message 'Claim ID not generated'. A drop-down option will be available where User will select the type of withdrawal request from the available (whether it is Death or premature exit) option.
8. The User will select the Withdrawal type and percentage of withdrawal and submit the request.
9. The User will enter the bank details and nomination details based on the details submitted by the subscriber in the Withdrawal request. The details are to be supported by the documents wherever necessary (refer to the Withdrawal form for details).
10. In the checklist, the User will then capture the documents submitted by subscriber. The User will then submit the request.
11. The User will be requested to confirm the details captured. On confirmation, the request will be captured in the CRA system. In case of superannuation, Acknowledgement Number will be generated. In premature exit and Death cases, Claim ID will also be generated along with the Acknowledgement Number.
12. Another Nodal Office User will login into the CRA system (www.cra-nsdl.com) using second User ID and I-Pin.
13. The second User, after logging in the CRA site, will click on the menu 'Transaction' and then on the sub-menu 'Authorize Transaction'.
14. The Nodal Office User will have to select transaction type as 'Withdrawal request'. After selecting the type, the User will enter the relevant PRAN as the search criterion.
15. After clicking on the search button, the second Nodal Office User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type.
16. The Nodal Office User then clicks on the Acknowledgment Number hyperlink.
17. The second User will now have the view of the Withdrawal request initiated by the first Nodal Office User. The second Nodal Office User can view the signature of the subscriber and clicks on verify screen.

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18. The User can reject the request in case there is any mismatch or details are not proper. In case of rejection, reason is mandatory.
19. The Nodal Office User will authorise the Withdrawal request provided all the details are in order. The Nodal Office can click on 'View Form' and check the printable version of the Withdrawal Form.
20. The Nodal Office can directly click on print menu and take the printout of Withdrawal Form. The subscriber has to paste self attested photograph, sign the declarations in the withdrawal form, get the witness signatures and submit the required documents.
21. The Nodal Office Official has to attest the Withdrawal Form alongwith other KYC documents. The Nodal Office will then attach covering letter and sends the withdrawal docket to CRA (to be marked to NPSCPC) for further processing.

B. Subscribers raising Withdrawal Request in CRA system NPS subscribers may initiate the withdrawal request in the CRA system six months before the age of Superannuation or on reaching the age of 60 years. CRA will generate a Claim ID six months in advance in the CRA system for all such subscribers. The NPS subscribers, after capturing their Withdrawal request in the CRA system, will submit the Withdrawal Form along with the required documents to their mapped PAO/DTO/POP-SP (hereafter referred as Nodal Office). Nodal Office is required to authorize the request in the CRA system and forward the duly authorised physical Withdrawal form along with the supporting documents to CRA for final approval and processing. The following activity flow provides the steps the subscriber and then the concerned Nodal Office has to follow while initiating a Withdrawal request. The subscriber will log-in in the CRA system with his / her User ID and the I-Pin. The subscriber will then follow the process mentioned below:

- a. After logging in, the Subscriber will click on the menu 'Initiate Withdrawal request'.
- b. In case, a subscriber whose Claim ID is not generated and tries to capture the Withdrawal request, a message will be displayed that the subscriber is not allowed to initiate any Withdrawal request.
- c. Subscriber will provide the Withdrawal Type from the dropdown menu – i) Full Withdrawal (whether the subscriber wants to withdraw the lump sum and the annuity amount immediately) ii) Deferred Withdrawal (where lump sum amount can be deferred for a particular period). The subscriber has to provide the following details:
 - i. Selection of Percentage of lump sum and annuity Withdrawal - Subscriber will provide the %ge to be withdrawn as Lump-sum. Once subscriber provides the Lump-sum % share, ASP %ge share will be auto-populated.
 - ii. Selection of Bank Details – Subscriber will provide the bank details to which funds will be transferred after redemption of units. If subscriber's bank details are present in the CRA system, it will be displayed to the subscriber. Subscriber may edit the bank detail by clicking the Edit button. Subscriber can also provide new bank detail by clicking the Edit button. However, the subscriber has to provide proof of bank account whether he / she has selected the existing bank account or changed the bank account.

- iii. Selection of Nomination Details - If subscriber's nomination details are present in the CRA system, it will be shown to the subscriber. Subscriber may edit the nomination detail by clicking the Edit button.
- d. Subscriber will select the list of documents which would be submitted with the Withdrawal form. List of the documents which can be submitted are mentioned in the Withdrawal form.
- e. The subscriber will submit the request and confirm the same. After successful submission, an Acknowledgement ID will be generated.
- f. The subscriber can click on 'View Form' and view & print the Withdrawal Form.
- g. The subscriber has to paste his/her photograph and self attest it. Subscriber is also required to sign the declarations in the withdrawal form, get the witness signatures and submit the required documents to his / her mapped Nodal Office.

Once Nodal Office receives the physical request from the subscriber, it will process the request after verifying that the document is properly filled and supporting documents are in place. The roles and responsibilities of the Nodal Office would be as follows:

1. Nodal Office User will login into the CRA system (www.cra-nsdl.com) using the User ID and I-Pin.
2. Once Nodal Office User will click the menu 'Authorize Request' and will click the sub-menu 'Verify Subscriber Withdrawal Initiation'.
3. The Nodal Office User will enter the combination of PRAN and Ack ID and submit the request.
4. After submission of search button, the Nodal Office – User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type.
5. The Nodal Office User will then click on the Acknowledgment Number hyperlink. The verification screen for Withdrawal request captured by Subscriber will be available to the User.
6. The Nodal Office User can view subscriber signature and verify the same against the signature in the Withdrawal request. Once the Nodal Office User verifies the withdrawal request, the status of the request gets authorized.
7. In case, there is any error in the details entered by the subscriber or incorrect details entered, Nodal Office User can edit the same provided the supporting documents for such details are available.

8. The Nodal Office User may reject a request in case of a mismatch in the data entered, KYC documents not provided etc. Wherever a Withdrawal request is rejected, the User is required to provide the rejection reason.
9. The Nodal Office should notify the subscriber in case of any modification carried out or any request rejected.
10. The Second User of the Nodal Office will login into the CRA system (www.cra-nsdl.com) using his other User ID and I-Pin
11. Once Nodal Office logs into the CRA site, there is a menu of 'Transaction'. User will click the sub-menu 'Authorize Transaction'
12. The Nodal Office Second User will select the transaction type as 'Withdrawal request' and puts in 'PRAN' or 'Acknowledgment Number' and searches the request
13. After submission of search button, the authorization screen (displaying summary with the details of Acknowledgment Number, PRAN etc.) will be available to the Nodal Office User
14. The Nodal Office User will then click on the Acknowledgment Number hyperlink.
15. The authorization screen for Withdrawal request verified by Nodal Office First User will then be available to the Second User. An option is available to the Second User to view signature of the subscriber. Once the User clicks on the 'Submit' button. In case of rejection, Nodal Office is required to provide the rejection reason.
16. The Nodal Office Second User has to confirm the request in the Authorization confirmation screen. The Nodal Office can click on 'View Form' and view & print the Withdrawal Form.
17. The Nodal Office has to attest the withdrawal form along with other KYC documents. The Nodal Office will then attach covering letter and sends the withdrawal docket to CRA for further processing.

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