# **Protean eGov Technologies Limited**



# **STANDARD OPERATING PROCEDURE (SOP)**

# Initiation and Authorization of Death Exit request by Nodal Office/Aggregator

Version 1.1

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# **REVISION HISTORY**

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	09.02.2024	1.1	-	Mandatory Name verification during Penny Drop

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# 1. Abbreviations

Abbreviation	Expansion	
ASP	Annuity Service Provider	
PFRDA	Pension Fund Regulatory & Development Authority	
PRAN	Permanent Retirement Account Number	
Nodal Office/Aggregator	NLOO/NLAO/NLCC registered under NPS Lite	
NPS	National Pension Scheme	

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Initiation of Online Exit request by Nodal Office/Aggregator in the NPS Lite System (through One User ID)

Authorization of Online Exit request by Nodal Office/Aggregator in the NPS Lite System (through another User ID)

Redemption of Units from PRAN



END

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### 3. Preface

As per Pension Fund Regulatory and Development Authority (PFRDA) Exit Regulations, 2015 & amendments thereto, in case of Death of Subscriber, 100% of the accumulated pension wealth of the Subscriber shall be paid as lumpsum to the nominee or nominees or legal heirs.

Further, Nodal Office/Aggregator can raise Online Death Exit request in NPS Lite System (www.npslite-nsdl.com) with Maker and Checker concept.

You may refer the regulations/guidelines/circulars available on PFRDA website (www.pfrda.org.in) / CRA website (www.npscra.nsdl.co.in) for more information on exit under NPS.

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#### 4. Procedure for Processing Online Death Exit request of Subscriber

#### The brief steps to be followed by Nodal Office/Aggregator

#### • Pre-requisite for Processing of Death Withdrawal request:

- ✓ Death Withdrawal Form duly filled up and signed by Nominee/Claimant.
- ✓ Copy of death certificate of the subscriber (Duly attested by Nodal Office)
- ✓ KYC documents and Bank Proof of nominee/claimant.
- ✓ Additional documents required by Nodal Office in support of Death Claim.
- ✓ Bank details should be correct/valid During Death request initiation, Bank Account and Name of the Nominee/Claimant will be verified through online Bank Account Verification (Penny drop facility). If Online Bank Account Verification (Penny drop) fails, request initiation will not be allowed.
- ✓ Nominations should be as per Clause 32 of PFRDA (Exits & Withdrawals under NPS) Regulations 2015

#### Verification & Attestation of Death Exit Request

- ✓ The Nodal Office/Aggregator shall verify the physical Death Withdrawal Form & supporting documents [such as Death Certificate, KYC Documents (Id Proof & Address Proof), Bank Account Proof and other required documents] submitted by the Claimant(s). The Death Withdrawal Form is available on CRA website www.npscra.nsdl.co.in.
- ✓ On successful verification, the Nodal Office/Aggregator shall attest the withdrawal Form and supporting documents. Also, note that the clear/legible scanned documents will have to upload while capturing Death Withdrawal request.

#### • Initiation and Authorization of Online Death Exit request in NPS Lite System

- ✓ On successful verification of Death Withdrawal Form and supporting documents, Nodal Office/Aggregator shall initiate withdrawal request in the NPS Lite System through One User ID.
- ✓ Authorization of request by Nodal Office/Aggregator in the NPS Lite System through Other User ID.

The detailed procedure to be followed by the Nodal Office/Aggregator for processing Online **Death Exit** requests in the NPS Lite System is provided below:

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### 5. <u>Steps to initiate Online Death Exit request in NPS Lite System by Nodal</u> <u>Office/Aggregator:</u>

In order to initiate Online Death Exit request, Nodal Office/Aggregator needs to login to NPS Lite system <u>www.npslite-nsdl.com</u> with one User ID as given below in **Figure 1**.

	NSDL e-Gov is now protean Change is growth Atal Pension Yojana / NPS Lite
News	Are you a subscriber interested in undergoing online training on NPS/APY (Including Central/state/Autonomous body subscribers), if so please Click here
	Login to Your Account         ● LPIN         ● DIGITAL CERTIFICATE         User ID         Passwort         Enter         Enter         Exter         Exter     <

Figure 1

User needs to click on Menu "Exit Withdrawal Request" and select sub menu "Withdrawal Request" as given below in Figure 2.

V NSDL e-Gov is now Protean Change is growth
Welcome NPS-Lite Oversite Office-160078200 Home   Logout
Contribution Details Authorize Request Pay-Out Details Grievance Exit Withdrawal Request Views Transaction Download
Withdrawal Request   Withdrawal Request Status View   Initiate Generate/Cancel Claim ID   Authorize Generate/Cancel Claim ID   Claim ID Status View
T. T
Welcome to Central Record Keeping Agency
Click here to view list of Exit Claim IDs awaiting any action
"PFRDA has decided that from May 1, 2012, remittances without information on funds transfer will be returned. Further, SCFs pending will be deleted after 15 days. For details, <u>Click here</u> ."
"To view the details of funds returned by the Toustee Dank, places alick here "
to view the details of funds returned by the frustee Bank, please <u>click nere</u> .

At this stage, User needs to enter PRAN number of subscriber for initiating Exit request as shown below in **Figure 3**.

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🕼 NSDL (	e-Gov is now	Change is gro	an <sup>owth</sup>		×	Atal Pens	ion Yojana /	NPS Lite
Welcome NPS-Lite Ove	ersite Office-160078200						Home	Logout
Contribution Details	Authorize Request	Pay-Out Details	Grievance	Exit Withdrawal Request	Views	Transaction	Download	
CGMS BackOffice	Master Download	User Maintenance	Authorize Or	line Registration Request	Dashboard			
	PRAN *		5000435240 Submit	od		~ mandatory H	eias	

Figure 3

At this stage, User needs to select Withdrawal type as "Death" from the Drop down menu as shown below in **Figure 4**.

Welcome NF3-Life Oversite	Office-160078200						Home	Logout
Contribution Details	Authorize Request	Pay-Out Details	Grievance	Exit Withdrawal Red	quest Views	Transaction	Download	
CGMS BackOffice Ma	ster Download	User Maintenance	Authorize Onli	ne Registration Requ	est Dashboard			
With	drawal Request	Initiation Screen						
						* Mandatory F	Fields	
	PRAN		500001816244	4				
Superana	untion connet he i	nitiated since Date O	f Botiromont in /	till boyond 180 days				
Superann	Total Valuation as	s on Date	14259.50	suir beyond 100 days	•			
	Date Of Birth		01/06/1970					
	Withdrawal due t	0 *	- Select -	~				
			- Select -					
Please clic	k here to <u>View Annu</u>	ity Quotes	Premature Ex	kit				

Figure 4

At this stage, corpus of the Subscriber as on date is displayed at the field "Total Valuation as on Date". User needs to enter date of death of the Subscriber and enter withdrawal fund allocation percentage.

Please refer below **Figure 5.** 

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NSDL e-Gov is now	Change is growth		Atal Pension Yo	ojana / NPS Lite
Welcome NPS-Lite Oversite Office-160078200				Home   Logout
Contribution Details Authorize Request Pa	y-Out Details Grievance Exit With	hdrawal Request Views	Transaction Dow	nload
Withdrawal Request Initia	tion Screen			
C minarana nequest mina			8 Mandakan, Cialda	
			· Mandatory Pields	
PRAN	500001816244			
Superannuation cannot be initiated	l since Date O <del>f Retirement is sti</del> ll beyon	nd 180 days		
Total Valuation as on Dat	le 14259.50			
Claim ID	Claim ID is not generate	ed		
Date Of Birth	01/06/1970			
Withdrawal due to *	Death	~		
Withdrawal Type *	Full Withdrawal	<b>~</b>		
Date of Death: *	11/01/2023	(dd/mm/vvvv)		
	11/01/2020	(ddmini)))))		
	100 Out of	Total NPS Corpus % of corpus	subscriber/claimant	7
Towards Withdrawal (in 9	will receive in his/her bar	nk account	about but of an and	
		T. 1950 0		
Towards Annuity (in %) *	utilized towards pension	Total NPS Corpus, % of corpus	subscriber will be	
Please click here to View Annuity Quo	tes			
	Submit Cancel			
	Subline			

## Figure 5

At this stage, Subscriber's details and existing address are displayed to the User. Please refer below **Figure 6**.

Welcome NPS-Lite Ov	ersite Office-160078200		_				Home	I Logout
Contribution Details	Authorize Request	Pay-Out Details	Grievance	Exit Withdrawal Request	Views	Transaction	Download	
CGMS BackOffice	Master Download	User Maintenance	Authorize On	line Registration Request	Dashboard	_		
Aliste descuel De								
Withdrawal Re	quest Initiation Scr	een						
Withdrawal Re	quest Initiation Scr Subscriber Deta	reen ails					_	
℗ Withdrawal Re	quest Initiation Scr Subscriber Deta	een ails PRAN		500001816244				
Withdrawal Re     ■	quest Initiation Scru Subscriber Deta	een ails PRAN Subscriber Name		500001816244 RAIBEN RAMJIBHAI KUME	HAR			
③ Withdrawal Re	quest Initiation Scr Subscriber Deta	een ails PRAN Subscriber Name Date Of Birth		500001816244 RAIBEN RAMJIBHAI KUME 1970-06-01	HAR			
③ Withdrawal Re	quest Initiation Scru Subscriber Deta	PRAN Subscriber Name Date Of Birth Entity Reg. No.		500001816244 RAIBEN RAMJIBHAI KUME 1970-06-01 8019314 Daath	HAR			
⑨ Withdrawal Re	quest Initiation Scru Subscriber Dete	PRAN Subscriber Name Date Of Birth Entity Reg. No. Withdrawal due to Withdrawal Type		500001816244 RAIBEN RAMJIBHAI KUME 1970-06-01 8019314 Death Full Withdrawal	HAR			
⑨ Withdrawal Re	quest Initiation Scr Subscriber Deta	een ails PRAN Subscriber Name Date Of Birth Entity Reg. No. Withdrawal Type Complete Withdrawal	sub type	500001816244 RAIBEN RAMJIBHAI KUME 1970-06-01 8019314 Death Full Withdrawal Lump-Sum and ASP Withdr	HAR			
⑧ Withdrawal Re	quest Initiation Scru Subscriber Deta	PRAN Subscriber Name Date Of Birth Entity Reg. No. Withdrawal due to Withdrawal Type Complete Withdrawal Date of Death	sub type	500001816244 RAIBEN RAMJIBHAI KUME 1970-06-01 8019314 Death Full Withdrawal Lump-Sum and ASP Withdr 11/01/2023	HAR			
Withdrawal Re	quest Initiation Scn Subscriber Deta	een ails PRAN Subscriber Name Date Of Birth Entity Reg. No. Withdrawal due to Withdrawal Type Complete Withdrawal Date of Death Towards Withdrawal(iii	sub type n %)	500001816244 RAIBEN RAMJIBHAI KUME 1970-06-01 8019314 Death Full Withdrawal Lump-Sum and ASP Withdr 11/012023	IHAR awal			

|--|

5	Subscriber Correspondence Address		
	Father's Name	RAMJIBHAI PASABHAI KUMBHAR	
	Address 1	2-125	
	Address 2	TAMBOLIYA	
	Address 3	HARIJ	
	City	MEHSANA DIST	
	Pin	384220	
	State	Gujarat	
	Country	India	

4

Figure 6

At this stage, existing nomination details of the Subscriber are displayed. **User needs to click on** "Edit" button to enter Nominee address. If required, User can add/update nominee details. Please refer below Figure 7.

Welcome NPS-Lite Oversite	Office-160078200		_				Home	L Logout
Contribution Details	authorize Request	Pay-Out Details	Grievance	Exit Withdrawal Reque	st Views	Transaction	Download	Logour
CGMS BackOffice Ma	ster Download	User Maintenance	Authorize Onlin	e Registration Request	Dashboard	d		
0.1474								
Withd	rawal Request I	nitiation Screen						
	Subscriber Deta	ils	500004040044					
	Subscriber Nar	ne	RAIBEN RAM.	IBHAI KUMBHAR				
	Date Of Birth		01/06/1970					
	Entity Reg. No.		8019314					
	Withdrawal due	to	Death					
	Date of Death	e	11/01/2023					
	Towards Withd	awal(in %)	100					
	Towards Annuit	y(in %)	0					
	Nominee Details							
	TIER 1 Details							
	Nominee Seria	Number	1 RAMJIBHAI	Nominee Ac	iress 1			
	- Hommoor Hum		PARSOTTAME	HAI				
	Nominee Date	of Birth		Nominee Ad	Iress 2			
	Nominee Relat	ion	HUSBAND	Nominee Ac	Iress 3			
	Nominee Majoi	/winof dian Name	MAJOR	Nominee Ci Pin	ty			
	Nominee Share	9	100 %	State				
	Mobile No			Country				
	Email ID			Alternate C	ontact No.			
		ſ	Edit Conf	irm Cancel				
		L	Luit Com	Cancer				
Note								
Nominati	on details shown abo	ve is taken from the su	bscriber details pre	esent in CRA records. Kind	lly confirm or ed	lit the nomination d	etails. It would	

User can enter maximum of three nominees. User needs to click on "Add" button to add more than

one nominee. After entering nominee details and/or address details, User needs to click on "**Confirm**" button to proceed further. Please refer below **Figure 8**.

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Welcome NPS-Lite Oversite Office-160078200         Home         Log           Contribution Details         Authorize Request         Pay-Out Details         Grievance         Exit Withdrawal Request         Views         Transaction         Download         CGMS BackOffice         Master Download         User Maintenance         Authorize Online Registration Request         Dashboard         Noninee Details         Nominee Details         Transaction         Download         Transaction         Transaction         Download         Transaction         Download         Transaction         Transact
Contribution Details Authorize Request Pay-Out Details Grievance Exit Withdrawal Request Views Transaction Download CGMS BackOffice Master Download User Maintenance Authorize Online Registration Request Dashboard
CGMS BackOffice Master Download User Maintenance Authorize Online Registration Request Dashboard
Nominee Details
Nominee 1
First Name * RAMJIBHAI Middle Name PARSOTTAMBHAI Last Name / Surname KUMBHAR
Date of Birth Relationship * SPOUSE Major/Minor * Major V
Percentage Share * 100 % Guardian Date of Birth
Guardian Name " Guardian Middle Name Guardian Last Name / Surname
Nominee Address:
Address 1 * FDD Address 2 FDPDD Address 3 FFDPD
Pin Gode **   400066 Gity **   MUMBAI State *   Manarashtra V

Figure 8

At this stage, User needs to enter bank details of Claimant and click on "**Confirm**" button to proceed further. Please refer below **Figure 9.** 

	lice-160078200		Home   Logou	ıt
Contribution Details Aut	thorize Request Pay-Out Details Grievance	Exit Withdrawal Request Views T	ransaction Download	
CGMS BackOffice Maste	er Download User Maintenance Authorize Onl	line Registration Request Dashboard		
Withdrawal Request Initiation Screen Scre	en			
Subscriber Details				
PRAN		500001816244		
Entity Reg.No.		8019314		
Date Of Birth		01/06/1970		
Subscriber Name		RAIBEN RAMJIBHAI KUMBHAR		
Withdrawal Type		Death		
Reason of Withdr	awal	Complete Withdrawal		
Date of Death		11/01/2023		
Nominee Serial Number Nominee Name Nominee Date of Birth	1 RAMJIBHAI PARSOTTAMBHAI KUMBHAR SPOUSE	Bank Type " Bank Account Number " Confirm Bank Account Number " Bank IFS Code " Bank Name " Pank Ranch "	Savings	
Nominee Relation Nominee Major/Minor Nominee Guardian Name	MAJOR	Dank Dranch	AFDF	
Nominee Relation Nominee Major/Minor Nominee Guardian Name Nominee Share	100 %	Bank Address *	FDD	
Nominee Relation Nominee Major/Minor Nominee Guardian Name Nominee Share Nominee Mobile No.	100 %	Bank Address ** Bank Address Pin **	FDD 400013	
Nominee Relation Nominee Major/Minor Nominee Guardian Name Nominee Ghare Nominee Mobile No. Nominee Email Id	100 %	Bank Address = Bank Address Pin = Bank MICR Code	FDD 400013	
Nominee Relation Nominee Major/Minor Nominee Share Nominee Share Nominee Mobile No. Nominee Email Id Nominee Adress 2 Pin	NU-JUK 100 % FDFDFD	Bank Address = Bank Address Pin = Bank MICR Code Nominee Address 1 EDD	APDP           FDD           400013	
Nominee Relation Nominee Major/Minor Nominee Guardian Name Nominee Share Nominee Mobile No. Nominee Email Id Nominee Adress 2 Pin State	MAJOR 100 % FDFDFD 400066 Maharashtra	Bank Address * Bank Address Pin * Bank MICR Code Nominee Address 1 FDD Nominee Adress 3 FFDFD	FDD           400013	
Nominee Relation Nominee Major/Minor Nominee Suare Nominee Share Nominee Mobile No. Nominee Adress 2 Pin State	100 % FDFDFD 400066 Maharashtra	Bank Address * Bank Address Pin * Bank Address Pin * Bank MICR Code Nominee Address 1 FDD Nominee Address 3 FFDFD City MUMBAI	FDD 400013	
Nominee Relation Nominee Major/Minor Nominee Guardian Name Nominee Share Nominee Mobile No. Nominee Email Id Nominee Adress 2 Pin State	NAJOR 100 % FDFDFD 400066 Maharashtra	Bank Address * Bank Address Pin * Bank MICR Code Nominee Address 1 FDD Nominee Address 3 FFDFD City MUMBAI Country India	FDD 400013	

At this stage, document Check List is displayed to the User. After selection of document check list, User needs to click on "**Submit**" button. Please refer below **Figure 10**.

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	Welcom	NPS-Lite Oversite Office-160078200 Home	Logout
	Contribu	on Details Authorize Request Pay-Out Details Grievance Exit Withdrawal Request Views Transaction Download	
	CGMS B	ckOffice Master Download User Maintenance Authorize Online Registration Request Dashboard	
⊛ Wi	thdraw	I Request Initiation Document Checklist	* Mandatory Field:
Sr. No.	val - Deat	Document Name	
1		Form 103/ 303/ 503 duly filled and signed-stamped by mapped Nodal Office. *	
2		Advanced Stamped Receipt - Signed alongwith revenue stamp *	
3		Original Death Certificate/Attested copy by mapped Nodal Office *	
4		Original PRAN Card / Notarised Affidavit (if PRAN card not submitted) *	
5		Family Members Certificate	
0		Legal neir ceruilicale issued by First Class Magistrate	
8		Invoniniee 1 - Cancelled Charue / Bark Certificate /Self attested copy of Bark passbook	
9		Nomineo 2 - Cancelled Cherule / Bank Certificate /Self attested conv of Bank passbook	
In core			
1		Valid Passport issued by Government of India.	
2		Ration Card with Photograph.	
3		Bank pass book or Certificate with Photograph	
4		Voters Identity Card with Photograph and residential address.	
5		Valid Driving license with photograph.	
6		PAN Card issued by income tax department.	
7		Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.	
8		Aadhar Card/Letter issued by Unique Identification Authority of India.	
9		Job Cards issued by NREGA duly signed by an officer of the State Government.	
10		Find identity card issued by Government Defence, Faraminiary and Fonce Departments.	
12		Photo credit Card	
13		Identity card issued by Central /State government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Be Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc	anks, Public
<b>Proof of</b> Sr. No.	Address	* Atlaan one fa All KYC Documents Need to be attested by Mapped Nodal Office Document Name	ld should be checked
1		Valid Passport issued by Government of India.	
2		Ration card with photograph and residential address.	
3		Bank Pass book or certificate with photograph and residential address.	
4		Voters Identity Card with Photograph and residential address.	
5		Valid Univing license with photograph and residential address.	Gees Judiani
0		Leven nom any recognized public automny at the level of Gazetted omicer like District Magistrate, Divisional Commissioner, BDO, Tensildar, Mandal Revenue O Magistrate etc	nicer, Judical
7		Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.	
8		Adnar Cardricetter issued by unique identification Authority of India Clearly showing the address.	
9		Job Caros issued by NKEGA duly signed by an officer of the State Government.	
10		Latest Electricity/vrater bill in the name of the claimant and showing the address (Less than 6 months old).	
12		Latest rerepriorie on in the frame of the claimant and showing the address (less than 6 months ord).	
		Latest propertymouse ray freedipt (not more train one year ord).	
12	-	Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of repted/leased accommodal	tion)

Figure 10

At this stage, details entered by the User are displayed for confirmation.

It is mandatory for user to upload clear/legible scanned copies of Death Withdrawal Form, KYC documents (Identity & Address Proof) of Claimant(s), Copy of death certificate of Subscriber, Copy of PRAN Card/ePRAN and Bank Proof of Claimant(s) for seamless processing of Exit request. User is required to upload all documents in a single scanned file. User needs to click on "**Confirm**" button to complete initiation process. Please refer below **Figure 11**.

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We	come NPS-Lite Ov	rersite Office-160078200						Home	Logout	
Cont	ribution Details S BackOffice	Authorize Request Master Download	Pay-Out Details User Maintenance	Grievance Authorize On	Exit Withdrawal Request line Registration Request	Views Dashboard	Transaction	Download		
	Withdray	val Request Initiatio	on Confirmation S	ocreen						
	Subscriber De	tails							Hide	
		PRAN Name Date of Birth Withdrawal du	e to		500001816244 RAIBEN RAMJIBHAI KU 01/06/1970 Death	MBHAR				
		Withdrawal Typ Date of Death	0e		Full Withdrawal 11/01/2023					
	Subscriber Co	prresponding Address							Hide	
		Address 1 Address 2 Address 3 City Pin State			2-125 TAMBOLIYA HARIJ MEHSANA DIST 384220 Guiarat					
		Country			India					
Nominee Details										<u>Hide</u>
TIER 1 Details Nominee Serial Number Nominee Name		1 RAMJIBHA	I PARSOTTAMBHAI KU	JMBHAR	Bank Type Bank Account Number		S. 12	AVINGS 23456		Hide
Nominee Date of Birth Nominee Relation Nominee Major/Minor	e	SPOUSE MAJOR			Bank Name Bank Branch Bank Address Bank Address Pin		S Al FI 40	TATE BANK OF IN FDF DD 10013	NDIA	
Nominee Share Nominee Mobile No. Nominee Email Id		100 %			Bank IFS Code Bank MICR Code Nominee Address 1		SI	BIN0001234		
Nominee Address 2 Nominee City Nominee State Nominee Alternate Cont	act No.	FDFDFD MUMBAI Maharashtr	a		Nominee Address 3 Nominee City Pin Nominee Country Nominee Guardian DOB		FI 4( In	FDFD 00066 dia		
Namina - Daamaat Char	1-11-4									
Withdrawal Death	KIISL									Hide
Sr. No. 1 Form 103/30 2 Advanced Sta 3 Original Death 4 Original PBAI	3/ 503 duly filled a mped Receipt - S n Certificate/Attes	and signed-stamped by m Signed alongwith revenue ted copy by mapped Nod d Affidavit (if PRAN card n	apped Nodal Office. stamp al Office of submitted)		Document Name					
Sr. No. 1 Form 103/ 303	/ 503 duly filled a	and signed-stamped by r	napr 172.18.75.1	38 says						
2 Advanced Star 3 Original Death 4 Original PRAN Tier1: Nominee 1	nped Receipt - \$ Certificate/Attes Card / Notarise	Signed alongwith revenue ted copy by mapped No d Affidavit (if PRAN card	e sta dal C not :	aded successful	ly.					
						ОК				
1 Valid Passpor	issued by Gove	rnment of India.								
Proof of Address Sr. No.					Document Name					
1 Valid Passpor	issued by Gove	rnment of India.								
Declaration by 1. It is certified that a Dinesh Chandraka 2. That all the contril government sectors 3. That Identification accepted as final.	Nodal Office/P( bove declaration nt Dalvi with P outions including ubscribers only) and address of	DP/Aggregator*: has been signed/thumb RAN 500040753620 as the subscriber's contribu- the nominee/claimant is	o impressed before me above and has read th ition and employer cor certified as provided in	by the nomineer e entries / entries ntribution have bo the withdrawal f	(s)/legal heir(s)/guardian of m s have been read over to him een transferred in to the PRAI 'orm above. The name of clair	inor nominee(s / her/them by r N of the subscr nant as mentio	) or minor heir( ne and got con iber and no fur ned on the with	s) of deceased si firmed by him / h her contributions idrawal form has	ubscriber late Sh/Sm er/them. : are pending. (applic been verified and ca	nt/Kum able for an be
4 The bank account 5. It is also certified wealth to his/her clai 6. I/we have verified in this application for	details of nomine that this office ha mant. (applicable the documents a m are matching	ee/claimant as provided is not paid/received any e for government Sector as submitted by the clain with the supporting docu	in bank details section family pension to the le subscribers only) nant with the originals a ments provided by the	have been check egal heir(s)/nomin and authorized th e claimant(s) and	ked and verified and the same nee(s) of the deceased subsc nis application for processing is to our satisfaction.	e can be accep riber and we do of the subject o	ted for paymen on't have any o laim of the clai	t. bjection for relea mant. It is certifie	se of accumulated p d that the details as	ension provided
Select File to Uploa	i*: Choose	File docs.zip			Upload					
		d Adda also a set (Allance of F	le Types: ndf ing iner	a doc. docx. xls	Also, zip, ping, Maximum File	Size: 5 MB, Nu	mber of File ca	n be uploaded: 1	0	

SOP On Initiation 8	Authorization of Dear	th Withdrawal r	request_N	PS Lite		Change is grow	wth
On clicking on " <b>Confirm</b> " bu Acknowledgement Number wi	itton, Exit request i Il get generated.	will get captu	ired in t	he NPS Li	ite Syste	m and an	
At this stage, option is provid Further, message regarding s	ded to User to view uccessful completion	& download s n of initiation i	system ( is also d	generated isplayed.	Withdra	wal Form.	
Please refer below Figure 12							
<b>ØNSDL e-Gov</b> is	now optimized protean Change /s growth		Atal	Pension Yojana / N	IPS Lite		
Welcome NPS-Lite Oversite Office-1600	78200			Home	Logout		
Contribution Details Authorize I CGMS BackOffice Master Down	Request Pay-Out Details Grievance load User Maintenance Authorize Onl	Exit Withdrawal Request V ine Registration Request Da	Views Transact ashboard	tion Download			
⊙ Wit	hdrawal Request Initiation - Complete						
	PRAN Name	500001816244 RAIBEN RAMJIBHAI KUMBHAR	R				
	Date of Birth Withdrawal due to Withdrawal Type	01/06/1970 Death					
	Date of Death Acknowledgement No. <u>Click Here</u> b view withdrawal form.	11/01/2023 239010061601					
	Withdrawal Request Claim ID has been success	fully generated.					
	Claim ID: 239010061	16					
	Subscriber Withdrawal Initiation Request Details	has been Captured. Awaiting Verific	ication.				
	Captured Timestamp 05/06/2023 15:34						

Figure 12

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## 6. <u>Steps to authorize Online Death Exit request in NPS Lite System by Nodal</u> <u>Office/Aggregator:</u>

In order to authorize Online Death Exit request of Subscriber, Nodal Office/Aggregator needs to access NPS Lite System (<u>www.npslite-nsdl.com</u>) using another User ID as given below in **Figure 13**.

🕼 NSDL	e-Gov is now protean Change is growth	Atal Pension Yojana / NPS Lite
News		Are you a subscriber interested in undergoing
	Login to Your Accou PPIN DIGITAL CERTIFICATE User ID Password Enter Captcha Submit Res Reset Password Check Subscriber Registration : Check Subscriber Withdrawal S Servance Module for APY & Swavalambar Subscribers APY Downgrade View APY Downgrade View APY Downgrade View Action Subscribers Action Subscribers	int i i i i i i i i i i i i i i i i i i

Figure 13

User needs to click on Menu "Authorize Request" and select Sub-Menu "Subscriber". Please refer below Figure 14.

NSDL e-Gov is now	Change is growth	Atal Per	nsion Yojana / NPS Lite
Welcome NPS-Lite Oversite Office-160078201	7		Home   Logout
Contribution Details Authorize Reque	st Pay-Out Details Grievance Exit Wi	hdrawal Request Views Transaction	Download
Subscriber   Authorize Conditional W	ithdrawal Request		
	Welcome to Central Record H	Ceeping Agency	
	Click here to view list of Exit Claim I	Ds awaiting any action	
"PFRDA has	decided that from May 1, 2012, remittances without	t information on funds transfer will be returned	ed.
	Further, SCFs pending will be deleted after 15	days. For details, <u>Click here</u> ."	
	"To view the details of funds returned by the T	rustee Bank, please <u>click here</u> ."	
	Eiguro 14		
	Figure 14		
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SOP On Initiation & Authorization of Death Withdrawal request\_NPS Lite User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "Lump-Sum and ASP Withdrawal". User needs to click on "**Search**" Button to search request. Please refer below **Figure 15**.

🔗 NSDL e-	Gov is now of prote Change is g	rowth	×	Atal Pens	ion Yojana / I	NPS Lite
Welcome NPS-Lite Oversite	e Office-160078201				Home	Logout
Contribution Details A	Authorize Request Pay-Out Details	Grievance Exit Withdrawal Request	Views	Transaction	Download	
CGMS BackOffice Ma	aster Download User Maintenance	Authorize Online Registration Request	Dashboard			
Authorize Trans	Transaction Type** PRAN Ack No/PRN **	Withdrawal Request	* Ma	ndatory Fields		
	Claim ID					
	From Date	(dd/mm/yyyy)				
	Complete Withdrawal sub type	Lump-Sum and ASP Withdrawal				
	** Enter PRN/Receipt No for Swite	earch Reset				

Figure 15

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request Initiated By and Request type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request. Please refer below **Figure 16**.

Welcome NPS-Lite Oversite Office-160078201       Home   Logout         Contribution Details       Authorize Request       Pay-Out Details       Grievance       Exit Withdrawal Request       Views       Transaction       Download         CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Registration Download       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Registration Download       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       PRAM       REGISTERATION DATE       REGISTERED BY       <	Home   Logout         Welcome NPS-Lile Oversite Office-180078201       Home   Logout         Contribution Details       Authorize Request       Pay-Out Details       Grievance       Exit Withdrawal Request       Views       Transaction       Download         CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Prant       Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Prant       Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       Prant       Registration Download       Registration Download       With Drawal         Image: CGMS BackOffice       Prant       Registration Download       Option Download       With Drawal         Image: CGMS BackOffice       Prant       Registration Download       Prant Registration Download       With Drawal         Image: CGMS BackOffice       <	How I Logodt         Contribution Details       Authorize Request       Pay-Out Details       Grievance       Exit Withdrawal Request       Views       Transaction       Download         CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Registration Date       Registration BackOffice         Image: CGMS BackOffice       Authorize Registration       Dashboard       Image: CGMS BackOffice       Registration BackOffice         Image: CGMS BackOffice       Registration       Registration Date       Registration BackOffice       Registration BackOffice         Image: CGMS BackOffice       Registration       Registration BackOffice       Registration BackOffice	Welcome NPS-Like Oversite Office-160070201         Home         Logout           Contribution Details         Authorize Request         Pay-Out Details         Grievance         Exit Withdrawal Request         Views         Transaction         Download         Image: CGMS BackOffice         Master Download         User Maintenance         Authorize Online Registration Request         Dashboard         Image: CGMS BackOffice         Master Download         User Maintenance         Authorize Online Registration Request         Dashboard         Image: CGMS BackOffice         Dashboard	NSDL e-Gov is now	Drotean hange is growth	Atal Per	nsion Yojana / NPS Lite
Contribution Details       Authorize Request       Pay-Out Details       Grievance       Exit Withdrawal Request       Views       Transaction       Download         CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: Authorize Withdrawal Initiation - Result       Authorize Withdrawal Initiation - Result       REGISTRATION DATE       REGISTREED BY       RECUEST TYPE         239010061601       500001816244       05-06-2023       160078200       WITHDRAWAL	Contribution Details       Authorize Request       Pay-Out Details       Grievance       Exit Withdrawal Request       Views       Transaction       Download         CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: CGMS BackOffice       Withdrawal Initiation - Result       Registration Date       Registration Date       Registration Participation         Image: CGMS BackOffice       Image: CGMS BackOffice       Image: CGMS BackOffice       Registration Date       Registration Participation         Image: CGMS BackOffice       Image: CGMS BackOffice       Image: CGMS BackOffice       Registration Participation       Registration Participation         Image: CGMS BackOffice       Image: CGMS BackOffice       Image: CGMS BackOffice       Registration Participation       Registration Participation         Image: CGMS BackOffice       Image: CGMS BackOffice       Image: CGMS BackOffice       Registra	Contribution Details       Authorize Request       Pay-Out Details       Grevance       Exit Withdrawal Request       Views       Transaction       Download         CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: Authorize Withdrawal Initiation - Result       Authorize Withdrawal Initiation - Result       Execution Control on the second of th	Contribution Details       Authorize Request       Pay-Out Details       Grievance       Exit Withdrawal Request       Views       Tansaction       Download         CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: Authorize Withdrawal Initiation - Result       Authorize Mithdrawal Initiation - Result       Exit Withdrawal Date       REGISTRATION DATE       REGISTERED BY       REGUSET TYPE         239010061601       500001816244       05-06-2023       160078200       WITHDRAWAL	Welcome NPS-Lite Oversite Office-160078201			Home   Logout
CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: Second seco	CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard <ul> <li>Authorize Withdrawal Initiation - Result</li> </ul> <li> <u>AcconductsConductory PRAN REGISTRATION DATE REGISTERED BY REQUEST TYPE 239010061601</u> <u>500001816244</u>             05-06-2023             <u>160078200</u> <u>WITHDRAWAL             </u> </li>	CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard         Image: Authorize Withdrawal Initiation - Result       Accurate Withdrawal Initiation - Result       Registration Date       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE         Image: Authorize Withdrawal Initiation - Result       Image: Authorize Withdrawal Initiation - Result       REGISTERED BY       REGUEST TYPE	CGMS BackOffice       Master Download       User Maintenance       Authorize Online Registration Request       Dashboard <ul> <li>Authorize Withdrawal Initiation - Result         </li> </ul> <u>ACCUCULEDCEDISTING</u> <ul> <li>PRAN</li> <li>REGISTRATION DATE</li> <li>REGISTERED BY</li> <li>REGUEST TYPE</li> <li>239010061601</li> <li>500001816244</li> <li>05-06-2023</li> <li>160078200</li> <li>WITHDRAWAL</li> </ul>	Contribution Details Authorize Request Pay-	Out Details Grievance Exit Withdrawal F	Request Views Transaction	Download
Authorize Withdrawal Initiation - Result         Accelour soccure to the second secon	Authorize Withdrawal Initiation - Result       PRAN       REGISTRATION DATE       REGISTERED BY       REQUEST TYPE         239010061601       500001816244       05-06-2023       160078200       WITHDRAWAL	Account Section - Result         Account Section - Result         Account Section - Result         239010061601         500001816244         05-06-2023         160078200         WITHDRAWAL	Active       PRAN       REGISTRATION DATE       REGISTERED BY       REQUEST TYPE         239010061601       500001816244       05-06-2023       160078200       WITHDRAWAL	CGMS BackOffice Master Download User Ma	intenance Authorize Online Registration Reg	quest Dashboard	
				239010061601	PRAN         REGISTRATION DATE           500001816244         05-06-2023	REGISTERED BY REQU 160078200 WITH	EST TYPE T DRAWAL

Figure 16

At this stage, if details entered are not correct, User needs to click on "**Reject**" radio button and click on "**Submit**" button. In case of rejection of request, Reason for Rejection is mandatory. If details entered are correct, User needs to click on "**Authorize**" radio button and click on "**Submi**t" button to complete the authorization process. Please refer below **Figure 17**.

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Once User clicks on "**Submit**" button, Exit request will get authorized in the NPS Lite System and confirmation window is displayed to the User as given below in **Figure 18**.

At this stage, option is provided to the User to view & download system generated Withdrawal Form.

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	e-GOV is now	Change is gro	an <sup>owth</sup>		X	Atal Pens	ion Yojana / NP	'S Lite
Welcome NPS-Lite Ov	versite Office-160078201						Home	Logout
Contribution Details	Authorize Request	Pay-Out Details	Grievance	Exit Withdrawal Request	Views	Transaction	Download	
		0041	5000018	Back to R 16244	esults Page			
		DDAN	5000018	16244				
		Name	RAIBEN	RAMJIBHALKUMBHAR				
		Name Claim ID	RAIBEN 2390100	RAMJIBHAI KUMBHAR 516				
		Name Claim ID Date of Birth	RAIBEN 2390100 01/06/19	RAMJIBHAI KUMBHAR 616 70				
		Name Claim ID Date of Birth Acknowledgement	RAIBEN 2390100 01/06/19 No 2390100	RAMJIBHAI KUMBHAR 516 70 51601 514				
		PrkAN Name Claim ID Date of Birth Acknowledgement Withdrawal Reques Verification Timesta Click Here to view	RAIBEN 2390100 01/06/19 No 2390100 st has been Verifi amp 05/06/20	RAMJIBHAI KUMBHAR 516 70 51601 3d 23 15:37				

-

Figure 18

On successful authorization of Exit request by Nodal Office/Aggregator, same will get executed in the NPS Lite system and Funds will be transferred to Claimant's Bank Account within stipulated timelines.

*Physical Death Withdrawal Form and supporting documents are not required to be submitted by Nodal Office/Aggregator to Protean-CRA for storage purpose if complete and clear/legible documents are uploaded while capturing online Death withdrawal request in CRA System.* 

### Online Bank Account Verification -

While processing Online Death Withdrawal request, Online Bank Account Verification will be carried out. Bank details and Name of the Nominee/Claimant will be verified through online Bank Account Verification (Penny drop facility). Hence, Bank account number should be active and operative. Also Name of Nominee/Claimant as per CRA and bank record should match. **If Online Bank Account Verification (Penny drop) fails, Death Withdrawal request will be rejected.** 

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