

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SOP)

Reprocessing of Fund Returned cases through My Withdrawal Utility by Subscriber

Version 1.1

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	11.10.2024	1.0	-	Initial Version
2	20.12.2024	1.1	-	Contents (w.r.t. Online bank verification) reviewed and updated.

Index

Sr. No	Topic	Page No
1	Abbreviations	4
2	Fund Remittance and Fund Returned Cases	5
3	Procedure for re-processing of Fund Returned Cases through MWU	6

1. Abbreviations

Abbreviation	Expansion
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Officer
DTO	District Treasury Office
DTA	Directorate of Treasuries & Accounts
Nodal Office	DDO/PAO/PRAO/DTO/DTA registered under NPS
NPS	National Pension System
OTP	One Time Password
PAO	Pay and Accounts Office
PRAN	Permanent Retirement Account Number
MWU	My Withdrawal Utility
MWM	My Withdrawal Module

2. Fund Remittance and Fund Returned Cases

A. Fund Remittance Process:

As per the stipulated process, once withdrawal request is authorized in the CRA system, the same is considered for settlement cycle (T). Subsequently, as per the defined settlement timelines, Trustee Bank transfers the funds to the respective beneficiary bank account within T+2 working day.

B. Fund Returned:

Trustee Bank provides UTR details for the cases wherein funds have been successfully transferred to the beneficiary account. The cases wherein Trustee Bank is not able to transfer the funds are also informed by Trustee Bank along with reason for non-transfer. Some of the major Funds Returned reasons are as follows:

1. Account does not Exist / Incorrect Bank Account
2. Account closed
3. Invalid IFS code
4. Beneficiary name differs
5. Credit limit restriction / Above maximum credit balance, etc.

On Funds Returned, alert is being sent to Subscriber/Claimant on his/her registered Mobile number and Email Id. Also, an alert is being sent to Subscriber's associated Nodal Office for furnishing revised bank details.

C. Processing of Fund Returned Cases:

- Subscriber has option to provide the Correct / Revised bank details to transfer the returned funds to correct / revised bank account. "My Withdrawal Module" (MWM) has been implemented wherein Subscribers have an option to submit correct / revised bank details. As a part of follow up by Protean CRA, Subscribers / Nodal Offices / POPs are made aware of the availability of MWM and they are also advised to submit the revised bank details in MWM.
- Bank details should be correct/valid - During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber 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. Hence, Bank account number and IFS Code should be active and operative. Also Name of Subscriber as per CRA and bank record should match.

3. Procedure for re-processing of Fund Returned Cases through MWU

Subscriber needs to access CRA System www.cra-nsdl.com and click on "My Withdrawal Utility" as given below in **Figure 1**.

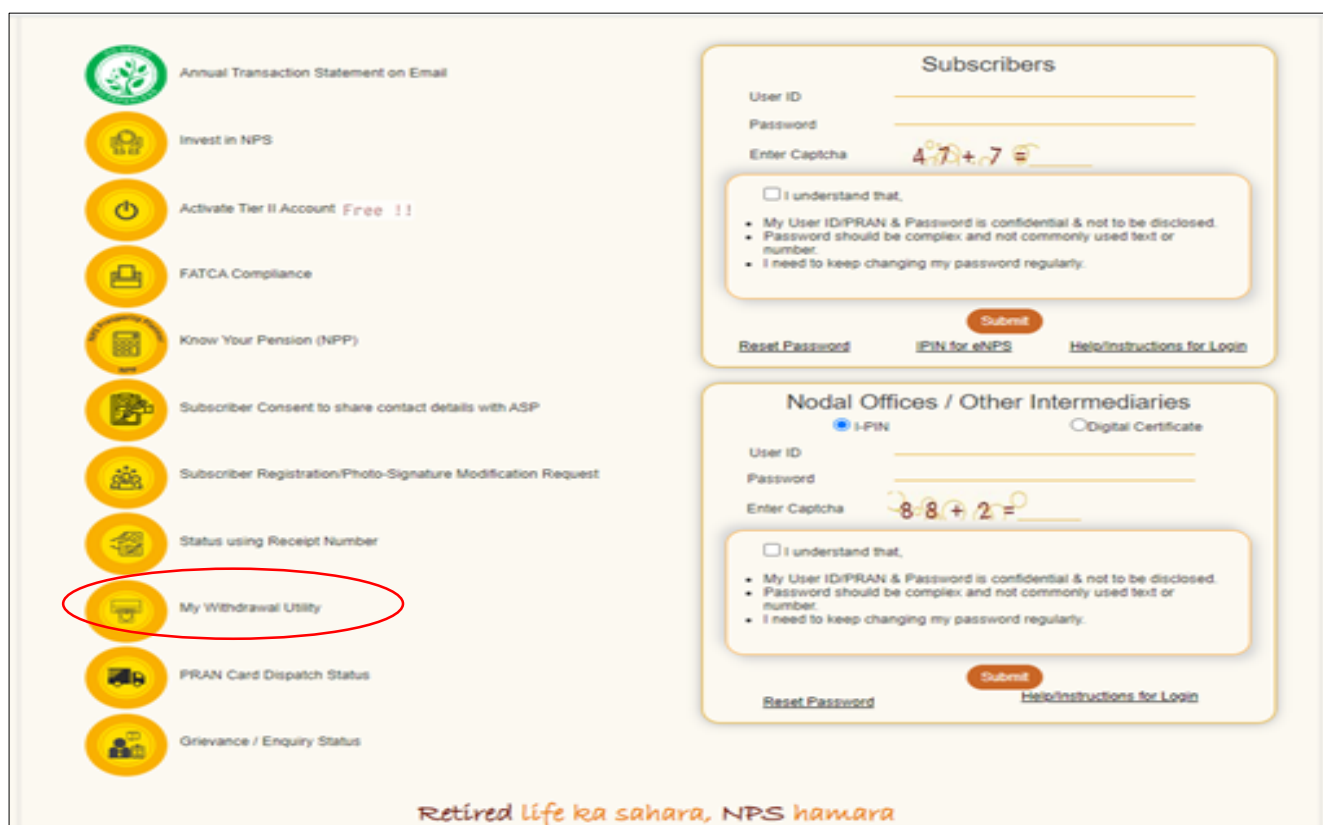
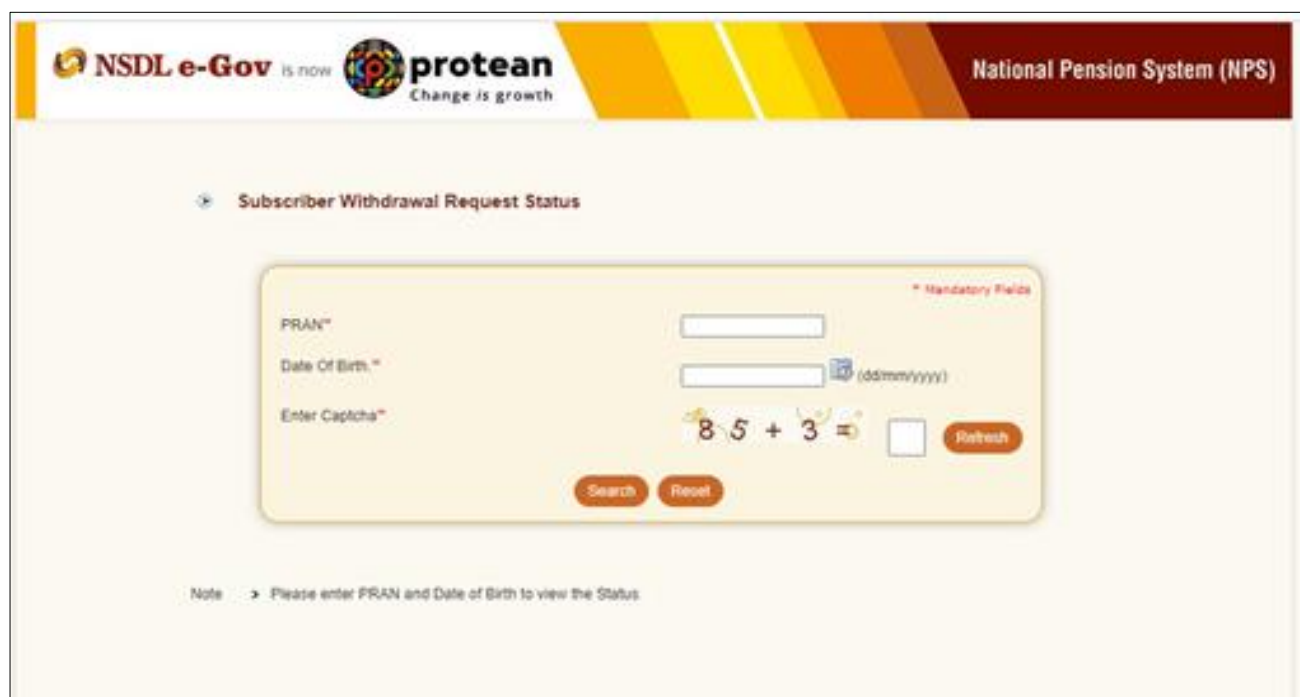


Figure 1

Subscriber needs to enter PRAN, Date of Birth and captacha code and click on "Search" as given below in **Figure 2**.



Subscriber Withdrawal Request Status

* Mandatory Fields

PRAN*

Date Of Birth* (dd/mm/yyyy)

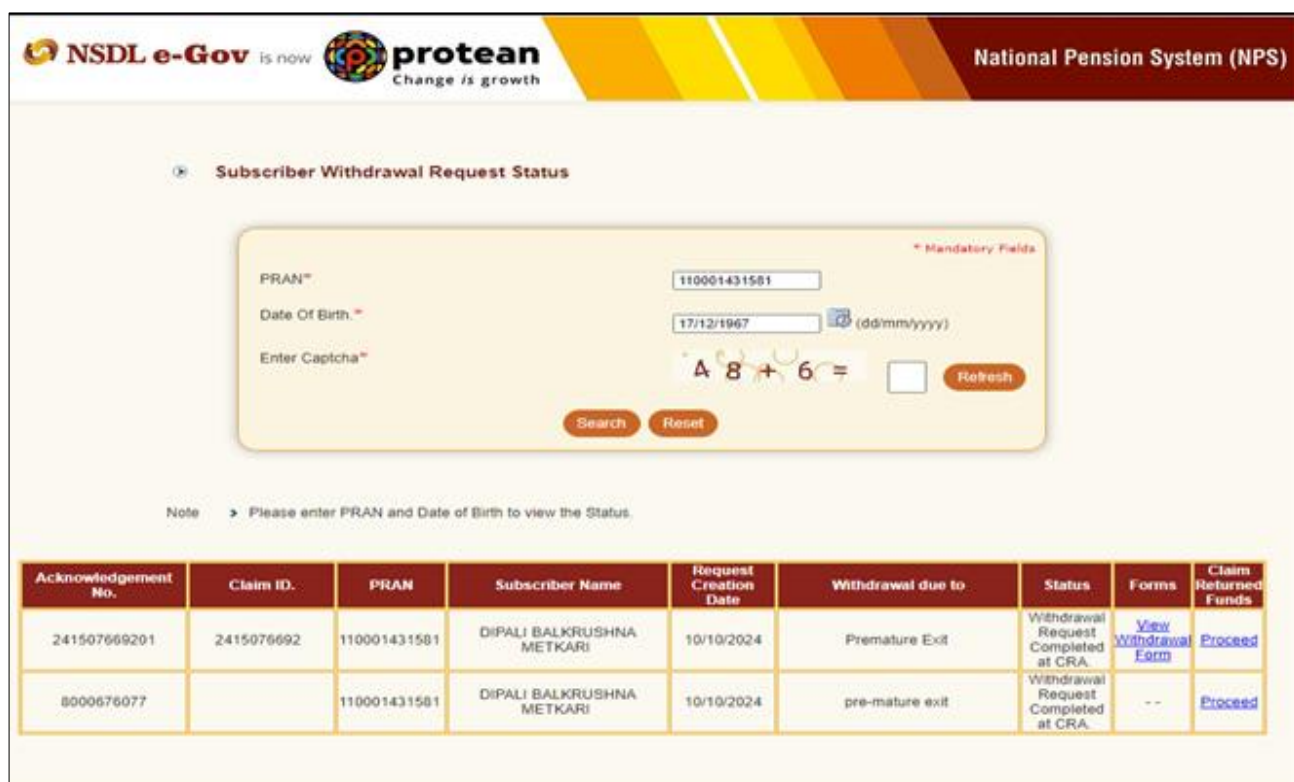
Enter Captcha* 8.5 + 3 = Refresh

Search Reset

Note → Please enter PRAN and Date of Birth to view the Status

Figure 2

At this stage, System will display fund returned cases of PRAN. Refer below screen as shown below in **Figure 3**.



Subscriber Withdrawal Request Status

* Mandatory Fields

PRAN* 110001431581

Date Of Birth* 17/12/1967 (dd/mm/yyyy)

Enter Captcha* A 8 + 6 = Refresh

Search Reset

Note → Please enter PRAN and Date of Birth to view the Status.

Acknowledgement No.	Claim ID.	PRAN	Subscriber Name	Request Creation Date	Withdrawal due to	Status	Forms	Claim Returned Funds
241507669201	2415076692	110001431581	DIPALI BALKRUSHNA METKARI	10/10/2024	Premature Exit	Withdrawal Request Completed at CRA.	View Withdrawal Form	Proceed
8000676077		110001431581	DIPALI BALKRUSHNA METKARI	10/10/2024	pre-mature exit	Withdrawal Request Completed at CRA.	--	Proceed

Figure 3

At this stage, Subscriber will have to click on hyperlink "Proceed" in claim returned funds column. On clicking Proceed link, PRAN of the Subscriber along with Date of Birth will be Auto Populated as given below in **Figure 4**. Subscriber needs to enter captcha and click on "verify PRAN".



The screenshot shows the 'MyWithdrawal' section of the NSDL e-Gov website. The header includes the NSDL e-Gov logo, the protean logo, and the text 'National Pension System (NPS)'. The user ID is 110001431581. The form contains the following fields:

- Permanent Retirement Account Number (PRAN)*: 110001431581
- Date of Birth (DD/MM/YYYY)*: 17/12/1967
- Enter Captcha*: 8 7 + 5 = 92

A red box highlights the 'Verify PRAN' button. Below the form, a note states: 'For Fund return Cases: The provision to submit updated bank details is applicable only to transfer of funds which were returned due to incorrect bank details registered with PCRA. In case you need to update bank details in your PRAN, please submit Change request form to Nodal Office/POP or update bank details online.'

Figure 4

At this stage, after clicking on "Verify PRAN", OTP will be sent on subscriber's registered mobile No. as given below in **Figure 5** and same will have to be entered & verified as shown in **Figure 6**.



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National Pension System (NPS)

User id: 110001431581 [Back to Main Menu](#)

MyWithdrawal

OTP sent to registered mobile number 704*****0

Permanent Retirement Account Number (PRAN)*

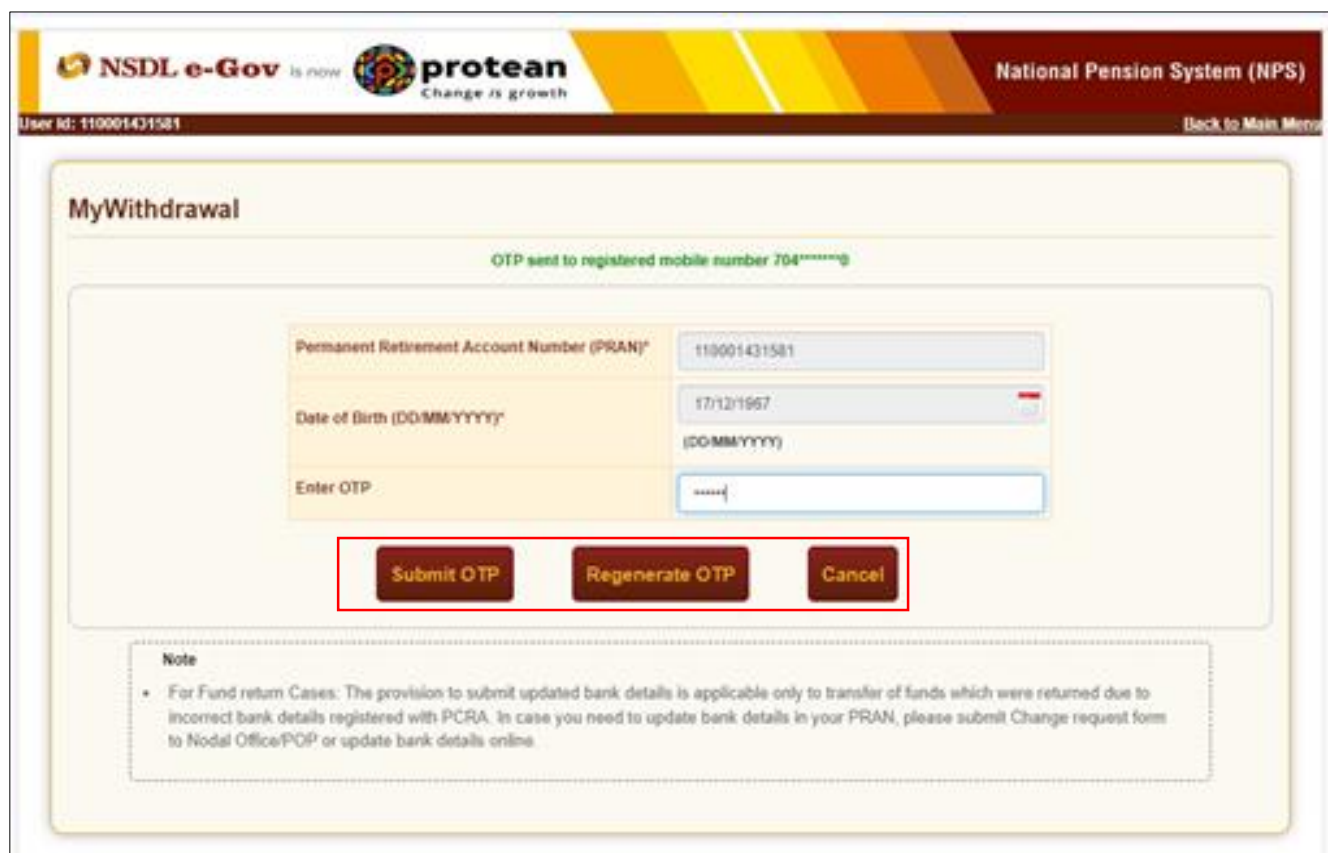
Date of Birth (DD/MM/YYYY)*
(DD/MM/YYYY)


Enter OTP

Note

- For Fund return Cases: The provision to submit updated bank details is applicable only to transfer of funds which were returned due to incorrect bank details registered with PCRA. In case you need to update bank details in your PRAN, please submit Change request form to Nodal Office/POP or update bank details online.

Figure 5



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National Pension System (NPS)

User id: 110001431581 [Back to Main Menu](#)

MyWithdrawal

OTP sent to registered mobile number 704*****0

Permanent Retirement Account Number (PRAN)*

Date of Birth (DD/MM/YYYY)*
(DD/MM/YYYY)

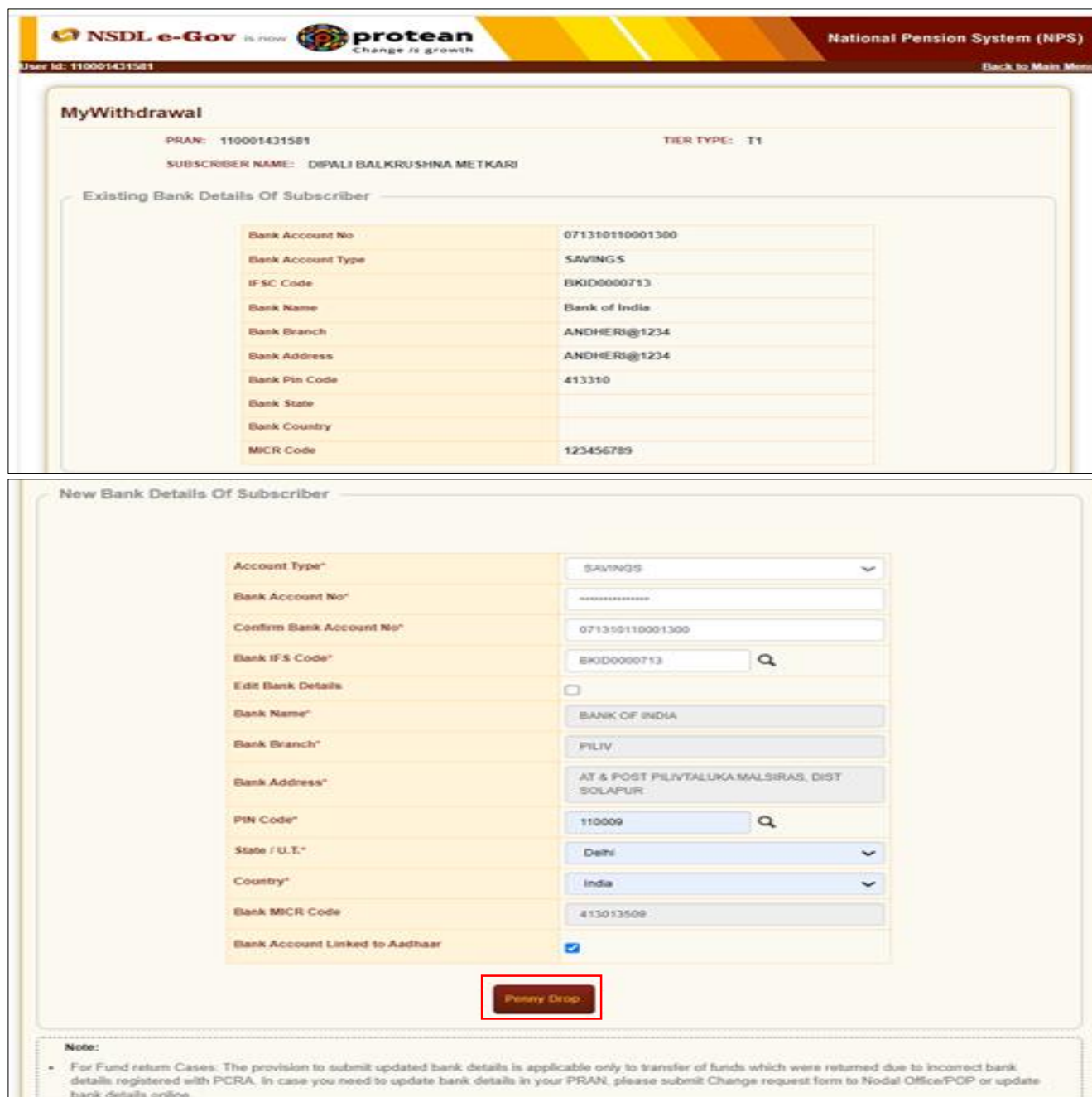
Enter OTP

Note

- For Fund return Cases: The provision to submit updated bank details is applicable only to transfer of funds which were returned due to incorrect bank details registered with PCRA. In case you need to update bank details in your PRAN, please submit Change request form to Nodal Office/POP or update bank details online.

Figure 6

At this stage, System will display below screen as shown below in **Figure 7**. User is required to update correct/enter new Bank details.



MyWithdrawal

PRAN: 110001431581 TIER TYPE: T1
 SUBSCRIBER NAME: DIPALI BALKRUSHNA METKARI

Existing Bank Details Of Subscriber

Bank Account No	071310110001300
Bank Account Type	SAVINGS
IFSC Code	BKID0000713
Bank Name	Bank of India
Bank Branch	ANDHERI@1234
Bank Address	ANDHERI@1234
Bank Pin Code	413310
Bank State	
Bank Country	
MICR Code	123456789

New Bank Details Of Subscriber

Account Type*	SAVINGS
Bank Account No*	*****
Confirm Bank Account No*	071310110001300
Bank IFSC Code*	BKID0000713
Edit Bank Details	<input type="checkbox"/>
Bank Name*	BANK OF INDIA
Bank Branch*	PILIV
Bank Address*	AT & POST PILIVTALUKA MALSRAS, DIST SOLAPUR
PIN Code*	110009
State / U.T.*	Delhi
Country*	India
Bank MICR Code	413013508
Bank Account Linked to Aadhaar	<input checked="" type="checkbox"/>

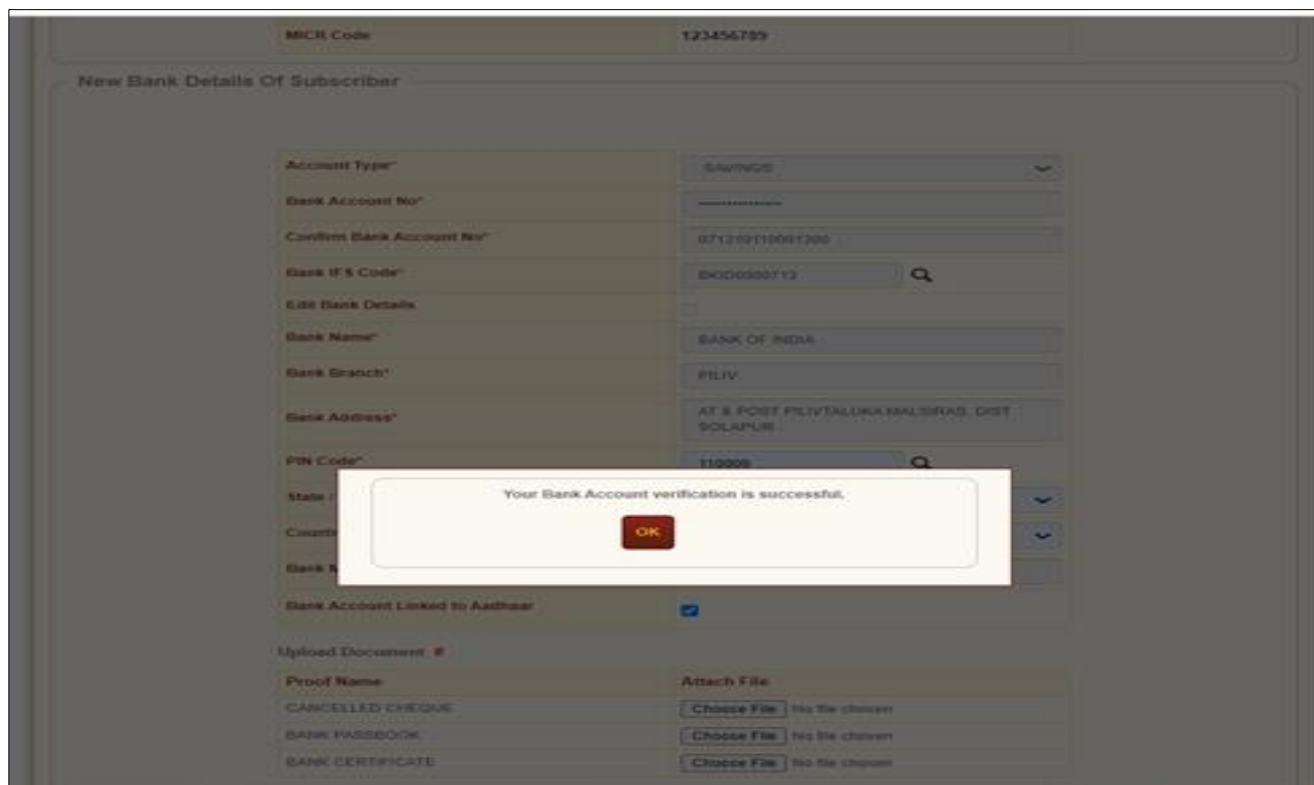
Penny Drop

Note:

- For Fund return Cases: The provision to submit updated bank details is applicable only to transfer of funds which were returned due to incorrect bank details registered with PCRA. In case you need to update bank details in your PRAN, please submit Change request form to Nodal Officer/POP or update bank details online

Figure 7

At this stage, after clicking on "Penny Drop" tab, Provided Bank Account of the Subscriber and Name of Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). On successful verification, a Pop-up message will display to the Subscriber i.e. "Your Bank Verification is Successful". Subscriber needs to click on "OK" button as shown in **Figure 8**.



MICR Code: 123456789

New Bank Details Of Subscriber

Account Type: SAVINGS

Bank Account No: [REDACTED]

Confirm Bank Account No: 071310110001300

Bank IF S Code: BKID0000713

Bank Name: BANK OF INDIA

Bank Branch: PILIV

Bank Address: AT & POST PILIV TALUKA MALSHIRAS, DIST. SOLAPUR

Pin Code: 110006

State: [REDACTED]

Country: [REDACTED]

Bank Account Linked to Aadhaar:

Upload Document #

Proof Name: Attach File

CANCELLED CHEQUE: No file chosen

BANK PASSBOOK: No file chosen

BANK CERTIFICATE: No file chosen

Modal Message: Your Bank Account verification is successful.

Modal Button: OK

Figure 8

At this stage, after clicking on "OK" button, subscriber needs to click on "Confirm" button to proceed further. Subscriber may upload supporting bank details such as Cancelled cheque/Bank Statement/Bank Passbook if Penny Drop is Successful as shown in **Figure 9**.



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National Pension System (NPS)

User ID: 110001431581 Back to Main Menu

MyWithdrawal

PRAN: 110001431581 TIER TYPE: T1

SUBSCRIBER NAME: DIPALI BALKRUSHNA METKARI

Existing Bank Details Of Subscriber

Bank Account No	071310110001300
Bank Account Type	SAVINGS
IFSC Code	BKID0000713
Bank Name	Bank of India
Bank Branch	ANDHERI@1234
Bank Address	ANDHERI@1234
Bank Pin Code	413310
Bank State	
Bank Country	
MICR Code	123456789

New Bank Details Of Subscriber

Account Type*	SAVINGS
Bank Account No*	XXXXXXXXXXXX
Confirm Bank Account No*	071332110001300
Bank IFS Code*	BIOD0000713
Edit Bank Details	<input type="checkbox"/>
Bank Name*	BANK OF INDIA
Bank Branch*	PILIV
Bank Address*	AT & POST PILIVTALUKA, MALSIRAS, DIST SOLAPUR
PIN Code*	110009
State / U.T.*	Delhi
Country*	India
Bank MICR Code	412013509
Bank Account Linked to Aadhaar	<input checked="" type="checkbox"/>

Upload Document #

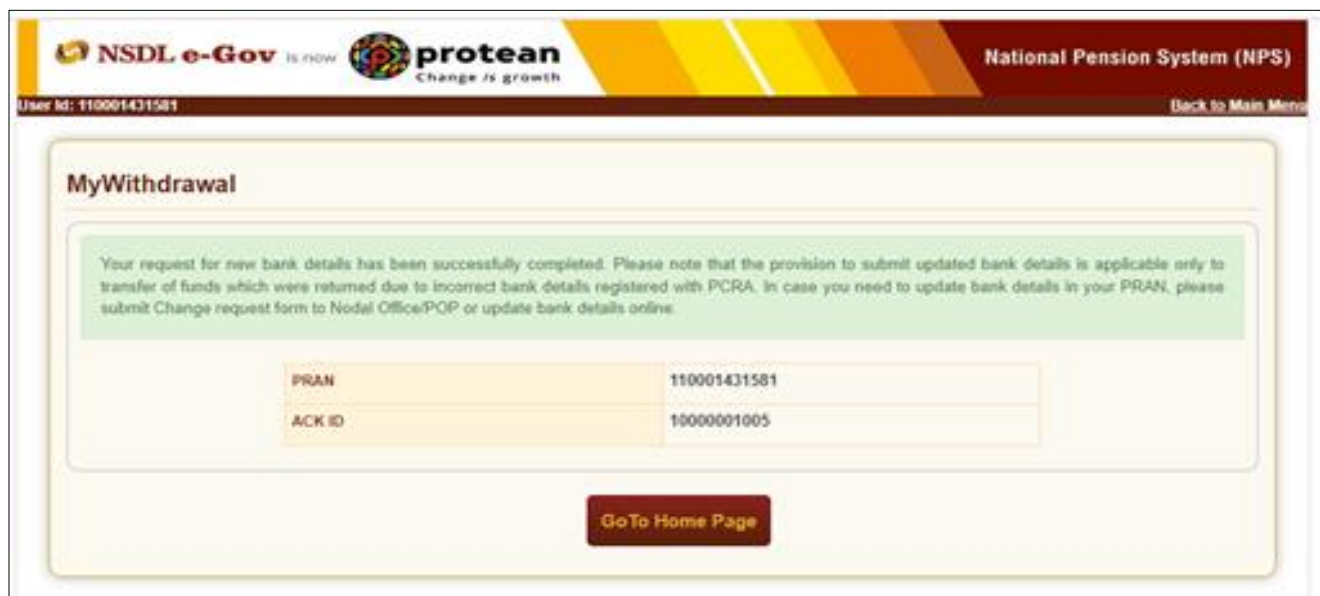
Proof Name	Attach File
CANCELLED CHEQUE	<input type="button" value="Choose File"/> No file chosen
BANK PASSBOOK	<input type="button" value="Choose File"/> No file chosen
BANK CERTIFICATE	<input type="button" value="Choose File"/> No file chosen

Note:

- For Fund return Cases: The provision to submit updated bank details is applicable only to transfer of funds which were returned due to incorrect bank details registered with PCRA. In case you need to update bank details in your PRAN, please submit Change request form to Nodal Office/POP or update bank details online.
- Online Bank Account Verification will be successful only for Panny Drop with name match successful requests.
- Only 'jpeg', 'jpg', 'png' & 'pdf' formats are allowed for document upload with maximum size of 2 MB.

Figure 9

At this stage, after clicking on confirm "button" System will display a Pop-up message to the Subscriber i.e. "Your request for new bank details has been successfully completed as shown in **Figure 10**.



MyWithdrawal	
Your request for new bank details has been successfully completed. Please note that the provision to submit updated bank details is applicable only to transfer of funds which were returned due to incorrect bank details registered with PCRA. In case you need to update bank details in your PRAN, please submit Change request form to Nodal Office/POP or update bank details online.	
PRAN	110001431581
ACK ID	10000001005
Go To Home Page	

Figure 10

On submission of revised bank proof in MWM, returned funds will be transferred to provided/revised bank details by CRA.

Note: My Withdrawal Utility (MWU) is not applicable to fund returned cases on account of Death & Family Pension.
