

Protean eGov Technologies Limited



protean

Change is growth

STANDARD OPERATING PROCEDURE (SOP)

Initiation of Online Exit request by Subscriber and Verification & Authorization of Exit request by Nodal Office

Version 1.2

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	22.01.2024	1.1	-	Mandatory Name verification during Penny Drop
3	19.07.2024	1.2	-	Multiple annuity scheme at the time of processing of final exit request

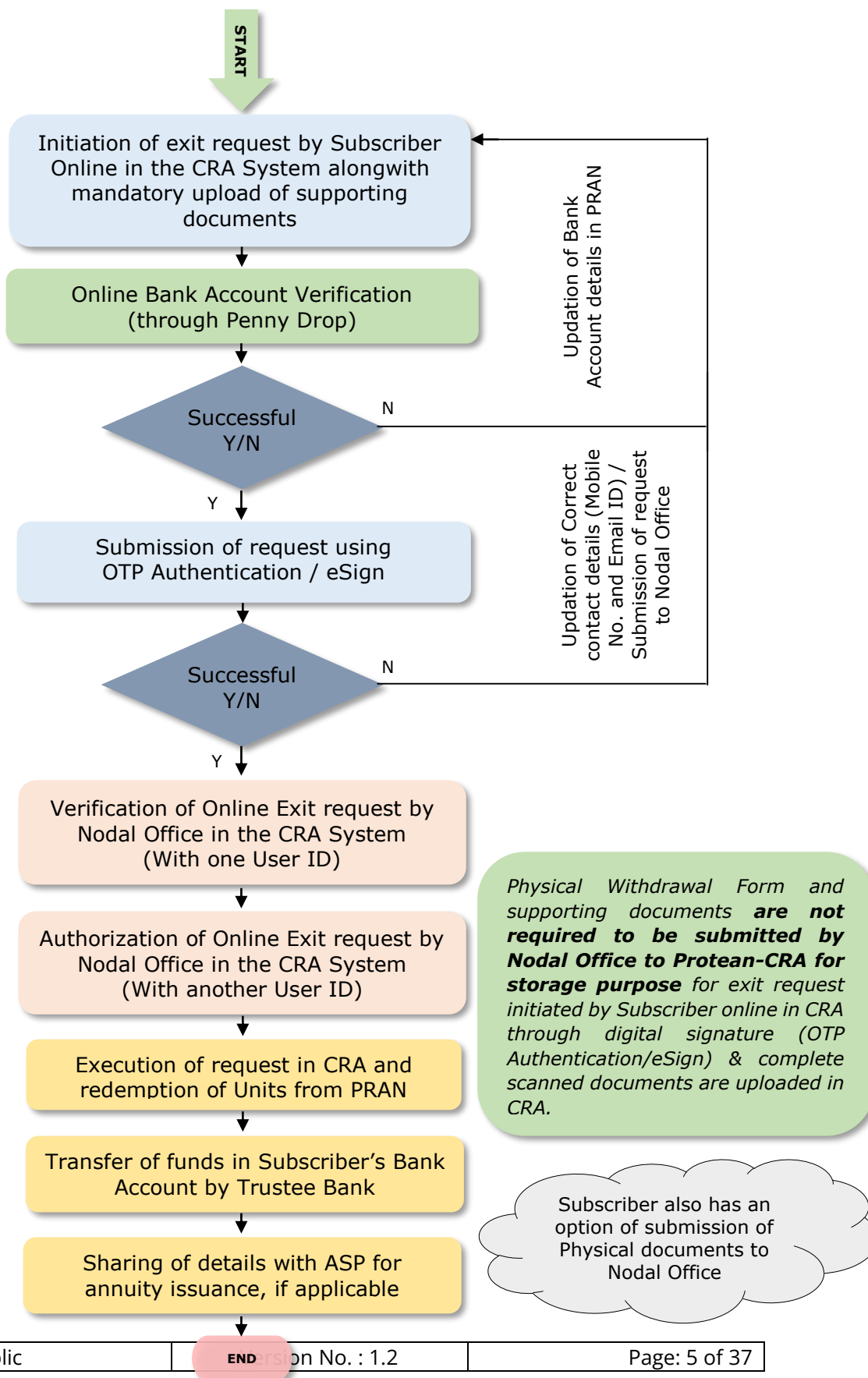
Index

Sr. No	Topic	Page No.
1	Abbreviations	4
2	Process Flow – Processing of Online Exit request of Subscriber	5
3	Preface	6
4	Procedure for Processing Online Exit request of Subscriber	7
5	Initiation of Online Exit request in CRA System by Subscriber	9
6	Section I- Process for completion of Online Exit request using OTP Authentication	23
7	Section II- Process for completion of Online Exit request using eSign	24
8	Verification of Online Exit request in CRA System by Nodal Office	27
9	Authorization of Online Exit request in CRA System by Nodal Office	31
10	Annuity Issuance Process	37

1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Office
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
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office
UIDAI	Unique Identification Authority of India

2. Process Flow – Processing of Online Exit request of Subscriber



3. Preface

As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers:

- **Superannuation Exit:** When a Subscriber reaches the age of Superannuation/retirement, at least 40% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber.

In case, total corpus in NPS account is less than or equal to Rs. 5 Lakh, Subscriber can avail the option of complete (100%) Withdrawal as lump sum.

By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 75 years as per the choice of the subscriber at the time of superannuation exit. For more information on SLW, please visit <https://npscra.nsdl.co.in>.

- **Pre-mature Exit:** In case of pre-mature exit from NPS (exit before attaining the age of Superannuation/retirement), at least 80% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as a lump sum to the Subscriber.

In case, total corpus in NPS account is less than or equal to Rs. 2.5 Lakh, the Subscriber can avail the option of complete (100%) Withdrawal.

For the Central Govt. Subscribers covered under Central Civil Services (CCS) Rule 2021, Exit request will be processed after 90 days from date of resignation.

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

4. Procedure for Processing Online Exit request of Subscriber

A. Pre-requisite for Exit:

The 10-digit Claim ID is required to initiate Exit request. Claim ID is generated by CRA six months before attaining the age of superannuation/retirement. The Claim ID is communicated to Subscribers through SMS/email alerts by CRA. **At the time of initiating superannuation exit request in CRA, the Claim ID gets auto-populated in online exit request.** In case of superannuation, the request can be initiated in CRA system six months before reaching the age of superannuation/retirement of Subscriber. Though request will get executed in the CRA system on attaining the age of superannuation/retirement.

In case of pre-mature exit, the Subscriber is required to approach associated Nodal Office for generation of Claim ID. Nodal Office will generate Claim ID online in the CRA system and communicate the same to Subscriber. Or else, Nodal Office can generate Claim ID after receipt of Pre-mature exit Form from Subscriber.

Subscriber should ensure following before initiating Exit request:

- ✓ NPS account is FATCA compliant – Exit from NPS is not allowed if PRAN is not FATCA-compliant.
- ✓ PAN is registered in NPS account.
- ✓ Subscriber details (like address, contact details, etc.) are updated in NPS account.
- ✓ Bank details should be correct/valid - *During request initiation, Bank Account 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.***
- ✓ Subscriber is required to submit the withdrawal request using OTP Authentication / eSign using Aadhaar. Hence, valid Mobile Number and email ID of the Subscriber should be registered in CRA to receive OTP as part of OTP Authentication. Or, for eSign using Aadhaar, Subscriber's Mobile Number registered with Aadhaar should be valid to receive OTP as part of eSign. *eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI*

If required, the Subscriber can update above details online in CRA system (www.cra-nsdl.com) by logging with PRAN as User ID & Password. Alternatively, the Subscriber can submit physical request to associated Nodal Office for modification of details and then initiate exit request.

B. Brief steps to be followed by Subscriber and Nodal Office:

• **Initiation of Online Exit request by Subscriber:**

- ✓ Initiation of Exit request by Subscriber online in CRA system (www.cra-nsdl.com) by logging with PRAN as User ID & Password. *During request initiation, Bank Account and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility).*
- ✓ Mandatory Upload of valid and legible KYC Documents (Identity & Address Proof), copy of PRAN card/ePRAN and Bank Proof. Scanned documents should be appropriate i.e. scanned images should be legible and all documents to be uploaded in a single file.
- ✓ Verification of Exit request through OTP sent on registered Mobile Number
- ✓ Submission of request using digital signature (OTP Authentication / eSign)

- **Verification & Authorization of Online Exit request by Nodal Office:**

- ✓ Verification of Exit request by Nodal Office in the CRA System (www.cra-nsdl.com) with One User ID.
- ✓ Authorization of Exit request by Nodal Office in the CRA System with Other User ID.
- ✓ On authorization of Exit request by Nodal Office, the request will get executed in the CRA system.
- ✓ For Superannuation Exit, if Subscriber has not completed Superannuation/retirement, request will get executed in CRA system after completion of Superannuation/retirement.

- **Paperless Process - Physical Withdrawal Form is not required to be submitted to Nodal Office:**

- ✓ Exit process is a paperless process wherein Subscriber is not required to submit any physical documents or not required to visit Nodal Office to process his/her Exit request.
- ✓ Subscriber is mandatorily required to upload valid and legible scanned documents [Identity & Address Proof, copy of PRAN card/ePRAN and Bank Proof] while initiating exit request online in CRA and submit through digital signature (OTP Authentication/eSign).
- ✓ ***Though Subscriber may opt for submission of physical Withdrawal Form and documents to Nodal Office.***

This document describes the detailed procedure to be followed by Subscribers and Nodal Offices for processing Exit requests. **The process mentioned below is for Superannuation exit. Similar process/steps are applicable for Pre-mature exit as well. The conditions mentioned above for superannuation exit, pre-mature exit, as relevant would be applicable while initiating exit request.**

5. Steps to initiate Online Exit request in CRA System by Subscriber

In order to initiate Online Exit request, Subscriber needs to login to CRA system www.cra-nsdl.com with PRAN as User ID & Password as given below in **Figure 1**.

Figure 1

Subscriber needs to click on Menu “Exit from NPS” and select sub menu “Initiate Request” as given below in **Figure 2**.

Figure 2

At this stage, Subscriber needs to select Withdrawal type as “Superannuation” from the Drop down menu as shown below in **Figure 3**. In case Premature Exit, the Subscriber will select withdrawal type as “Premature Exit”.

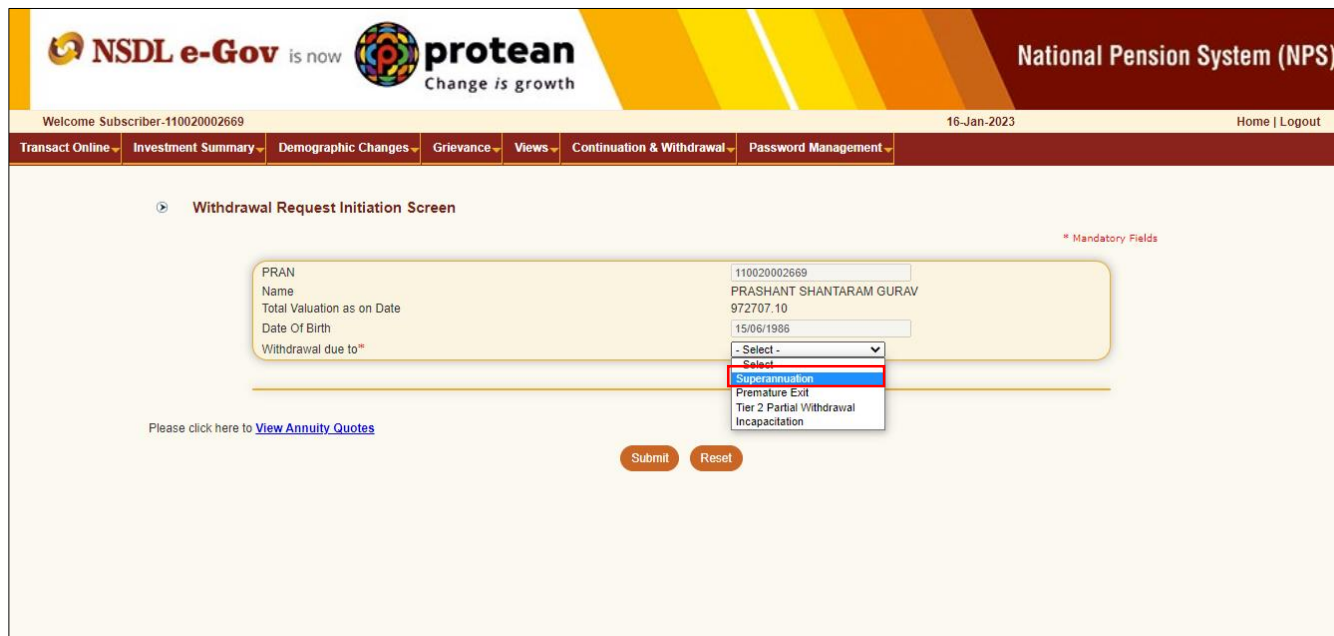


Figure 3

At this stage, two options will be displayed to the Subscribers viz. **“Continue in NPS”** and **“Exit From NPS”**.

- 1) If Subscriber wishes to continue his/her account under NPS till 75 years, he/she needs to click on **“Continue in NPS”** Tab. Subscriber will be re-directed to continuation page wherein Subscriber is required to submit his/her continuation request.
- 2) If Subscriber wishes to exit from NPS, he/she needs to click on **“Exit From NPS”** Tab. Please refer below **Figure 4**.

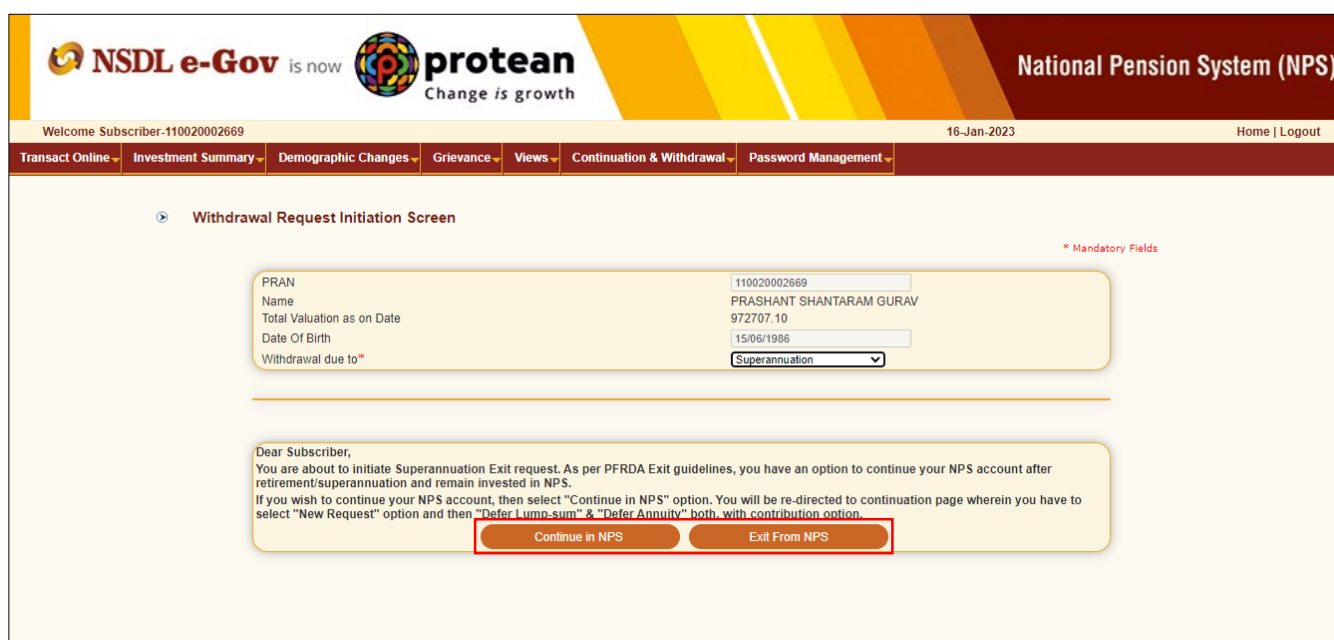
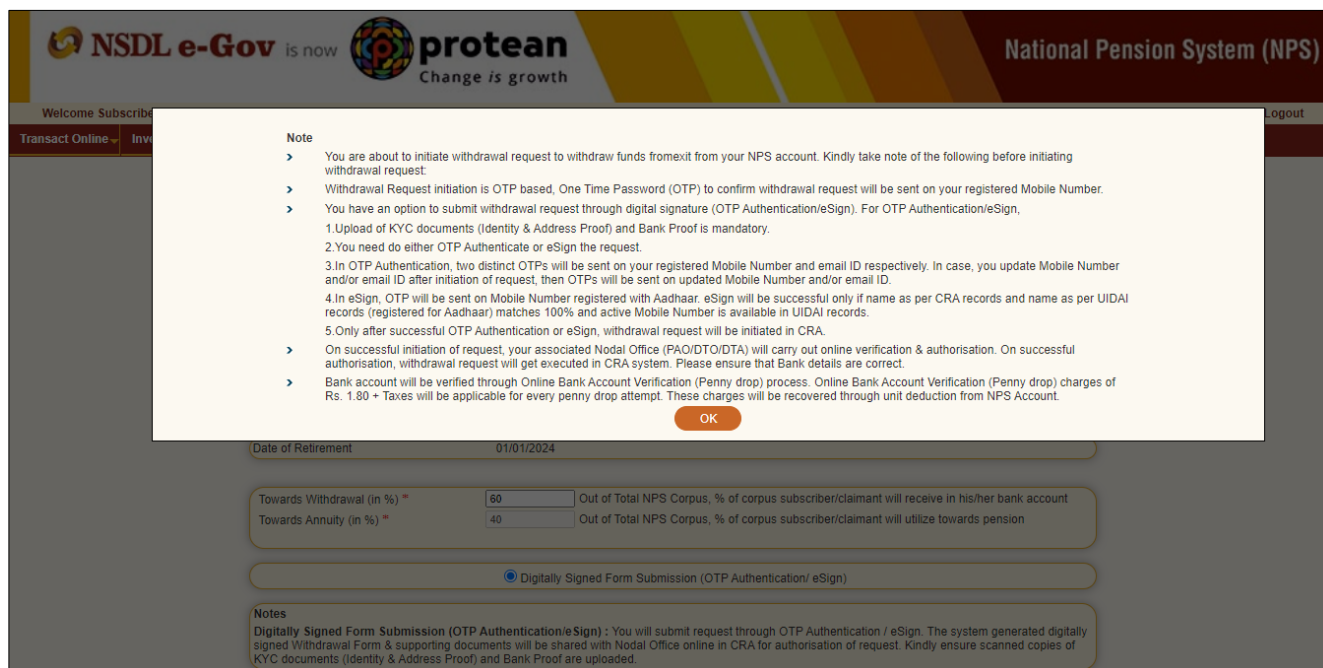


Figure 4

SOP on Initiation & Authorization of Online Exit request under NPS

At this stage, System will display a Pop-up message after clicking on “Exit From NPS” tab. Pop-up message will contain information related to Verification of request through OTP, Mandatory upload of documents, OTP authentication/eSign of withdrawal request etc. Subscriber is required to click on ‘OK’ button. Please refer below **Figure 5**.



The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. A pop-up window displays the following information:

Note

- > You are about to initiate withdrawal request to withdraw funds from your NPS account. Kindly take note of the following before initiating withdrawal request
- > Withdrawal Request initiation is OTP based, One Time Password (OTP) to confirm withdrawal request will be sent on your registered Mobile Number.
- > You have an option to submit withdrawal request through digital signature (OTP Authentication/eSign). For OTP Authentication/eSign,
 - 1.Upload of KYC documents (Identity & Address Proof) and Bank Proof is mandatory.
 - 2.You need do either OTP Authenticate or eSign the request.
 - 3.In OTP Authentication, two distinct OTPs will be sent on your registered Mobile Number and email ID respectively. In case, you update Mobile Number and/or email ID after initiation of request, then OTPs will be sent on updated Mobile Number and/or email ID.
 - 4.In eSign, OTP will be sent on Mobile Number registered with Aadhaar. eSign will be successful only if name as per CRA records and name as per UIDAI records (registered for Aadhaar) matches 100% and active Mobile Number is available in UIDAI records.
 - 5.Only after successful OTP Authentication or eSign, withdrawal request will be initiated in CRA.
- > On successful initiation of request, your associated Nodal Office (PAO/DTO/DTA) will carry out online verification & authorisation. On successful authorisation, withdrawal request will get executed in CRA system. Please ensure that Bank details are correct.
- > Bank account will be verified through Online Bank Account Verification (Penny drop) process. Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from NPS Account.

Below the note, there is an "OK" button. The background interface shows fields for "Date of Retirement" (01/01/2024), "Towards Withdrawal (in %)" (60), and "Towards Annuity (in %)" (40). There are also radio buttons for "Digitally Signed Form Submission (OTP Authentication/ eSign)" and "Physical Form Submission".

Figure 5

At this stage, corpus of the Subscriber as on date is also displayed at the field “Total Valuation as on Date” which helps Subscriber to identify whether he is eligible for complete withdrawal or not.

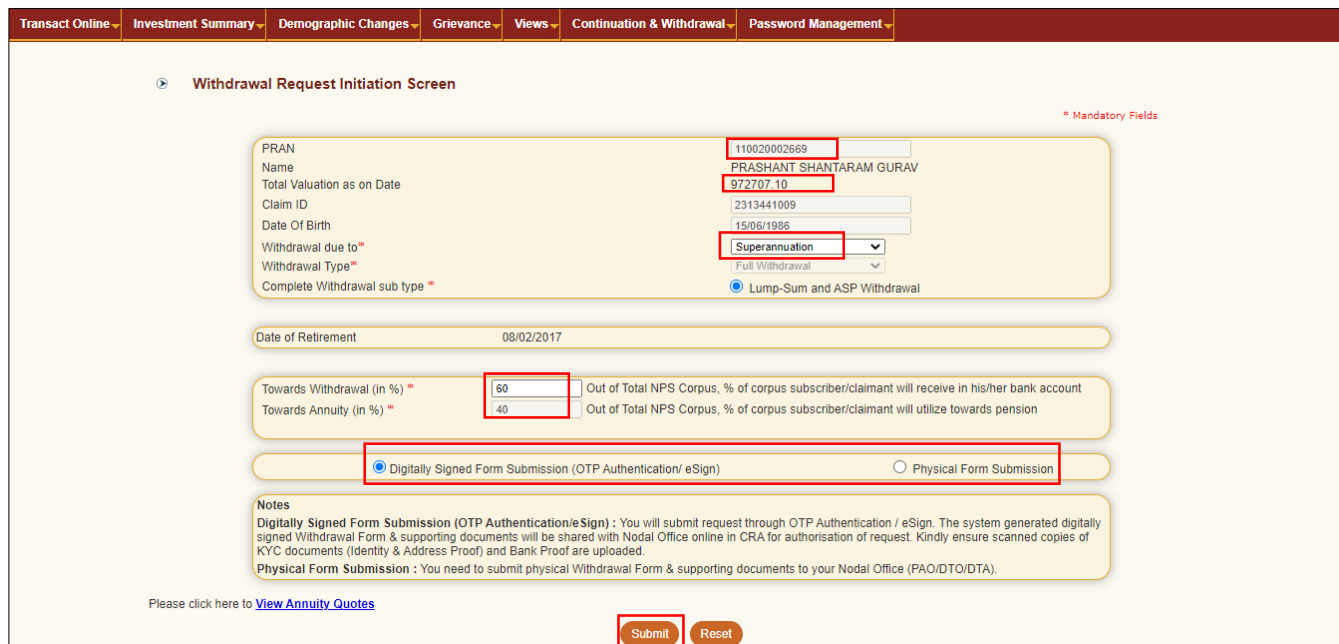
Subscriber needs to provide withdrawal fund allocation percentage. In case corpus is greater than Rs. 5 Lakhs, then percentage towards Lump sum is displayed as 60% and percentage towards annuity as 40%. Subscriber can also utilize more than 40% pension wealth for annuity, as per his/her choice. In case corpus is less than or equal to Rs. 5 Lakhs, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%.

Further, at this stage, two radio buttons will be displayed to the Subscriber viz. “**Digitally Signed Form Submission (OTP Authentication/eSign)**” and “**Physical Form Submission**”.

- Subscriber is required to click on “**Digitally Signed Form Submission (OTP Authentication/eSign)**” radio button to submit the withdrawal request using OTP Authentication / eSign. In this option, Subscriber is not required to submit physical documents to Nodal Office.
- *If OTP Authentication / eSign is not possible, then Subscriber needs to click on “**Physical Form Submission**” radio button and initiate exit request. After initiating exit request, Subscriber is required to submit Physical Withdrawal Form and Supporting Documents to his/her associated Nodal Office to verify and authorize the exit request.*

Please refer below **Figure 6**.

SOP on Initiation & Authorization of Online Exit request under NPS



Withdrawal Request Initiation Screen

* Mandatory Fields

PRAN: 11002002669
 Name: PRASHANT SHANTARAM GURAV
 Total Valuation as on Date: 972707.10
 Claim ID: 2313441009
 Date Of Birth: 15/06/1986
 Withdrawal due to: Superannuation
 Withdrawal Type: Full Withdrawal
 Complete Withdrawal sub type: Lump-Sum and ASP Withdrawal

Date of Retirement: 08/02/2017

Towards Withdrawal (in %): 60
 Towards Annuity (in %): 40

Digitally Signed Form Submission (OTP Authentication/ eSign) Physical Form Submission

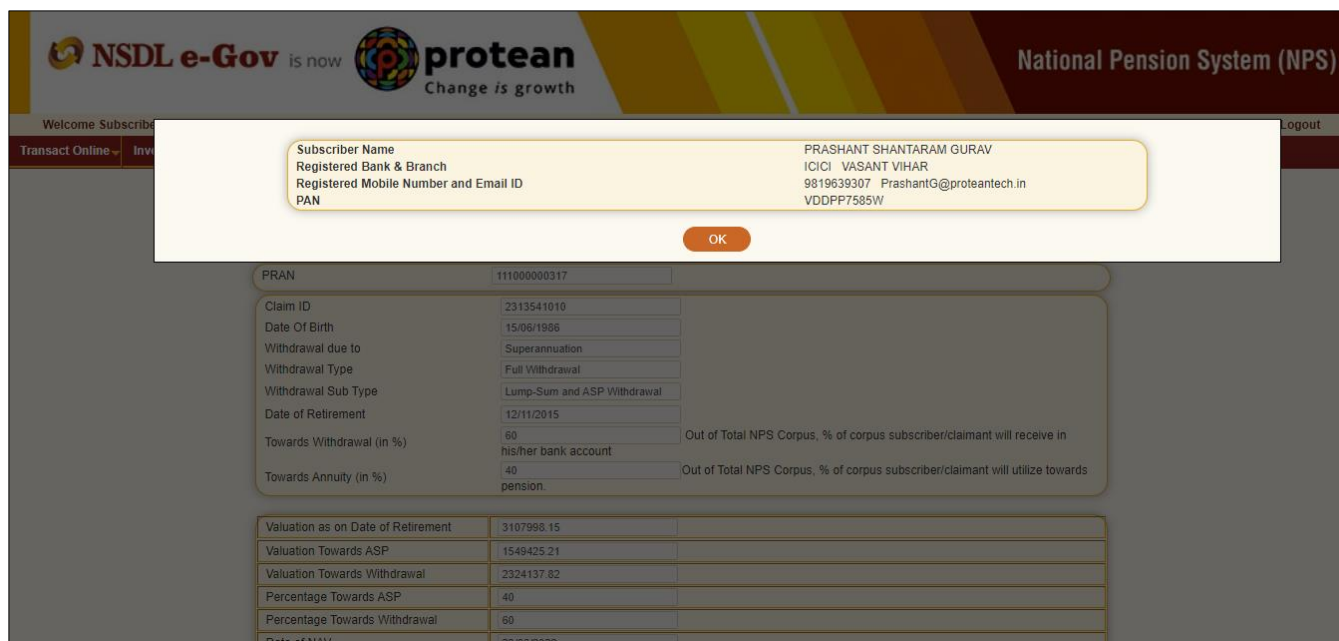
Notes
 Digitally Signed Form Submission (OTP Authentication/ eSign) : You will submit request through OTP Authentication / eSign. The system generated digitally signed Withdrawal Form & supporting documents will be shared with Nodal Office online in CRA for authorisation of request. Kindly ensure scanned copies of KYC documents (Identity & Address Proof) and Bank Proof are uploaded.
 Physical Form Submission : You need to submit physical Withdrawal Form & supporting documents to your Nodal Office (PAO/DTO/DTA).

Please click here to [View Annuity Quotes](#)

Submit **Reset**

Figure 6

At this stage, System will display a Pop-up message after clicking on “Submit” button. Subscriber is required to click on ‘OK’ button. The Pop-up contains information on Subscriber’s Bank, Mobile Number, email ID and PAN. Please refer below **Figure 7**.



Subscriber Name
 Registered Bank & Branch: ICICI VASANT VIHAR
 Registered Mobile Number and Email ID: 9819639307 PrashantG@proteantech.in
 PAN: VDDPP7585W

OK

PRAN	11100000317
Claim ID	2313541010
Date Of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Retirement	12/11/2015
Towards Withdrawal (in %)	60 Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account
Towards Annuity (in %)	40 Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards pension.
Valuation as on Date of Retirement	3107998.15
Valuation Towards ASP	1549425.21
Valuation Towards Withdrawal	2324137.82
Percentage Towards ASP	40
Percentage Towards Withdrawal	60
Date of NAV	28/06/2022

Figure 7

At this stage, Subscriber needs to select his/her Marital Status. If Subscriber is Married & Spouse is alive, then Subscriber needs to enter Spouse Name, Spouse Gender, Spouse DOB etc. Similarly, the Subscriber needs to capture other family member’s details.

SOP on Initiation & Authorization of Online Exit request under NPS

Then Subscriber needs to select Annuity Service Provider from the drop down list. List of the Annuity Service Providers is displayed on the basis of Age and Corpus of the Subscriber. Further, Subscriber needs to select Annuity Scheme. Under 'Select Annuity Scheme', The option of multiple Annuities from the same ASP is available for those Subscribers who earmark the annuity corpus more than Rs 10 lakhs wherein Rs 5 lakhs utilized to buy each annuity scheme. List of Annuity Schemes is displayed on the basis of Marital Status of the Subscriber. Subscriber needs to select Annuity Frequency from the drop down menu. Please refer below **Figure 8**.



Withdrawal Request Initiation Screen

* Mandatory Fields

PRAN: 11100000317

Claim ID: 2313541010

Date Of Birth: 15/06/1986

Withdrawal due to: Superannuation

Withdrawal Type: Full Withdrawal

Withdrawal Sub Type: Lump-Sum and ASP Withdrawal

Date of Retirement: 12/11/2015

Towards Withdrawal (in %): 60 Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account

Towards Annuity (in %): 40 Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards pension.

Valuation as on Date of Retirement	3107998.15
Valuation Towards ASP	1549425.21
Valuation Towards Withdrawal	2324137.82
Percentage Towards ASP	40
Percentage Towards Withdrawal	60
Date of NAV	29/06/2022

Marital status: Married

Spouse Alive: Alive

Spouse Gender: Female

Spouse First Name: PRAJAKTA

Spouse Middle Name: PRASHANT

Spouse Last Name: GURAV

Spouse DOB: 14/01/1988 (dd/mm/yyyy)

Spouse PAN:

Orphan Status:

Mother Alive: Select

Father Alive: Select

Child 1 Alive: Select

Child 2 Alive: Select

Child 3 Alive: Select

Pension Frequency: Monthly

Select ASP Scheme Cancel

ASP Names: SBI Life Insurance Co. Ltd

Scheme Names: Annuity payable for life with 100% annuity payable to spouse on death of annuitant

Beneficiary Name: PRASHANT SHANTARAM GURAV



Relation with Subscriber: Self

submit Cancel

[Click here for ASP Quotes](#)

Figure 8

At this stage, various options selected along with existing address are displayed to the Subscriber. Also option is available to the Subscriber to provide Maiden Name (only in case of female Subscriber) and CKYC Number. However, these two fields Maiden Name & CKYC Number are non-mandatory. Please refer below **Figure 9**.


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National Pension System (NPS)

Welcome Subscriber-11100000317
16-Jan-2023
Home | Logout

Transact Online |
 Investment Summary |
 Demographic Changes |
 Grievance |
 Views |
 Continuation & Withdrawal |
 Password Management

◀ **Withdrawal Request Initiation Screen**

Subscriber Details

PRAN	111000000317
Subscriber Name	PRASHANT SHANTARAM GURAV
Claim ID	2313541010
Date Of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	<input type="text"/>
CKYC Number	<input type="text"/>
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	PRAJAKTA PRASHANT GURAV
Spouse DOB	14/01/1988
Spouse PAN	
Entity Reg. No.	2000390
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	12/11/2015
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

ASP Withdrawal Details

Amount to be invested in Annuity	1549425.21
Name of ASP	SBI Life Insurance Co. Ltd
Scheme	Annuity payable for life with 100% annuity payable to spouse on death of annuitant
Beneficiary Name	PRASHANT SHANTARAM GURAV
Relation with Subscriber	Self

Subscriber Correspondence Address

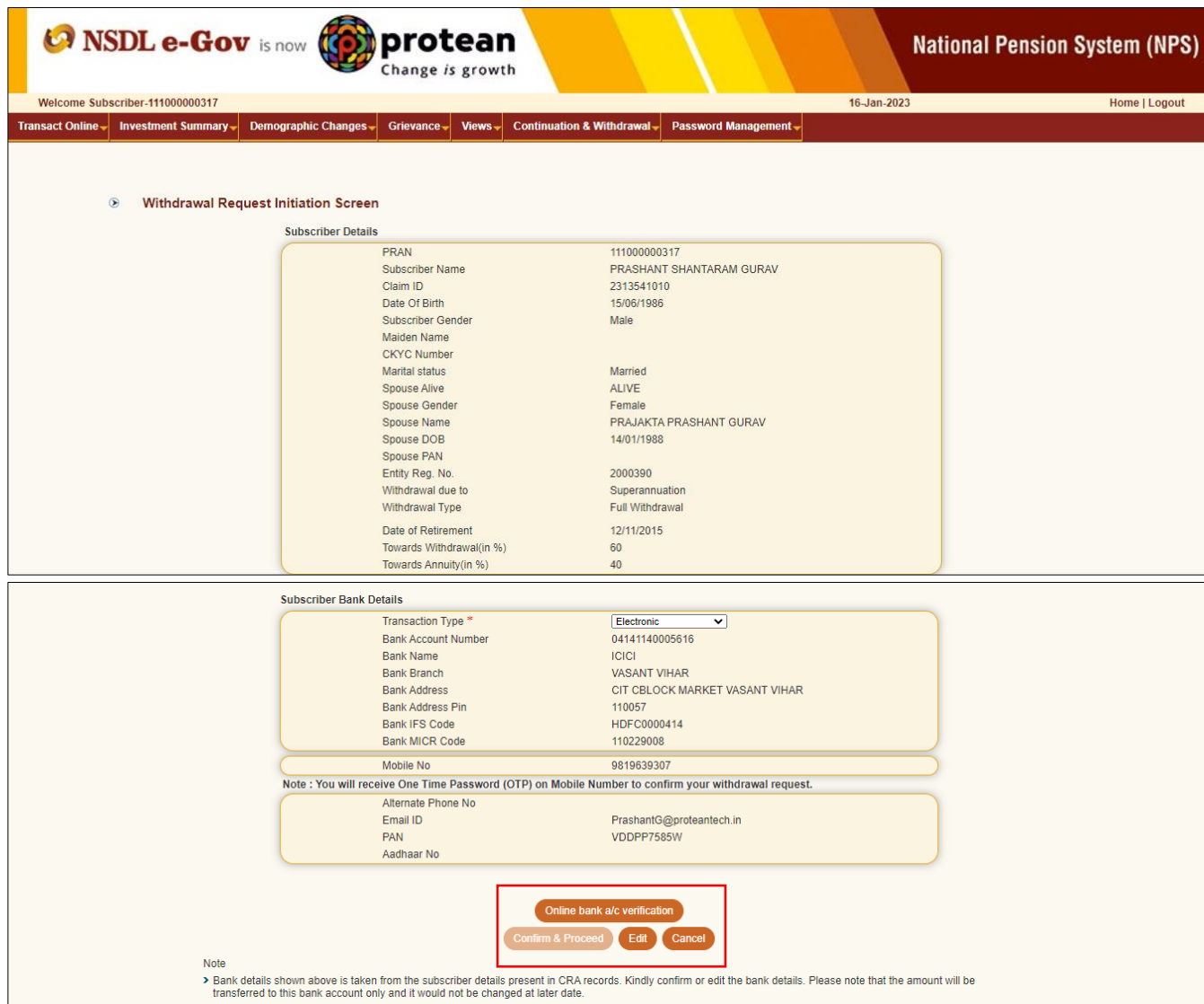
Father's Name	JVDETHWVC NVTH PVNDEY
Address 1	QRNO 360
Address 2	TYPE 2 SECTOR4
Address 3	
City	TIMARPUR
Pin	110054
State	Delhi
Country	India

Proceed
Cancel

Note
 > For subscriber- to change the non-editable fields, subscribers have to go to the PAO to change these fields.
 > For Nodal Office- to change the non-editable fields, entities have to do subscriber modification.

Figure 9

At this stage, existing bank details of the Subscriber along with Mobile number, email ID and PAN of the Subscriber are displayed. If existing bank details, contact details and PAN are correct, Subscriber needs to click on **"Online bank a/c verification"** Tab to proceed further. Please refer below **Figure 10**.



Welcome Subscriber-11100000317 16-Jan-2023 Home | Logout

Transact Online Investment Summary Demographic Changes Grievance Views Continuation & Withdrawal Password Management

Withdrawal Request Initiation Screen

Subscriber Details

PRAN	11100000317
Subscriber Name	PRASHANT SHANTARAM GURAV
Claim ID	2313541010
Date Of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	PRAJAKTA PRASHANT GURAV
Spouse DOB	14/01/1988
Spouse PAN	
Entity Reg. No.	2000390
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	12/11/2015
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

Subscriber Bank Details

Transaction Type *	Electronic
Bank Account Number	04141140005616
Bank Name	ICI/CI
Bank Branch	VASANT VIHAR
Bank Address	CIT CBLOCK MARKET VASANT VIHAR
Bank Address Pin	110057
Bank IFS Code	HDFC0000414
Bank MICR Code	110229008
Mobile No	9819639307

Note : You will receive One Time Password (OTP) on Mobile Number to confirm your withdrawal request.

Alternate Phone No	
Email ID	PrashantG@proteantech.in
PAN	VDDPP7585W
Aadhaar No	

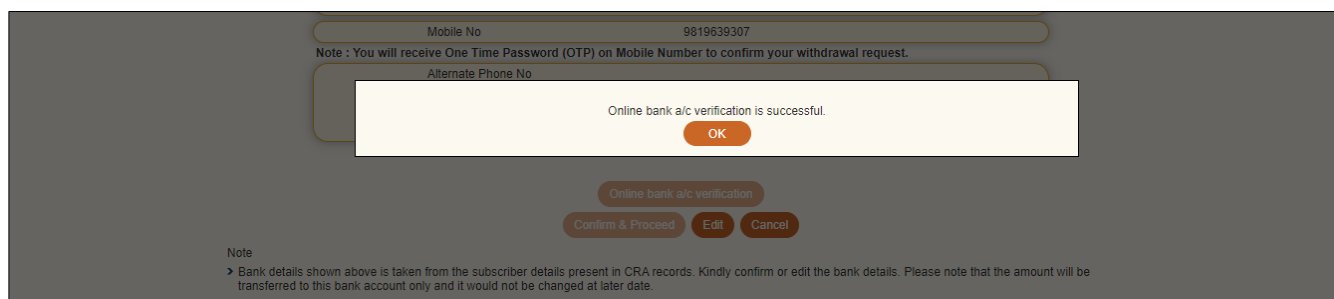
Online bank a/c verification

Confirm & Proceed Edit Cancel

Note
 > Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.

Figure 10

At this stage, after clicking on **“Online bank a/c Verification”** tab, Bank Account and Name of the 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. **“Online bank a/c verification is successful”**. Subscriber needs to click on **“OK”** button and then click on **“Confirm & Proceed”** button to proceed further. Please refer below **Figure 11**.



Mobile No 9819639307

Note : You will receive One Time Password (OTP) on Mobile Number to confirm your withdrawal request.

Alternate Phone No

Online bank a/c verification is successful.

OK

Online bank a/c verification

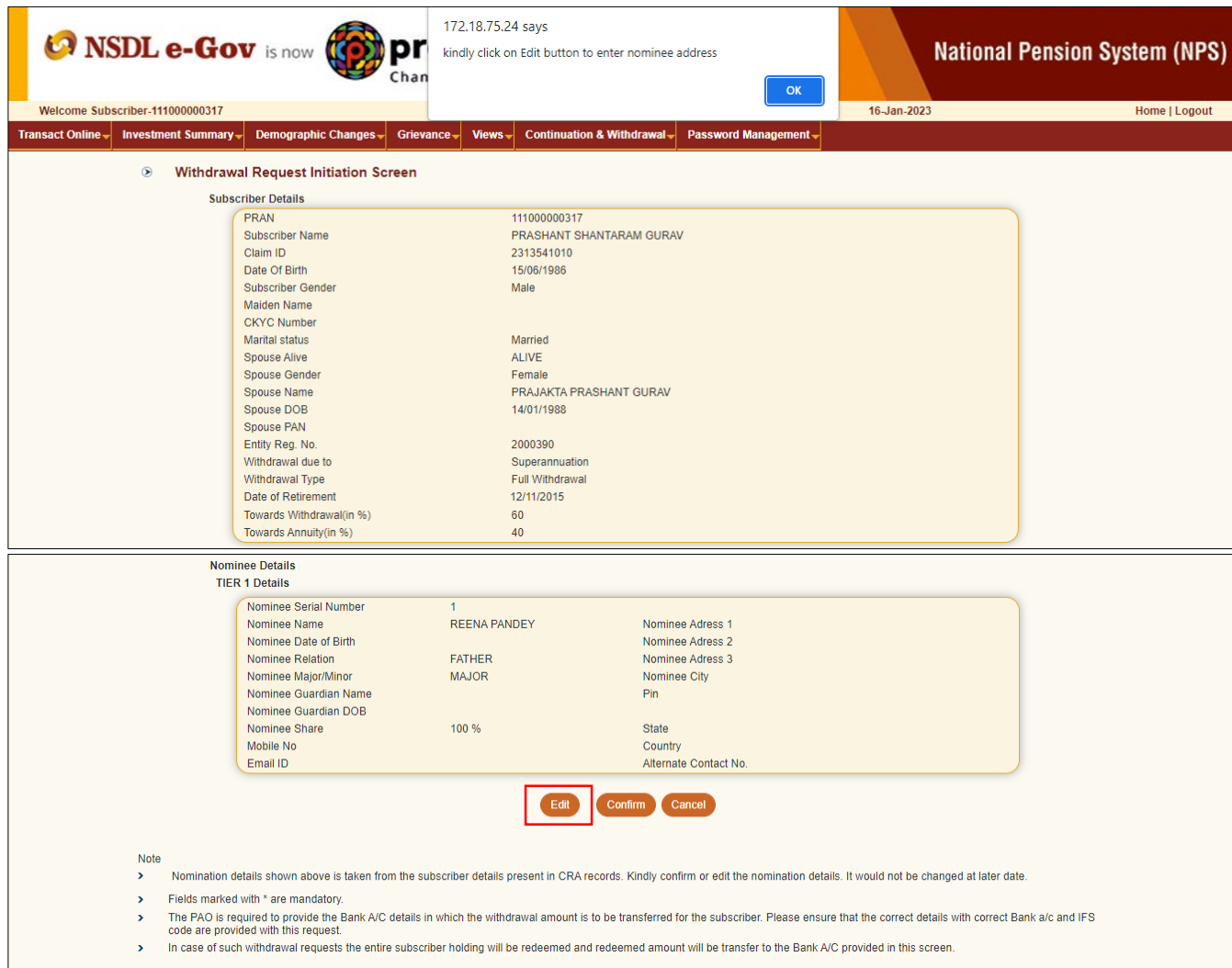
Confirm & Proceed Edit Cancel

Note
 > Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.

Figure 11

SOP on Initiation & Authorization of Online Exit request under NPS

At this stage, existing nomination details of the Subscriber are displayed. **Subscriber needs to click on "Edit" button to enter Nominee address.** If required, Subscriber can add/update nominee details. Please refer below **Figure 12**.



172.18.75.24 says
kindly click on Edit button to enter nominee address

OK

Welcome Subscriber-11100000317

16-Jan-2023 Home | Logout

Transact Online | Investment Summary | Demographic Changes | Grievance | Views | Continuation & Withdrawal | Password Management

Withdrawal Request Initiation Screen

Subscriber Details

PRAN	11100000317
Subscriber Name	PRASHANT SHANTARAM GURAV
Claim ID	2313541010
Date Of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	PRAJAKTA PRASHANT GURAV
Spouse DOB	14/01/1988
Spouse PAN	
Entity Reg. No.	2000390
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	12/11/2015
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

Nominee Details

TIER 1 Details

Nominee Serial Number	1	Nominee Address 1
Nominee Name	REENA PANDEY	Nominee Address 2
Nominee Date of Birth		Nominee Address 3
Nominee Relation	FATHER	Nominee City
Nominee Major/Minor	MAJOR	Pin
Nominee Guardian Name		State
Nominee Guardian DOB		Country
Nominee Share	100 %	Alternate Contact No.
Mobile No		
Email ID		

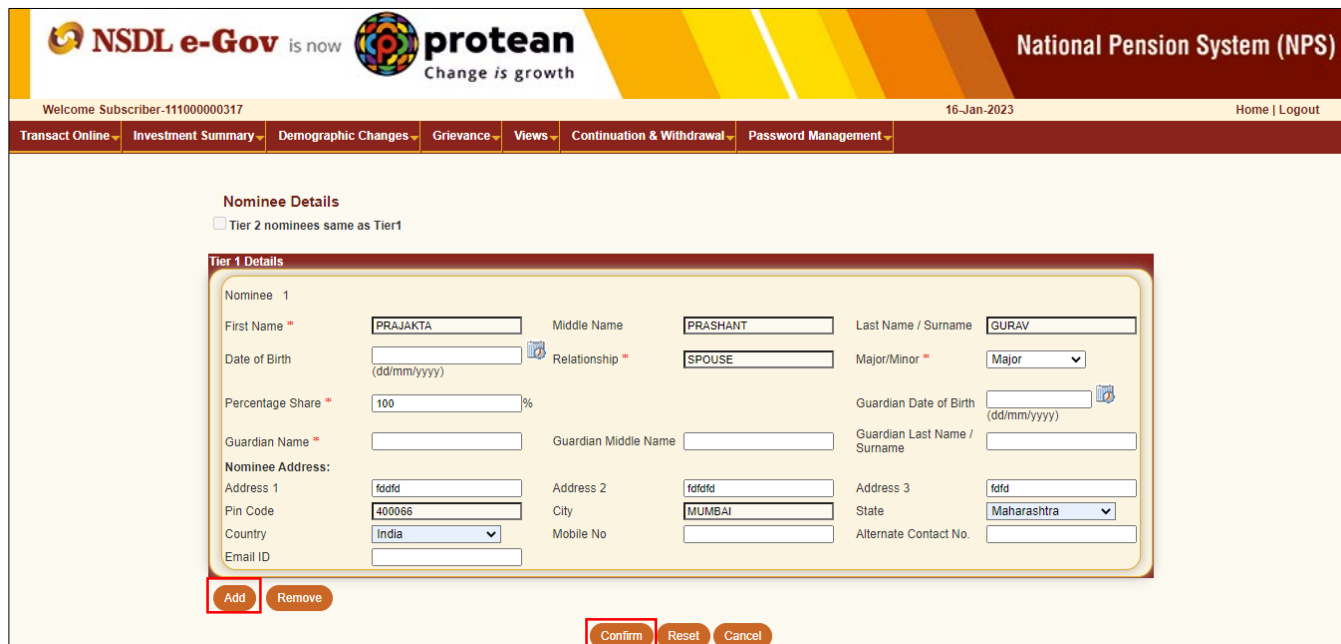
Edit Confirm Cancel

Note

- > Nomination details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the nomination details. It would not be changed at later date.
- > Fields marked with * are mandatory.
- > The PAO is required to provide the Bank A/C details in which the withdrawal amount is to be transferred for the subscriber. Please ensure that the correct details with correct Bank a/c and IFS code are provided with this request.
- > In case of such withdrawal requests the entire subscriber holding will be redeemed and redeemed amount will be transfer to the Bank A/C provided in this screen.

Figure 12

Subscriber can enter maximum of three nominees. Subscriber needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, Subscriber needs to click on "Confirm" button to proceed further. Please refer below **Figure 13**.



Nominee Details

Tier 2 nominees same as Tier1

Tier 1 Details

Nominee 1

First Name * Middle Name Last Name / Surname

Date of Birth Relationship * Major/Minor *

Percentage Share * % Guardian Date of Birth

Guardian Name * Guardian Middle Name Guardian Last Name / Surname

Nominee Address:

Address 1 Address 2 Address 3

Pin Code City State

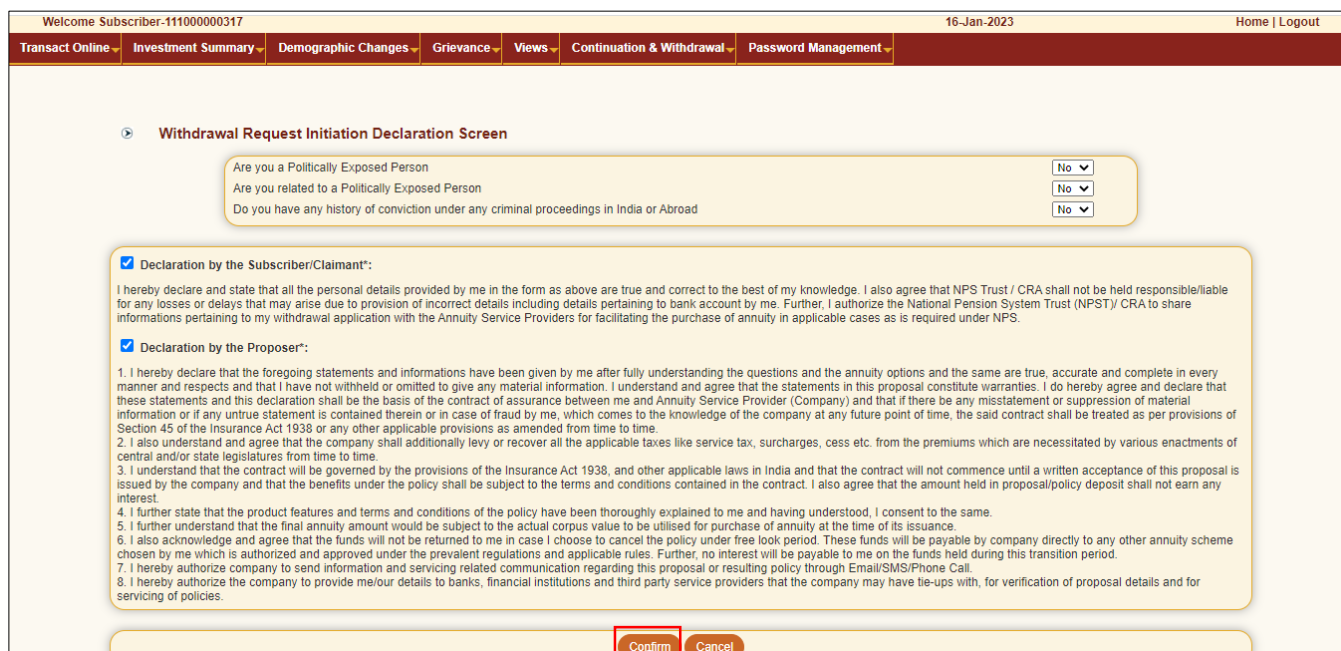
Country Mobile No Alternate Contact No.

Email ID

Figure 13

At this stage, Declaration Page is displayed to the Subscriber. Subscriber needs to select from the drop down menu whether he is politically exposed person, related to politically exposed person and history of conviction under criminal proceedings.

Further, Subscriber needs to select Declaration. After selection of declarations, Subscriber needs to click on "Confirm" button. Please refer below **Figure 14**.



Withdrawal Request Initiation Declaration Screen

Are you a Politically Exposed Person

Are you related to a Politically Exposed Person

Do you have any history of conviction under any criminal proceedings in India or Abroad

Declaration by the Subscriber/Claimant*:
I hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge. I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.


Declaration by the Proposer*:

- I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.
- I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.
- I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.
- I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.
- I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.
- I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.

Figure 14

At this stage, document Check List is displayed to the Subscriber. After selection of document check list, Subscriber needs to click on "Submit" button. Please refer below **Figure 15**.





National Pension System (NPS)

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Transact Online
Investment Summary
Demographic Changes
Grievance
Views
Continuation & Withdrawal
Password Management

➤ **Withdrawal Request Initiation Document Checklist**

* Mandatory Fields

Withdrawal - Superannuation / Exit at the age of 60

Sr. No.		Document Name
1	<input checked="" type="checkbox"/>	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber *
2	<input type="checkbox"/>	NPS - ASP Form (for purchase of Annuity)
3	<input checked="" type="checkbox"/>	Original PRAN Card/Copy of ePRAN Card/Notarised Affidavit (if PRAN card not submitted)
4	<input checked="" type="checkbox"/>	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook

Proof of Identity -All KYC Documents Need to be attested by Mapped Nodal Office

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration Card with Photograph.
3	<input type="checkbox"/>	Bank pass book or Certificate with Photograph
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph.
6	<input type="checkbox"/>	PAN Card issued by income tax department.
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Aadhar Card/Letter issued by Unique Identification Authority of India.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.
11	<input type="checkbox"/>	Ex-Service Man Card issued by Ministry of Defence to their employees
12	<input type="checkbox"/>	Photo credit Card.
13	<input type="checkbox"/>	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
14	<input type="checkbox"/>	KYC Certification

Proof of Address - All KYC Documents Need to be attested by Mapped Nodal Office

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	<input type="checkbox"/>	Ration card with photograph and residential address.
3	<input type="checkbox"/>	Bank Pass book or certificate with photograph and residential address.
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address.
5	<input type="checkbox"/>	Valid Driving license with photograph and residential address.
6	<input type="checkbox"/>	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
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input checked="" type="checkbox"/>	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	<input type="checkbox"/>	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
11	<input type="checkbox"/>	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
12	<input type="checkbox"/>	Latest property/house Tax Receipt (not more than one year old).
13	<input type="checkbox"/>	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).
14	<input type="checkbox"/>	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
15	<input type="checkbox"/>	KYC Certification

Submit
Reset
Cancel



Figure 15

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

It is mandatory for Subscriber to upload valid and legible scanned copies of KYC documents (Identity & Address Proof), Copy of PRAN Card/ePRAN and Bank Proof for seamless processing of Exit and annuity request. Subscriber is required to upload all documents in a single scanned file. Please refer below **Figure 16**.

After uploading documents, Subscriber needs to click on "Send OTP" button to receive OTP. OTP will be sent by CRA on registered mobile number. Subscriber needs to enter OTP and click on "Submit OTP" button to complete initiation process.

SOP on Initiation & Authorization of Online Exit request under NPS


NSDL e-Gov is now
 
protean
 Change is growth

National Pension System (NPS)

Welcome Subscriber-11100000317
16-Jan-2023
Home | Logout

Transact Online
Investment Summary
Demographic Changes
Grievance
Views
Continuation & Withdrawal
Password Management

Withdrawal Request Initiation Confirmation Screen

Hide

PRAN	11100000317
Name	PRASHANT SHANTARAM GURAV
Claim ID	2313541010
Date of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	PRAJAKTA PRASHANT GURAV
Spouse DOB	14/01/1988
Spouse Pan	
Orphan Status	
Corpus at Initiation	3873563.03
Withdrawal due to	Superannuation
Date of Retirement	12/11/2015
Withdrawal Type	Full Withdrawal

Hide

Amount to be invested in Annuity	1549425.21
Name of ASP	SBI Life Insurance Co. Ltd
Scheme	Annuity payable for life with 100% annuity payable to spouse on death of annuitant
Beneficiary Name	PRASHANT SHANTARAM GURAV
Relation with Subscriber	Self
Frequency	Monthly

Hide

Address 1	QRNO 360
Address 2	TYPE 2 SECTOR4
Address 3	
City	TIMARPUR
Pin	110054
State	Delhi
Country	India

Hide

Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

Hide

Transaction Type	Electronic
Bank Account Number	04141140005616
Bank Name	ICICI
Bank Branch	VASANT VIHAR
Bank Address	CIT CBLOCK MARKET VASANT VIHAR
Bank Address Pin	110057
Bank IFS Code	HDFC0000414
Bank MICR Code	110229008
Mobile No	9819639307
Alternate Phone Number	

SOP on Initiation & Authorization of Online Exit request under NPS

Email Id PAN Aadhaar No	PrashantG@proteantech.in VDDPP7585W
-------------------------------	--

Nominee Details		Hide
TIER 1 Details		
Nominee Serial Number	1	
Nominee Name	PRAJAKTA PRASHANT GURAV	
Nominee Date of Birth		
Nominee Relation	SPOUSE	
Nominee Major/Minor	MAJOR	
Nominee Guardian Name	Nominee Guardian DOB	
Nominee Share	100 %	
Nominee Mobile No.		
Nominee Email Id	Nominee Address 1	fddfd
Nominee Address 2	Nominee Address 3	fdfd
Nominee City	Nominee City Pin	400066
Nominee State	Nominee Country	India
Nominee Alternate Contact No.		

Withdrawal Request Declarations		Hide
Sr. No.		
1	Are you a Politically Exposed Person	NO
2	Are you related to a Politically Exposed Person	NO
3	Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

Withdrawal Request Document Checklist		Hide
Withdrawal - Normal/Exit at the age of 60		
Sr. No.	Document Name	
1	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber	
2	Original PRAN Card/Copy of ePRAN Card/Notarised Affidavit (if PRAN card not submitted)	
3	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook	

Proof of Identity	
Sr. No.	Document Name
1	Aadhar Card/Letter issued by Unique Identification Authority of India.

Proof of Address	
Sr. No.	Document Name
1	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

SOP on Initiation & Authorization of Online Exit request under NPS

Declaration by the Subscriber/Claimant*:

I PRASHANT SHANTARAM GURAV hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge. I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

Declaration by the Proposer*:

- I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.
- I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.
- I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.
- I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.
- I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.
- I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.

Select File to Upload * : KYCdocs.pdf

Note : Uploaded Attachment (Allowed File Types: pdf, jpg, jpeg, doc, docx, xls,xlsx, zip, png, Maximum File Size: 2 MB, Number of File can be uploaded: 1)
 Kindly upload KYC document. Document Upload is mandatory before processing for withdrawal.

Declaration by the Subscriber/Claimant*:

I PRASHANT SHANTARAM GURAV hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge. I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

Declaration by the Proposer*:

- I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.
- I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.
- I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.
- I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.
- I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.
- I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.

Select File to Upload * : KYCdocs.pdf

Note : Uploaded Attachment (Allowed File Types: pdf, jpg, jpeg, doc, docx, xls,xlsx, zip, png, Maximum File Size: 2 MB, Number of File can be uploaded: 1)
 Kindly upload KYC document. Document Upload is mandatory before processing for withdrawal.

OTP sent successfully to mobile number 981*****7

Figure 16

At this stage, after clicking on "Submit OTP" button, Subscriber needs to proceed with OTP Authentication/eSign. Withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign. Subscriber has a choice to select any of the option.

Please refer below **Figure 17**.

SOP on Initiation & Authorization of Online Exit request under NPS

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[Transact Online](#) | [Investment Summary](#) | [Demographic Changes](#) | [Grievance](#) | [Views](#) | [Continuation & Withdrawal](#) | [Password Management](#)

Withdrawal Request Initiation - Complete

PRAN	11100000317
Name	PRASHANT SHANTARAM GURAV
Claim ID	2313541010
Date of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	12/11/2015
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	231354101001

[Click Here](#) to view withdrawal form.
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document :

Captured Timestamp 16/01/2023 16:23

Now, proceed to OTP Authentication/ eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/ eSign of request. If OTP Authentication/ eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

OTP Esign

Figure 17

Process of submission of exit request through OTP Authentication/eSign is explained below in two sections viz. Section-I (for OTP Authentication) and Section-II (For eSign).

Section-I

- Process for completion of exit request using OTP Authentication.
- Two distinct One Time Password (OTPs) will be sent on Mobile Number and email ID registered in CRA.

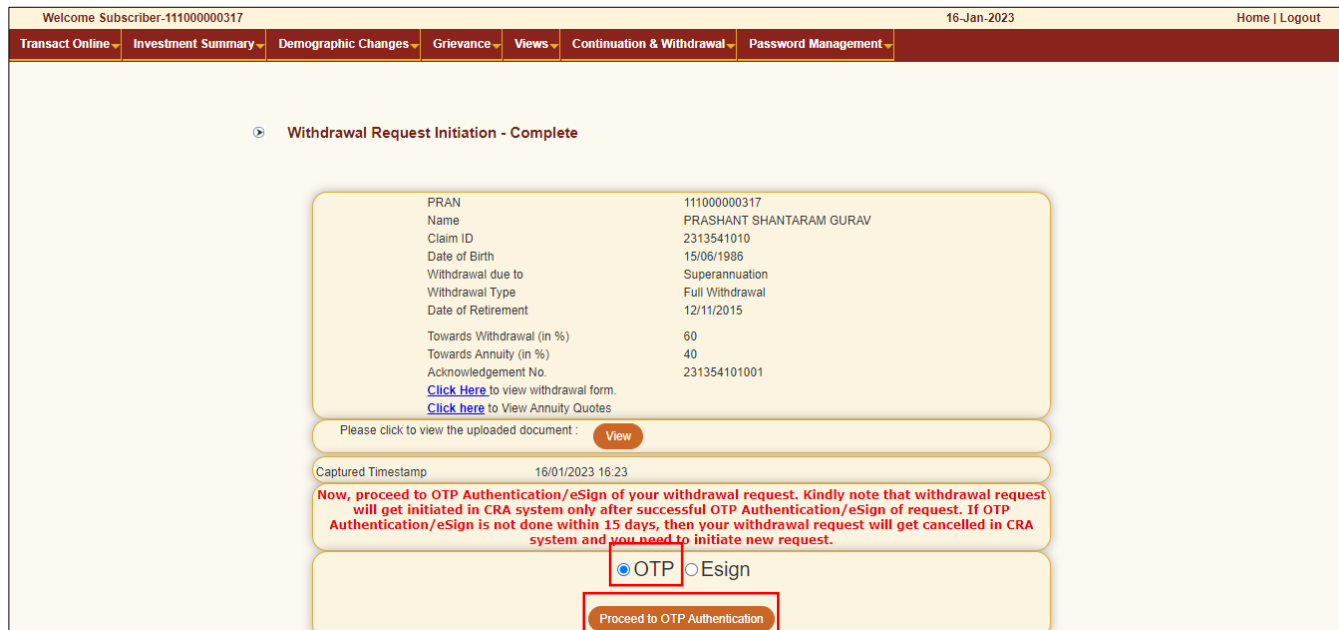
Section-II

- Process for completion of exit request using eSign.
- One Time Password (OTP) will be sent on Mobile Number registered with Aadhaar.
- eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI.

If OTP Authentication/ eSign is not done within 15 days, then withdrawal request will get auto-cancelled in the CRA system and Subscriber needs to initiate new request.

Section I- Process for completion of exit request using OTP Authentication:

At this stage, Subscriber needs to select "OTP" radio button and then click on "Proceed to OTP Authentication" tab. Please refer below **Figure 18**.



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Transact Online - Investment Summary - Demographic Changes - Grievance - Views - Continuation & Withdrawal - Password Management

Withdrawal Request Initiation - Complete

PRAN	111000000317
Name	PRASHANT SHANTARAM GURAV
Claim ID	2313541010
Date of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	12/11/2015
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	231354101001

[Click Here](#) to view withdrawal form.
[Click here](#) to view Annuity Quotes

Please click to view the uploaded document :

Captured Timestamp 16/01/2023 16:23

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

OTP Esign

Figure 18

After clicking on "Proceed to OTP Authentication" Tab, Dual OTP Authentication screen will be displayed to the User. User needs to enter One Time Password (OTP) sent on Mobile Number and email ID registered in CRA at the designated place and click on "Submit OTP" button to complete the process. Please refer below **Figure 19**.



NSDL e-Gov is now  National Pension System (NPS)

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OTP Authentication

OTP has been sent to mobile No 981*****7 and email p***@****.in

Please Enter OTP Sent to Mobile No :

Please Enter OTP Sent to Email Id :

Figure 19

SOP on Initiation & Authorization of Online Exit request under NPS

Once Subscriber clicks on "Submit OTP" button, exit request will get captured in the CRA system and an Acknowledgement Number will get generated.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding completion of OTP Verification is also displayed. Refer below **Figure 20**.



Welcome Subscriber-11100000317 16-Jan-2023 Home | Logout

Transact Online | Investment Summary | Demographic Changes | Grievance | Views | Continuation & Withdrawal | Password Management

Withdrawal Request Initiation - Complete

PRAN	11100000317
Name	PRASHANT SHANTARAM GURAV
Claim ID	2313541010
Date of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	12/11/2015
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	23135410001

[Click Here](#) to view withdrawal form.
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document : [View](#)

Captured Timestamp 16/01/2023 16:23

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.


OTP Verification was Successful

[Download Withdrawal Form](#)

Figure 20

Section II- Process for completion of exit request using eSign:

At this stage, Subscriber needs to select "Esign" radio button and then click on "Proceed to e-Sign the Form" tab. Please refer below **Figure 21**.



Transact Online | Investment Summary | Demographic Changes | Grievance | Views | Exit from NPS | Password Management

Withdrawal Request Initiation - Complete

PRAN	110133558391
Name	Prashant Shantaram Gurav
Claim ID	2213535602
Date of Birth	01/06/1960
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Resignation/Exit	07/03/2022
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	221353560201

[Click Here](#) to view withdrawal form.
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document : [View](#)

Captured Timestamp 07/03/2022 17:49

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

OTP Esign

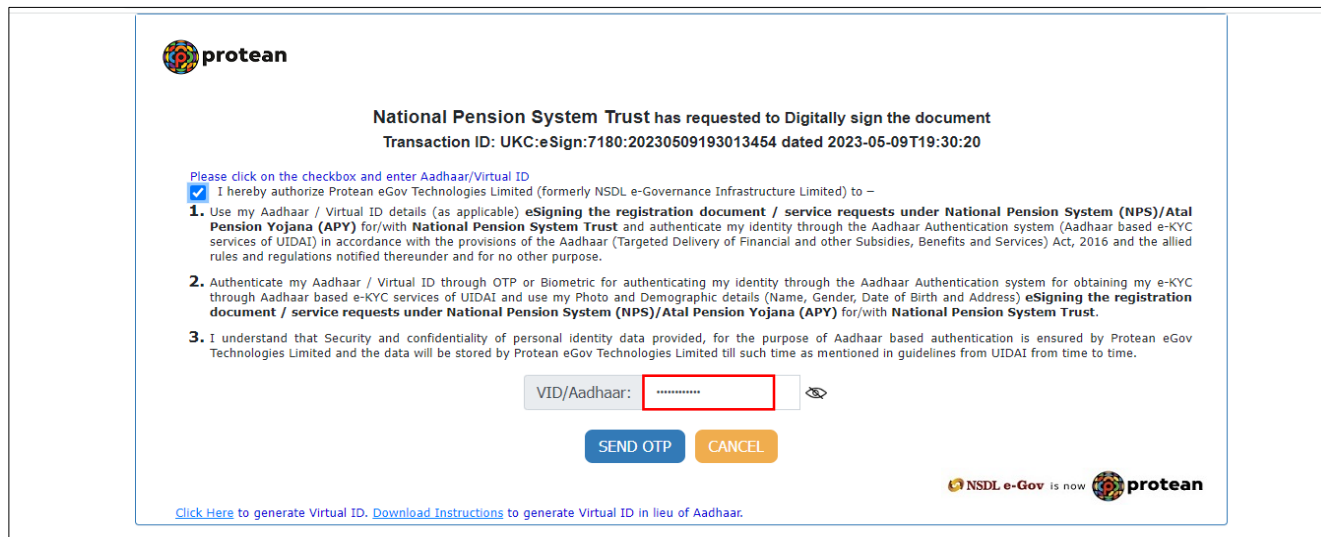
[Proceed to e-Sign the Form](#)

NOTE - eSign service charges plus taxes applicable is Rs. 5.90

Figure 21

SOP on Initiation & Authorization of Online Exit request under NPS

At this stage, once Subscriber clicks on **“Proceed to e-Sign the Form”** Tab, system will redirect Subscriber to eSign Service Provider’s Web Page. Subscriber needs to enter his/her Aadhaar/Virtual ID and click on **“Send OTP”** button to receive OTP. Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Please refer below **Figure 22**.




protean



National Pension System Trust has requested to Digitally sign the document
Transaction ID: UKC:eSign:7180:20230509193013454 dated 2023-05-09T19:30:20

Please click on the checkbox and enter Aadhaar/Virtual ID

I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to –

1. Use my Aadhaar / Virtual ID details (as applicable) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust.**
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

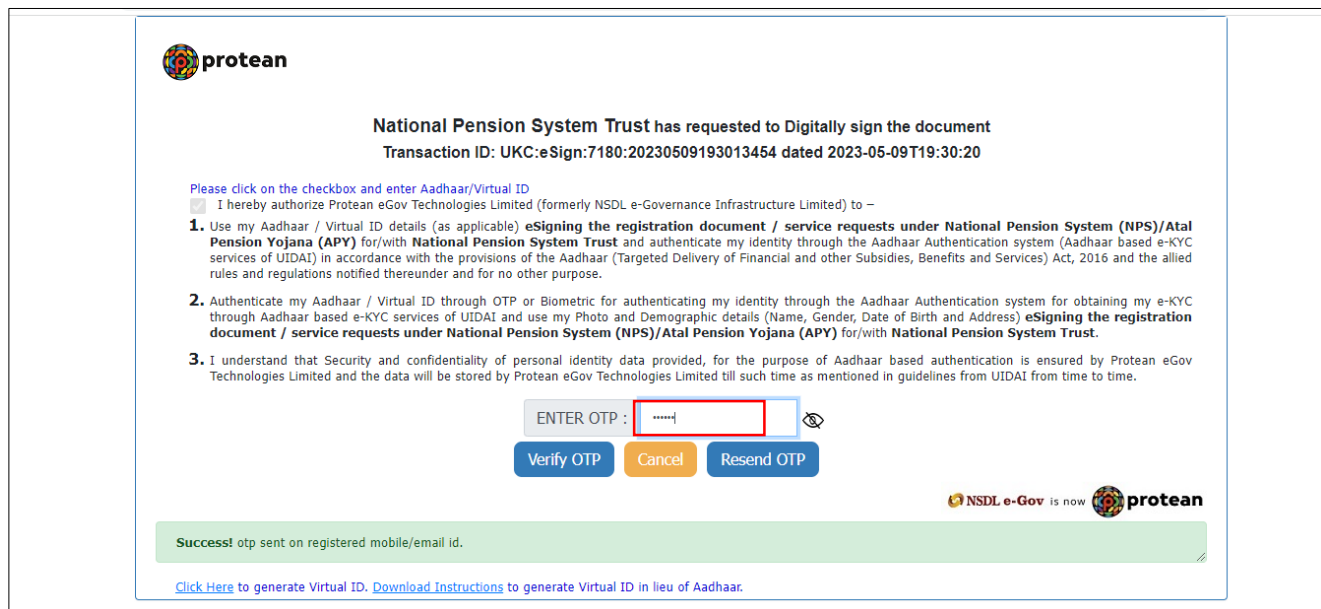
VID/Aadhaar: 

 NSDL e-Gov is now 

[Click Here to generate Virtual ID.](#) [Download Instructions to generate Virtual ID in lieu of Aadhaar.](#)

Figure 22

Once OTP is received, User needs to enter OTP and click on **“Verify OTP”** button to complete eSigning of the request. Please refer below **Figure 23**.




protean



National Pension System Trust has requested to Digitally sign the document
Transaction ID: UKC:eSign:7180:20230509193013454 dated 2023-05-09T19:30:20

Please click on the checkbox and enter Aadhaar/Virtual ID

I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to –

1. Use my Aadhaar / Virtual ID details (as applicable) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust.**
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

ENTER OTP : 

 NSDL e-Gov is now 

Success! otp sent on registered mobile/email id.

[Click Here to generate Virtual ID.](#) [Download Instructions to generate Virtual ID in lieu of Aadhaar.](#)

Figure 23

Exit request will get captured in the CRA system and an Acknowledgement Number will get generated.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding successful completion of eSigning is also displayed.

SOP on Initiation & Authorization of Online Exit request under NPS

Please refer below **Figure 24**.

Welcome Subscriber-110050175498		09-May-2023	Home Logout
Transact Online	Investment Summary	Demographic Changes	Grievance
Views	Continuation & Withdrawal	Password Management	

Withdrawal Request Initiation - Complete

PRAN	110050175498
Name	Prashant Shantaram Gurav
Claim ID	2112587648
Date of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	01/01/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	21125876480

[Click Here](#) to view withdrawal form.
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document : [View](#)

Captured Timestamp 09/05/2023 19:56

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

E-Signing was Successful

[Download e-Signed Form](#)

Figure 24

6. Steps to verify Online Exit request in CRA System by Nodal Office

In order to verify Online Exit request of Subscriber, Nodal Office User needs to access CRA System www.cra-nsdl.com using one User ID & Password as given below in **Figure 25**.

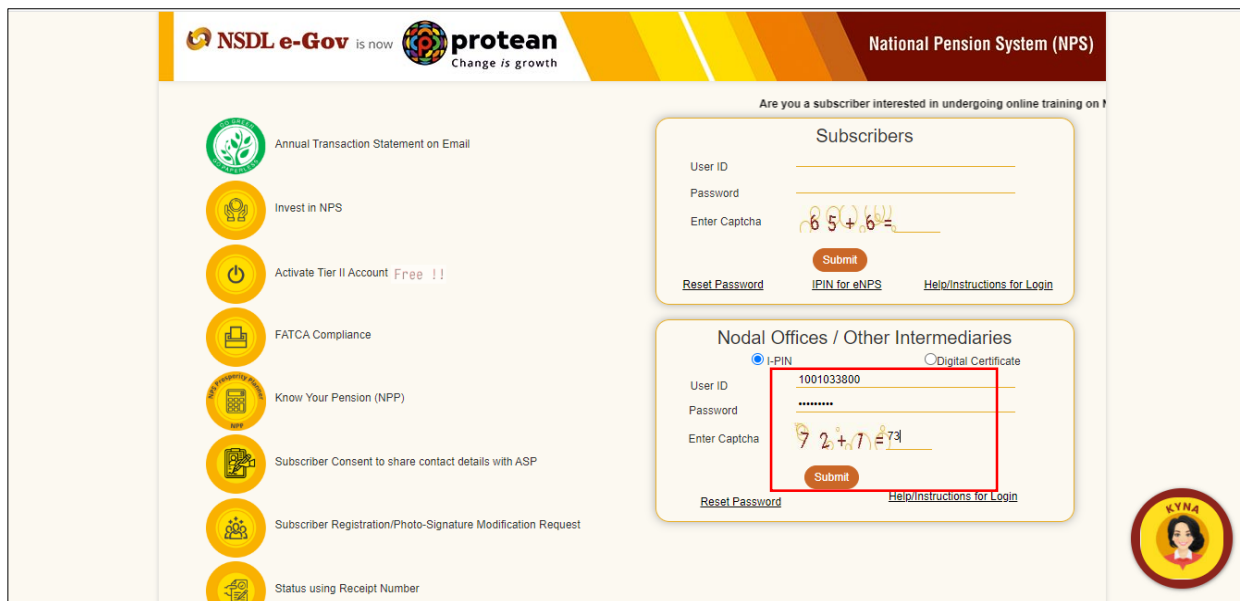


Figure 25

User needs to click on Menu “**Exit Withdrawal Request**” and select Sub-Menu “**Verify Subscriber Withdrawal Initiation**”. Please refer below **Figure 26**.

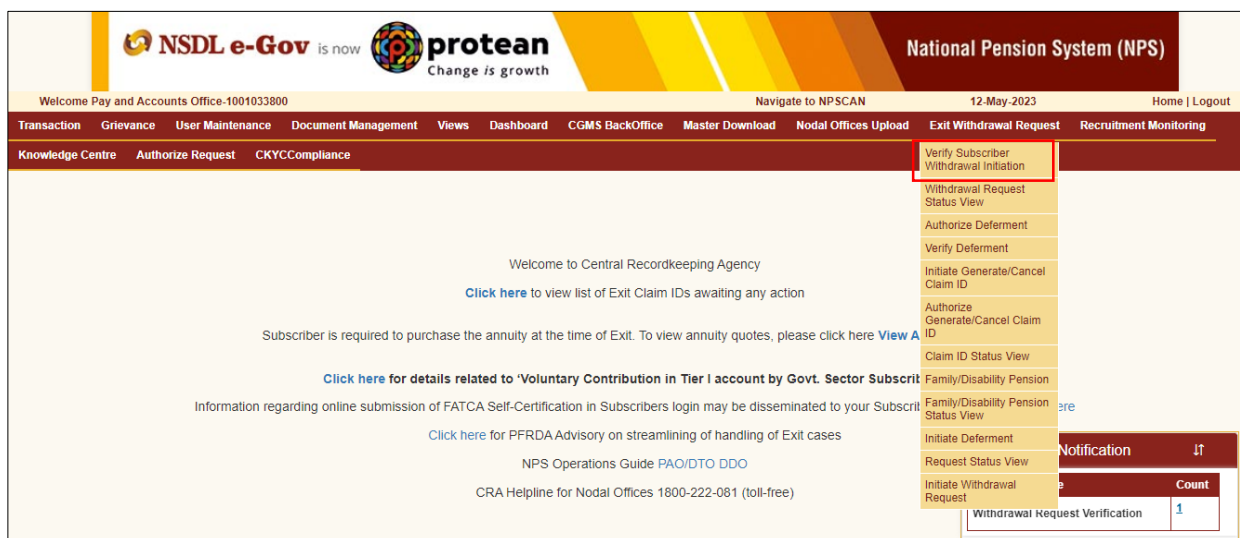
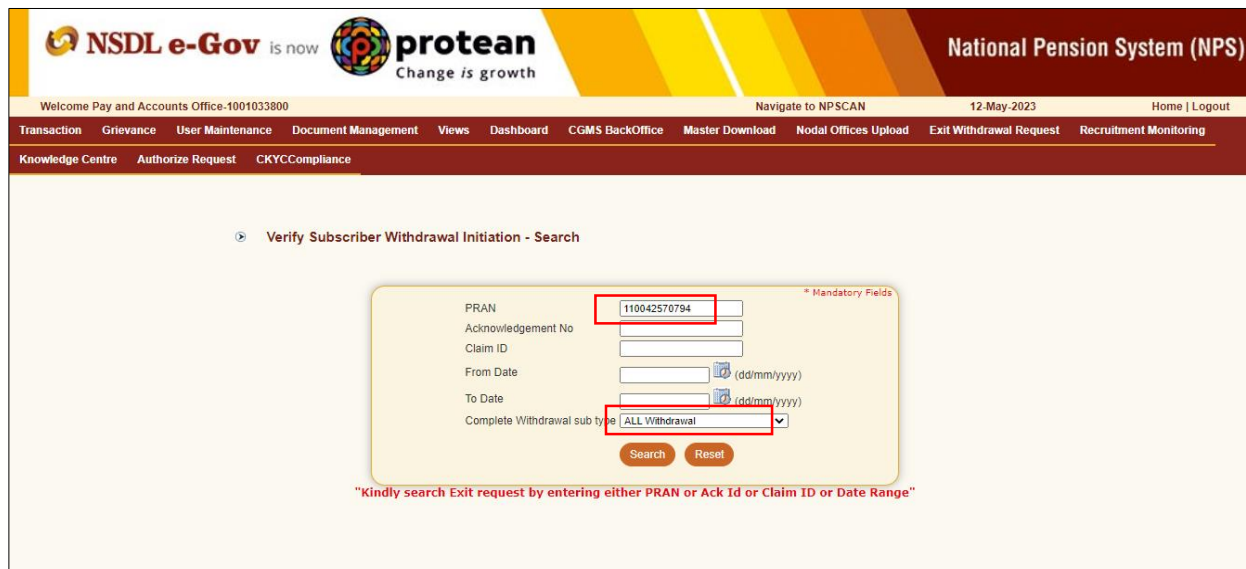


Figure 26

User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as “ALL Withdrawal”. User needs to click on “Search” Button to search request. Please refer below **Figure 27**.

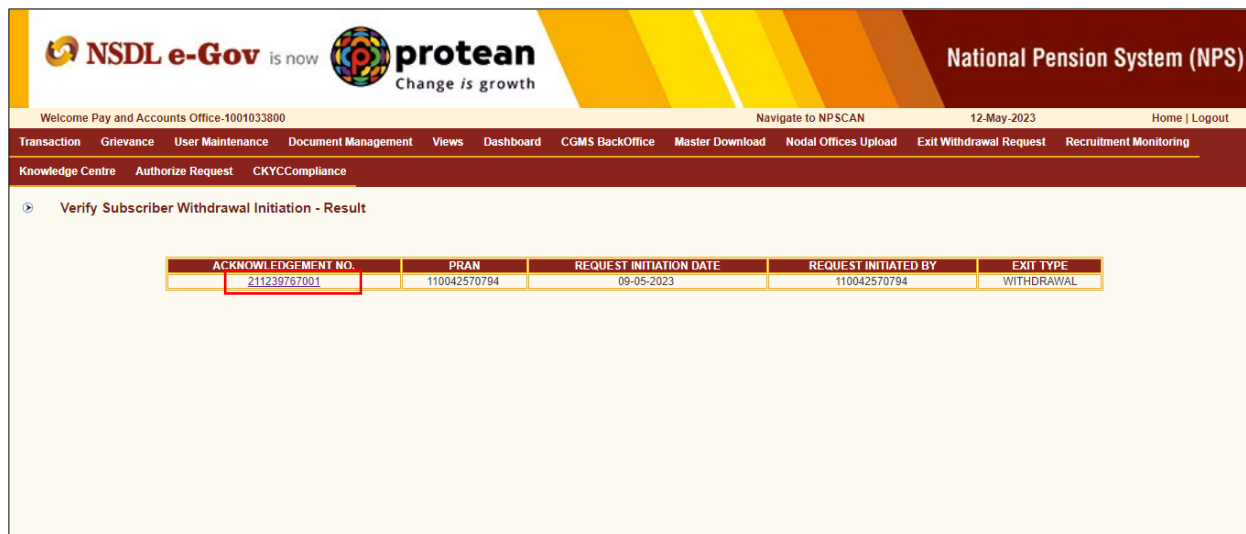
SOP on Initiation & Authorization of Online Exit request under NPS



The screenshot shows the 'Verify Subscriber Withdrawal Initiation - Search' page. It features a search form with the following fields: PRAN (110042570794), Acknowledgement No., Claim ID, From Date, To Date, and Complete Withdrawal sub type (ALL Withdrawal). A red box highlights the PRAN field. Below the form are 'Search' and 'Reset' buttons. A note at the bottom states: "Kindly search Exit request by entering either PRAN or Ack Id or Claim ID or Date Range".

Figure 27

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request Initiated By and Exit 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 by Subscriber. Please refer below **Figure 28**.



The screenshot shows the 'Verify Subscriber Withdrawal Initiation - Result' page. It displays a table with the following data:


ACKNOWLEDGEMENT NO.	PRAN	REQUEST INITIATION DATE	REQUEST INITIATED BY	EXIT TYPE
211239767001	110042570794	09-05-2023	110042570794	WITHDRAWAL

Figure 28


At this stage, User can also check documents uploaded by the Subscriber by clicking on "View" button.

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 "Verify" button to complete the verification process. Please refer below **Figure 29**.

SOP on Initiation & Authorization of Online Exit request under NPS



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National Pension System (NPS)

Welcome Pay and Accounts Office-1001033800 Navigate to NPSCAN 12-May-2023 Home | Logout

Transaction
Grievance
User Maintenance
Document Management
Views
Dashboard
CGMS BackOffice
Master Download
Nodal Offices Upload
Exit Withdrawal Request
Recruitment Monitoring

Knowledge Centre
Authorize Request
CKYC Compliance

▶ **Verify Subscriber Withdrawal Initiation - Confirm**

[Back to Results Page](#)
[View Signature](#)
[Click Here to View subscriber Details](#)

Subscriber Details		Hide
Subscriber Name	Prashant Shantaram Gurav	
PRAN	110042570794	
Date Of Birth	15/06/1986	
Subscriber Gender	Male	
Maiden Name		
CKYC Number		
Marital status	Married	
Spouse Alive	Alive	
Spouse Name	SSSS SSSSSS	
Spouse DOB	17/05/1979	
Spouse Gender	Male	
Spouse PAN		
Orphan Status		
Claim ID	2112397670	
Acknowledgement No.	211239767001	

Corpus at Initiation	524041.02
Withdrawal due to	Superannuation
Date of Retirement	01/01/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Withdrawal Type	Full Withdrawal
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal

ASP Withdrawal Details		Hide
Amount to be invested in Annuity	209616.40	
Name of ASP	HDFC Life Insurance Co. Ltd	
Scheme	Annuity for life with return of purchase price on death	
Beneficiary Name	Prashant Shantaram Gurav	
Relation with Subscriber	Self	
Frequency	Monthly	

Subscriber Corresponding Address		Hide
Address 1	SADYA	
Address 2	BURDWAN SADAR	
Address 3		
City	BURDWAN	
Pin	713407	
State	West Bengal	
Country	India	

Bank Details		Hide
Subscriber Bank Details		
Bank Account Number	04141140005616	
Bank Name	STATE BANK OF INDIA	
Bank Branch	CHITTARANJAN	
Bank Address	PO CHITTARANJAN	
Bank Address Pin	713331	
Bank IFS Code	HDFC0000414	
Bank MICR Code		
PAN	VTWPG8699D	
Aadhaar No		
Mobile No	9819639307	
Alternate Phone No		
Email Id	prashantg@nsdl.co.in	

Nominee Details		Hide
TIER 1 Details		
Nominee Serial Number	1	
Nominee Name	BANDANA GUPTA	
Nominee Date of Birth		
Nominee Relation	WIFE	
Nominee Major/Minor	MAJOR	
Nominee Guardian Name		
Nominee Guardian DOB		
Nominee Alternate Contact No.		
Nominee Address 1	fdss	
Nominee Address 2	fdff	
Nominee City	mumbai	
Nominee State	Maharashtra	
Nominee Address 3	fdff	
Nominee City Pin	400066	
Nominee Country	India	
Nominee Share	100 %	

SOP on Initiation & Authorization of Online Exit request under NPS

Withdrawal Request Declaration Checklist Hide

1) Are you a Politically Exposed Person	NO
2) Are you related to a Politically Exposed Person	NO
3) Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

Withdrawal Request Document Checklist Hide

Withdrawal - Normal/Exit at the age of 60

Sr. No.	Document Name
1	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber
2	Original PRAN Card/Copy of PRAN Card/Copy of ePRAN/Notarised Affidavit (if PRAN Card or copy of PRAN Card/ePRAN not submitted).
3	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook

Proof of Identity

Sr. No.	Document Name
1	Aadhar Card/Letter issued by Unique Identification Authority of India.

Proof of Address

Sr. No.	Document Name
1	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

Declaration by the Subscriber/Claimant:

I, Prashant Shantaram Gurav with PRAN 110042570794 hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge. I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST) / CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

Declaration by the Proposer:

- I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.
- I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.
- I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.
- I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.
- I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.
- I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.
- I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
- I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.
- I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.
- I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Declaration by Nodal Office/POP/Aggregator:

- I/we have verified the documents as submitted by the Subscriber/Claimant with the originals / scanned documents uploaded in CRA (in case of digitally signed request) and authorized this application for processing of the subject claim of the subscriber/claimant. It is certified that the details as provided in this application form are matching with the information available in the official record maintained by us. The complete information provided in this form including declaration and nomination details have been provided by the Subscriber/Claimant Sh/Smt/Ms. after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.
- That all the contributions with respect to the Subscriber's NPS contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending at Nodal Officer level. (only for government nodal office).
- That Identity of the Subscriber / Claimant is certified as provided in the withdrawal form above. The name of Subscriber / Claimant as mentioned on the withdrawal form has been verified and can be accepted as final.
- It is certified that the bank account (Salary Account) details provided in the form is as per the salary records maintained in our office. The bank account details (salary account) of subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment. (only for government nodal office).

Please click to view the uploaded document: View



Verify Reject

Reason for Rejection:

Submit

Figure 29

Once request is verified, confirmation window is displayed to the User as given below in **Figure 30**.


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National Pension System (NPS)

Welcome Pay and Accounts Office-1001033800
Navigate to NPSCAN
12-May-2023
Home | Logout

Transaction
Grievance
User Maintenance
Document Management
Views
Dashboard
CGMS BackOffice
Master Download
Nodal Offices Upload
Exit Withdrawal Request
Recruitment Monitoring

Knowledge Centre
Authorize Request
CKYCCompliance

➤ **Withdrawal Request - Complete**

PRAN

Name

Claim ID

Date of Birth

Please click here to [View Annuity Quotes](#)

110042570794

Prashant Shantaram Gurav

2112397670

15/06/1986

Withdrawal Request has been Verified

Acknowledgement No

Verification Timestamp

Please click to view the uploaded document: View

211239767001

12/05/2023 14.48

Figure 30

7. Steps to authorize Online Exit request in CRA System by Nodal Office

In order to authorize Online Exit request of Subscriber, Nodal Office User needs to access CRA System www.cra-nsdl.com using another User ID and Password as given below in **Figure 31**.

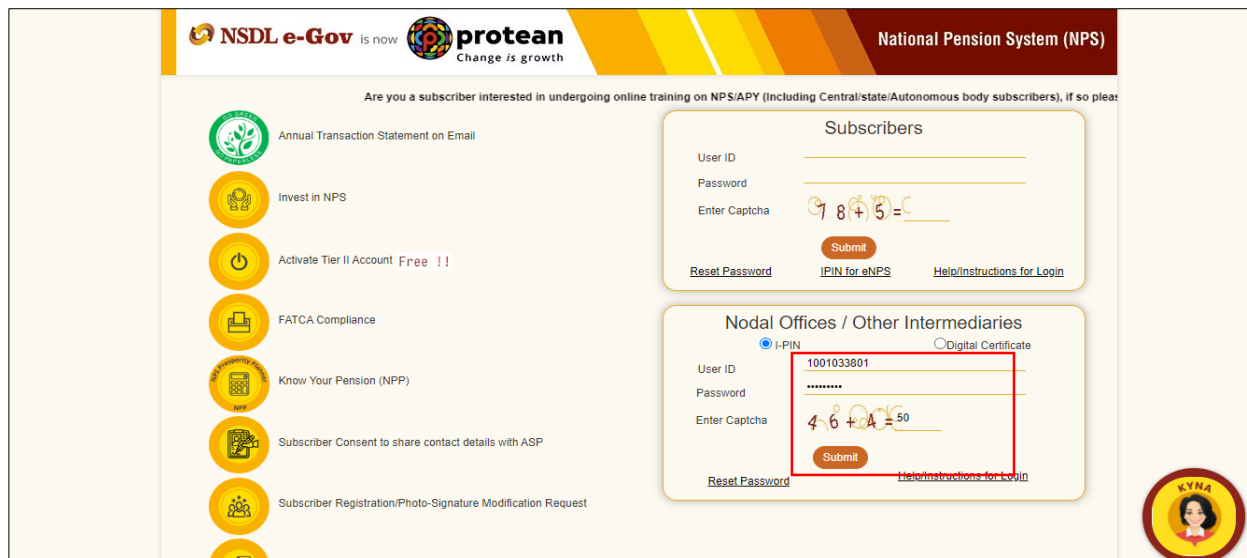


Figure 31

User needs to click on Menu “**Transaction**” and select Sub-Menu “**Authorize Transaction**”. Please refer below **Figure 32**.

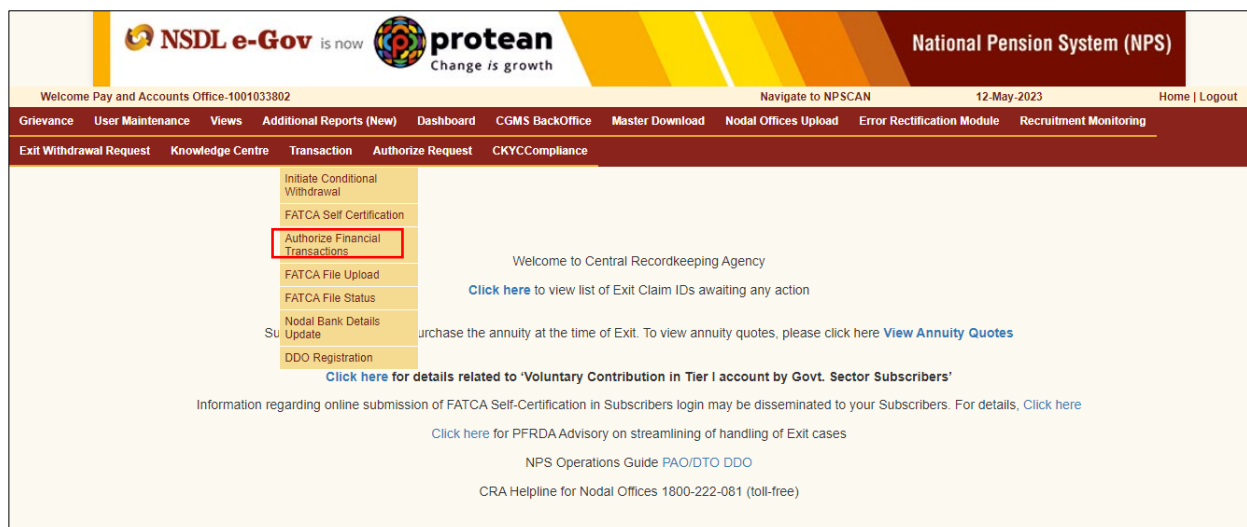
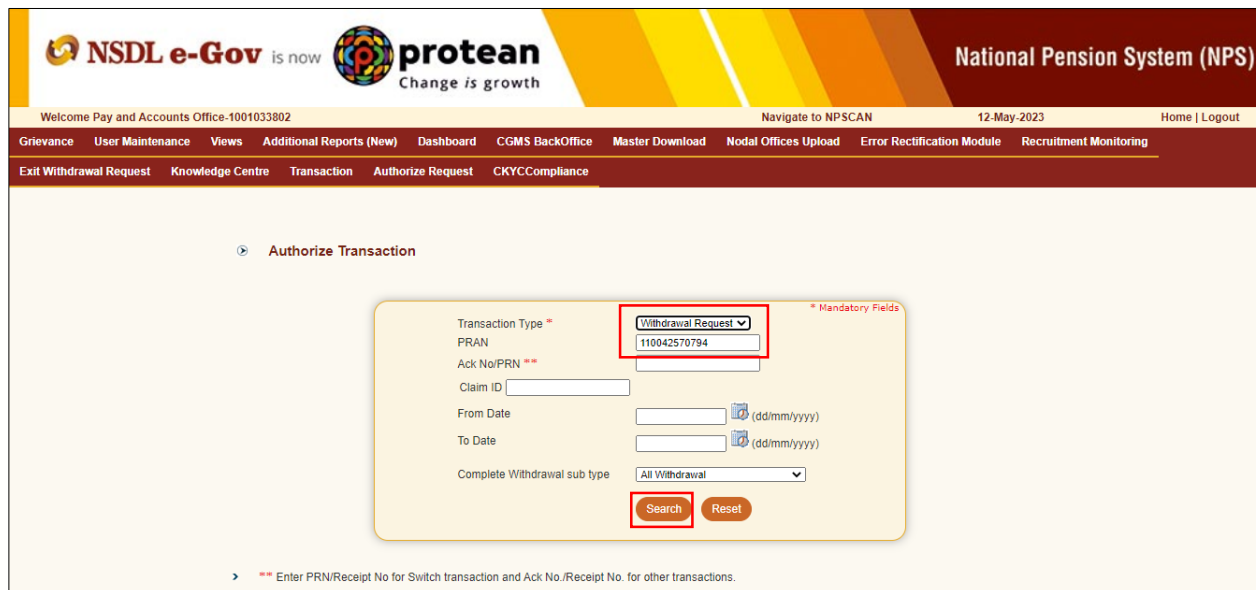


Figure 32

At Transaction type User needs to select “Withdrawal Request” from the drop down, enter PRAN of the Subscriber and select Complete Withdrawal Sub type as “All Withdrawal” or “Lump-Sum and ASP Withdrawal”. User needs to click on “Search” Button to search request. Please refer below **Figure 33**.

SOP on Initiation & Authorization of Online Exit request under NPS



Welcome Pay and Accounts Office-1001033802 Navigate to NPSCAN 12-May-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module Recruitment Monitoring

Exit Withdrawal Request Knowledge Centre Transaction Authorize Request CKYCCompliance

Authorize Transaction

Transaction Type * * Mandatory Fields

PRAN

Ack No/PRN **

Claim ID

From Date (dd/mm/yyyy)

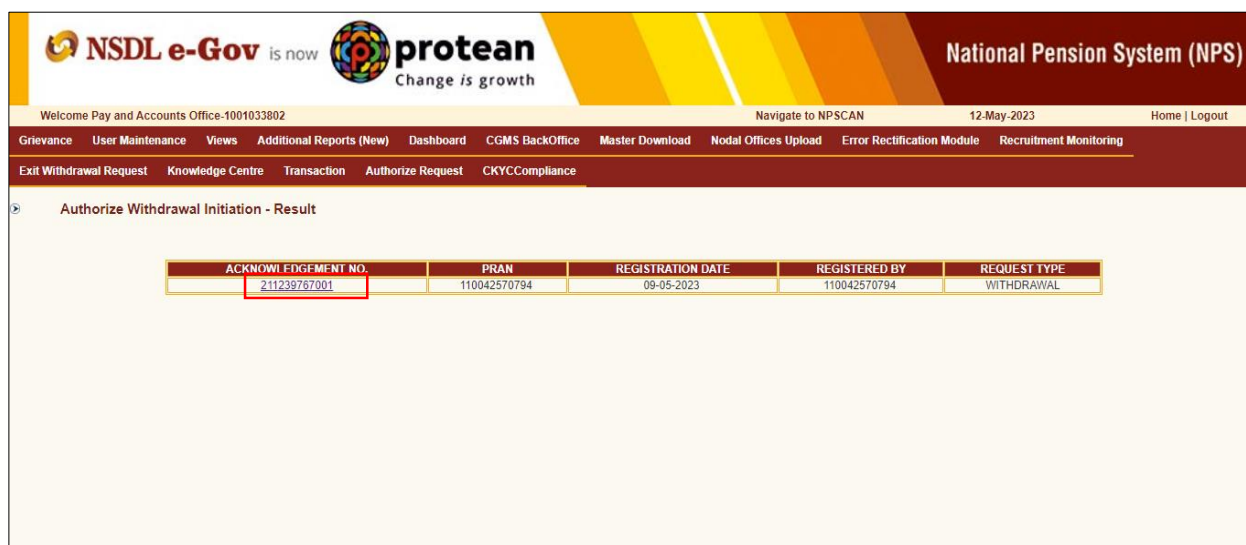
To Date (dd/mm/yyyy)

Complete Withdrawal sub type

*** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

Figure 33

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 34**.



Welcome Pay and Accounts Office-1001033802 Navigate to NPSCAN 12-May-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module Recruitment Monitoring

Exit Withdrawal Request Knowledge Centre Transaction Authorize Request CKYCCompliance

Authorize Withdrawal Initiation - Result



ACKNOWLEDGEMENT NO.	PRAN	REGISTRATION DATE	REGISTERED BY	REQUEST TYPE
211239767001	110042570794	09-05-2023	110042570794	WITHDRAWAL

Figure 34

At this stage, User can check details entered by Subscriber at the time of initiation of request. User can also check documents uploaded by the Subscriber by clicking on "View" button. Please refer below **Figure 35**.

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 "Submit" button to complete the process.

SOP on Initiation & Authorization of Online Exit request under NPS

National Pension System (NPS)

Welcome Pay and Accounts Office-1001033802
Navigate to NPSCAN
12-May-2023
Home | Logout

Grievance
User Maintenance
Views
Additional Reports (New)
Dashboard
CGMS BackOffice
Master Download
Nodal Offices Upload
Error Rectification Module
Recruitment Monitoring

Exit Withdrawal Request
Knowledge Centre
Transaction
Authorize Request
CKYCCompliance

▶ **Authorize Withdrawal Initiation - Confirm**

[Back to Results Page](#)
[View Signature](#)
[Click Here to View subscriber Details](#)

Subscriber Details

Subscriber Name	Prashant Shantaram Gurav
PRAN	110042570794
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	Alive
Spouse Name	SSSS SSSSSS
Spouse DOB	17/05/1979
Spouse Gender	Male
Spouse's Aadhaar	
Spouse's PAN	
Orphan Status	
Corpus at Initiation	524041.02
ACK No.	211239767001

Withdrawal Type	Full Withdrawal
Withdrawal due to	Superannuation
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Retirement	01/01/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

ASP Withdrawal Details

Amount to be invested in Annuity	209616.40
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme	Annuity for life with return of purchase price on death
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Pension Frequency	Monthly

Subscriber Correspondence Address

Address 1	SADYA
Address 2	BURDWAN SADAR
Address 3	
City	BURDWAN
Pin	713407
State	West Bengal
Country	India

Exit at the age of 60

PFM Name	Scheme Name	Total Units	Units to be Withdrawn
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME - CENTRAL GOVT	6805.0739	4083.0305
UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME- CENTRAL GOVT	6635.3421	3981.2006
LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	6644.7687	3986.8714
		20085.1847	12051.1025

SOP on Initiation & Authorization of Online Exit request under NPS

Subscriber Bank Details

Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	CHITTARANJAN
Bank Address	PO CHITTARANJAN
Bank Address Pin	713331
Bank IFS Code	HDFC0000414
Bank MICR Code	
Mobile No	9819639307
Alternate Phone No	
Email Id	prashantg@nsdl.co.in

Subscriber Details

PAN	VTWPG8699D
Aadhaar No	

Nominee Details

TIER 1 Details

Nominee Serial Number	1		
Nominee Name	BANDANA GUPTA		
Nominee Date of Birth			
Nominee Relation	WIFE		
Nominee Major/Minor	MAJOR		
Nominee Guardian Name			
Nominee Guardian DOB			
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id		Nominee Address 1	fdss
Nominee Address 2	fdff	Nominee Address 3	fdff
Nominee City	mumbai	Nominee City Pin	400066
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

Withdrawal Request Declaration Checklist

Sr. No.	Declaration	Response
1	Are you a Politically Exposed Person	NO
2	Are you related to a Politically Exposed Person	NO
3	Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

Withdrawal Request Document Checklist

Withdrawal - Normal/Exit at the age of 60

Sr. No.	Document Name
1	Withdrawal Form duly filled and signed & stamped by Nodal Office / Withdrawal Form digitally signed with OTP or eSign by Subscriber
2	Original PRAN Card/Copy of PRAN Card/Copy of ePRAN/Notarised Affidavit (if PRAN Card or copy of PRAN Card/ePRAN not submitted).
3	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook

Proof of Identity

Sr. No.	Document Name
1	Aadhar Card/Letter issued by Unique Identification Authority of India.

Proof of Address

Sr. No.	Document Name
1	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

Maker Action

Authorized by Maker

SOP on Initiation & Authorization of Online Exit request under NPS

Declaration by the Subscriber/Claimant*:

1. I Prashant Shantaram Gurav hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge.
2. I also agree that NPS Trust / CRA shall not be held responsible for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me.
3. Further, I authorize the National Pension System Trust (NPST) / CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

Declaration by the Proposer*:

1. I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.
2. I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.
3. I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.
4. I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.
5. I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.
6. I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.
7. I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
8. I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.
9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.
10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Declaration by Nodal Office/POP/Aggregator*:

1. I/we have verified the documents as submitted by the Subscriber/Claimant with the originals / scanned documents uploaded in CRA (in case of digitally signed request) and authorized this application for processing of the subject claim of the Subscriber / Claimant. It is certified that the details as provided in this application form are matching with the information available in the official record maintained by us. The complete information provided in this form including declaration and nomination details have been provided by the Subscriber / Claimant Sh/Smt/Ms. after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.
2. That all the contributions with respect to the Subscriber's NPS contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending at Nodal Officer level. (only for government nodal office).
3. That identity of the Subscriber / Claimant is certified as provided in the withdrawal form above. The name of Subscriber / Claimant as mentioned on the withdrawal form has been verified and can be accepted as final.
4. It is certified that the bank account (Salary Account) details provided in the form is as per the salary records maintained in our office. The bank account details (salary account) of subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment. (only for government nodal office).



Please click to view the uploaded document:

Authorize Reject
 Reason for Rejection:

Figure 35

Once User clicks on "Submit" button, Exit request will get authorized in the CRA system and confirmation window is displayed to the User as given below in **Figure 36**.

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

National Pension System (NPS)

Welcome Pay and Accounts Office-1001033802
Navigate to NPSCAN
12-May-2023
Home | Logout

Grievance
User Maintenance
Views
Additional Reports (New)
Dashboard
CGMS BackOffice
Master Download
Nodal Offices Upload
Error Rectification Module
Recruitment Monitoring

Exit Withdrawal Request
Knowledge Centre
Transaction
Authorize Request
CKYCCompliance

Withdrawal Request - Complete

[Back to Results Page](#)

PRAN	110042570794
Name	Prashant Shantaram Gurav
Claim ID	2112397670
Date of Birth	15/06/1986

Please click here to [View Annuity Quotes](#)

Withdrawal Request has been Verified	
Acknowledgement No	211239767001
Verification Timestamp	12/05/2023 14:55

[Click Here](#) to view withdrawal form.

Please click to view the uploaded document:

Figure 36

On successful authorization of Exit request by Nodal Office, same will get executed in the CRA system and Funds will be transferred to Subscriber's Bank Account within stipulated withdrawal timeline as mentioned below.

However, for Superannuation Exit, if Subscriber has not completed Superannuation/retirement, request will get executed in CRA system after completion of Superannuation/retirement.

Withdrawal Timelines:

- The process of withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of funds in Subscriber's Bank Account.
- In CRA system, redemption and investment of units happens only on working day (excluding, Saturday, Sunday and holidays) which is called a Settlement Day.
- If request is submitted (authorised) before cut-off time of settlement (before 10.30 AM*) on settlement day in CRA, then request is considered for processing on same working day. The redemption of units happens on same working day (Day T) with NAV of same working day (Day T) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*
- If request is submitted (authorised) after cut-off time of settlement (after 10.30 AM*) on settlement day in CRA, then request is considered for processing on next working day. The redemption of units happens on next working day (Day T+1) with NAV of next working day (Day T+1) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*

* Cut-off time for considering request for settlement may extend due to various factors.

Physical Withdrawal Form and supporting documents are not required to be submitted by Nodal Office to Protean-CRA for storage purpose for exit requests initiated by Subscriber online in CRA through digital signature (OTP Authentication/eSign) & complete scanned documents are uploaded in CRA. If Subscriber has opted for Physical Form submission, then Nodal Office is required to submit documents to Protean-CRA for storage purpose.

Online Bank Account Verification -

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

8. Annuity Issuance Process:

On processing of exit request in CRA, Subscriber details and scanned documents will be shared with Annuity Service Provider (ASP) opted by Subscriber during initiation of exit request, if annuity is applicable. ASP will issue Annuity policy on the basis of details entered by the Subscriber and documents uploaded at the time of initiation of exit request.

If documents uploaded are not sufficient/incorrect or any additional documents required, then ASP may contact Subscriber for completion of annuity formalities. Alternatively, if required, Subscriber may contact ASP. Complete contact details of ASP are available on CRA Website (www.npscra.nsdl.co.in).

On completion of annuity formalities, ASP will confirm Annuity request of the Subscriber online in the CRA system. On successful authorization of Annuity request by ASP, same will get executed in the CRA system and Funds (Annuity Corpus) will be transferred to ASP's Bank Account by Trustee Bank (Axis Bank) within stipulated withdrawal timeline mentioned above.

Annuity policy shall be issued by ASP within T+2 working days of receiving the funds at their end.
