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Protean eGov Technologies Limited
(formerly NSDL e-Governance Infrastructure Limited)

STANDARD OPERATING PROCEDURE (SOP)

Online Processing of Partial (Conditional) Withdrawal Request by Nodal Office / POP

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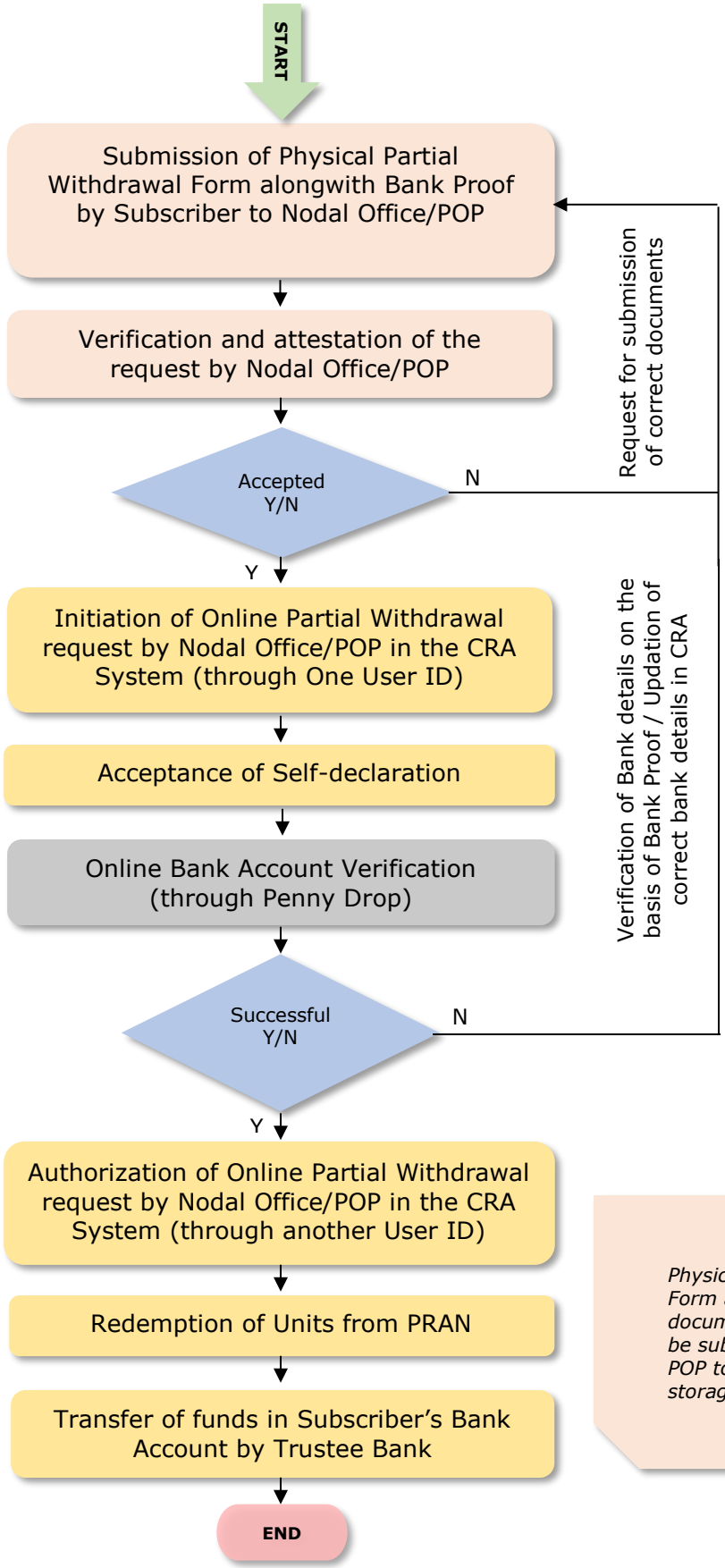
1. Abbreviations

Abbreviation	Expansion
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Office
DTO	District Treasury Office
DTA	Directorate of Treasuries & Accounts
Nodal Office / POP	PAO/PRAO/DTO/DTA registered under NPS
NPS	National Pension System
PAO	Pay and Accounts Office
POP	Point of Presence
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office

2. Process Flow – Processing of Online Partial Withdrawal Request



Physical Partial Withdrawal Form and supporting documents are not required to be submitted by Nodal Office / POP to Protean-CRA for storage

3. Preface:

As per Pension Fund Regulatory and Development Authority (PFRDA) Exit Regulations, 2015 & amendments thereto, a Subscriber can opt for Partial Withdrawal of accumulated pension wealth, not exceeding 25% of contributions made by him/her and excluding contributions made by employer, if any at any time before exit from National Pension System (NPS).

The details regarding purpose of Partial Withdrawal, the related conditions are provided below:

Purposes:

Subscriber can opt for Partial Withdrawal for below mentioned Purposes:

A) For higher education of his/her children including a legally adopted child.
B) For the marriage of his or her children, including a legally adopted child.
C) For treatment of specified illness: For Subscriber, his legally wedded spouse, children including a legally adopted child or dependent parents suffer from any specified illness, which shall comprise of hospitalization and treatment in respect of the following diseases.
    I. Cancer
    II. Kidney failure
    III. Primary Pulmonary arterial hypertension
    IV. Multiple sclerosis
    V. Major Organ Transplant
    VI. Coronary artery bypasses graft
    VII. Aorta Graft surgery
    VIII. Heart value surgery
    IX. Stroke
    X. Myocardial infection
    XI. Coma
    XII. Total Blindness
    XIII. Paralysis
    XIV. Accident of serious/life threatening nature
    XV. COVID-19

D) For the purchase or construction of a residential house or flat in his or her own name or in a joint name with his or her legally wedded spouse. In case the Subscriber already owns either individually or in the joint name a residential house or flat, other than ancestral property no withdrawal under these regulations shall be permitted.
E) To meet medical and incidental expenses arising out of the disability or incapacitation suffered by the Subscriber.
F) For Skill development/re-skilling or any other self-development activities.
G) For Establishment of own venture or any start-up (Only for 'All Citizens' Sector Subscribers).

Conditions:

Subscriber can opt for Partial Withdrawal as per below mentioned Conditions:

1) The Subscriber shall have been in the NPS at least for the period of **three years** from the date of his or her Joining (in case of Govt. & Corporate Subscribers)/date of PRAN generation (in case of 'All Citizens' sector).

2) The Subscriber shall be allowed to withdraw only a maximum of **three times** during the entire tenure of subscription.

3) The Subscriber can opt for withdrawal **not exceeding 25%** of contributions made by him/her.

Documents:

As per PFRDA Circular (CIR No. PFRDA/2021/3/SUP-ASP/3) dated January 14, 2021 on Ease of Partial withdrawal of NPS Subscribers through self – declaration, the Partial Withdrawal Requests will be processed on the basis of Self-declaration provided by Subscriber for reason of partial withdrawal.

No supporting documents (w.r.t. stated withdrawal reason) are required to be submitted by the Subscriber for availing Partial Withdrawal. **The Subscriber is required to accept the ''Self declaration'' for Partial Withdrawal which is provided in Withdrawal Form / in online partial withdrawal request as part of - Declaration by the Subscriber.**

Bank Details are non-editable at the time of initiation of Partial Withdrawal request. If bank details are incorrect/not available or If Subscriber wishes to update any other Bank Account details, then the Subscriber has an option to update the same online in CRA system (www.cransdl. com) or submit Form S2 – Subscriber details change Form to associated Nodal Office / Point of Presence (POP) and then initiate Withdrawal request.

4. Procedure for Processing Online Partial Withdrawal request

The Subscribers registered in the CRA system have an option to initiate online Partial Withdrawal Request in the CRA system (with self-declaration) and submit the same through OTP Authentication / eSign. **The Standard Operating Procedure (SOP) for initiation of Partial withdrawal request by Subscriber is available on CRA Website (www.npscra.nsdl.co.in).**

If OTP Authentication / eSign is not possible or the Subscriber is not able to initiate online Partial Withdrawal request in CRA system for any reason, then the Subscriber is required to submit physical Partial Withdrawal Form (with self-declaration) to the associated Nodal Office / POP. In such case, the Nodal Office / POP will process the request in the CRA System.

Pre-requisite for Partial Withdrawal if request is initiated by Nodal Office / POP:

- Subscriber should have fulfilled the conditions for Partial Withdrawal as per PFRDA guidelines as mentioned above.
- Bank Account details of the Subscriber are updated in his/her NPS account. The Bank of the Subscriber should be empaneled for Online Bank Account Verification. Also, the Subscriber needs to be the First Account Holder of the Bank Account.
- The dully filled-up Partial Withdrawal Form is submitted by Subscriber. The Subscriber has accepted self-declaration for reason of withdrawal and submitted copy of Bank Proof for Bank Account registered in CRA.

Brief Steps – Processing of online Partial Withdrawal request by Nodal Office / POP:

- Verification & Attestation of Physical Partial Withdrawal Form & Bank Account Proof by Nodal Office / POP.
- Initiation of request by Nodal Office / POP in the CRA System through One User ID.
- Acceptance of the Self-Declaration for reason of Partial Withdrawal.
- At the time of initiation of request, the name and Bank Account of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). *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 Subscriber's NPS Account.*
- Authorization of request by Nodal Office / POP in the CRA system through another User ID.
- No Supporting Documents (w.r.t. stated withdrawal reason) are required to be submitted to the associated Nodal Office / POP by Subscriber.
- **Physical Partial Withdrawal Form and supporting documents are not required to be submitted by Nodal Office / POP to Protean-CRA for storage.**

The detailed procedure to be followed by the Nodal Office / POPs for processing Online **Partial Withdrawal** requests in the CRA system is provided below:

5. Steps to initiate Online Partial Withdrawal request in CRA System by Nodal Office / POP

Nodal Office / POP User needs to access CRA System www.cra-nsdl.com using one User ID & Password as given below in **Figure 1.** In case of POP, it will be DSC based login.

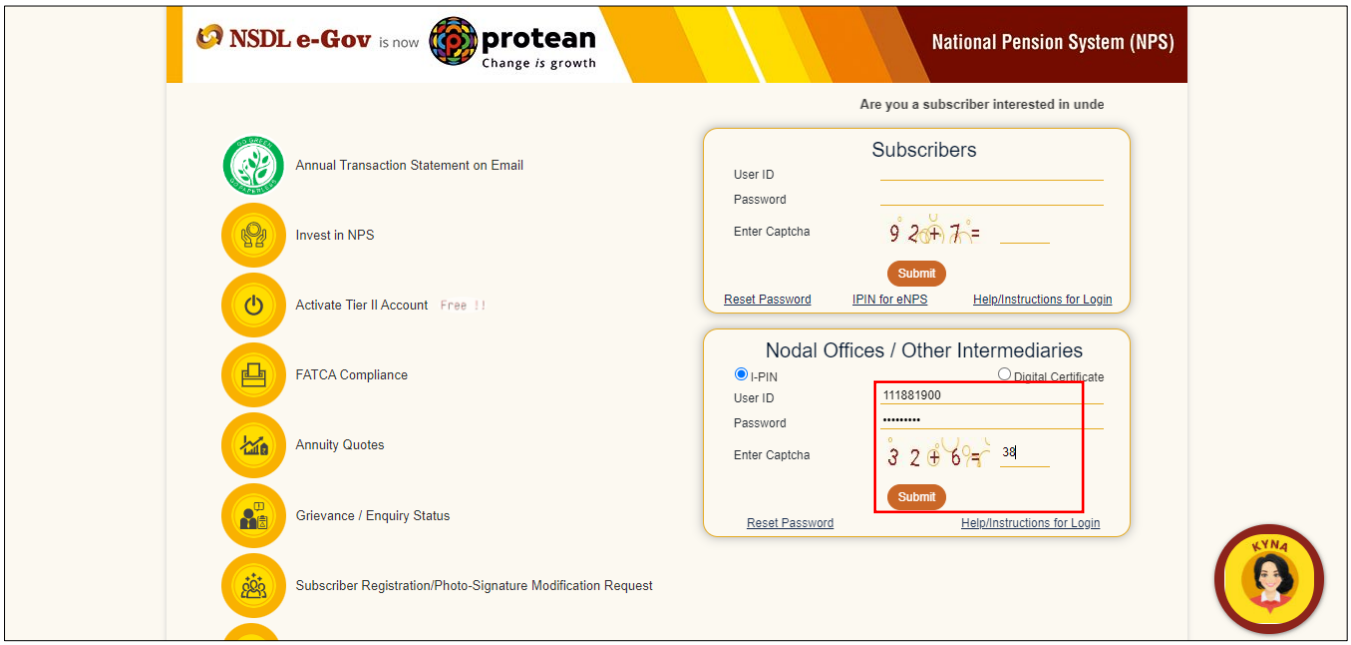


Figure 1

User needs to click on menu "**Transaction**" and select sub menu "**Initiate Conditional Withdrawal**" as given below in **Figure 2**.

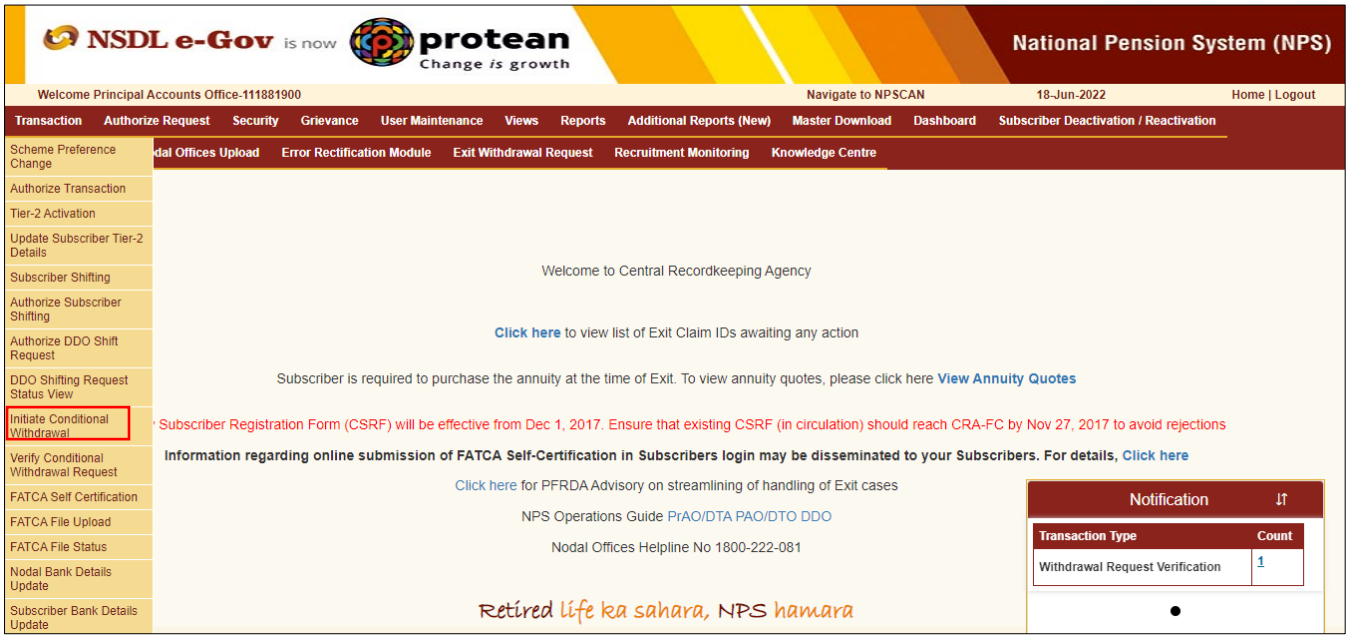


Figure 2

User needs to enter PRAN of the Subscriber as given below in **Figure 3** for whom withdrawal request needs to be processed.

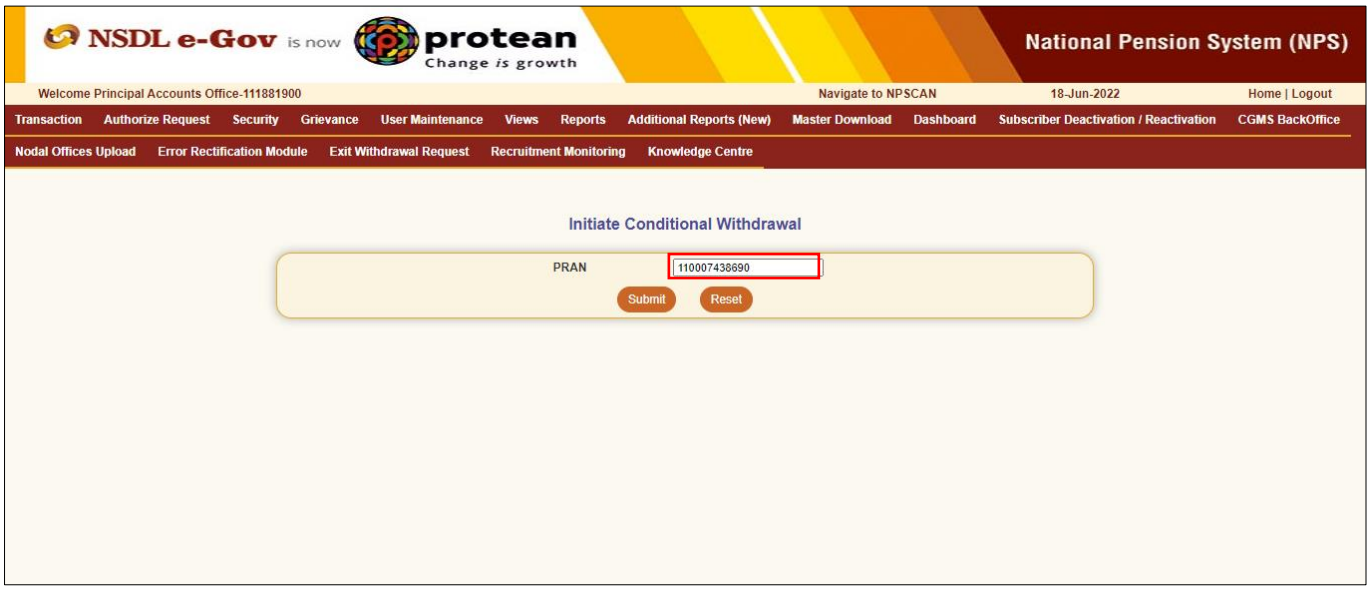


Figure 3

At this stage, Subscriber details like Available Self Contribution, Available Withdrawal amount, date of joining, date of birth, previous withdrawal amount, contributions utilized for Partial Withdrawal etc. are displayed to the User. Please refer below **Figure 4.**

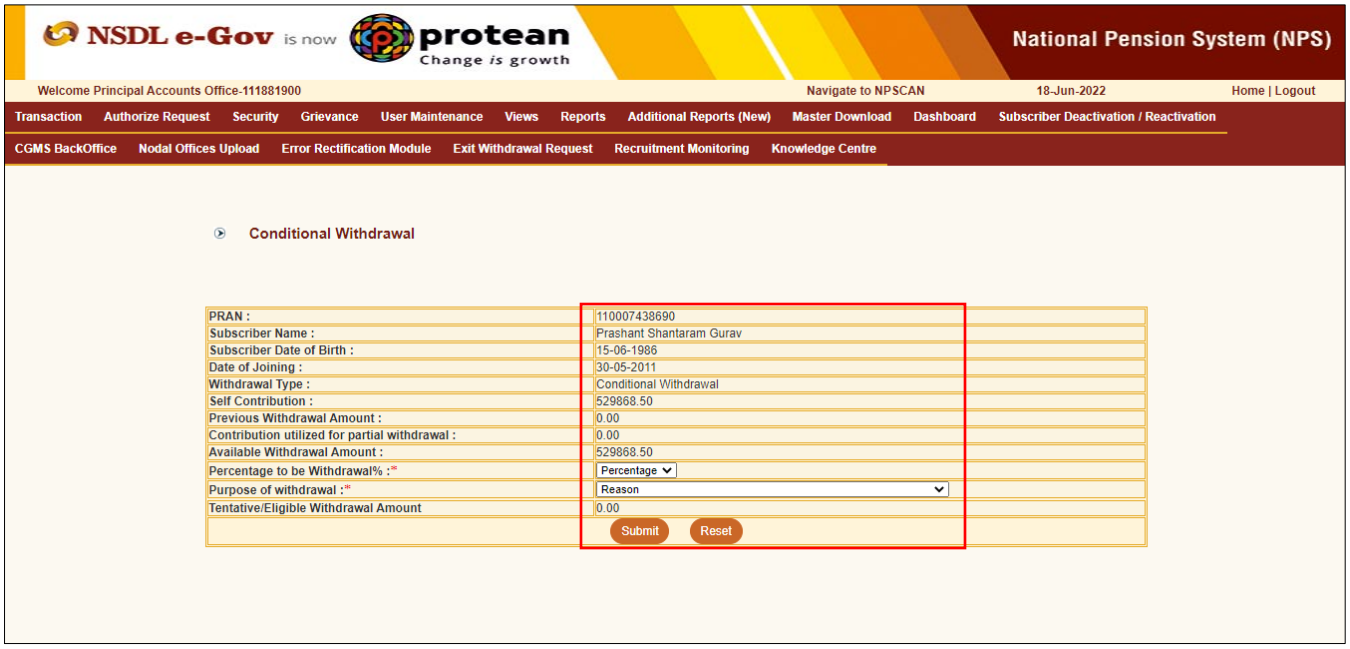


Figure 4

User needs to click on drop down menu "Percentage to be withdrawal" and select percentage towards withdrawal. User can select maximum of 25% from the drop down menu. Please refer below **Figure 5**.

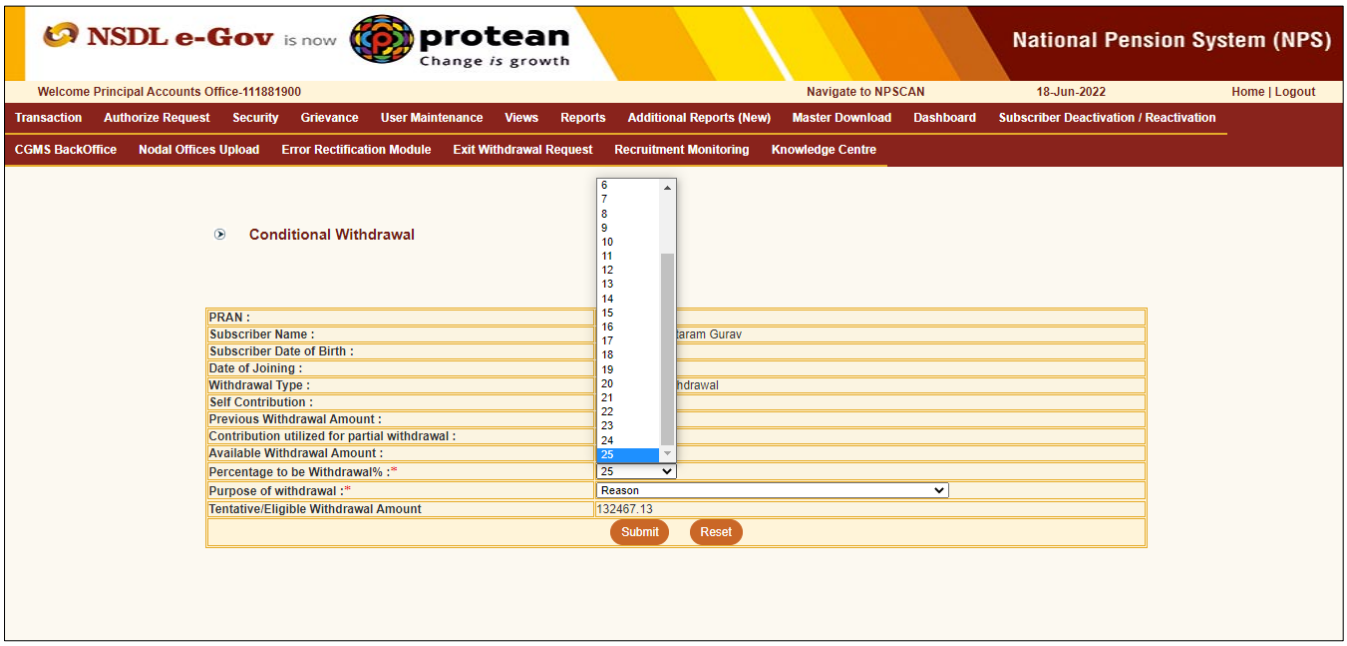


Figure 5

After selection of withdrawal percentage, User needs to select "Withdrawal Reason" from the drop down menu as per the reason mentioned in Partial Withdrawal Form submitted by the Subscriber and click on "Submit" button.

If User has selected Reason for withdrawal as "Skill development/re-skilling or any other self-development activities", then User is required to enter 'Course Fee' (Training Cost) which is mandatory. In this scenario, Subscriber will receive Course Fee (Training Cost) or selected % of Available withdrawal amount whichever is lower. If 'Course Fee' amount entered is more than eligible amount (as per % entered by User), message will be displayed informing Subscriber will receive eligible amount only.

Please refer below **Figure 6A and 6B**.

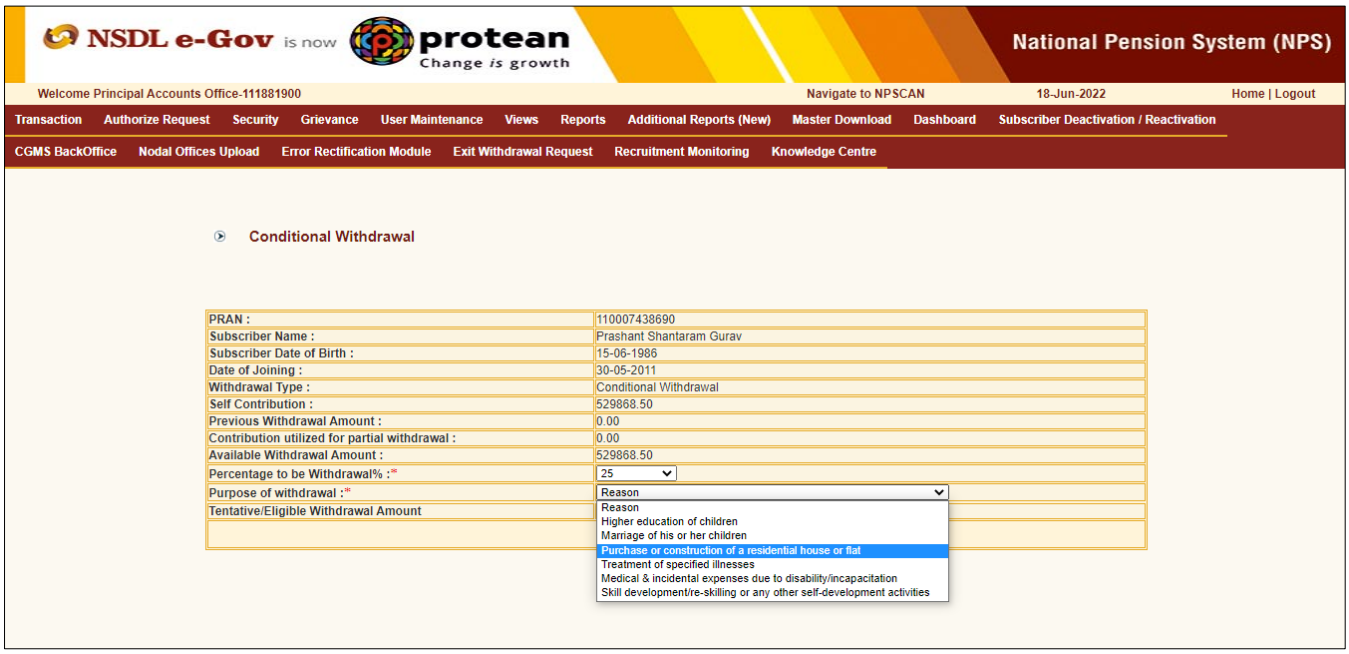


Figure 6A

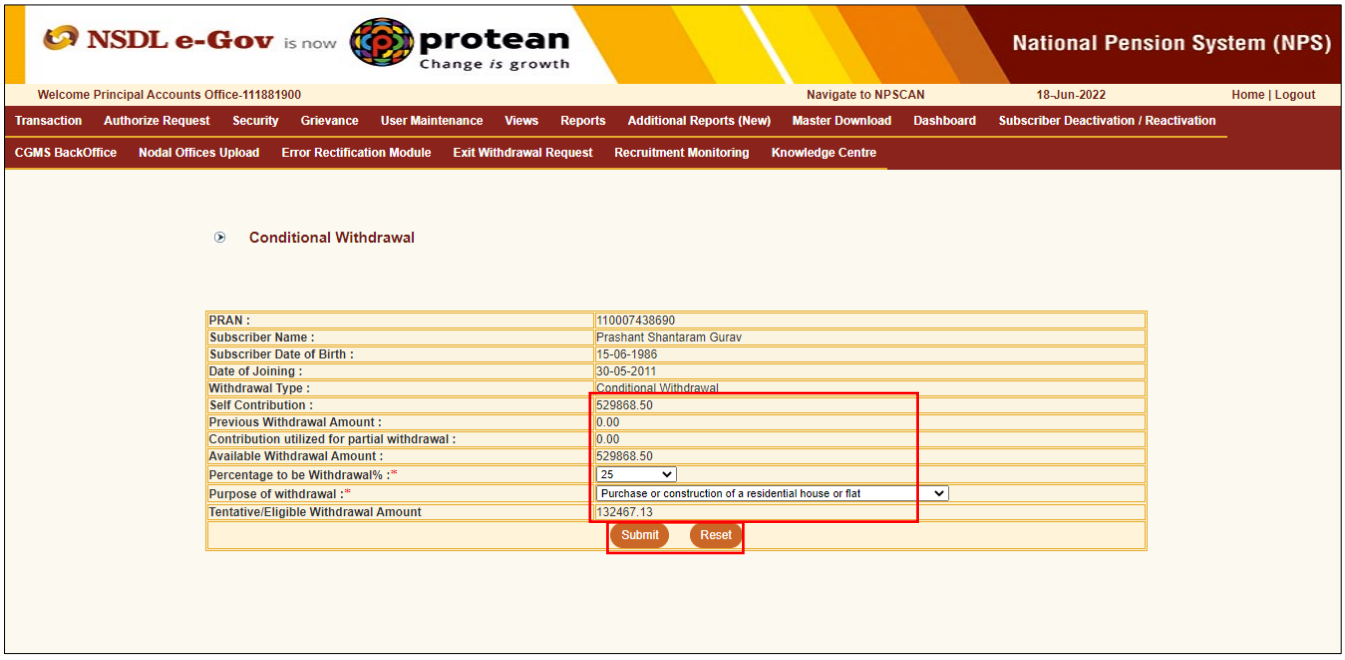


Figure 6B

At this stage, existing bank details of the Subscriber along with mobile number and email ID of the Subscriber are displayed. If existing bank details and contact details are correct, User needs to click on "Confirm" button to proceed further. Please refer below **Figure 7**.

User will not be allowed to modify bank details and contact details (Mobile No. and Email ID) at the time of initiation of the Withdrawal request.

For updation of Bank details / Mobile No. /Email ID in CRA records, the Subscriber has an option to update the same online in CRA system (www.cra-nsdl.com) or submit Form S2 – Subscriber details change Form to associated Nodal Office / POP. The Form S2 is available under "Forms" section, which is available under respective sector on CRA website (www.npscra.nsdl.co.in).

Nodal Office / POP is required to upload scanned copies of Physical Partial Withdrawal form alongwith supporting documents provided by Subscriber in a single file.

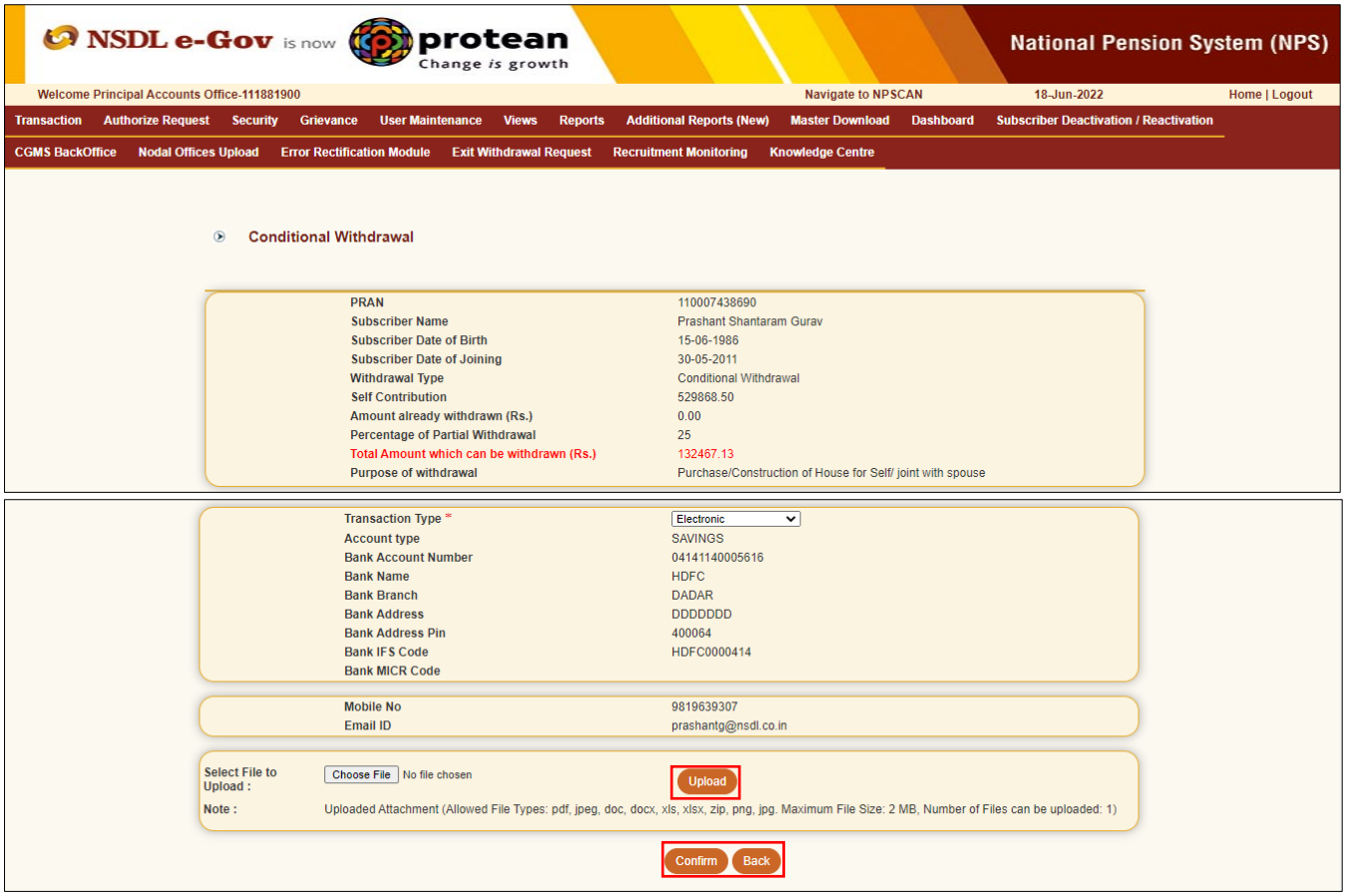


Figure 7

At this stage, User needs to click on check box of declaration (It contains Self-declaration accepted by Subscriber as part of physical Partial Withdrawal Form submitted) and click on **"Online bank a/c verification"** tab to proceed further. Please refer below **Figure 8.**

The Self-declaration accepted by the Subscriber in Partial Withdrawal Form will be evidence for reason of Partial Withdrawal. No supporting documents (w.r.t. stated withdrawal reason) are required to be submitted by Subscriber.

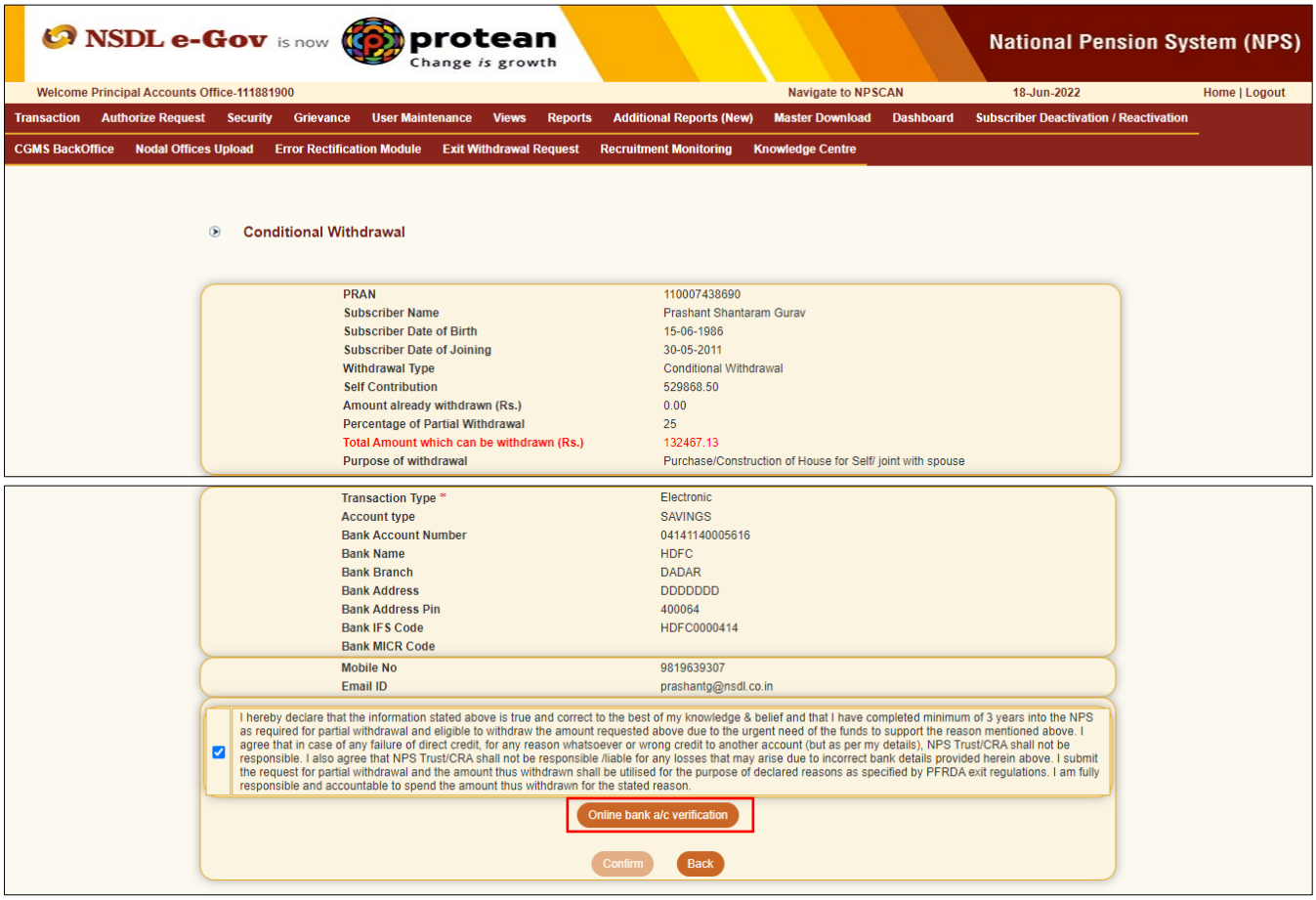


Figure 8

At this stage, after clicking on **"Online bank a/c verification**" tab, the name and Bank Account 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 User i.e. **"Online bank a/c verification is Successful".** User needs to click on "OK" button and then click on "Confirm" button to proceed further.

Please refer below **Figure 9A and 9B.**

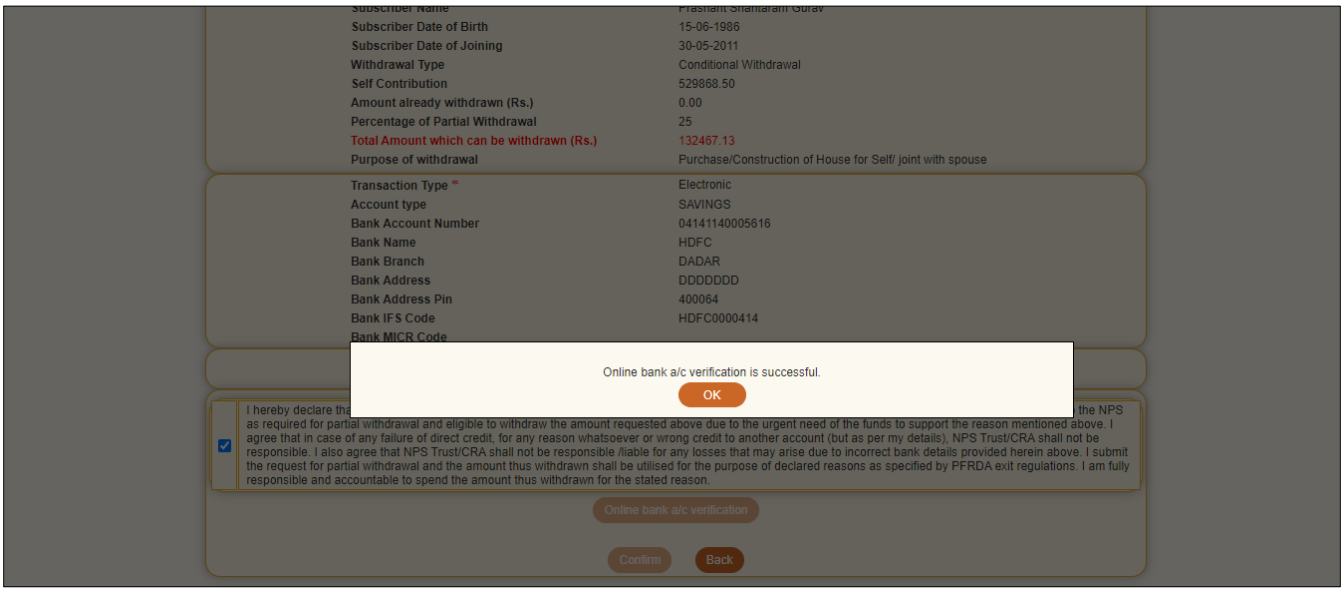


Figure 9A

Figure 9B

Once User clicks on ''Confirm'' button, Partial Withdrawal request will get captured in the CRA system and an **Acknowledgement Number** will get generated.

At this stage, option is provided to the User to view & download system generated Withdrawal Form. Further, status of the request is also displayed. Refer below **Figure 10**.

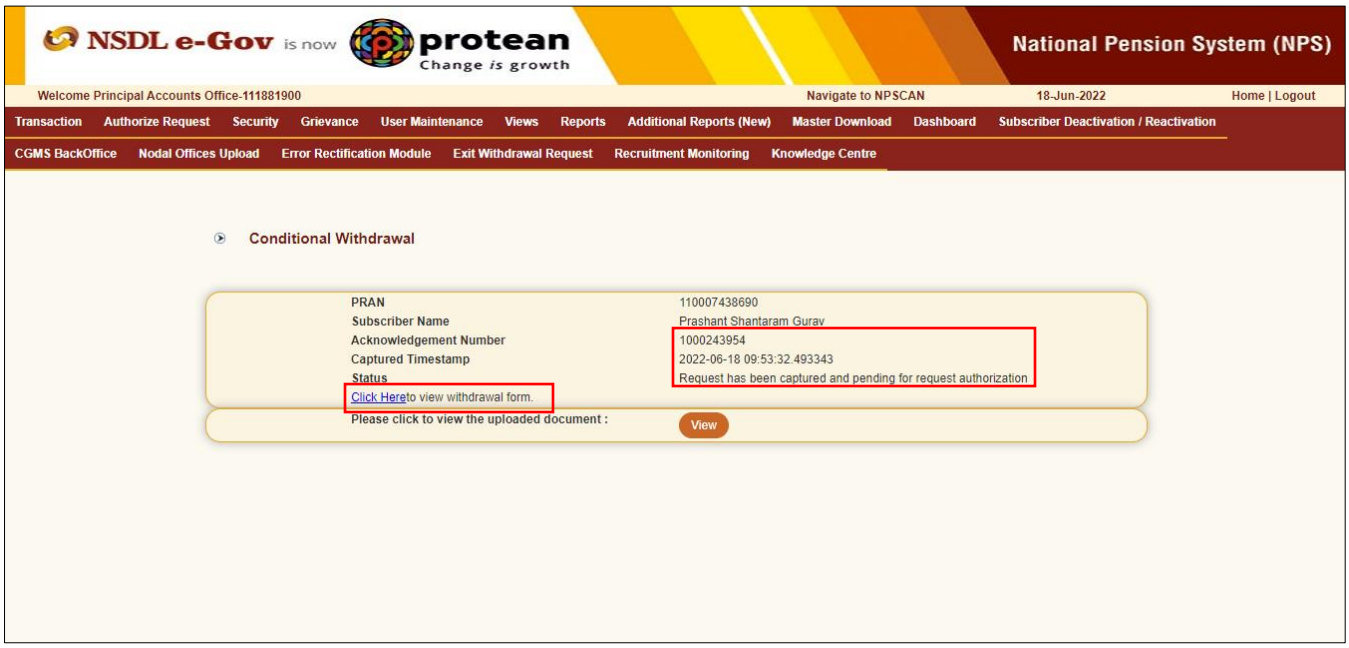


Figure 10

Once request is captured/initiated, Nodal Office / POP needs to authorize the same in CRA system with another User ID.

6. Steps to authorize Online Partial Withdrawal request in CRA System by Nodal Office / POP

Nodal Office / POP User needs to access CRA system www.cra-nsdl.com using another User ID & Password as given below in **Figure 11.** In case of POP, it will be DSC based login.

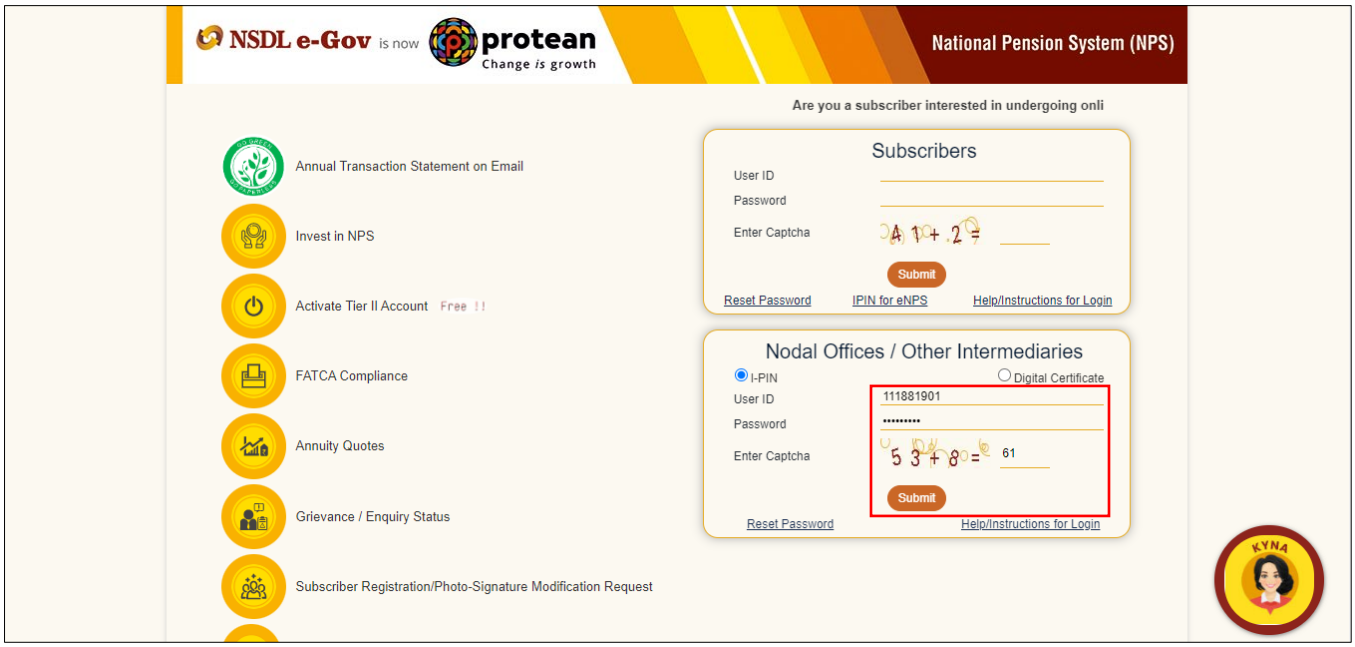


Figure 11

User needs to click on Menu "**Authorize Request**" and select sub menu "**Authorize Conditional Withdrawal Request**". Please refer below **Figure 12**.

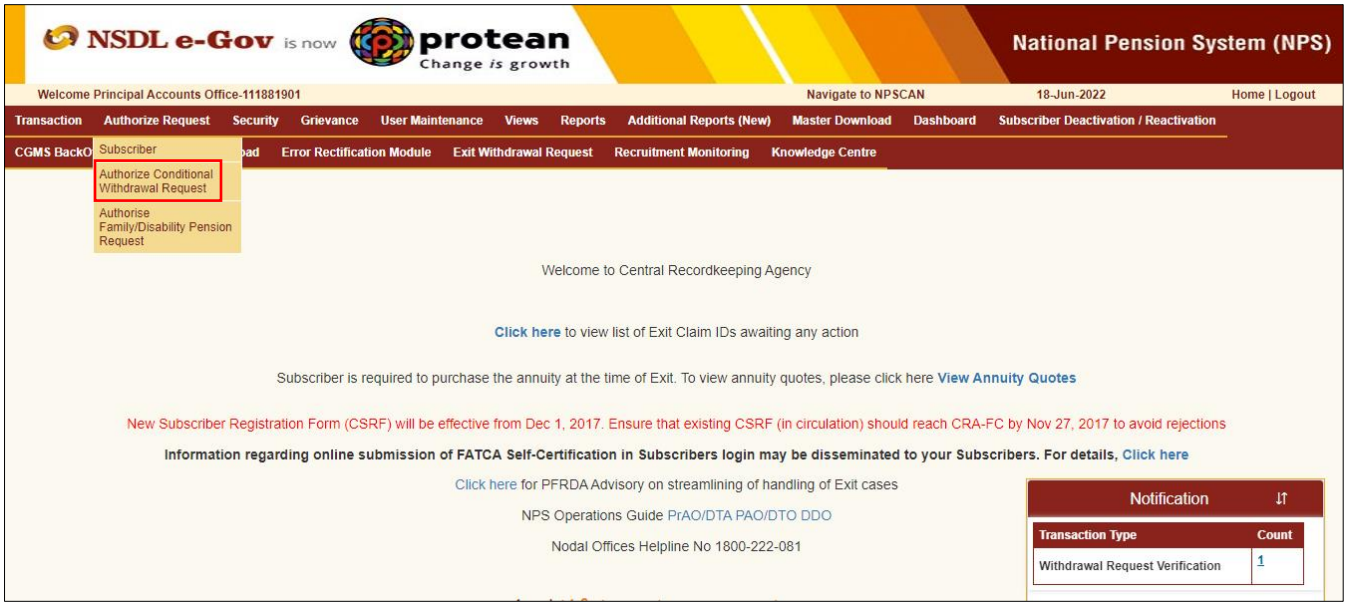


Figure 12

User needs to provide PRAN of the Subscriber and click on "Search" button as given below in **Figure 13.**

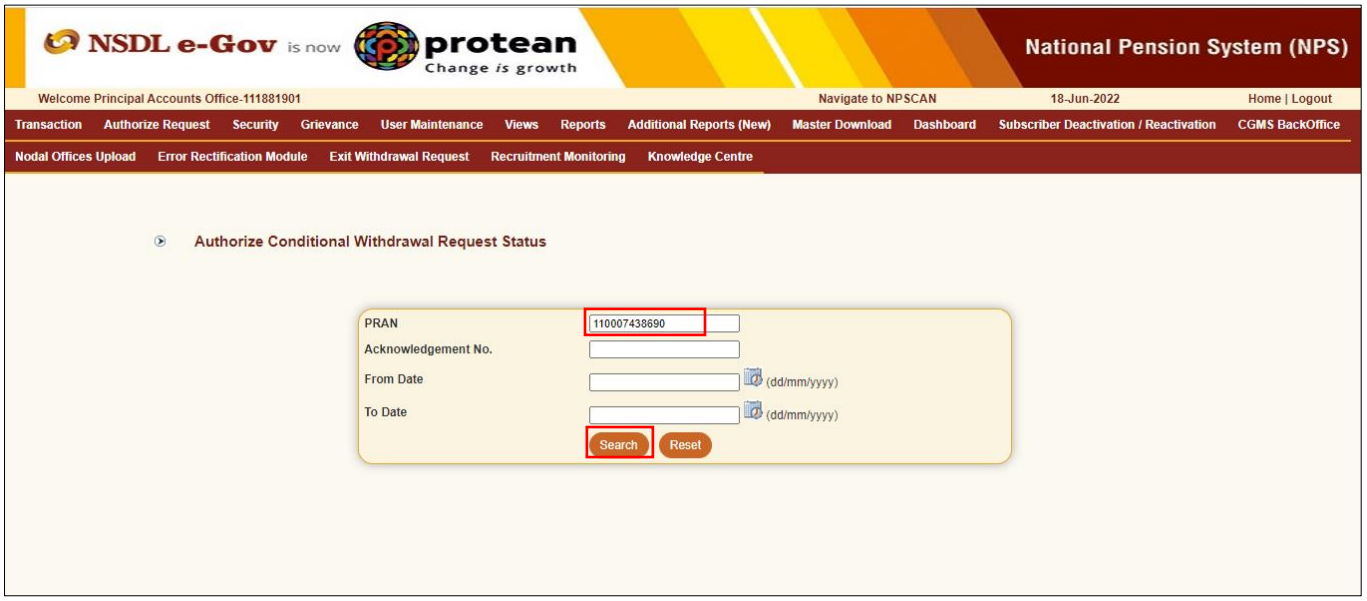


Figure 13

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Date and Status as given below in **Figure 14.**

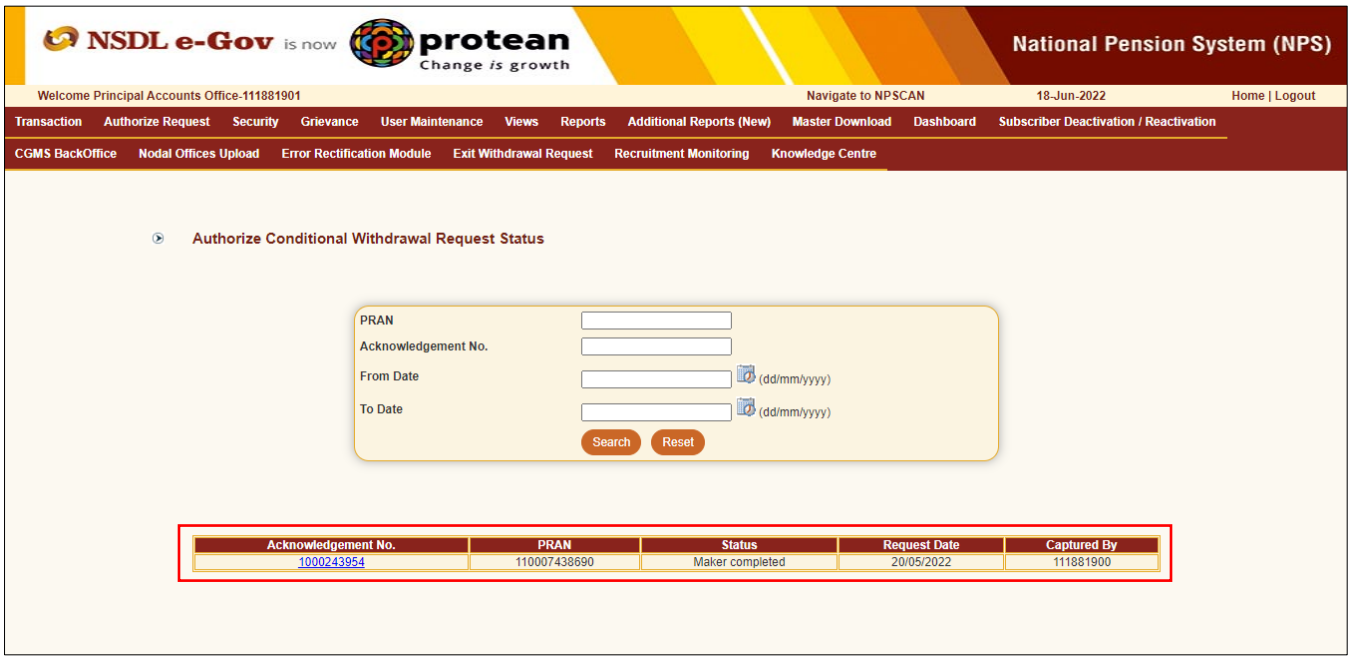


Figure 14

User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of withdrawal request. User can view uploaded documents by clicking on "View" button.

If details entered are not correct, User needs to click on "Reject" radio button and click on "Confirm" button. In case of rejection of request, Reason for Rejection is mandatory.

If details entered are correct, User needs to click on "Confirm" button to proceed further. Please refer below **Figure 15.**

Figure 15

Once User clicks on ''Confirm'' button, Partial Withdrawal request will get authorized in the CRA system and confirmation window will display to the User as given below in **Figure 16**.

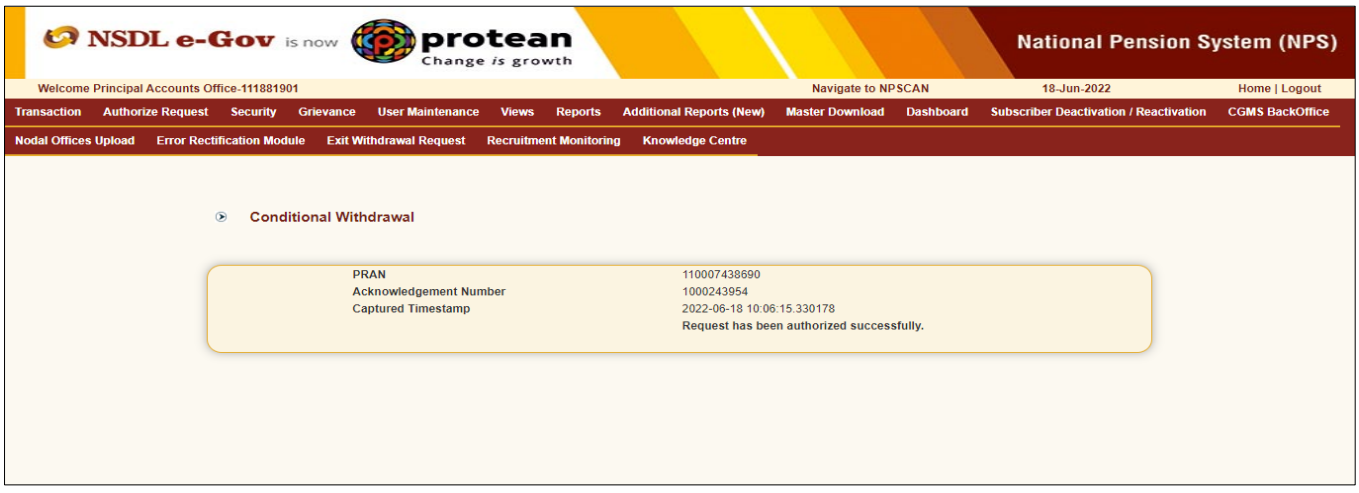


Figure 16

On successful authorization of request, funds will be transferred to Subscriber's Bank Account within T + 3rd Working days, T being date of authorization of online Partial Withdrawal request in CRA system.

Physical Partial Withdrawal Form and supporting documents are not required to be submitted by Nodal Office / POP to Protean-CRA for storage purpose.

Process to be followed if Online Bank Account Verification (Penny drop) fails:

In case of failure in online Bank Account Verification (Penny drop),

- **Due to Subscriber name mismatch** – **In such case, authorization of request will be allowed in CRA**. Nodal Office / POP is required to verify the name of the Subscriber & Bank details with the Bank Proof submitted alongwith physical Partial Withdrawal Form. Accordingly, Nodal Office / POP will accept the relevant declaration for the same at the time of authorization in the CRA system and will authorize Partial Withdrawal request.

- **Due to Bank Account related rejection** - **In such case, authorization of request will not be allowed.** The Subscriber is required to update the correct (new) Bank Account details in his/her NPS account. Once the Bank details are updated in CRA, then Subscriber can initiate new request in CRA or submit physical request to Nodal Office / POP.

  For updation of Bank details in CRA records, the Subscriber has an option to update the same online in CRA system (www.cra-nsdl.com) or submit Form S2 – Subscriber details change Form to associated Nodal Office / POP. The Form S2 is available under "Forms" section, which is available under respective sector on CRA website (www.npscra.nsdl.co.in).

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