NSDL e-GOVERNANCE INFRASTRUCTURE LIMITED

STANDARD OPERATING PROCEDURE (SOP)

Initiation & Authorization of Online Withdrawal Request (Superannuation) by Nodal Office

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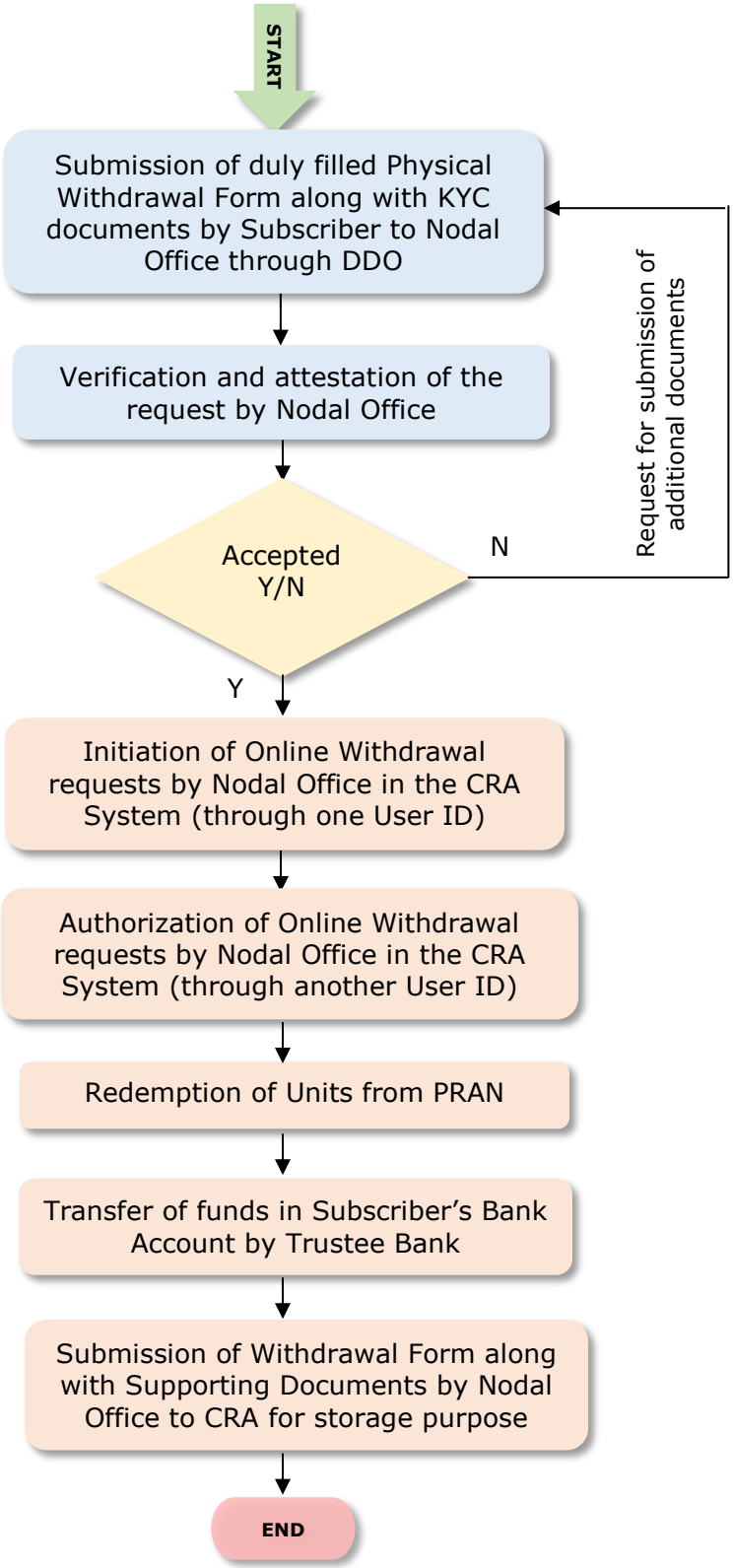
1. Abbreviations

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	PAO/PRAO/DTO/DTA registered under NPS
NPS	National Pension System
PAO	Pay and Accounts Office
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office

2. Process Flow – Processing of Online Withdrawal Requests



In case, request is initiated online by Subscriber in the CRA System, Nodal Office will verify & authorize the request on receipt of Physical documents from Subscriber

3. Preface:

A Subscriber can exit the National Pension System (NPS) due to Superannuation, Premature Exit and Death. With a view to simplify and streamline the processing of exit and withdrawal claims, CRA has developed 'Online Withdrawal' module to process 'Withdrawal Request' for Subscribers exiting NPS.

In order to facilitate and expedite the process for settlement of the withdrawal claims of NPS Subscribers, PFRDA has made it mandatory for all the Nodal Offices (PAOs/DTOs) to process the withdrawal claims of their underlying Subscribers on the online platform being made available on the CRA system from April 1, 2016. This functionality has been made available on CRA website www.cra-nsdl.com

In case of superannuation, a Subscriber can get maximum of 60% as lump sum and minimum of 40% needs to be utilized towards purchase of Annuity. If corpus of the Subscriber is less than or equal to Rs. 2, 00,000 as on Date of Retirement/Date of Attaining 60 years of age then Subscriber can avail the option of Complete Withdrawal.

Exit Claim ID is generated 6 months before the Date of Retirement/attaining the age of 60 years in case of Superannuation. It enables Nodal Office or Subscriber to make any changes (like DOB, address etc.) in the system prior to initiation of Withdrawal request. Withdrawal request cannot be raised without generation of Claim ID.

Nodal Office User should ensure the following before initiating Exit request:

- ✓ Address, contact details, Nomination details etc. registered under NPS in the CRA system.
- ✓ PAN of the Subscriber is registered in the CRA System.
- ✓ NPS account is FATCA compliant – Exit from NPS is not allowed if Subscriber is not FATCA-compliant. For more information, please visit https://npscra.nsdl.co.in/FATCA-Self-Declaration.php
- ✓ Updated Bank details are available in the CRA System.

4. Procedure for Processing Online Withdrawal requests

Superannuation Withdrawal request can be initiated by Subscriber or by Nodal Office.

- **Initiation of request by Subscriber:**

  - ✓ Initiation of Online Withdrawal request by Subscriber in the CRA system (www.cra-nsdl.com)
  - ✓ Submission of system generated Withdrawal Form alongwith KYC Documents (Id proof & Address Proof) and Bank Account proof to Nodal Office through associated DDO
  - ✓ Verification & Attestation of Withdrawal Form & Supporting Documents by Nodal Office
  - ✓ Verification of request by Nodal Office in the CRA System through One User ID
  - ✓ Authorization of request by Nodal Office in the CRA system through Other User ID
  - ✓ Submission of Withdrawal Form & Supporting Documents to CRA by Nodal Office for storage purpose

- **Initiation of request by Nodal Office:**

  - ✓ Submission of Physical Withdrawal Form alongwith KYC Documents (Id proof & Address Proof) and Bank Account proof by Subscriber to Nodal Office through associated DDO
  - ✓ Verification & Attestation of Withdrawal Form & Supporting Documents by Nodal Office
  - ✓ Initiation of request by Nodal Office in the CRA system through One User ID
  - ✓ Authorization of request by Nodal Office in the CRA system through Other User ID
  - ✓ Submission of Withdrawal Form & Supporting Documents to CRA by Nodal Office for storage purpose

This document describes the Withdrawal procedure to be followed by the Nodal Offices for processing the Online **Superannuation** Withdrawal request in the CRA system.

5. Steps to Initiate Online Withdrawal request in CRA System by Nodal Office

Nodal Office User can initiate the Superannuation Withdrawal request in the CRA system six months before the age of Superannuation/reaching the age of 60 years using Claim ID generated by CRA.

Nodal Office User needs to access CRA System www.cra-nsdl.com using one User ID & Password as given below in **Figure 1**.

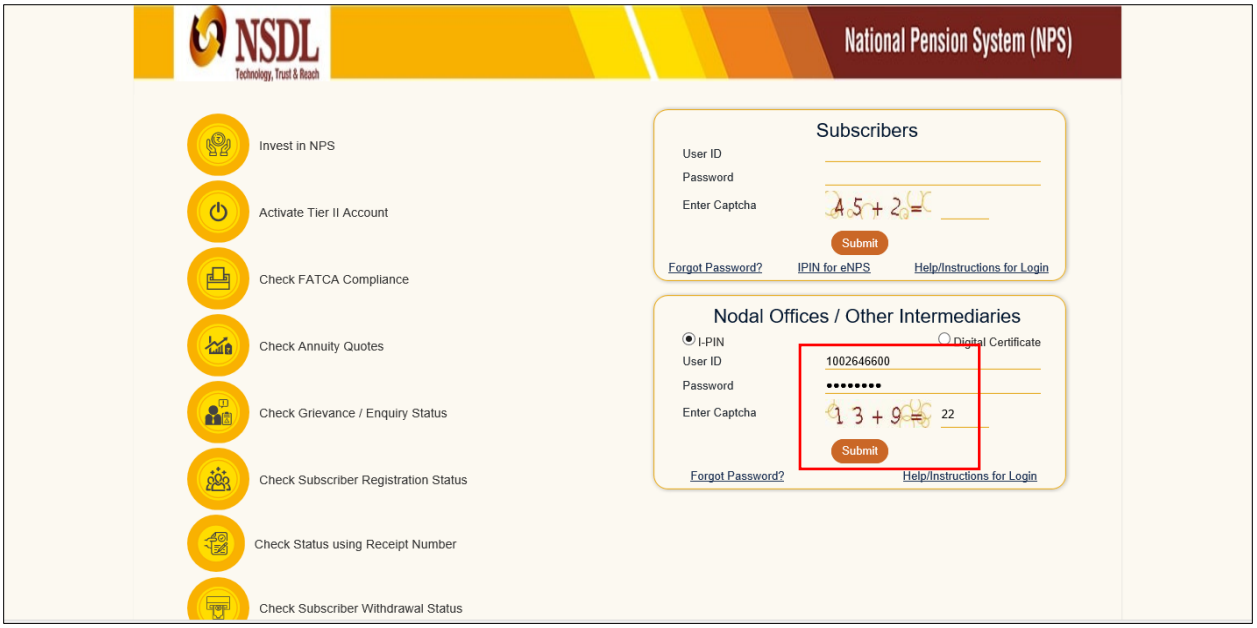


Figure 1

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

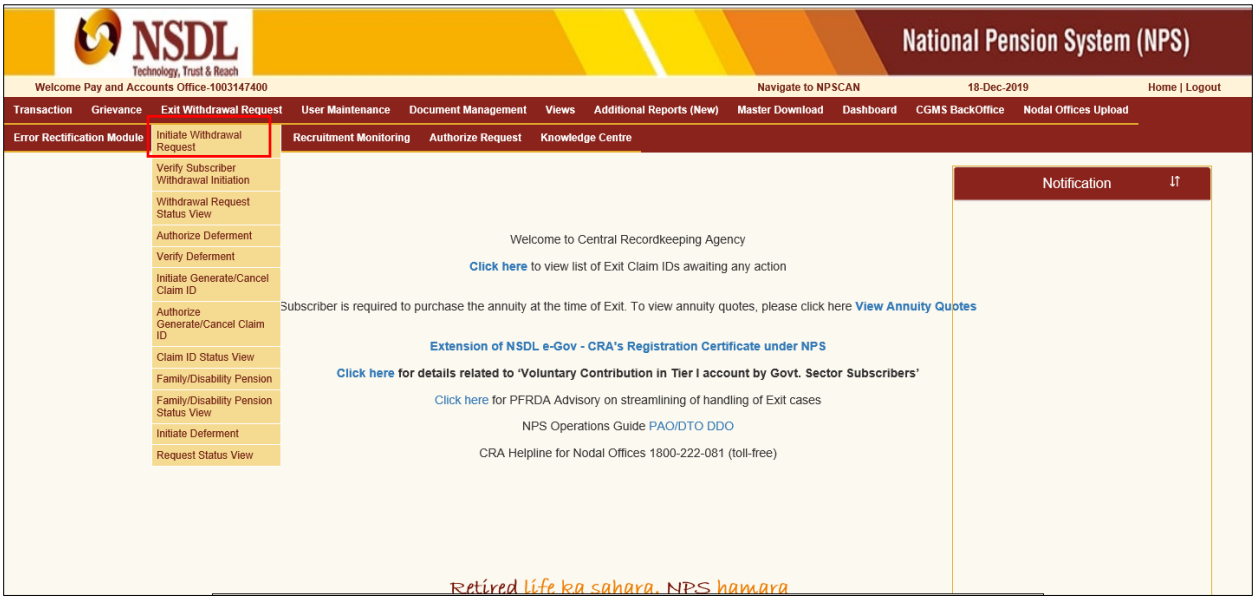


Figure 2

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

Figure 3

User needs to select Withdrawal type as "Superannuation" from the Drop down menu. Date of Retirement of the Subscriber as per CRA records is auto populated from the system. Corpus of the Subscriber as on Date of Retirement of the Subscriber is displayed at the field "Valuation as on Date of Retirement" which helps User to identify whether Subscriber is eligible for complete withdrawal or not. Further corpus of the Subscriber as on date is also displayed at the field "Total Valuation as on Date". If request is initiated prior to Date of Retirement then value displayed at field "Valuation as on Date of Retirement" and "Total Valuation as on Date" will be same.

User needs to provide withdrawal fund allocation percentage. In case of corpus of the Subscriber is greater than Rs. 2 lakhs, then by default percentage towards Lump sum is displayed as 60 and percentage towards Annuity as 40. User can enter maximum percentage towards Lump Sum as 60% and Minimum percentage towards annuity as 40%. In case corpus of the Subscriber is less than or equal to Rs. 2 lakhs, then by default percentage towards Lump sum is displayed as 100 and percentage towards Annuity as 0. Please refer below **Figure 4**.

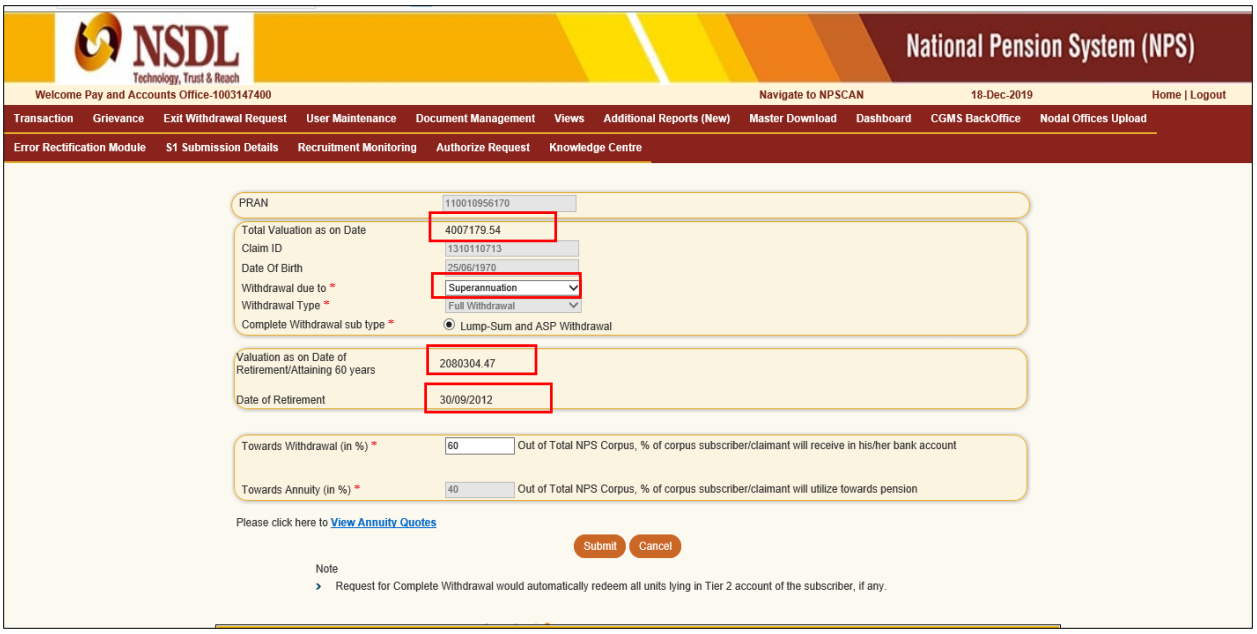


Figure 4

User needs to select Annuity Frequency from the drop down menu. For government sector Subscriber, frequency is "Monthly" only. User needs to select Marital Status of the Subscriber. If Subscriber is Married & Spouse is alive then User need to enter Spouse Name, Spouse Gender, Spouse DOB etc. then User needs to select Annuity Service Provider from the drop down menu. List of the Annuity Service providers is displayed on the basis of Age and Corpus of the Subscriber. Further User needs to select Annuity Scheme. List of Annuity Scheme is displayed on the basis of Marital Status of the Subscriber. Please refer below **Figure 5**.

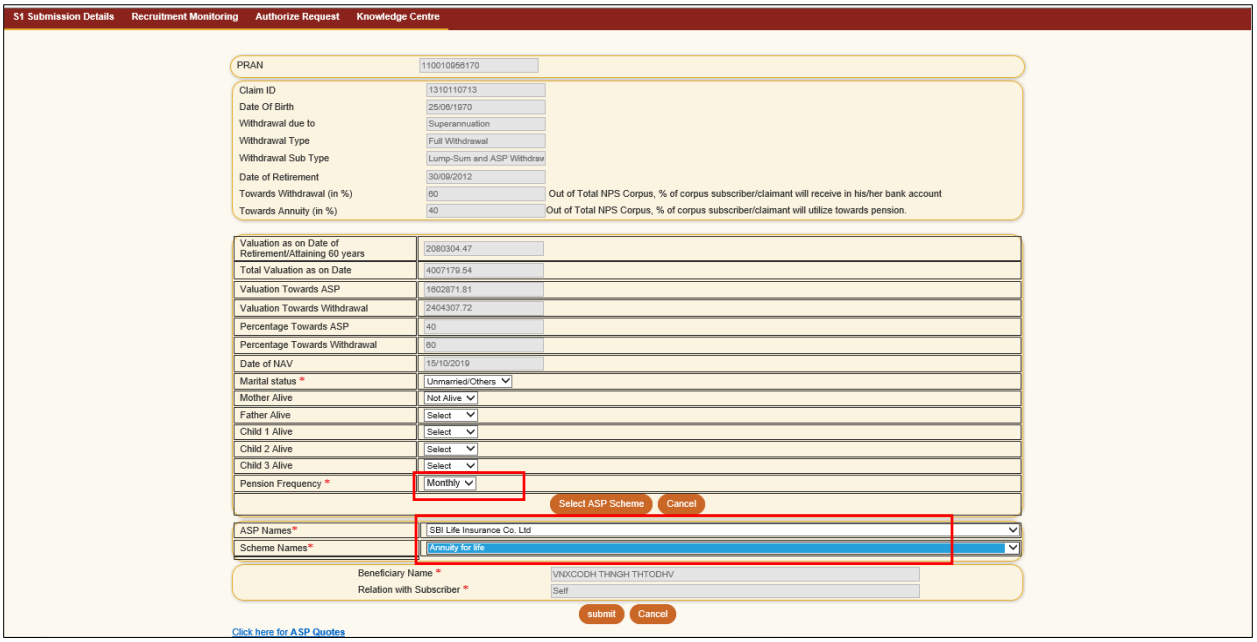


Figure 5

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

User is not allowed to update address of the Subscriber. If address displayed is not correct or not updated then User needs to update the same prior to initiation of withdrawal request. Please refer below **Figure 6**.

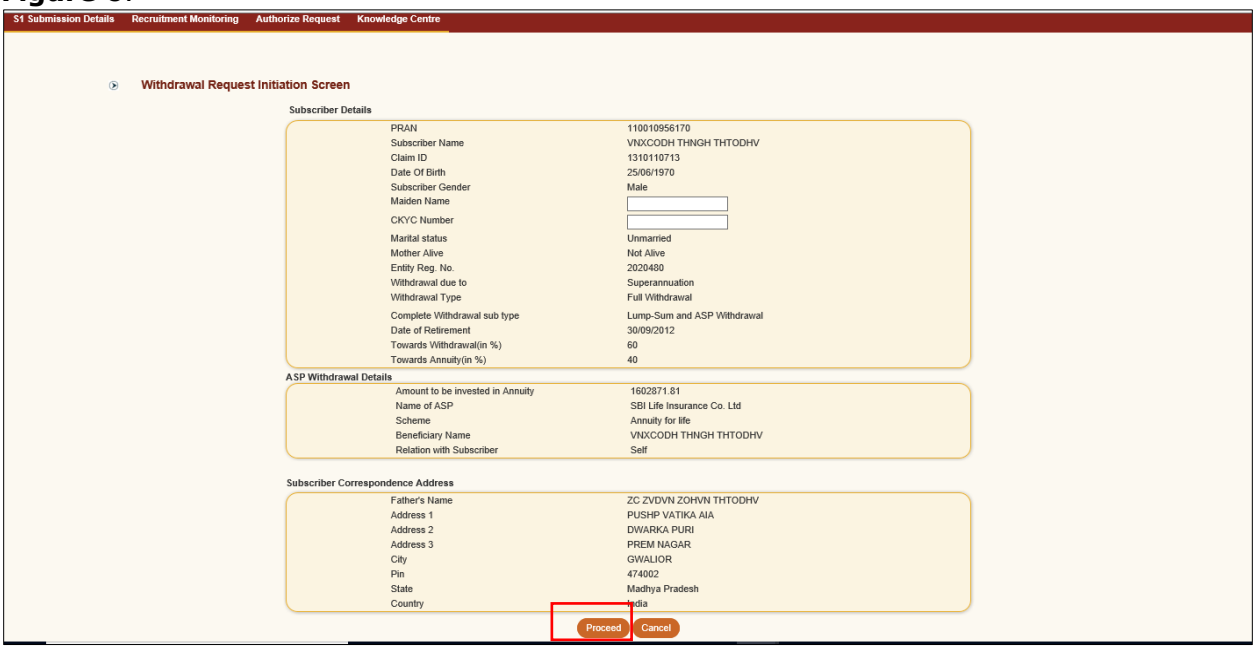


Figure 6

At this stage, existing bank details of the Subscriber along with mobile number, email ID and PAN of the Subscriber (if registered) are displayed. If existing details are correct, User needs to click on "Confirm" button to proceed further.

Bank Details and PAN are non-editable at the time of initiation of withdrawal request. If bank details and PAN are incorrect/not available, User is required to first update bank details and PAN in CRA system and then initiate Withdrawal request.

User needs to click on "Edit" button in order to enter contact details (Mobile & Email ID). Please refer below **Figure 7**.

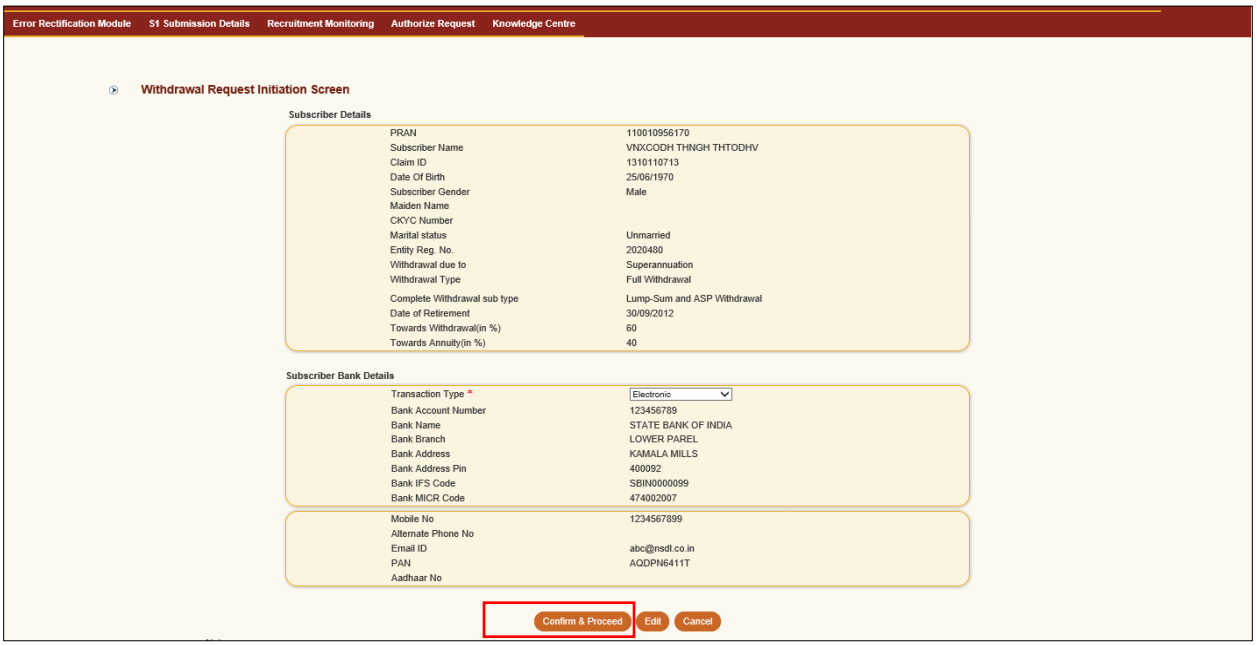


Figure 7

At this stage, existing nomination details if any of the Subscriber are displayed. User needs to click on "Edit" button to enter Nominee address. Please refer below **Figure 8**.

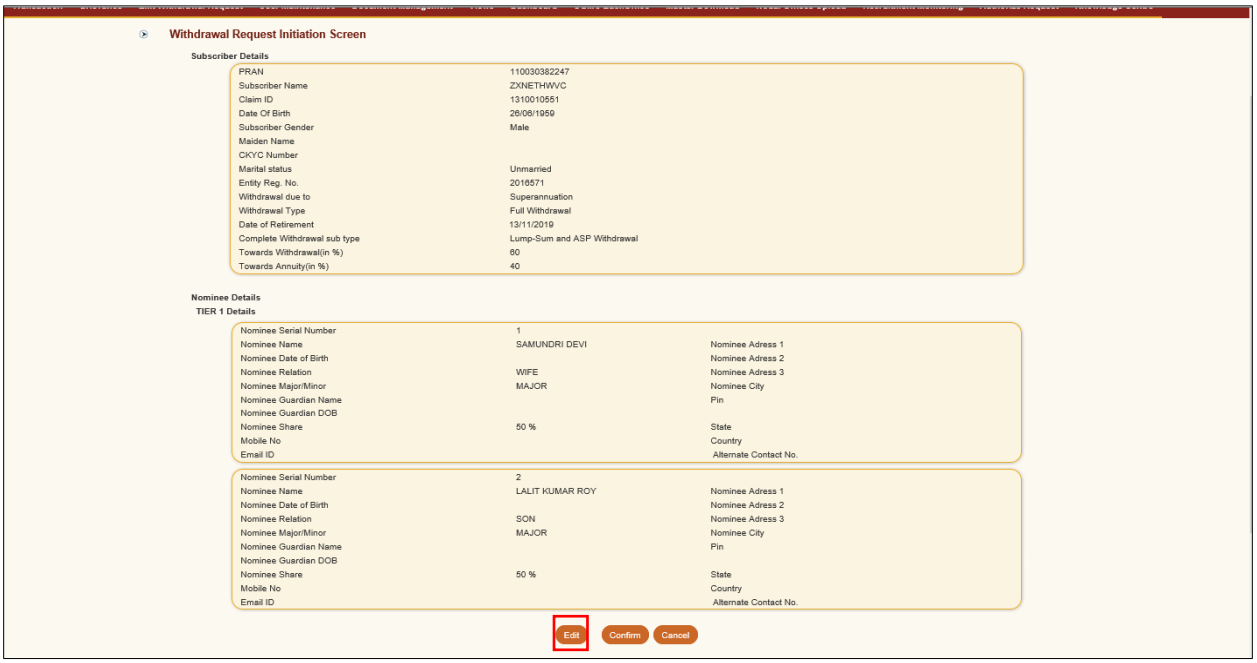


Figure 8

User can enter maximum of three nominees. User needs to click on "Add" button to add more than one nominee. After entering nominee address, User needs to click on "Confirm" button to proceed further. Please refer below **Figure 9**.

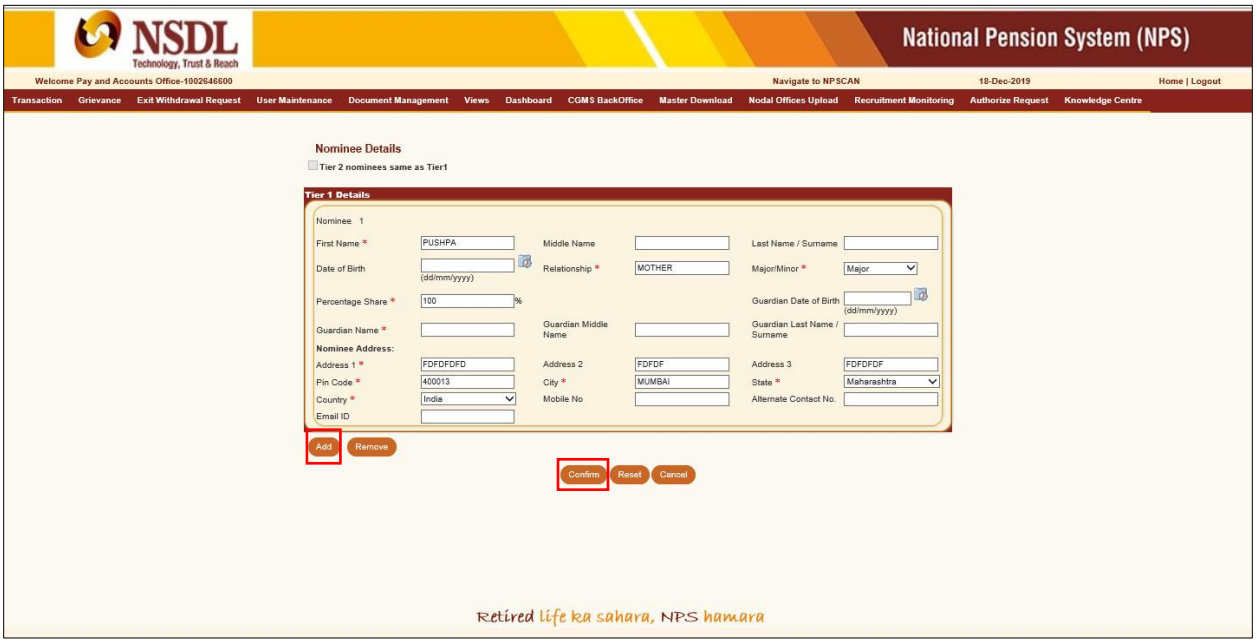


Figure 9

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

Further, User also needs to select Declaration by Subscriber and Declaration by Nodal Office. After selection of declarations, User needs to click on "Confirm" button. Please refer below **Figure 10.**

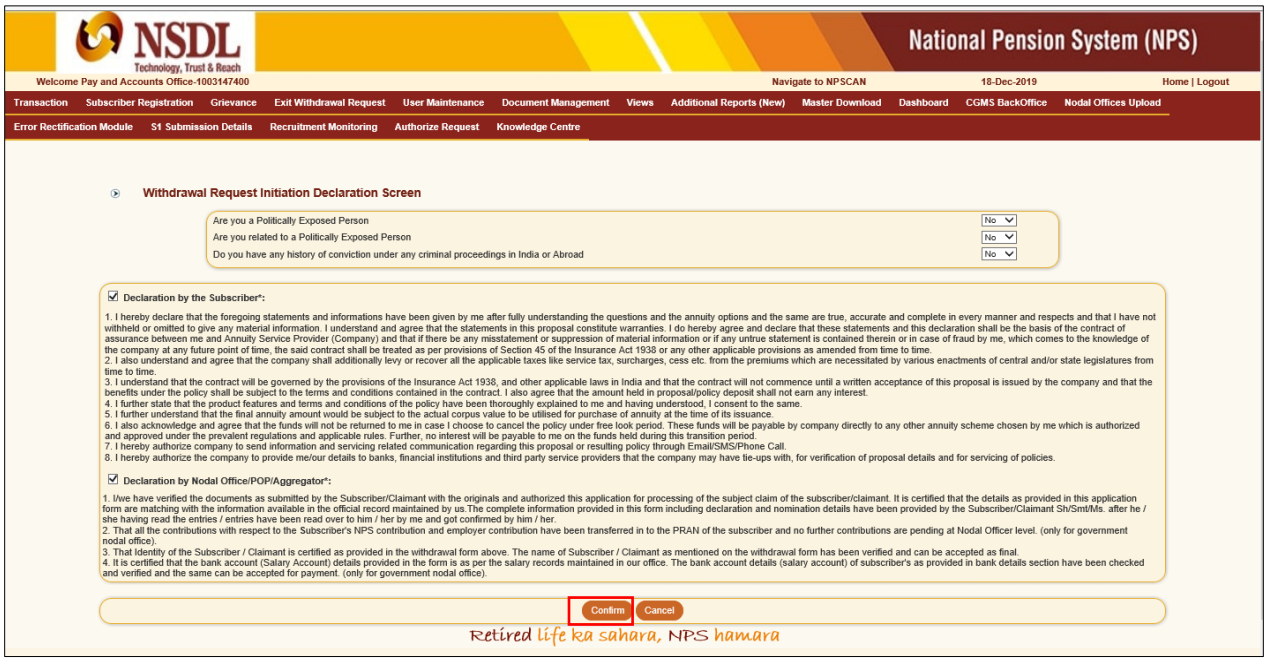


Figure 10

At this stage document check list is displayed to the User. User needs to tick against Withdrawal form, Bank proof and Id & Address proof document submitted by the Subscriber. After selection of document check list, User needs to click on "Submit" button. Please refer below **Figure 11**.

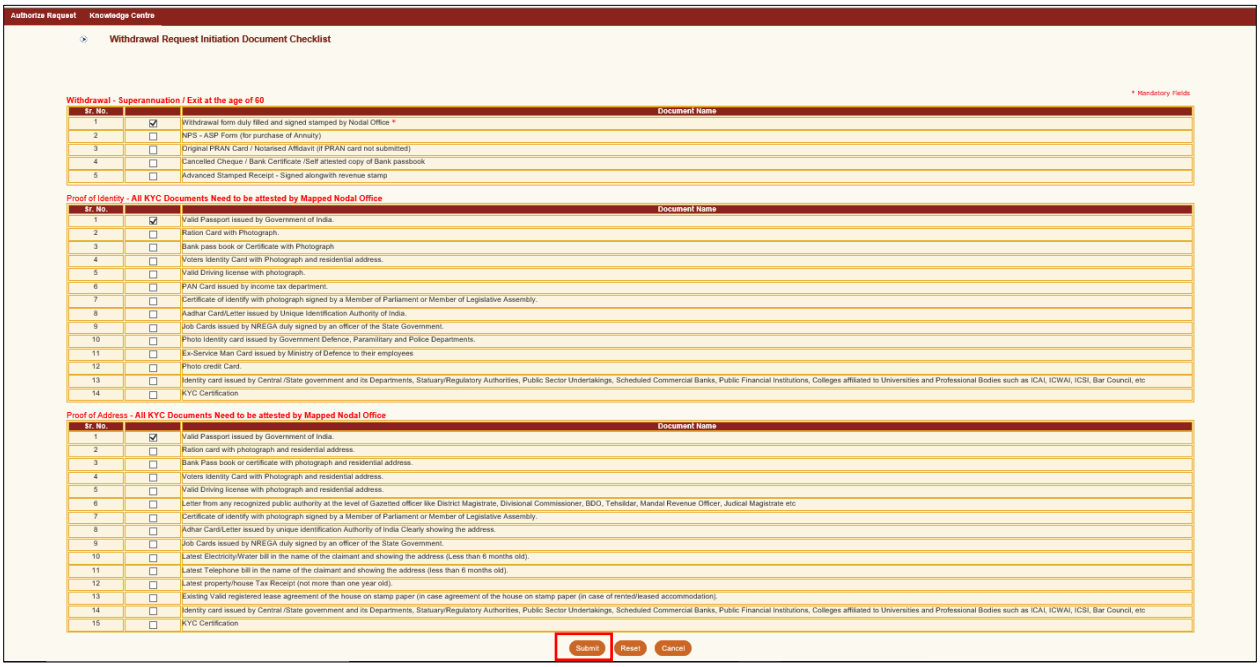
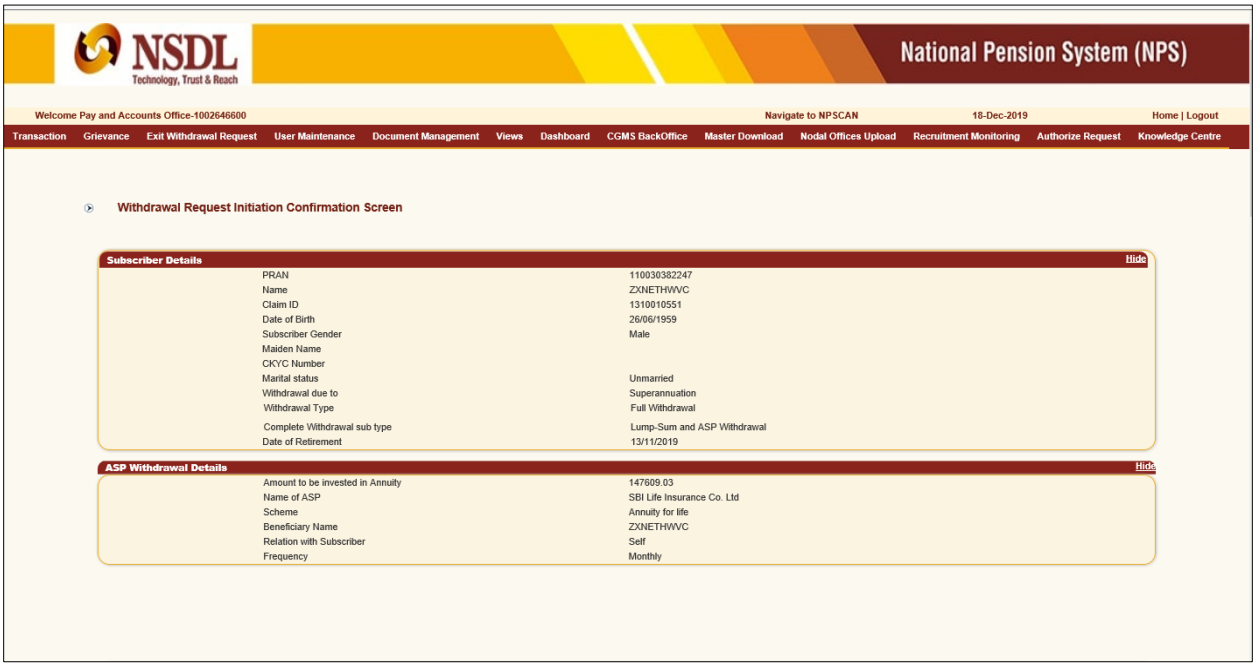


Figure 11

At this stage, details entered by the User are displayed for confirmation. User can upload scanned copies of Withdrawal Form, KYC documents (Identity & Address Proof) and bank proof for seamless processing of Exit request. User needs to click on "Confirm" button to complete withdrawal process as given below in **Figure 12.**


NSDL
Technology, Trust & Reach
National Pension System (NPS)
Welcome Pay and Accounts Office-1002646600
Navigate to NPSCAN
18-Dec-2019
Home | Logout
Transaction
Grievance
Exit Withdrawal Request
User Maintenance
Document Management
Views
Dashboard
CGMS BackOffice
Master Download
Nodal Offices Upload
Recruitment Monitoring
Authorize Request
Knowledge Centre
Withdrawal Request Initiation Confirmation Screen
Subscriber Details
Hide
PRAN
110030382247
Name
ZXNETHWVC
Claim ID
1310010551
Date of Birth
26/06/1959
Subscriber Gender
Male
Maiden Name
CKYC Number
Marital status
Unmarried
Withdrawal due to
Superannuation
Withdrawal Type
Full Withdrawal
Complete Withdrawal sub type
Lump-Sum and ASP Withdrawal
Date of Retirement
13/11/2019
ASP Withdrawal Details
Hide
Amount to be invested in Annuity
147609.03
Name of ASP
SBI Life Insurance Co. Ltd
Scheme
Annuity for life
Beneficiary Name
ZXNETHWVC
Relation with Subscriber
Self
Frequency
Monthly

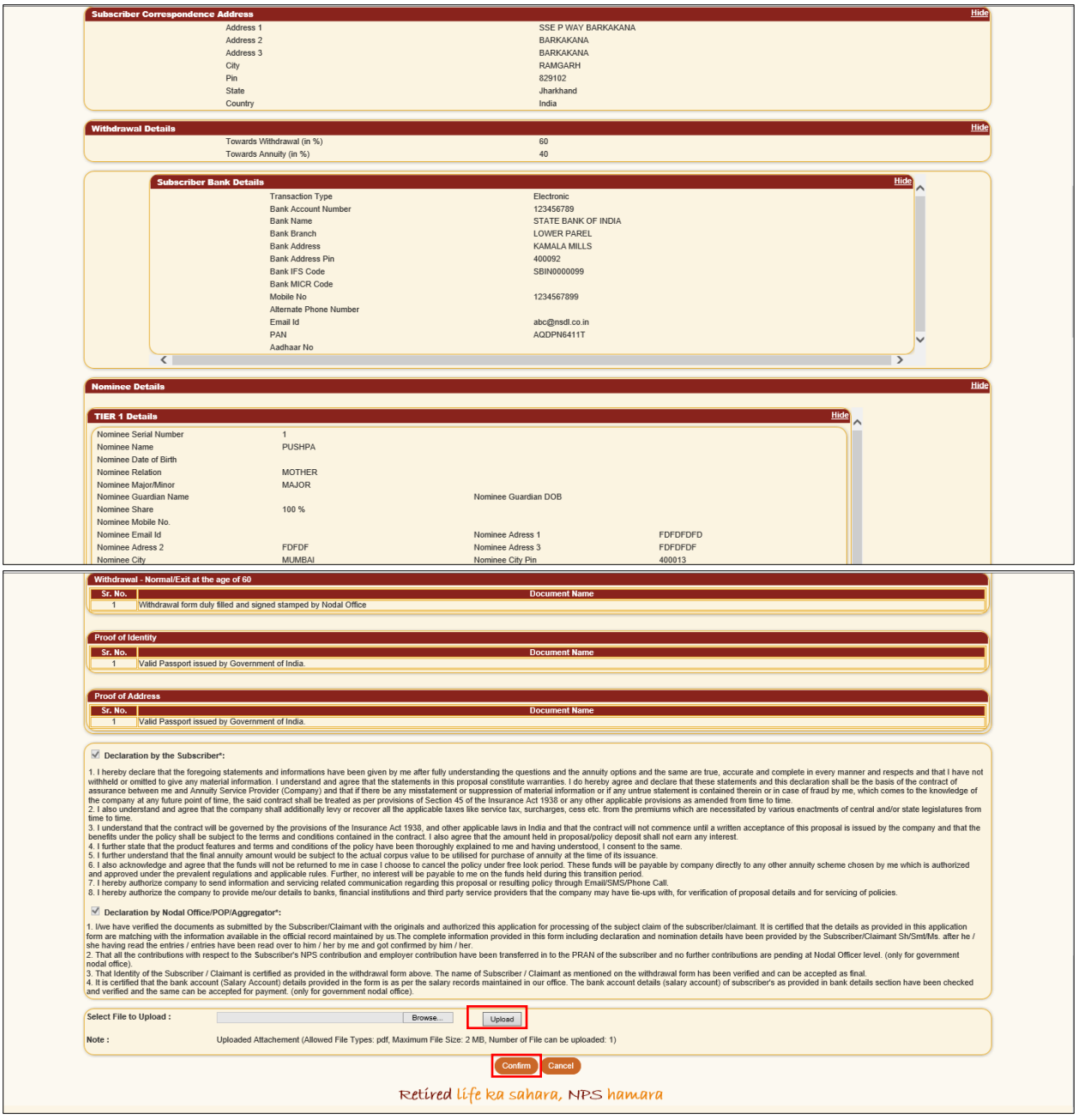


Figure 12

Once User clicks on "Confirm" button withdrawal request get captured and an Acknowledgement Number gets 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 13**.

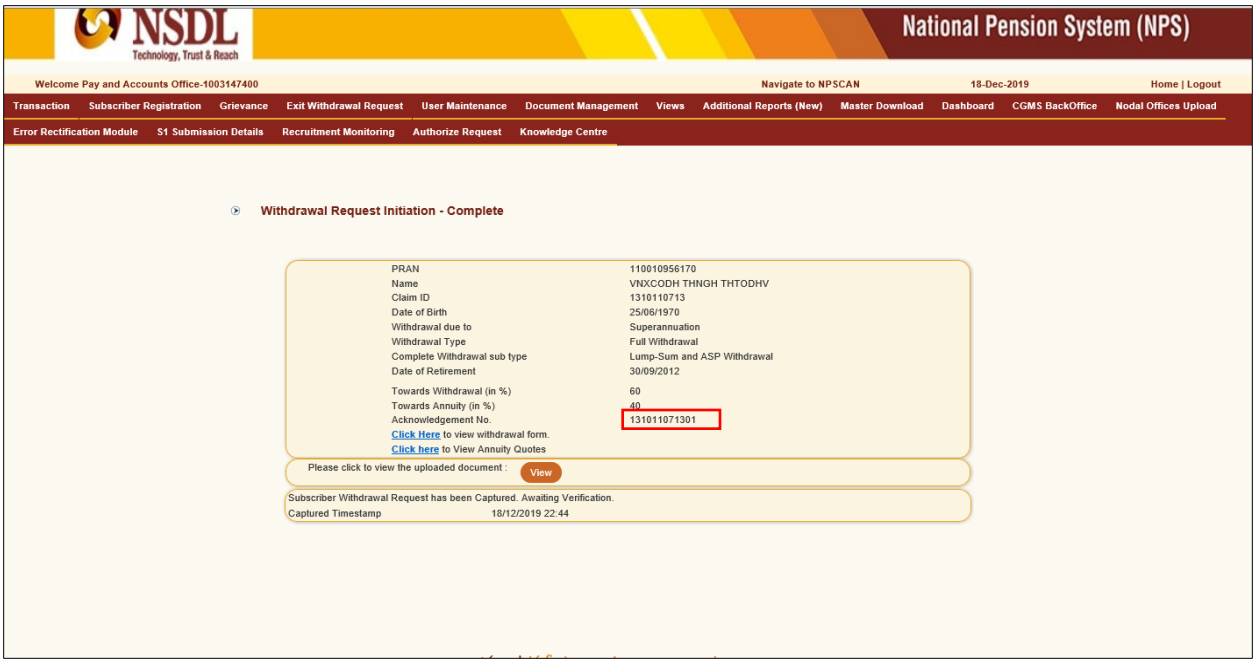


Figure 13

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

6. Steps to Authorize Online Withdrawal request in CRA System by Nodal Office

Nodal Office User needs to access CRA System www.cra-nsdl.com using another User ID and Password as given below in **Figure 14**.

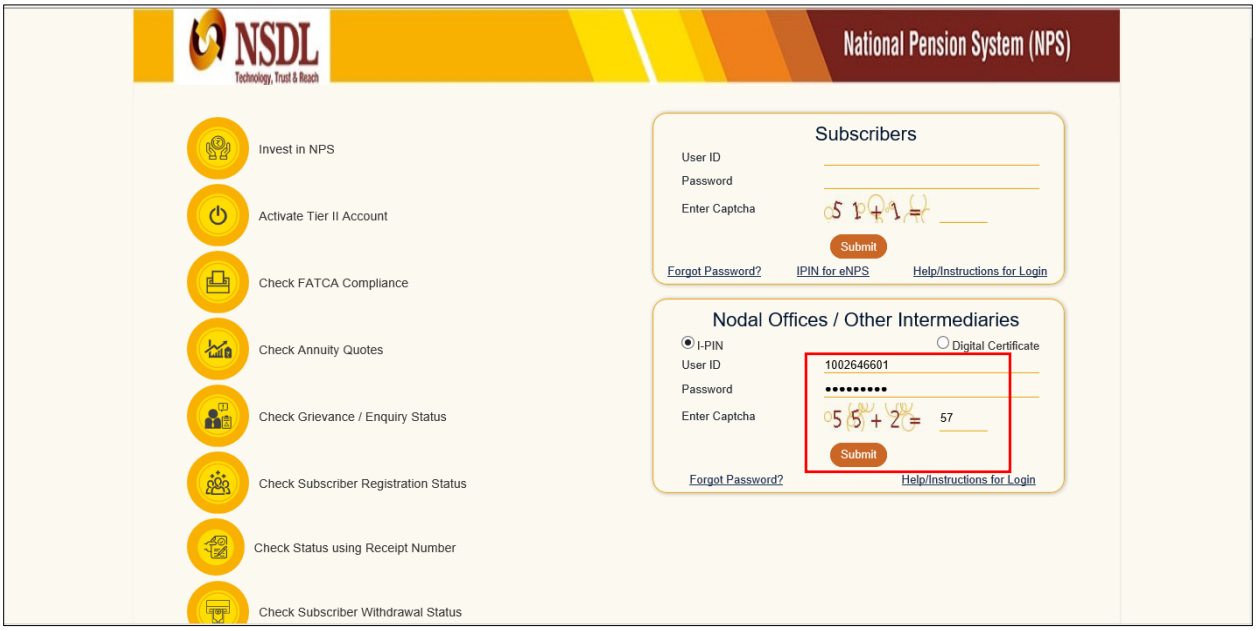


Figure 14

User needs to click on Menu "**Transaction**" and select sub menu "**Authorize Transaction**". Please refer below **Figure 15**.

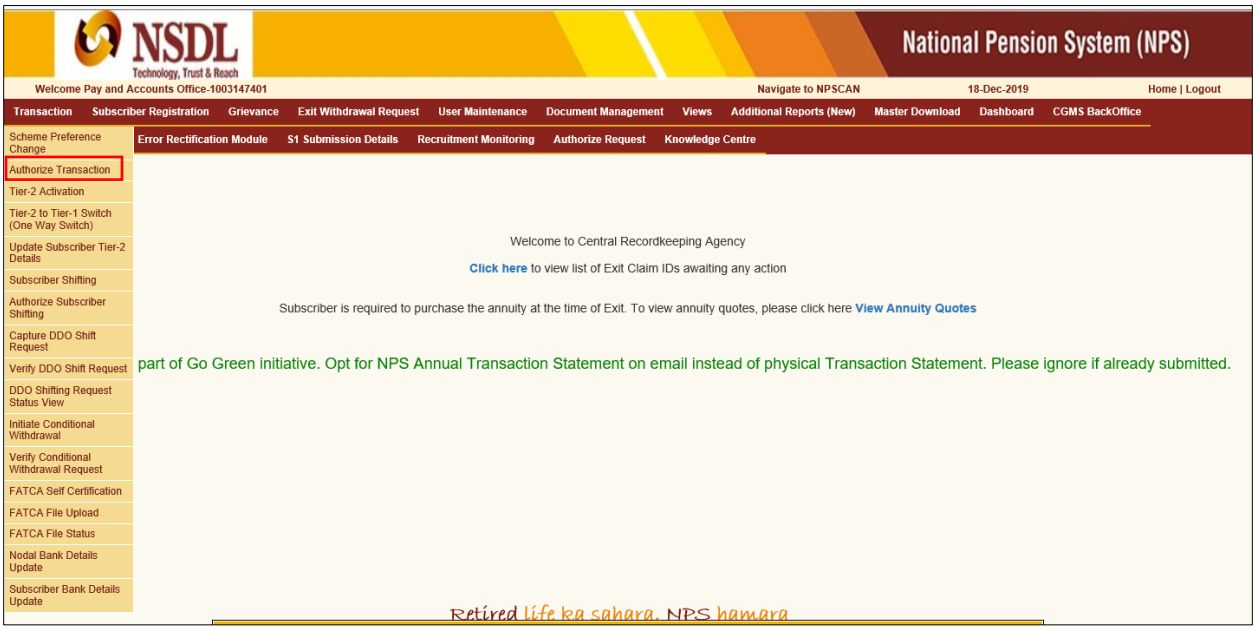


Figure 15

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 16**.

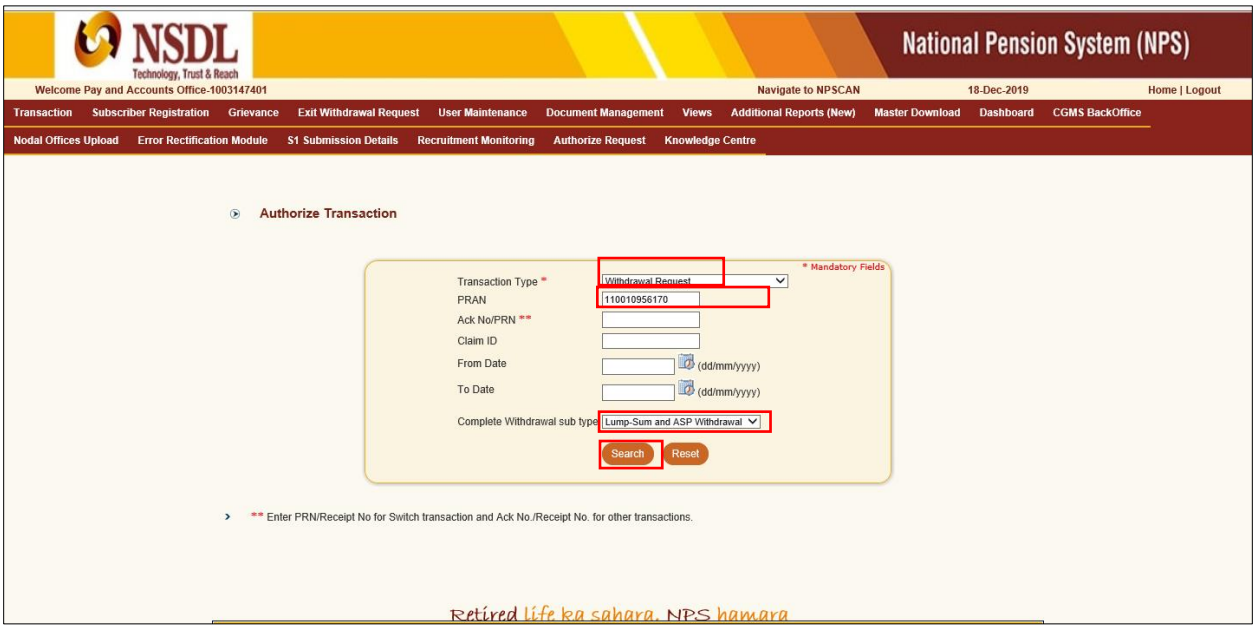


Figure 16

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Requested By and Request type. Please refer below **Figure 17**.

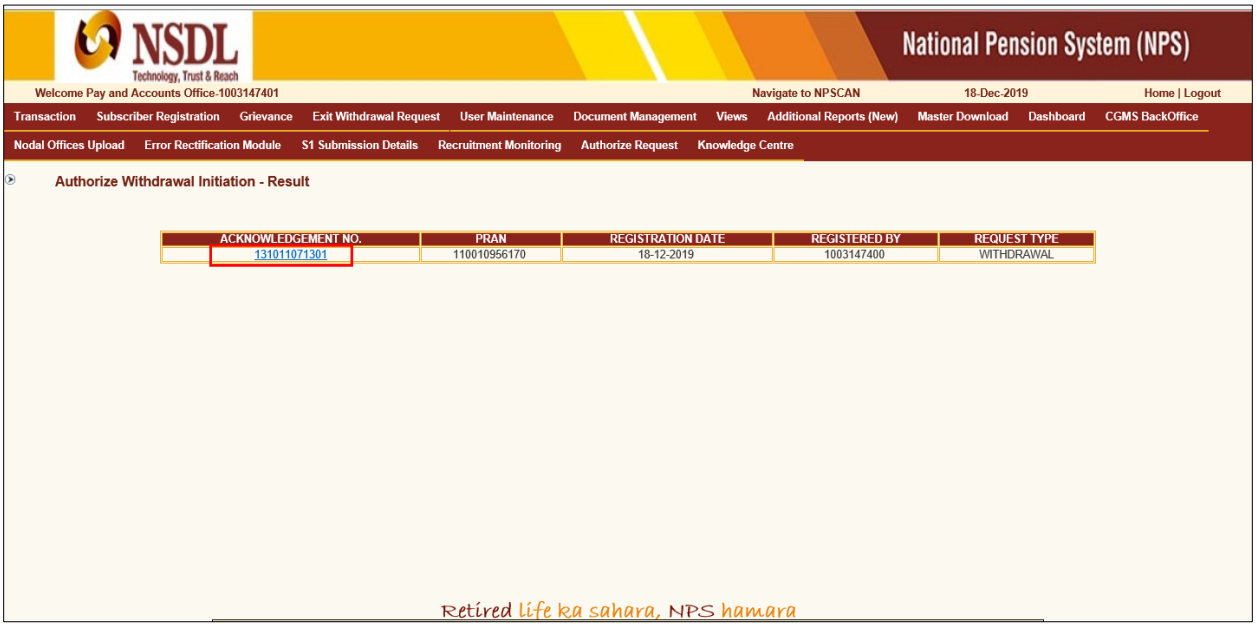
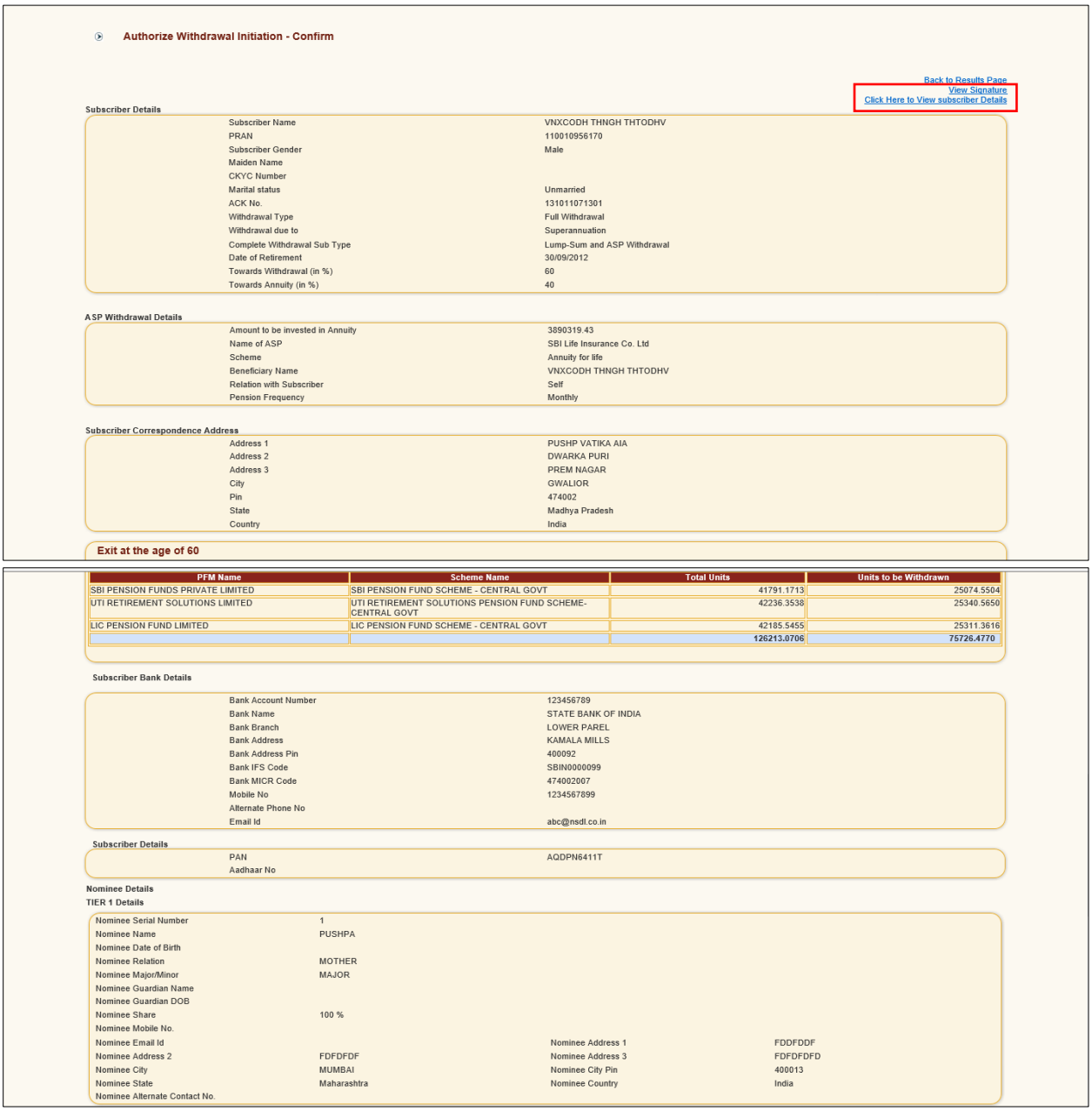


Figure 17

At this stage, User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of withdrawal request.

Further, User can check signature of the Subscriber as per CRA records and compare with signature on the withdrawal form by clicking on the link "View Signature". User can also check Subscriber details (nomination details, office details, bank details etc.) by clicking on the link "Click here to view Subscriber details".

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 "Submit" button to complete the process. Please refer below **Figure 18**.



Authorize Withdrawal Initiation - Confirm

Back to Results Page
View Signature
Click Here to View subscriber Details

Subscriber Details

Subscriber Name	VNXCODH THNGH THTODHV
PRAN	110010956170
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Unmarried
ACK No.	131011071301
Withdrawal Type	Full Withdrawal
Withdrawal due to	Superannuation
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Retirement	30/09/2012
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

ASP Withdrawal Details

Amount to be invested in Annuity	3890319.43
Name of ASP	SBI Life Insurance Co. Ltd
Scheme	Annuity for life
Beneficiary Name	VNXCODH THNGH THTODHV
Relation with Subscriber	Self
Pension Frequency	Monthly

Subscriber Correspondence Address

Address 1	PUSHP VATIKA AIA
Address 2	DWARKA PURI
Address 3	PREM NAGAR
City	GWALIOR
Pin	474002
State	Madhya Pradesh
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	41791.1713	25074.5504
UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME-CENTRAL GOVT	42236.3538	25340.5650
LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	42185.5455	25311.3616
		126213.0706	**75726.4770**

Subscriber Bank Details

Bank Account Number	123456789
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	SBIN0000099
Bank MICR Code	474002007
Mobile No	1234567899
Alternate Phone No	
Email Id	abc@nsdl.co.in

Subscriber Details

PAN	AQDPN6411T
Aadhaar No	

Nominee Details

TIER 1 Details

Nominee Serial Number	1		
Nominee Name	PUSHPA		
Nominee Date of Birth			
Nominee Relation	MOTHER		
Nominee Major/Minor	MAJOR		
Nominee Guardian Name			
Nominee Guardian DOB			
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id		Nominee Address 1	FDDFDDF
Nominee Address 2	FDFDFDF	Nominee Address 3	FDFDFDFD
Nominee City	MUMBAI	Nominee City Pin	400013
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

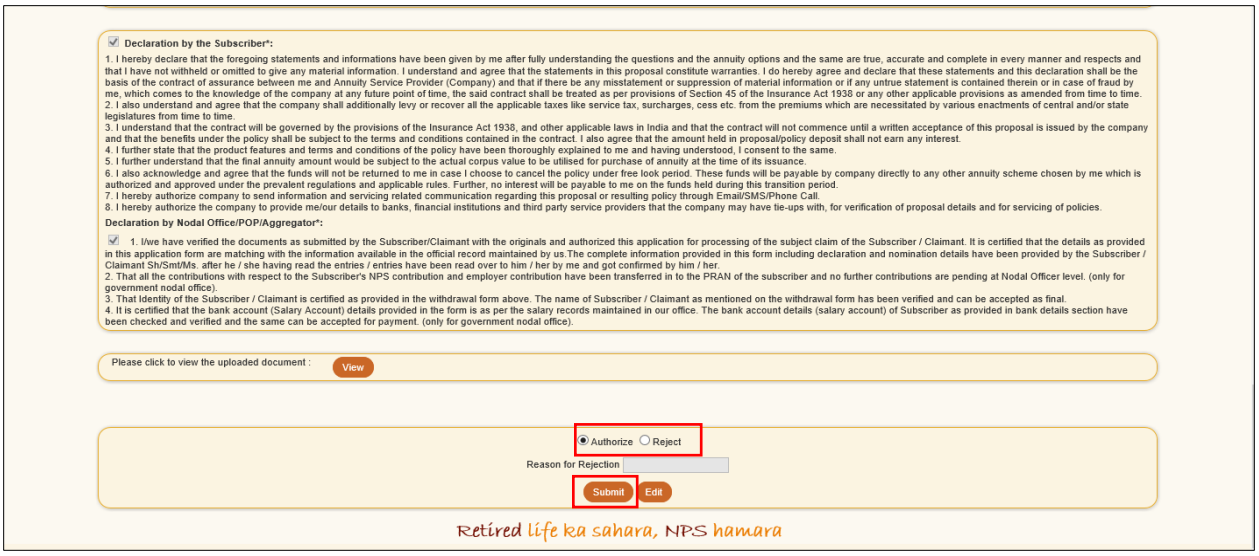


Figure 18

Once request is authorized, confirmation window is displayed to the User as given below in **Figure 19**. Further, an option is also available to the User to view & download system generated Withdrawal Form.

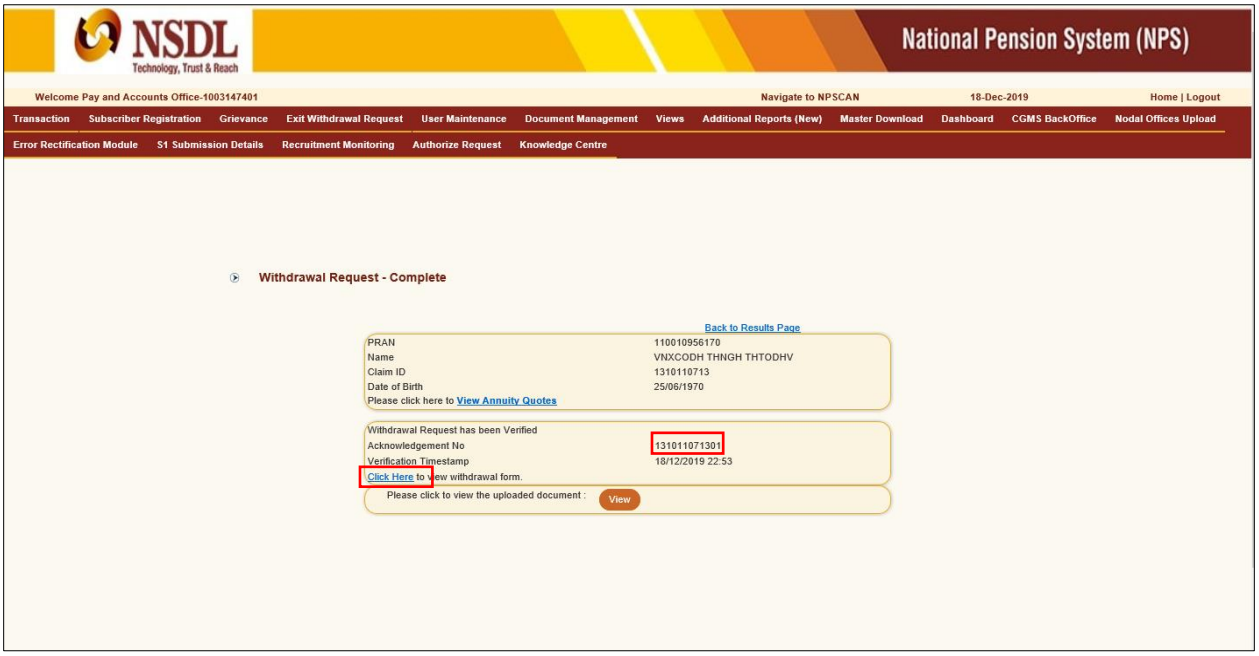


Figure 19

On authorization of request, funds will be transferred to Subscriber's Bank Account after 4 working days subject to Subscriber attaining of Date of Retirement/60 years of age.

Nodal Office needs to submit the Physical Withdrawal Form along with Supporting Documents to NSDL CRA for storage purpose.