



Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SOP)

Initiation and Authorization of Online Death Withdrawal request by Nodal Office

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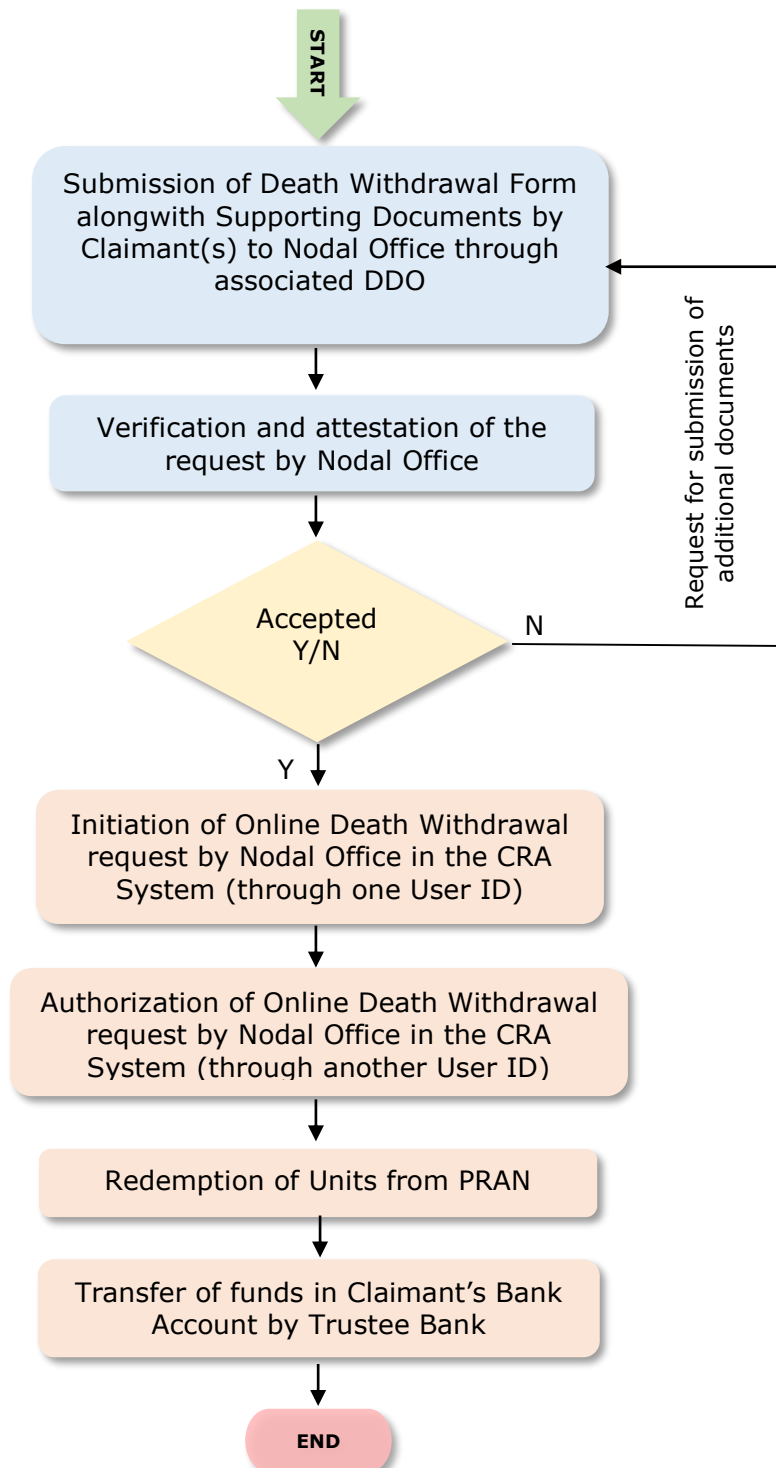
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1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Officer
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 Death Withdrawal Requests



3. Preface:

As per the Pension Fund Regulatory and Development Authority (PFRDA), (Exits & Withdrawals under NPS) Regulations 2015 and amendments thereto, in case of Death of NPS Subscriber (before attaining the age of superannuation), at least 80% of the accumulated pension wealth of the Subscriber shall be mandatorily utilized for purchase of annuity and balance pension wealth (maximum 20%) shall be paid as lumpsum to the nominee or nominees or legal heirs.

In case of Death of NPS Subscriber (after attaining the age of superannuation), at least 40% of the accumulated pension wealth of the Subscriber shall be mandatorily utilized for purchase of annuity and balance pension wealth (maximum 60%) shall be paid as lumpsum to the nominee or nominees or legal heirs. *In case, total pension wealth in the NPS Account of the deceased Subscriber is less than or equal to Rs. 5 Lakh, nominee/legal heir have an option to withdrawal entire (100%) of pension wealth.*

The annuity (Pension) shall be paid to the Spouse of the Subscriber (if any) for the lifetime. In case, **spouse is not there/not alive**, annuity shall be paid to living dependent mother and then to living dependent father of the deceased Subscriber. After the coverage of all such family members, the purchase price of the annuity shall be returned to the surviving children of the Subscriber and in absence of children, the legal heirs of the Subscriber as applicable.

In cases, **where Spouse is not there/not alive and the parents of the deceased Subscriber (father and mother) are not dependent**, then the purchase price (amount to be used for Annuity Purchase) shall be returned to the surviving children of the Subscriber and in the absence of children, the legal heirs of the Subscriber as applicable.

Further, as per PFRDA guidelines, if none of the family members (Spouse, Mother and Father of deceased Subscriber) are alive, then the purchase price (amount to be used for Annuity Purchase) shall be returned to the surviving children of the Subscriber and in the absence of children, the legal heirs of the Subscriber as applicable.

For the Central Govt. Subscribers covered under Central Civil Services (CCS) Rule 2021 and eligible for family pension, Death Exit request will not be processed through this withdrawal module.

4. Procedure for Processing Online Death Withdrawal requests by Nodal Office

The brief steps to be followed by Nodal Office

- **Pre-requisite for Processing of Death Withdrawal request:**

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

- **Verification & Attestation of Physical Death Withdrawal Form**

- ✓ The Nodal Office shall verify the physical Death Withdrawal Form & supporting documents [such as Death Certificate, KYC Documents (Id Proof & Address Proof), Bank Account Proof and other required documents] submitted by the Claimant(s). *The Death Withdrawal Form is available on CRA website www.npscra.nsdl.co.in.*
- ✓ On successful verification, the Nodal Office shall attest the withdrawal Form and supporting documents. Also, note that the clear/legible scanned documents will have to upload while capturing Death Withdrawal request.
- ✓ If none of the family members (Spouse, Mother and Father of deceased Subscriber) are alive, then for refund of 100% NPS corpus, the Nodal Office shall collect the required additional documents, as stipulated by PFRDA alongwith Death Withdrawal Form. ***The list of documents required to establish that none of the family members (Spouse, Mother and Father of deceased Subscriber) are alive is available alongwith Death Withdrawal Form.***

- **Initiation and Authorization of Online Death Withdrawal request in CRA**

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

Online Exit Module has been implemented in the CRA system to facilitate Nodal Offices to process Exit requests of underlying NPS Subscribers. This document describes the detailed procedure to be followed by the Nodal Offices for initiation and authorization of Online Death Withdrawal requests in the CRA system. **The document contains two sections as mentioned below:**

Section I

- Process of initiation and authorization of Online Death Withdrawal request **where family members (Spouse/Mother/Father of deceased Subscriber) are alive.**
- At least 80% of the accumulated pension wealth of the Subscriber shall be mandatorily utilized for purchase of annuity and balance pension wealth (maximum 20%) shall be paid as lumpsum to the nominees or legal heirs.

Section II

- Process of initiation and authorization of Online Death Withdrawal request where **none of the family members (Spouse, Mother and Father of deceased Subscriber) are alive & Spouse is not there/not alive and the parents of the deceased Subscriber (father and mother) are not dependent.**
- 100% pension wealth of the Subscriber shall be paid as lumpsum to the children/nominees/legal heirs.

Section I

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

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

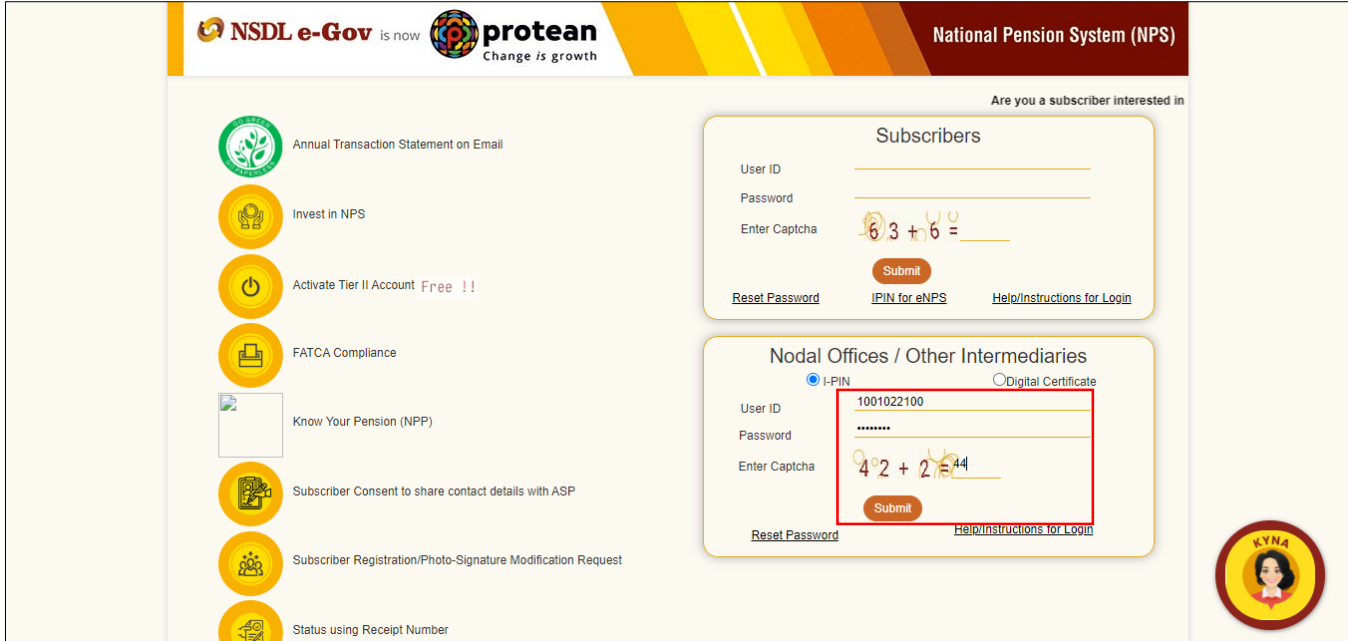
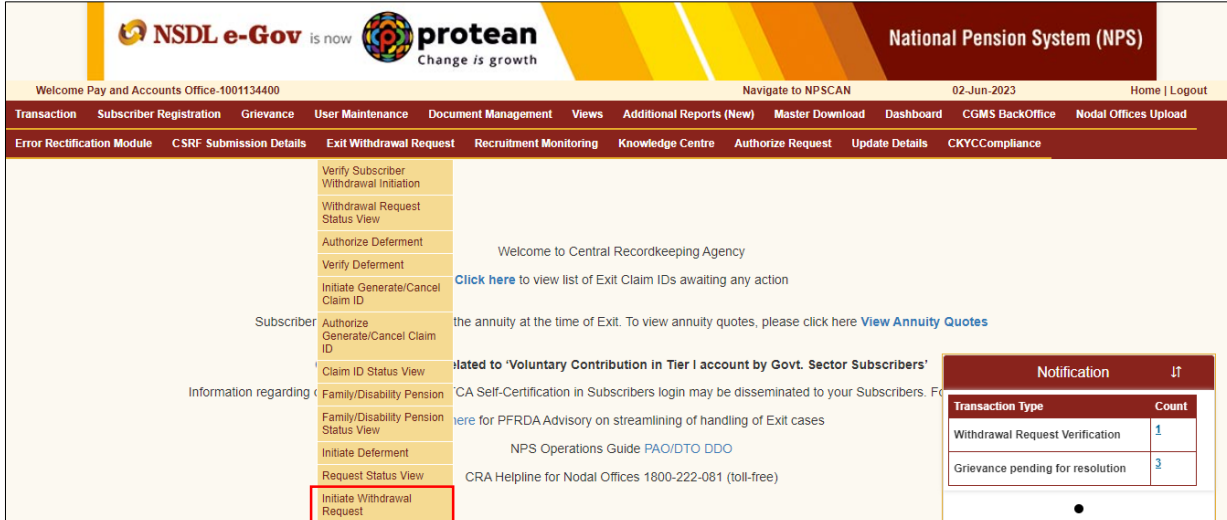


Figure 1

On successful login, User needs to click on Menu "**Exit Withdrawal Request**" and select Sub Menu "**Initiate Withdrawal Request**" as given below in **Figure 2**.



Welcome Pay and Accounts Office-1001134400

02-Jun-2023

Home | Logout

Transaction Subscriber Registration Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Upload

Error Rectification Module CSR Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre Authorize Request Update Details CKYC Compliance

Verify Subscriber Withdrawal Initiation

Withdrawal Request Status View

Authorize Deferment

Verify Deferment

Initiate Generate/Cancel Claim ID

Subscriber Information regarding

Authorize Generate/Cancel Claim ID

Claim ID Status View

Family/Disability Pension

Family/Disability Pension Status View

Initiate Deferment

Request Status View

Initiate Withdrawal Request

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

related to 'Voluntary Contribution in Tier I account by Govt. Sector Subscribers'

CA Self-Certification in Subscribers login may be disseminated to your Subscribers. For more information, please click [here](#) for PFRDA Advisory on streamlining of handling of Exit cases

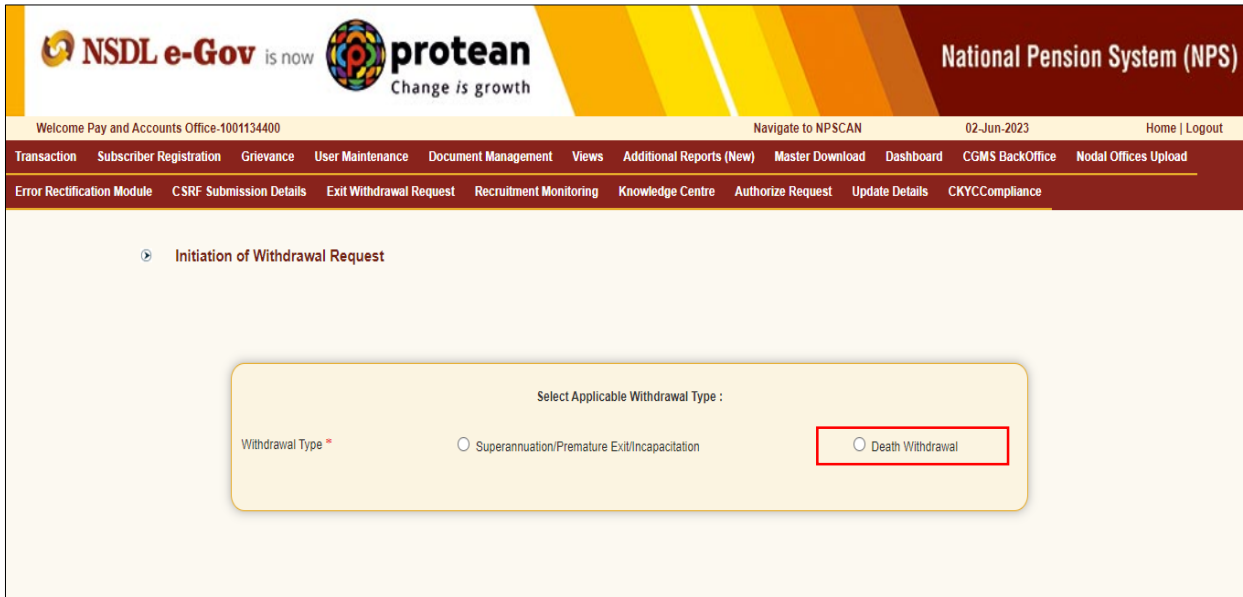
NPS Operations Guide PAO/DTO DDO

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Notification	
Transaction Type	Count
Withdrawal Request Verification	1
Grievance pending for resolution	3

Figure 2

User needs to select the option “**Death Withdrawal**” as given below in **Figure 3**.



Welcome Pay and Accounts Office-1001134400

02-Jun-2023

Home | Logout

Transaction Subscriber Registration Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Upload

Error Rectification Module CSR Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre Authorize Request Update Details CKYC Compliance

Initiation of Withdrawal Request

Select Applicable Withdrawal Type :

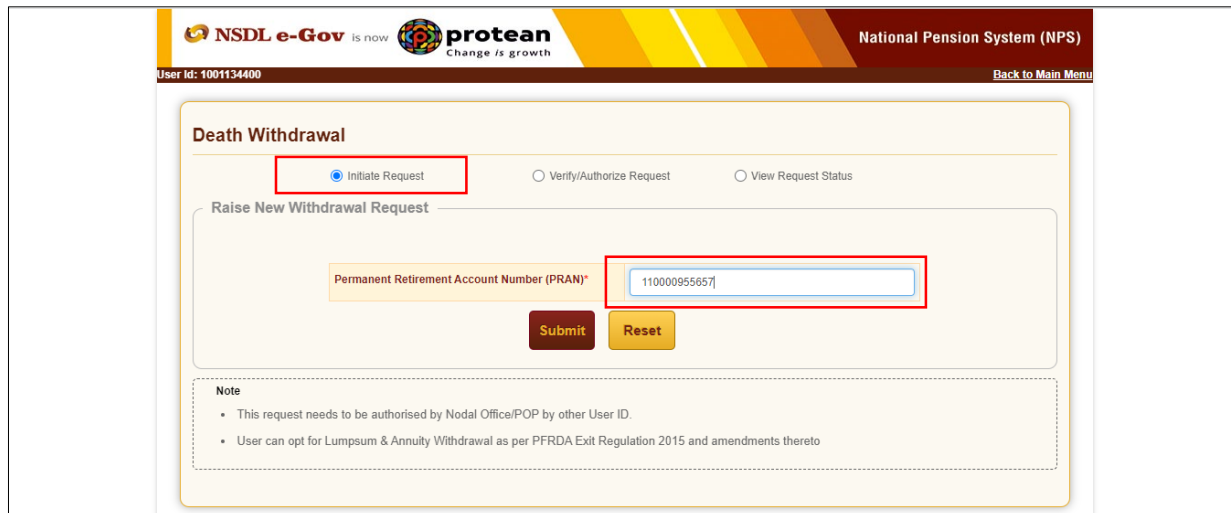
Withdrawal Type *

Superannuation/Premature Exit/Incapacitation

Death Withdrawal

Figure 3

User needs to select the “**Initiate Request**” option to initiate the death withdrawal request and enter PRAN of the Subscriber and click on “**Submit**” button as given below in **Figure 4**.



NSDL e-Gov is now **protean** National Pension System (NPS)
 User Id: 1001134400 Back to Main Menu

Death Withdrawal

Initiate Request
 Verify/Authorize Request
 View Request Status

Raise New Withdrawal Request

Permanent Retirement Account Number (PRAN)*

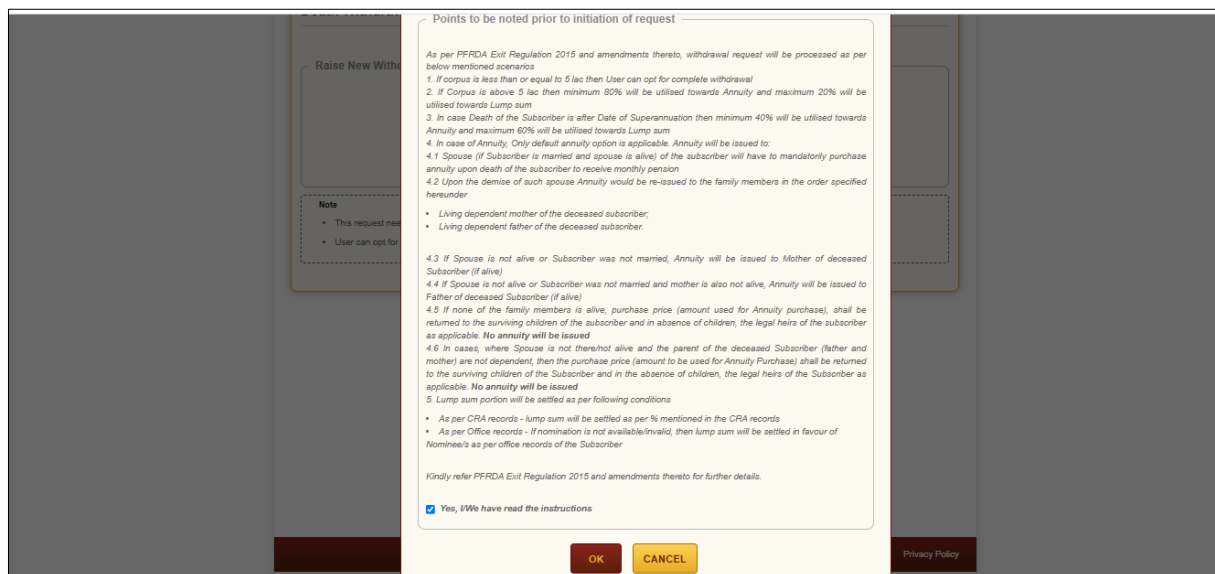
Submit **Reset**

Note

- This request needs to be authorised by Nodal Office/POP by other User ID.
- User can opt for Lumpsum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto

Figure 4

At this stage, User needs to accept declarations. On acceptance of declarations, User needs to click on **"OK"** button. Please refer below **Figure 5**.



Points to be noted prior to initiation of request

As per PFRDA Exit Regulation 2015 and amendments thereto, withdrawal request will be processed as per below mentioned scenarios

- If corpus is less than or equal to 5 lac then User can opt for complete withdrawal
- If Corpus is above 5 lac then minimum 80% will be utilised towards Annuity and maximum 20% will be utilised towards Lump sum
- In case Death of the Subscriber is after Date of Superannuation then minimum 40% will be utilised towards Annuity and maximum 60% will be utilised towards Lump sum
- In case of Annuity, Only default annuity option is applicable. Annuity will be issued to:
 - Spouse (if Subscriber is married and spouse is alive) of the subscriber will have to mandatorily purchase annuity upon death of the subscriber to receive monthly pension
 - Upon the demise of such spouse Annuity would be re-issued to the family members in the order specified hereunder
 - Living dependent mother of the deceased subscriber;
 - Living dependent father of the deceased subscriber;
 - If Spouse is not alive or Subscriber was not married, Annuity will be issued to Mother of deceased Subscriber (if alive)
 - If Spouse is not alive or Subscriber was not married and mother is also not alive, Annuity will be issued to Father of deceased Subscriber (if alive)
 - If none of the family members is alive, purchase price (amount used for Annuity purchase), shall be returned to the surviving children of the subscriber and in absence of children, the legal heirs of the subscriber as applicable. No annuity will be issued
 - In cases, where Spouse is not then/alive and the parent of the deceased Subscriber (father and mother) are not dependent, then the purchase price (amount to be used for Annuity Purchase) shall be returned to the surviving children of the Subscriber and in the absence of children, the legal heirs of the Subscriber as applicable. No annuity will be issued
- Lump sum portion will be settled as per following conditions
 - As per CRA records - lump sum will be settled as per % mentioned in the CRA records
 - As per Office records - If nomination is not available/invalid, then lump sum will be settled in favour of Nominee/s as per office records of the Subscriber

Kindly refer PFRDA Exit Regulation 2015 and amendments thereto for further details.

Yes, I/We have read the instructions

OK **CANCEL**

Privacy Policy

Figure 5

At this stage, User needs to capture Date of Death of the Subscriber and click on **"Submit"** button. Please refer below **Figure 6**.

Death Withdrawal

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad

Subscriber Details

Date of Birth	09/08/1984
Father's Name	TXCVDH ZVHTVHVH
Subscriber's gender	Male
Marital Status	-
Date Of Death*	<input style="border: 1px solid red;" type="text" value="01/04/2021"/> DD/MM/YYYY Kindly enter correct Date of Death

Note

- Your corpus value is less than 5 Lacs, you can opt for 100% Lump-sum withdrawal without opting for Annuity OR you can select for annuity if any of the claimant is alive.
- Out of Total NPS Corpus, % of corpus Claimant will receive in his/her bank account.
- Out of Total NPS Corpus, % of corpus Annuitant will utilise towards pension
- Claimant can allocate any percentage towards Lump sum and Annuity
- If spouse and parents are not alive, total corpus has to be taken as Lumpsum, as no annuity will be issued.
- This request needs to be authorised by Nodal Office/POP with other User ID.
- User can opt for Lump sum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto.

Figure 6

A new page will be displayed and User needs to provide the percentage towards withdrawal & annuity in **Section C** and the Family Members details in **Section E**. Please refer below **Figure 7**. ***In case, total corpus is less than or equal to Rs. 5 Lakh, an option to withdrawal entire (100%) of pension wealth will be available.***

Death Withdrawal

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad

Subscriber Details

Date of Birth	09/08/1984
Father's Name	TXCVDH ZVHTVHVH
Subscriber's gender	Male
Marital Status	-
Date Of Death*	<input type="text" value="01/04/2021"/> DD/MM/YYYY Kindly enter correct Date of Death

Valuation

Total Valuation as on Date(in Rs.) for Tier 1	7395923.98
Total Valuation as on Date of Death(in Rs.) for Tier 1*	7395923.98

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %) for Tier 1*	20	%	1479184.80	% of corpus Claimant will receive in his/her bank account
Towards Annuity (in %) for Tier 1*	80	%	5916739.18	% of corpus Annuitant will utilise towards pension

Note: As Corpus value is more than 5 Lacs, user can only opt for 20% Lump-sum withdrawal if any of the claimant is alive, Otherwise can only opt for 100% withdrawal.

Section E - Subscriber's Family Member Details

Marital Status*	Married
Spouse Status :*	Alive
Mother Status*	Not Alive
Father Status*	Not Alive

Note

- Your corpus value is more than 5 Lacs, you can only opt for 20% Lump-sum withdrawal if any of the claimant is alive Otherwise can only opt for 100% withdrawal.
- Out of Total NPS Corpus, % of corpus Claimant will receive in his/her bank account.
- Out of Total NPS Corpus, % of corpus Annuitant will utilise towards pension
- Claimant can allocate any percentage towards Lump sum and Annuity
- If spouse and parents are not alive, total corpus has to be taken as Lumpsum, as no annuity will be issued.
- This request needs to be authorised by Nodal Office/POP with other User ID.
- User can opt for Lump sum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto.

Figure 7

On submission of details, a confirmation Window will be displayed as per below **Figure 8**.

Valuation

"As Corpus value is more than 5 Lacs, user can only opt for 20% Lump-sum withdrawal if any of the claimant is alive. Otherwise can only opt for 100% withdrawal.

Date of Death	01/04/2021
Total Valuation as on Date(in Rs.) for Tier 1	7395923.98
Total Valuation as on Date of Death(in Rs.) for Tier 1*	7395923.98

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %)*	20	%	1479184.80	% of corpus Claimant will receive in his/her bank account
Towards Annuity (in %)*	80	%	5916739.18	% of corpus Annuitant will utilise towards pension

Section E - Subscriber's Family Member Details

Marital Status*	Married
Spouse Status :*	Alive
Mother Status*	Not Alive
Father Status*	Not Alive

Note: After confirmation, Acknowledgement ID will be generated and above details cannot be changed.

Figure 8

On confirmation, an Acknowledgement Number will be generated. Please refer below **Figure 9**.



Figure 9

Once Acknowledgement Number is generated, User needs to capture/submit details under **different TABs**. User needs to provide the Subscriber's Family Details such as spouse, mother, and father's details under "**Family Details**" TAB.

If Nodal office desires to cancel the Death Withdrawal request after generation of Acknowledgement Number, Nodal Office can cancel the Death Withdrawal request from Initiator login ID by clicking on '**Cancel request**' tab. Refer below **Figure 10**.

Death Withdrawal - Request Initiation

PRAN: 110000996581

Subscriber Name: TXDVZ PVNHGCVHH

Entity Reg No: 2000961

Entity Name: PAO (Supreme Court), Ministry of Law and Justice, New Delhi

Claim ID: 2213640755

Acknowledgement Number: 221364075501

Family Details Annuitant Details Nominee/Legal Heir Details Document Checklist - Tier I Declaration Documents Upload

[Cancel Request](#)

Subscriber Details

Date of Birth	18/04/1977
Father's Name	DHNG CVJ PVNHGCVHH
Subscriber's gender	Male
Marital Status	-
Orphan Status:	
Date Of Death*	01/11/2022

Total Valuation

Total Valuation as on Date(in Rs.)	673633.04
Total Valuation as on Date of Death*	673633.04

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %)*	<input type="text" value="20"/> %	<input type="text" value="1479184.79"/>	% of corpus Claimant will receive in his/her bank account.
Towards Annuity (in %)*	<input type="text" value="80"/> %	<input type="text" value="5916739.18"/>	% of corpus Annuitant will utilise towards pension

Section E - Subscriber's Family Member Details

Marital Status*	Married
Spouse Gender*	Female
Spouse Status :*	Alive
Spouse First Name*	SURADI
Spouse Middle Name	
Spouse Last Name	LATHA
Spouse Aadhar/VID	
Spouse PAN\$	BQQPK8787F
Spouse DOB*	<input type="text" value="01/10/1965"/> <input type="text" value="DD/MM/YYYY"/>
Mother Status*	Not Alive
Father Status*	Not Alive
Child 1 Status*	Alive

Guardian First Name	<input type="text"/>	Mobile No.*	9757222422
Guardian Middle Name	<input type="text"/>	Alternate Phone No.	<input type="text"/>
Guardian Last Name	<input type="text"/>	Email ID*	SAGAR.KONDEVILKAR14@GM
Guardian DOB	DD/MM/YYYY <input type="text"/>		
Total Valuation towards Withdrawal(in Rs.)	1479184.79		
Total Valuation towards Annuity(in Rs.)	5916739.18		
Relationship With Subscriber*	SPOUSE		
Percentage Share	80%		
CKYC Number	<input type="text"/>		
Are you a Politically Exposed Person (PEP)*	NO <input type="text"/>		
Are you related to a Politically Exposed Person (PEP)*	NO <input type="text"/>		
Do you have any history of conviction under any criminal proceedings in India or abroad?*	NO <input type="text"/>		

Section B - Annuitant Bank Details

Bank Account No*	****
Confirm Bank Account No*	1234
Bank Account Type*	SAVINGS <input type="text"/>

IFSC Code*	HDFC0000424 <input type="text"/>
Bank Name*	HDFC BANK
Bank Branch*	MUMBAI - MATUNGA (EAST)
Bank Address*	PAL RESIDENCY,SHOP NO 2,PLOT NO 358BHANDARKAR ROAD, MATUNGA (CR)MUMBAI MAHARASHTRA 400019
Bank Address Pin Code*	400001
MICR Code	400240063

Save & Proceed
Close

Figure 11

Once Annuitant details are **saved**, a new page will be displayed wherein User needs to provide Claimant Annuity Details in **Section D** i.e. Annuity Service Provider (ASP) Name, Scheme and Frequency. Please refer below **Figure 12**. User can View the Annuity Quotes of all ASPs by Clicking Link on Annuity Quotes.

Section B - Annuitant Bank Details

Bank Account No*	<input type="text" value="...."/>
Confirm Bank Account No*	<input type="text" value="1234"/>
Bank Account Type*	SAVINGS ▼
IFSC Code*	<input type="text" value="HDFC0000424"/> 🔍
Bank Name*	<input type="text" value="HDFC BANK"/>
Bank Branch*	<input type="text" value="MUMBAI - MATUNGA (EAST)"/>
Bank Address*	<input type="text" value="PAL RESIDENCY,SHOP NO 2,PLOT NO 358BHANDARKAR ROAD, MATUNGA (CR)MUMBAI MAHARASHTRA 400019"/>
Bank Address Pin Code*	<input type="text" value="400001"/>
MICR Code	<input type="text" value="400240063"/>

Edit

Section D - Claimant Annuity Details

View Annuity Quote

ASP Names*	<input type="text" value="HDFC Life Insurance Co. Ltd"/> ▼	* ASP names are displayed on the basis of Age of the Claimant and Corpus of the Subscriber
Scheme Names*	<input type="text" value="NPS - Family Income Option"/> ▼	* In case of Government Sector Subscriber, only Default Annuity Scheme can be subscribed
Annuity Frequency*	<input type="text" value="Monthly"/> ▼	* In case of Government Sector Subscriber, Annuity frequency is monthly only

⏪
Save & Proceed
Close
⏩

Note

- Fields marked with * are mandatory.
- Bank Branch Name and Address: The periodic pension amount would be deposited into this account and hence fill in all the details carefully.
- IFSC Code (attach a cancelled cheque leaf or copy of bank passbook/bank certificate containing IFSC code)
- NPS-Family Income option (Default annuity)(Mandatory For Government Sector Subscriber)
- For Government sector Subscriber, annuity frequency is monthly only.

Figure 12

User will click **Save & Proceed**. User needs to provide Nomination/Legal Heir details in next TAB. The nominee details registered in CRA will be displayed to the User. If the nominee details are same, User will select the continue with existing nomination as **Yes**. If there is a change in nomination or User wants to add legal heir details, then User needs to select the continue with existing nomination as **No**. In such case, User will be required to capture new nominee/legal heir details. Please refer below **Figure 13**.

User Id: 1001002301 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 11000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

Family Details Annuitant Details Nominee/Legal Heir Details Document Checklist - Tier I Declaration Documents Upload

*Corpus towards Lumpsum should be given to respective nominees / legal heirs

Nominations Last Updated : 03/09/2010

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
SURADI LATHA	WIFE	100

* Continue with existing nominations

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share	
<input type="checkbox"/> SURADI	LATHA	WIFE	100

Additional Details

Figure 13

Once User selects the **"Yes"** or **"No"** option regarding Nomination, a new Information Window regarding nomination/legal heir will be Displayed. User needs to click on **"OK"** button. Please refer below **Figure 14**.

Tier-1 Nominations / Legal Heir

If all the registered nominees displayed at 'Nominee Details' Section are Valid//Alive then only select option as 'Yes' for continuing with existing nominations.

If any of the nominee/s displayed is/are Invalid/Not alive then, select option as 'No' and enter the claimant(s) details as Legal Heir(s).

For Example: There are three registered nominees namely A, B and C. If nominee C is Invalid/Not alive, then select option as 'No' and enter claimant(s) details at 'Nominee/Legal Heir Details' section. The claimant(s) may be nominee A or nominee B or both nominee A & B or any other person(s) as per the Legal Heir Certificate/Family Members Certificate.

Kindly click on "OK" to proceed with the selection. Kindly click on "Cancel" to change your selection.

OK
CANCEL

Next
Close

Note

- At least one nominee is mandatory for both tiers.
- The percentage calculation should be 100% in total for each tier.
- You cannot revert Continue with existing option once opted.
- Change of Name or Relationship details will reset all the additional information.

Figure 14

At this stage, User needs to capture Additional details related to nominees/legal heir by clicking on **"Additional Details"** option. Please refer below **Figure 15**.

Death Withdrawal - Request Initiation

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

[Family Details](#) [Annuitant Details](#) **[Nominee/Legal Heir Details](#)** [Document Checklist - Tier I](#) [Declaration](#) [Documents Upload](#)

*Corpus towards Lumpsum should be given to respective nominees / legal heirs

Nominations Last Updated : 03/09/2010

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
SURADI LATHA	WIFE	100

* Continue with existing nominations :

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share	
<input type="checkbox"/> SURADI	<input type="text" value="LATHA"/>	<input type="text" value="WIFE"/>	<input type="text" value="100"/> Additional Details

« [Next](#) [Close](#) »

Figure 15

Once User Clicks on **“Additional Details”** option, a new Window will be displayed wherein, User needs to provide Address & Bank details of nominee/legal heir and Click on **“Save”** button. Please refer below **Figure 16**.

User Id: 1001002301 [Back to Main](#) X

Nominee Details

Personal Details

First Name *	<input type="text" value="SURADI"/>
Middle Name	<input type="text"/>
Last Name / Surname	<input type="text" value="LATHA"/>
Relationship *	<input type="text" value="WIFE"/>
Date of Birth\$	<input type="text" value="DD/MM/YYYY"/>
Percentage Share *	<input type="text" value="100"/>

Address & Bank Details

Address 1 *	<input type="text" value="101 SHIVRAJ"/>
Address 2	<input type="text" value="NEW PRABHADEVI ROAD"/>
Address 3	<input type="text"/>
City	<input type="text" value="MUMBAI CITY"/>
Pincode*	<input type="text" value="400025"/>
State *	<input type="text" value="Maharashtra"/>

Major/Minor*	MAJOR	Country *	India
AADHAAR / VID		Mobile No*	9757222422
PAN*		Alternate Contact No.	
CKYC		Email ID*	SAGAR.KONDVILKAR14@GMAIL
Are you a Politically Exposed Person (PEP)*	No	Bank Account Type*	SAVINGS
Are you related to a Politically Exposed Person (PEP)*	No	Bank Account Number*	****
Do you have any history of conviction under any criminal proceedings in India or abroad? *	No	Confirm Bank Account Number*	1234
		Bank IFS Code*	HDFC0000424
		Bank Name*	HDFC BANK
		Bank Branch*	MUMBAI - MATUNGA (EAST)
		Bank Address*	PAL RESIDENCY,SHOP NO 2,PLOT NO 358BHANDARKAR ROAD, MATUNGA (CR),MUMBAI MAHARASHTRA 400019
		Bank Address Pin*	400001
		MICR Code	400240063

Figure 16

At this stage, below page will be displayed wherein User needs to click on **"Next"** button to proceed further. Please refer below **Figure 17**.

Death Withdrawal - Request Initiation

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

*Corpus towards Lumpsum should be given to respective nominees / legal heirs

Nominations Last Updated : 03/09/2010

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
SURADI LATHA	WIFE	100

* Continue with existing nominations :

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share	
<input type="checkbox"/> SURADI	LATHA	WIFE	100 <input type="button" value="Additional Details"/>

Figure 17

In next **"Documents Checklist" TAB**, User needs to confirm the Withdrawal Form, supporting documents related to exit request, Bank Proof, Identity & Address Proof and proceed further. Please refer below **Figure 18A & 18B**.

User Id: 1001002301
Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110000611617

Entity Reg No: 2000014

Claim ID: 2112408204

Subscriber Name: TXCVDH DXCGETH

Entity Name: Pay Section-I, CDA (R&D), Hyderabad

Acknowledgement Number: 211240820401

Family Details
Annuitant Details
Nominee/Legal Heir Details
Document Checklist - Tier I
Declaration
Documents Upload

Supporting Documents

Sr No.		Document Name
1	<input checked="" type="checkbox"/>	Withdrawal form duly filled and signed-stamped by mapped Nodal Office.*
2	<input checked="" type="checkbox"/>	Original Death Certificate (For Non Govt. Subscriber) / Attested copy by mapped Nodal Office (For Govt. Subscriber)*
3	<input checked="" type="checkbox"/>	Original PRAN Card/Copy of ePRAN Card/Notarised Affidavit (if PRAN card not submitted)
4	<input checked="" type="checkbox"/>	Family Members Certificate
5	<input type="checkbox"/>	Legal heir certificate issued by First Class Magistrate

Bank Proof

Sr No.	Tier I Nominees	Claimant	Document Name
	1		
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cancelled Cheque / Bank Certificate / Self attested copy of Bank passbook*

Proof of Identity

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

Figure 18A

Proof of Address

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

« **Save & Proceed** **Close** »

Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768. [Privacy Policy](#)

Figure 18B

The next TAB is for **Delcaration**. The User needs to accept the declaration to process the withdrawal request and click on **“Save and Proceed”** button. Please refer below **Figure 19A & 19B**.

Death Withdrawal - Request Initiation

PRAN: 110000611617

Subscriber Name: TXCVDH DXCGETH

Entity Reg No: 2000014

Entity Name: Pay Section-I, CDA (R&D), Hyderabad

Claim ID: 2112408204

Acknowledgement Number: 211240820401

[Family Details](#)
[Annuitant Details](#)
[Nominee/Legal Heir Details](#)
[Document Checklist - Tier I](#)
[Declaration](#)
[Documents Upload](#)

Declaration by Annuitant

 Declaration by Annuitant

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 19A

Declaration by Claimant

 Declaration by 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 Nodal Office/POP

 Declaration by Nodal Office/POP

1. It is certified that above declaration has been signed/thumb impressed before me by the nominee(s)/legal heir(s)/guardian of minor nominee(s) or minor heir(s) of deceased subscriber late Sh/Smt/Kum TXCVDH DXCGETH with PRAN 110000611617 as above and has read the entries / entries have been read over to him / her/them by me and got confirmed by him / her/them.

2. That all the contributions including the subscriber contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending. (applicable for government sector subscribers only)

3. That Identification and address of the nominee/claimant is certified as provided in the withdrawal form above. The name of claimant as mentioned on the withdrawal form has been verified and can be accepted as final.

4 It is also certified that this office has not paid/received any family pension to the legal heir(s)/nominee(s) of the deceased subscriber and we dont have any objection for release of accumulated pension wealth to his/her claimant. (applicable for government Sector subscribers only)

5. The bank account details of nominee/claimant as provided in bank details section have been checked and verified and the same can be accepted for payment

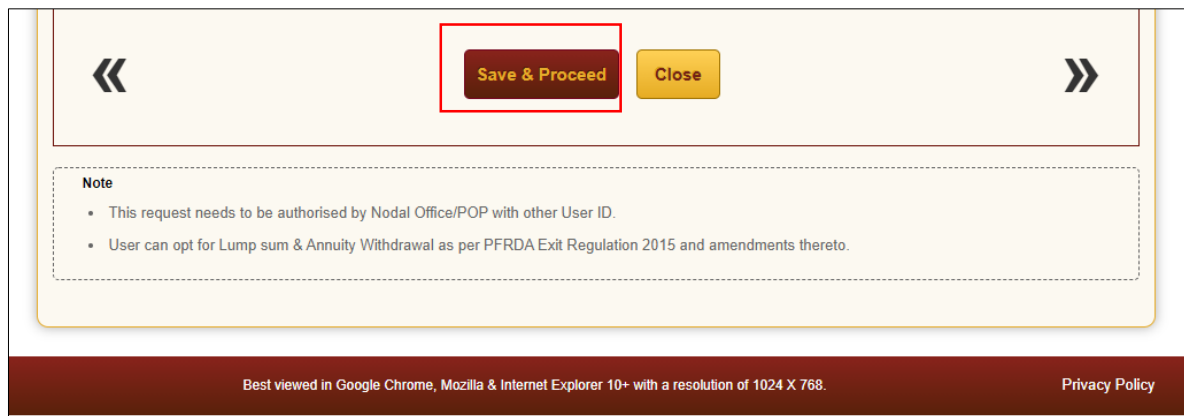


Figure 19B

A New Information window will be opened regarding scanned documents Upload. User needs to click on **“OK”** button. Please refer below **Figure 20**.

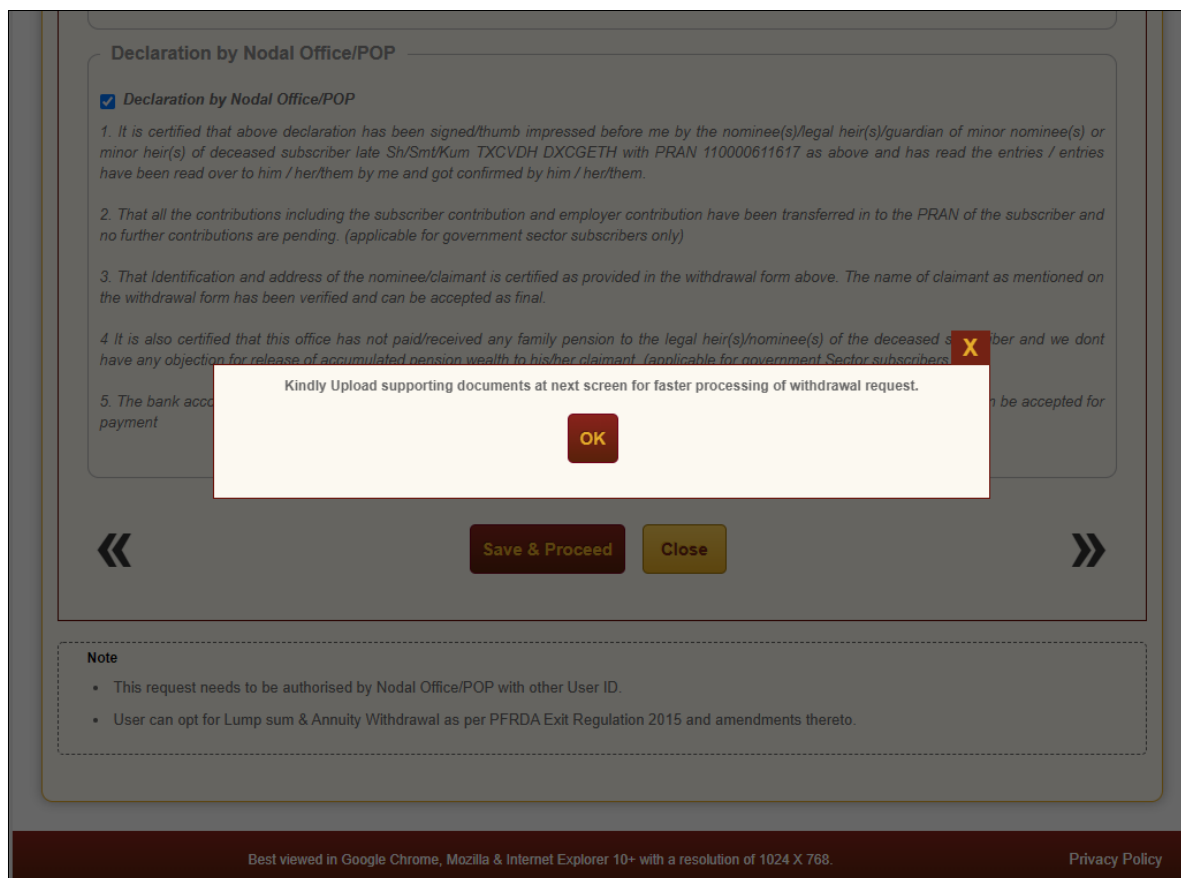


Figure 20

At **“Documents Upload”** TAB, User needs to upload the complete documents such as Withdrawal Form & Supporting documents, KYC Documents & Bank Proof. Please refer below **Figure 21A & 21B**.

Death Withdrawal - Request Initiation

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

Family Details Annuitant Details Nominee/Legal Heir Details Document Checklist - Tier I Declaration Documents Upload

Download Exit Withdrawal Form

Please complete all the details under all tabs to download form.

[Download Exit Withdrawal Forms](#)

Document Upload

Document Name	Attach File	File Download
Withdrawal Form	<input type="button" value="Choose File"/> 202144381.pdf	
KYC/Other Documents - Tier I	<input type="button" value="Choose File"/> 110020285431.pdf	
Bank Proof	<input type="button" value="Choose File"/> 202124237.pdf	

«

Figure 21A

Death Withdrawal - Request Initiation

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

Family Details Annuitant Details Nominee/Legal Heir Details Document Checklist - Tier I Declaration Documents Upload

Download Exit Withdrawal Form

Please complete all the details under all tabs to download form.

[Download Exit Withdrawal Forms](#)

File Successfully Uploaded

Document Upload

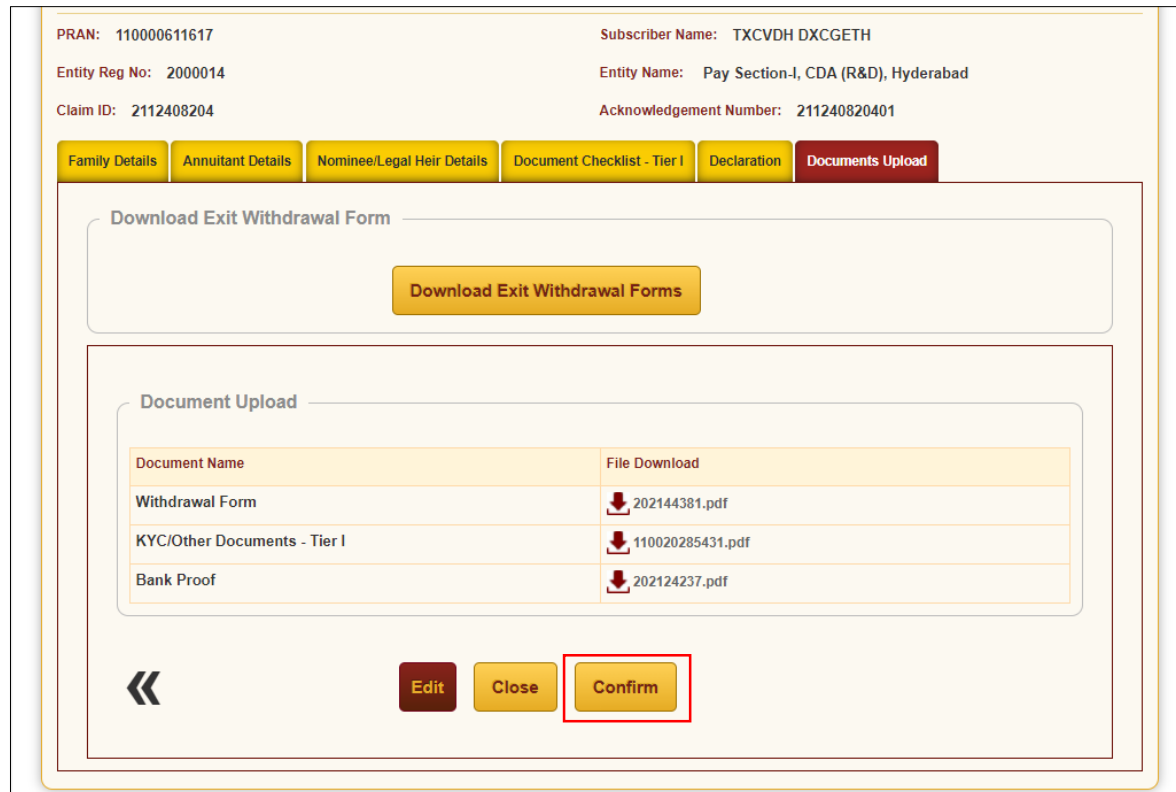
Document Name	Attach File	File Download
Withdrawal Form	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Download"/> 202144381.pdf
KYC/Other Documents - Tier I	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Download"/> 110020285431.pdf
Bank Proof	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Download"/> 202124237.pdf

«

Figure 21B

After providing complete details under different TABs & uploading scanned documents, User needs to re-confirm all the details entered /selected. Each TAB will be displayed to the User for confirmation. User needs to click on “**Next**” button to proceed further.

Once details under all TABs are confirmed, the User needs to confirm the withdrawal request under “**Documents Upload**” TAB, as shown below in **Figure 22**.



PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

Family Details Annuitant Details Nominee/Legal Heir Details Document Checklist - Tier I Declaration **Documents Upload**

Download Exit Withdrawal Form

Download Exit Withdrawal Forms

Document Upload

Document Name	File Download
Withdrawal Form	202144381.pdf
KYC/Other Documents - Tier I	110020285431.pdf
Bank Proof	202124237.pdf

« Edit Close **Confirm**

Figure 22

A final confirmation message will be displayed to User. Once User clicks on “**Proceed**” button, a message for successful initiation of request will be displayed to User. Please refer **Figure 23 & 24**.

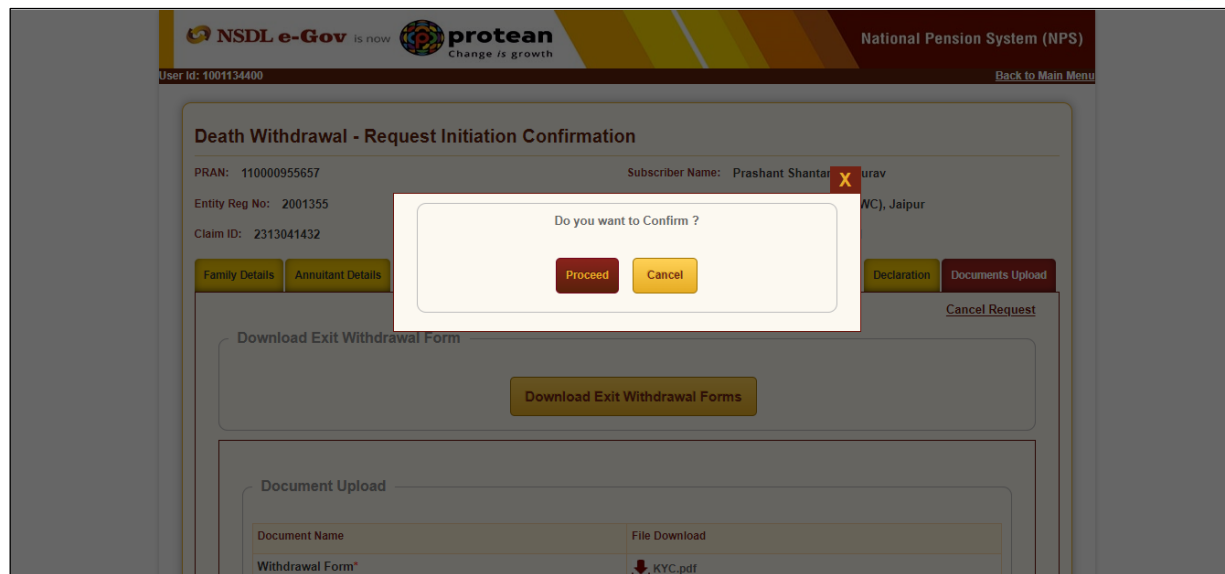


Figure 23

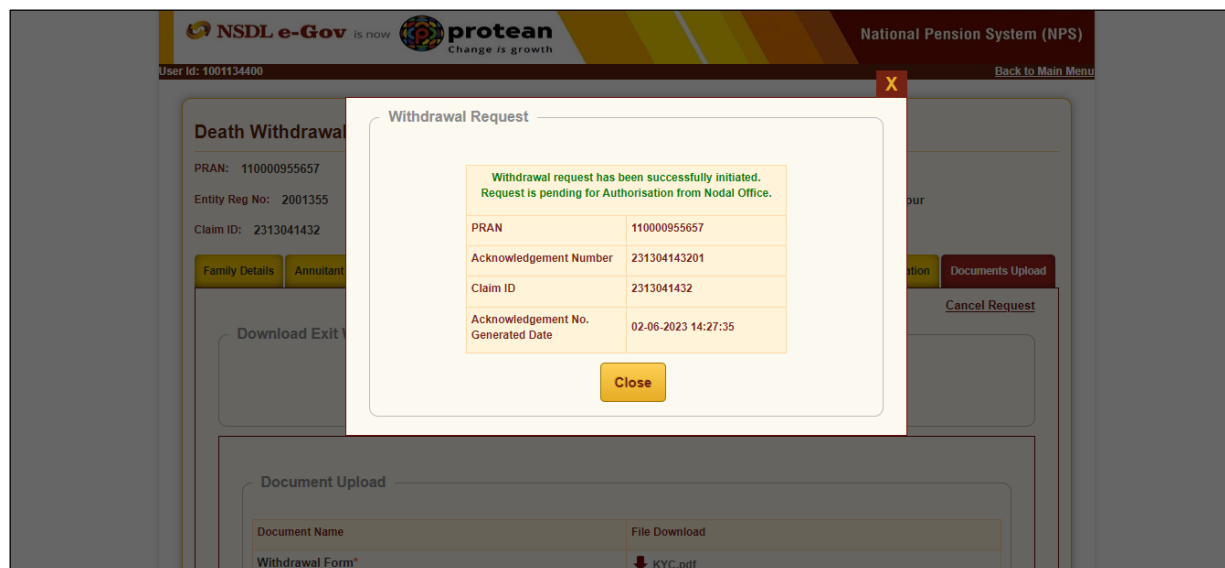


Figure 24

The second User of the Nodal Office will authorize the request in the CRA System.

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

To authorize Online Death Withdrawal request, Nodal Office User will access CRA System www.cra-nsdl.com using another User ID & Password as given below in **Figure 25**.

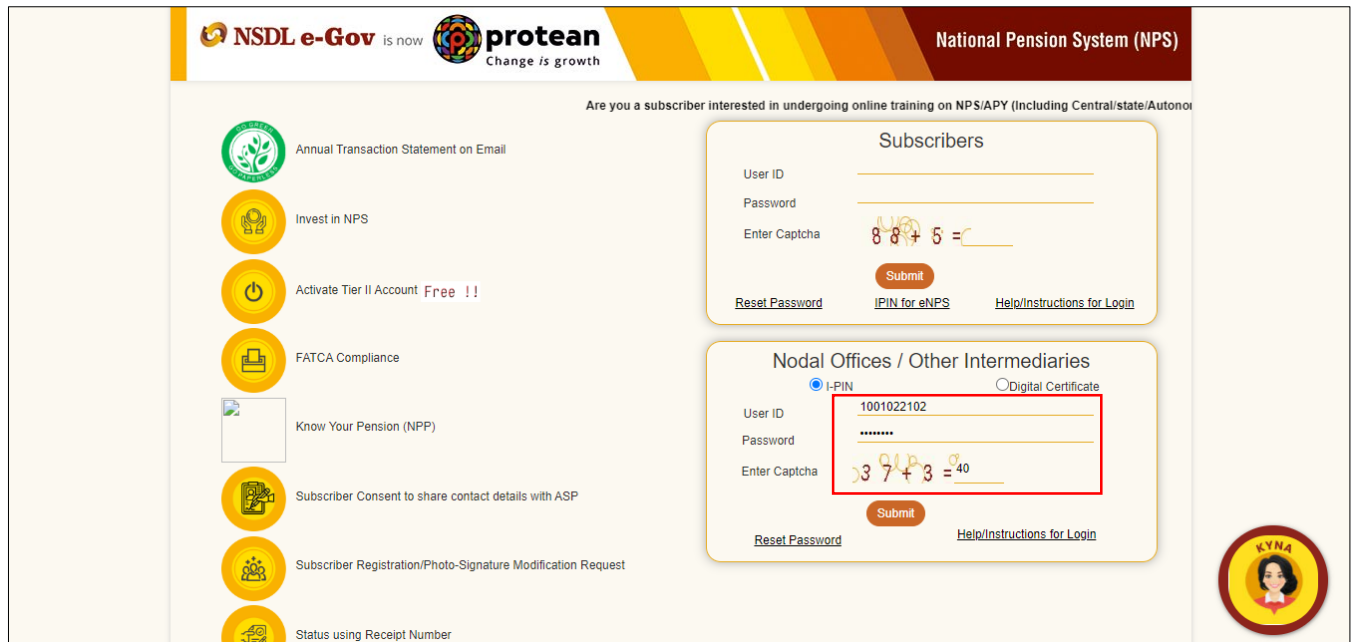
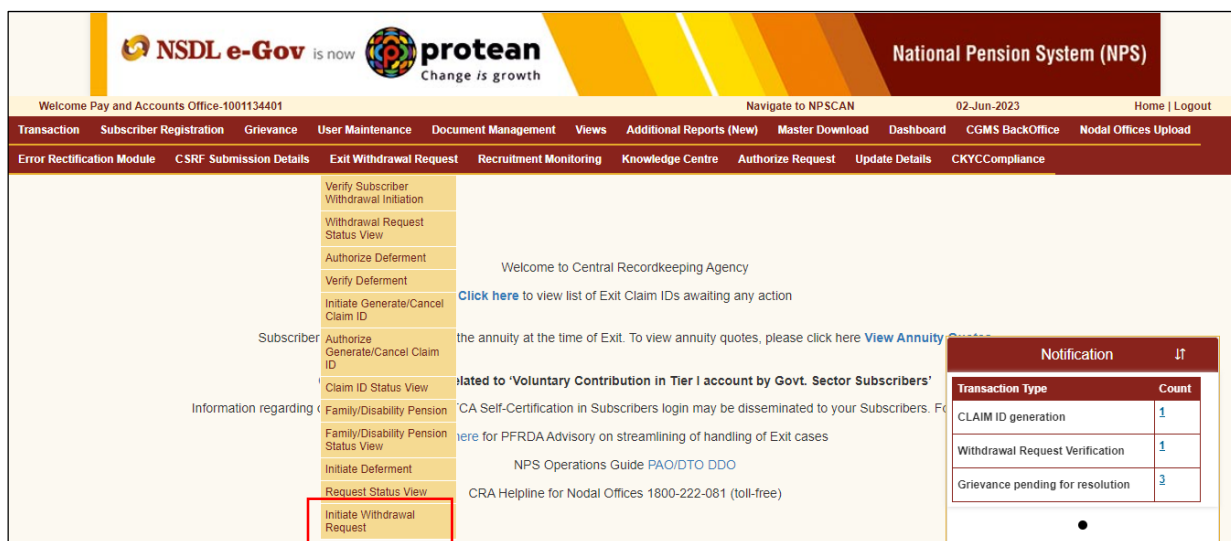


Figure 25

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



Transaction Type	Count
CLAIM ID generation	1
Withdrawal Request Verification	1
Grievance pending for resolution	3

Figure 26

At this stage, User needs to select the **Death Withdrawal** option as given below in **Figure 27**.

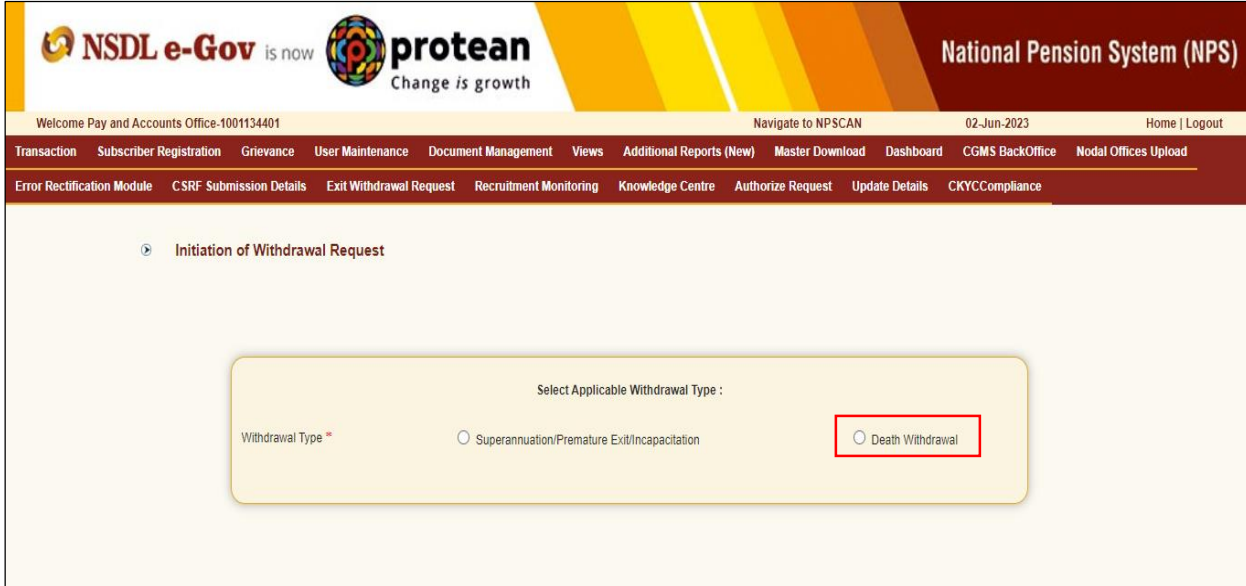


Figure 27

User needs to select the **“Verify/Authorize Request”** option to authorize death withdrawal request and enter the PRAN of the Subscriber and click on **“Submit”** button as given in below **Figure 28**.

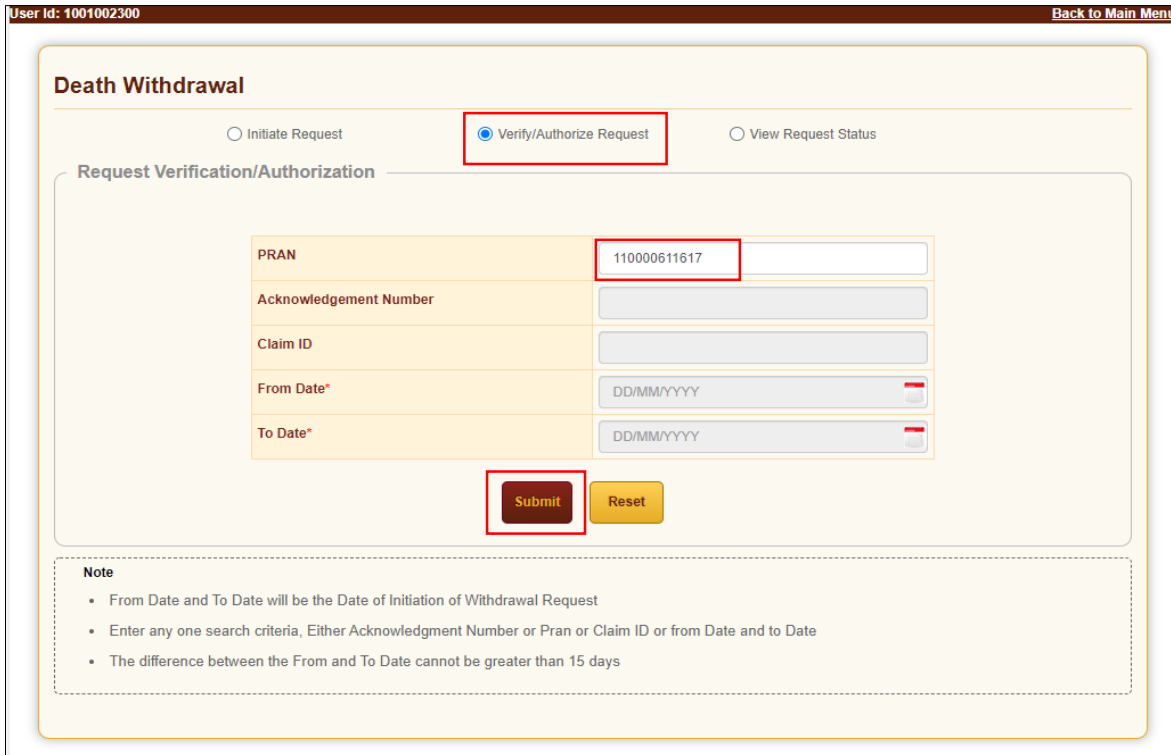


Figure 28

At this stage, a table is displayed to the User containing Acknowledgment Number, Claim ID, PRAN, Request Date, Initiated By, Last action taken, Pending With and Action. User needs to click on Hyperlink provided on **“Accept/Rejected”** under **Action** Tab to view and verify details entered/selected at the time of initiation of withdrawal request. Please refer below **Figure 29**.

User Id: 1001002300 Back to Main Menu

Death Withdrawal

Initiate Request
 Verify/Authorize Request
 View Request Status

Request Verification/Authorization

PRAN	110000611617
Acknowledgement Number	
Claim ID	
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Claim ID	Request Date	PRAN	Initiated By	Last Action Taken	Pending With	Action
211240820401	2112408204	12-04-2021	110000611617	1001002301	INITIATED BY NODAL OFFICE	Nodal Authorizer	Accept/Reject

Note

- From Date and To Date will be the Date of Initiation of Withdrawal Request
- Enter any one search criteria, Either Acknowledgment Number or Pran or Claim ID or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 29

At this stage, User needs to verify all the details entered / selected at the time of initiation of request under different TABs like Family Details, Annuitant Details etc. Each TAB will be displayed to the User for Verification. User needs to click on **Next button** to proceed further as shown in below **Figure 30**.

User Id: 1001002300 Back to Main Menu

Death Withdrawal - Request Authorization Confirmation

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

Family Details
Annuitant Details
Nominee/Legal Heir Details
Document Checklist - Tier I
Declaration
Documents Upload

Subscriber Details

Date of Birth	09/08/1984
Father's Name	TXCVDH ZVHTVHVH
Subscriber's gender	Male
Marital Status	-
Date Of Death*	01/04/2021

Total Valuation

Total Valuation as on Date(in Rs.)	7395923.98
Total Valuation as on Date of Death*	7395923.98

Section C - Claimant Withdrawal Details

Spouse DOB	01/10/1969
Mother Status	Not Alive
Father Status	Not Alive
Child 1*	Alive
Child 1 First Name*	SAGAR
Child 1 Middle Name	
Child 1 Last Name	
Child 1 Aadhar/VID	
Child 1 PAN	
Child 1 DOB*	25/12/1988
Child 2*	Not Applicable
Child 3*	Not Applicable

Next
Close
»»

Note

- This request will go for further approvals.
- You can withdrawal as Lumpsum and ASP as per conditions.

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Privacy Policy

Figure 30

Once details under all TABs are verified, under last TAB – **Documents Upload**, the User needs to click on **“Approve/Reject”** button as shown below in **Figure 31**.

User id: 1001002300 Back to Main Menu

Death Withdrawal - Request Authorization Confirmation

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

Family Details
Annuitant Details
Nominee/Legal Heir Details
Document Checklist - Tier I
Declaration
Documents Upload

Download Exit Withdrawal Form

Download Exit Withdrawal Forms

Document Upload

Document Name	File Download
Withdrawal Form	202144381.pdf
KYC/Other Documents - Tier I	110020285431.pdf
Bank Proof	202124237.pdf

⏪
Close
Approve/ Reject

Figure 31

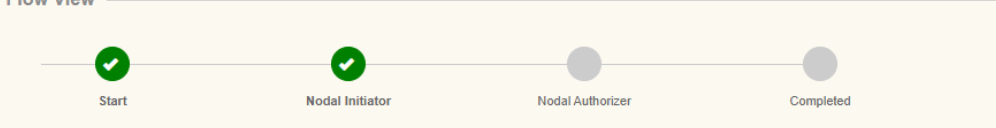
At this stage, if details provided/entered while initiating withdrawal request are correct, then User needs to click on **“Accept”** radio button and then click on **“Approve”** button.

If details entered/provided are not correct, User needs to click on **“Reject”** radio button and then click on **“Approve”** button. In case of rejection of request, Reason for Rejection is mandatory. Please refer below **Figure 32**.

Death Withdrawal - Request Authorization

PRAN: 110000611617 Subscriber Name: TXCVDH DXCGETH
 Entity Reg No: 2000014 Entity Name: Pay Section-I, CDA (R&D), Hyderabad
 Claim ID: 2112408204 Acknowledgement Number: 211240820401

Flow View



Entity ID	User ID	Date	User Type	Action Taken	Remarks
10010023	1001002301	12-04-2021	Nodal Generated Ack	Accepted	IN PROGRESS
10010023	1001002301	12-04-2021	Nodal Initiator	Accepted	REQUEST RAISED

Accept/Reject Request

Accept Reject

Remarks

Figure 32

A final confirmation message will be displayed to User. Once User clicks on **“Approve”** button, a message for successful authorization of request will be displayed to User. Please refer **Figure 33 & 34**.

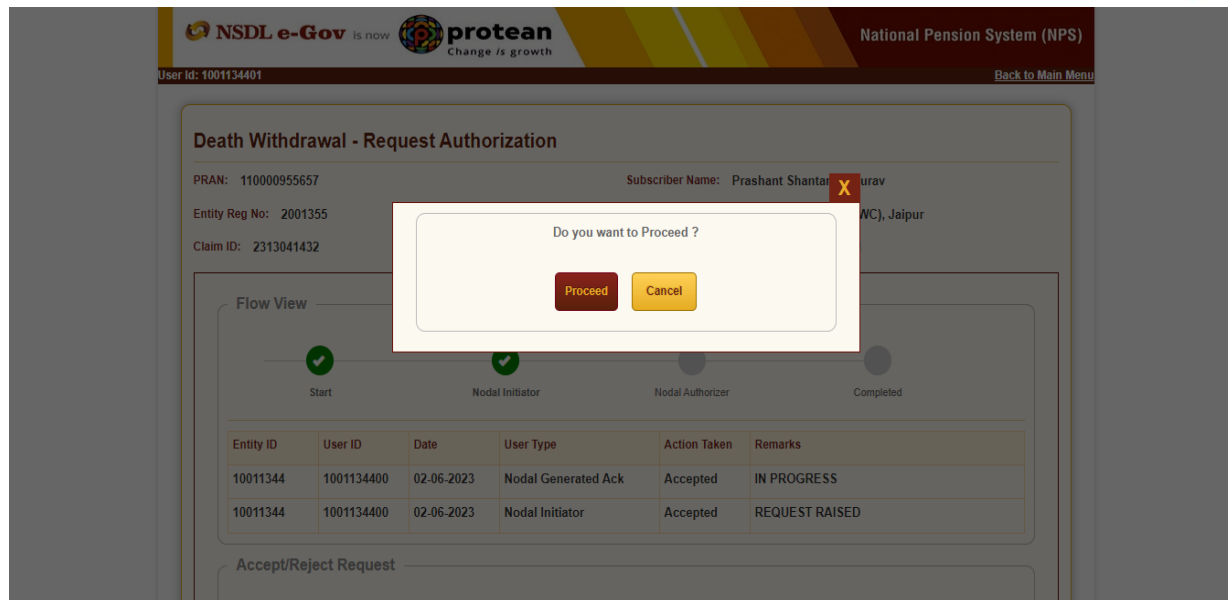


Figure 33

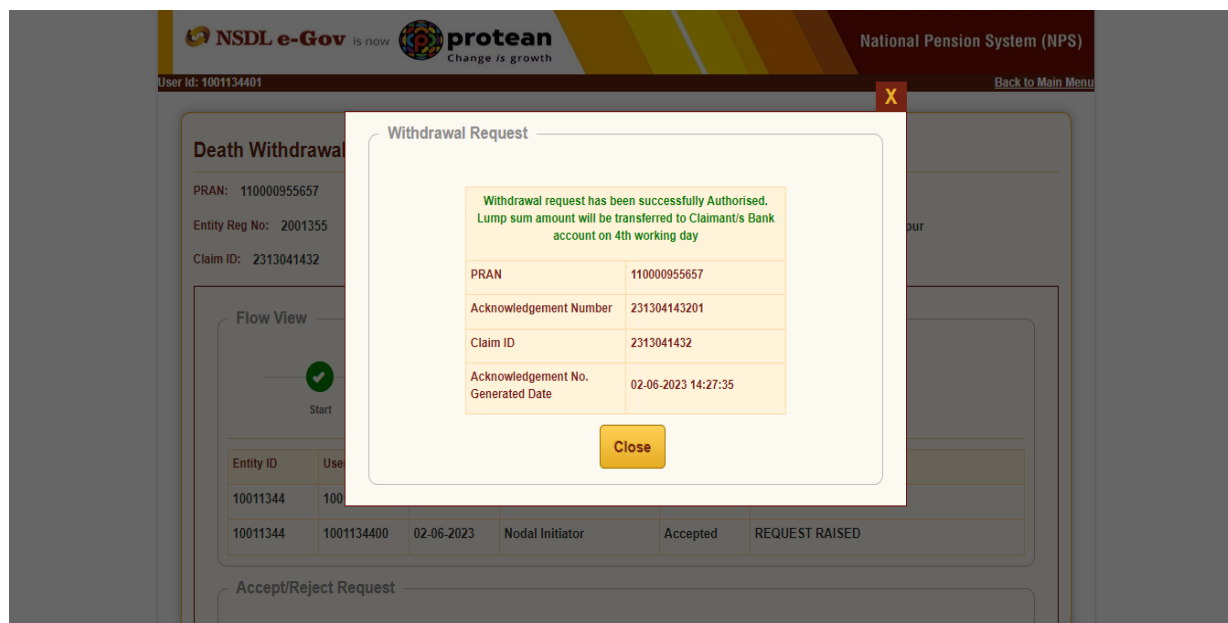


Figure 34

On authorization of Death Withdrawal request by Nodal Office, the request will get executed in the CRA system. The Funds will be transferred to Claimant's Bank Account by Trustee Bank (Axis Bank) within T+3 Working days after authorization of request.

7. Annuity Issuance Process:

On execution of death withdrawal request in CRA, the annuitant's (Spouse/Mother/Father) details and scanned documents will be shared with Annuity Service Provider (ASP) opted by Claimant. If the annuitant's details and scanned documents are correct, annuity policy will be issued by ASP.

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

On completion of annuity formalities, ASP will confirm Annuity request of the Claimant online in the CRA system. The Funds (Annuity Corpus) will be transferred to ASP by Trustee Bank (Axis Bank) within T+3 Working days after authorization of annuity request by ASP in CRA.

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

Section II

This section contains the process to be followed by the Nodal Offices for initiation and authorization of Online Death Withdrawal request where **none of the family members (Spouse, Mother and Father of deceased Subscriber) are alive & Spouse is not there/not alive and the parents of the deceased Subscriber (father and mother) are not dependent.**

8. Steps to initiate Online Death Withdrawal request in CRA System by Nodal Office

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

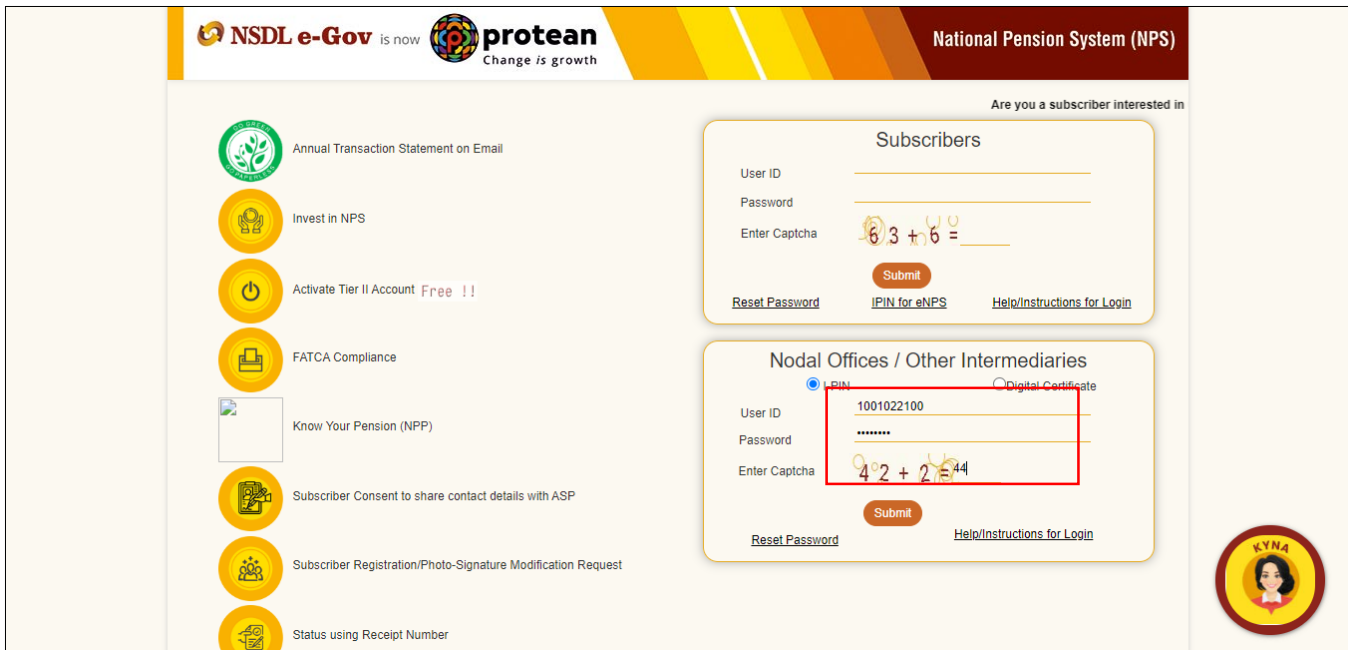
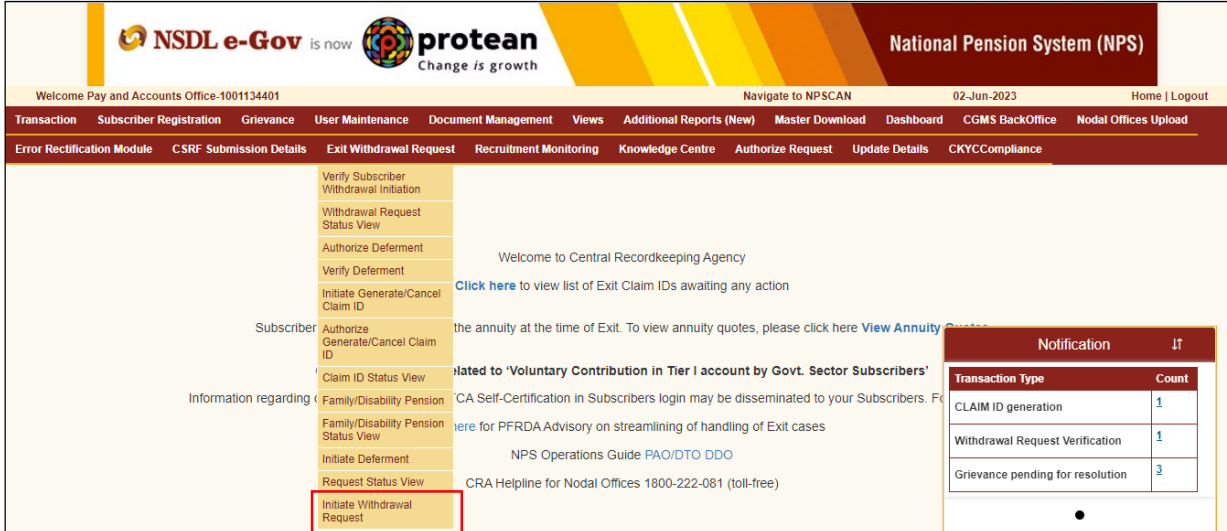


Figure 1

On successful login, User needs to click on Menu "**Exit Withdrawal Request**" and select Sub Menu "**Initiate Withdrawal Request**" as given below in **Figure 2.**



Welcome Pay and Accounts Office-1001134401 Navigate to NPSCAN 02-Jun-2023 Home | Logout

Transaction Subscriber Registration Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Upload

Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre Authorize Request Update Details CKYCCompliance

Verify Subscriber Withdrawal Initiation

Withdrawal Request Status View

Authorize Deferment Welcome to Central Recordkeeping Agency

Verify Deferment [Click here](#) to view list of Exit Claim IDs awaiting any action

Initiate Generate/Cancel Claim ID

Subscriber Authorize Generate/Cancel Claim ID the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

Claim ID Status View Related to 'Voluntary Contribution in Tier I account by Govt. Sector Subscribers'

Information regarding CA Self-Certification in Subscribers login may be disseminated to your Subscribers. For

Family/Disability Pension here for PFRDA Advisory on streamlining of handling of Exit cases

Family/Disability Pension Status View NPS Operations Guide [PAO/DTO DDO](#)

Initiate Deferment CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

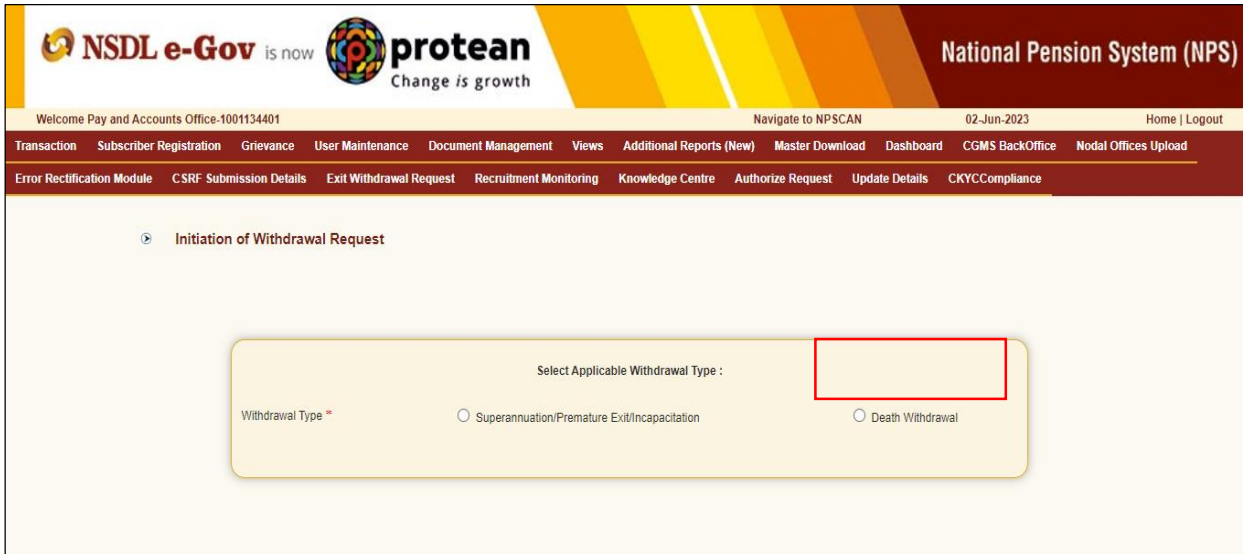
Request Status View

Initiate Withdrawal Request

Notification	
Transaction Type	Count
CLAIM ID generation	1
Withdrawal Request Verification	1
Grievance pending for resolution	3

Figure 2

User needs to select the option **"Death Withdrawal"** as given below in **Figure 3**.



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

Welcome Pay and Accounts Office-1001134401 Navigate to NPSCAN 02-Jun-2023 Home | Logout

Transaction Subscriber Registration Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Upload

Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre Authorize Request Update Details CKYCCompliance

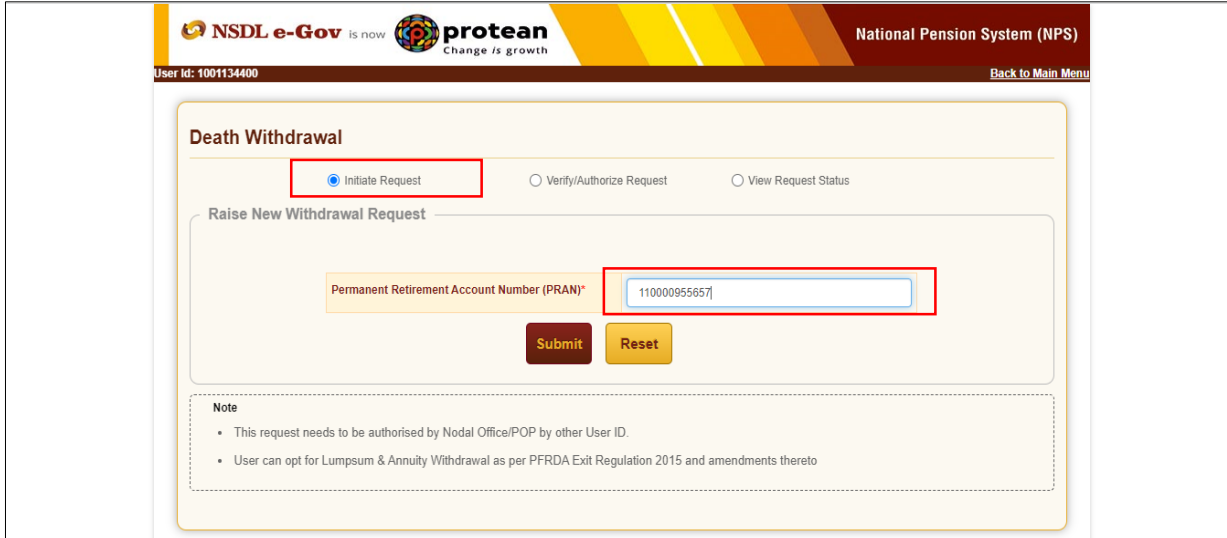
Initiation of Withdrawal Request

Select Applicable Withdrawal Type :

Withdrawal Type * Superannuation/Premature Exit/Incapacitation Death Withdrawal

Figure 3

User needs to select the **"Initiate Request"** option to initiate the death withdrawal request and enter PRAN of the deceased Subscriber and click on **"Submit"** button as given below in **Figure 4**.



Death Withdrawal

Initiate Request
 Verify/Authorize Request
 View Request Status

Raise New Withdrawal Request

Permanent Retirement Account Number (PRAN)*

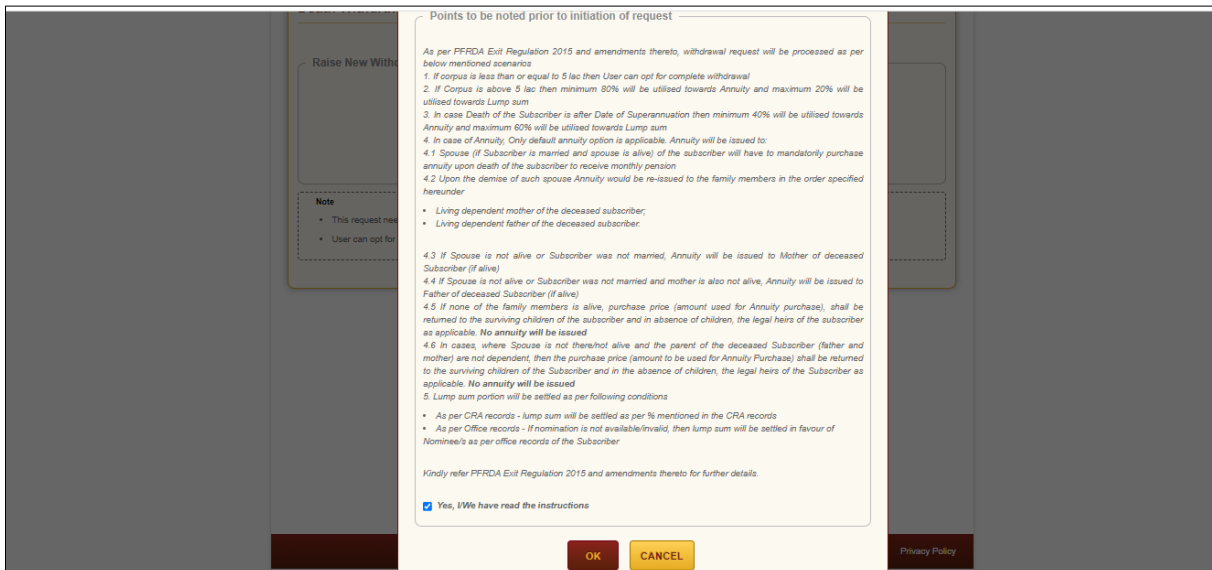
Submit **Reset**

Note

- This request needs to be authorised by Nodal Office/POP by other User ID.
- User can opt for Lumpsum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto

Figure 4

At this stage, User needs to accept declarations. On acceptance of declarations, User needs to click on **"OK"** button. Please refer below **Figure 5**.



Points to be noted prior to initiation of request

As per PFRDA Exit Regulation 2015 and amendments thereto, withdrawal request will be processed as per below mentioned scenarios

- If corpus is less than or equal to 5 lac then User can opt for complete withdrawal
- If Corpus is above 5 lac then minimum 80% will be utilised towards Annuity and maximum 20% will be utilised towards Lump sum
- In case Death of the Subscriber is after Date of Superannuation then minimum 40% will be utilised towards Annuity and maximum 60% will be utilised towards Lump sum
- In case of Annuity, Only default annuity option is applicable. Annuity will be issued to:
 - Spouse (If Subscriber is married and spouse is alive) of the subscriber will have to mandatorily purchase annuity upon death of the subscriber to receive monthly pension
 - Upon the demise of such spouse Annuity would be re-issued to the family members in the order specified hereunder:
 - Living dependent mother of the deceased subscriber;
 - Living dependent father of the deceased subscriber;
- If Spouse is not alive or Subscriber was not married, Annuity will be issued to Mother of deceased Subscriber (if alive)
- If Spouse is not alive or Subscriber was not married and mother is also not alive, Annuity will be issued to Father of deceased Subscriber (if alive)
- If none of the family members is alive, purchase price (amount used for Annuity purchase), shall be returned to the surviving children of the subscriber and in absence of children, the legal heirs of the subscriber as applicable. No annuity will be issued
- In cases, where Spouse is not there/not alive and the parent of the deceased Subscriber (father and mother) are not dependent, then the purchase price (amount to be used for Annuity Purchase) shall be returned to the surviving children of the Subscriber and in the absence of children, the legal heirs of the Subscriber as applicable. No annuity will be issued
- Lump sum portion will be settled as per following conditions
 - As per CRA records - lump sum will be settled as per % mentioned in the CRA records
 - As per Office records - If nomination is not available/invalid, then lump sum will be settled in favour of Nominee/s as per office records of the Subscriber

Kindly refer PFRDA Exit Regulation 2015 and amendments thereto for further details.

Yes, I/We have read the instructions

OK **CANCEL**

Figure 5

At this stage, User needs to capture Date of Death of the Subscriber and click on **"Submit"** button. Please refer below **Figure 6**.

Death Withdrawal

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi

Subscriber Details

Date of Birth	30/09/1989
Father's Name	JVHD THNGH ZEENV
Subscriber's gender	Male
Marital Status	-
Date Of Death*	<input type="text" value="01/04/2021"/> DD/MM/YYYY Kindly enter correct Date of Death

Edit

Valuation

Total Valuation as on Date(in Rs.) for Tier 1	3918512.40
Total Valuation as on Date of Death(in Rs.) for Tier 1*	3918512.40
Total Valuation as on Date(in Rs.) for Tier 2	0.00
Total Valuation as on Date of Death(in Rs.) for Tier 2*	0.00

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %) for Tier 1*	<input type="text" value="100"/> %	<input type="text" value="3918512.40"/>	% of corpus Claimant will receive in his/her bank account
Towards Annuity (in %) for Tier 1*	<input type="text" value="0"/> %	<input type="text" value="0"/>	% of corpus Annuitant will utilise towards pension

Note: As Corpus value is more than 5 Lacs, user can only opt for 20% Lump-sum withdrawal if any of the claimant is alive, Otherwise can only opt for 100% withdrawal.

Section E - Subscriber's Family Member Details

Marital Status*	<input type="text" value="Married"/>
Spouse Status :*	<input type="text" value="Not Alive"/>
Mother Status*	<input type="text" value="Not Alive"/>
Father Status*	<input type="text" value="Not Alive"/>

Submit **Back**

Note

- Your corpus value is more than 5 Lacs, you can only opt for 20% Lump-sum withdrawal if any of the claimant is alive Otherwise can only opt for 100% withdrawal.
- Out of Total NPS Corpus, % of corpus Claimant will receive in his/her bank account.
- Out of Total NPS Corpus, % of corpus Annuitant will utilise towards pension
- Claimant can allocate any percentage towards Lump sum and Annuity
- If spouse and parents are not alive, total corpus has to be taken as Lumpsum, as no annuity will be issued.
- This request needs to be authorised by Nodal Office/POP with other User ID.
- User can opt for Lump sum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto.

Figure 7

Once User selects Spouse, Mother, Father as Not Alive or Spouse not there/not alive & Mother, Father as Alive & non dependent then a new information window will be displayed as shown in below **Figure 8**.

User id: 1001028800 Back to Main Menu

Death Withdrawal

PRAN: 110097211453
 Entity Reg No: 2000261

Subscriber Details

Date of Birth	30/09/1989
Father's Name	JVHD THNGH ZEENV
Subscriber's gender	Male
Marital Status	-
Date Of Death*	01/04/2021 - DD/MM/YYYY Kindly enter correct Date of Death

Edit

Valuation

Total Valuation as on Date(in Rs.) for Tier 1	3918512.40
Total Valuation as on Date of Death(in Rs.) for Tier 1*	3918512.40
Total Valuation as on Date(in Rs.) for Tier 2	0.00

Figure 8

As spouse and parents are not alive & Spouse not there/not alive & Mother, Father as alive & non dependent, no annuity will be issued. Claimant(s) will be allowed to withdraw 100% of NPS corpus as Lumpsum. User will Click on **"Submit"** button in **Figure 7**. On submission of details, a confirmation Window will be displayed as per below **Figure 9**.

Valuation

"As Corpus value is more than 5 Laacs, user can only opt for 20% Lump-sum withdrawal if any of the claimant is alive. Otherwise can only opt for 100% withdrawal."

Date of Death	01/04/2021
Total Valuation as on Date(in Rs.) for Tier 1	3918512.40
Total Valuation as on Date of Death(in Rs.) for Tier 1*	3918512.40
Total Valuation as on Date(in Rs.) for Tier 2	0.00
Total Valuation as on Date of Death(in Rs.) for Tier 2*	0.00

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %)*	<input type="text" value="100"/> %	<input type="text" value="3918512.40"/>	% of corpus Claimant will receive in his/her bank account
Towards Annuity (in %)*	<input type="text" value="0"/> %	<input type="text" value="0"/>	% of corpus Annuitant will utilise towards pension

Section E - Subscriber's Family Member Details

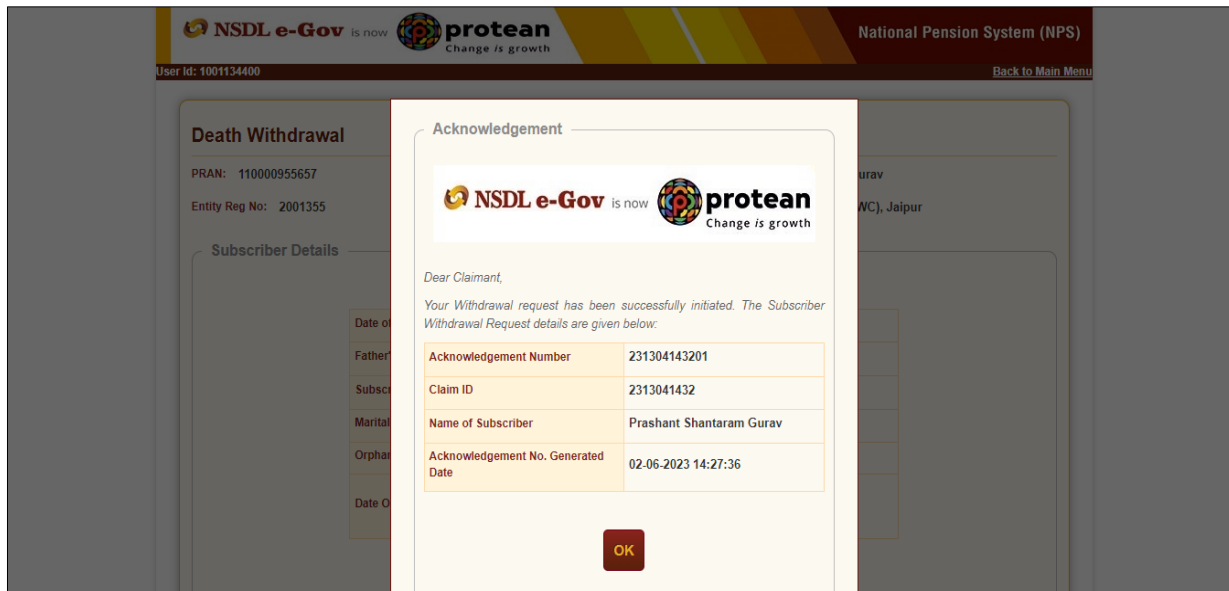
Marital Status*	Married
Spouse Status :*	Not Alive
Mother Status*	Not Alive
Father Status*	Not Alive

Note: After confirmation, Acknowledgement ID will be generated and above details cannot be changed.

CONFIRM **CANCEL**

Figure 9

On confirmation, an Acknowledgement Number will be generated. Please refer below **Figure 10**.



Death Withdrawal

PRAN: 110000955657
Entity Reg No: 2001355

Subscriber Details

Date of Birth: [Redacted]
Father's Name: [Redacted]
Subscriber's Name: Prashant Shantaram Gurav (WC), Jaipur
Marital Status: [Redacted]
Orphan Status: [Redacted]
Date of Death: [Redacted]

Acknowledgement

Dear Claimant,
Your Withdrawal request has been successfully initiated. The Subscriber Withdrawal Request details are given below:

Acknowledgement Number	231304143201
Claim ID	2313041432
Name of Subscriber	Prashant Shantaram Gurav
Acknowledgement No. Generated Date	02.06.2023 14:27:36

OK

Figure 10

Once Acknowledgement Number is generated, User needs to capture/submit details under **different TABS**. The family member's details will be displayed to the User under **"Family Details" TAB**. Refer below **Figure 11**.

If Nodal office desires to cancel the Death Withdrawal request after generation of Acknowledgement Number, Nodal Office can cancel the Death Withdrawal request from Initiator login ID by clicking on **'Cancel request'** tab. Refer below **Figure 11**.



Death Withdrawal - Request Initiation

PRAN: 110000996581
Entity Reg No: 2000961
Claim ID: 2213640755

Subscriber Name: TXDVZ PVNHGCVHH
Entity Name: PAO (Supreme Court), Ministry of Law and Justice, New Delhi
Acknowledgement Number: 221364075501

Family Details | Annuitant Details | Nominee/Legal Heir Details | Document Checklist - Tier I | Declaration | Documents Upload

Cancel Request

Subscriber Details

Date of Birth	18/04/1977
Father's Name	DHNG CVJ PVNHGCVHH
Subscriber's gender	Male
Marital Status	-
Orphan Status:	
Date Of Death*	01/11/2022

Total Valuation

Total Valuation as on Date(in Rs.)	673633.04
Total Valuation as on Date of Death*	673633.04

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %)*	100 %	3918512.40	% of corpus Claimant will receive in his/her bank account.
----------------------------	-------	------------	--

Towards Annuity (in %)*	0 %	0.00	% of corpus Annuitant will utilise towards pension
-------------------------	-----	------	--

Section E - Subscriber's Family Member Details

Marital Status*	Married <input type="button" value="v"/>
Spouse Gender*	Female <input type="button" value="v"/>
Spouse Status :*	Not Alive <input type="button" value="v"/>
Mother Status*	Not Alive <input type="button" value="v"/>
Father Status*	Not Alive <input type="button" value="v"/>
Child 1 Status*	Not Applicable <input type="button" value="v"/>
Child 2 Status*	Not Applicable <input type="button" value="v"/>
Child 3 Status*	Not Applicable <input type="button" value="v"/>



Note

- \$ PAN of the Claimant is mandatory
- If Father/Mother name is available in CRA records then User cannot edit Father/Mother name
- Fill details if Children/s is/are alive. Otherwise choose Not Applicable/Not Alive

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Privacy Policy

Figure 11

User will click "**Save & Proceed**". User needs to provide Nomination/Legal Heir details in next TAB. The nominee details registered in CRA will be displayed to the User. If the nominee details are same, User will select the continue with existing nomination as **Yes**. If there is a change in nomination or User wants to add legal heir details, then User needs to select the continue with existing nomination as **No**. In such case, User will be required to capture new nominee/legal heir details. Please refer below **Figure 12**.


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User Id: 1001134400
Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110000955657

Entity Reg No: 2001355

Claim ID: 2313041432

Subscriber Name: Prashant Shantaram Gurav

Entity Name: Pay Section (MO), PCDA (SWC), Jaipur

Acknowledgement Number: 231304143201

Family Details
Annuitant Details
Nominee/Legal Heir Details
Document Checklist - Tier I
Document Checklist - Tier II
Declaration
Documents Upload

[Cancel Request](#)

*Corpus towards Lumpsum should be given to respective nominees / legal heirs

Nominations Last Updated : 20/02/2016

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
JAIL SINGH MEENA	FATHER	100

* Continue with existing nominations: Select

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share	
<input type="checkbox"/> JAIL SINGH MEENA	FATHER	100	Additional Details

Figure 12

Once User selects the **"Yes"** or **"No"** option regarding Nomination, a new Information Window regarding nomination/legal heir will be Displayed. User needs to click on **"OK"** button. Please refer below **Figure 13**.

User Id: 1001028800 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
 Claim ID: 2112508226 Acknowledgement Number: 211250822601

Family Details Nominee/Legal Heir Details Document Checklist-Tier I Document Checklist - Tier II Declaration X Documents Upload

Tier-1 Nominations / Legal Heir

If all the registered nominees displayed at 'Nominee Details' Section are Valid//Alive then only select option as 'Yes' for continuing with existing nominations.

If any of the nominee/s displayed is/are Invalid/Not alive then, select option as 'No' and enter the claimant(s) details as Legal Heir(s).

For Example: There are three registered nominees namely A, B and C. If nominee C is Invalid/Not alive, then select option as 'No' and enter claimant(s) details at 'Nominee/Legal Heir Details' section. The claimant(s) may be nominee A or nominee B or both nominee A & B or any other person(s) as per the Legal Heir Certificate/Family Members Certificate.

Kindly click on "OK" to proceed with the selection. Kindly click on "Cancel" to change your selection.

OK
CANCEL

*Corpus towards Lumpsum share

Nominations Last Updated : 20/08/2018

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name
JAIL SINGH MEENA

* Continue with existing nomination as **No**

Nominee / Legal Heir Name

JAIL SINGH MEENA

Additional Details

Tier 2 Nominee / Legal Heir Details

Existing Tier 2 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
priva meena	wife	100

Figure 13

If User selects "Continue with existing nomination as **No**", then User needs to provide new nominee/legal heir details as shown below in **Figure 14A**. On entering new nominee/legal heir details, an information message – "By changing Name and Relationship, Additional details of that nominee will be reset to blank" will be displayed to the User as shown below **Figure 14B**. Please refer below **Figure 14A and 14B**.

User Id: 1001028800 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
 Claim ID: 2112508226 Acknowledgement Number: 211250822601

Family Details
Nominee/Legal Heir Details
Document Checklist-Tier I
Document Checklist - Tier II
Declaration
Documents Upload

*Corpus towards Lumpsum should be given to respective nominees / legal heirs

Nominations Last Updated : 20/02/2016

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
JAIL SINGH MEENA	FATHER	100

* Continue with existing nominations :

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share
<input checked="" type="checkbox"/> SAGAR	K	100

Add
Remove
Save

Tier 2 Nominee / Legal Heir Details

Existing Tier 2 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
--------------	------------------------------	------------------

Figure 14A

User Id: 1001028800 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
 Claim ID: 2112508226 Acknowledgement Number: 211250822601

Family Details
Nominee/Legal Heir Details
Document Checklist-Tier I
Document Checklist - Tier II
Decl
Documents Upload

*Corpus towards Lumpsum should be given to respective nominees / legal heirs

Nominations Last Updated : 20/02/2016

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
JAIL SINGH MEENA	FATHER	100

* Continue with existing nominations :

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share
<input checked="" type="checkbox"/> SAGAR	K	100

Add
Remove
Save

Tier 2 Nominee / Legal Heir Details

Existing Tier 2 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
--------------	------------------------------	------------------

Figure 14B

At this stage, User needs to capture additional details related to nominees/legal heir by clicking on **"Additional Details"** option. Please refer below **Figure 15**.

User Id: 1001028800 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
 Claim ID: 2112508226 Acknowledgement Number: 211250822601

Family Details Nominee/Legal Heir Details Document Checklist-Tier I Document Checklist - Tier II Declaration Documents Upload

*Corpus towards Lumpsum should be given to respective nominees / legal heirs

Nominations Last Updated : 20/02/2016

Tier 1 Nominee / Legal Heir Details

Existing Tier 1 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
JAIL SINGH MEENA	FATHER	100

* Continue with existing nominations :

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share	
<input type="checkbox"/> SAGAR	K	SON	100

Additional Details

Add Remove Save

Tier 2 Nominee / Legal Heir Details

Existing Tier 2 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
--------------	------------------------------	------------------

Figure 15

Once User Clicks on **"Additional Details"** option, a new Window will be displayed wherein, User needs to provide Address & Bank details of nominee/legal heir and Click on **"Save"** button. Please refer below **Figure 16**.

User Id: 1001028800 Back to Main Menu X

Nominee Details

Personal Details

First Name *

Middle Name

Last Name / Surname

Relationship *

Date of Birth\$

Address & Bank Details

Address 1 *

Address 2

Address 3

City

Pincode*

Percentage Share *	100	State *	Maharashtra
Major/Minor*	MAJOR	Country *	India
AADHAAR / VID		Mobile No*	9757222422
PAN*	BQQPK8787F	Alternate Contact No.	
CKYC		Email ID*	SAGAR.KONDVILKAR14@GMAIL
Are you a Politically Exposed Person (PEP)*	No	Bank Account Type*	SAVINGS
Are you related to a Politically Exposed Person (PEP)*	No	Bank Account Number*	****
Do you have any history of conviction under any criminal proceedings in India or abroad? *	No	Confirm Bank Account Number*	1234
		Bank IFS Code*	HDFC0000424
		Bank Name*	HDFC BANK
		Bank Branch*	MUMBAI - MATUNGA (EAST)
		Bank Address*	PAL RESIDENCY.SHOP NO 2.PLOT NO 358BHANDARKAR ROAD, MATUNGA (CR),MUMBAI MAHARASHTRA 400019
		Bank Address Pin*	400001
		MICR Code	400240063

Figure 16

At this stage, if Subscriber is having Tier 2 Account, then Tier 2 registered nominee details will be displayed. User will have option to update nominee/legal heir details or User will have an option to select "Same As Tier 1" if nominee/legal heir details for Tier 1 & Tier 2 are same. Please refer below **Figure 17A and 17B**.

Tier 2 Nominee / Legal Heir Details

Existing Tier 2 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
priya meena	wife	100

Same As Tier 1
 * Continue with existing nominations :

Nominee / Legal Heir Name	Relationship with Subscriber	Percentage Share	
<input type="checkbox"/> <input type="text" value="SAGAR"/> <input type="text" value="K"/>	SON	100	<input type="button" value="Additional Details"/>

Note

- At least one nominee is mandatory for both tiers.
- The percentage calculation should be 100% in total for each tier.
- You cannot revert Continue with existing option once opted.

Figure 17A

Continue with existing nominations : No ▼

Nominee / Legal Heir Name			Relationship with Subscriber	Percentage Share	
<input type="checkbox"/>	SAGAR	K	SON	100	Additional Details

Tier 2 Nominee / Legal Heir Details

Existing Tier 2 Nominees :

Nominee Name	Relationship with Subscriber	Percentage Share
priya meena	wife	100

Same As Tier 1

⏪

⏩

Note

- At least one nominee is mandatory for both tiers.
- The percentage calculation should be 100% in total for each tier.
- You cannot revert Continue with existing option once opted.
- Change of Name or Relationship details will reset all the additional information.

Figure 17B

In next **“Documents Checklist” TAB**, User needs to confirm the Withdrawal Form & supporting documents related to exit request, Bank Proof, Identity & Address Proof. User also needs to confirm the supporting documents for Tier 2 account and proceed further. Please refer below **Figure 18A & 18B**.

User Id: 1001028800

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Death Withdrawal - Request Initiation

PRAN: 110097211453

Subscriber Name: JOGENDEC PVD ZEENV

Entity Reg No: 2000261

Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi

Claim ID: 2112508226

Acknowledgement Number: 211250822601

[Family Details](#)
[Nominee/Legal Heir Details](#)
[Document Checklist-Tier I](#)
[Document Checklist - Tier II](#)
[Declaration](#)
[Documents Upload](#)

Supporting Documents

Sr No.		Document Name
1	<input checked="" type="checkbox"/>	Withdrawal form duly filled and signed-stamped by mapped Nodal Office.*
2	<input checked="" type="checkbox"/>	Original Death Certificate (For Non Govt. Subscriber) / Attested copy by mapped Nodal Office (For Govt. Subscriber)*
3	<input checked="" type="checkbox"/>	Original PRAN Card/Copy of ePRAN Card/Notarised Affidavit (if PRAN card not submitted)
4	<input checked="" type="checkbox"/>	Family Members Certificate
5	<input checked="" type="checkbox"/>	Legal heir certificate issued by First Class Magistrate

Bank Proof

Sr No.	Tier I Nominees	Document Name
	1	
1	<input checked="" type="checkbox"/>	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*

Proof of Identity

Sr No.	Tier I Nominees	Document Name
	1	
1	<input checked="" type="checkbox"/>	Valid Passport issued by Government of India.
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 identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input 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.
		Identity card issued by Central /State government and its Departments, Statuary/Regulatory Authorities, Public

11	<input type="checkbox"/>	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
12	<input type="checkbox"/>	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
13	<input type="checkbox"/>	Latest property/house Tax Receipt (not more than one year old).
14	<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).

«
Save & Proceed
Close
»

Figure 18A

Death Withdrawal - Request Initiation

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
 Claim ID: 2112508226 Acknowledgement Number: 211250822601

Family Details
Nominee/Legal Heir Details
Document Checklist-Tier I
Document Checklist - Tier II
Declaration
Documents Upload

Proof of Identity

Sr No.	Tier II Nominees	Document Name
	1	
1	<input checked="" type="checkbox"/>	Valid Passport issued by Government of India.
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 identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	<input 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

Proof of Address

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

«
Save & Proceed
Close
»

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Figure 18B

The next TAB is for **Delcaration**. The User needs to accept the declaration to process withdrawal request and click on **“Save and Proceed”** button. Please refer below **Figure 19**.

User Id: 1001028800

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Death Withdrawal - Request Initiation

PRAN: 110097211453

Subscriber Name: JOGENDEC PVD ZEENV

Entity Reg No: 2000261

Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi

Claim ID: 2112508226

Acknowledgement Number: 211250822601

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Declaration by Claimant

 Declaration by 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 Nodal Office/POP

 Declaration by Nodal Office/POP

1. It is certified that above declaration has been signed/thumb impressed before me by the nominee(s)/legal heir(s)/guardian of minor nominee(s) or minor heir(s) of deceased subscriber late Sh/Smt/Kum JOGENDEC PVD ZEENV with PRAN 110097211453 as above and has read the entries / entries have been read over to him / her/them by me and got confirmed by him / her/them.

2. That all the contributions including the subscriber contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending. (applicable for government sector subscribers only)

3. That Identification and address of the nominee/claimant is certified as provided in the withdrawal form above. The name of claimant as mentioned on the withdrawal form has been verified and can be accepted as final.

4 It is also certified that this office has not paid/received any family pension to the legal heir(s)/nominee(s) of the deceased subscriber and we dont have any objection for release of accumulated pension wealth to his/her claimant. (applicable for government Sector subscribers only)

5. The bank account details of nominee/claimant as provided in bank details section have been checked and verified and the same can be accepted for payment





Note

- This request needs to be authorised by Nodal Office/POP with other User ID.
- User can opt for Lump sum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto.

Figure 19

A New Information window will be opened regarding Documents Upload. User needs to click on "OK" button. Please refer below **Figure 20**.

Declaration by Nodal Office/POP

Declaration by Nodal Office/POP

1. It is certified that above declaration has been signed/thumb impressed before me by the nominee(s)/legal heir(s)/guardian of minor nominee(s) or minor heir(s) of deceased subscriber late Sh/Smt/Kum JOGENDEC PVD ZEENV with PRAN 110097211453 as above and has read the entries / entries have been read over to him / her/them by me and got confirmed by him / her/them.

2. That all the contributions including the subscriber contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending. (applicable for government sector subscribers only)

3. That Identification and address of the nominee/claimant is certified as provided in the withdrawal form above. The name of claimant as mentioned on the withdrawal form has been verified and can be accepted as final.

4. It is also certified that this office has not paid/received any family pension to the legal heir(s)/nominee(s) of the deceased subscriber and we dont have any objection for release of accumulated pension wealth to his/her claimant. (applicable for government Sector subscribers)

5. The bank account details of the nominee/claimant are verified and can be accepted for payment

Kindly Upload supporting documents at next screen for faster processing of withdrawal request.

OK

Save & Proceed Close

Note

- This request needs to be authorised by Nodal Office/POP with other User ID.
- User can opt for Lump sum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto.

Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768. [Privacy Policy](#)

Figure 20

At **Documents Upload TAB**, User needs to upload the documents such as Withdrawal Form, Supporting documents, KYC Documents, Bank Proof and KYC documents for Tier II nominees. Please refer below **Figure 21A & 21B**.

User Id: 1001028800 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
 Claim ID: 2112508226 Acknowledgement Number: 211250822601

Family Details Nominee/Legal Heir Details Document Checklist-Tier I Document Checklist - Tier II Declaration Documents Upload

Download Exit Withdrawal Form

Please complete all the details under all tabs to download form.

Download Exit Withdrawal Forms

Document Upload

Document Name	Attach File	File Download
Withdrawal Form	Choose File No file chosen	
KYC/Other Documents - Tier I	Choose File No file chosen	
KYC/Other Documents - Tier II	Choose File No file chosen	
Bank Proof	Choose File No file chosen	

Figure 21A

Death Withdrawal - Request Initiation

PRAN: 110097211453 Subscriber Name: JOGENDEC PVD ZEENV
 Entity Reg No: 2000261 Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
 Claim ID: 2112508226 Acknowledgement Number: 211250822601

Family Details Nominee/Legal Heir Details Document Checklist-Tier I Document Checklist - Tier II Declaration Documents Upload

Download Exit Withdrawal Form

Please complete all the details under all tabs to download form.

Download Exit Withdrawal Forms

File Successfully Uploaded

Document Upload

Document Name	Attach File	File Download
Withdrawal Form	Choose File No file chosen	202144381.pdf
KYC/Other Documents - Tier I	Choose File No file chosen	110040338613_TIER1_NOM_1.pdf
KYC/Other Documents - Tier II	Choose File No file chosen	202124237.pdf
Bank Proof	Choose File No file chosen	202144381.pdf

⏪

Upload
Close
Confirm & Proceed

Figure 21B

After providing complete details under different TABs, User needs to re-confirm all the details entered /selected. Each TAB will be displayed to the User for confirmation. User needs to click on **“Next button”** to proceed further.

Once details under all TABs are confirmed, the User need to confirm the withdrawal request under **Documents Upload TAB**, as shown below in **Figure 22**.

Death Withdrawal - Request Initiation Confirmation

PRAN: 110097211453	Subscriber Name: JOGENDEC PVD ZEENV
Entity Reg No: 2000261	Entity Name: Sr.DFM and Sr.DPO, Northern Railway, New Delhi
Claim ID: 2112508226	Acknowledgement Number: 211250822601

Family Details
Nominee/Legal Heir Details
Document Checklist - Tier I
Document Checklist - Tier II
Declaration
Documents Upload

Download Exit Withdrawal Form

Download Exit Withdrawal Forms

Document Upload

Document Name	File Download
Withdrawal Form	202144381.pdf
KYC/Other Documents - Tier I	110040338613_TIER1_NOM_1.pdf
KYC/Other Documents - Tier II	202124237.pdf
Bank Proof	202144381.pdf

⏪

Edit
Close
Confirm

Figure 22

A final confirmation message will be displayed to User. Once User clicks on **“Proceed”** button, a message for successful initiation of request will be displayed to User. Please refer **Figure 23 & 24**.

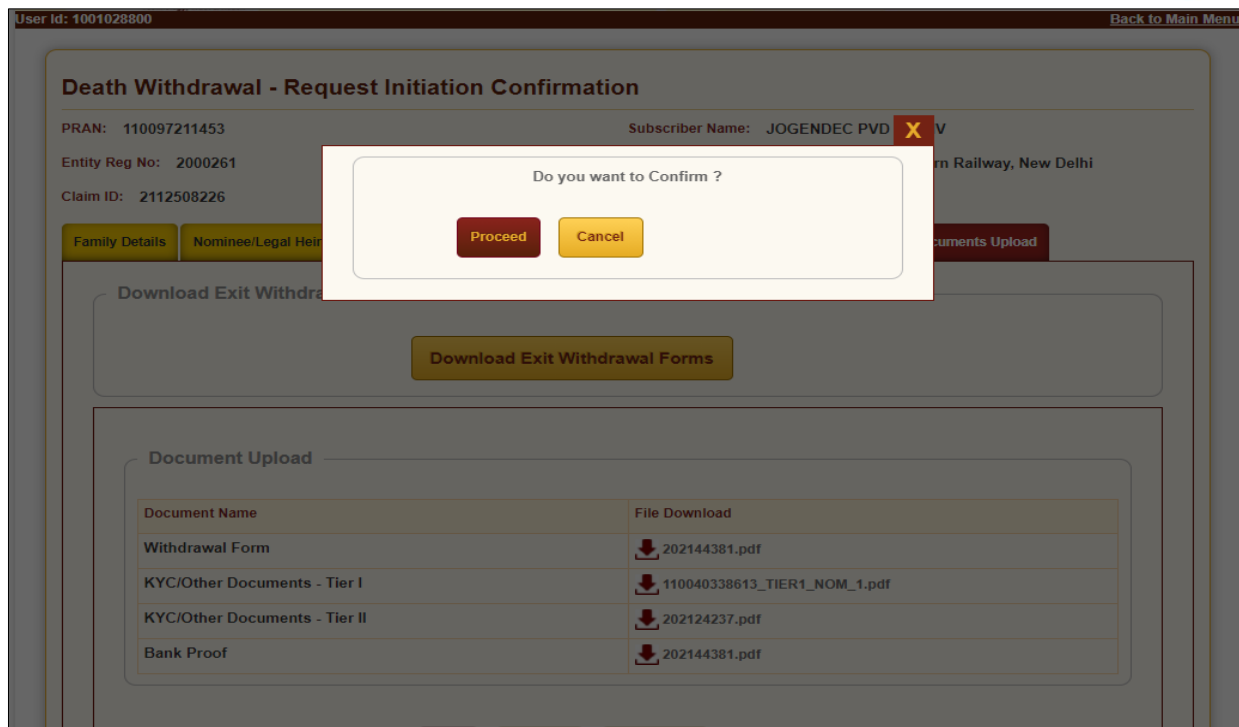


Figure 23

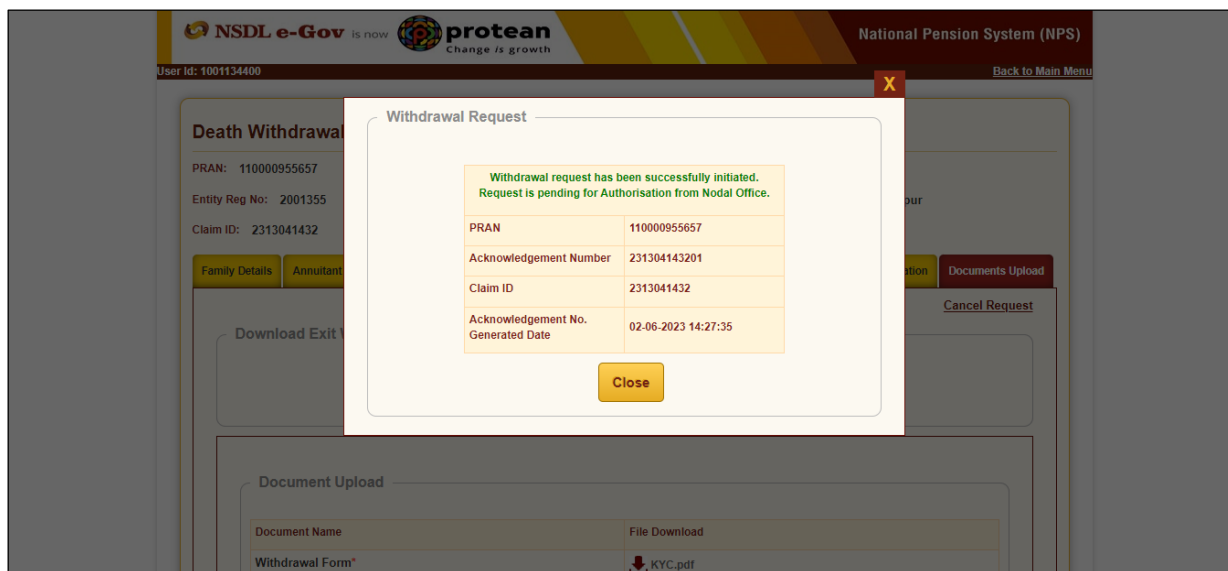


Figure 24

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

- The another User of Nodal Office will authorize the request in the CRA System.
- To authorize Online Death Withdrawal request, Nodal Office User will access CRA System www.cra-nsdl.com using another User ID & Password.
- The User will follow the process similar to the process given in **Section I Point No. 6** to authorize the request in CRA.

On authorization of Death Withdrawal request by Nodal Office, the request will get executed in the CRA system. The Funds will be transferred to Claimant's Bank Account by Trustee Bank (Axis Bank) within T+3 Working days after authorization of request.

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

Online Bank Account Verification -

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