



Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SOP)

Online Processing of Family Pension Withdrawal Request by Nodal Office

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1. Abbreviations

Abbreviation	Expansion
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Office
DTO	District Treasury Office
DTA	Directorate of Treasuries & Accounts
Nodal Office	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. Preface:

As per Regulation 6 e of Pension Fund Regulatory and Development Authority (PFRDA) Exit Regulations, 2015 & amendments thereto, If the subscriber or the family members of the deceased subscriber, upon his death, avails the option of additional relief on death or disability provided by the Government, the Government shall have right to adjust or seek transfer of the entire accumulated pension wealth of the subscriber to itself. The subscriber or family members of the subscriber availing such benefit shall specifically and unconditionally agree and undertake to transfer the entire accumulated pension wealth to the Government, in lieu of enjoying or obtaining such additional reliefs like family pension or disability pension or any other pensionary benefit from such Government authority.

As per the guidelines stipulated by PFRDA, for processing Family Pension Withdrawal requests, the Nodal Offices are required to submit the following two forms:

Annexure I – It is a declaration to be provided by Nodal Office stating Subscriber’s name, Subscriber’s PRAN, name of the person receiving family pension and relationship with the Subscriber. In the declaration, Nodal Office is also required to provide their bank account details such as Beneficiary name, Account Number, Bank Name, Branch Name and IFS Code.

Annexure II – It is a No Objection Certificate to be obtained from Claimant for transfer of Subscriber’s NPS corpus to Nodal Office bank account. The annexure contains information such as name of the person receiving family pension, relationship with the Subscriber, pension payment order (PPO) no & date and Claimant contact details.

In addition, if there is any voluntary contributions in Subscriber’s Tier I account and/or contributions in Tier II account at the time of processing of Family Pension withdrawal request, then voluntary contribution amount of Tier I and/or Tier II contributions will be paid to the person who is receiving Family Pension. In such case, Claimant is required to submit duly filled **Annexure III** (which contains Claimants bank account details) along with bank proof to Nodal Office for processing. It is the responsibility of the Claimant to distribute Voluntary Contribution amount and/or Tier II amount to legal heir/s.

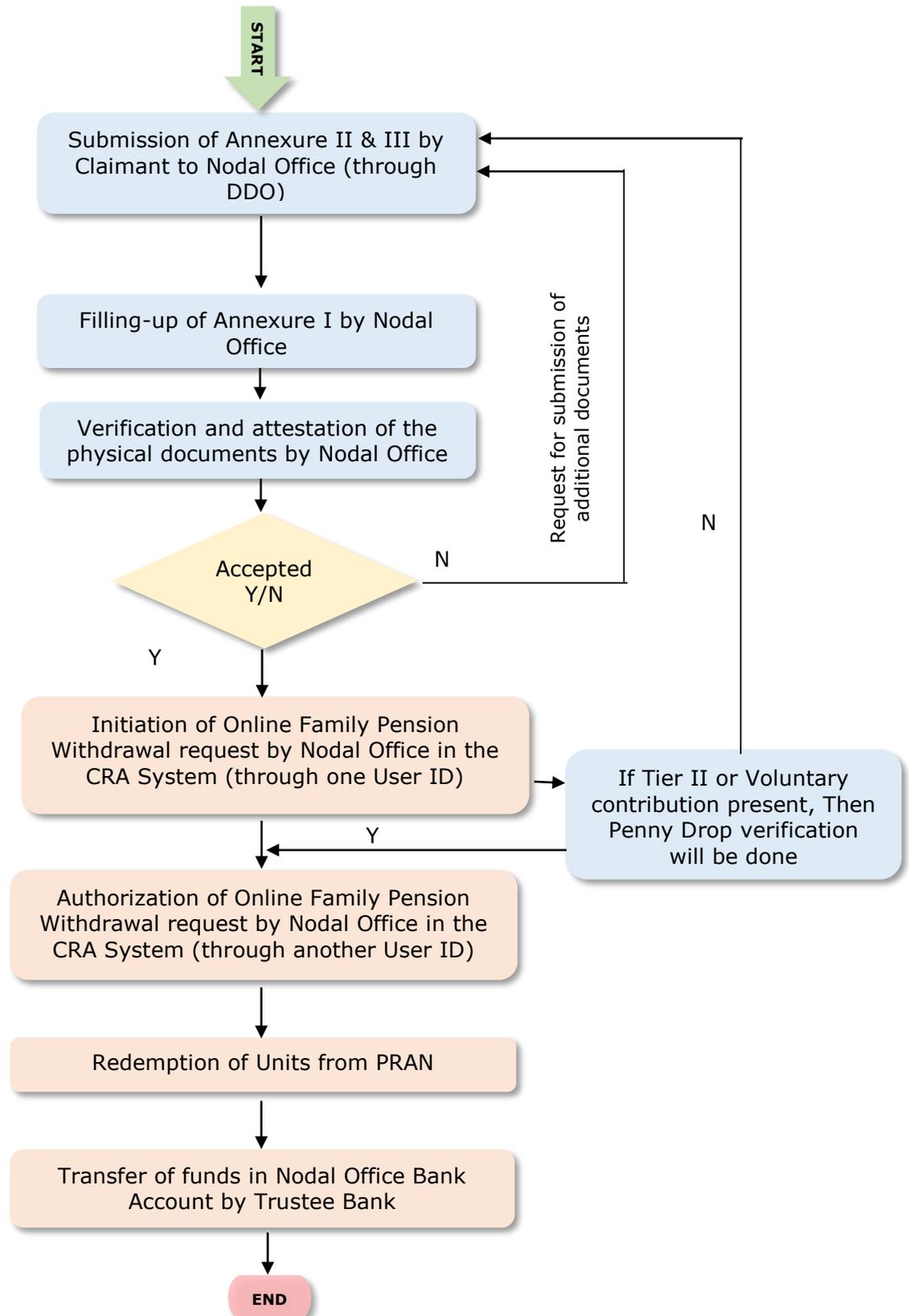
In case of disability pension, if there is any voluntary contributions in Subscriber’s Tier I account and/or contributions in Tier II account, these amount will transferred to subscriber’s bank account.

To facilitate the Nodal Offices to process the family pension withdrawal cases, an online functionality has been developed in the CRA system. The Nodal Office is required to initiate online request and authorise the same in the CRA system.

This document contains the Standard Operating Procedure (SOP) to be followed by Nodal Offices for processing family pension withdrawal cases online in the CRA system.

It is responsibility of Nodal Office to verify & authorise all the above Annexures [Annexure I, Annexure II & Annexure III (if applicable)] and related documents before processing online request in the CRA system.

3. Process Flow – Processing of Family Pension Withdrawal Requests



4. Procedure for Processing Online Family Pension Withdrawal requests

Brief steps for initiation Family Pension Withdrawal requests are provided below:

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

- ✓ Submission of Physical Annexure II & III (In case of voluntary contribution and/or Tier II account) by Claimant to Nodal Office through associated DDO
- ✓ Filling up of Annexure I by Nodal Office
- ✓ Verification & Attestation of Physical Annexures I, II & III (In case of voluntary contribution and/or Tier II account) by Nodal Office
- ✓ Initiation of request by Nodal Office in the CRA System through One User ID
- ✓ Authorization of request by Nodal Office in the CRA system through another User ID
- ✓ Submission of Annexure I, II and III (In case of voluntary contribution and/or Tier II account) along with covering letter to CRA by Nodal Office for storage purpose

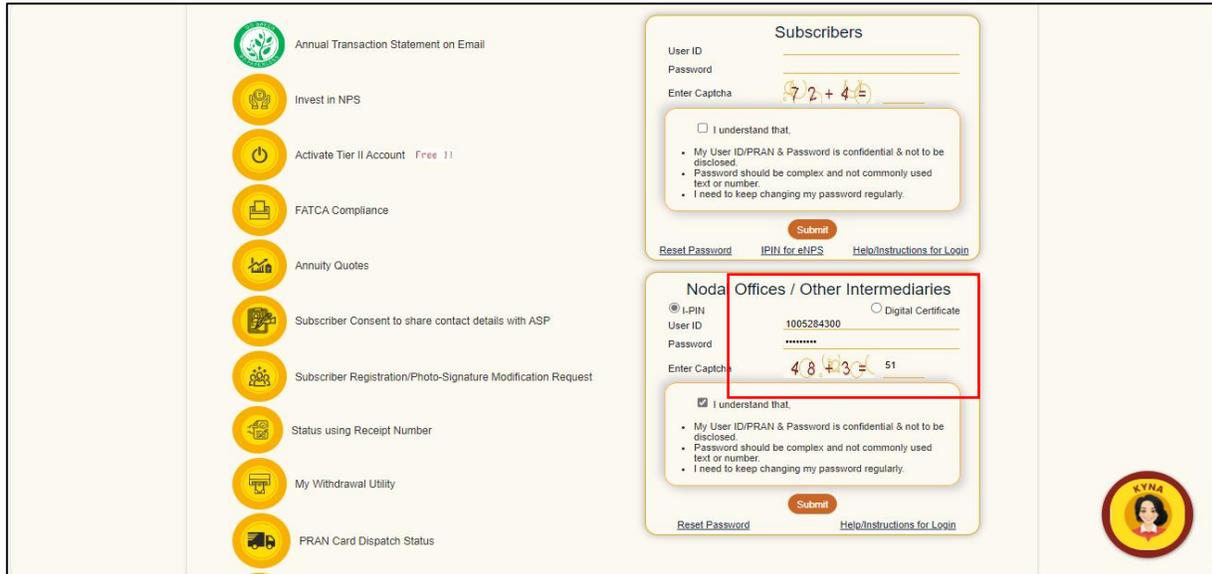
- **Points to be noted by Nodal Office prior to initiation of withdrawal request:**

- ✓ At the time of initiation of request, Nodal Office bank details are non-editable
- ✓ Bank details which are available in CRA records will be displayed to the User
- ✓ Amount will be transferred to Nodal Office bank account which is registered in CRA system
- ✓ If Nodal Office bank details are not registered in CRA, then User will not be allowed to initiate withdrawal request. User is required to update bank details in CRA system and then initiate withdrawal request
- ✓ Gestation period of 30 days is applicable after addition/updation of bank details in CRA system.
- ✓ In case Subscriber is having Tier II account and/or PRAN contains voluntary contributions by the Subscriber, on successful online bank a/c verification (penny drop), system will allow to process withdrawal request.
- ✓ Note: For successful online bank verification (Penny drop), Bank account, Bank IFS code, Beneficiary Name captured while processing withdrawal request should be matched with the Bank Record. In case details mismatched, online bank verification (Penny drop) will be failed. In such case, correct bank details needs to be captured and try it again.

The detailed procedure to be followed by the Nodal Offices for processing Online **Family Pension Withdrawal requests** in the CRA system is provided below:

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

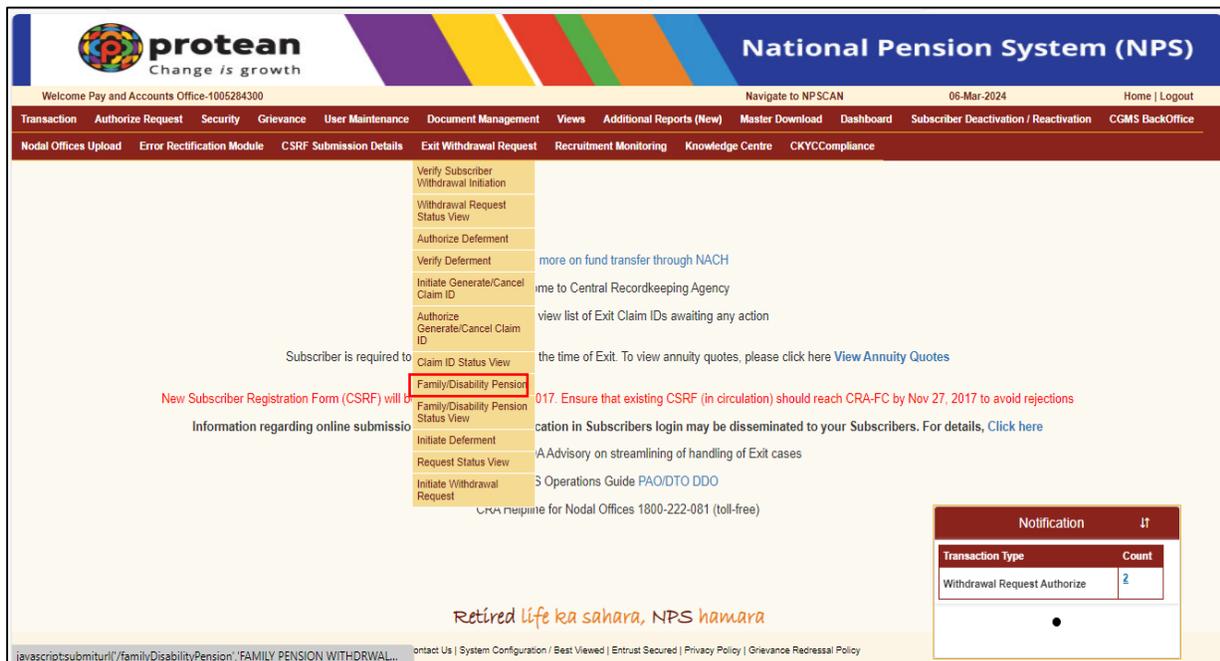
Nodal Office User needs to access CRA System www.cra-nsdl.com using one User ID & Password as given below in **Figure 1**.



The screenshot shows the CRA System login interface. On the left is a sidebar with icons for services like 'Annual Transaction Statement on Email', 'Invest in NPS', 'Activate Tier II Account', 'FATCA Compliance', 'Annuity Quotes', 'Subscriber Consent to share contact details with ASP', 'Subscriber Registration/Photo-Signature Modification Request', 'Status using Receipt Number', 'My Withdrawal Utility', and 'PRAN Card Dispatch Status'. The main area contains two login forms. The top form is for 'Subscribers' and the bottom form is for 'Nodal Offices / Other Intermediaries'. The bottom form has a red box around it, containing fields for 'I-PIN', 'User ID' (1005284300), 'Password', and 'Enter Captcha' (4 8 4 3 = 51). There are 'Submit', 'Reset Password', and 'Help/Instructions for Login' buttons. A KYMA logo is visible in the bottom right corner.

Figure 1

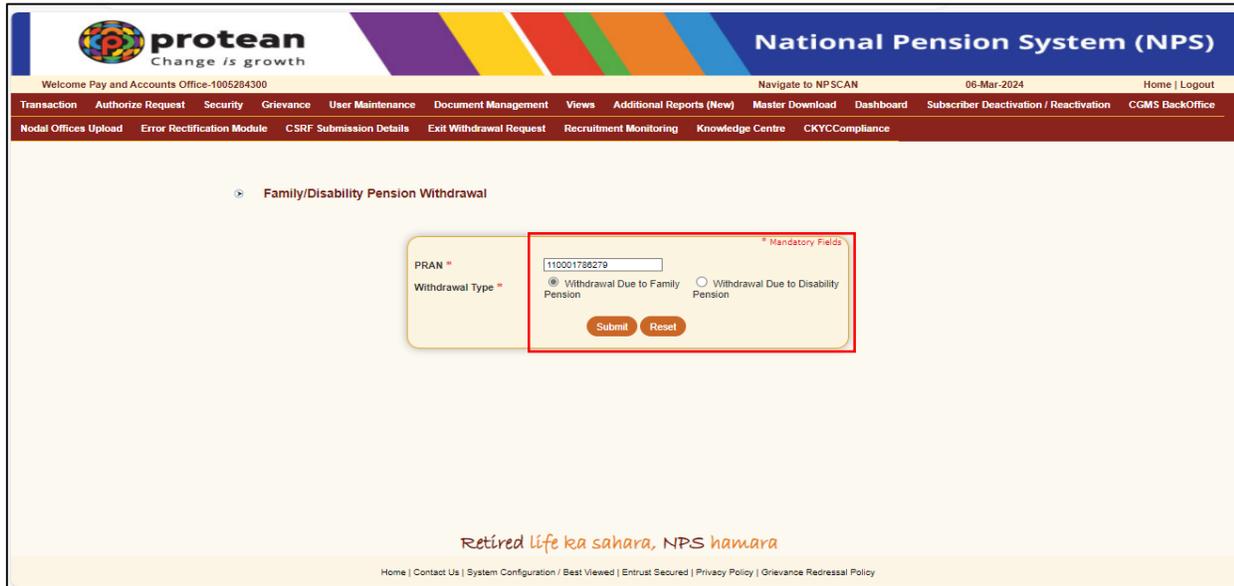
On successful login, User needs to click on Menu "Exit Withdrawal Request" and select sub menu "Family/Disability Pension" as given below in **Figure 2**.



The screenshot shows the NPS dashboard. The top navigation bar includes 'Transaction', 'Authorize Request', 'Security', 'Grievance', 'User Maintenance', 'Document Management', 'Views', 'Additional Reports (New)', 'Master Download', 'Dashboard', 'Subscriber Deactivation / Reactivation', and 'CGMS BackOffice'. The main menu includes 'Nodal Offices Upload', 'Error Rectification Module', 'CSRF Submission Details', 'Exit Withdrawal Request', 'Recruitment Monitoring', 'Knowledge Centre', and 'CKYC Compliance'. The 'Exit Withdrawal Request' menu is expanded, showing options like 'Verify Subscriber Withdrawal Initiation', 'Withdrawal Request Status View', 'Authorize Deferment', 'Verify Deferment', 'Initiate Generate/Cancel Claim ID', 'Authorize Generate/Cancel Claim ID', 'Claim ID Status View', 'Family/Disability Pension', 'Family/Disability Pension Status View', 'Initiate Deferment', 'Request Status View', and 'Initiate Withdrawal Request'. The 'Family/Disability Pension' option is highlighted with a red box. A notification box in the bottom right corner shows 'Withdrawal Request Authorize' with a count of 2. The footer includes the slogan 'Retired life ka sahara, NPS hamara' and a URL: 'javascripsubmiturl(/familyDisabilityPension, FAMILY PENSION WITHDRWAL...'. The footer also contains links for 'Contact Us', 'System Configuration', 'Best Viewed', 'Entrust Secured', 'Privacy Policy', and 'Grievance Redressal Policy'.

Figure 2

User needs to enter PRAN of the Subscriber for whom withdrawal request is required to be processed. User needs to select the withdrawal type as **“Withdrawal Due to Family Pension”** and then click on submit button as given below in **Figure 3**.



Welcome Pay and Accounts Office-1005284300 Navigate to NPSCAN 06-Mar-2024 Home | Logout
 Transaction Authorize Request Security Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice
 Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYCCompliance

Family/Disability Pension Withdrawal

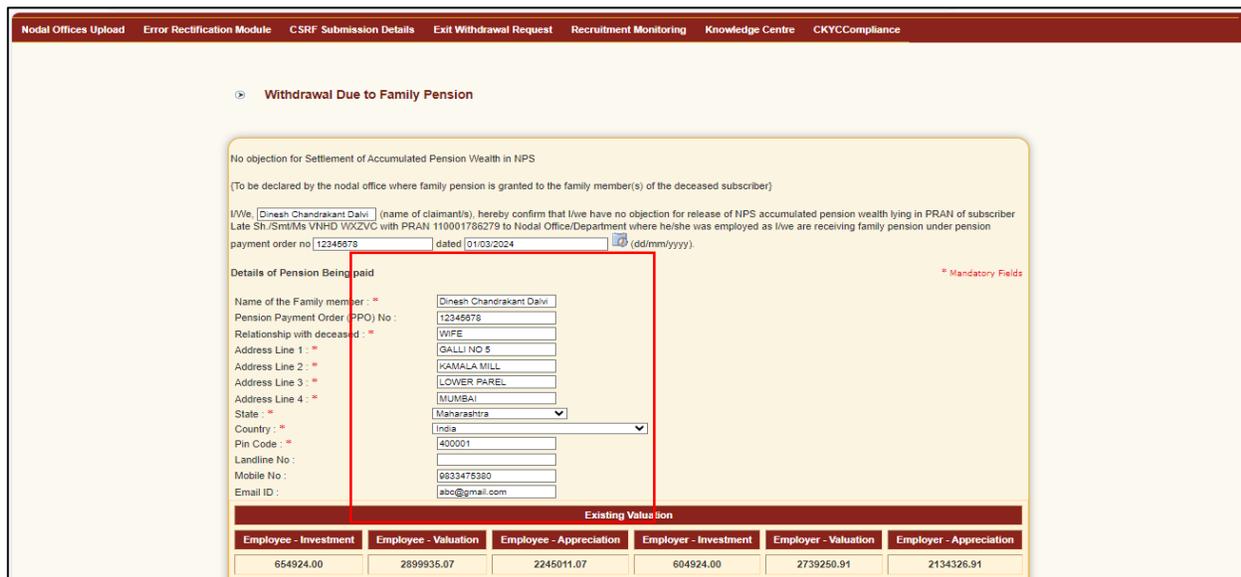
PRAN * 110001788279 * Mandatory Fields
 Withdrawal Type * Withdrawal Due to Family Pension Withdrawal Due to Disability Pension
 Submit Reset

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Figure 3

User needs to fill-up the information of claimant as per Annexure II (i.e. details of person who is receiving Family Pension) such as Name, Address, PPO Number, Relationship, Contact detail and Email ID. Further, User also needs to accept the relevant declarations. After ticking the declarations, User needs to click on “Submit” button. On same screen Employee & Employer contribution bifurcation will be displayed as per corpus available on date of initiation of withdrawal request. Please refer below **Figure 4**.



Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYCCompliance

Withdrawal Due to Family Pension

No objection for Settlement of Accumulated Pension Wealth in NPS
 (To be declared by the nodal office where family pension is granted to the family member(s) of the deceased subscriber)
 I/We [Dinesh Chandrakant Daivi] (name of claimant/s), hereby confirm that I/we have no objection for release of NPS accumulated pension wealth lying in PRAN of subscriber Late Sh./Smt/Ms VNH D WXZVC with PRAN 110001788279 to Nodal Office/Department where he/she was employed as I/we are receiving family pension under pension payment order no [12345678] dated [01/03/2024] (dd/mm/yyyy).

Details of Pension Being paid * Mandatory Fields

Name of the Family member : Dinesh Chandrakant Daivi
 Pension Payment Order (PPO) No : 12345678
 Relationship with deceased : WIFE
 Address Line 1 : GALLI NO 5
 Address Line 2 : KAMALA MILL
 Address Line 3 : LOWER PAREL
 Address Line 4 : MUMBAI
 State : Maharashtra
 Country : India
 Pin Code : 400001
 Landline No :
 Mobile No : 9833475380
 Email ID : abc@gmail.com

Existing Valuation

Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
654924.00	2899935.07	2245011.07	604924.00	2739250.91	2134326.91

Address Line 2 : *
Address Line 3 : *
Address Line 4 : *

State : *
Country : *
Pin Code : *
Landline No :
Mobile No :
Email ID :

KAMALA MILL
LOWER PAREL
MUMBAI
Maharashtra
India
400001

9833475320
abc@gmail.com

Existing Valuation					
Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
654924.00	2899935.07	2245011.07	604924.00	2739250.91	2134326.91

* Mandatory Checkbox

Attestation By Nodal Office

It is certified that the above declaration and details have been entered and signed / thumb impressed by the family member (s) of the deceased subscriber Sh./Smt/Ms. VNHD WXZVC PRAN 110001796279 before me. Further, the above details have been verified from the service record of the deceased subscriber and found in order. Further,

I. We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.

I. We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.

I. We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

Submit
Cancel

Note

- > Voluntary contribution if any, is also part of employee contribution. Actual amount received by the Nodal Office and claimant will vary from the above amount due to NAV fluctuation.
- > The actual amount that will be received by Nodal Office/Claimant will be available at request status view after 1-2 working days after authorization of the request.

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Figure 4

At this stage, details as per Annexure I will be displayed to the User. Name of the person receiving family pension and relationship with the Subscriber will be auto displayed to the User. Further, Nodal Office bank details which are available in CRA records will be displayed. On authorization of withdrawal request by Nodal Office, funds will be transferred to this bank account.

In case, Nodal Office wants to receive proceeds in another bank account, then Office is required to update bank details in CRA records. Kindly note that gestation period of 30 days is applicable once Bank details are added/updated in CRA records.

*On this stage, Nodal Office need to upload clear and complete scanned documents i.e Annexure I, II, III, copy of death certificate, Copy of Bank Proof etc. Pl refer below **Figure 5A, 5B & 5C***

Withdrawal Due to Family Pension

Declaration by Nodal Office
(To be declared by the nodal office where family pension is granted to the family member(s) of the deceased subscriber)

It is certified that the family pension is being paid by this office to the following members of the late subscriber Sh./Smt./Ms. VNHD WXZVC bearing PRAN 110001786278 as per Pension Payment Order No 12345678 issued dated 01/03/2024 (dd/mm/yyyy).

Name of the family Member: DINESH CHANDRAKANT DALVI
Relationship of the family member with subscriber: WIFE

In this respect, a No Objection Certificate to transfer the accumulated pension wealth from the NPS Account of the deceased subscriber to this office /Govt are submitted by the above family member(s) of the deceased subscriber. Same is enclosed along with this declaration.

Therefore now, in accordance with Regulation 6(e) of PFRDA (Exits & Withdrawal) Regulations 2015, the amount of accumulated pension wealth lying in the PRAN of the deceased subscriber Sh./Smt./Ms. VNHD WXZVC may be released to this nodal office bank account as per the details given as under:

Name of Beneficiary :	Beneficiary Name
Bank Account Number :	0000091130132659
Bank Name :	STATE BANK OF INDIA
Branch Name :	JALORE
IFS Code :	SBIN0031181

Select File to Upload : No file chosen

Note : Uploaded Attachment (Allowed File Types: pdf, jpeg, doc, docx, xls, xlsx, zip, png, jpg. Maximum File Size: 5 MB. Number of Files can be uploaded: 1)
Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from the NPS account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.

I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/ NPS Trust/ CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.

I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

Figure 5A

(To be declared by the nodal office where family pension is granted to the family member(s) of the deceased subscriber)

It is certified that the family pension is being paid by this office to the following members of the late subscriber Sh./Smt./Ms. VNHD WXZVC bearing PRAN 110001786278 as per Pension Payment Order No 12345678 issued dated 01/03/2024 (dd/mm/yyyy).

Name of the family Member: DINESH CHANDRAKANT DALVI
Relationship of the family member with subscriber: WIFE

In this respect, a No Objection Certificate to transfer the accumulated pension wealth from the NPS Account of the deceased subscriber to this office /Govt are submitted by the above family member(s) of the deceased subscriber. Same is enclosed along with this declaration.

Therefore now, in accordance with Regulation 6(e) of PFRDA (Exits & Withdrawal) Regulations 2015, the amount of accumulated pension wealth lying in the PRAN of the deceased subscriber Sh./Smt./Ms. VNHD WXZVC may be released to this nodal office bank account as per the details given as under:

Name of Beneficiary :	Beneficiary Name
Bank Account Number :	0000091130132659
Bank Name :	STATE BANK OF INDIA
Branch Name :	JALORE
IFS Code :	SBIN0031181

Select File to Upload : 20183267.pdf

Note : Uploaded Attachment (Allowed File Types: pdf, jpeg, doc, docx, xls, xlsx, zip, png, jpg. Maximum File Size: 5 MB. Number of Files can be uploaded: 1)
Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from the NPS account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.

I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/ NPS Trust/ CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.

I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

Figure 5B

Here, after mandatory documents are uploaded successfully pop up notification will be displayed by system on screen. Pl refer **Figure 5B**.

Relationship of the family member with subscriber: WIFE

In this respect, a No Objection Certificate to transfer the accumulated pension wealth from the NPS Account of the deceased subscriber to this office /Govt are submitted by the above family member(s) of the deceased subscriber. Same is enclosed along with this declaration.

Therefore now, in accordance with Regulation 6(e) of PFRDA (Exits & Withdrawal) Regulations 2015, the amount of accumulated pension wealth lying in the PRAN of the deceased subscriber Sh./Smt./Ms. VNHD VVZVC may be released to this nodal office bank account as per the details given as under.

Name of Beneficiary :	Beneficiary Name
Bank Account Number :	0000061130132859
Bank Name :	STATE BANK OF INDIA
Branch Name :	JALORE
IFS Code :	SBIN0031181

Select File to Upload : 20183287.pdf

Note :
 Uploaded Attachment (Allowed File Types: pdf, jpeg, doc, docx, xls, xlsx, zip, png, jpg. Maximum File Size: 5 MB. Number of Files can be uploaded: 1)
 Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from the NPS account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.

I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/ NPS Trust/ CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request

I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/ePRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

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Figure 5C

In case Subscriber is having Tier II account and/or PRAN contains voluntary contributions by the Subscriber, then voluntary contributions & Tier II amount will not be transferred to Nodal Office. This amount will be transferred to the Claimant. Hence, in such PRANs (with Tier II and/or voluntary contributions) only, below mentioned additional page will be displayed to the User.

At this stage, User is required to enter bank account details of the Claimant like Account Number, Bank Name, bank IFS Code etc. Nominee/claimant's Bank Account will be verified through online bank verification (penny drop) process. User needs to click on button "Online bank a/c verification"

On successful Online bank a/c verification (penny drop), system will allow to click on submit button. Please refer **Figure 6A, 6B, 6C**.

Transaction Authorize Request Security Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYC Compliance

Withdrawal Due to Family Pension

Bank Details in case of Voluntary Contribution Withdrawal

Bank Details of the Claimant:

Name of the person receiving Family Pension: DINESH CHANDRAKANT DALVI

Address: GALLI NO 5, KAMALA MILL, LOWER PAREL, MUMBAI, Maharashtra, India, 40001

Relationship: WIFE

Bank Account Number : * 101558208

Confirm Bank Account Number : *

Bank Name : * Central Bank of India

Branch Name : * WAKOLA

Bank Address : * WAKOLA

Bank Pincode : * 400055

IFS Code : * CBIN0282521

MICR Code : *

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

I have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.

Kindly click on [Online bank a/c verification](#) to proceed further.

Note :
 > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
 > Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

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Figure 6A

Transaction Authorize Request Security Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYCCompliance

Withdrawal Due to Family Pension

Bank Details in case of Voluntary Contribution Withdrawal

Bank Details of the Claimant:

Name of the person receiving Family Pension: DINESH CHANDRAKANT DALVI
 Address: GALLI NO 5,KAMALA MILL,LOWER PAREL,MUMBAI,Maharashtra,India,400001
 Relationship: WIFE
 Bank Account Number : * 101558208
 Confirm Bank Account Number : *
 Bank Name : * Central Bank of India
 Branch Name : *
 Bank Address : *
 Bank Pincode : *
 IFS Code : *
 MICR Code : *

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

We have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.

Online bank a/c verification

Kindly click on Online bank a/c verification Tab to proceed further.

Submit Cancel

Note :

- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
- Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

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Figure 6B

Withdrawal Due to Family Pension

Bank Details in case of Voluntary Contribution Withdrawal

Bank Details of the Claimant:

Name of the person receiving Family Pension: DINESH CHANDRAKANT DALVI
 Address: GALLI NO 5,KAMALA MILL,LOWER PAREL,MUMBAI,Maharashtra,India,400001
 Relationship: WIFE
 Bank Account Number : * 101558208
 Confirm Bank Account Number : *
 Bank Name : * Central Bank of India
 Branch Name : * VAKOLA
 Bank Address : * VAKOLA
 Bank Pincode : * 400055
 IFS Code : * CBIN0282521
 MICR Code : *

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

We have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.

Online bank a/c verification

Kindly click on Online bank a/c verification Tab to proceed further.

Submit Cancel

Note :

- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
- Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.

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Figure 6C

Note: For successful online bank verification (Penny drop), Bank account, Bank IFS code, Beneficiary Name should be matched with the Bank Record. In case details mismatched, online bank verification (Penny drop) will be failed. In such case, correct bank details needs to be captured and try it again. Kindly ensure that Bank account of claimant should be active and operative.

At this stage, details entered by the User are displayed for confirmation. User needs to click on "Confirm" button to complete withdrawal process as given below in **Figure 7**



National Pension System (NPS)

Welcome Pay and Accounts Office-1005284300
Navigate to NPSCAN
06-Mar-2024
Home | Logout

Transaction Authorize Request Security Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYCCompliance

Family/Disability Pension Request Confirm View

Details of Pension Being Paid

PRAN No	110001786279
Withdrawal Type	Withdrawal Due to Family Pension
Subscriber Name	VNHD WXZVC
Form Date	01/03/2024
Name of the Family Member	DINESH CHANDRAKANT DALVI
Pension Payment Order (PPO) No	12345678
Relationship with Deceased	WIFE
Address Line 1	GALLI NO 5
Address Line 2	KAMALA MILL
Address Line 3	LOWER PAREL
Address Line 4	MUMBAI
State	Maharashtra
Country	India
Pin Code	400001
Landline No	
Mobile No	9833475390
Email ID	abc@gmail.com

Bank Details of Nodal office

Name of Beneficiary	Beneficiary Name
Bank Account Number	00000061130132659
Bank Name	STATE BANK OF INDIA
Bank Branch Name	JALORE
Bank IFS Code	SBIN0031181

Bank Details of Pensioner

Name of the person receiving Family/Disability Pension	DINESH CHANDRAKANT DALVI
Address	GALLI NO 5,KAMALA MILL,LOWER PAREL,MUMBAI,Maharashtra,India,400001
Relationship	WIFE
Bank Account Number	1015586206
Bank Name	Central Bank of India

Name of Beneficiary	Beneficiary Name
Bank Account Number	00000061130132659
Bank Name	STATE BANK OF INDIA
Bank Branch Name	JALORE
Bank IFS Code	SBIN0031181

Bank Details of Pensioner

Name of the person receiving Family/Disability Pension	DINESH CHANDRAKANT DALVI
Address	GALLI NO 5,KAMALA MILL,LOWER PAREL,MUMBAI,Maharashtra,India,400001
Relationship	WIFE
Bank Account Number	1015586206
Bank Name	Central Bank of India
Bank Branch Name	VAKOLA
Bank Branch Address	VAKOLA
Bank Branch Pincode	400055
Bank IFS Code	CBIN0282521
MICR Code	

Existing Valuation

Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
654924.00	2899935.07	2245011.07	604924.00	2739250.91	2134326.91

Attestation By Nodal Office * Mandatory Checkbox

It is certified that the above declaration and details have been entered and signed / thumb impressed by the family member (s) of the deceased subscriber VNHD WXZVC PRAN 110001786279 before me. Further, the above details have been verified from the service record of the deceased subscriber and found in order. Further,

I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.

I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.

I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/ePRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber/subscriber.

I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.

The bank account details of the Subscriber as provided in bank details section have been checked and verified and the same can be accented for payment.

Bank I/S Code MICR Code		Existing Valuation			
Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
654924.00	2899935.07	2245011.07	604924.00	2739250.91	2134326.91

Attestation By Nodal Office * Mandatory
Checkbox

It is certified that the above declaration and details have been entered and signed / thumb impressed by the family member (s) of the deceased subscriber V1HD WXZVC PRAN 110001786279 before me. Further, the above details have been verified from the service record of the deceased subscriber and found in order. Further,

- I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.
- I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.
- I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/ePRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.
- I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber/subscriber.
- I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.
- The bank account details of the Subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment.
- We have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.
- I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/ePRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

Uploaded Document Name : 20183267.pdf

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Figure 7

Once User clicks on "Confirm" button, withdrawal request gets captured in CRA and an Acknowledgement Number is generated. At this stage, an option is provided to the User to view & download system generated Withdrawal Form. Further, status of the request is also displayed. Refer below **Figure 8**.



National Pension System (NPS)

Welcome Pay and Accounts Office-1005284300 Navigate to NPSCAN 06-Mar-2024 Home | Logout

Transaction Authorize Request Security Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYC Compliance

Withdrawal Due to Family Pension

PRAN	110001786279
Acknowledgement No.	241359673401
Capture Timestamp	2024-03-06 15:44:54

[Click Here](#) to view withdrawal form.
 Family / Disability Pension withdrawal request has been initiated successfully. Awaiting Authorization

Please click to view the uploaded document :

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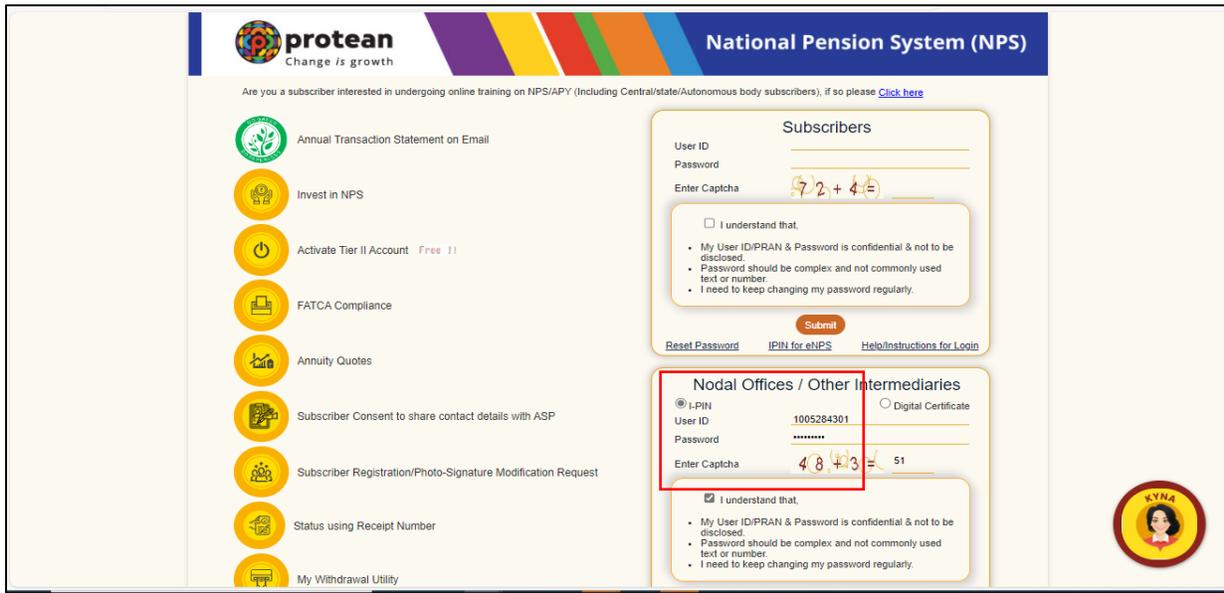
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Figure 8

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

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

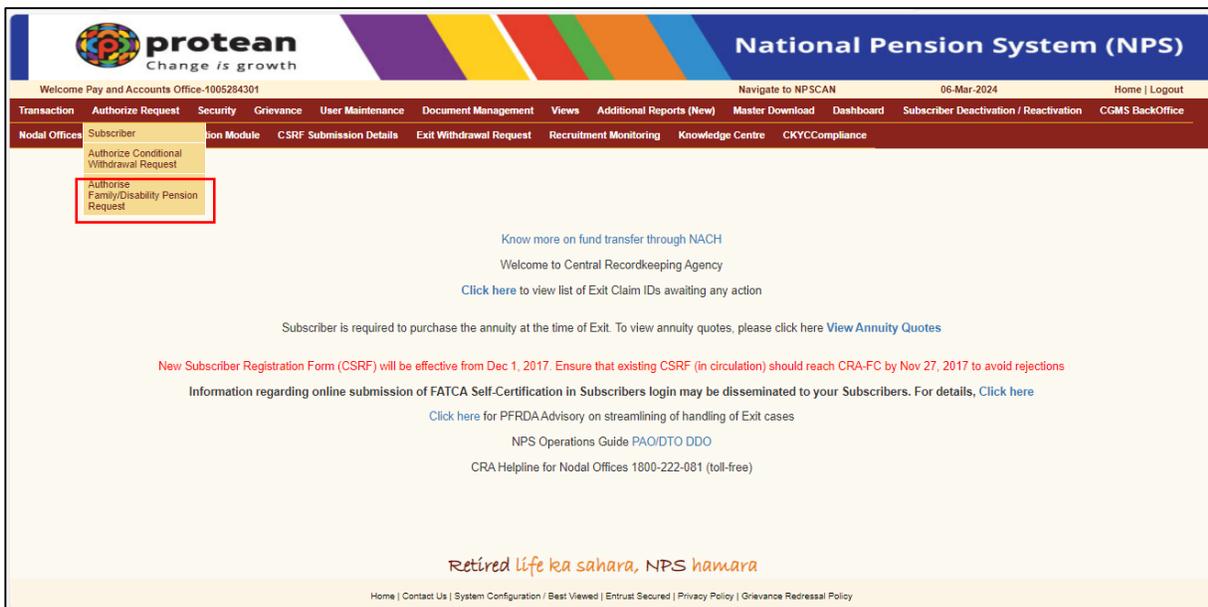
Nodal Office User needs to access CRA System www.cra-nsdl.com using another User ID and Password as given below in **Figure 9**.



The screenshot shows the Protean National Pension System (NPS) portal. On the left is a navigation menu with icons for various services. The main content area has two login sections. The top section is for 'Subscribers' and the bottom section is for 'Nodal Offices / Other Intermediaries'. The bottom section is highlighted with a red box. It includes fields for I-PIN, User ID (1005284301), Password, and a Captcha (484351). There are also checkboxes for terms and conditions and a 'Submit' button.

Figure 9

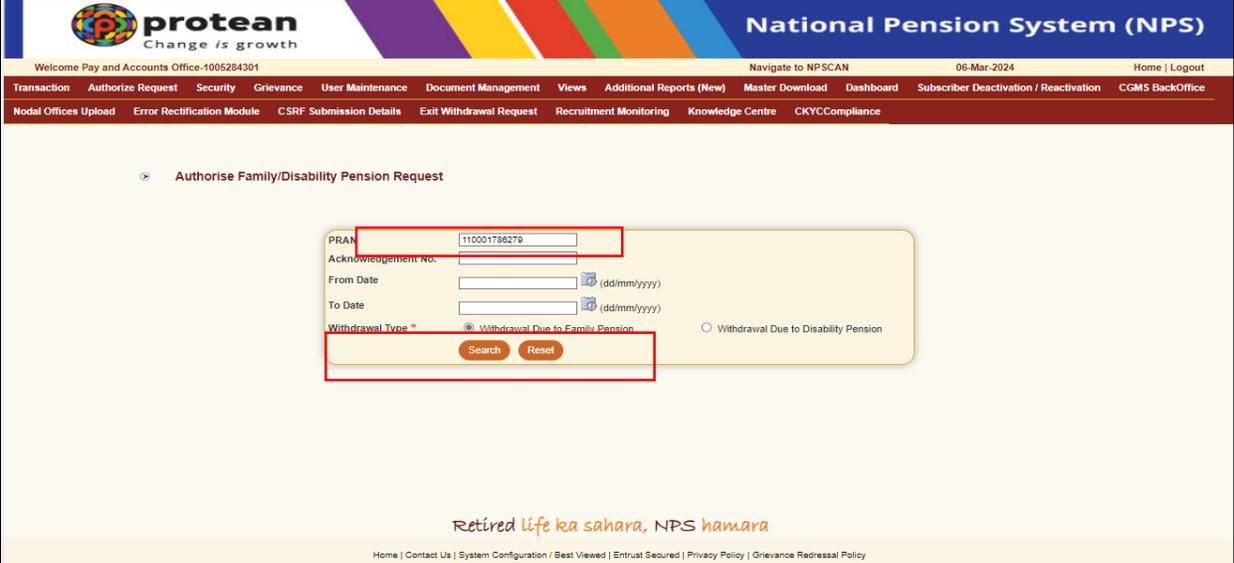
User needs to click on Menu “**Authorize Request**” and select sub menu “**Authorize Family /Disability Pension Request**”. Please refer below **Figure 10**.



The screenshot shows the Protean National Pension System (NPS) portal with a navigation menu at the top. The 'Authorize Request' menu item is highlighted with a red box, and its sub-menu 'Authorize Family/Disability Pension Request' is also highlighted with a red box. The main content area contains various links and information, including a welcome message, a link to view Exit Claim IDs, and a notice about the new Subscriber Registration Form (CSRFF) effective from Dec 1, 2017.

Figure 10

At this stage, User needs to enter PRAN of the Subscriber and select Withdrawal type as "Withdrawal Due to Family Pension". Then User needs to click on "Search" Button to search request. Please refer below **Figure 11**.



Welcome Pay and Accounts Office-1005284301 Navigate to NPSCAN 06-Mar-2024 Home | Logout

Transaction Authorize Request Security Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYCCompliance

Authorise Family/Disability Pension Request

PRAN: 110001786279

Acknowledgement No.:

From Date: (dd/mm/yyyy)

To Date: (dd/mm/yyyy)

Withdrawal Type *
 Withdrawal Due to Family Pension
 Withdrawal Due to Disability Pension

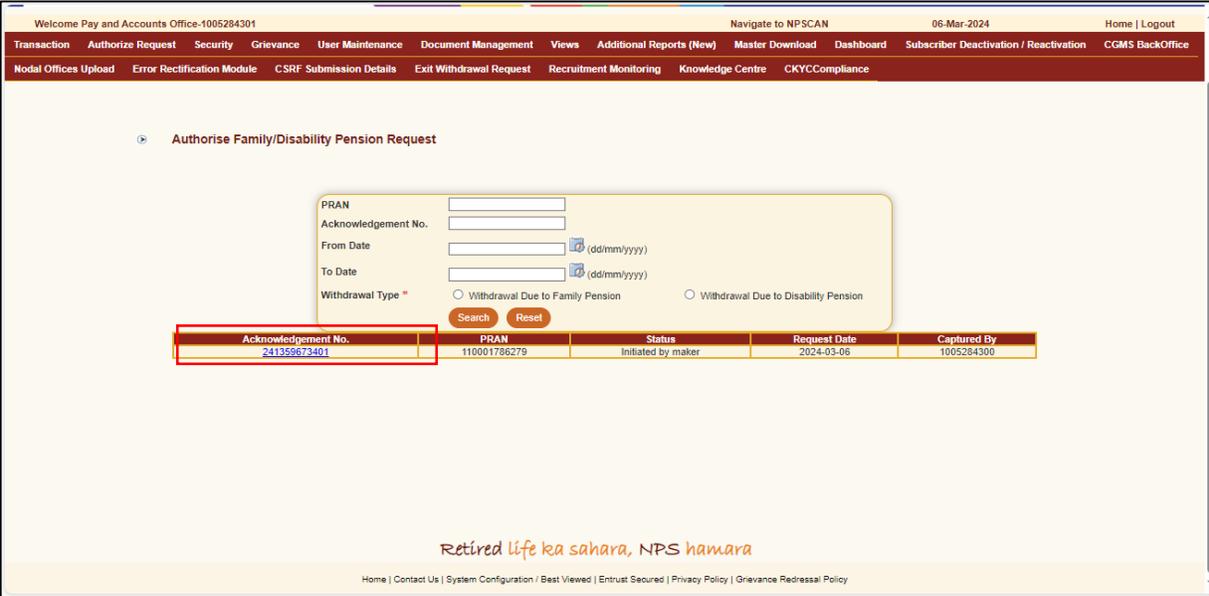
Search Reset

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Figure 11

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, status, Request Date and Captured By. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of initiation of withdrawal request. Please refer below **Figure 12**.



Welcome Pay and Accounts Office-1005284301 Navigate to NPSCAN 06-Mar-2024 Home | Logout

Transaction Authorize Request Security Grievance User Maintenance Document Management Views Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Knowledge Centre CKYCCompliance

Authorise Family/Disability Pension Request

PRAN: Acknowledgement No.: From Date: (dd/mm/yyyy) To Date: (dd/mm/yyyy)

Withdrawal Type *
 Withdrawal Due to Family Pension
 Withdrawal Due to Disability Pension

Search Reset

Acknowledgement No.	PRAN	Status	Request Date	Captured By
241959674401	110001786279	Initiated by maker	2024-03-06	1005284300

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Figure 12

IF details entered are correct, User need to click on "Authorize" button. If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. If details entered are correct, User needs to click on "Submit" button to complete the process. Please refer below **Figure 13**.

Transaction	Authorize Request	Security	Grievance	User Maintenance	Document Management	Views	Additional Reports (New)	Master Download	Dashboard	Subscriber Deactivation / Reactivation	CGMS BackOffice
Nodal Offices Upload	Error Rectification Module	CSRF Submission Details	Exit Withdrawal Request	Recruitment Monitoring	Knowledge Centre	CKYCCompliance					
Authorize Family/Disability Pension Withdrawal Request											
Details of Pension Being Paid											
PRAN No	110001786279										
Ack No	241359673401										
Withdrawal Type	Withdrawal Due to Family Pension										
Subscriber Name	VNHD WXZVC										
Form Date	2024-03-01										
Name of the Family Member	DINESH CHANDRAKANT DALVI										
Pension Payment Order (PPO) No	12345678										
Relationship with Deceased	WIFE										
Address Line 1	GALLI NO 5										
Address Line 2	KAMALA MILL										
Address Line 3	LOWER PAREL										
Address Line 4	MUMBAI										
State	Maharashtra										
Country	India										
Pin Code	400001										
Landline No	9833475380										
Mobile No	abc@gmail.com										
Email ID											
Bank Details of Nodal office											
Name of Beneficiary	Beneficiary Name										
Bank Account Number	00000061130132659										
Bank Name	STATE BANK OF INDIA										
Bank Branch Name	JALORE										
Bank IFS Code	SBIN0031181										
Bank Details of Pensioner											
Name of the person receiving Family/Disability Pension	DINESH CHANDRAKANT DALVI										
Address	GALLI NO 5,KAMALA MILL,LOWER PAREL,Maharashtra,400001										
Relationship	WIFE										
Bank Account Number	1015586206										
Bank Name	Central Bank of India										
Bank Branch Name	VAKOLA										
Bank Branch Address	VAKOLA										
Bank Branch Pincode	400055										
Bank Branch IFS Code	CBIN0282521										
MICR Code											

Bank Branch Address	VAKOLA				
Bank Branch Pincode	400055				
Bank IFS Code	CBIN0282521				
MICR Code					
Please click to view the uploaded document . <input type="button" value="View"/>					
Valuation displayed in below table is based on the 15-Nov-2023 NAV date.					
Existing Valuation					
Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
654924.00	2899935.07	2245011.07	604924.00	2739250.91	2134326.91
Attestation By Nodal Office * Mandatory Checkbox					
It is certified that the above declaration and details have been entered and signed / thumb impressed by the family member (s) of the deceased subscriber PRAN before me. Further, the above details have been verified from the service record of the deceased subscriber and found in order. Further,					
<input checked="" type="checkbox"/> I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.					
<input checked="" type="checkbox"/> I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.					
<input checked="" type="checkbox"/> I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.					
<input checked="" type="checkbox"/> I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber/subscriber.					
<input checked="" type="checkbox"/> I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.					
<input checked="" type="checkbox"/> I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.					
<input checked="" type="checkbox"/> The bank account details of the Subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment.					
<input checked="" type="checkbox"/> We have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.					
<input checked="" type="radio"/> Authorize <input type="radio"/> Reject Remarks <input type="text"/> <input type="button" value="Confirm"/>					

Figure 13

Once request is authorized in CRA, a confirmation window is displayed to the User as given below in **Figure 14**. Further, an option is also available to the User to view & download system generated Withdrawal Form.

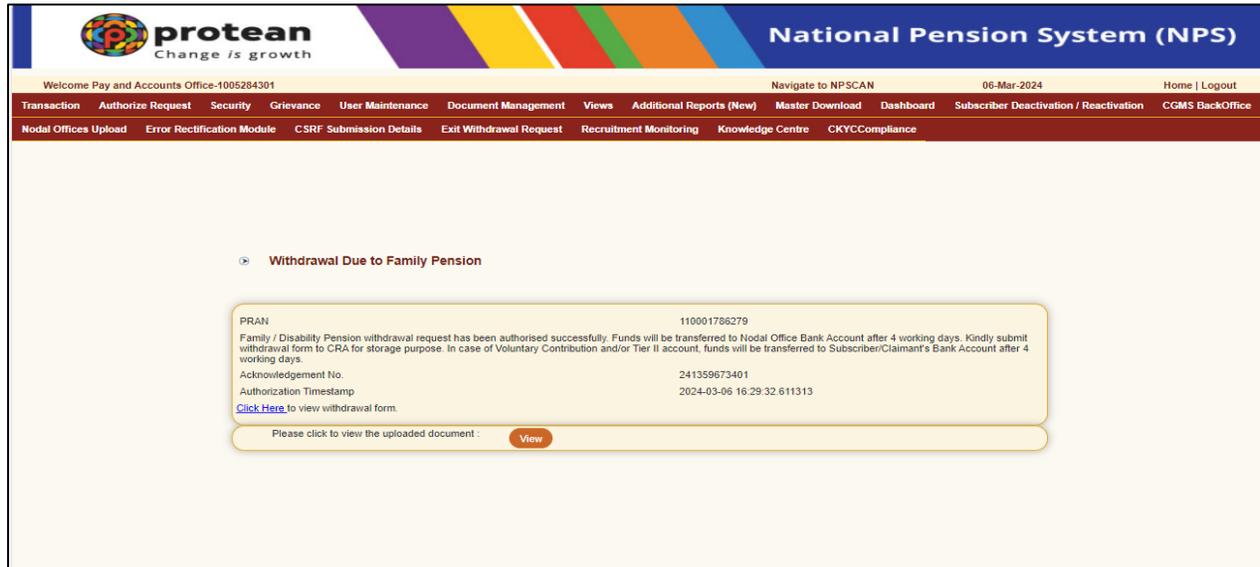


Figure 14

On authorization of Family Pension withdrawal request successfully, funds will be transferred to Nodal Office Bank Account / Claimant bank account (in case of voluntary contribution and/or Tier II account) within T+ 2nd working days. The Nodal Office is not required to submit physical documents (Annexure I, II & III (if applicable) to CRA for storage purpose if clear and completed documents are uploaded in CRA system.

Withdrawal Status View Option & Check Bifurcation of Corpus:

To view the withdrawal status, User needs to click on Menu "Exit Withdrawal Request" and select sub menu "Family/Disability Pension status view" as given below in **Figure 14**.

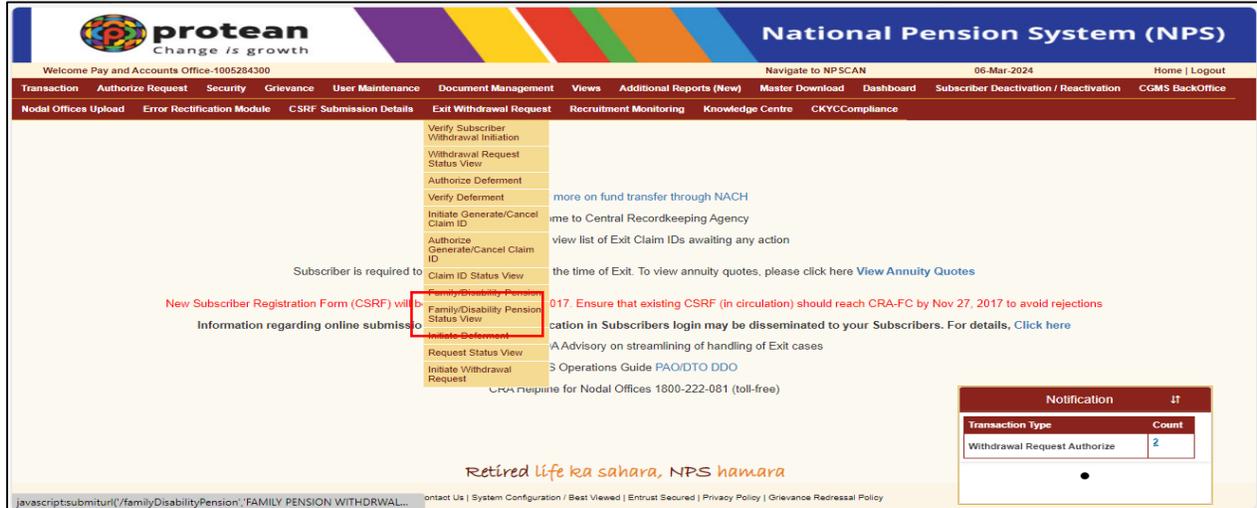


Figure 14

User can also able to see the bifurcation of contributions with appreciation between subscriber/employee and employer under this option. Pl refer **Figure 15**

State	Delhi																														
Country	India																														
Pin Code	110096																														
Landline No																															
Mobile No	9560114347																														
Email ID																															
Bank Details of Nodal office																															
Name of Beneficiary	PAO, [REDACTED]																														
Bank Account Number	-110 002																														
Bank Name	10310																														
Bank Branch Name	STATE BANK OF INDIA																														
Bank IFS Code	I.P. STATE, DELHI																														
Bank Details of Pensioner																															
Name of the person receiving Family/Disability Pension	SONI KUMARI																														
Address	A-352 FIRST FLOOR, AASHIRWAD APARTMENT GD COLONY, MAYUR VIHAR PHASE-3 Delhi, 110096																														
Relationship	WIFE																														
Bank Account Number	58111 [REDACTED]																														
Bank Name	BANK OF INDIA																														
Bank Branch Name	VIKASH MARG																														
Bank Branch Address	C&P BANKING BRANCH NEW DELHI																														
Bank Branch Pincode	110092																														
Bank IFS Code	BKID0006053																														
MICR Code	110013061																														
<table border="1"> <thead> <tr> <th>Category</th> <th>Total Investment amount (Rs.)</th> <th>Amount to be given to Nodal Office (Rs.)</th> <th>Amount to be given to Subscriber (Rs.)</th> <th>Appreciation</th> </tr> </thead> <tbody> <tr> <td>Employer Contribution Tier 1</td> <td>987223.00</td> <td>1564073.57</td> <td>0.00</td> <td>576850.57</td> </tr> <tr> <td>Employee Contribution Tier 1</td> <td>823529.00</td> <td>1360612.51</td> <td>0.00</td> <td>537083.51</td> </tr> <tr> <td>Voluntary Contribution Tier 1</td> <td>10000.00</td> <td>0.00</td> <td>17740.35</td> <td>7740.35</td> </tr> <tr> <td>Voluntary Contribution Tier 2</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Voluntary Contribution Tier 2 Tax Saver</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Category	Total Investment amount (Rs.)	Amount to be given to Nodal Office (Rs.)	Amount to be given to Subscriber (Rs.)	Appreciation	Employer Contribution Tier 1	987223.00	1564073.57	0.00	576850.57	Employee Contribution Tier 1	823529.00	1360612.51	0.00	537083.51	Voluntary Contribution Tier 1	10000.00	0.00	17740.35	7740.35	Voluntary Contribution Tier 2					Voluntary Contribution Tier 2 Tax Saver				
Category	Total Investment amount (Rs.)	Amount to be given to Nodal Office (Rs.)	Amount to be given to Subscriber (Rs.)	Appreciation																											
Employer Contribution Tier 1	987223.00	1564073.57	0.00	576850.57																											
Employee Contribution Tier 1	823529.00	1360612.51	0.00	537083.51																											
Voluntary Contribution Tier 1	10000.00	0.00	17740.35	7740.35																											
Voluntary Contribution Tier 2																															
Voluntary Contribution Tier 2 Tax Saver																															
<p>Note</p> <p>► The actual amount that will be received by Nodal Office/Claimant will reflect at request status view after T+1 settlement days after authorization of the request.</p> <p>Please click to view the uploaded document : View</p>																															

Figure 15
