Protean eGov Technologies Limited

# Standard Operating Procedure (SOP)

# for Tier II Withdrawal

**(Version 1.1)**

## REVISION HISTORY

| Sr. No. | Date of Revision | Ver | Section Number | Description of Change |
|---------|------------------|-----|----------------|-----------------------|
| 1 | - | 1.0 | - | Initial Version |
| 2 | 23/08/2024 | 1.1 | - | SOP are updated as per new functionality released, New Screenshots are incorporated |

# Introduction

Government of India (GOI) has now rolled out Tier II investment in Permanent Retirement Account Number (PRAN). This is a facility for the existing PRAN holders (also to the prospective subscribers who intend to subscribe for NPS) to undertake investments over and above the investment in the normal pension account i.e., Tier I. Point of Presence (POP) will act as a subscriber interface for activation of Tier-II accounts for All Citizens of India mainly known as Unorganised Sector (UoS) and also to Government employees who are mandatorily covered under NPS.

The subscribers which can activate Tier II accounts are new Subscribers (applying fresh for Tier I & II), IRA Complaint Subscribers (issued a PRAN Card by CRA) and Non IRA Compliant Subscribers (who have been registered for Tier I, have a PRAN but yet to be issued a PRAN Card by CRA). Subscribers registered with CRA for Tier II account have an option to:

- Withdrawal -complete or partial amount from Tier II account
- Update Personal/ Nomination details
- Update Bank details
- Change Scheme Preference (same as Tier I, SOP already available on CRA website)

## Tier II Withdrawal Request process:

Subscriber shall submit duly filled physical withdrawal request as per the format prescribed by PFRDA **(Form-Annexure-S12)** to the POP/POP-SP for withdrawing fund from Tier II account. The Subscribers will have facility of withdrawing full or partial amounts from the Tier II account. POP/POP-SP shall accept the request only from the Subscribers associated with it as each Subscriber is linked to the concerned POP-SP in CRA system. The Subscribers account will remain active even after execution of partial or full withdrawal from Tier II account.

**POP-SP shall carry out following checks while accepting the withdrawal request form for Tier II**

- All relevant fields including PRAN are filled by the applicant. In case of any incomplete information, the request shall be rejected.
- Request form is duly signed by the Subscriber.
- PRAN provided by the Subscriber is active and valid in the system.
- PRAN (Subscriber) is associated with the concerned POP-SP. POP-SP shall collect photocopy of the appropriate supporting documents i.e., copy of PRAN card in case of IRA compliant Subscribers. For non IRA complaint Subscribers, POP/POP-SP shall collect proof of identity. The documents collected as proof of identity should be valid at the time of acceptance.
- POP/POP-SP shall ensure that the Subscriber has mentioned the correct type of withdrawal and correct preference for payment mode.
- On successful verification of the withdrawal request, POP-SP shall accept the same and shall generate a 17 digit Receipt Number as acknowledgement to the Subscriber as per the process provided by CRA. POP-SP shall mention the date of receipt of the request in the space provided in the form. The algorithm specified by CRA as mentioned below:

**First 2 digits** (from left) – Type of request i.e, 14 for withdrawal request
**Next 7 digits** - Registration Number of POP-SP e.g., 6000002
**Next 8 digits** - Running sequence number eg.00000001

Note : 10$^{th}$ digit of the receipt number should be "4" only for corporate subscribers.

- POP/POP-SP shall upload MIS in CRA system for the receipt numbers allotted to subscribers.

- POP/POP-SP shall capture the withdrawal request with details such as PRAN, Type of account, type of withdrawal, amount to be withdrawn in case of partial withdrawal, etc. The request for withdrawal will be required to be authorised by verifier user.
- On execution of withdrawal request the units from the scheme(s) will be blocked immediately. Redemption (units withdrawal) will happen as per below mentioned timelines.
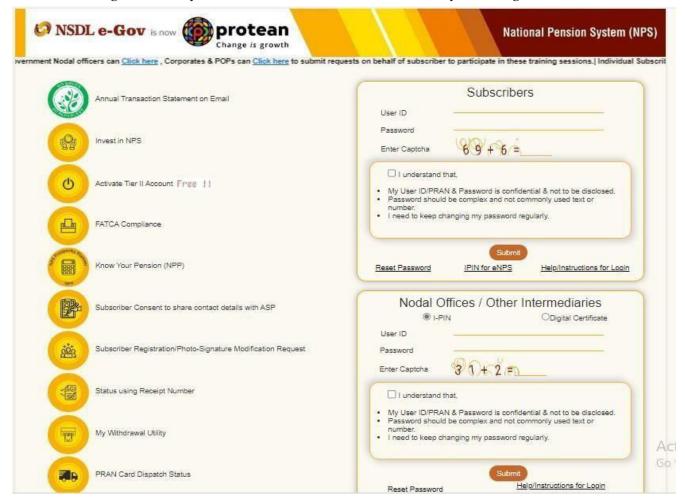
### Tier II withdrawal Timelines:

- The process of Tier II withdrawal involves redemption of applicable units from Subscriber's Tier II Account and then transfer of funds in Subscriber's Bank Account.

- In CRA system, redemption and investment of units happens only on working day (excluding, Saturday, Sunday and holidays) which is called a Settlement Day.

- If request is submitted (authorised) before cut-off time of settlement (before 10.30 AM*) on settlement day in CRA, then request is considered for processing on same working day. The redemption of units happens on same working day (Day T) with NAV of same working day (Day T) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*

- If request is submitted (authorised) after cut-off time of settlement (after 10.30 AM*) on settlement day in CRA, then request is considered for processing on next working day. The redemption of units happens on next working day (Day T+1) with NAV of next working day (Day T+1) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*

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

**Uploading MIS and Capturing of request:**

**Uploading of MIS:-**

POP shall login to CRA system with DSC based User ID allotted by CRA as given below.



POP shall Upload the MIS in the system under the option of MIS – File Upload for Tier II withdrawal request as given below.

On selection of the same the below given figure will appear with a provision to upload the .fvu text file.



On uploading of the file the below mention screen will appear with the Reference number:

You may check the status of the MIS upload by selecting the option File status View and entering the reference number is highlighted:

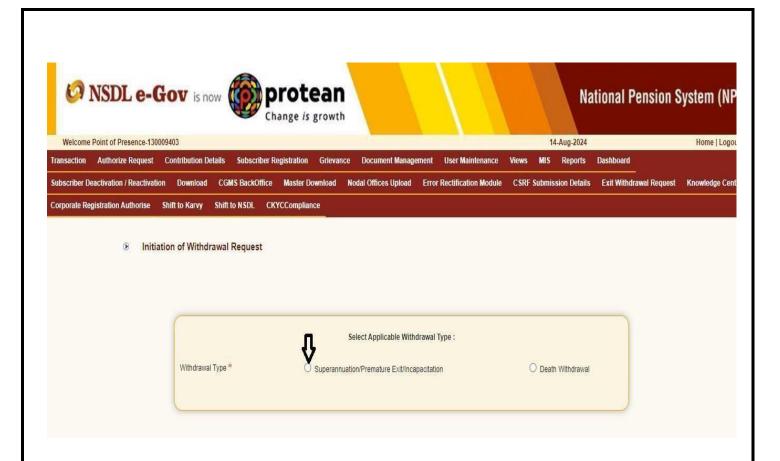The status of the file will appear as below:

## Capturing the request in the system:

POP shall login to CRA system with DSC based User ID allotted by CRA as given below.



After logging onto CRA system under the transaction menu the POP may select the option as Initiate Withdrawal Request:
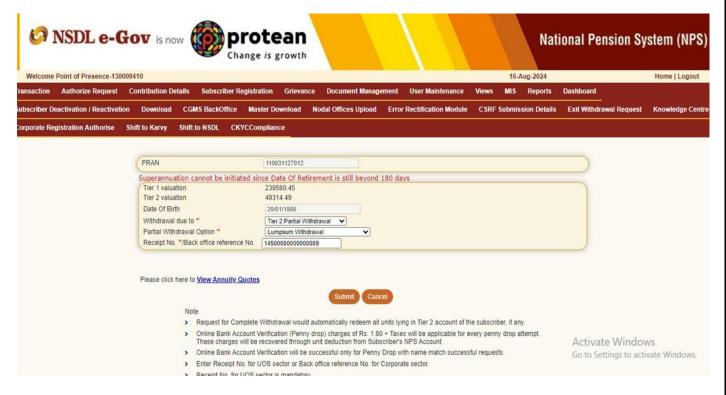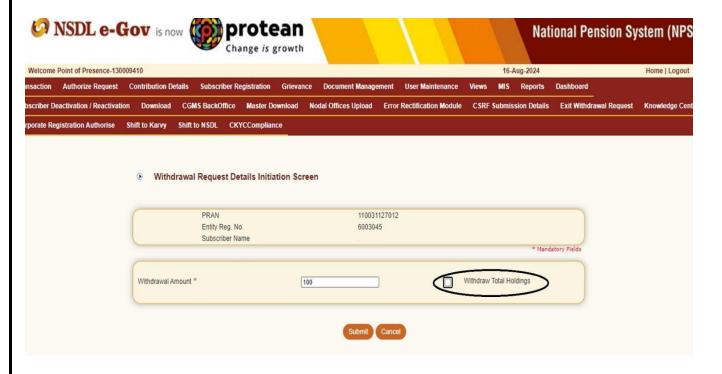
POP/POP-SP shall provide Subscriber PRAN as shown below.

On submission, the screen as shown will be displayed and the POP/ POP-SP shall enter the type of withdrawal as given and POP/POP-SP shall enter the 17-digit receipt number beginning with the request type 14 provided to the Subscriber as an acknowledgment on submission of Tier II withdrawal request.



POP/POP-SP shall enter the amount to be withdrawn as specified by the Subscriber whereas in case of complete withdrawal, POP/POP-SP shall select ‚Withdraw Total Holdings` option.

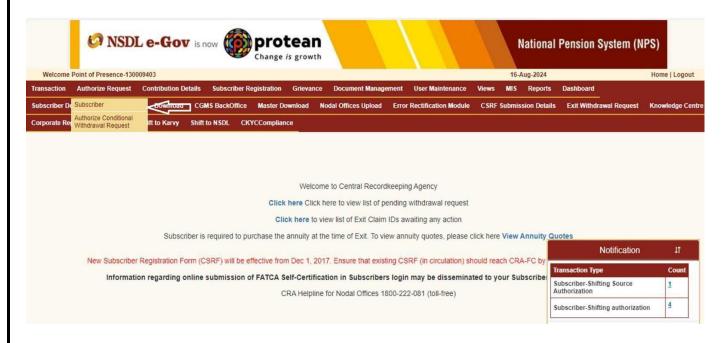On submission of details, screen as show in below will be displayed.



POP/POP-SP shall check that all the details are correct and confirm the same by clicking 'Confirm' button. On confirming the details, screen as shown in below will be displayed with Acknowledgment No.
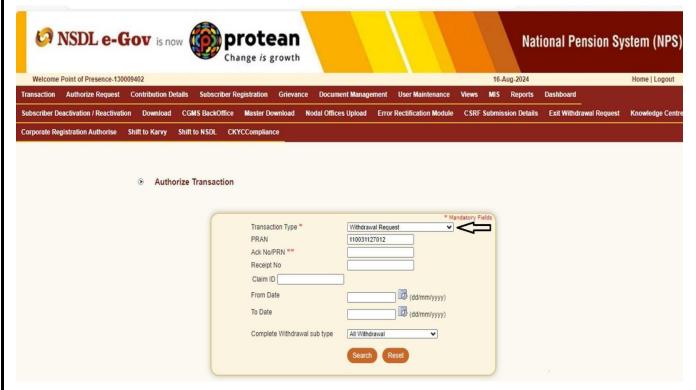


Message will be shown to the POP/POP-SP for successfully capturing of the request and request verification awaited.

**Authorization of request:-**

- POP/POP-SP authorizer user shall login to CRA system using DSC based user ID and shall verify the request.
- On home page, POP/POP-SP shall select ,Authorize Request – Subscriber-Withdrawal request option as shown in below.
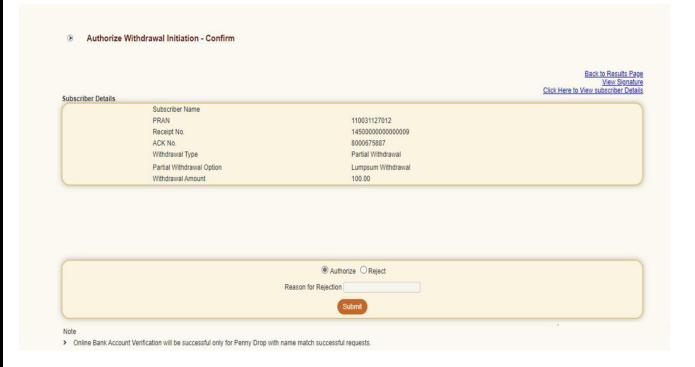
POP/POP-SP verifier user shall click the hyperlink provided on acknowledgment number to view withdrawal request details. The screen as shown in below will be displayed.



POP/POP-SP shall verify the captured details with the physical withdrawal request. If all the details are correct, verifier shall authorized the request by selecting ‚Authorize button. In case of any discrepancy, verifier user shall enter the necessary reason for rejection and reject the request by selecting ‚Reject' button.

On successful authorisation of request, message as shown in below will be displayed to the user.