

Protean e Gov Technologies Limited



**protean**  
Change *is* growth

# **Standard Operating Procedure (SOP)**

## **for Tier II Withdrawal**

**(Version 1.1)**

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**REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Ver</b>	<b>Section Number</b>	<b>Description of Change</b>
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.

## SOP on Tier II Withdrawal

- 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<sup>th</sup> 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 12.00 PM\*) 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 11:30 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 12.00 PM\*) 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.

## SOP on Tier II Withdrawal

### 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.

The screenshot displays the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". Below the header, there is a navigation menu with various services such as "Annual Transaction Statement on Email", "Invest in NPS", "Activate Tier II Account Free !!", "FATCA Compliance", "Know Your Pension (NPP)", "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 content area is divided into two sections:

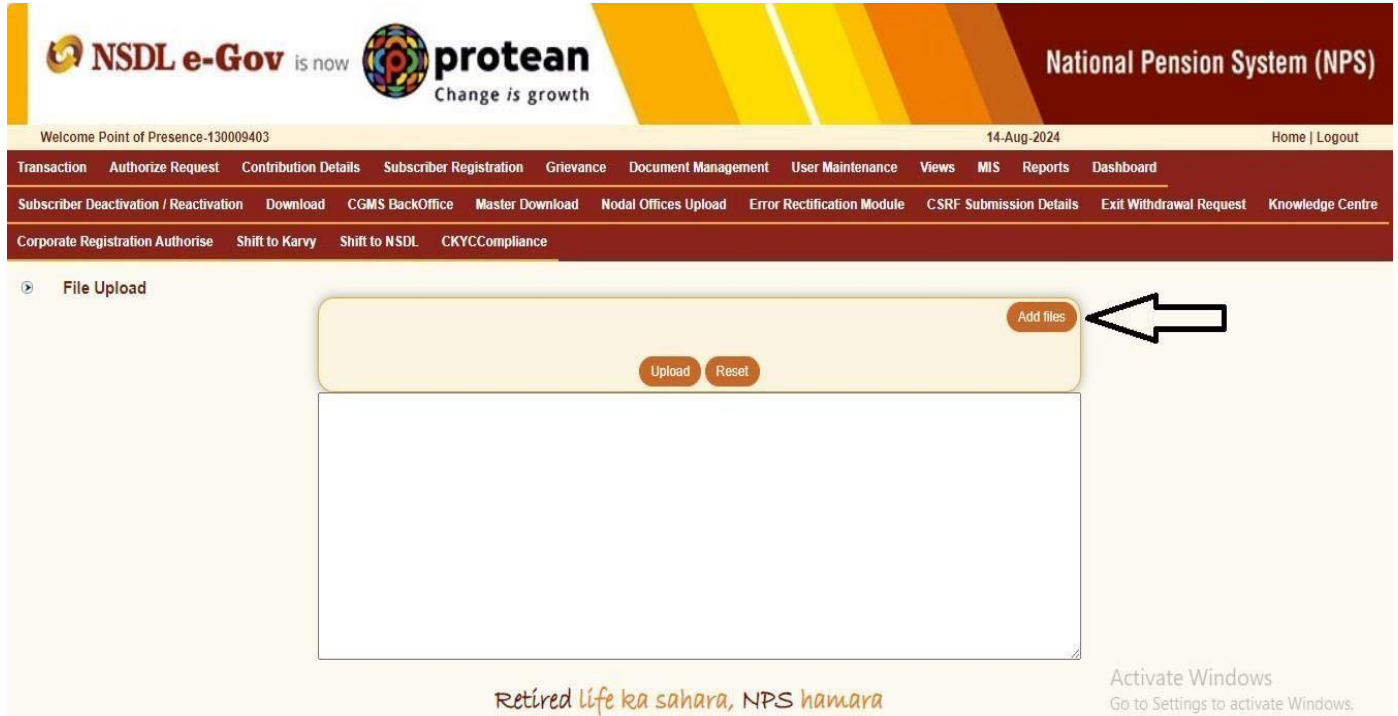
- Subscribers:** This section contains a login form with fields for "User ID", "Password", and "Enter Captcha" (with a captcha image showing "69 + 6 ="). Below the form is a checkbox for "I understand that," followed by a list of terms and conditions. A "Submit" button is located below the terms, and there are links for "Reset Password", "IPIN for eNPS", and "Help/Instructions for Login".
- Nodal Offices / Other Intermediaries:** This section contains a login form with fields for "User ID", "Password", and "Enter Captcha" (with a captcha image showing "31 + 2 ="). Below the form is a checkbox for "I understand that," followed by a list of terms and conditions. A "Submit" button is located below the terms, and there are links for "Reset Password" and "Help/Instructions for Login".

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

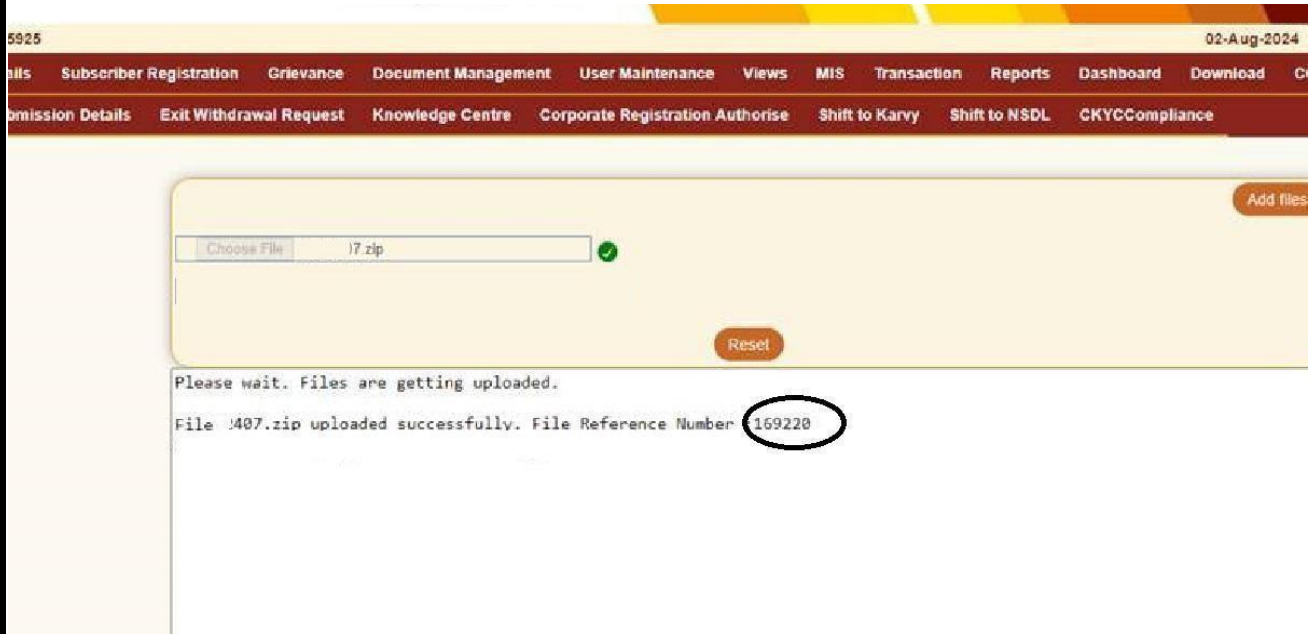
The screenshot displays the NSDL e-Gov National Pension System (NPS) portal navigation menu. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". Below the header, there is a navigation menu with various services such as "Transaction", "Authorize Request", "Contribution Details", "Subscriber Registration", "Grievance", "Document Management", "User Maintenance", "Views", "MIS", "Reports", "Dashboard", "Subscriber Deactivation / Reactivation", "Download", "CGMS BackOffice", "Master Download", "Nodal Offices Upload", "Error Rectification Module", "CSR", "File Status View", "Withdrawal Request", "Knowledge Centre", "Corporate Registration Authorise", "Shift to Karvy", "Shift to NSDL", "CKYC Compliance", "File Upload", "MIS Online Receipt Generation". The "File Upload" option is highlighted with a red circle.

## SOP on Tier II Withdrawal

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:



## SOP on Tier II Withdrawal

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:



02-Aug-2024

Subscriber Registration Grievance Document Management User Maintenance Views MIS Transaction Reports Dashboard Download CGMS B  
n Details Exit Withdrawal Request Knowledge Centre Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

File Status

File Reference No.	File Upload Date	User ID	Response File	File Status
159221	2024-08-02	130035925	<a href="#">169221res.html</a>	Accepted

## SOP on Tier II Withdrawal

### Capturing the request in the system:

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

The screenshot displays the NPS portal interface. On the left, there is a vertical menu of services including: Annual Transaction Statement on Email, Invest in NPS, Activate Tier II Account (Free !!), FATCA Compliance, Know Your Pension (NPP), 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 content area is divided into two sections: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. Both sections have identical login forms with fields for User ID, Password, and Enter Captcha. The captcha for subscribers is '69 + 6 =' and for nodal offices is '31 + 2 ='. Below the captcha fields are checkboxes for 'I understand that.' and a list of terms and conditions. A 'Submit' button is present in each section, along with links for 'Reset Password' and 'Help/Instructions for Login'.

After logging onto CRA system under the transaction menu the POP may select the option as Initiate Withdrawal Request:

The screenshot shows the NPS portal's transaction menu. The top navigation bar includes 'Transaction', 'Authorize Request', 'Contribution Details', 'Subscriber Registration', 'Grievance', 'Document Management', 'User Maintenance', 'Views', 'MIS', 'Reports', and 'Dashboard'. The 'Exit Withdrawal Request' menu is expanded, showing options: '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', 'Initiate Deferment', 'Request Status View', and 'Initiate Withdrawal Request'. A black arrow points to the 'Initiate Withdrawal Request' option. The page footer includes 'Activate Windows'.



## SOP on Tier II Withdrawal

Welcome Point of Presence-130009403 14-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

Initiation of Withdrawal Request

Select Applicable Withdrawal Type :

Withdrawal Type \*  Superannuation/Premature Exit/Incapacitation  Death Withdrawal

POP/POP-SP shall provide Subscriber PRAN as shown below.

Welcome Point of Presence-130009410 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

PRAN \*

Please click here to [View Annuity Quotes](#)

Note

- Request for Complete Withdrawal would automatically redeem all units lying in Tier 2 account of the subscriber, if any.
- Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account
- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

## SOP on Tier II Withdrawal

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.

The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. The header includes the NSDL e-Gov logo, the protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". The user is logged in as "Welcome Point of Presence-130009410" on "16-Aug-2024". The navigation menu includes: Transaction, Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Reports, Dashboard, Subscriber Deactivation / Reactivation, Download, CGMS BackOffice, Master Download, Nodal Offices Upload, Error Rectification Module, CSRF Submission Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, Shift to Karvy, Shift to NSDL, and CKYCCompliance.

The main form area displays the following details:

- PRAN: 110031127012
- Message: Superannuation cannot be initiated since Date Of Retirement is still beyond 180 days
- Tier 1 valuation: 239580.45
- Tier 2 valuation: 49314.49
- Date Of Birth: 20/01/1986
- Withdrawal due to: Tier 2 Partial Withdrawal
- Partial Withdrawal Option: Lumpsum Withdrawal
- Receipt No. / Back office reference No.: 1450000000000009

Buttons: Submit, Cancel

Note:

- > Request for Complete Withdrawal would automatically redeem all units lying in Tier 2 account of the subscriber, if any.
- > Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account
- > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
- > Enter Receipt No. for UOS sector or Back office reference No. for Corporate sector.
- > Receipt No. for UOS sector is mandatory.

Footer: Activate Windows. Go to Settings to activate Windows.

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.

The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. The header includes the NSDL e-Gov logo, the protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". The user is logged in as "Welcome Point of Presence-130009410" on "16-Aug-2024". The navigation menu includes: Transaction, Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Reports, Dashboard, Subscriber Deactivation / Reactivation, Download, CGMS BackOffice, Master Download, Nodal Offices Upload, Error Rectification Module, CSRF Submission Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, Shift to Karvy, Shift to NSDL, and CKYCCompliance.

The main form area displays the following details:

- PRAN: 110031127012
- Entity Reg. No.: 6003045
- Subscriber Name: (blank)

Buttons: Submit, Cancel

Withdrawal Amount: 100

Withdraw Total Holdings:

## SOP on Tier II Withdrawal

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

The screenshot displays the NPS portal interface. At the top, there is a header with the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. Below the header, a navigation bar contains various menu items such as 'Transaction', 'Authorize Request', 'Contribution Details', 'Subscriber Registration', 'Grievance', 'Document Management', 'User Maintenance', 'Views', 'MIS', 'Reports', and 'Dashboard'. A secondary navigation bar includes 'Subscriber Deactivation / Reactivation', 'Download', 'CGMS BackOffice', 'Master Download', 'Nodal Offices Upload', 'Error Rectification Module', 'CSRF Submission Details', 'Exit Withdrawal Request', and 'Knowledge Centre'. A third bar contains 'Corporate Registration Authorise', 'Shift to Karvy', 'Shift to NSDL', and 'CKYCCompliance'. The main content area shows a breadcrumb trail: 'Withdrawal Request Initiation Confirmation Screen'. Below this, a 'Subscriber Details' box contains the following information:

PRAN	110031127012
Name	
Date of Birth	20/01/1986
Receipt No.	14500000000000009

At the bottom of the details box, there are two buttons: 'Confirm' and 'Cancel'. The 'Confirm' button is circled in red.

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.

The screenshot displays the NPS portal interface after successful confirmation. The header and navigation bars are identical to the previous screenshot. The main content area shows a breadcrumb trail: 'Withdrawal Request Initiation - Complete'. Below this, a box displays the following information:

PRAN	110031127012
Name	
Date of Birth	20/01/1986
Receipt No.	14500000000000009
Partial Withdrawal Option	Lumpsum Withdrawal
Acknowledgement No.	8000675887

Below the details box, a 'Captured Timestamp' box shows the date and time: '16/08/2024 21:37'.

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

## SOP on Tier II Withdrawal

### 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.

Welcome Point of Presence-130009403 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCCompliance

Welcome to Central Recordkeeping Agency

[Click here](#) Click here to view list of pending withdrawal request

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

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

New Subscriber Registration Form (CSRF) will be effective from Dec 1, 2017. Ensure that existing CSRF (in circulation) should reach CRA-FC by

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscriber

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

Notification	
Transaction Type	Count
Subscriber-Shifting Source Authorization	1
Subscriber-Shifting authorization	4

Welcome Point of Presence-130009402 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCCompliance

Authorize Transaction

Transaction Type \*  \* Mandatory Fields

PRAN

Ack No/PRN \*\*

Receipt No

Claim ID

From Date  (dd/mm/yyyy)

To Date  (dd/mm/yyyy)

Complete Withdrawal sub type

Search Reset

## SOP on Tier II Withdrawal

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.

ACKNOWLEDGEMENT NO.	RECEIPT NO.	PRAN	REGISTRATION DATE	REGISTERED BY	REQUEST TYPE
<a href="#">8000675887</a>	14500000000000009	110031127012	16-08-2024	130009410	WITHDRAWAL

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.

Subscriber Details

Subscriber Name	
PRAN	110031127012
Receipt No.	14500000000000009
ACK No.	8000675887
Withdrawal Type	Partial Withdrawal
Partial Withdrawal Option	Lumpsum Withdrawal
Withdrawal Amount	100.00

Authorize  Reject

Reason for Rejection

Note  
> Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

## SOP on Tier II Withdrawal

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

The screenshot displays the NPS portal interface. At the top, there is a header with the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. Below the header, a navigation bar contains various menu items such as 'Transaction', 'Authorize Request', 'Contribution Details', 'Subscriber Registration', 'Grievance', 'Document Management', 'User Maintenance', 'Views', 'MIS', 'Reports', and 'Dashboard'. A secondary navigation bar includes 'Subscriber Deactivation / Reactivation', 'Download', 'CGMS BackOffice', 'Master Download', 'Nodal Offices Upload', 'Error Rectification Module', 'CSRF Submission Details', 'Exit Withdrawal Request', and 'Knowledge Centre'. A third navigation bar lists 'Corporate Registration Authorise', 'Shift to Karvy', 'Shift to NSDL', and 'CKYCCompliance'. The main content area shows a message: 'Withdrawal Request - Complete'. Below this message, there are two data boxes. The first box contains: PRAN 110031127012, Name, Date of Birth 20/01/1986, Receipt No. 14500000000000009, and a link to 'View Annuity Quotes'. The second box contains: 'Withdrawal Request has been Verified', Acknowledgement No 8000675887, and Verification Timestamp 16/08/2024 21:50. A 'Back to Results Page' link is also present.

Welcome Point of Presence-130009403 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

Withdrawal Request - Complete

[Back to Results Page](#)

PRAN	110031127012
Name	
Date of Birth	20/01/1986
Receipt No.	14500000000000009
Please click here to <a href="#">View Annuity Quotes</a>	

Withdrawal Request has been Verified	
Acknowledgement No	8000675887
Verification Timestamp	16/08/2024 21:50

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