Protean eGov Technologies Limited

Frequently Asked Questions (FAQs) on Reprocessing of Fund Returned through My Withdrawal Utility

Version 1.0

REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	11.10.2024	1.0	-	Initial Version

Frequently Asked Questions on reprocessing of fund returned cases through my withdrawal utility

1. **Why withdrawal funds get returned after processing of withdrawal/Exit request?**

   Withdrawal Funds may be returned due to various reasons like Incorrect Bank Account, Bank A/c Closed, Incorrect IFS code, Credit Limit Restrictions, etc

2. **How I can claim the Returned Withdrawal Funds or Provide the revised bank details?**

   The provision of "My Withdrawal Module" is made available in CRA system (www.cra-nsdl.com) where revised and correct bank details can be provided by subscriber.
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3. **What details are required to use My Withdrawal Module?**

   Using My Withdrawal Module, Subscriber will enter minimum details like PRAN, Date of Birth. OTP will be sent on registered Mobile number to validate login details.

4. **How Bank details are verified under My Withdrawal Module?**

   Post submission of correct bank details under MWM, Online Bank Verification (Penny Drop) is carried out where Bank account and Name of Subscriber are validated with information available in bank records of the Subscriber.

5. **What if I unable to login My Withdrawal Module and submit bank details?**

   Alternatively, subscriber can submit the revised bank details to his/her Nodal Office for further submission to CRA. Also, subscriber can send email attaching correct/revised bank details directly to CRA on Email ID - npsclaimassist@proteantech.in.

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