

# Protean eGov Technologies Limited



## **STANDARD OPERATING PROCEDURE (SOP)**

### **Initiation of Online Exit request by Subscriber and Verification & Authorization of Exit request by Nodal Office**

**Version 1.7**

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### **REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Version No.</b>	<b>Section Number</b>	<b>Description of Change</b>
1	-	1.0	-	Initial Version
2	22.01.2024	1.1	-	Mandatory Name verification during Penny Drop
3	19.07.2024	1.2	-	Multiple annuity scheme at the time of processing of final exit request
4	20.12.2024	1.3	-	Contents (w.r.t. PAN, Online bank details verification, etc.) reviewed and updated.
5	30.01.2025	1.4	-	Subscriber expired after lump sum payment, but before purchasing annuity.
6	22.07.2025	1.5	-	Withdrawal Timeline updated and quality monitoring process added.
7	04.12.2025	1.6	-	Website Update – Subscriber and Nodal Office Login Menu Revamp
8	31.03.2026	1.7	-	Changes in Withdrawal eligibility criteria.

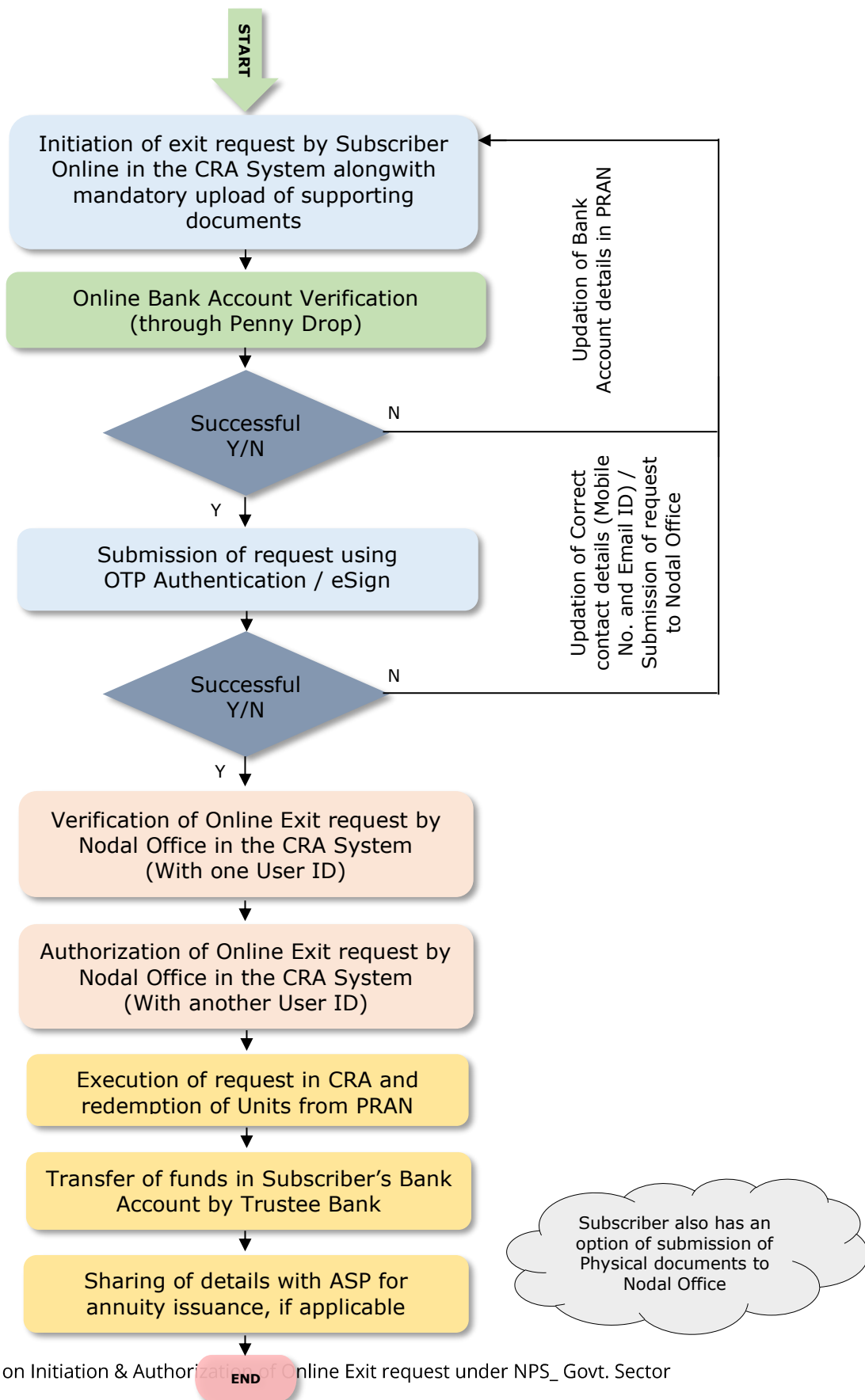
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## 1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Office
DTO	District Treasury Office
DTA	Directorate of Treasuries & Accounts
Nodal Office	DDO/PAO/PRAO/DTO/DTA registered under NPS
NPS	National Pension System
OTP	One Time Password
PAO	Pay and Accounts Office
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office
UIDAI	Unique Identification Authority of India

## 2. Process Flow – Processing of Online Exit request of Subscriber



### **3. Preface**

As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers:

- **Superannuation Exit:** When a Subscriber reaches the age of Superannuation/retirement, at least 40% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber.

*In case, total corpus in NPS account is less than or equal to Rs. 8 Lakh, Subscriber can avail the option of complete (100%) Withdrawal as lump sum.*

By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 85 years as per the choice of the subscriber at the time of superannuation exit. For more information on SLW, please visit [www.npscra.proteantech.in](http://www.npscra.proteantech.in).

- **Incapacitation Exit:** If the employer certifies that the Subscriber has been discharged from the services of the concerned office on account of invalidation or disability, the exit shall be determined under **Incapacitation Exit** category where at least 40% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber. *In case, total corpus in NPS account is less than or equal to Rs. 8 Lakh, Subscriber can avail the option of complete (100%) Withdrawal as lump sum.*
- **Pre-mature Exit:** In case of pre-mature exit from NPS (exit before attaining the age of Superannuation/retirement), at least 80% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as a lump sum to the Subscriber.

*In case, total corpus in NPS account is less than or equal to Rs. 5 Lakh, the Subscriber can avail the option of complete (100%) Withdrawal.*

For the Central Govt. Subscribers covered under Central Civil Services (CCS) Rule 2021, Exit request will be processed after 90 days from date of resignation.

You may refer the regulations/guidelines/circulars/FAQs available on PFRDA website ([www.pfrda.org.in](http://www.pfrda.org.in)) / CRA website ([www.npscra.proteantech.in](http://www.npscra.proteantech.in)) for more information on exit under NPS.

## **4. Procedure for Processing Online Exit request of Subscriber**

### **A. Pre-requisite for Exit:**

The 10-digit Claim ID is required to initiate Exit request. Claim ID is generated by CRA six months before attaining the age of superannuation/retirement. The Claim ID is communicated to Subscribers through SMS/email alerts by CRA. **At the time of initiating superannuation exit request in CRA, the Claim ID gets auto-populated in online exit request.** In case of superannuation, the request can be initiated in CRA system six months before reaching the age of superannuation/retirement of Subscriber. Though request will get executed in the CRA system on attaining the age of superannuation/retirement.

***In case of pre-mature exit/Incapacitation, the Subscriber is required to approach associated Nodal Office for generation of Claim ID. Nodal Office will generate Claim ID online in the CRA system and communicate the same to Subscriber. Or else, Nodal Office can generate Claim ID after receipt of Pre-mature exit/Incapacitation request from Subscriber.***

### **Subscriber should ensure following before initiating Exit request:**

- ✓ NPS account is FATCA compliant – Exit from NPS is not allowed if PRAN is not FATCA-compliant.
- ✓ PAN is registered in NPS account wherever applicable.
- ✓ Subscriber details (like address, contact details, etc.) are updated in NPS account.
- ✓ Bank details should be correct/valid - *During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber 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.** Hence, Bank account number and IFS Code should be active and operative. Also Name of Subscriber as per CRA and bank record should match.*
- ✓ Subscriber is required to submit the withdrawal request using OTP Authentication / eSign using Aadhaar. Hence, valid Mobile Number and email ID of the Subscriber should be registered in CRA to receive OTP as part of OTP Authentication. Or, for eSign using Aadhaar, Subscriber's Mobile Number registered with Aadhaar should be valid to receive OTP as part of eSign. *eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI*

*If required, the Subscriber can update above details online in CRA system ([www.cra.nps-proteantech.in](http://www.cra.nps-proteantech.in)) by logging with PRAN as User ID & Password. Alternatively, the Subscriber can submit physical request to associated Nodal Office for modification of details and then initiate exit request.*

### **B. Brief steps to be followed by Subscriber and Nodal Office:**

#### **• Initiation of Online Exit request by Subscriber:**

- ✓ Initiation of Exit request by Subscriber online in CRA system ([www.cra.nps-proteantech.in](http://www.cra.nps-proteantech.in)) by logging with PRAN as User ID & Password. *During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility).*
- ✓ Mandatory Upload of valid and legible KYC Documents (Identity & Address Proof), copy of PRAN card/ePRAN and Bank Proof. Scanned documents should be appropriate i.e. scanned images should be legible and all documents to be uploaded in a single file.
- ✓ Verification of Exit request through OTP sent on registered Mobile Number
- ✓ Submission of request using digital signature (OTP Authentication / eSign)

- **Verification & Authorization of Online Exit request by Nodal Office:**

- ✓ Verification of Exit request by Nodal Office in the CRA System ([www.cra.nps-proteantech.in](http://www.cra.nps-proteantech.in)) with One User ID. **Nodal Office, upon receiving the withdrawal request, shall take the necessary steps to identify the Subscriber. It is the responsibility of the Nodal Office to check the veracity of the supporting documents submitted by the Subscriber along with claim and may obtain additional supporting documents if required to ensure that claim amount is given to the Subscriber.**
- ✓ Authorization of Exit request by Nodal Office in the CRA System with Other User ID.
- ✓ On authorization of Exit request by Nodal Office, the request will get executed in the CRA system.
- ✓ For Superannuation Exit, if Subscriber has not completed Superannuation/retirement, request will get executed in CRA system after completion of Superannuation/retirement.

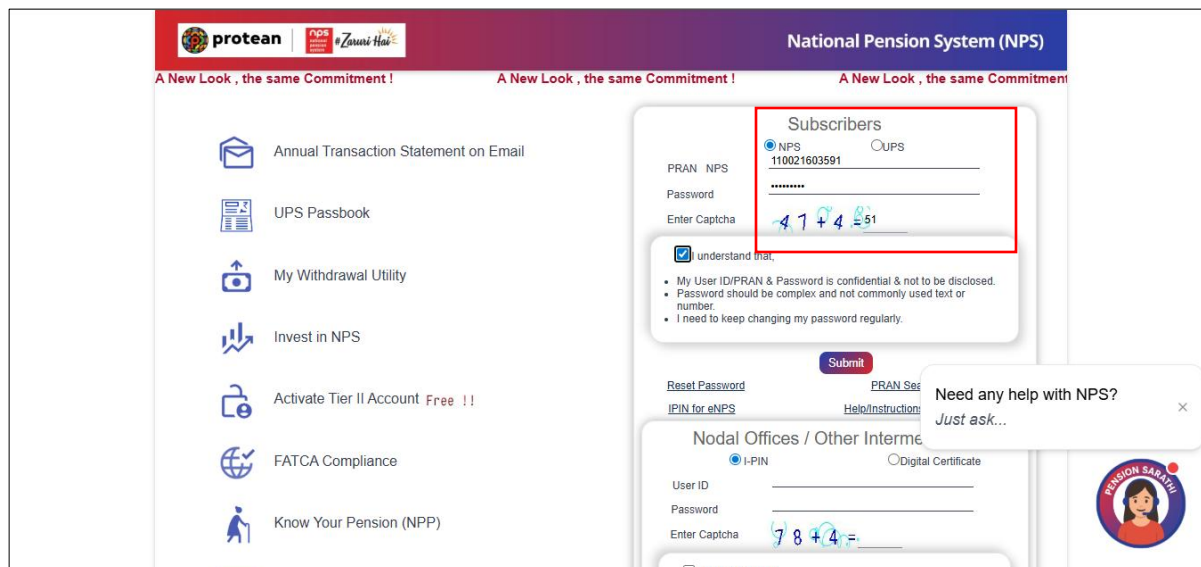
- **Paperless Process - Physical Withdrawal Form is not required to be submitted to Nodal Office:**

- ✓ Exit process is a paperless process wherein Subscriber is not required to submit any physical documents or not required to visit Nodal Office to process his/her Exit request.
- ✓ Subscriber is mandatorily required to upload valid and legible scanned documents [Identity & Address Proof, copy of PRAN card/ePRAN and Bank Proof] while initiating exit request online in CRA and submit through digital signature (OTP Authentication/eSign).
- ✓ *Though Subscriber may opt for submission of physical Withdrawal Form and documents to Nodal Office.*

This document describes the detailed procedure to be followed by Subscribers and Nodal Offices for processing Exit requests. **The process mentioned below is for Superannuation exit. Similar process/steps are applicable for Pre-mature exit as well. The conditions mentioned above for superannuation exit, pre-mature exit, as relevant would be applicable while initiating exit request.**

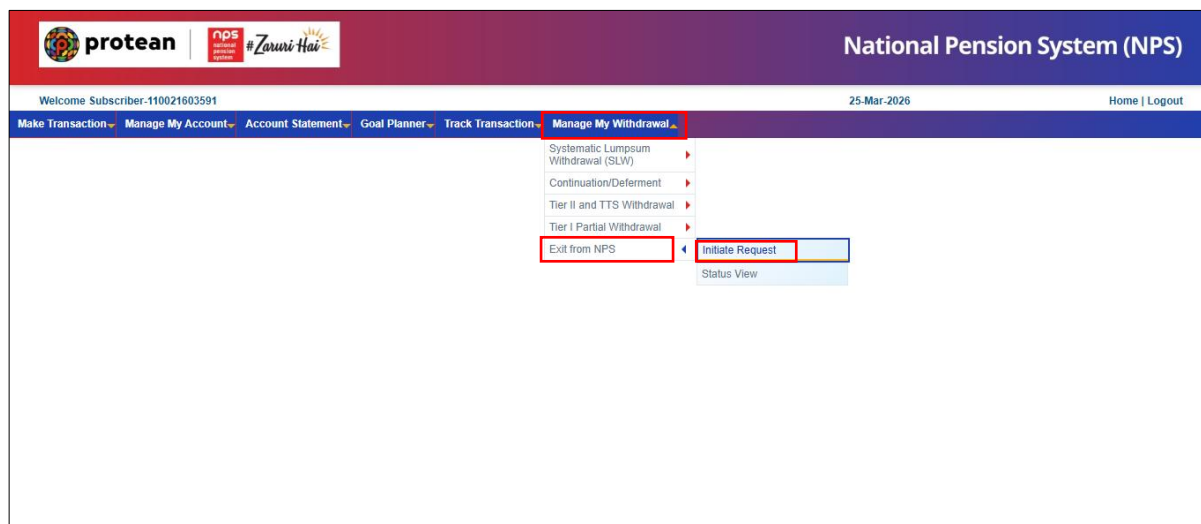
## 5. Steps to initiate Online Exit request in CRA System by Subscriber

In order to initiate Online Exit request, Subscriber needs to login to CRA system [www.cra.nps-proteantech.in](http://www.cra.nps-proteantech.in) with PRAN as User ID & Password as given below in **Figure 1**.



**Figure 1**

Subscriber needs to click on Menu **"Exit from NPS"** and select sub menu **"Initiate Request"** under **"Manage My Withdrawal"** Tab as given below in **Figure 2**.



**Figure 2**

At this stage, Subscriber needs to select Withdrawal type as "Superannuation" from the Drop down menu as shown below in **Figure 3**. In case Premature Exit, the Subscriber will select withdrawal type as "Premature Exit".

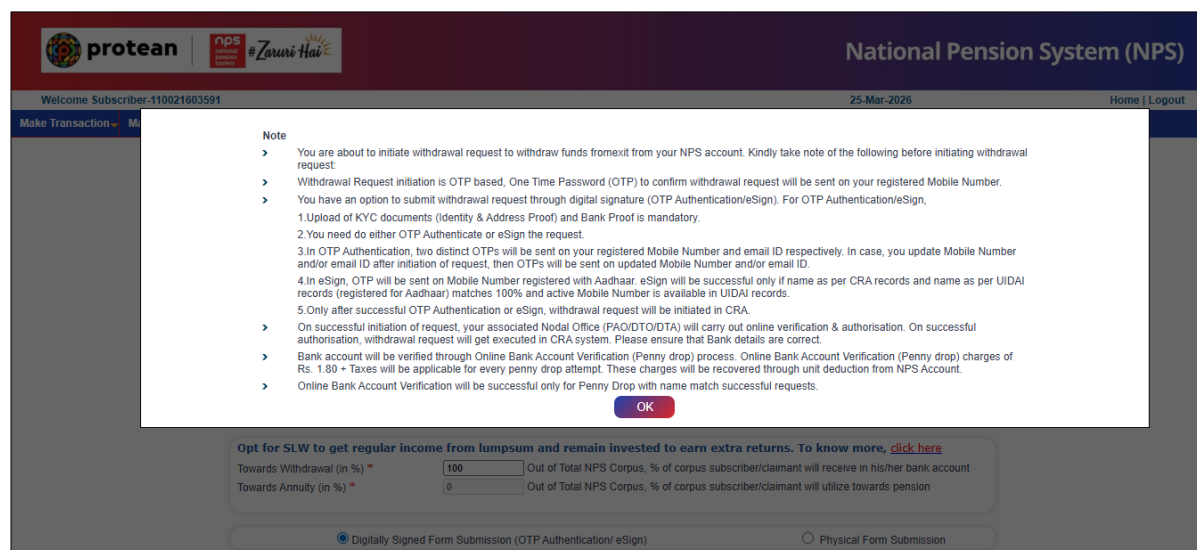
**Figure 3**

At this stage, two options will be displayed to the Subscribers viz. "Continue in NPS" and "Exit From NPS".

- 1) If Subscriber wishes to continue his/her account under NPS till 85 years, he/she needs to click on "Continue in NPS" Tab. Subscriber will be re-directed to continuation page wherein Subscriber is required to submit his/her continuation request.
- 2) If Subscriber wishes to exit from NPS, he/she needs to click on "Exit From NPS" Tab. Please refer to **Figure 4**.

**Figure 4**

At this stage, System will display a Pop-up message after clicking on "Exit From NPS" tab. Pop-up message will contain information related to Verification of request through OTP, Mandatory upload of documents, OTP authentication/eSign of withdrawal request etc. Subscriber is required to click on 'OK' button. Please refer to **Figure 5**.



**Note**  
 > You are about to initiate withdrawal request to withdraw funds from your NPS account. Kindly take note of the following before initiating withdrawal request.  
 > Withdrawal Request initiation is OTP based, One Time Password (OTP) to confirm withdrawal request will be sent on your registered Mobile Number.  
 > You have an option to submit withdrawal request through digital signature (OTP Authentication/eSign). For OTP Authentication/eSign,  
 1.Upload of KYC documents (Identity & Address Proof) and Bank Proof is mandatory.  
 2.You need do either OTP Authentication or eSign the request.  
 3.In OTP Authentication, two distinct OTPs will be sent on your registered Mobile Number and email ID respectively. In case, you update Mobile Number and/or email ID after initiation of request, then OTPs will be sent on updated Mobile Number and/or email ID.  
 4.In eSign, OTP will be sent on Mobile Number registered with Aadhaar. eSign will be successful only if name as per CRA records and name as per UIDAI records (registered for Aadhaar) matches 100% and active Mobile Number is available in UIDAI records.  
 5.Only after successful OTP Authentication or eSign, withdrawal request will be initiated in CRA.  
 > On successful initiation of request, your associated Nodal Office (PAO/DTO/DTA) will carry out online verification & authorisation. On successful authorisation, withdrawal request will get executed in CRA system. Please ensure that Bank details are correct.  
 > Bank account will be verified through Online Bank Account Verification (Penny drop) process. 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 NPS Account.  
 > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

Opt for SLW to get regular income from lumpsum and remain invested to earn extra returns. To know more, [click here](#)  
 Towards Withdrawal (in %) \*  Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account  
 Towards Annuity (in %) \*  Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards pension

Digitally Signed Form Submission (OTP Authentication/ eSign)       Physical Form Submission

**Figure 5**

At this stage, corpus of the Subscriber as on date is also displayed at the field "Total Valuation as on Date" which helps Subscriber to identify whether he is eligible for complete withdrawal or not.

Subscriber needs to provide withdrawal fund allocation percentage. In case corpus is greater than Rs. 8 Lakh, then percentage towards Lump sum is displayed as 60% and percentage towards annuity as 40%. Subscriber can also utilize more than 40% pension wealth for annuity, as per his/her choice. In case corpus is less than or equal to Rs. 8 Lakh, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%.

Further, at this stage, two radio buttons will be displayed to the Subscriber viz. "**Digitally Signed Form Submission (OTP Authentication/eSign)**" and "**Physical Form Submission.**"

- Subscriber is required to click on "**Digitally Signed Form Submission (OTP Authentication/eSign)**" radio button to submit the withdrawal request using OTP Authentication / eSign. In this option, Subscriber is not required to submit physical documents to Nodal Office.
- If OTP Authentication / eSign is not possible, then Subscriber needs to click on "**Physical Form Submission**" radio button and initiate exit request. After initiating exit request, Subscriber is required to submit Physical Withdrawal Form and Supporting Documents to his/her associated Nodal Office to verify and authorize the exit request.*

Please refer to **Figure 6**.

\* Mandatory Fields

PRAN: 110021603591  
 Name: Prashant Shantaram Gurav  
 Tier 1 valuation: 158390.92  
 Claim ID: 2916595565  
 Date Of Birth: 15/09/1988  
 Withdrawal due to: Superannuation  
 Withdrawal Type: Full Withdrawal  
 Complete Withdrawal sub type:  Lump-Sum and ASP Withdrawal

Date of Retirement: 31/12/2018

Opt for SLW to get regular income ~~from lumpsum~~ and remain invested to earn extra returns. To know more, [click here](#)

Towards Withdrawal (in %)  Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account  
 Towards Annuity (in %)  Out of Total NPS Corpus, % of corpus subscriber/claimant will utilize towards pension

Digitally Signed Form Submission (OTP Authentication/ eSign)  Physical Form Submission

**Submit** **Reset**

Note  
 > Online Bank Account Verification (Penny drop) charges of Rs. 1.00 + 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.

**Figure 6**

At this stage, System will display a Pop-up message after clicking on "Submit" button. Subscriber is required to click on 'OK' button. The Pop-up contains information on Subscriber's Bank, Mobile Number, email ID and PAN. Please refer to **Figure 7**.

**National Pension System (NPS)**

Subscriber Name: Prashant Shantaram Gurav  
 Registered Bank & Branch: STATE BANK OF INDIA LOWER PAREL  
 Registered Mobile Number and Email ID: 9819639307 pgurav6682@yahoo.in  
 PAN: AODPN6411T

**OK**

**Figure 7**

At this stage, Subscriber needs to select his/her Marital Status. If Subscriber is Married & Spouse is alive, then Subscriber needs to enter Spouse Name, Spouse Gender, Spouse DOB etc. Similarly, the Subscriber may also capture other family member's (Mother, father and children) details.

Then Subscriber needs to select Annuity Service Provider from the drop-down list. List of the Annuity Service Providers is displayed on the basis of Age and Corpus of the Subscriber. Further, Subscriber needs to select Annuity Scheme. Under 'Select Annuity Scheme', The option of multiple Annuities from the same ASP is available for those Subscribers who earmark the annuity corpus more than Rs. 10 lakhs wherein Rs. 5 lakhs utilized to buy each annuity scheme. List of Annuity Schemes is

displayed on the basis of Marital Status of the Subscriber. Subscriber needs to select Annuity Frequency from the drop-down menu. Please refer to **Figure 8**.

The screenshot displays the 'Withdrawal Request Initiation Screen' for a subscriber with PRAN 110021603591. The form is divided into two main sections. The top section contains fields for personal and financial details, including Name, Claim ID, Date of Birth, Withdrawal due to, Withdrawal Type, Withdrawal Sub Type, Date of Retirement, and various percentages. The bottom section contains fields for marital status, spouse details, orphans, and pension frequency. A red box highlights the 'Marital status' dropdown (set to 'Married'), 'Spouse Gender' dropdown (set to 'Female'), 'Spouse First Name' (MAMTA), 'Spouse Last Name' (PATEL), and 'Spouse DOB' (08/03/1991). Another red box highlights the 'ASP Names' dropdown (HDFC Life Insurance Co. Ltd), 'Scheme 1 Names' dropdown (Annuity for life with return of purchase price on death), and 'Scheme 1 Amount' (63356.36). Buttons for 'Select ASP Scheme', 'Cancel', 'submit', and 'Cancel' are visible at the bottom.

**Figure 8**

At this stage, various options selected along with existing address are displayed to the Subscriber. Also, option is available to the Subscriber to provide Maiden Name (only in case of female Subscriber) and CKYC Number. However, these two fields Maiden Name & CKYC Number are non-mandatory. Please refer to **Figure 9**.

Welcome Subscriber:110021603591 25-Mar-2026 Home | Logout

Make Transaction ▾ Manage My Account ▾ Account Statement ▾ Goal Planner ▾ Track Transaction ▾ Manage My Withdrawal ▾

➤ **Withdrawal Request Initiation Screen**

**Subscriber Details**

PRAN	110021603591
Subscriber Name	Prashant Shantaram Gurav
Claim ID	2616595565
Date Of Birth	15/06/1966
Subscriber Gender	Male
Maiden Name (optional)	<input type="text"/>
CKYC Number (optional)	<input type="text"/>
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	MAMTA PATEL
Spouse DOB	08/03/1991
Spouse PAN	
Entity Reg. No.	2000261
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

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**ASP Withdrawal Details**

Amount to be invested in Annuity	63356.36
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	63356.36
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self

**Subscriber Correspondence Address**

Father's Name	THHCHCVZ THEBVC
Address 1	DINOD
Address 2	DINOD PANA SHOPRA
Address 3	BHIWANI
City	BHIWANI
Pin	125021
State	Haryana
Country	India

Note

- For subscriber- to change the non-editable fields, subscribers have to go to the PAO to change these fields.
- For Nodal Office- to change the non-editable fields, entities have to do subscriber modification.

**Figure 9**

At this stage, existing bank details of the Subscriber along with Mobile number, email ID and PAN of the Subscriber are displayed. If existing bank details, contact details and PAN are correct, Subscriber needs to click on **“Online bank a/c verification”** Tab to proceed further. Please refer to **Figure 10**.

Welcome Subscriber:110021603591 25-Mar-2026 Home | Logout

[Make Transaction](#) [Manage My Account](#) [Account Statement](#) [Goal Planner](#) [Track Transaction](#) [Manage My Withdrawal](#)

**Withdrawal Request Initiation Screen**

**Subscriber Details**

PRAN	110021603591
Subscriber Name	Prashant Shantaram Gurav
Claim ID	2616595565
Date Of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	MAMTA PATEL
Spouse DOB	08/03/1991
Spouse PAN	
Entity Reg. No.	2000261
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

**Subscriber Bank Details**

Transaction Type *	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	712703411
Mobile No	9819639307

Note : You will receive One Time Password (OTP) on Mobile Number to confirm your withdrawal request.

Alternate Phone No	
Email ID	pgurav9882@yahoo.in
PAN	AQDPN6411T
Aadhaar No	

Online bank a/c verification
Confirm & Proceed
Edit
Cancel

**Note**

- > Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.
- > 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.

**Figure 10**

At this stage, after clicking on **“Online bank a/c Verification”** tab, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). On successful verification, a Pop-up message will display to the Subscriber i.e., **“Online bank a/c verification is successful.”** Subscriber needs to click on **“OK”** button and then click on **“Confirm & Proceed”** button to proceed further. Please refer to **Figure 11 and Figure 12.**

Withdrawal Type	Full Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

**Subscriber Bank Details**

Transaction Type *	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	712703411
Mobile No	9819639307

Note : Online bank a/c verification is successful.  
**OK**

Aadhaar No

Online bank a/c verification  
Confirm & Proceed Edit Cancel

Note

- > Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.
- > 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.

**Figure 11**

Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

**Subscriber Bank Details**

Transaction Type *	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	712703411
Mobile No	9819639307

Note : You will receive One Time Password (OTP) on Mobile Number to confirm your withdrawal request.

Alternate Phone No	
Email ID	pgurav8682@yahoo.in
PAN	AQDPN6411T
Aadhaar No	

Online bank a/c verification  
Confirm & Proceed Edit Cancel

Note

- > Bank details shown above is taken from the subscriber details present in CRA records. Kindly confirm or edit the bank details. Please note that the amount will be transferred to this bank account only and it would not be changed at later date.
- > 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.

**Figure 12**

At this stage, existing nomination details of the Subscriber are displayed. Subscriber needs to enter Nominee address. If required, Subscriber can add/update nominee details. Subscriber can enter maximum of three nominees. Subscriber needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, Subscriber needs to click on "Confirm" button to proceed further. Please refer to **Figure 13**.

**Figure 13**

At this stage, Declaration Page is displayed to the Subscriber. Subscriber needs to select from the drop-down menu whether he is politically exposed person, related to politically exposed person and history of conviction under criminal proceedings.

Further, Subscriber needs to select Declaration. After selection of declarations, Subscriber needs to click on "Confirm" button. Please refer to **Figure 14**.

**Figure 14**

At this stage, document Check List is displayed to the Subscriber. After selection of document check list, Subscriber needs to click on "Submit" button. Please refer to **Figure 15**.

Welcome Subscriber:110021603591 25-Mar-2026 [Home](#) | [Logout](#)

[Make Transaction](#) | [Manage My Account](#) | [Account Statement](#) | [Goal Planner](#) | [Track Transaction](#) | [Manage My Withdrawal](#)

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**Withdrawal Request Initiation Document Checklist**

Proof of Identity - All KYC Documents Need to be attested by Mapped Nodal Office

Sr. No.		Document Name
1	<input type="checkbox"/>	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
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 checked="" 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 checked="" 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, Statutory/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
14	<input type="checkbox"/>	KYC Certification

---

Proof of Address - All KYC Documents Need to be attested by Mapped Nodal Office

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

**Figure 15**

At this stage, details entered by the Subscriber are displayed for confirmation.

It is mandatory for Subscriber to upload valid and legible scanned copies of KYC documents (Identity & Address Proof) as selected in document checklist for seamless processing of Exit and annuity request. Subscriber is required to upload all documents in a single scanned file. Please refer to **Figure 16**.

After uploading documents, Subscriber needs to click on "Send OTP" button to receive OTP. OTP will be sent by CRA on registered mobile number. Subscriber needs to enter OTP and click on "Submit OTP" button to complete initiation process.

Welcome Subscriber:110021603591 25-Mar-2026 [Home](#) | [Logout](#)

[Make Transaction](#) > [Manage My Account](#) > [Account Statement](#) > [Goal Planner](#) > [Track Transaction](#) > [Manage My Withdrawal](#)

> **Withdrawal Request Initiation Confirmation Screen**

**Subscriber Details** [Hide](#)

PRAN	110021603591
Name	Prashant Shantaram Gurav
Claim ID	2616595565
Date of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	MAMTA PATEL
Spouse DOB	08/03/1991
Spouse Pan	
Orphan Status	
Corpus at Initiation	158390.92
Withdrawal due to	Superannuation
Withdrawal Category	
Date of Retirement	31/12/2018
Withdrawal Type	Full Withdrawal

**ASP Withdrawal Details** [Hide](#)

Amount to be invested in Annuity	63356.36
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	63356.36
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Frequency	Monthly

**Subscriber Correspondence Address** [Hide](#)

Address 1	DINOD
Address 2	DINOD PANA SHOPRA
Address 3	BHIWANI
City	BHIWANI
Pin	125021
State	Haryana
Country	India

**Withdrawal Details** [Hide](#)

Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

**Subscriber Bank Details** [Hide](#)

Transaction Type	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	712703411
Mobile No	9819639307

Alternate Phone Number  
 Email Id: pgurav8682@yahoo.in  
 PAN: AQDPN6411T  
 Aadhaar No

**Nominee Details** [Hide](#)

**TIER 1 Details** [Hide](#)

Nominee Serial Number	1		
Nominee Name	MAMTA PATEL		
Nominee Date of Birth			
Nominee Relation	SPOUSE		
Nominee Major/Minor	MAJOR		
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id		Nominee Address 1	fdid
Nominee Address 2	fdid	Nominee Address 3	fdid
Nominee City	MUMBAI	Nominee City Pin	400013
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

**Withdrawal Request Declarations** [Hide](#)

Sr. No.	Declaration	Response
1	Are you a Politically Exposed Person	NO
2	Are you related to a Politically Exposed Person	NO
3	Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

**Withdrawal Request Document Checklist**
[Hide](#)

**Proof of Identity**

Sr. No.	Document Name
1	PAN Card issued by income tax department
2	Aadhar Card/Letter issued by Unique Identification Authority of India.

**Proof of Address**

Sr. No.	Document Name
1	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

**Declaration by the Subscriber/Claimant\*:**

I Prashant Shantaram Gurav 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 the Proposer\*:**

- 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.

9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.

10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Select File to Upload \* : Choose File No file chosen Upload

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

Send OTP Cancel

**Declaration by the Subscriber/Claimant\*:**

I Prashant Shantaram Gurav 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 the Proposer\*:**

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- 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.
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10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Select File to Upload \* : Choose File KYC.pdf Upload

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

Send OTP Cancel

uatcra.cra-protean.co.in says

KYC.pdf uploaded successfully.

OK

Declaration by the Subscriber/Claimant\*:

I Prashant Shantaram Gurav 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 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 the Proposer\*:

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- 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.
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- I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Select File to Upload \* :  KYC.pdf

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

---

Declaration by the Subscriber/Claimant\*:

I Prashant Shantaram Gurav 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 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 the Proposer\*:

- 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.
- I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.
- I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

Select File to Upload \* :  KYC.pdf

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

OTP sent successfully to mobile number 981\*\*\*\*\*7

Please Enter OTP Pin \*\*\*\*\*

**Figure 16**

At this stage, after clicking on "Submit OTP" button, an Acknowledgement Number will get generated.

Subscriber needs to proceed with OTP Authentication/eSign. Withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign. Subscriber has a choice to select any of the options.

Please refer to **Figure 17**.

Welcome Subscriber:110021603591 25-Mar-2026 Home | Logout

Make Transaction ▾ Manage My Account ▾ Account Statement ▾ Goal Planner ▾ Track Transaction ▾ Manage My Withdrawal ▾

Withdrawal Request Initiation - Complete

PRAN	110021603591
Name	Prashant Shantaram Gurav
Claim ID	2616595565
Date of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	261659556501

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document :

Captured Timestamp 25/03/2026 14:48

**Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.**

OTP  Esign

**Figure 17**

Process of submission of exit request through OTP Authentication/eSign is explained below in two sections viz. Section-I (for OTP Authentication) and Section-II (For eSign).

### **Section-I**

- Process for completion of exit request using OTP Authentication.
- Two distinct One Time Password (OTPs) will be sent on Mobile Number and email ID registered in CRA.

### **Section-II**

- Process for completion of exit request using eSign.
- One Time Password (OTP) will be sent on Mobile Number registered with Aadhaar.
- eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI.

***If OTP Authentication/eSign is not done within 15 days, then withdrawal request will get auto-cancelled in the CRA system and Subscriber needs to initiate new request.***

## 6. Section I- Process for completion of exit request using OTP Authentication:

At this stage, Subscriber needs to select “OTP” radio button and then click on “Proceed to OTP Authentication” tab. Please refer to **Figure 18**.

Welcome Subscriber:110021603591 25-Mar-2026 Home | Logout

Make Transaction > Manage My Account > Account Statement > Goal Planner > Track Transaction > Manage My Withdrawal >

Withdrawal Request Initiation - Complete

PRAN	110021603591
Name	Prashant Shantaram Gurav
Claim ID	2616595565
Date of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	261659556501

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document :

Captured Timestamp 25/03/2026 14:48

**Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.**

OTP  Esign

**Figure 18**

After clicking on “Proceed to OTP Authentication” Tab, Dual OTP Authentication screen will be displayed to the User. User needs to enter One Time Password (OTP) sent on Mobile Number and email ID registered in CRA at the designated place and click on “Submit OTP” button to complete the process. Please refer to **Figure 19**.

Welcome Subscriber:110021603591 25-Mar-2026 Home | Logout

Make Transaction > Manage My Account > Account Statement > Goal Planner > Track Transaction > Manage My Withdrawal >

OTP Authentication

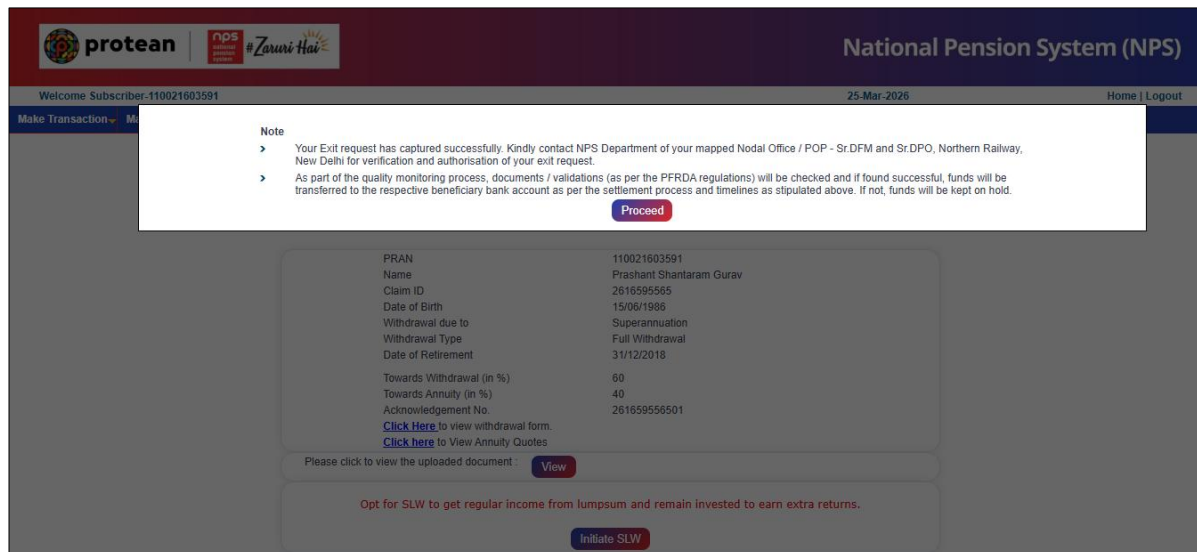
OTP has been sent to mobile No 981\*\*\*\*\*7 and email p\*\*\*@\*\*\*\*.in

Please Enter OTP Sent to Mobile No :

Please Enter OTP Sent to Email Id :

**Figure 19**

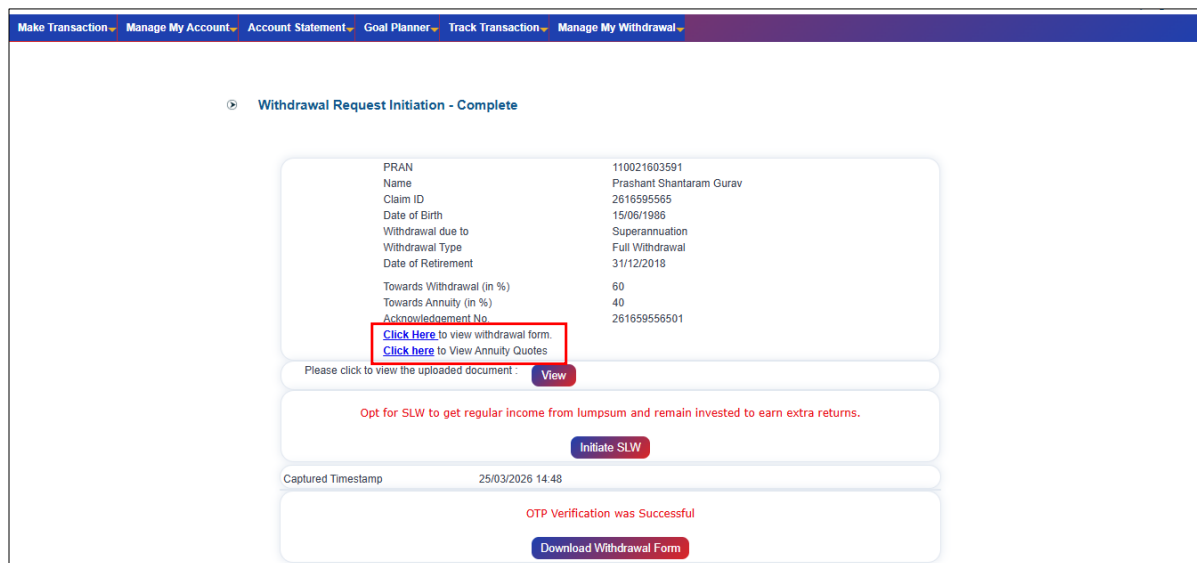
On clicking on ‘Submit OTP’ button, pop up message regarding verification/authorization of exit request and quality monitoring process will be displayed to the Subscriber. Subscriber needs to read the message and click on ‘Proceed’ button. Please refer to **Figure 20**.



**Figure 20**

Once Subscriber clicks on 'Proceed' button, exit request will get captured in the CRA system.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding completion of OTP Verification is also displayed. Refer to **Figure 21**.



**Figure 21**

## 7. Section II- Process for completion of exit request using eSign:

At this stage, Subscriber needs to select “Esign” radio button and then click on “Proceed to e-Sign the Form” tab. Please refer to **Figure 22**.

**Withdrawal Request Initiation - Complete**

PRAN	110021603591
Name	Prashant Shantaram Gurav
Claim ID	2616595565
Date of Birth	15/06/1986
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Acknowledgement No.	261659556501

[Click Here](#) to view withdrawal form.  
[Click here](#) to View Annuity Quotes

Please click to view the uploaded document :

Captured Timestamp: 25/03/2026 14:48

**Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.**

OTP  Esign

NOTE - eSign service charges plus taxes applicable is Rs. 5.90

**Figure 22**

At this stage, once Subscriber clicks on “Proceed to e-Sign the Form” Tab, system will redirect Subscriber to eSign Service Provider’s Web Page. Subscriber needs to enter his/her Aadhaar/Virtual ID and click on “Send OTP” button to receive OTP. Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Please refer to **Figure 23**.

**protean**

**National Pension System Trust** has requested to Digitally sign the document  
Transaction ID: UKC:eSign:5925:20251230191032658 dated 2025-12-30T19:10:37

English

Please click on the checkbox and enter Aadhaar / Virtual ID

I hereby authorize Protean eGov Technologies Limited to:

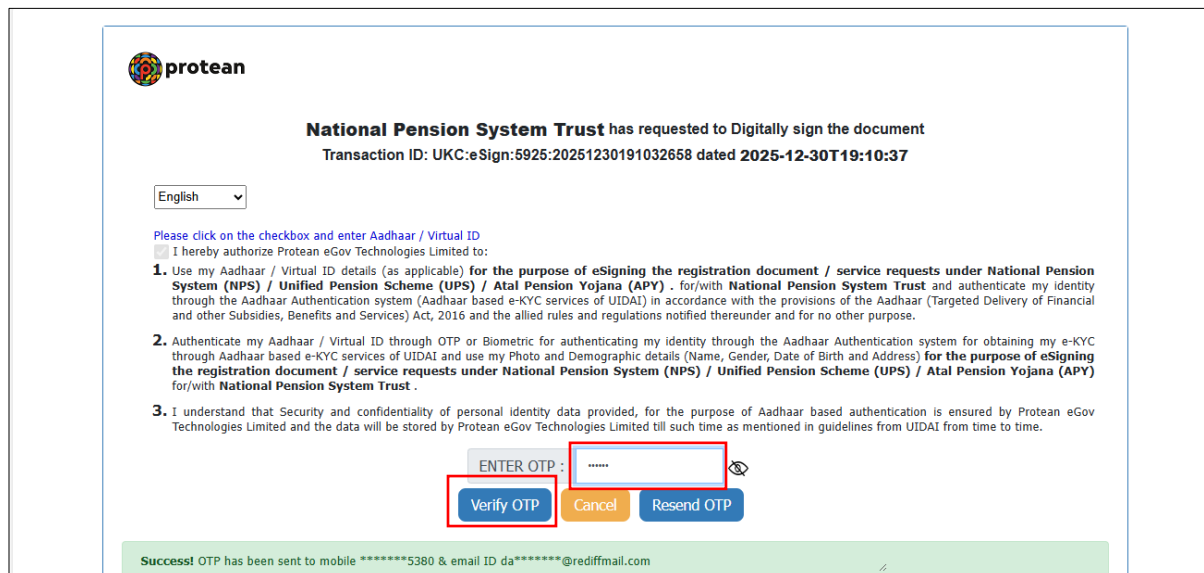
1. Use my Aadhaar / Virtual ID details (as applicable) for the purpose of eSigning the registration document / service requests under National Pension System (NPS) / Unified Pension Scheme (UPS) / Atal Pension Yojana (APY) . for/with National Pension System Trust and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) for the purpose of eSigning the registration document / service requests under National Pension System (NPS) / Unified Pension Scheme (UPS) / Atal Pension Yojana (APY) for/with National Pension System Trust .
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

VID/Aadhaar:

[Click Here](#) to generate Virtual ID. [Download Instructions](#) to generate Virtual ID in lieu of Aadhaar.

**Figure 23**

Once OTP is received, User needs to enter OTP and click on "Verify OTP" button to complete eSigning of the request. System will check whether name of the Subscriber as per CRA records and name as per UIDAI record matches 100%. If the name matches 100% then only eSign will be successful. Please refer to **Figure 24**.



**Figure 24**

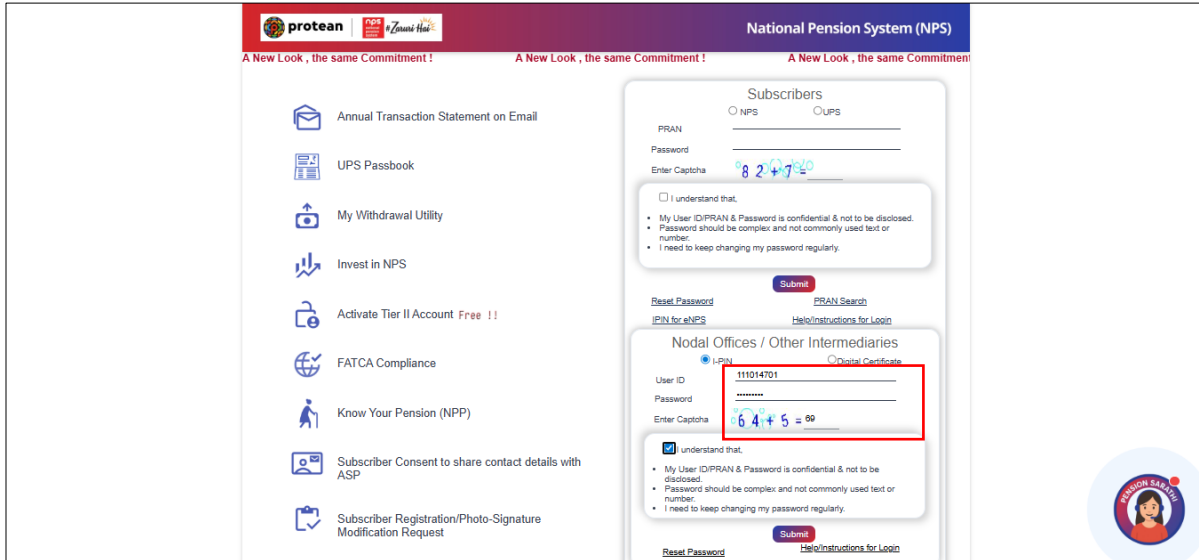
Once Subscriber clicks on 'Verify OTP' button, Exit request will get captured in the CRA system.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding successful completion of eSigning is also displayed.

**Once Exit request is successfully initiated by Subscriber, associated Nodal Office is required to verify and authorize the Exit request in CRA System.**

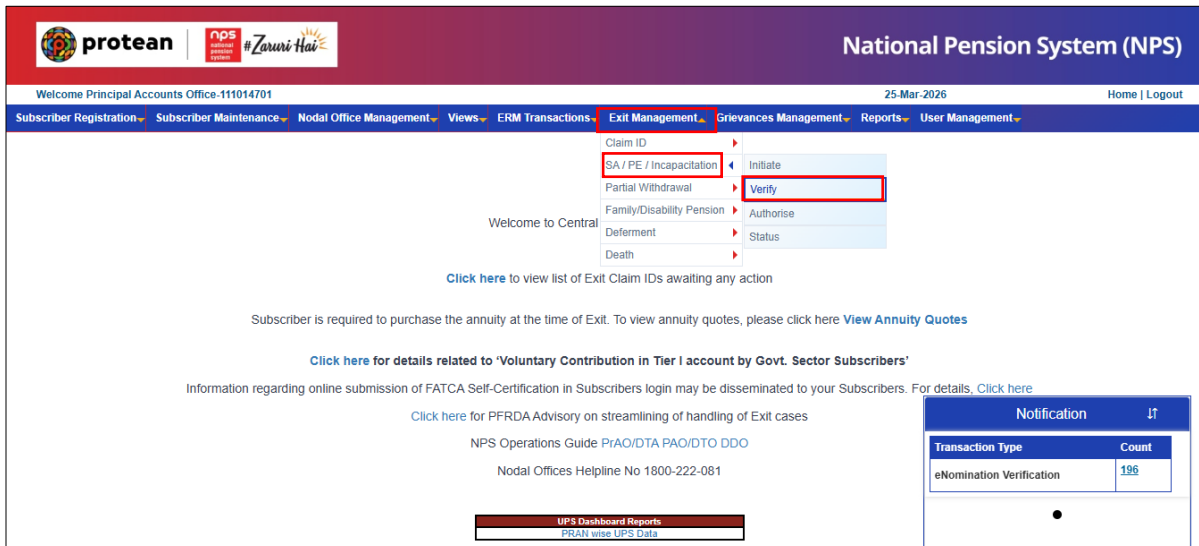
## 8. Steps to verify Online Exit request in CRA System by Nodal Office

In order to verify Online Exit request of Subscriber, Nodal Office User needs to access CRA System [www.cra.nps-proteantech.in](http://www.cra.nps-proteantech.in) using one User ID & Password as given below in **Figure 25**. In case of Nodal Office, it will be Aadhar based login.



**Figure 25**

User needs to click on Menu '**SA/PE/Incapacitation**' and select sub menu '**Verify**' under '**Exit Management**' Tab as given below in **Figure 26**.



**Figure 26**

User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "ALL Withdrawal." User needs to click on "Search" Button to search request. Please refer to **Figure 27**.

Welcome Principal Accounts Office-111014701 25-Mar-2026 Home | Logout

Subscriber Registration - Subscriber Maintenance - Nodal Office Management - Views - ERM Transactions - Exit Management - Grievances Management - Reports - User Management

Verify Subscriber Withdrawal Initiation - Search

\* Mandatory Fields

PRAN

Acknowledgement No

Claim ID

From Date  (dd/mm/yyyy)

To Date  (dd/mm/yyyy)

Complete Withdrawal sub type

"Kindly search Exit request by entering either PRAN or Ack Id or Claim ID or Date Range"

**Figure 27**

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request Initiated By and Exit type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request by Subscriber. Please refer to **Figure 28**.

Welcome Principal Accounts Office-111014701 25-Mar-2026 Home | Logout

Subscriber Registration - Subscriber Maintenance - Nodal Office Management - Views - ERM Transactions - Exit Management - Grievances Management - Reports - User Management

Verify Subscriber Withdrawal Initiation - Result

ACKNOWLEDGEMENT NO.	PRAN	REQUEST INITIATION DATE	REQUEST INITIATED BY	EXIT TYPE
<a href="#">261659556501</a>	110021603591	25-03-2026	110021603591	WITHDRAWAL

**Figure 28**

At this stage, User can also check documents uploaded by the Subscriber by clicking on "View" button. It is the responsibility of Nodal Office to ensure that the uploaded documents are valid, complete and legible.

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 an exit request is rejected by the office using a Maker ID, then that rejection must be authorized by the office using a Checker ID.* If details entered are correct, User needs to click on "Verify" button to complete the verification process. Please refer to **Figure 29**.

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[Subscriber Registration](#) | [Subscriber Maintenance](#) | [Nodal Office Management](#) | [Views](#) | [ERM Transactions](#) | [Exit Management](#) | [Grievances Management](#) | [Reports](#) | [User Management](#)

[Verify Subscriber Withdrawal Initiation - Confirm](#)

[Back to Results Page](#)  
[View Signature](#)  
[Click Here to View subscriber Details](#)

Subscriber Details		Hide
Subscriber Name	Prashant Shantaram Gurav	
PRAN	110021603591	
Date Of Birth	15/06/1986	
Subscriber Gender	Male	
Maiden Name		
CKYC Number		
Marital status	Married	
Spouse Alive	Alive	
Spouse Name	MAMTA PATEL	
Spouse DOB	08/03/1991	
Spouse Gender	Female	
Spouse PAN		
Orphan Status		
Claim ID	2616595565	
Acknowledgement No.	261659556501	
Corpus at Initiation	158390.92	

Withdrawal due to	Superannuation
Date of Retirement	31/12/2018
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40
Withdrawal Type	Full Withdrawal
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal

ASP Withdrawal Details		Hide
Name of ASP	HDFC Life Insurance Co. Ltd	
Scheme 1	Annually for life with return of purchase price on death	
Withdrawal Amount from Scheme 1	63356.36	
Beneficiary Name	Prashant Shantaram Gurav	
Relation with Subscriber	Self	
Frequency	Monthly	

Subscriber Corresponding Address		Hide
Address 1	DINOD	
Address 2	DINOD PANA SHOPRA	
Address 3	BHIWANI	
City	BHIWANI	
Pin	125021	
State	Haryana	
Country	India	

Bank Details		Hide
Subscriber Bank Details		
Bank Account Number	04141140005616	
Bank Name	STATE BANK OF INDIA	
Bank Branch	LOWER PAREL	
Bank Address	KAMALA MILLS	
Bank Address Pin	400092	
Bank IFS Code	HDFC0000414	
Bank MICR Code	712703411	

PAN Aadhaar No Mobile No Alternate Phone No Email Id	AQDPN6411T 9819639307 pgurav8682@yahoo.in
--	---

**Nominee Details** Hide

**TIER 1 Details** Hide

Nominee Serial Number	1
Nominee Name	MAMTA PATEL
Nominee Date of Birth	
Nominee Relation	SPOUSE
Nominee Major/Minor	MAJOR
Nominee Share	100 %
Nominee Alternate Contact No.	
Nominee Address 1	fdd
Nominee Address 2	fdd
Nominee City	MUMBAI
Nominee State	Maharashtra
Nominee Address 3	fdd
Nominee City Pin	400013
Nominee Country	India

**Withdrawal Request Declaration** Hide

1] Are you a Politically Exposed Person	NO
2] Are you related to a Politically Exposed Person	NO
3] Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

**Withdrawal Request Document Checklist** Hide

**Proof of Identity**

Sr. No.	Document Name
1	PAN Card issued by income tax department.
2	Aadhar Card/Letter issued by Unique Identification Authority of India.

**Proof of Address**

Sr. No.	Document Name
1	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

**Declaration by the Subscriber/Claimant\*:**

1. I Prashant Shantaram Gurav with PRAN 110021603591 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 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 information 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 the Proposer\*:**

- 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.
- I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.
- I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

**Declaration by Nodal Office/POPI/Aggregator\*:**

- I have verified the documents as submitted by the Subscriber/Claimant with the originals / scanned documents uploaded in CRA (in case of digitally signed request) and authorized this application for processing of the subject claim of the subscriber/claimant. It is certified that the details as provided in this application form are matching with the information available in the official record maintained by us. The complete information provided in this form including declaration and nomination details have been provided by the Subscriber/Claimant Sh/Smt/Ms. after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.
- That all the contributions with respect to the Subscriber's NPS contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending at Nodal Officer level. (only for government nodal office).
- That identity of the Subscriber / Claimant is certified as provided in the withdrawal form above. The name of Subscriber / Claimant as mentioned on the withdrawal form has been verified and can be accepted as final.
- It is certified that the bank account (Salary Account) details provided in the form is as per the salary records maintained in our office. The bank account details (salary account) of subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment. (only for government nodal office).

Please click to view the uploaded document : View

Verify  Reject

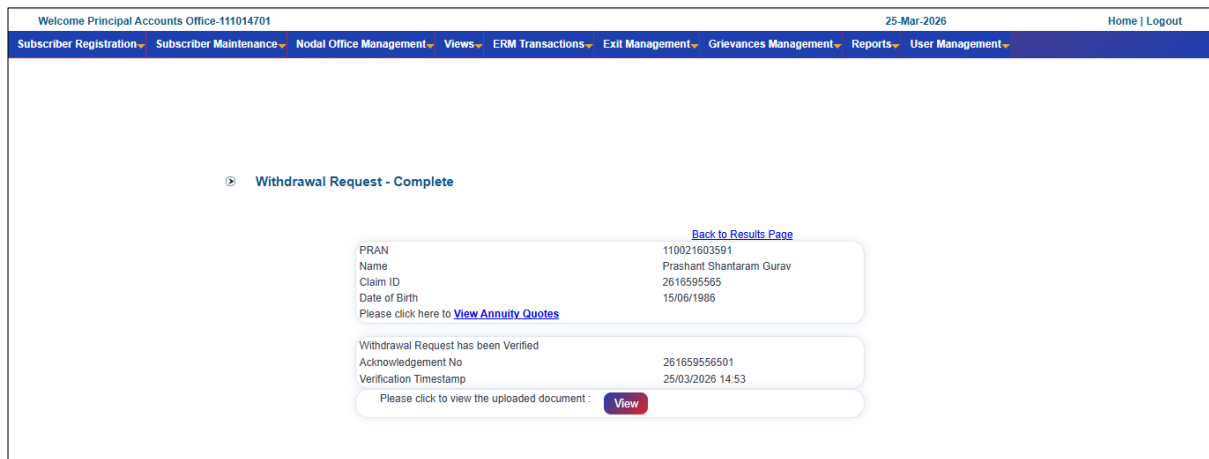
Reason for Rejection

Submit

**Figure 29**

Once User clicks on "Submit" button, Exit request will get verified in the CRA system and confirmation window is displayed to the User as given below in **Figure 30**.

At this stage, option is provided to the User to view the uploaded documents.

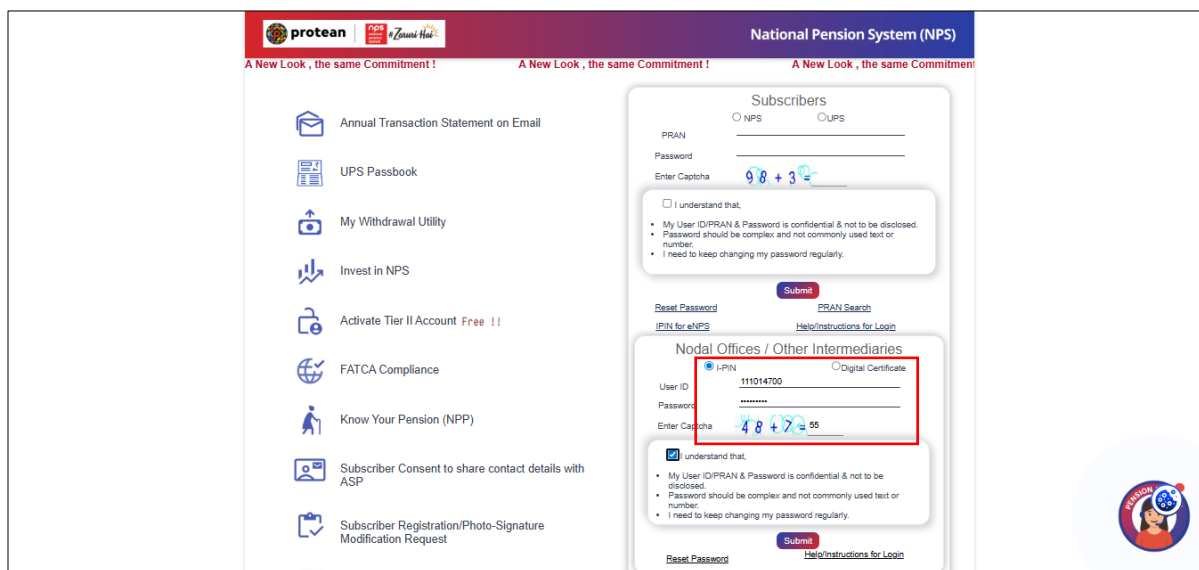


**Figure 30**

**Once Exit request is successfully verified by associated Nodal Office, associated Nodal Office is required to authorize the Exit request in CRA System.**

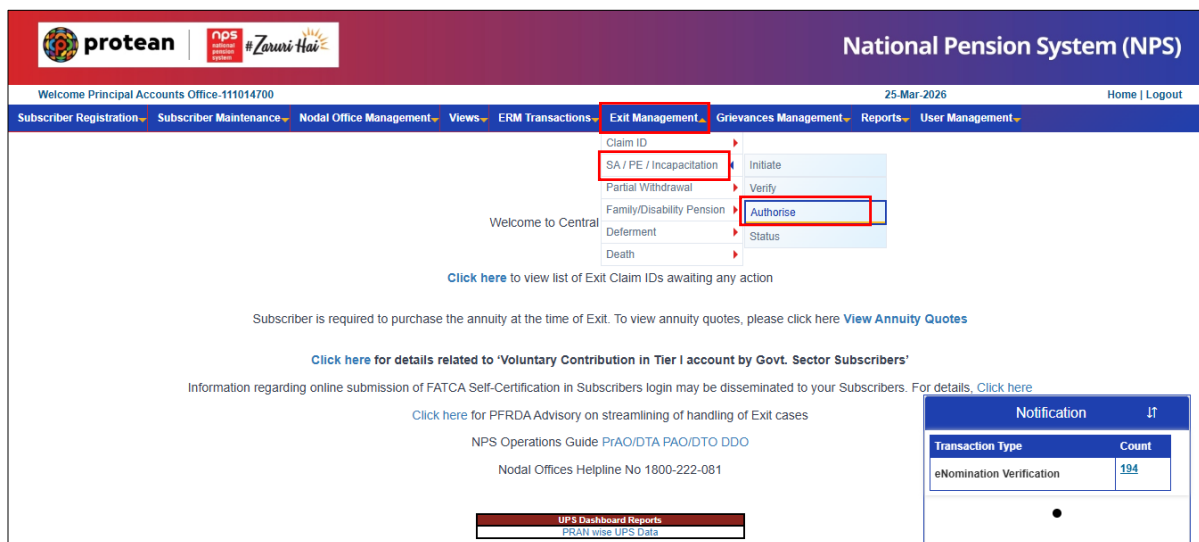
## 9. Steps to authorize Online Exit request in CRA System by Nodal Office

In order to authorize Online Exit request of Subscriber, Nodal Office User needs to access CRA System [www.cra.nps-proteantech.in](http://www.cra.nps-proteantech.in) using another User ID and Password as given below in **Figure 31**. In case of Nodal Office, it will be Aadhar based login.



**Figure 31**

User needs to click on Menu '**SA/PE/Incapacitation**' and select sub menu '**Authorise**' under '**Exit Management**' Tab as given below in **Figure 32**.



**Figure 32**

At Transaction Type User needs to select "Withdrawal Request" from the drop down, enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "All Withdrawal" or "Lump-Sum and ASP Withdrawal." User needs to click on 'Search' Button to search request. Please refer to **Figure 33**.

Welcome Principal Accounts Office-111014700 25-Mar-2026 Home | Logout

Subscriber Registration | Subscriber Maintenance | Nodal Office Management | Views | ERM Transactions | Exit Management | Grievances Management | Reports | User Management

Authorize Transaction

Transaction Type \*  \* Mandatory Fields

PRAN

Ack No/PRN \*\*

Claim ID

From Date  (dd/mm/yyyy)

To Date  (dd/mm/yyyy)

Complete Withdrawal sub type

> \*\* Enter PRN/Receipt No for Switch transaction and Ack No/Receipt No. for other transactions.

**Figure 33**

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request initiated by and Request type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request. Please refer to **Figure 34**.

Welcome Principal Accounts Office-111014700 25-Mar-2026 Home | Logout

Subscriber Registration | Subscriber Maintenance | Nodal Office Management | Views | ERM Transactions | Exit Management | Grievances Management | Reports | User Management

Authorize Withdrawal Initiation - Result

ACKNOWLEDGEMENT NO.	PRAN	REGISTRATION DATE	REGISTERED BY	REQUEST TYPE
<a href="#">261859556501</a>	110021603591	25-03-2026	110021603591	WITHDRAWAL

**Figure 34**

At this stage, User can check details entered by Subscriber at the time of initiation of request. User can also check documents uploaded by the Subscriber by clicking on "View" button. Please refer to **Figure 35**.

*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 an exit request is rejected by the office using a Maker ID, then that rejection must be authorized by the office using a Checker ID. If details entered are correct, User needs to click on "Authorize" radio button and click on "Submit" button to complete the process.*

Authorize Withdrawal Initiation - Confirm

[Back to Results Page](#)  
[View Signature](#)  
[Click Here to View subscriber Details](#)

**Subscriber Details**

Subscriber Name	Prashant Shantaram Gurav
PRAN	110021603591
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	Alive
Spouse Name	MAMTA PATEL
Spouse DOB	08/03/1991
Spouse Gender	Female
Spouse's Aadhaar	
Spouse's PAN	
Orphan Status	
Corpus at Initiation	158390.92
ACK No.	261659556501
Withdrawal Type	Full Withdrawal

Withdrawal due to	Superannuation
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Retirement	31/12/2018
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

**ASP Withdrawal Details**

Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	63356.36
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Pension Frequency	Monthly

**Subscriber Correspondence Address**

Address 1	DINOD
Address 2	DINOD PANA SHOPRA
Address 3	BHIWANI
City	BHIWANI
Pin	125021
State	Haryana
Country	India

**Exit at the age of 60**

PFM Name	Scheme Name	Total Units	Units to be Withdrawn
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME - CENTRAL GOVT	145.3516	87.2104
UTI PENSION FUND LIMITED	NPS TRUST- A/C - UTI PENSION FUND SCHEME - CENTRAL GOVT	151.6794	91.0074
LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	152.5500	91.5303
		449.5810	269.7481

**Subscriber Bank Details**

Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	712703411
Mobile No	9819639307
Alternate Phone No	
Email Id	pgurav8682@yahoo.in

**Subscriber Details**

PAN	AQDPN6411T
Aadhaar No	

**Nominee Details**

**TIER 1 Details**

Nominee Serial Number	1		
Nominee Name	MAMTA PATEL		
Nominee Date of Birth			
Nominee Relation	SPOUSE		
Nominee Major/Minor	MAJOR		
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id		Nominee Address 1	tdd
Nominee Address 2	tdtd	Nominee Address 3	tdtd
Nominee City	MUMBAI	Nominee City Pin	400013
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

**Withdrawal Request Declaration**

Sr. No.	Question	Answer
1	Are you a Politically Exposed Person	NO
2	Are you related to a Politically Exposed Person	NO
3	Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

**Withdrawal Request Document Checklist**

**Proof of Identity**

Sr. No.	Document Name
1	PAN Card issued by Income tax department.
2	Aadhar Card/Letter issued by Unique Identification Authority of India.

**Proof of Address**

Sr. No.	Document Name
1	Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

**Maker Action**  
Request has been accepted by FA and CAO, Northern Railway, New Delhi

**Declaration by the Subscriber/Claimant\*:**

- I Prashant Shantaram Gurav 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 the Proposer\*:**

- 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.
- I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.
- I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.

**Declaration by Nodal Office/POP/Aggregator\*:**

- I/We have verified the documents as submitted by the Subscriber/Claimant with the originals / scanned documents uploaded in CRA (in case of digitally signed request) and authorized this application for processing of the subject claim of the Subscriber / Claimant. It is certified that the details as provided in this application form are matching with the information available in the official record maintained by us. The complete information provided in this form including declaration and nomination details have been provided by the Subscriber / Claimant Sth/Smt/Ms. after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.
- That all the contributions with respect to the Subscriber's NPS contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending at Nodal Officer level. (only for government nodal office).
- That identity of the Subscriber / Claimant is certified as provided in the withdrawal form above. The name of Subscriber / Claimant as mentioned on the withdrawal form has been verified and can be accepted as final.
- It is certified that the bank account (Salary Account) details provided in the form is as per the salary records maintained in our office. The bank account details (salary account) of subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment. (only for government nodal office).

Please click to view the uploaded document : View

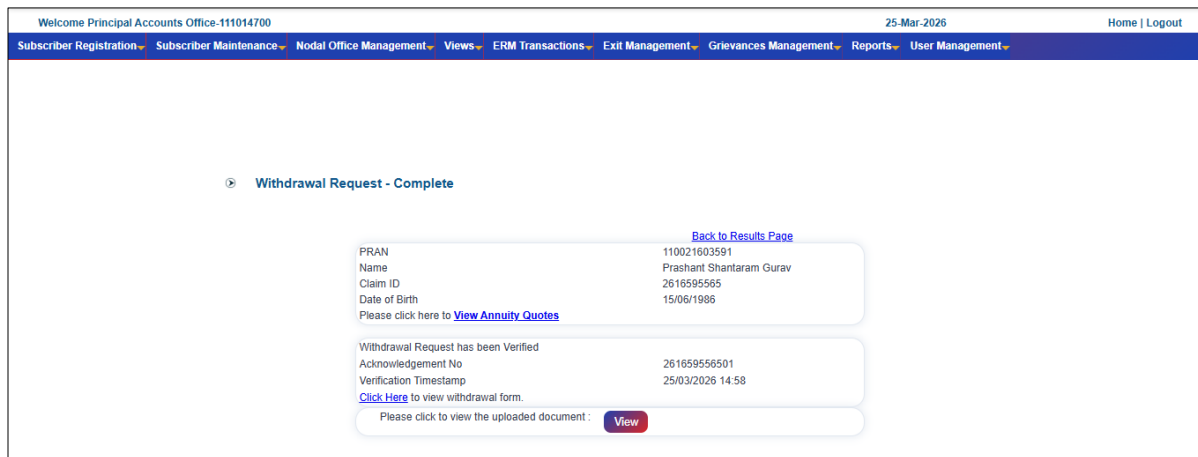
Authorize     Reject  
 Reason for Rejection   
Submit

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

**Figure 35**

Once User clicks on "Submit" button, Exit request will get authorized in the CRA system and confirmation window is displayed to the User as given below in **Figure 36**.

At this stage, option is provided to the User to view & download system generated Withdrawal Form.



**Figure 36**

On successful authorization of Exit request by Nodal Office, same will get executed in the CRA system. Accordingly, Lump sum and Annuity share (if applicable) will be transferred to Beneficiary's Bank Account within stipulated withdrawal timeline as mentioned below point 11.

However, for Superannuation Exit, if Subscriber has not completed Superannuation/retirement, request will get executed in CRA system after completion of Superannuation/retirement.

## **10. Annuity Issuance Process:**

On processing of exit request in CRA, Subscriber details and scanned documents will be shared with Annuity Service Provider (ASP) opted by Subscriber during initiation of exit request, if annuity is applicable. ASP will issue Annuity policy on the basis of details entered by the Subscriber and documents uploaded at the time of initiation of exit request.

If documents uploaded are not sufficient/incorrect or any additional documents required, then ASP may contact Subscriber for completion of annuity formalities. Alternatively, if required, Subscriber may contact ASP. Complete contact details of ASP are available on CRA Website ([www.npscra.proteantech.in](http://www.npscra.proteantech.in)).

On completion of annuity formalities, ASP will confirm Annuity request of the Subscriber online in the CRA system. On successful authorization of Annuity request by ASP, same will get executed in the CRA system and Funds (Annuity Corpus) will be transferred to ASP's Bank Account by Trustee Bank (Axis Bank) within stipulated withdrawal timeline as mentioned below point 11(f).

## **11. Withdrawal Timeline (Lump sum and Annuity):**

### **Lump sum and Annuity Withdrawal: -**

- a. The process of Lump sum and Annuity withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of lump sum funds in Subscriber's Bank Account & Annuity funds (if applicable) in selected Annuity Service Provider's (ASPs) Bank Account. **Lump sum and annuity withdrawals are processed in two different settlement cycle.**
- b. In CRA system, redemption of units happens only on working day (excluding Saturday, Sunday and holidays) which is called a Settlement Day. The settlement cycle runs between 10.30 AM\* to 12.30 PM\*.
- c. If withdrawal request is authorized by Nodal Office before cut-off time of settlement (before 10.30 AM), then withdrawal request is considered in same day settlement cycle (T). The redemption of lump sum share 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 withdrawal request is authorized by Nodal Office on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of lump sum share units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*
- d. If withdrawal request is authorized by Nodal Office after cut-off time of settlement (after 10.30 AM\*), then withdrawal request is considered for processing on next day settlement cycle (T). The redemption of *lump sum share* 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 authorized by Nodal Office on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of lump sum share units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*
- e. After completion of settlement cycle of lump sum withdrawal (stated in point C/D) by 12.30 PM, subscriber details are made available in the CRA system to selected ASP on the day of settlement of lumpsum after 12.30 PM (i.e in case of Point C on January 2,2024 after 12,30 PM, and in case of point D on January 3, 2024 after 12.30 PM). Selected ASP can view the subscriber details in their ASP login for further processing.
- f. On completion of annuity formalities, ASP confirms annuity request in CRA system, and it gets considered in next settlement cycle (Day T). Accordingly, annuity share units get redeem in Day T & funds transfer to ASP's bank account on T +2 days (T being date of settlement) for issuance of annuity. For example, i) if annuity request is submitted/authorised by ASP on January 9, 2024 (at 02.30 pm), the request will get considered for processing on next working day settlement cycle, redemption of annuity units will happen on January 10, 2024 with NAV of January 10, 2024 and fund transfer will happen on January 12, 2024. ii) If annuity request is submitted/authorised by ASP on January 9, 2024 (at 09.30 am), the request will get considered for processing on same working day settlement cycle, redemption of annuity units will happen on January 9, 2024 with NAV of January 9, 2024 and fund transfer will happen on January 11, 2024.

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

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

- *Lump sum and annuity (if applicable) withdrawals are carried out through separate settlement cycles for unit redemption, based on authorization from the Nodal Office/POP and the Annuity Service Provider (ASP), respectively. Consequently, the corpus amount shown at the time of initiating the online withdrawal request will differ from the actual amount credited to the subscriber and the ASP due to changes in the Net Asset Value (NAV).*

### **Point to Note – Quality Check:**

As part of the remittance monitoring process, documents / validations (as per the PFRDA regulations) are checked and if found successful, funds are transferred to the respective beneficiary's bank account as per the settlement process and timelines as stipulated above. If not, funds are kept on hold.

Cases for which funds are kept on hold are shared with respective Nodal Offices/POPs for necessary clarification/documents. On receipt of response from the Nodal Office/POP along with valid supporting documents, reverification is carried out and if documents/clarifications are found to be in order, funds will be transferred within 3 working days of receipt of response from the Nodal offices/POP. If no clarification is received from the Nodal Office/POP within 30 days, the funds will be reinvested in the PRAN.

### **Submission of Physical Documents:**

Physical Withdrawal Form and supporting documents are not required to be submitted by Nodal Office to Protean-CRA for storage purpose for exit request initiated by Subscriber online in CRA System through digital signature (OTP Authentication/eSign).

## **12. Subscriber expires before purchasing annuity:**

If Subscriber expires before purchasing annuity, then 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 mother and then to living 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 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.

In such case, Withdrawal request will be processed under Death withdrawal category. Family member need to submit Death Withdrawal Form along with supporting documents to Nodal Office to process online death withdrawal request. Nodal Office may refer "SOP on Initiation and Authorization of Online Death Withdrawal request by Nodal Office "available on CRA website ([www.npscra.proteantech.in](http://www.npscra.proteantech.in)).

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