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 1.8

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REVISION HISTORY

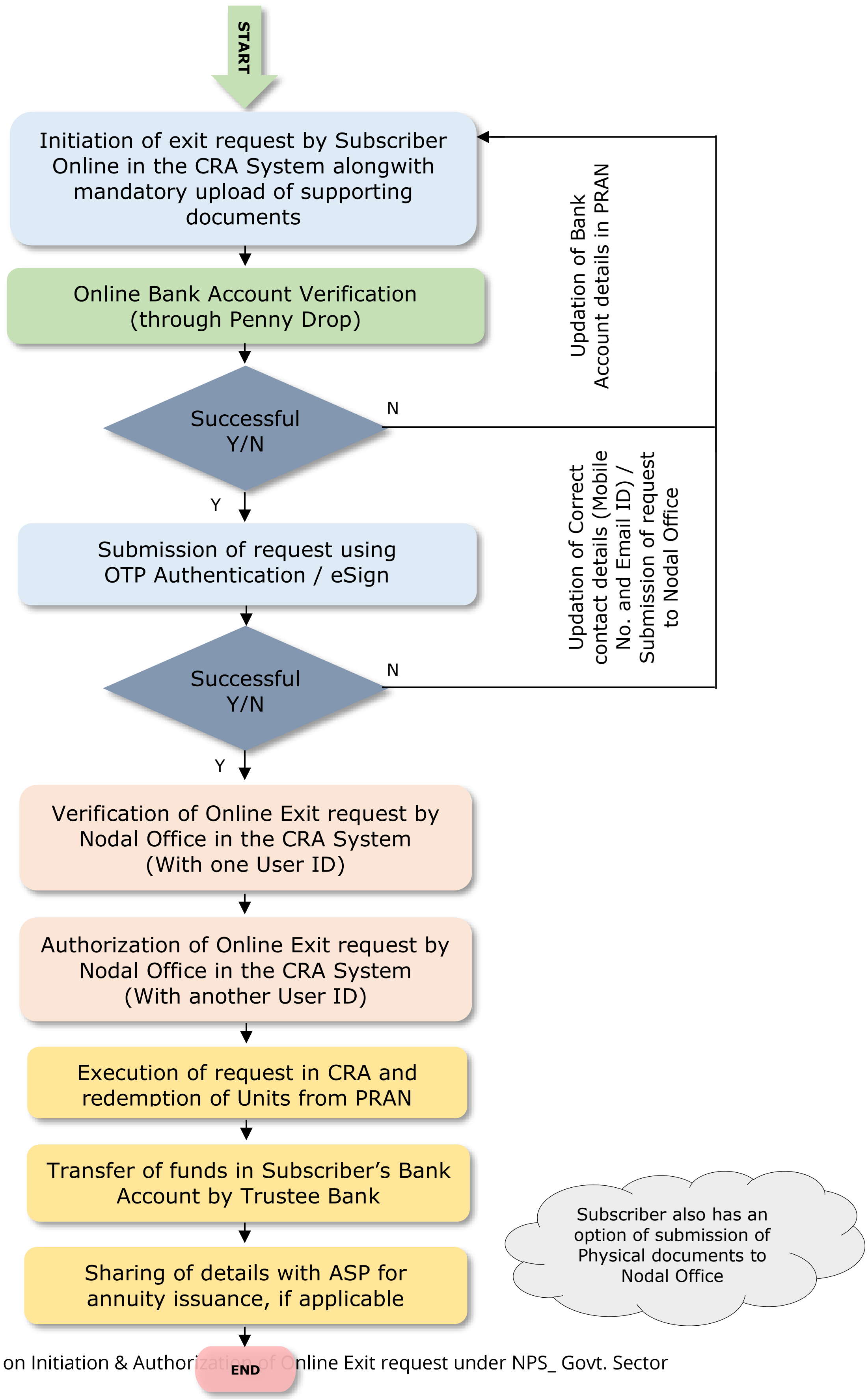
Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	22.01.2024	1.1	-	Mandatory Name verification during Penny Drop
3	19.07.2024	1.2	-	Multiple annuity scheme at the time of processing of final exit request
4	20.12.2024	1.3	-	Contents (w.r.t. PAN, Online 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.
9	15.06.2026	1.8	-	Changes in Withdrawal Share and Screen-Based Updates

Index

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 shall be paid to the subscriber in lump sum or through periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority.

  In case, total corpus in NPS account is less than or equal to Rs. 8 Lakh, Subscriber can avail the option to withdraw the entire accumulated pension wealth in lump sum or avail periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority.

  By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) or Systematic Unit Redemption 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 / SUR, please visit www.npscra.proteantech.in.

  If the total corpus in NPS account is more than Rs. 8 Lakh but does not exceed Rs. 12 Lakh, the subscriber shall have the option to withdraw an amount not exceeding Rs. 6 Lakh as lump sum or avail periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority, and the balance of the accumulated pension wealth shall be utilized to avail periodic payouts in the form of systematic unit redemption for at least 6 years or annuity or other options as may be approved by the Authority.

- **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 shall be paid to the subscriber in lump sum or through periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority.

  In case, total corpus in NPS account is less than or equal to Rs. 8 Lakh, subscriber can avail the option to withdraw the entire accumulated pension wealth in lump sum or avail periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority.

  By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) or Systematic Unit Redemption 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 / SUR, please visit www.npscra.proteantech.in.

  If the total corpus in NPS account is more than Rs. 8 Lakh but does not exceed Rs. 12 Lakh, the subscriber shall have the option to withdraw an amount not exceeding Rs. 6 Lakh as lump sum or avail periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority, and the balance pension wealth shall be utilized to avail periodic payouts in the form of systematic unit redemption for at least 6 years or annuity or other options as may be approved by the Authority.

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 shall be paid to the subscriber in lump sum or through periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority.

In case, total corpus in NPS account is less than or equal to Rs. 5 Lakh, Subscriber can avail the option to withdraw the entire accumulated pension wealth in lump sum or avail periodic payouts in the form of systematic lump sum withdrawal or systematic unit redemption or in accordance with other options approved by the Authority.

By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) or Systematic Unit Redemption 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 / SUR, please visit www.npscra.proteantech.in.

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) / CRA website (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) 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) 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). Subscriber can also upload copy of Bank Proof as a supporting document; however, KYC documents are mandatory to upload. 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) 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] 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 with PRAN as User ID & Password as given below in **Figure 1.**

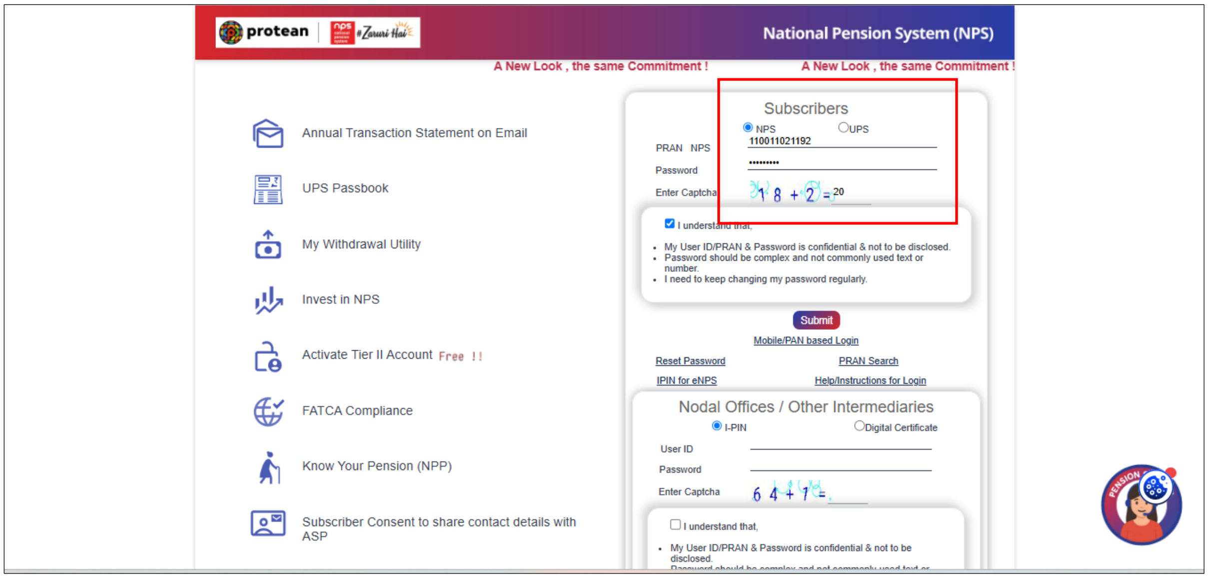


Figure 1

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.**

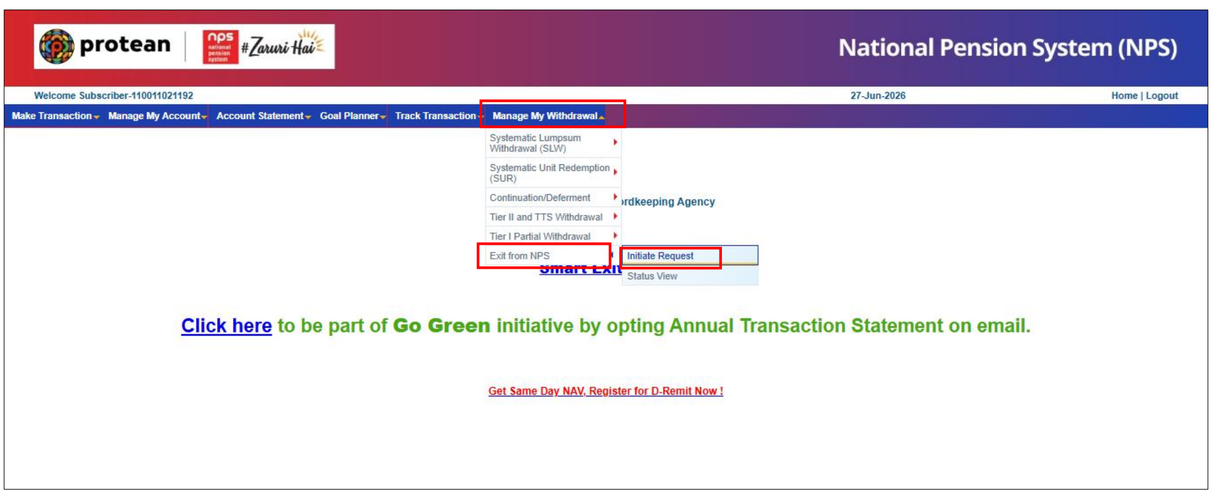


Figure 2

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".

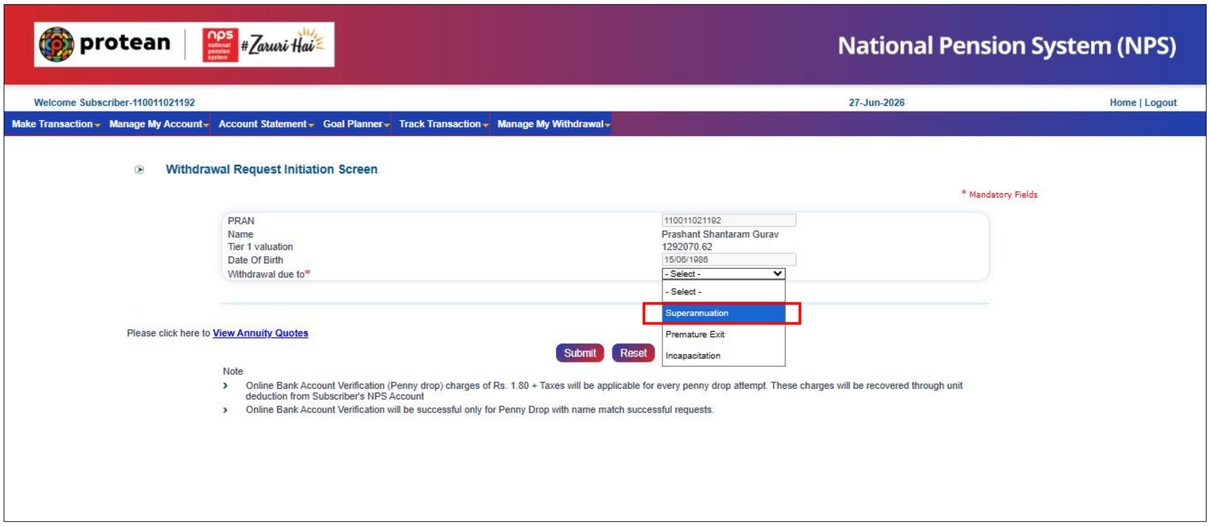


Figure 3

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**.

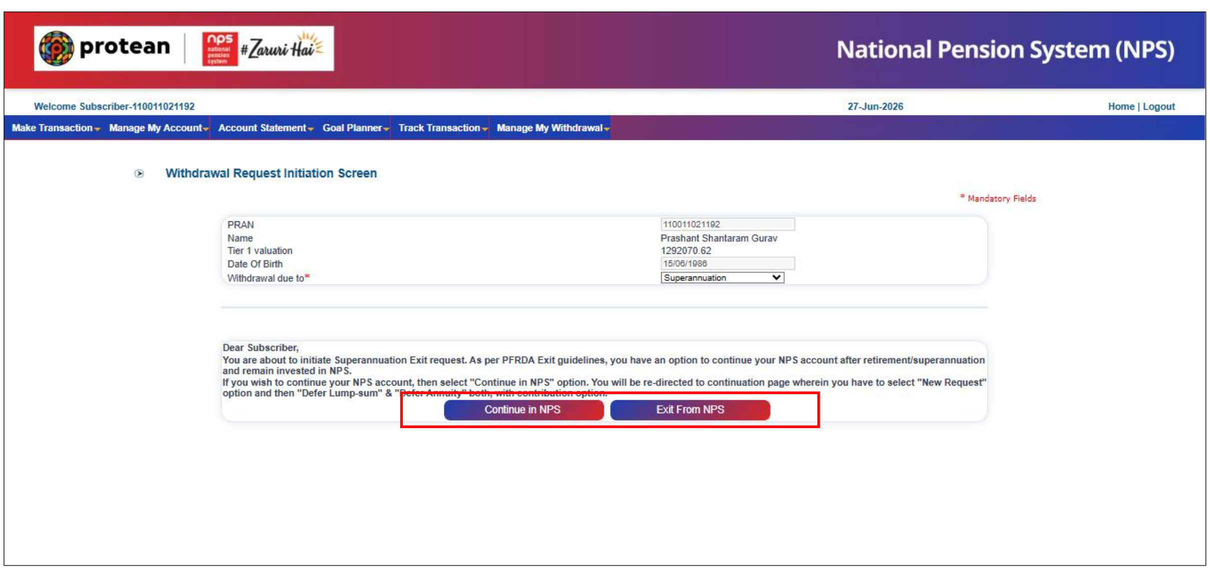


Figure 4

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**.

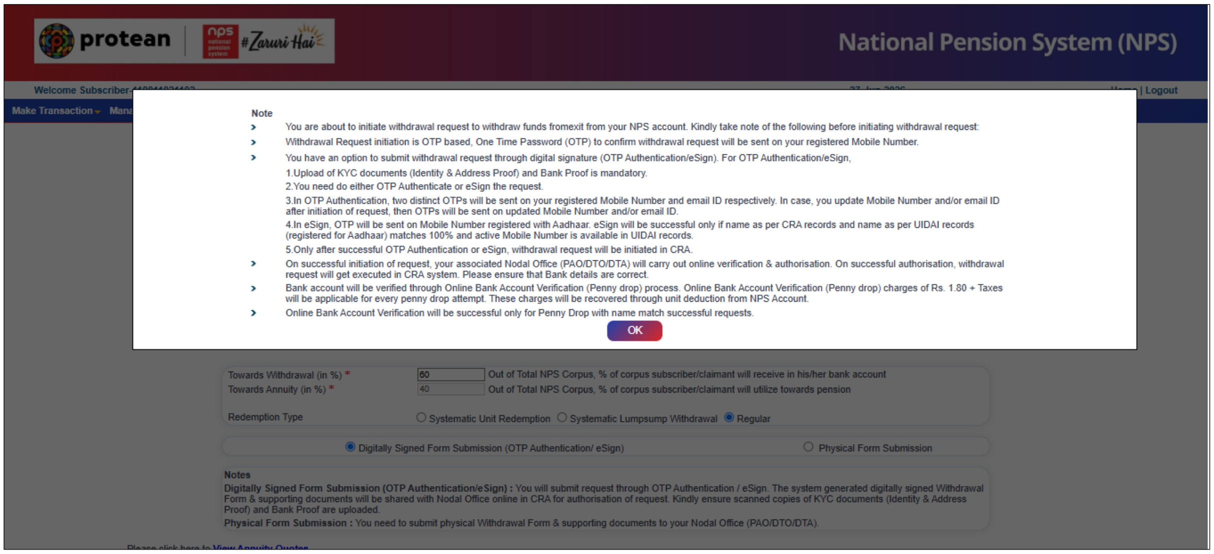


Figure 5

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, three radio buttons will be displayed to the Subscriber viz. **"Systematic Unit Redemption", "Systematic Lumpsum Withdrawal"** and **"Regular".** Subscriber has to select 'Regular' radio button if he/she wishes to opt for Lumpsum and annuity withdrawal.

Additionally, 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**.

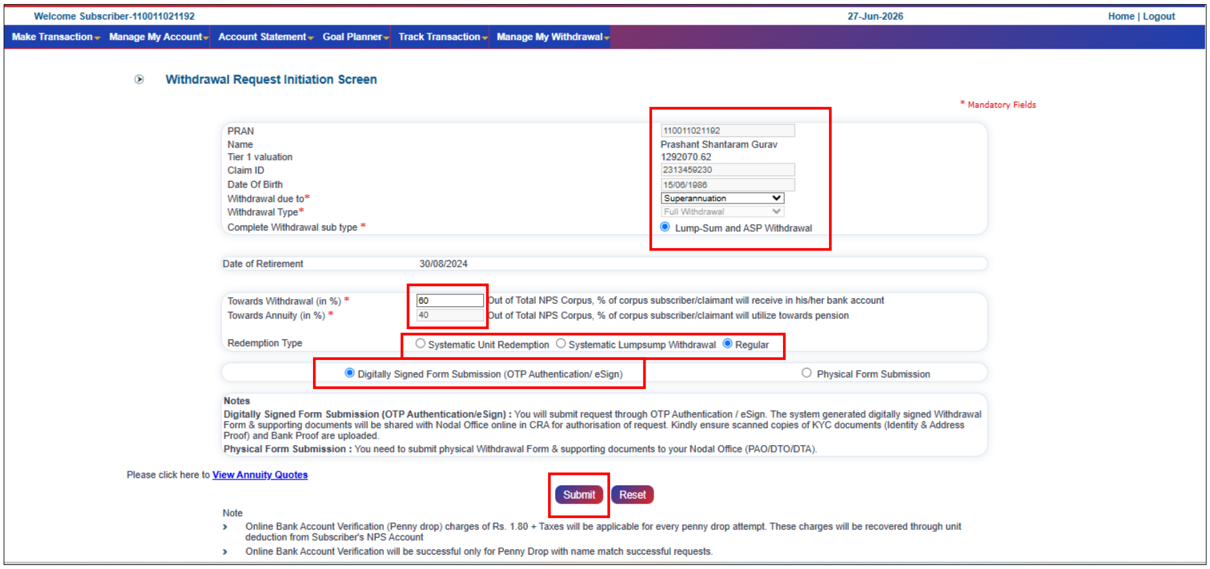


Figure 6

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.**

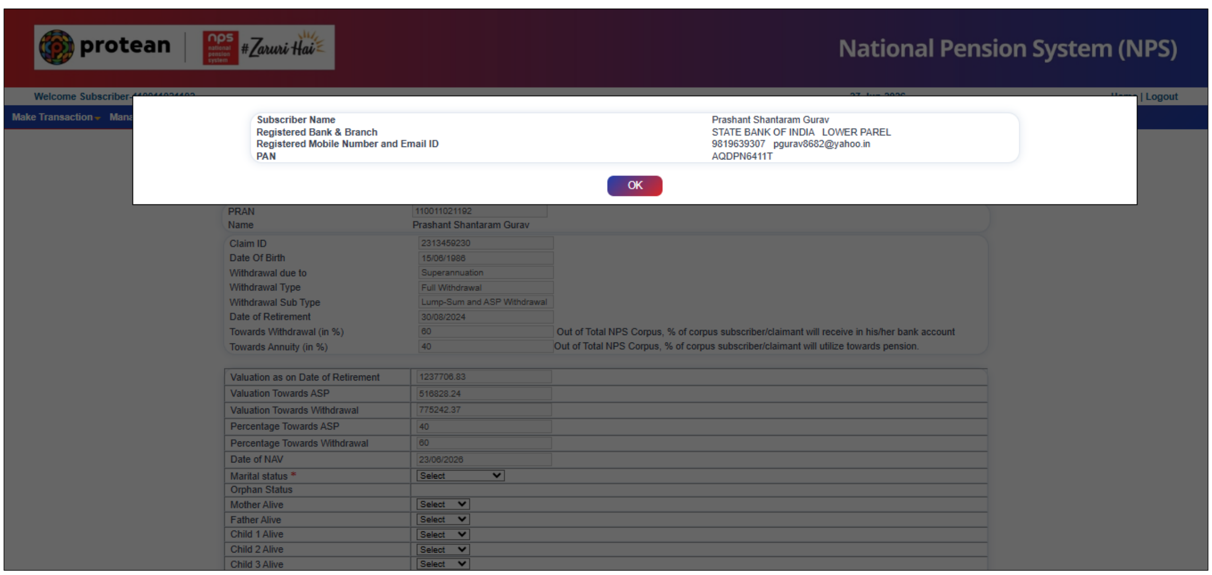


Figure 7

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**.

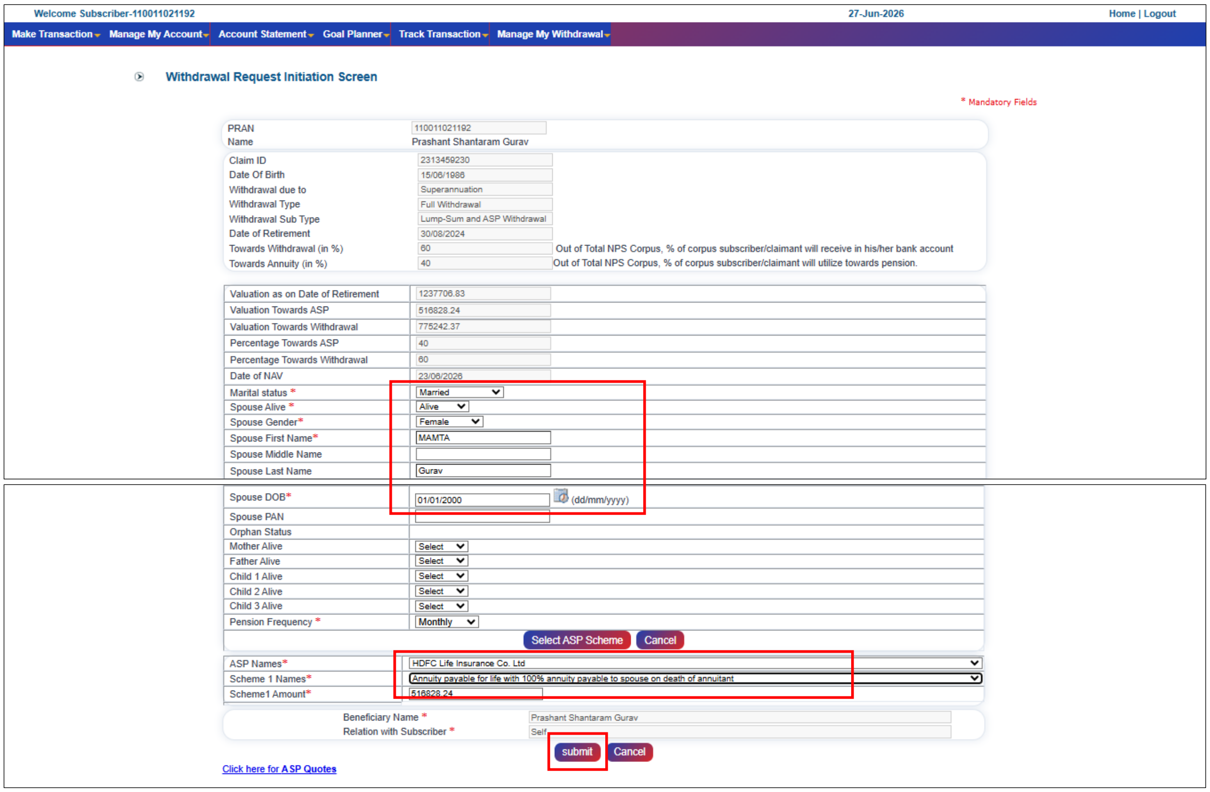
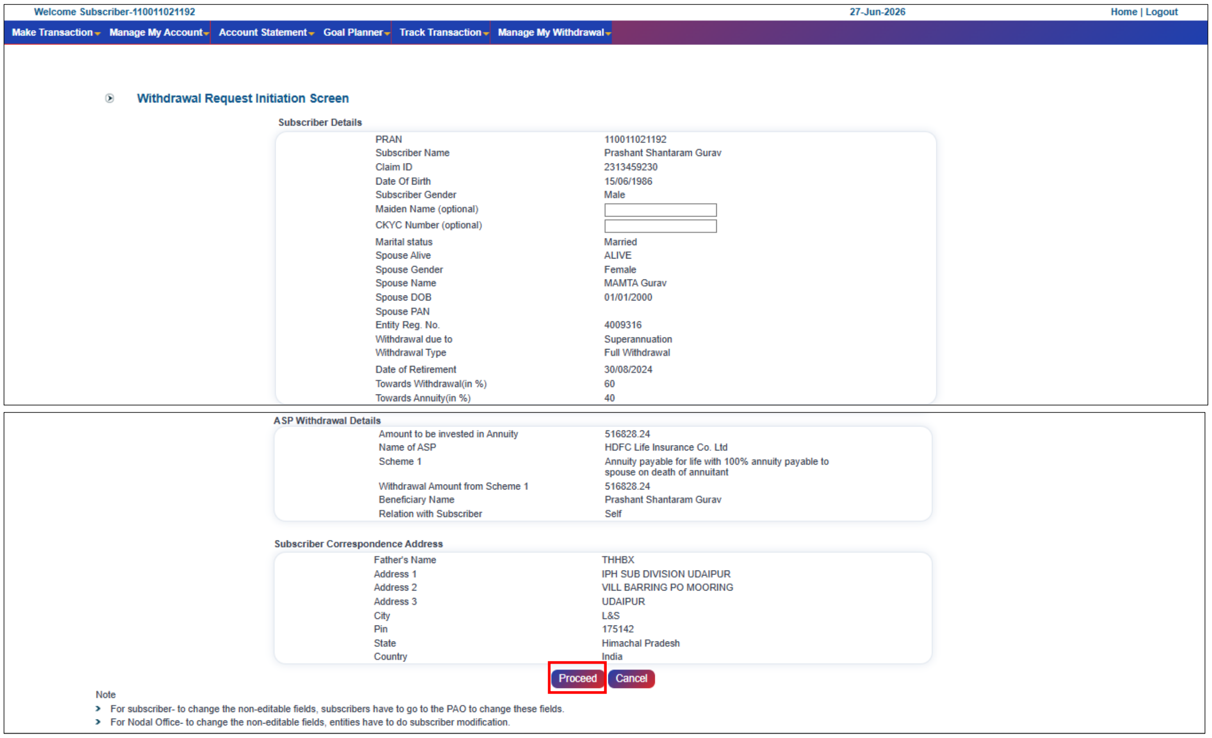


Figure 8

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-110011021192 27-Jun-2026 Home | Logout

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

Withdrawal Request Initiation Screen

Subscriber Details

PRAN	110011021192
Subscriber Name	Prashant Shantaram Gurav
Claim ID	2313459230
Date Of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name (optional)	
CKYC Number (optional)	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	MAMTA Gurav
Spouse DOB	01/01/2000
Spouse PAN	
Entity Reg. No.	4009316
Withdrawal due to	Superannuation
Withdrawal Type	Full Withdrawal
Date of Retirement	30/08/2024
Towards Withdrawal(in %)	60
Towards Annuity(in %)	40

ASP Withdrawal Details

Amount to be invested in Annuity	516828.24
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity payable for life with 100% annuity payable to spouse on death of annuitant
Withdrawal Amount from Scheme 1	516828.24
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self

Subscriber Correspondence Address

Father's Name	THHBX
Address 1	IPH SUB DIVISION UDAIPUR
Address 2	VILL BARRING PO MOORING
Address 3	UDAIPUR
City	L&S
Pin	175142
State	Himachal Pradesh
Country	India

Proceed Cancel

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.**

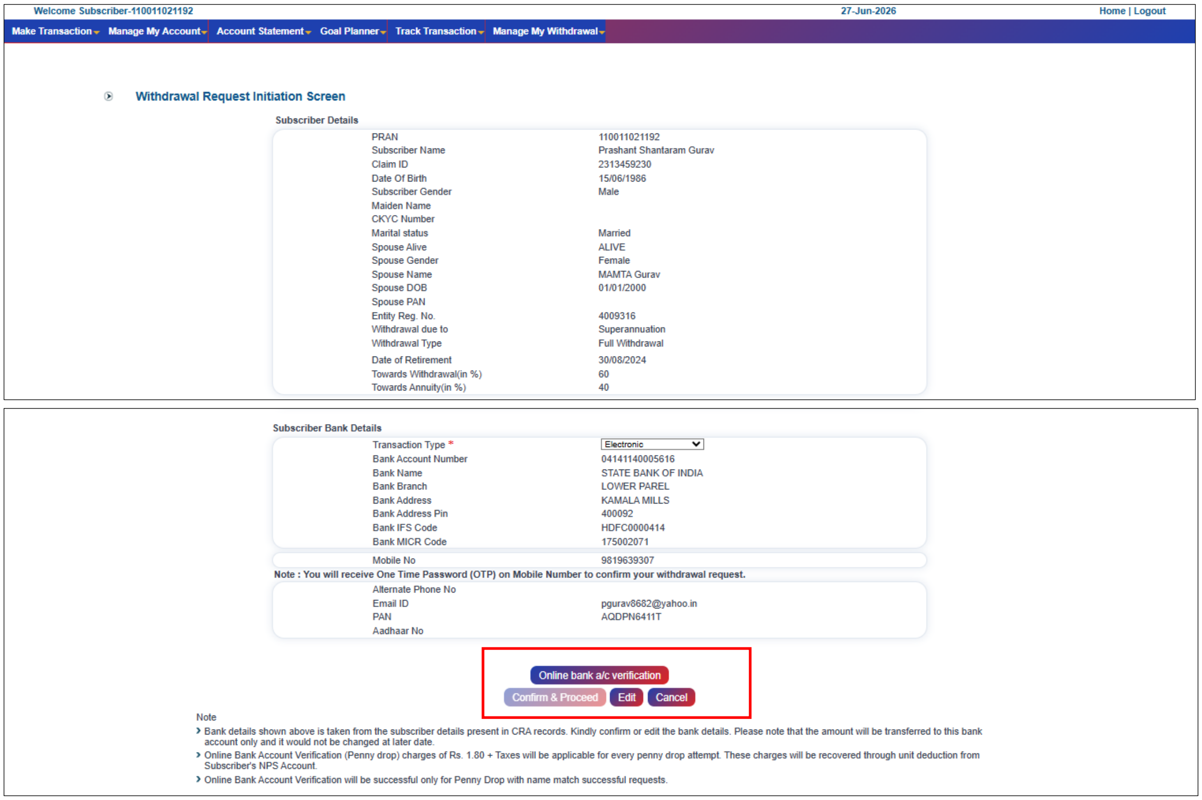


Figure 10

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.**

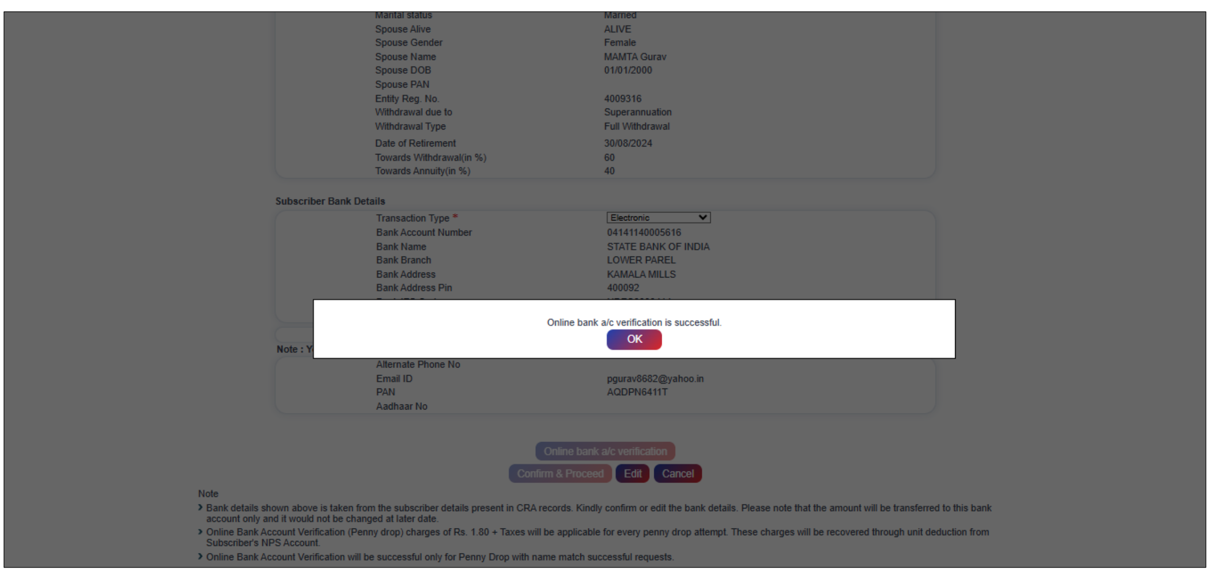


Figure 11

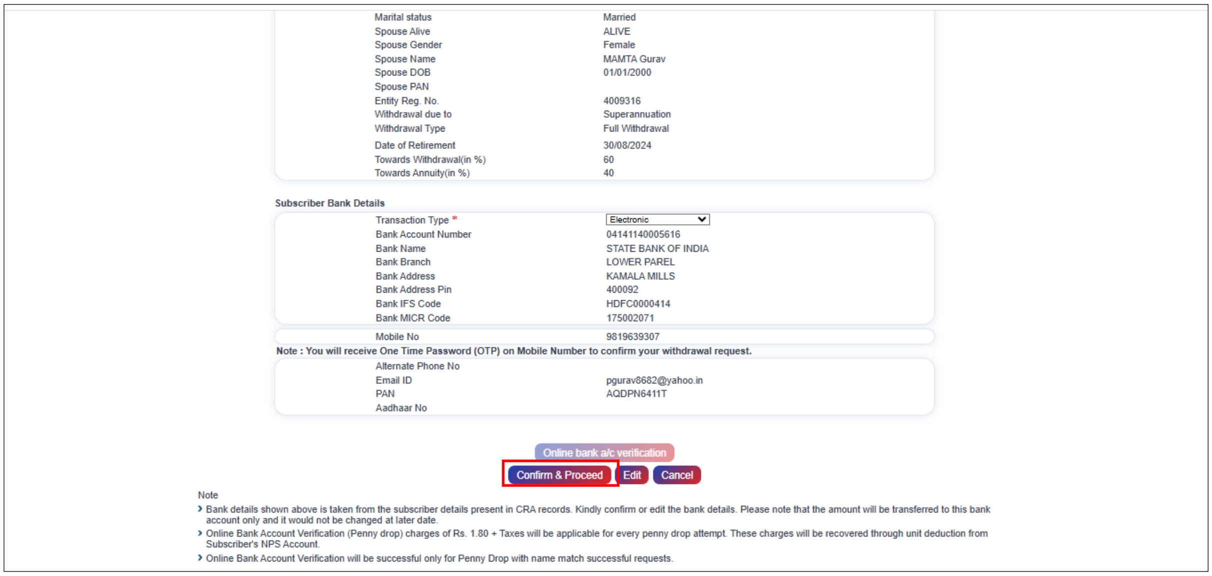


Figure 12

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**.

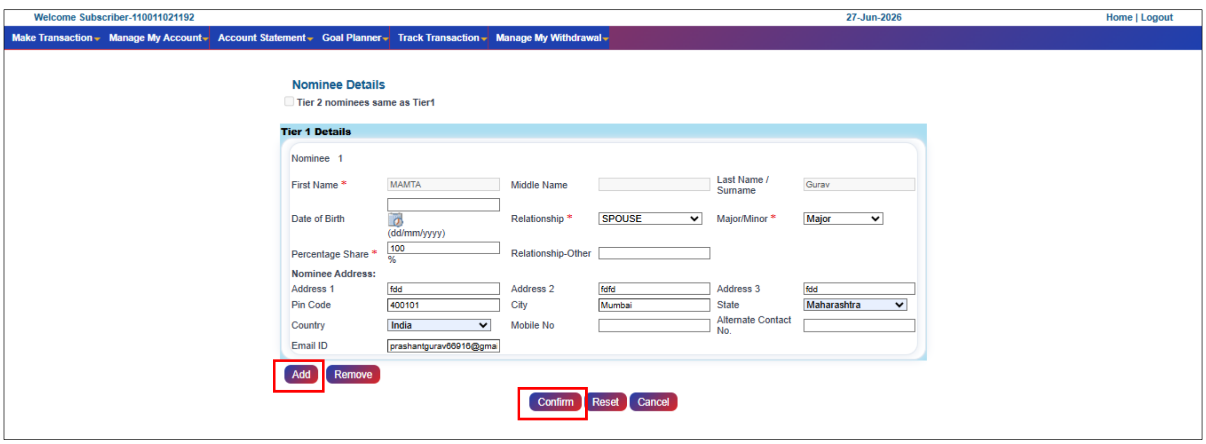


Figure 13

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.**

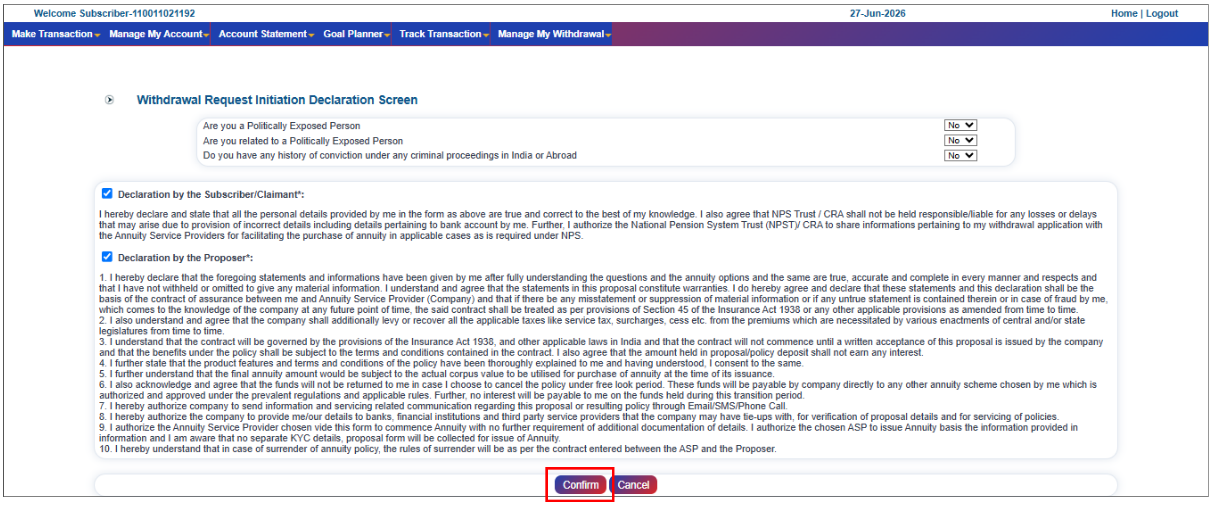


Figure 14

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**.

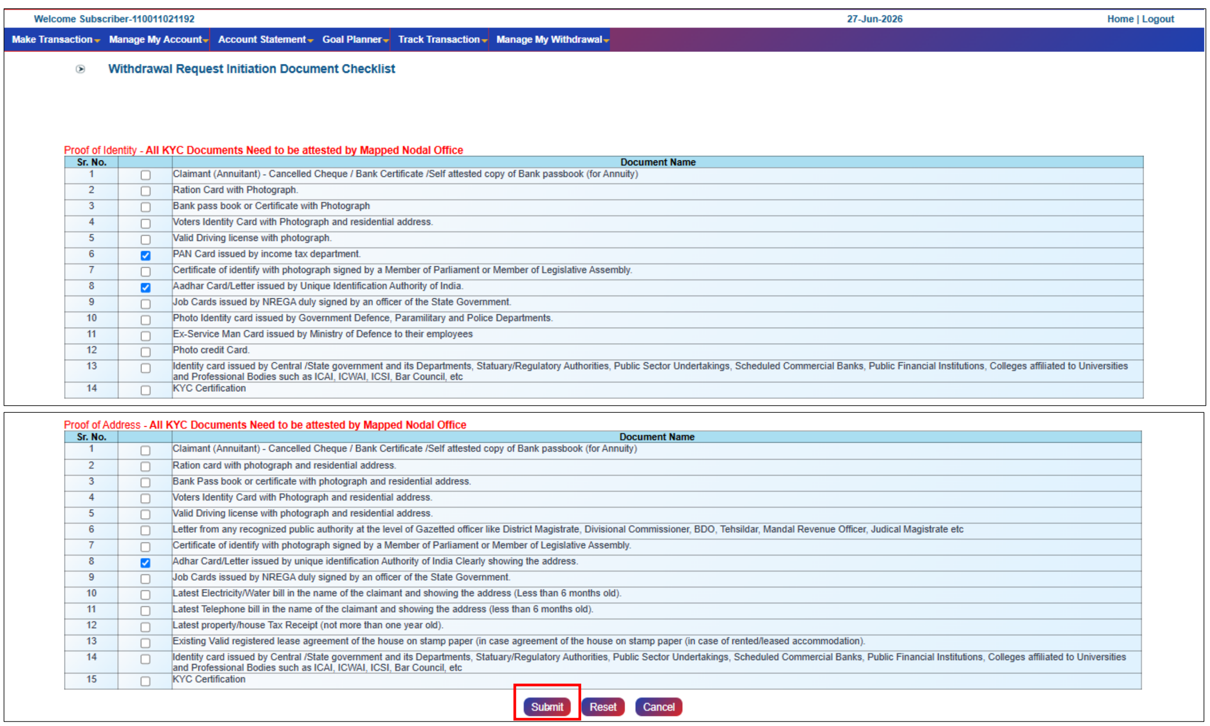


Figure 15

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-110011021192 27-Jun-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	110011021192
Name	Prashant Shantaram Gurav
Claim ID	2313459230
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 Gurav
Spouse DOB	01/01/2000
Spouse Pan	
Orphan Status	
Corpus at Initiation	1292070.62
Withdrawal due to	Superannuation
Withdrawal Category	
Date of Retirement	30/08/2024
Withdrawal Type	Full Withdrawal

ASP Withdrawal Details Hide

Amount to be invested in Annuity	516828.24
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity payable for life with 100% annuity payable to spouse on death of annuitant
Withdrawal Amount from Scheme 1	516828.24
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Frequency	Monthly

Subscriber Correspondence Address Hide

Address 1	IPH SUB DIVISION UDAIPUR
Address 2	VILL BARRING PO MOORING
Address 3	UDAIPUR
City	L&S
Pin	175142
State	Himachal Pradesh
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	175002071
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 Gurav		
Nominee Date of Birth			
Nominee Relation	SPOUSE		
Nominee Major/Minor	MAJOR		
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id	prashantgurav66916@gmail.com	Nominee Adress 1	fdd
Nominee Adress 2	fdfd	Nominee Adress 3	fdd
Nominee City	Mumbai	Nominee City Pin	400101
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

Withdrawal Request Declarations Hide

Sr. No.		
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	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

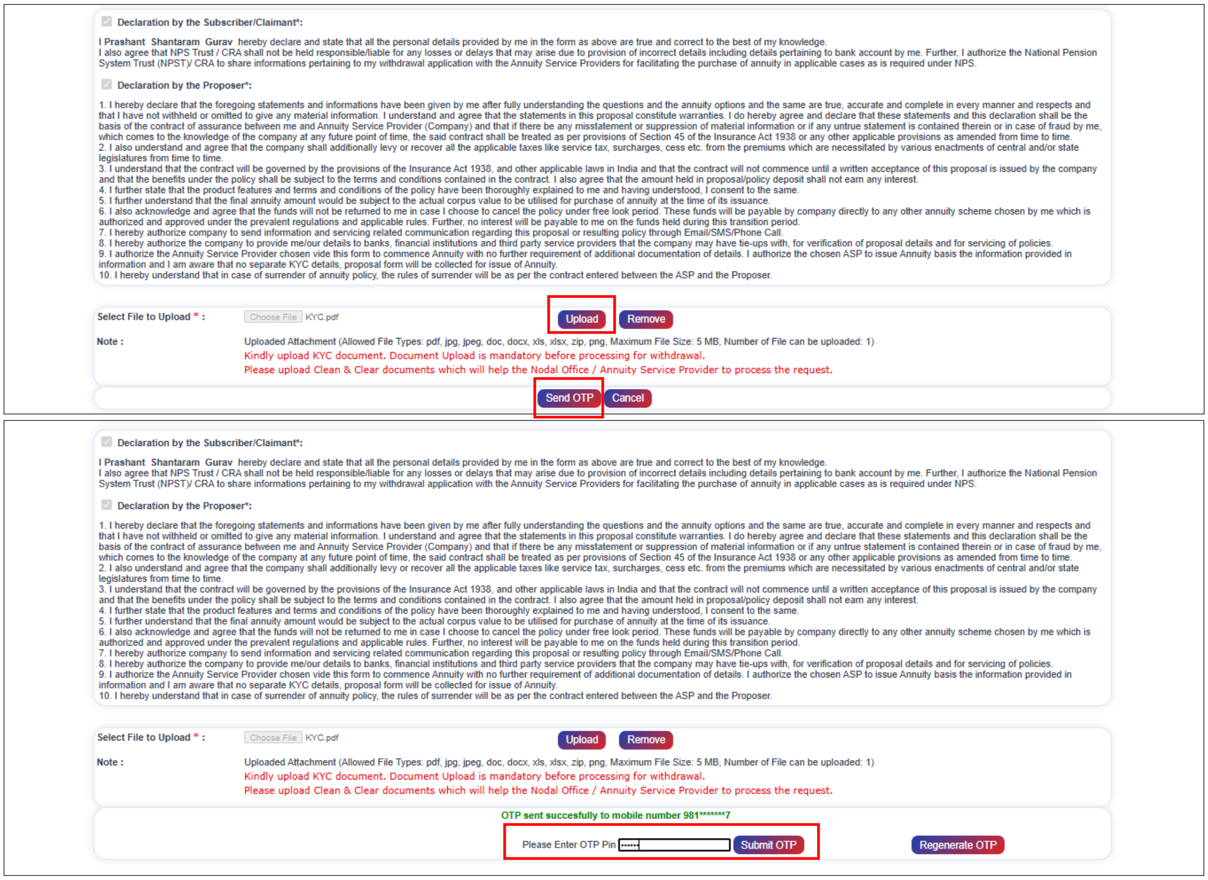


Figure 16

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**.

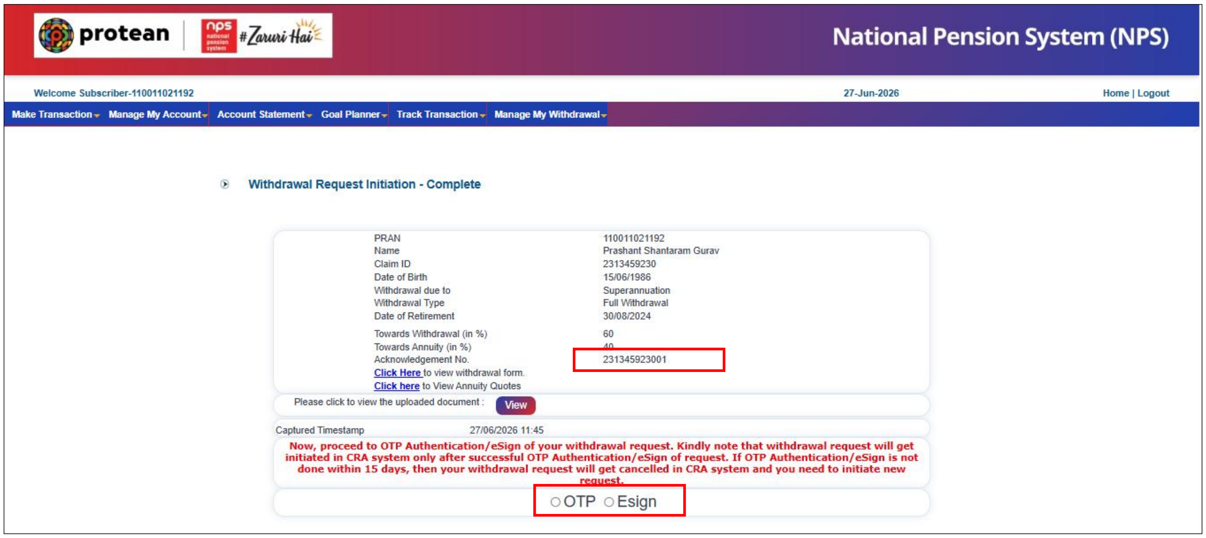


Figure 17

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**.

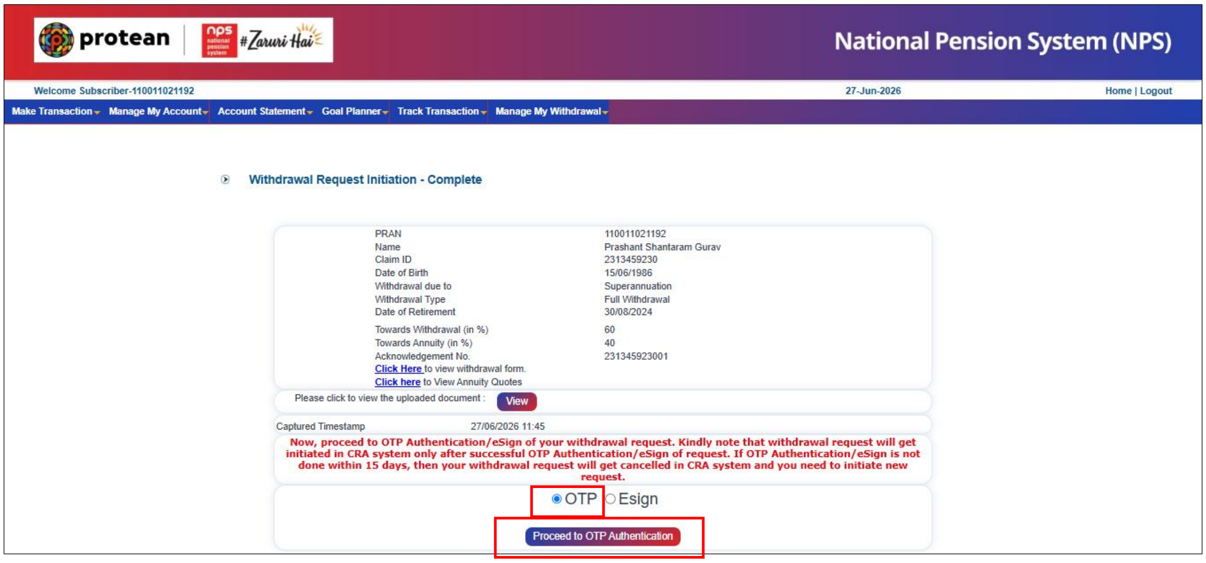


Figure 18

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**.

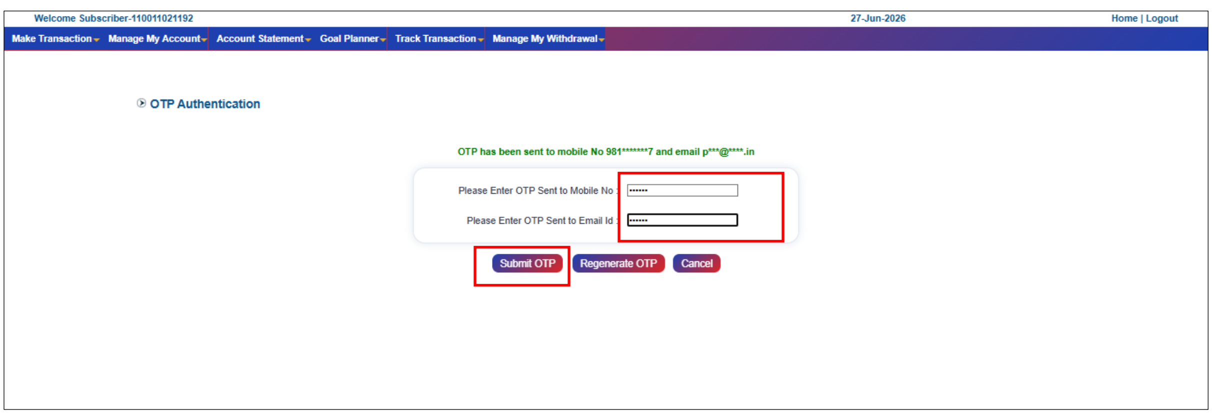


Figure 19

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**.

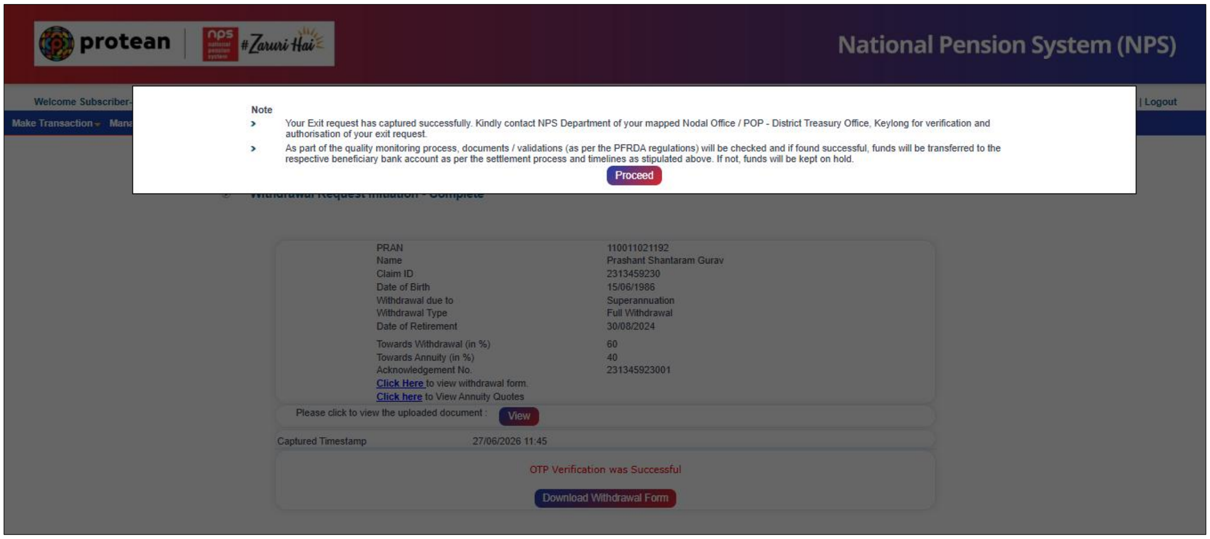


Figure 20

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**.

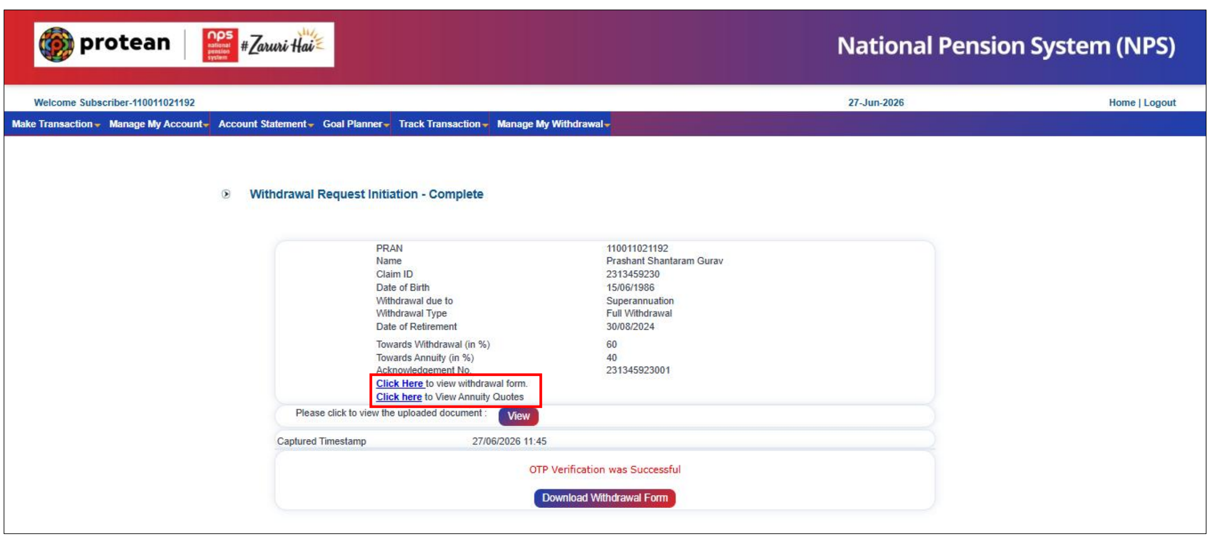


Figure 21

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**.

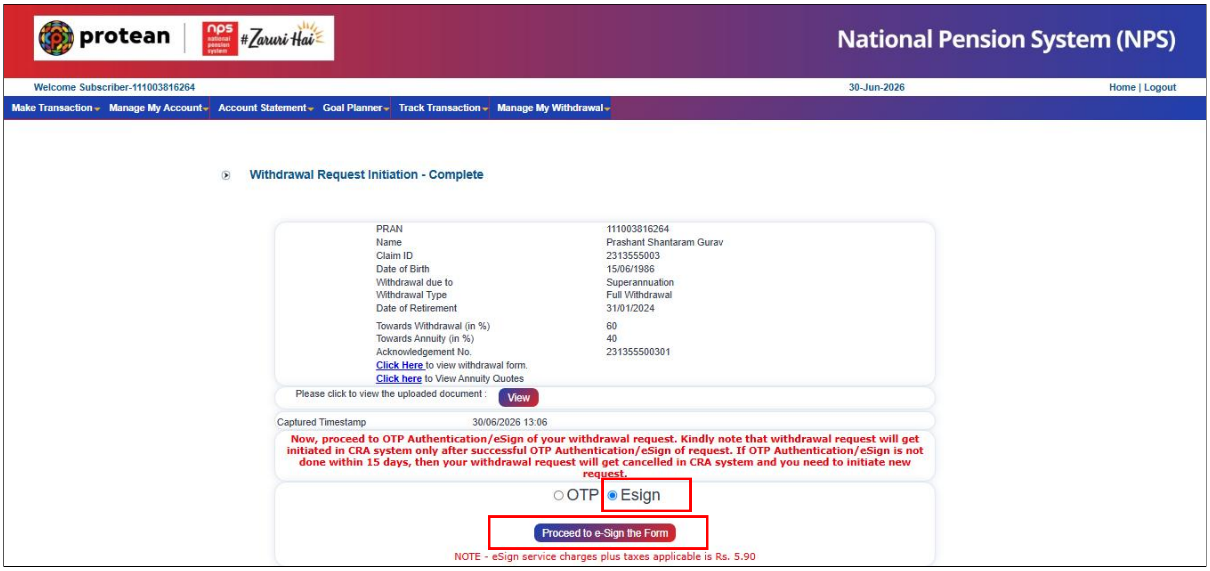


Figure 22

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.**

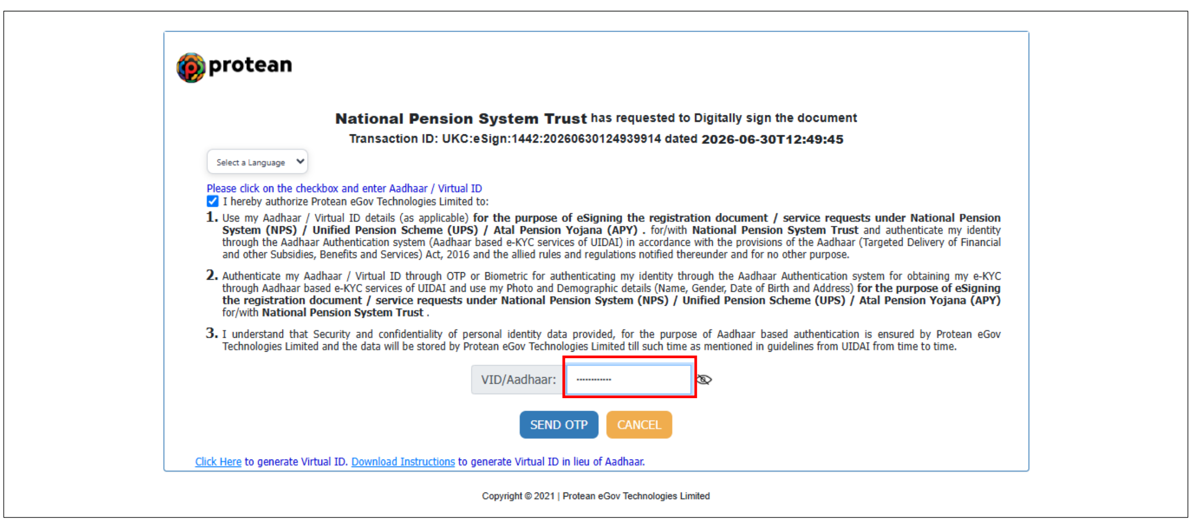


Figure 23

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**.

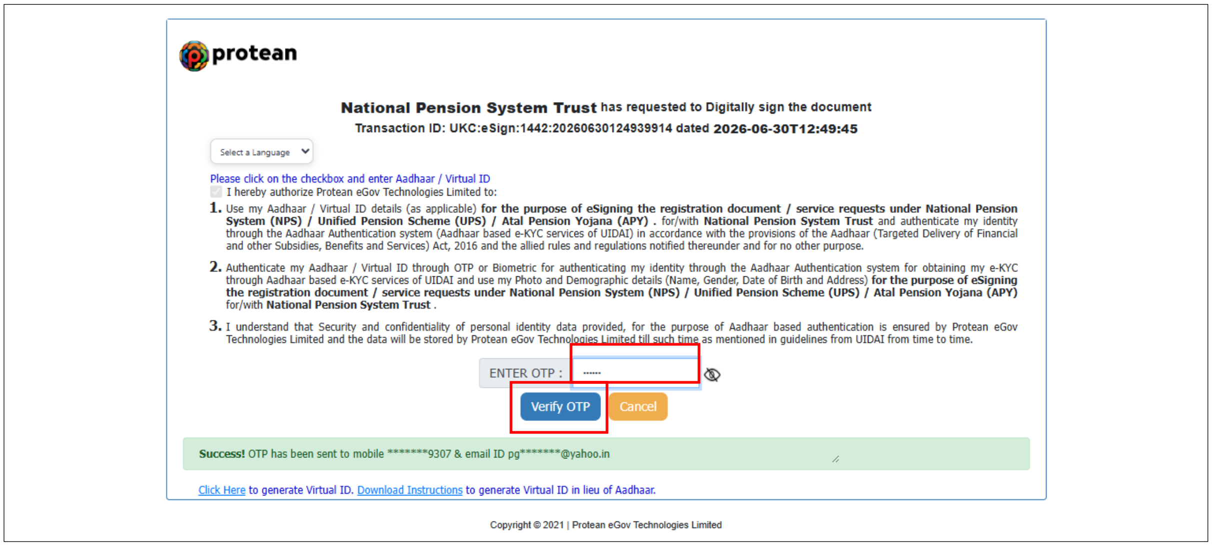


Figure 24

On clicking on 'Verify 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 25**.

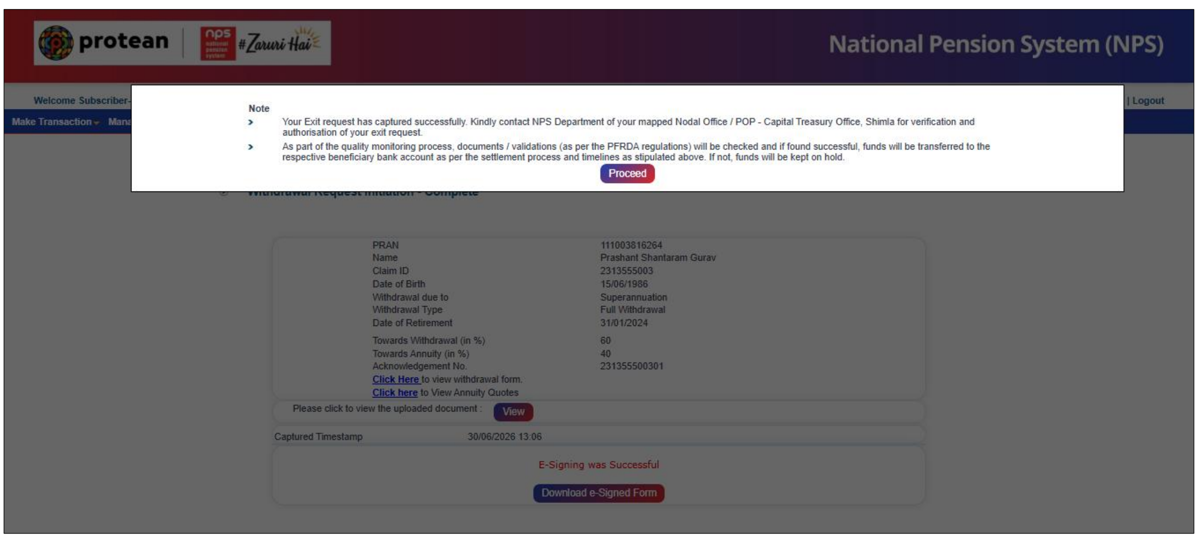


Figure 25

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 eSigning is also displayed. Refer to **Figure 26**.

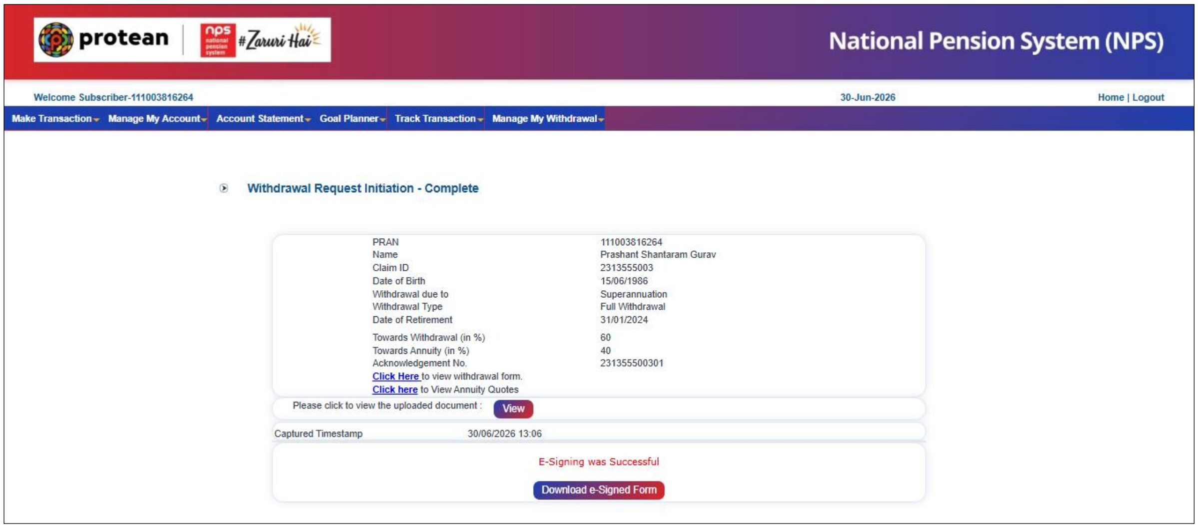


Figure 26

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 using one User ID & Password as given below in **Figure 27.** In case of Nodal Office, it will be Aadhar based login.

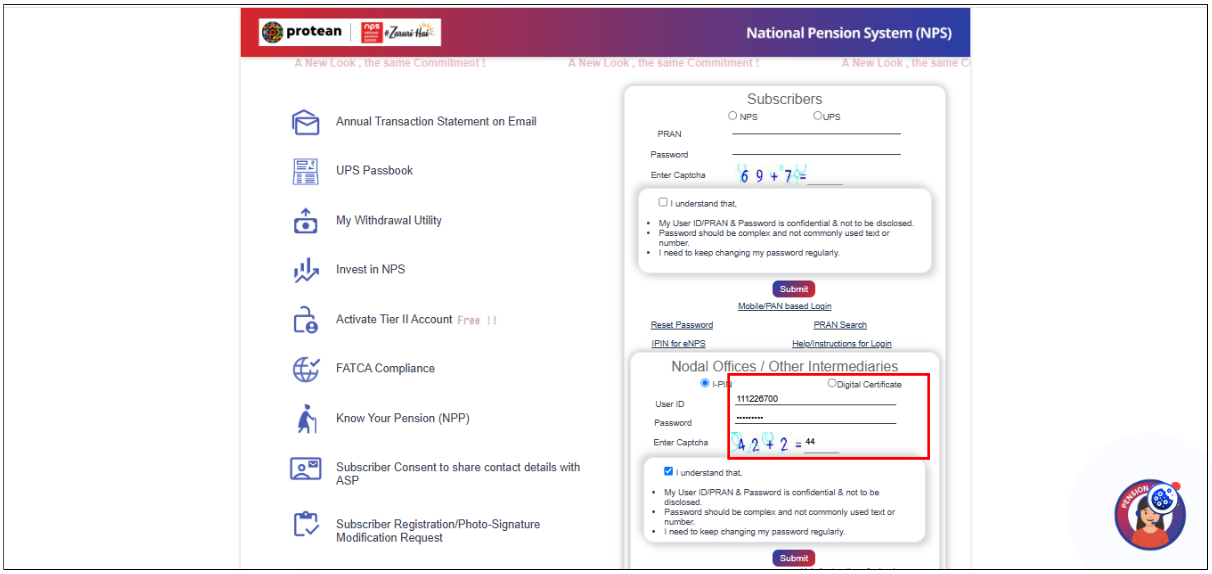


Figure 27

User needs to click on Menu '**SA/PE/Incapacitation**' and select sub menu '**Verify**' under '**Exit Management**' Tab as given below in **Figure 28.**

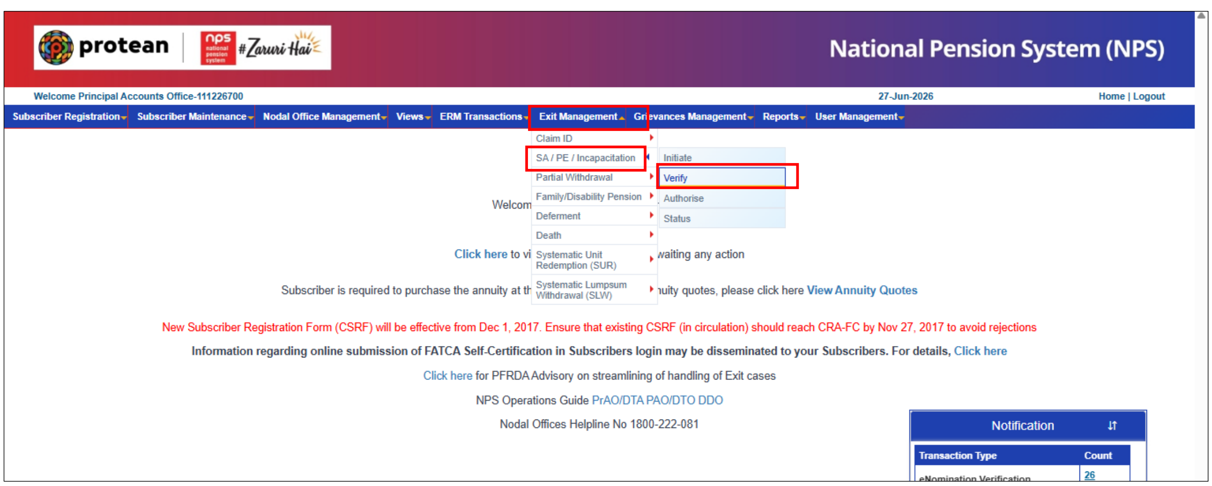


Figure 28

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 29.**

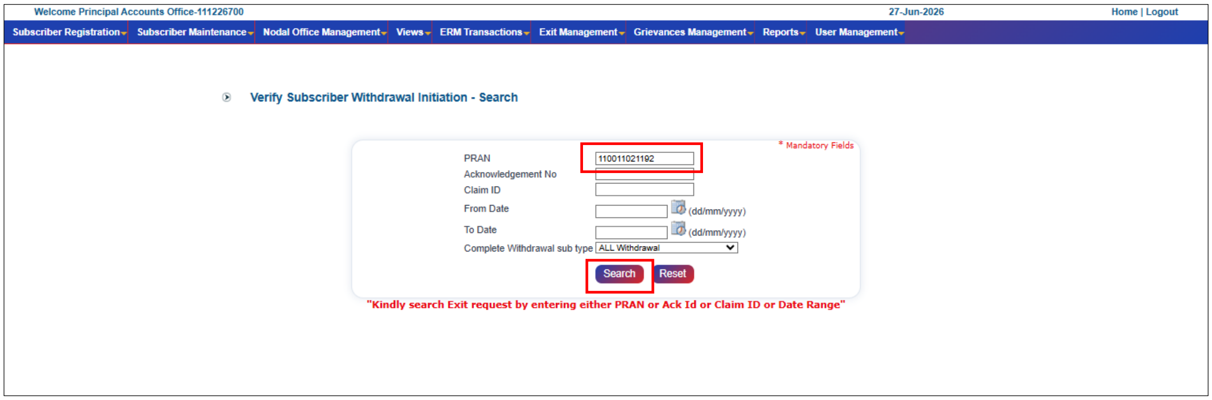


Figure 29

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 30.**

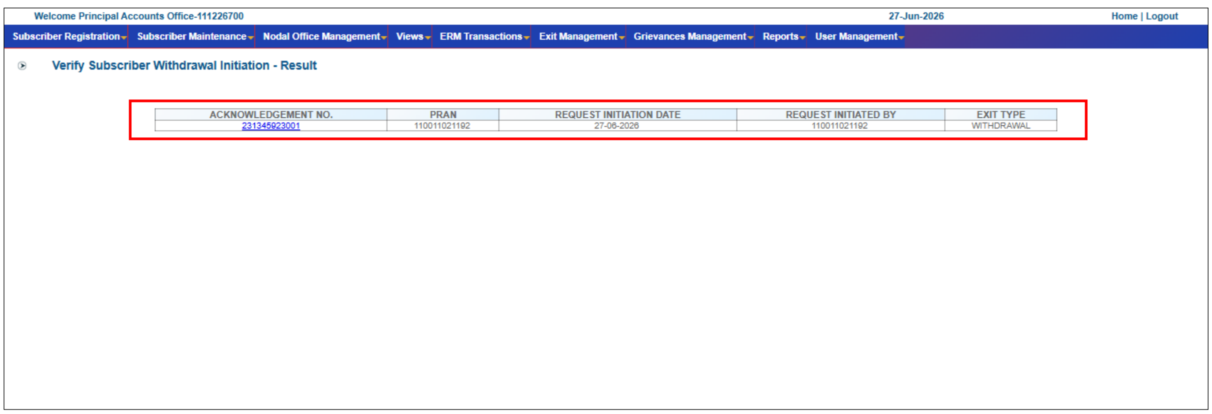
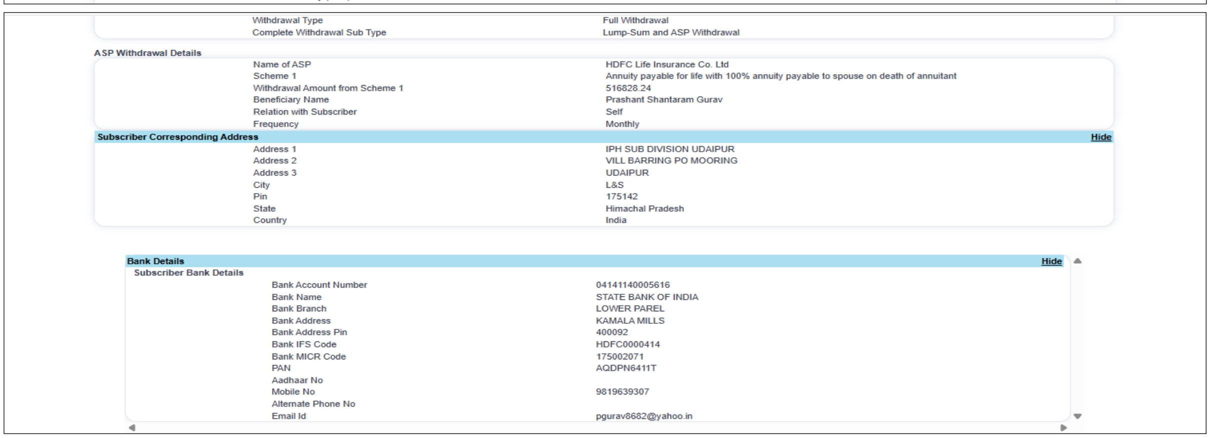


Figure 30

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 31**.



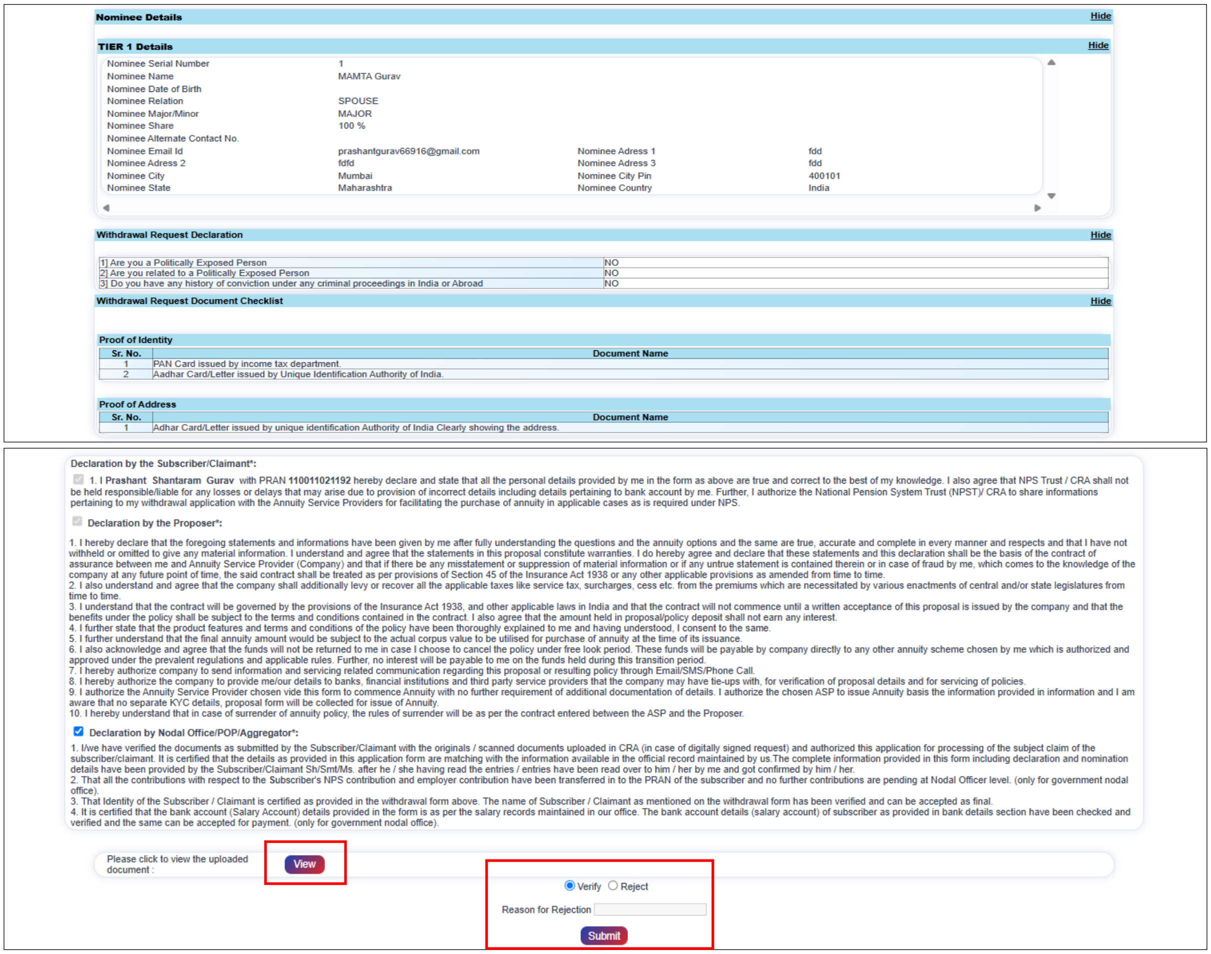


Figure 31

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 32**.

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

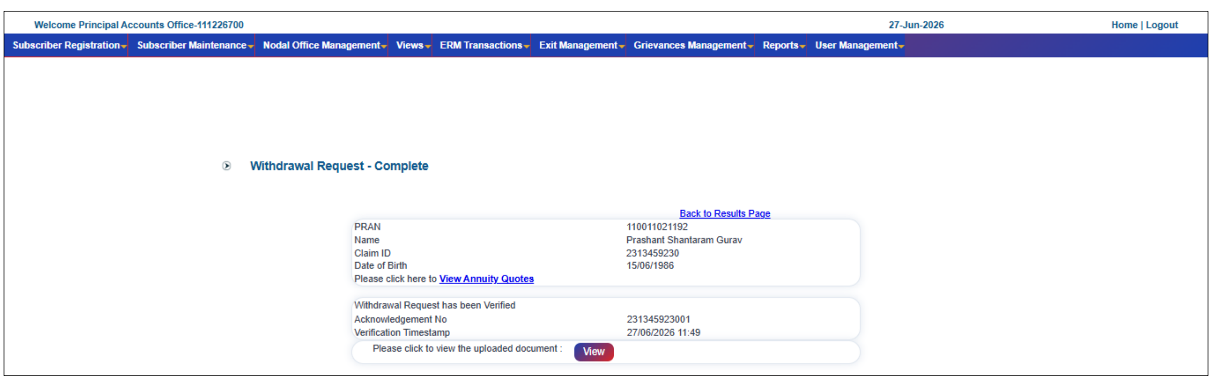


Figure 32

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 using another User ID and Password as given below in **Figure 33.** In case of Nodal Office, it will be Aadhar based login.

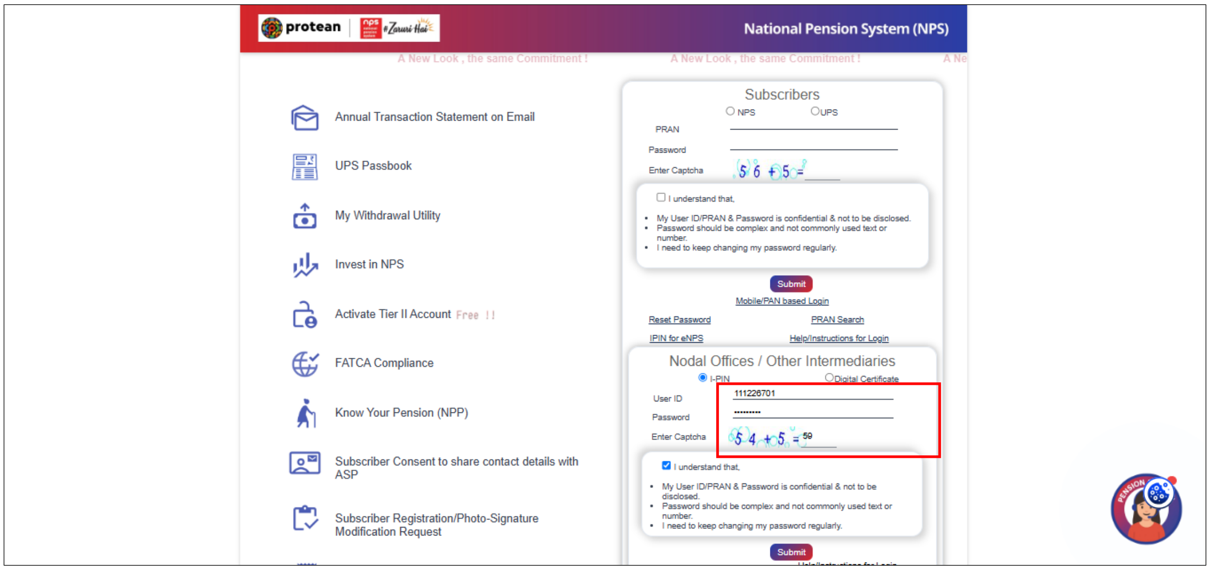


Figure 33

User needs to click on Menu '**SA/PE/Incapacitation**' and select sub menu '**Authorise**' under '**Exit Management**' Tab as given below in **Figure 34.**

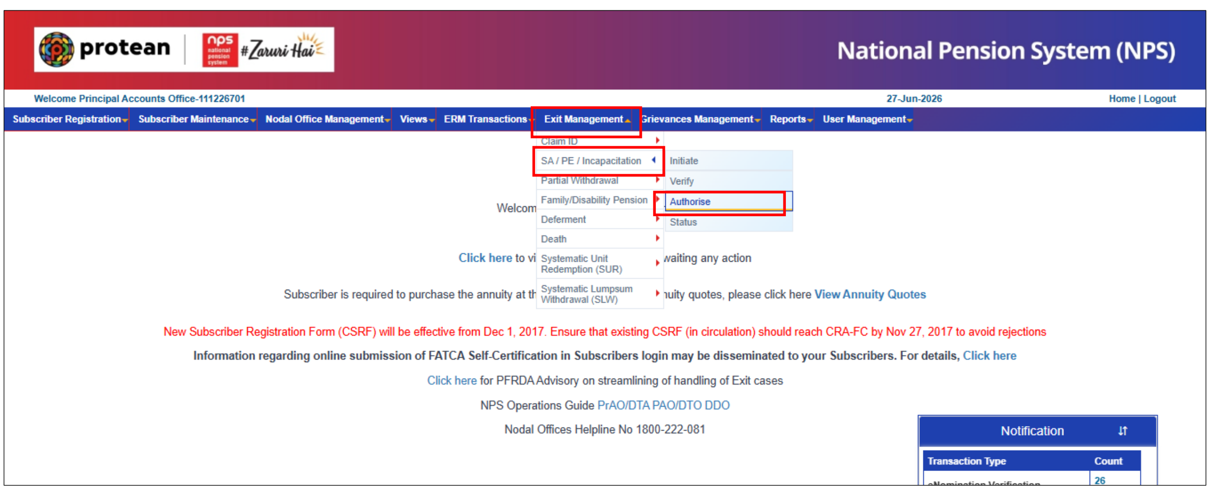


Figure 34

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 35**.

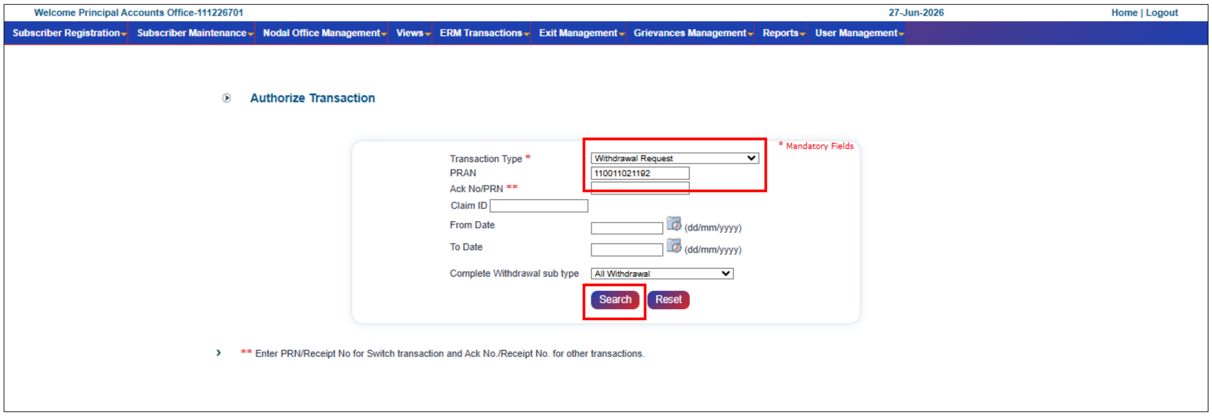


Figure 35

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 36**.

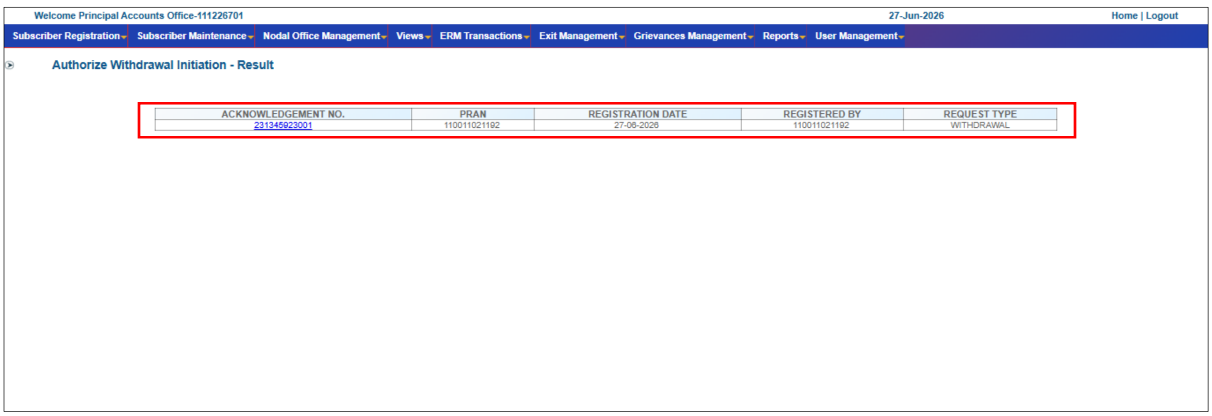


Figure 36

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 37**.

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.

Welcome Principal Accounts Office-111226701 27-Jun-2026 Home | Logout

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

Authorize Withdrawal Initiation - Confirm

Back to Results Page
View Signature
Click Here to View subscriber Details

Subscriber Details

Subscriber Name	Prashant Shantaram Gurav
PRAN	110011021192
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	Alive
Spouse Name	MAMTA Gurav
Spouse DOB	01/01/2000
Spouse Gender	Female
Spouse's Aadhaar	
Spouse's PAN	
Orphan Status	
Corpus at Initiation	1292070.62
ACK No.	231345923001
Withdrawal Type	Full Withdrawal
Withdrawal due to	Superannuation
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Retirement	30/08/2024
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

ASP Withdrawal Details

Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity payable for life with 100% annuity payable to spouse on death of annuitant
Withdrawal Amount from Scheme 1	516828.24
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Pension Frequency	Monthly

Subscriber Correspondence Address

Address 1	IPH SUB DIVISION UDAIPUR
Address 2	VILL BARRING PO MOORING
Address 3	UDAIPUR
City	L&S
Pin	175142
State	Himachal Pradesh
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 - STATE GOVT	10715.8137	6429.4737
UTI PENSION FUND LIMITED	NPS TRUST- A/C - UTI PENSION FUND SCHEME - STATE GOVT	10165.1201	6099.0651
LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - STATE GOVT	10264.1690	6158.5221
		31145.1028	**18687.0609**

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	175002071
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 Gurav		
Nominee Date of Birth			
Nominee Relation	SPOUSE		
Nominee Major/Minor	MAJOR		
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id	prashantgurav66916@gmail.com	Nominee Address 1	fdd
Nominee Address 2	fdfd	Nominee Address 3	fdd
Nominee City	Mumbai	Nominee City Pin	400101
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

Withdrawal Request Declaration

Sr. No.		
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	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

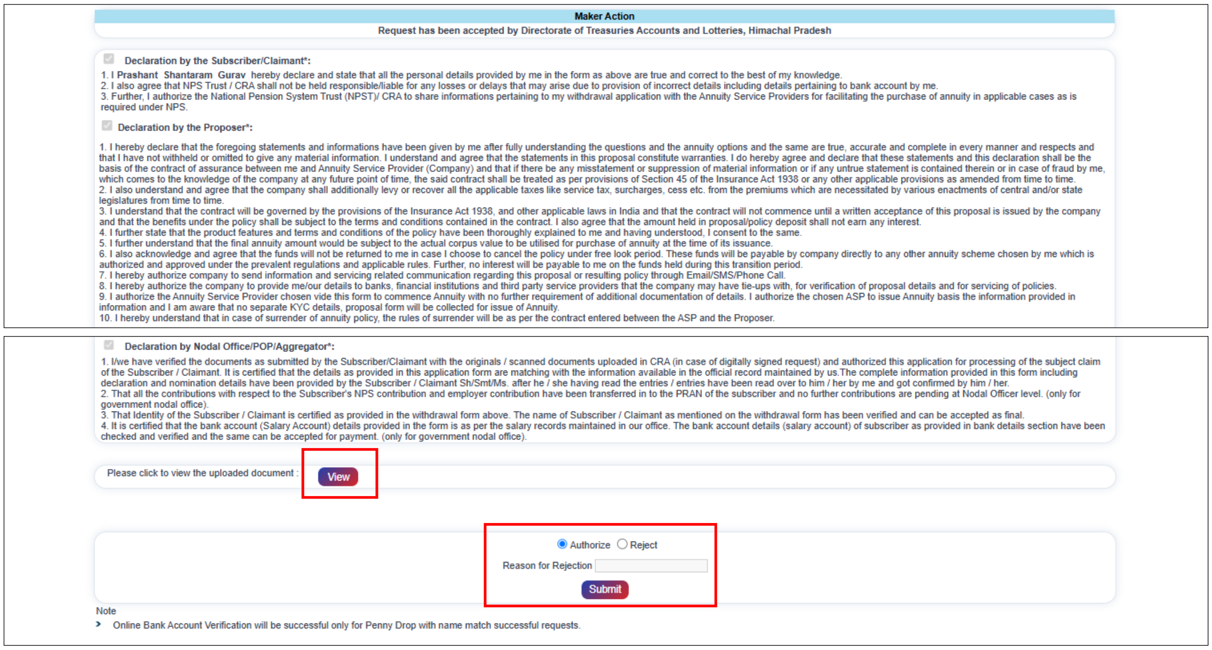


Figure 37

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 38**.

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

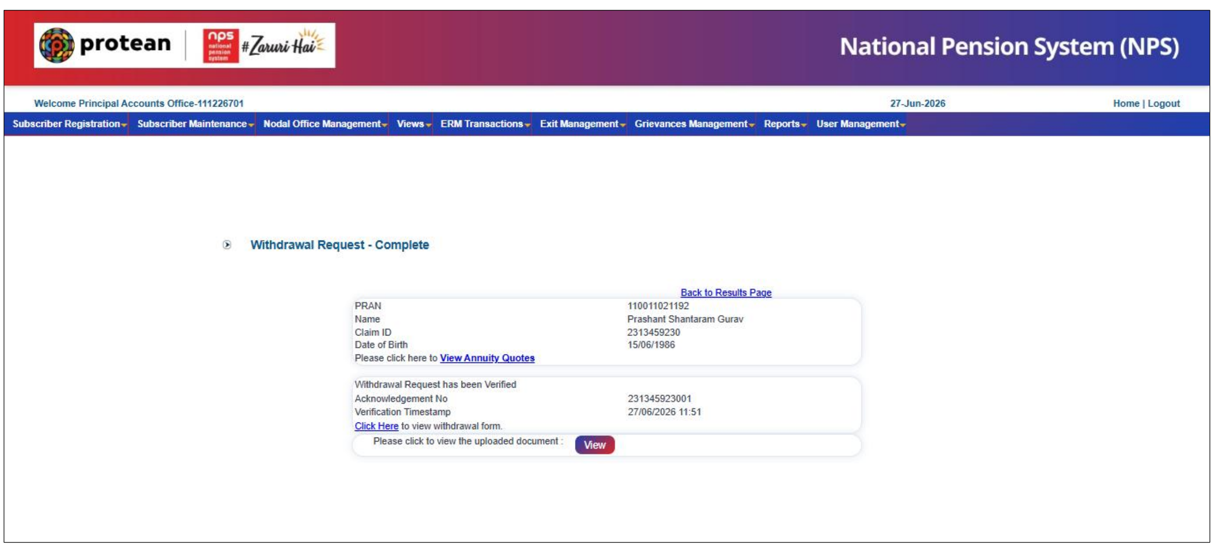


Figure 38

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).

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. <u>Withdrawal Timeline (Lump sum and Annuity)</u>:

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).

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