

Protean eGov Technologies Limited



STANDARD OPERATING PROCEDURE (SOP)

Initiation and Authorization of Pre-Mature Exit request by Nodal Office/Aggregator

Version 1.3

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	25.01.2024	1.1	-	Mandatory Name verification during Penny Drop
3	20.12.2024	1.2	-	Contents (w.r.t PAN, Online bank details verification, Withdrawal timeline, etc.) reviewed and updated.
4	25.07.2025	1.3	-	Withdrawal Timeline updated and quality monitoring process added.

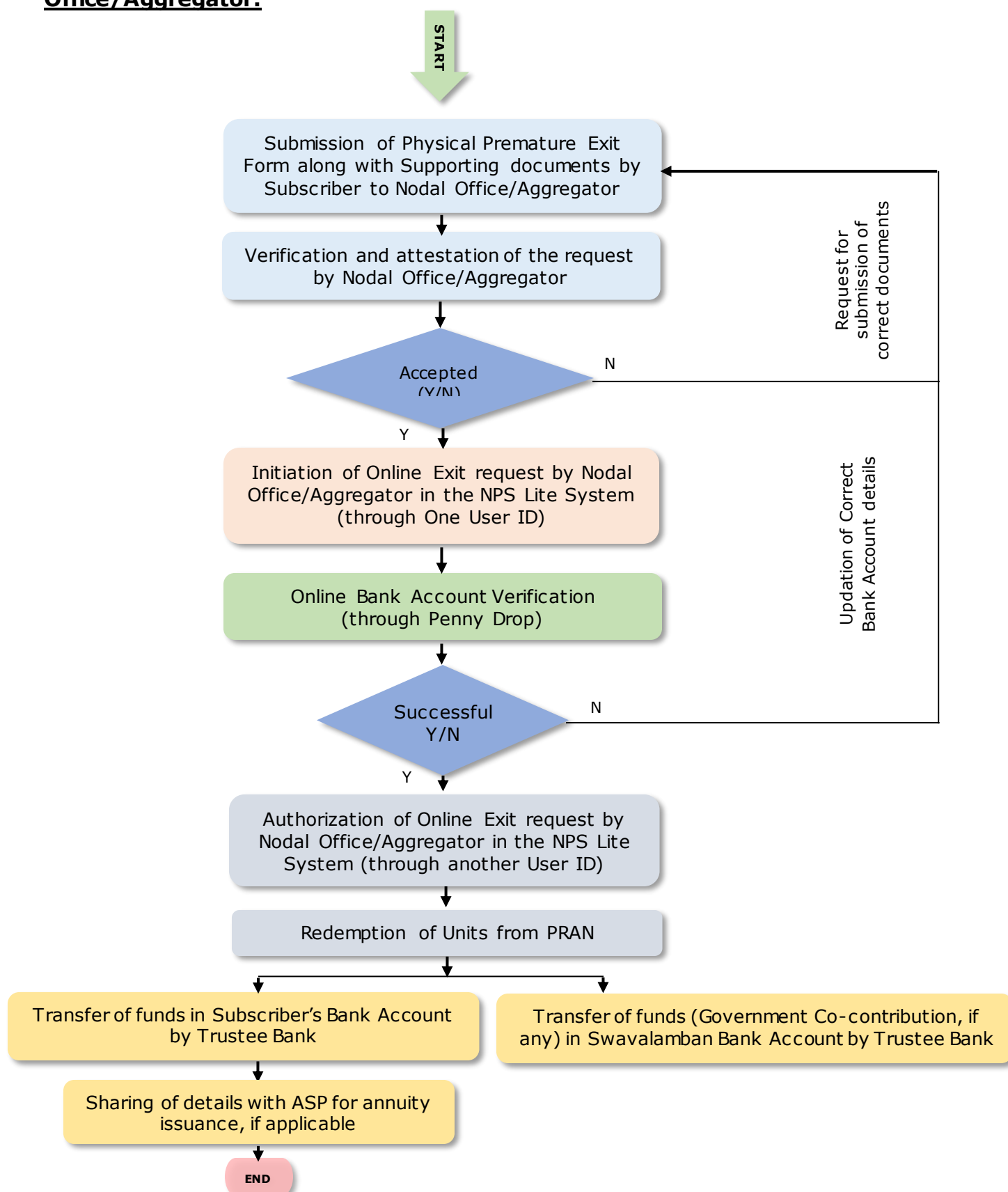
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1. Abbreviations:

Abbreviation	Expansion
ASP	Annuity Service Provider
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
Nodal Office/Aggregator	NLOO/NLAO/NLCC registered under NPS Lite
NPS	National Pension Scheme

2. Process Flow – Processing of Online Premature Exit request by Nodal Office/Aggregator:



3. Preface:

As per Pension Fund Regulatory and Development Authority (PFRDA) Exit Regulations, 2015 & amendments thereto, in case of Premature 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. 1 Lakh, the Subscriber can avail the option of complete (100%) Withdrawal.*

Further, in case of NPS Lite Subscribers, where the accumulated pension wealth does not exceed one lakh rupees, the whole pension wealth shall be paid without annuitisation to the subscribers who have not availed any Swavalamban co-contribution, and also to the subscribers who though have availed Swavalamban co-contribution but are not eligible for auto migration to Atal Pension Yojana, after deducting the Government's co-contribution with returns thereon.

Further, Nodal office/Aggregator can raise Online Premature Exit request in NPS Lite System (<https://apy.nps-proteantech.in>) with Maker and Checker.

You may refer the regulations/guidelines/circulars available on PFRDA website (www.pfrda.org.in) / CRA website (www.npscra.nsdl.co.in) for more information on exit under NPS.

4. Procedure for Processing Online Premature Exit request of Subscriber:

Pre-requisite for Online Premature Exit request:

- The dully filled Physical Premature Withdrawal Form is submitted by Subscriber along with KYC documents, bank proof and Copy of PRAN card/ePRAN of the Subscriber.
- Bank Account details of the Subscriber are updated in his/her NPS account.

Nodal Office/Aggregator should ensure following before initiating Exit request:

- ✓ NPS account is FATCA compliant – Exit from NPS is not allowed if PRAN is not FATCA-compliant.
- ✓ Physical Premature Withdrawal Form duly filled and signed by Subscriber is provided.
- ✓ PAN is registered in NPS account wherever applicable.
- ✓ Supporting documents like copy of Photo ID proof, copy of Address proof, copy of bank proof, Copy of PRAN card/ePRAN etc. of Subscriber are provided.
- ✓ Name of Subscriber as per CRA record and bank record should match.
- ✓ 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.

If required, Subscriber can submit physical request to associated Nodal Office/Aggregator for modification of details (Address, Contact details etc.) in NPS Lite System and then initiate exit request.

Brief Steps – Processing of Online Premature Exit request by Nodal Office / Aggregator:

- Verification & Attestation of Physical Premature Withdrawal Form and supporting documents by Nodal Office / Aggregator. **Nodal Office/Aggregator, upon receiving the withdrawal request, shall take the necessary steps to identify the Subscriber. It is the responsibility of the Nodal Office/Aggregator 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.**
- Initiation of request by Nodal Office / Aggregator in the NPS Lite System through One User ID.
- During request initiation, Bank Account No., Bank IFS Code and Name of Subscriber will be verified through online Bank Account Verification (Penny drop facility).
- Mandatory Upload of valid and legible Physical Premature Withdrawal Form and supporting documents (i.e. 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.
- Submission of Withdrawal request in NPS Lite System.
- Authorization of request by Nodal Office / Aggregator in the NPS Lite System through another User ID.

The detailed procedure to be followed by the Nodal Office/Aggregator for processing Online **Premature Exit** requests in the NPS Lite System is provided below:

5. Steps to initiate Online Premature Exit request in NPS Lite System by Nodal Office/Aggregator:

In order to initiate Online Premature Exit request, Nodal office/Aggregator needs to login to NPS Lite system (<https://apy.nps-proteantech.in>) with one User ID as given below in **Figure 1**.

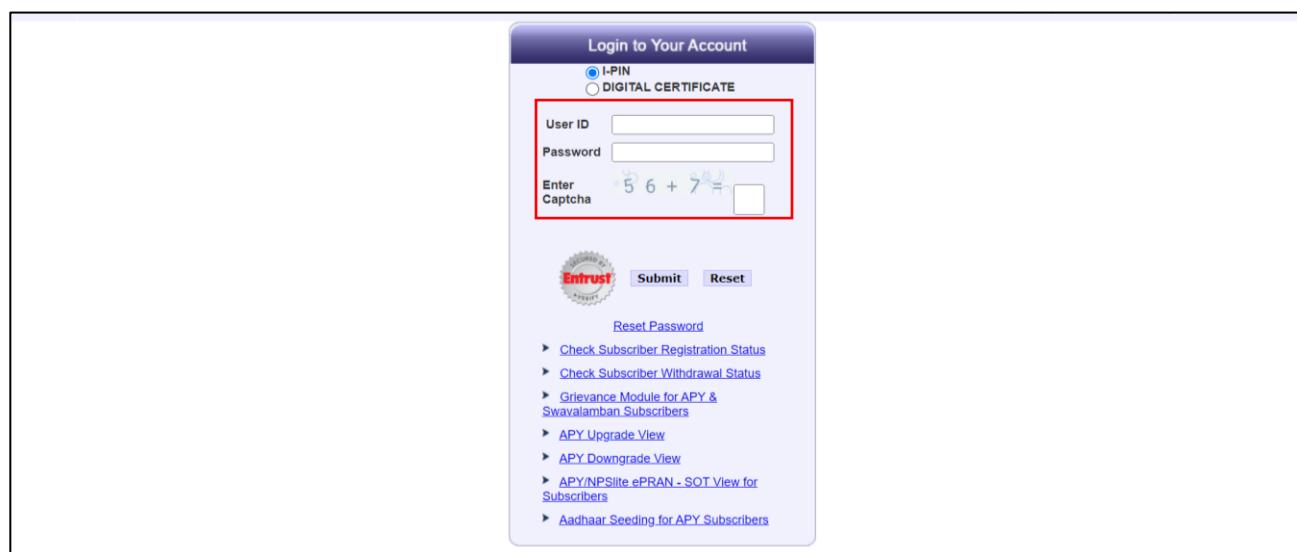


Figure 1

User needs to click on Menu “**Exit Withdrawal Request**” and select sub menu “**Withdrawal Request**” as given below in **Figure 2**.

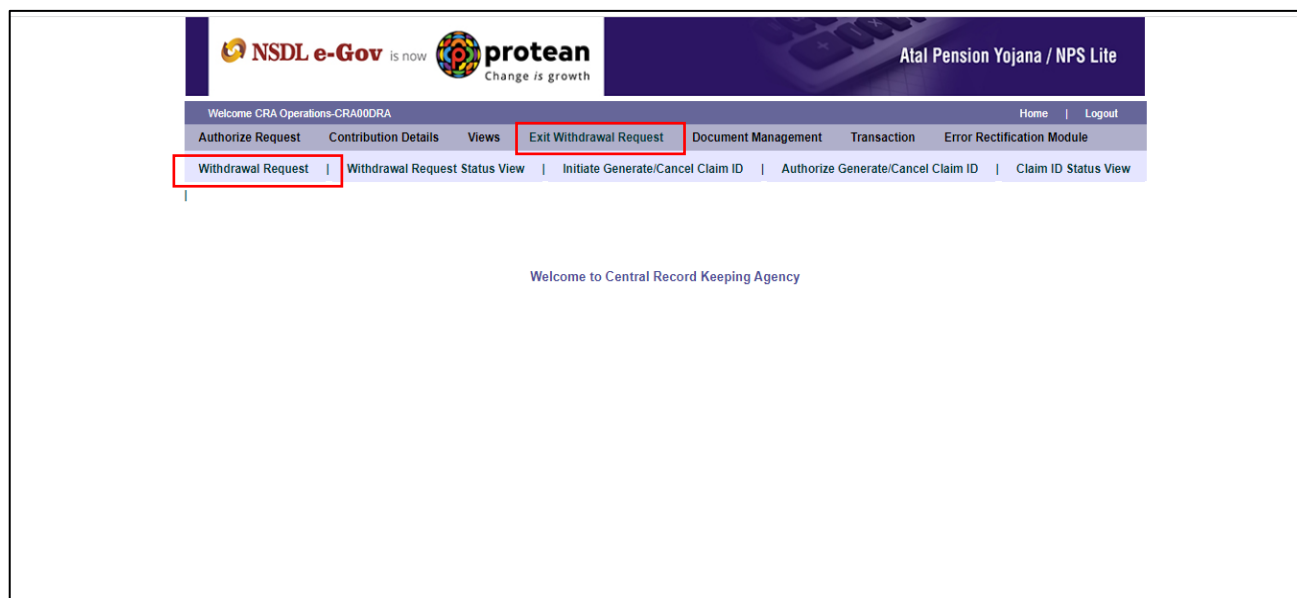
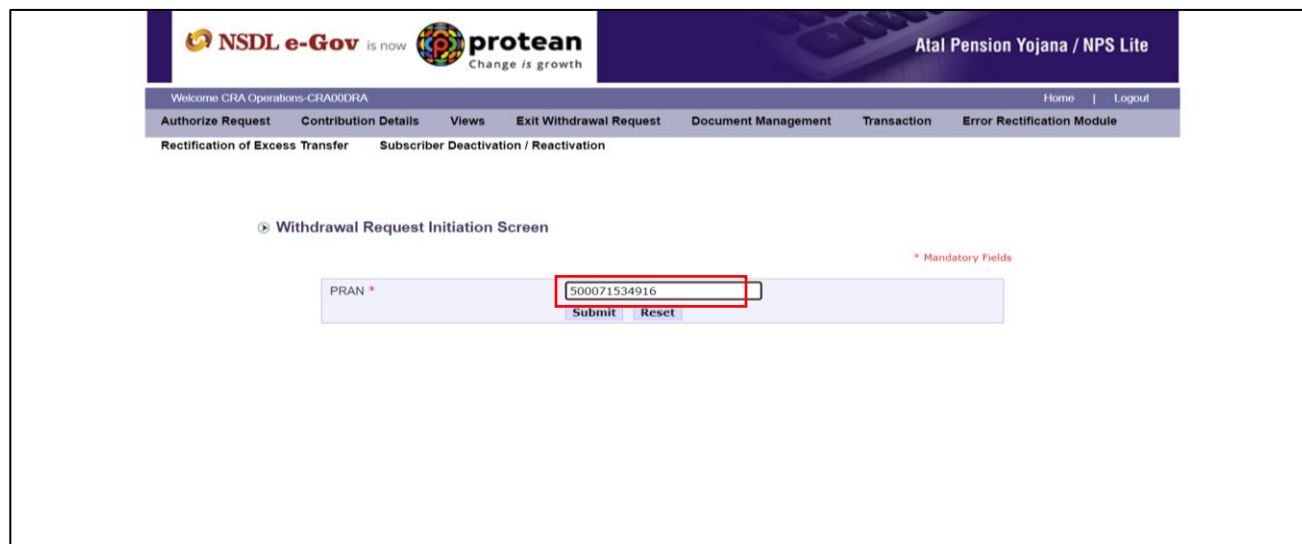


Figure 2

At this stage, User needs to enter PRAN number of subscriber for initiating withdrawal request as shown below in **Figure 3**.

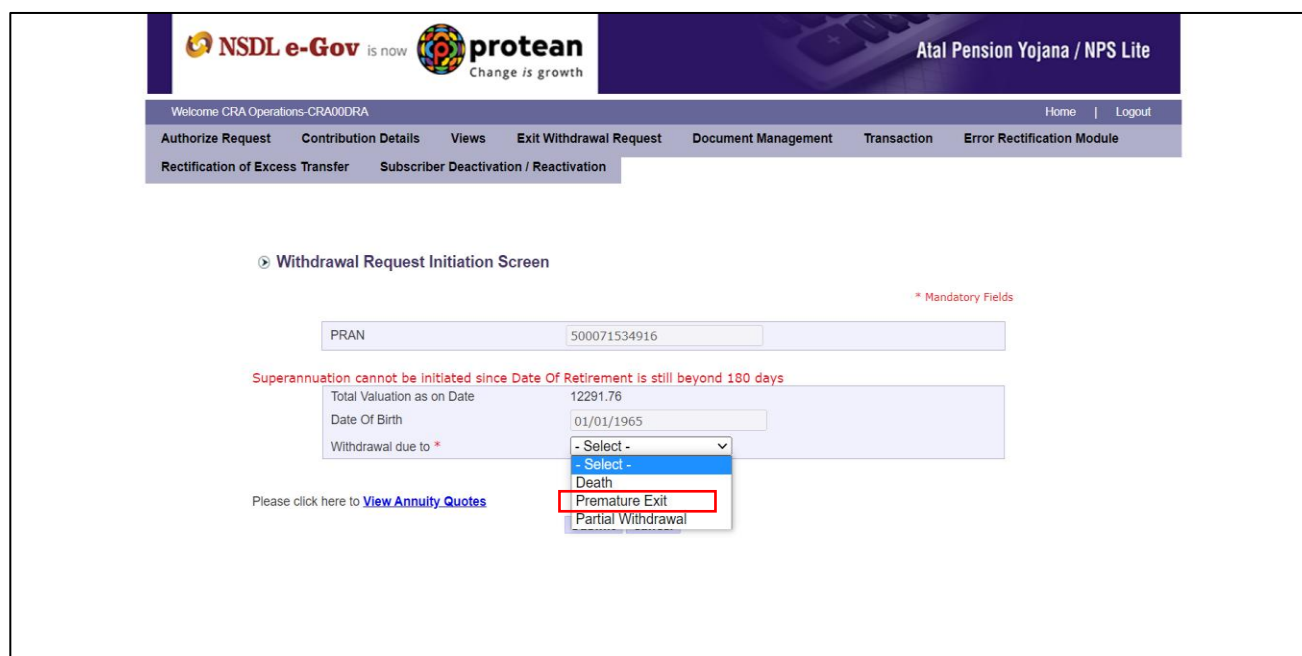


The screenshot shows the NSDL e-Gov Protean portal interface. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "Atal Pension Yojana / NPS Lite". Below the header is a navigation bar with links: "Welcome CRA Operations-CRA000DRA", "Home", and "Logout". The main menu includes "Authorize Request", "Contribution Details", "Views", "Exit Withdrawal Request", "Document Management", "Transaction", and "Error Rectification Module". A sub-menu is visible with "Rectification of Excess Transfer" and "Subscriber Deactivation / Reactivation".

The "Withdrawal Request Initiation Screen" is displayed. It features a form with a "PRAN *" field, which is a mandatory field. The PRAN number "500071534916" is entered in this field. Below the PRAN field are "Submit" and "Reset" buttons. A red asterisk indicates that the PRAN field is mandatory.

Figure 3

At this stage, User needs to select Withdrawal type as "Premature Exit" from the Drop down menu as shown below in **Figure 4**.



The screenshot shows the NSDL e-Gov Protean portal interface, similar to Figure 3. The PRAN number "500071534916" is entered in the "PRAN" field. Below the PRAN field, there is a message: "Superannuation cannot be initiated since Date Of Retirement is still beyond 180 days".

The "Withdrawal Request Initiation Screen" displays the following fields:

- Total Valuation as on Date: 12291.76
- Date Of Birth: 01/01/1965
- Withdrawal due to *: A dropdown menu is open, showing options: "Select -", "Death", "Premature Exit" (highlighted with a red box), and "Partial Withdrawal".

Below the dropdown menu, there is a link: "Please click here to [View Annuity Quotes](#)".

Figure 4

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

User needs to provide withdrawal fund allocation percentage. In case corpus is greater than 1 Lakh, then percentage towards Lump sum is displayed as 20% and percentage towards annuity as 80%. User can also utilize more than 80% pension wealth for annuity, as per his/her choice. In case corpus is less than or equal to Rs. 1 Lakh, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%.

Please refer below **Figure 5**.

Withdrawal Request Initiation Screen

* Mandatory Fields

PRAN500071534916

Superannuation cannot be initiated since Date Of Retirement is still beyond 180 days

Total Valuation as on Date12291.76

Claim IDClaim ID is not generated

Date Of Birth01/01/1965

Withdrawal due to *Premature Exit

Withdrawal Type *Full Withdrawal

Complete Withdrawal sub type *Lump-Sum and ASP Withdrawal

Date of Resignation/Exit: *11/03/2023

Towards Withdrawal (in %) *20 Out of Total NPS Corpus, % of corpus subscriber/claimant will receive in his/her bank account

Towards Annuity (in %) *80 Out of Total NPS Corpus, % of corpus subscriber will be utilized towards pension

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

SubmitCancel

NOTE : As per PFRDA Exit Regulations, for Subscribers who have received Swavalamban co-contribution and exiting NPS, the corpus paid will be after deducting the Government (Swavalamban) co-contribution with returns thereon. Accordingly actual amount received may vary.

Figure 5

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

User 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, User needs to select Annuity Scheme. List of Annuity Schemes is displayed on the basis of Marital Status of the Subscriber. User needs to select Annuity Frequency from the drop down menu. Please refer below **Figure 6**.

subscriber will be utilized towards pension

Valuation as on Date of Resignation	5855.89
Total Valuation as on Date	5855.89
Valuation Towards ASP	4684.71
Valuation Towards Withdrawal	1171.17
Percentage Towards ASP	80
Percentage Towards Withdrawal	20
Date of NAV	10/03/2023
Marital status *	Married
Spouse Alive *	Alive
Spouse Gender*	Male
Spouse First Name*	shivanna
Spouse Middle Name	
Spouse Last Name	
Spouse DOB*	01/01/1970 (dd/mm/yyyy)
Spouse's PAN	
Mother Alive	Select
Father Alive	Select
Child 1 Alive	Select
Child 2 Alive	Select
Child 3 Alive	Select
Frequency *	Monthly
Select ASP Scheme Cancel	
ASP Names*	HDFC Life Insurance Co. Ltd
Scheme Names*	Annuity payable for life with 100% annuity payable to spouse on death of annuitant
Beneficiary Name *	CHANNAJAMMA
Relation with Subscriber *	Self
submit Cancel	

[Click here for ASP Quotes](#)

Figure 6

At this stage, various options selected along with existing address are displayed to the User. Also option is available to the User 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 below **Figure 7**.

Withdrawal Request Initiation Screen

Subscriber Details	
PRAN	500071534916
Subscriber Name	CHANNAJAMMA
Date Of Birth	01/01/1965
Subscriber Gender	Female
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Male
Spouse Name	shivanna
Spouse DOB	01/01/1970
Spouse PAN	
Entity Reg. No.	8002934
Withdrawal due to	Premature Exit
Withdrawal Type	Full Withdrawal
Complete Withdrawal sub type	Lump-Sum and ASP Withdrawal
Date of Resignation	11/03/2023
Towards Withdrawal(in %)	20
Towards Annuity(in %)	80
ASP Withdrawal Details	
Amount to be invested in Annuity	4684.71
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme	Annuity payable for life with 100% annuity payable to spouse on death of annuitant
Beneficiary Name	CHANNAJAMMA
Relation with Subscriber	Self
Subscriber Correspondence Address	
Father's Name	SHIVANNA
Address 1	19
Address 2	ASHOKAPURA
Address 3	NANJUNGUD
City	MYSORE
Pin	571301
State	Karnataka
Country	India
Proceed Cancel	

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

Figure 7

At this stage, existing bank details of the Subscriber along with Mobile number, email ID of the Subscriber are displayed. If existing bank details, contact details are correct, User needs to click on **"Online bank a/c verification"** Tab to proceed further.

Nodal Office/Aggregator can edit some editable fields at the time of initiating Exit request by clicking on "Edit" button. Please refer below **Figure 8A** and **Figure 8B**.

Withdrawal Details Capture Screen

Subscriber Details

PRAN	500071534916
Subscriber Name	CHANNAJAMMA
Date Of Birth	01/01/1965
Subscriber Gender	Female
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Male
Spouse Name	shwama
Spouse DOB	01/01/1970
Spouse PAN	
Entity Reg. No.	8002934
Withdrawal due to	Premature Exit
Withdrawal Type	Full Withdrawal
Complete Withdrawal sub type	Lump-Sum and ASP Withdrawal
Date of Resignation	11/03/2023
Towards Withdrawal(in %)	20
Towards Annuity(in %)	80

Subscriber Bank Details

Transaction Type * Electronic

Bank Account Number * 1015586206

Bank Name * HDFC

Bank Branch * HDFC BUNDI

Bank Address * PLOT NO-3 GAYATRINAGAR BUNDI RAJASTHAN

Bank Address Pin * 323001

Bank IFS Code * CBIN0282521

Bank MICR Code 323240002

Mobile No * 9833475380

Alternate Phone No

Email ID * dinesh.dalvi@proteantech.in

PAN * GMHPS9186M

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 will be successful only for Penny Drop with name match successful requests.

Figure 8A

Marital status Married

Spouse Alive ALIVE

Spouse Gender Female

Spouse Name Nimata R

Spouse DOB 05/01/1980

Spouse PAN

Entity Reg. No. 8000355

Withdrawal due to Exit at 60

Withdrawal Type Full Withdrawal

Date of Exit 15/12/2022

Subscriber Bank Details

Transaction Type * Electronic

Bank Account Number * 1015586206

Bank IFS Code * CBIN0282521

Bank Name * HDFC

Bank Branch * HDFC BUNDI

Bank Address * PLOT NO-3 GAYATRINAGAR

Bank Address Pin * 323001

Bank MICR Code 323240002

Mobile No * 9833475380

Alternate Phone Number

Email ID * dinesh.dalvi@proteantech.in

PAN * GMHPS9186M

Aadhaar No

☐ I hereby declare that the details of the Aadhaar have been verified with the proof of Aadhaar (copy) submitted by the Subscribers. Further, I have collected Subscriber's consent to authorize NSDL e-Gov as CRA to use his/her Aadhaar details for National Pension System (NPS) and only for the purpose of authenticating his/her 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.

Online bank a/c verification

Confirm Cancel

Figure 8B

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 User i.e. **"Online bank a/c verification is successful"**. User needs to click on "OK" button and then click on **"Confirm & Proceed"** button to proceed further. Please refer below **Figure 9**.



Online bank a/c verification is successful.

OK

Transaction type: Electronic

Bank Account Number: 1015582206

Bank Name: HDFC

Bank Branch: HDFC BUNDI

Bank Address: PLOT NO-3 GAYATRI NAGAR BUNDI RAJASTHAN

Bank Address Pin: 323001

Bank IFS Code: CBIN0282521

Bank MICR Code: 323240002

Mobile No: 9833475380

Alternate Phone No:

Email ID: dinesh.dalvi@proteantech.in

PAN: GMHPS9180M

Aadhaar No:

Online bank a/c verification

Confirm & Proceed Edit Cancel

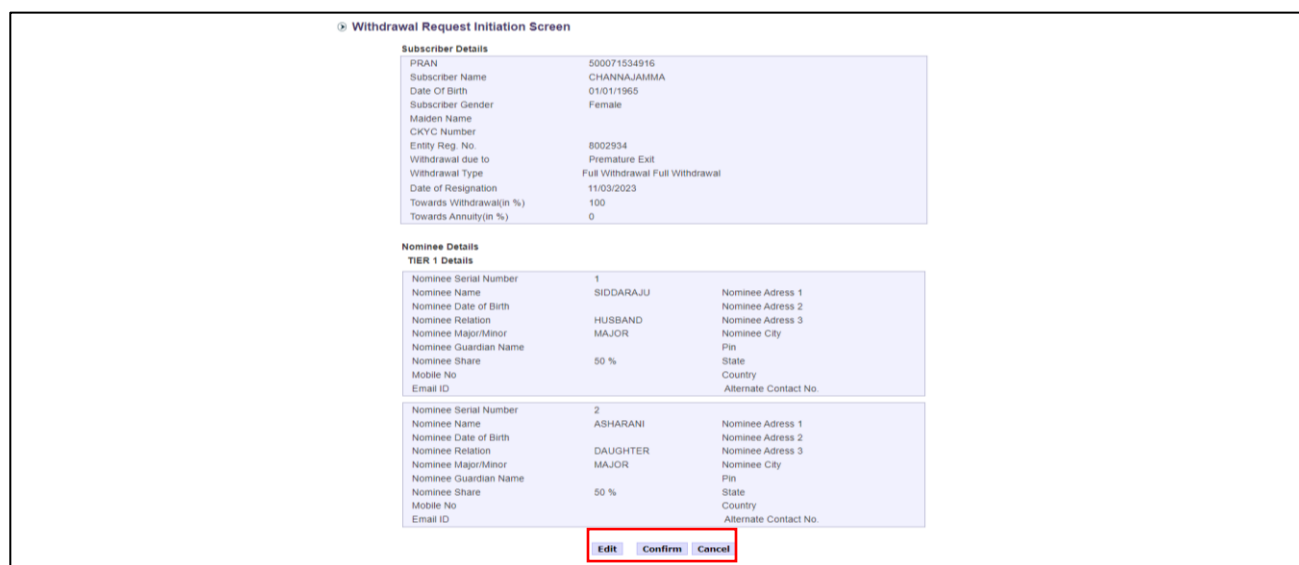
Note

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 will be successful only for Penny Drop with name match successful requests.

Figure 9

At this stage, existing nomination details of the Subscriber are displayed. **User needs to click on "Edit" button to enter Nominee address.** If required, User can add/update nominee details. Please refer below **Figure 10**.



Withdrawal Request Initiation Screen

Subscriber Details

PRAN: 500071534916

Subscriber Name: CHANNAJAMMA

Date Of Birth: 01/01/1965

Subscriber Gender: Female

Maiden Name:

CKYC Number:

Entity Reg. No.: 8002934

Withdrawal due to: Premature Exit

Withdrawal Type: Full Withdrawal Full Withdrawal

Date of Resignation: 11/03/2023

Towards Withdrawal(in %): 100

Towards Annuity(in %): 0

Nominee Details

TIER 1 Details

Nominee Serial Number: 1

Nominee Name: SIDDARAJU

Nominee Date of Birth:

Nominee Relation: HUSBAND

Nominee Major/Minor: MAJOR

Nominee Guardian Name:

Nominee Share: 50 %

Nominee Mobile No:

Nominee Email ID:

Nominee Address 1:

Nominee Address 2:

Nominee Address 3:

Nominee City:

Pin:

State:

Country:

Alternate Contact No.:

Nominee Serial Number: 2

Nominee Name: ASHARANI

Nominee Date of Birth:

Nominee Relation: DAUGHTER

Nominee Major/Minor: MAJOR

Nominee Guardian Name:

Nominee Share: 50 %

Nominee Mobile No:

Nominee Email ID:

Nominee Address 1:

Nominee Address 2:

Nominee Address 3:

Nominee City:

Pin:

State:

Country:

Alternate Contact No.:

Edit Confirm Cancel

Figure 10

User can enter maximum of three nominees. User needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, User needs to click on "Confirm" button to proceed further. Please refer below **Figure 11**.

Tier 1 Details

Nominee 1

First Name * Middle Name Last Name / Surname

Date of Birth Relationship * Major/Minor *

Percentage Share * % Guardian Date of Birth

Guardian Name * Guardian Middle Name Guardian Last Name / Surname

Nominee Address:

Address 1 * Address 2 Address 3

Pin Code * City * State *

Country * Mobile No Email ID

Alternate Contact No.

Nominee 2

First Name * Middle Name Last Name / Surname

Date of Birth Relationship * Major/Minor *

Percentage Share * % Guardian Date of Birth

Guardian Name * Guardian Middle Name Guardian Last Name / Surname

Nominee Address:

Address 1 * Address 2 Address 3

Pin Code * City * State *

Country * Mobile No Email ID

Alternate Contact No.

Figure 11

At this stage, Declaration Page is displayed to the User. User 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, User needs to select Declaration. After selection of declarations, User needs to click on "Confirm" button. Please refer below **Figure 12**.

NSDL e-Gov is now **protean** Change is growth

Atal Pension Yojana / NPS Lite

Welcome CRA Operations-CRA0600RA

Authorize Request Contribution Details Views Exit Withdrawal Request Document Management Transaction Error Rectification Module

Rectification of Excess Transfer Subscriber Deactivation / Reactivation

Withdrawal Request Initiation Declaration Screen

Are you a Politically Exposed Person

Are you related to a Politically Exposed Person

Do you have any history of conviction under any criminal proceedings in India or Abroad

☒ **Declaration by Nodal Office/Aggregator:**

1. I/we have verified the documents as submitted by the Subscriber/Claimant with the originals 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.

2. 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).

3. 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.

4. 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's as provided in bank details section have been checked and verified and the same can be accepted for payment. (only for government nodal office).

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Figure 12

At this stage, document Check List is displayed to the User. After selection of document check list, User needs to click on **"Submit"** button. Please refer below **Figure 13**.

Withdrawal - Premature Exit

1	☒	Withdrawal form duly filled and signed stamped by Nodal Office *
2	☐	NPS - ASP Form (for purchase of Annuity) *
3	☒	Original PRAN Card / Notarised Affidavit (if PRAN card not submitted) *
4	☒	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook *
5	☐	Advanced Stamped Receipt - Signed alongwith revenue stamp

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

* Atleast one field should be checked

1	☐	Valid Passport issued by Government of India.
2	☐	Ration Card with Photograph.
3	☒	Bank pass book or Certificate with Photograph
4	☐	Voters Identity Card with Photograph and residential address.
5	☐	Valid Driving license with photograph.
6	☒	PAN Card issued by income tax department.
7	☐	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	☒	Aadhar Card/Letter issued by Unique Identification Authority of India.
9	☐	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	☐	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.
11	☐	Ex-Service Man Card issued by Ministry of Defence to their employees
12	☐	Photo credit Card.
13	☐	Identity card issued by Central /State government and its Departments, Statuary/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	☐	KYC Certification

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

1	☐	Valid Passport issued by Government of India.
2	☐	Ration card with photograph and residential address.
3	☒	Bank Pass book or certificate with photograph and residential address.
4	☐	Voters Identity Card with Photograph and residential address.
5	☐	Valid Driving license with photograph and residential address.
6	☐	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	☐	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	☒	Aadhar Card/Letter issued by unique Identification Authority of India Clearly showing the address.
9	☐	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	☐	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
11	☐	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
12	☐	Latest property/house Tax Receipt (not more than one year old).
13	☐	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	☐	Identity card issued by Central /State government and its Departments, Statuary/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	☐	KYC Certification

Submit

Reset

Cancel

Figure 13

At this stage, details entered by the User are displayed for confirmation. Further, at this stage, it is the responsibility of Nodal Office/Aggregator to mandatorily upload valid, complete and legible documents such as duly signed Premature Withdrawal Form and supporting documents as selected in document checklist for seamless processing. User is required to upload all documents in a single file. User needs to click on **"Confirm"** button to complete initiation process. Please refer below **Figure 14**.

Withdrawal Request Initiation Confirmation Screen

Subscriber Details

PRAN: 500071534916
Name: CHANNAJAMMA
Subscriber Gender: Female
Maiden Name:
CKYC Number:
Frequency:
Date of Birth: 01/01/1965
Withdrawal due to: Premature Exit
Withdrawal Type: Full Withdrawal Full Withdrawal
Date of Resignation: 11/03/2023

Withdrawal Details

Towards Withdrawal (in %): 100
Towards Annuity (in %): 0

Subscriber Corresponding Address

Address 1: 19
Address 2: ASHOKAPURA
Address 3: NANJUNGUD
City: MYSORE
Pin: 571301
State: Karnataka
Country: India

Subscriber Bank Details

Transaction Type: Electronic
Bank Account Number: 0597101035722
Bank Name: Canara Bank
Bank Branch: Nanjangud
Bank Address: Nanjangud
Bank Address Pin: 571301
Bank IFSC Code: CNRB00000597
Bank MICR Code: 9164434378
Mobile No:
Alternate Phone Number:
Email Id: npsaggregator@cagrameen.in
PAN:
Aadhaar No:

Nominee Details		Class
TIER 1 Details Nominee Serial Number: 1 Nominee Name: SHIDARAJU Nominee Date of Birth: HUSBAND Nominee Relation: MAJORS Nominee Guardian Name: 50 % Nominee Share: 50 % Nominee Mobile No.: 19 1st cross Ashokapuram Nominee Email ID: 571301 Nominee Address 1: India Nominee Address 2: Bangalore Nominee City: Karnataka Nominee State: Karnataka Nominee Alternate Contact No.:		19 1st cross Ashokapuram 571301 India
Nominee Serial Number: 2 Nominee Name: ASHARANI Nominee Date of Birth: DAUGHTER Nominee Relation: MAJORS Nominee Guardian Name: 50 % Nominee Share: 50 % Nominee Mobile No.: 19 1st cross Ashokapuram Nominee Email ID: 571301 Nominee Address 1: India Nominee Address 2: Bangalore Nominee City: Karnataka Nominee State: Karnataka Nominee Alternate Contact No.:		19 1st cross Ashokapuram 571301 India

Withdrawal Request Declarations		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
Withdrawal - Normal/Exit at the age of 60/Exit from NPS-Lite		
1	Withdrawal form duly filled and signed stamped by Nodal Office	Not required/None
2	Original PRAN Card / Notarised Affidavit (if PRAN card not submitted)	
3	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook	

Proof of Identity		Document Name
1	Bank pass book or Certificate with Photograph	
2	PAN Card issued by Income tax department.	
3	Aadhar Card/Letter issued by Unique Identification Authority of India	

Proof of Address		Document Name
1	Bank Pass book or certificate with photograph and residential address.	
2	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.	

☒ Declaration by Nodal Office/POI/Aggregator*:
 1. I/we have verified the documents as submitted by the Subscriber/Claimant with the originals 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/Is. after he / she having read the entries / entries have been read over to him / her by me and got confirmed by him / her.
 2. 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).
 3. 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.
 4. 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).

Select File to Upload * : Choose File 0182622.pdf Upload Remove

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)

Confirm Cancel

Figure 14

On clicking on “**Confirm**” button, Exit request will get captured in the NPS Lite System and an Acknowledgement Number will get generated.

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

Please refer below **Figure 15**.

NSDL e-Gov is now protean		Atal Pension Yojana / NPS Lite	
Welcome CRA Operations-CRAADDERA Home Logout			
Authorize Request Rectification of Excess Transfer Subscriber Deactivation / Reactivation	Contribution Details Views Exit Withdrawal Request Document Management Transaction Error Rectification Module		
Withdrawal Request Initiation - Complete			
PRAN Name: 300071534916 Date of Birth: CHANNAJAMMA Withdrawal due to: 01/01/1965 Withdrawal Type: Premature Exit Date of Resignation: Full Withdrawal Click Here to view withdrawal form		2311505154001	
Withdrawal Request Claim ID has been successfully generated. Claim ID: 23115051340			
Subscriber Withdrawal Initiation Request Details has been Captured. Awaiting Verification. Captured Timestamp: 11/03/2023 16:52			

Figure 15

Once Exit request is successfully initiated, Nodal Office / Aggregator needs to authorize the same in NPS Lite system with another User ID.

6. Steps to authorize Online Premature Exit request in NPS Lite System by Nodal Office/Aggregator:

In order to authorize Online Premature Exit request of Subscriber, Nodal office/Aggregator needs to access NPS Lite System (<https://apy.nps-proteantech.in>) using another User ID as given below in **Figure 16**.

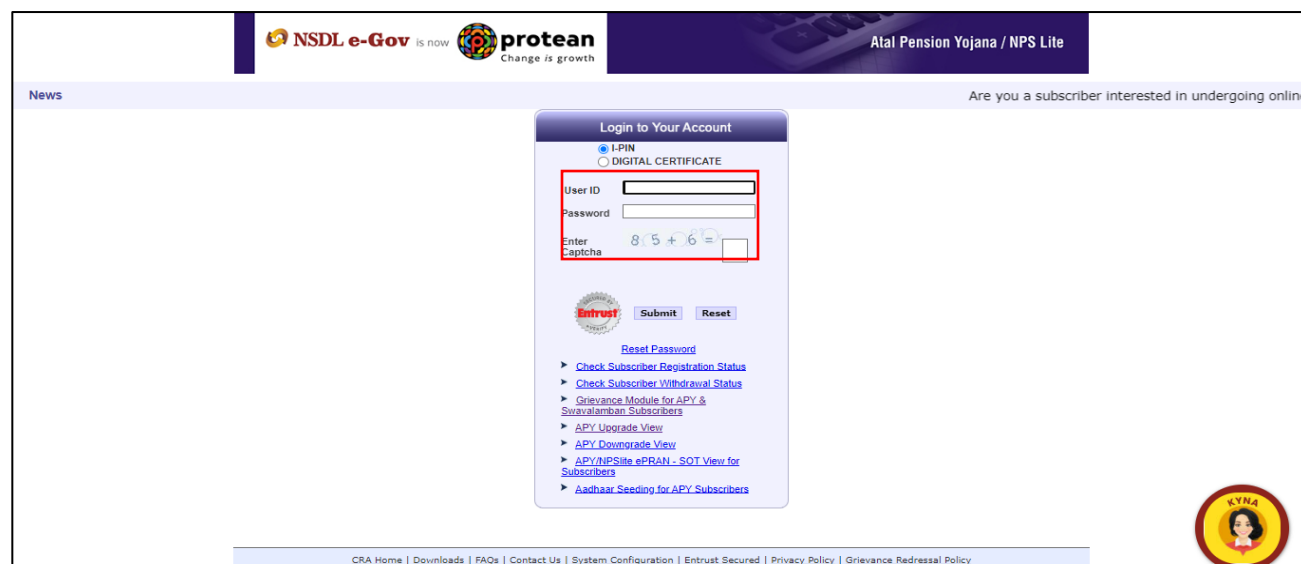


Figure 16

User needs to click on Menu “**Authorize Request**” and select Sub-Menu “**Authorize Transaction**”. Please refer below **Figure 17**.

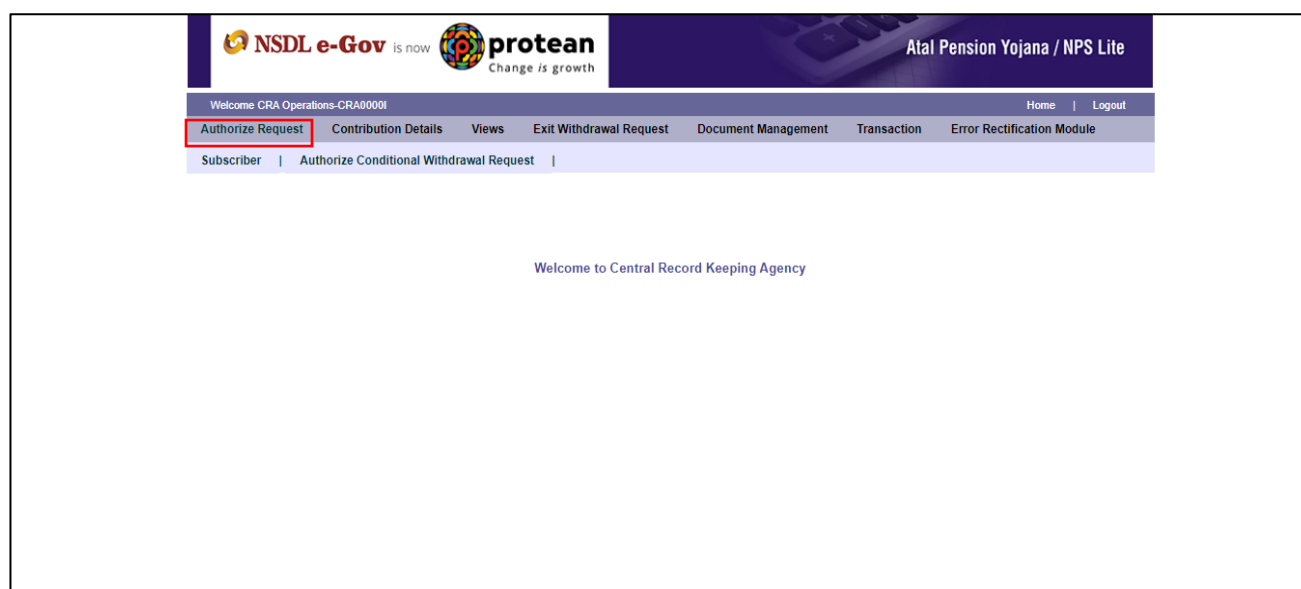
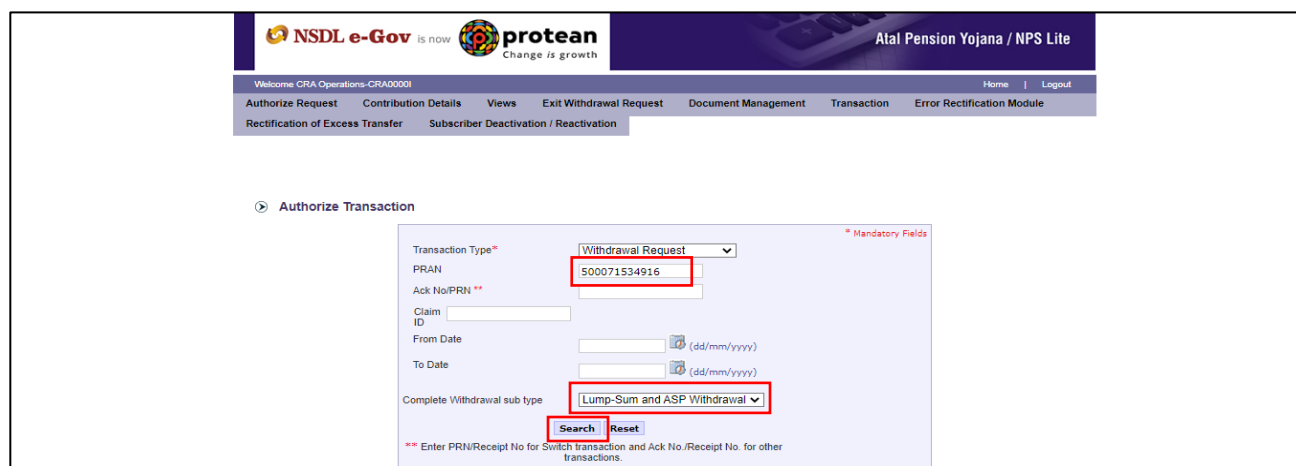


Figure 17

User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "Lump-Sum and ASP Withdrawal". User needs to click on **"Search"** Button to search request. Please refer below **Figure 18**.



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Atal Pension Yojana / NPS Lite

Welcome CRA Operations-CRA00001

Home | Logout

Authorize Request Contribution Details Views Exit Withdrawal Request Document Management Transaction Error Rectification Module

Rectification of Excess Transfer Subscriber Deactivation / Reactivation

Authorize Transaction

Transaction Type* Withdrawal Request *

PRAN 500071534916 *

Ack No/PRN **

Claim ID

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

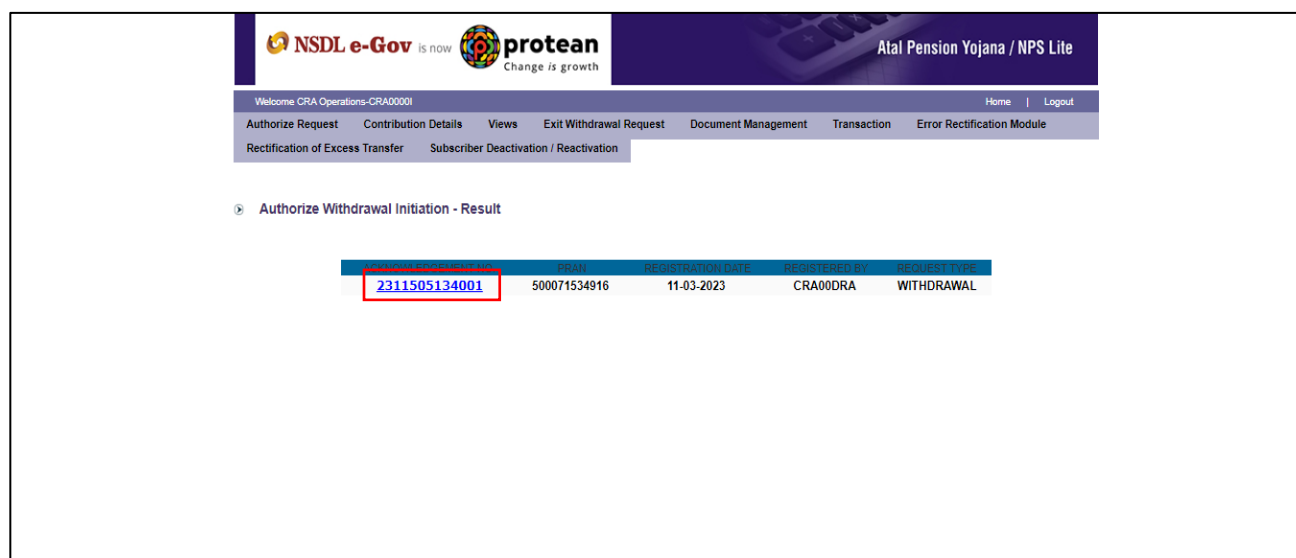
Complete Withdrawal sub type Lump-Sum and ASP Withdrawal

Search Reset

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

Figure 18

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 below **Figure 19**.



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Atal Pension Yojana / NPS Lite

Welcome CRA Operations-CRA00001

Home | Logout

Authorize Request Contribution Details Views Exit Withdrawal Request Document Management Transaction Error Rectification Module

Rectification of Excess Transfer Subscriber Deactivation / Reactivation

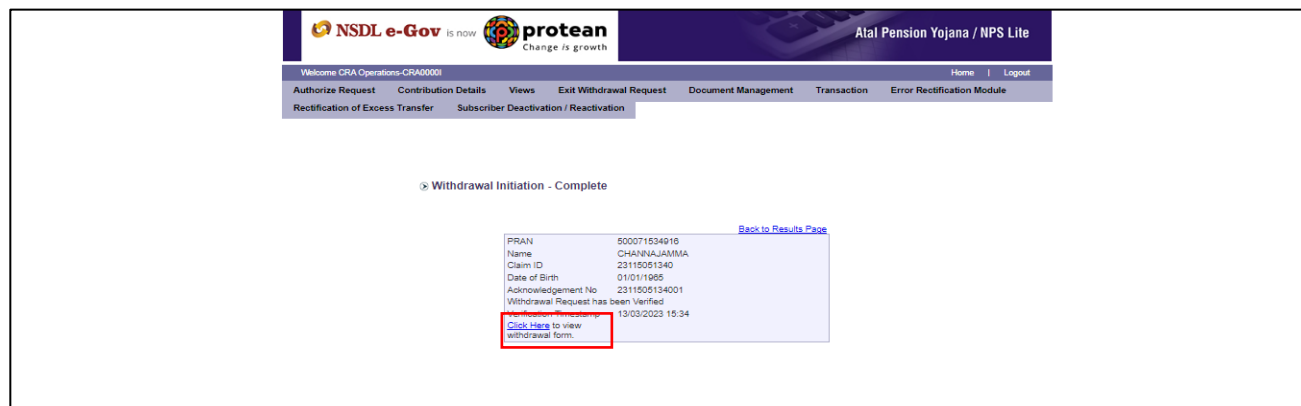
Authorize Withdrawal Initiation - Result

PRAN	REGISTRATION DATE	REQUESTED BY	REQUEST TYPE
2311505134001	500071534916	11-03-2023	CRA00DRA
			WITHDRAWAL

Figure 19

Once User clicks on “**Submit**” button, Exit request will get authorized in the NPS Lite System and confirmation window is displayed to the User as given below in **Figure 21**.

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



Welcome CRA Operations-CRA00001		Home / Logout
Authorize Request	Contribution Details	Views
Rectification of Excess Transfer	Subscriber Deactivation / Reactivation	Exit Withdrawal Request
		Document Management
		Transaction
		Error Rectification Module

Withdrawal Initiation - Complete

[Back to Results Page](#)

PRAN	500071534910
Name	CHANNANJAMMA
Claim ID	23115051340
Date of Birth	01/01/1965
Acknowledgement No	2311505134001
Withdrawal Request has been Verified	
Withdrawal Request	13/03/2023 15:34

[Click Here to view withdrawal form.](#)

Figure 21

On successful authorization of Exit request by Nodal Office/Aggregator, same will get executed in the NPS Lite 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 8.

If subscriber has received Government co-contribution (Swavalamban Credit) in the PRAN then Government co-contribution including returns thereon will be deducted from available NPS Corpus and remitted to PFRDA's Swavalamban Bank account as subscriber has opted to exit before age of superannuation.

7. Annuity Issuance Process:

On processing of exit request in NPS Lite System, Subscriber details 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 at the time of initiation of exit request.

Subscriber will submit annuity related documents to selected ASP. If documents provided 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.nsdl.co.in).

On completion of annuity formalities, ASP will confirm Annuity request of the Subscriber online in the NPS Lite System. Funds (Annuity Corpus) will be transferred to ASP by Trustee Bank (Axis Bank) within stipulated withdrawal timeline as mentioned below point 8 (e).

8. 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 NPS Lite 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. Once Nodal Office/Aggregator authorize Withdrawal request, 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/Aggregator on January 2, 2024, 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.*
- d. After completion of settlement cycle of lump sum withdrawal (stated in point C) by 12.30 PM, Subscriber details are made available in the NPS Lite system to selected ASP on the day of settlement of lumpsum after 12.30 PM. Selected ASP can view the Subscriber's details in their ASP login for further processing.
- e. On completion of annuity formalities, ASP confirms annuity request in NPS Lite 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, if annuity request is submitted/authorised by ASP on January 9, 2024, 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.*

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

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/Aggregators for necessary clarification/documents. On receipt of response from the Nodal Office/Aggregator 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/Aggregators.

Submission of Physical Documents:

Physical Premature Withdrawal Form and supporting documents are not required to be submitted by Nodal Office / Aggregator to Protean-CRA for storage purpose.
