

# Protean eGov Technologies Limited



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

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

**Version 1.4**

© 2026 Protean eGov Technologies Limited (Formerly known as NSDL e-Governance Infrastructure Limited), All rights reserved.

Property of Protean eGov Technologies Limited.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose, without the express written consent of Protean eGov Technologies Limited.

**REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Version No.</b>	<b>Section Number</b>	<b>Description of Change</b>
1	-	1.0	-	Initial Version
2	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.
5	06.01.2026	1.4	-	Changes in Withdrawal eligibility criteria.

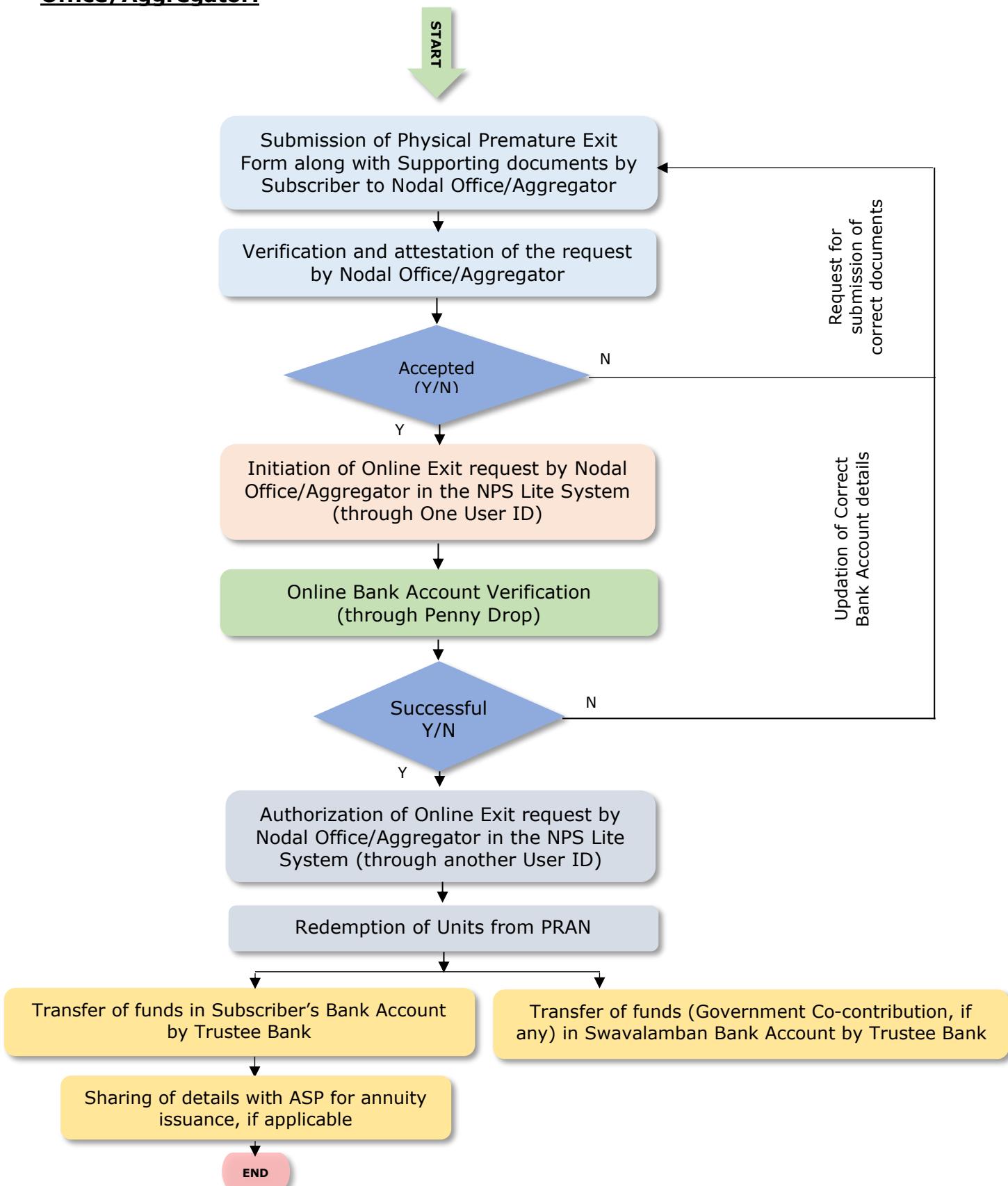
## Index

Sr. No	Topic	Page No.
1	<a href="#"><u>Abbreviations</u></a>	4
2	<a href="#"><u>Process Flow – Processing of Online Premature Exit request by Nodal Office/Aggregator</u></a>	5
3	<a href="#"><u>Preface</u></a>	6
4	<a href="#"><u>Procedure for Processing Online Premature Exit request of Subscriber</u></a>	7
5	<a href="#"><u>Initiation of Online Premature Exit request in NPS Lite System by Nodal Office/Aggregator</u></a>	8
6	<a href="#"><u>Authorization of Online Premature Exit request in NPS Lite System by Nodal Office/Aggregator</u></a>	17
7	<a href="#"><u>Annuity Issuance Process</u></a>	21
8	<a href="#"><u>Withdrawal Timeline (Lump sum and Annuity)</u></a>	22

**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. 2 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 two 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](http://www.pfrda.org.in)) / CRA website ([www.npscra.proteantech.in](http://www.npscra.proteantech.in)) for more information on exit under NPS.

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

##### **Pre-requisite for Online Premature Exit request:**

- The duly 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.*

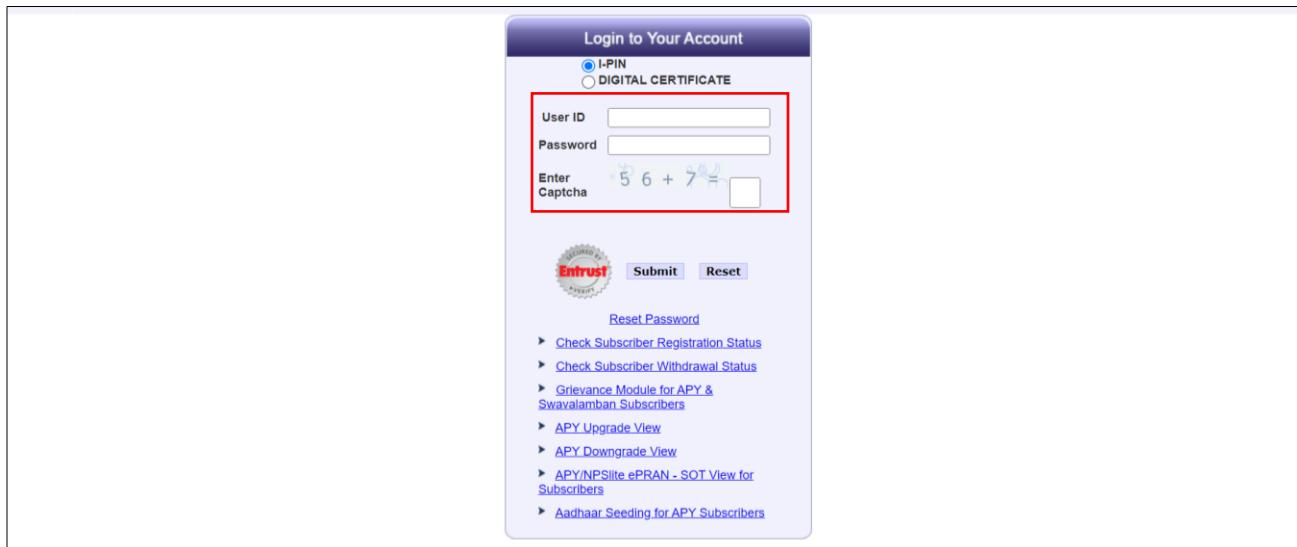
##### **Brief Steps – Processing of Online Premature Exit request by Nodal Office / Aggregator:**

- 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:**

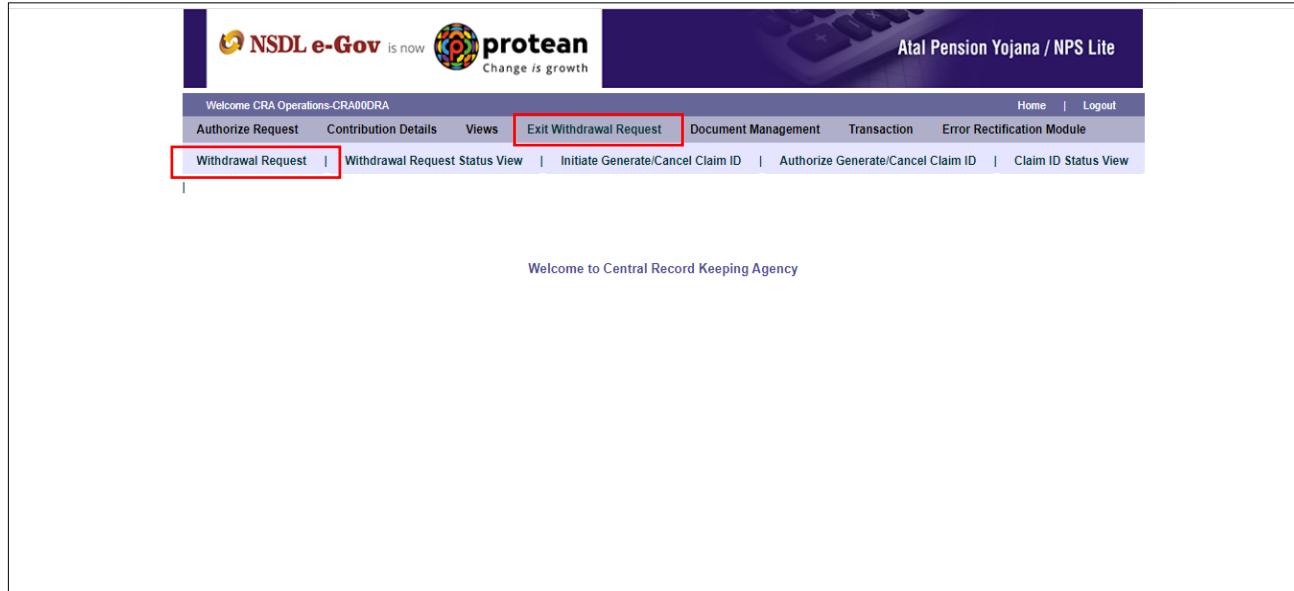
In order to initiate Online Premature Exit request, Nodal office/Aggregator needs to login to NPS Lite system (<https://apy.nps-proteantech.in>) with one User ID as given below in **Figure 1**.



The image shows the 'Login to Your Account' page. It features a radio button for 'I-PIN' and 'DIGITAL CERTIFICATE'. Below these are fields for 'User ID' and 'Password', both highlighted with a red box. There is also a 'Enter Captcha' field with the text '5 6 + 7 = 12' and a text input box. Below the input fields are buttons for 'Enfrust', 'Submit', and 'Reset'. A 'Reset Password' link is also present. On the right side of the login form, there is a list of links: 'Check Subscriber Registration Status', 'Check Subscriber Withdrawal Status', 'Grievance Module for APY & Swavalamban Subscribers', 'APY Upgrade View', 'APY Downgrade View', 'APY/NPSlite ePRAN - SOT View for Subscribers', and 'Aadhaar Seeding for APY Subscribers'.

**Figure 1**

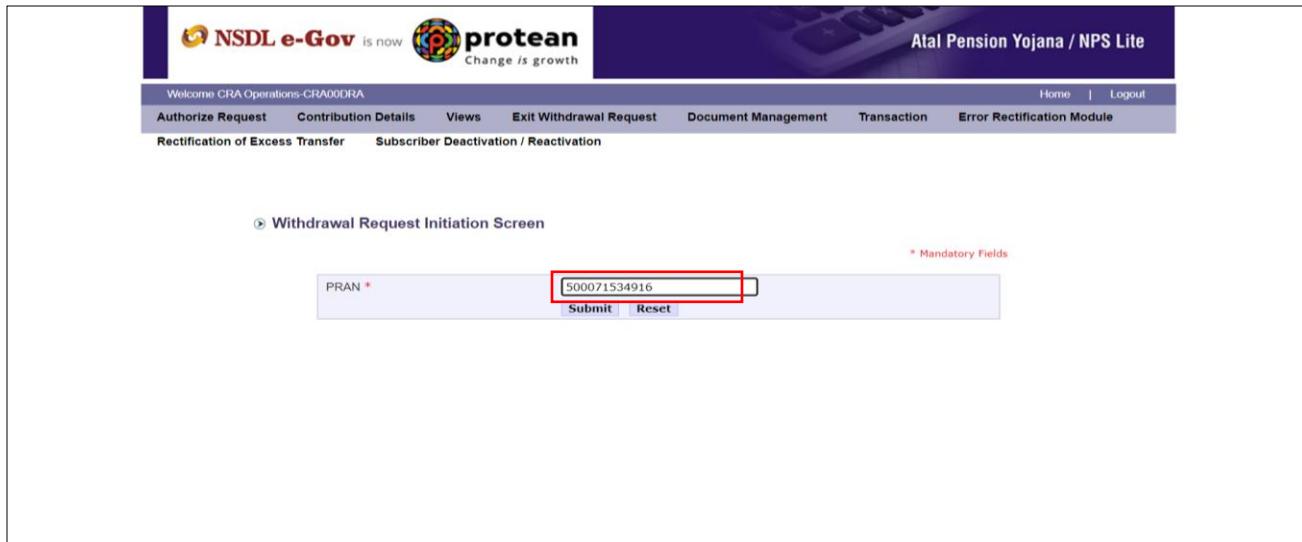
User needs to click on Menu “**Exit Withdrawal Request**” and select sub menu “**Withdrawal Request**” as given below in **Figure 2**.



The image shows the main menu of the 'Atal Pension Yojana / NPS Lite' system. At the top, there is a banner for 'NSDL e-Gov' and 'protean Change is growth'. The main menu bar includes 'Home' and 'Logout'. Below the menu bar, there is a sub-menu bar with links: 'Welcome CRA Operations-CRA00DRA', 'Authorize Request', 'Contribution Details', 'Views', 'Exit Withdrawal Request' (which is highlighted with a red box), 'Document Management', 'Transaction', and 'Error Rectification Module'. A horizontal line of links follows: 'Withdrawal Request' (highlighted with a red box), 'Withdrawal Request Status View', 'Initiate Generate/Cancel Claim ID', 'Authorize Generate/Cancel Claim ID', and 'Claim ID Status View'. Below the menu bar, a welcome message 'Welcome to Central Record Keeping Agency' is displayed.

**Figure 2**

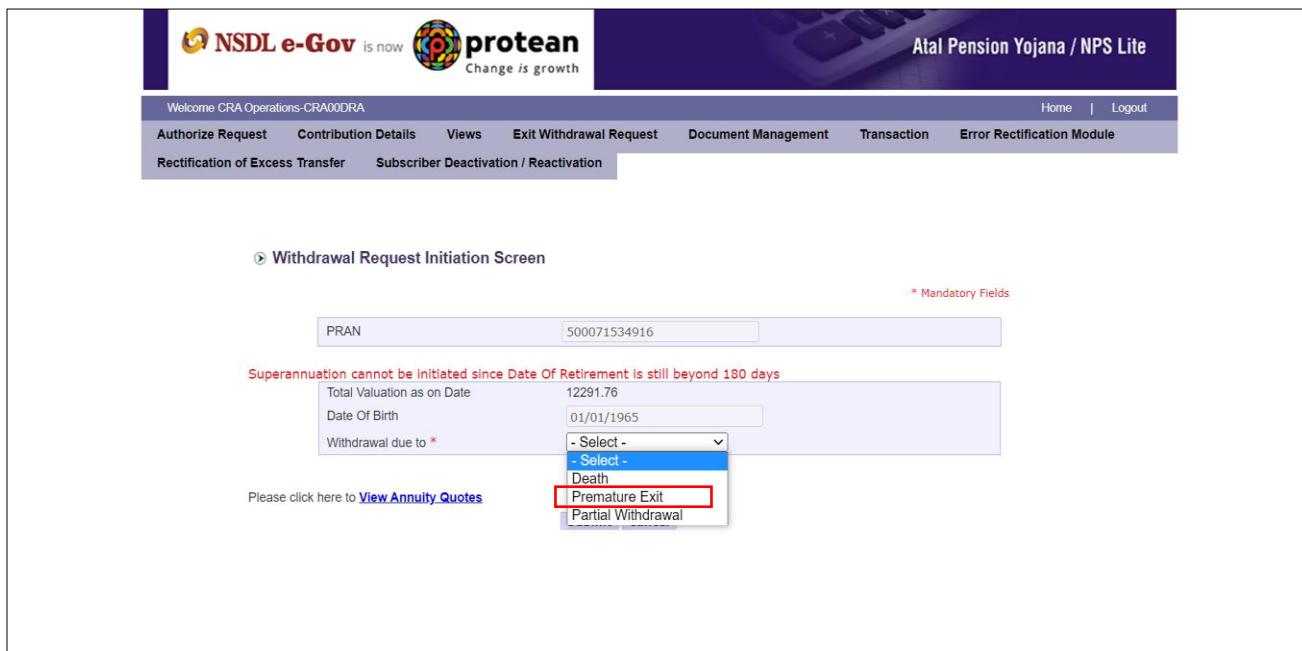
At this stage, User needs to enter PRAN number of subscriber for initiating withdrawal request as shown below in **Figure 3**.



The screenshot shows the 'Withdrawal Request Initiation Screen' of the Atal Pension Yojana / NPS Lite application. At the top, there are navigation links: 'Welcome CRA Operations-CRA00DRA', 'Authorize Request', 'Contribution Details', 'Views', 'Exit Withdrawal Request', 'Document Management', 'Transaction', 'Error Rectification Module', 'Home', and 'Logout'. Below these are two buttons: 'Rectification of Excess Transfer' and 'Subscriber Deactivation / Reactivation'. The main form area has a title 'Withdrawal Request Initiation Screen' and a note '\* Mandatory Fields'. It contains a 'PRAN \*' input field with the value '500071534916' and a red box highlighting it. Below the input field are 'Submit' and 'Reset' buttons. The background features a keyboard graphic and the 'NSDL e-Gov' and 'protean' logos.

**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 same 'Withdrawal Request Initiation Screen' as Figure 3. The PRAN field is populated with '500071534916'. A red box highlights the 'Withdrawal due to \*' dropdown menu. The menu is open, showing options: '- Select -' (highlighted in blue), 'Death', 'Premature Exit' (highlighted with a red box), and 'Partial Withdrawal'. A note at the bottom left says 'Please click here to [View Annuity Quotes](#)'. The background features a keyboard graphic and the 'NSDL e-Gov' and 'protean' logos.

**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 2 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. 2 Lakh, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%.

Please refer to **Figure 5.**

Withdrawal Request Initiation Screen

\* Mandatory Fields

PRAN	500071534916	
Superannuation cannot be initiated since Date Of Retirement is still beyond 180 days		
Total Valuation as on Date	12291.76	
Claim ID	Claim ID is not generated	
Date Of Birth	01/01/1965	
Withdrawal due to *	Premature Exit	
Withdrawal Type *	Full Withdrawal	
Complete Withdrawal sub type *	<input checked="" type="radio"/> 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

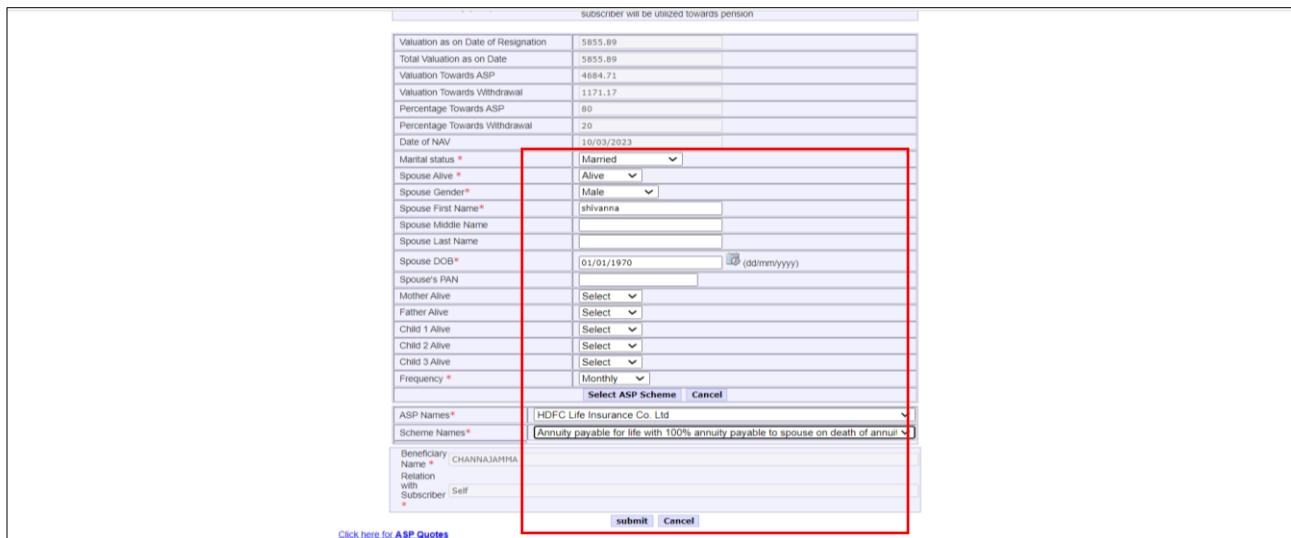
Please click here to [View Annuity Quotes](#)

**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 to **Figure 6**.



The screenshot shows a form for selecting an annuity. A red box highlights the section where the User selects the Marital status (Married), Spouse Alive (Alive), Spouse Gender (Male), and the Annuity Scheme (HDFC Life Insurance Co. Ltd). The Annuity Scheme dropdown also shows a tooltip: 'Annuity payable for life with 100% annuity payable to spouse on death of annuitant'.

Valuation as on Date of Resignation	
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
Spouse's PAN	
Mother Alive	Select
Father Alive	Select
Child 1 Alive	Select
Child 2 Alive	Select
Child 3 Alive	Select
Frequency *	Monthly

ASP Names\* : HDFC Life Insurance Co. Ltd  
 Scheme Names\* : Annuity payable for life with 100% annuity payable to spouse on death of annuitant

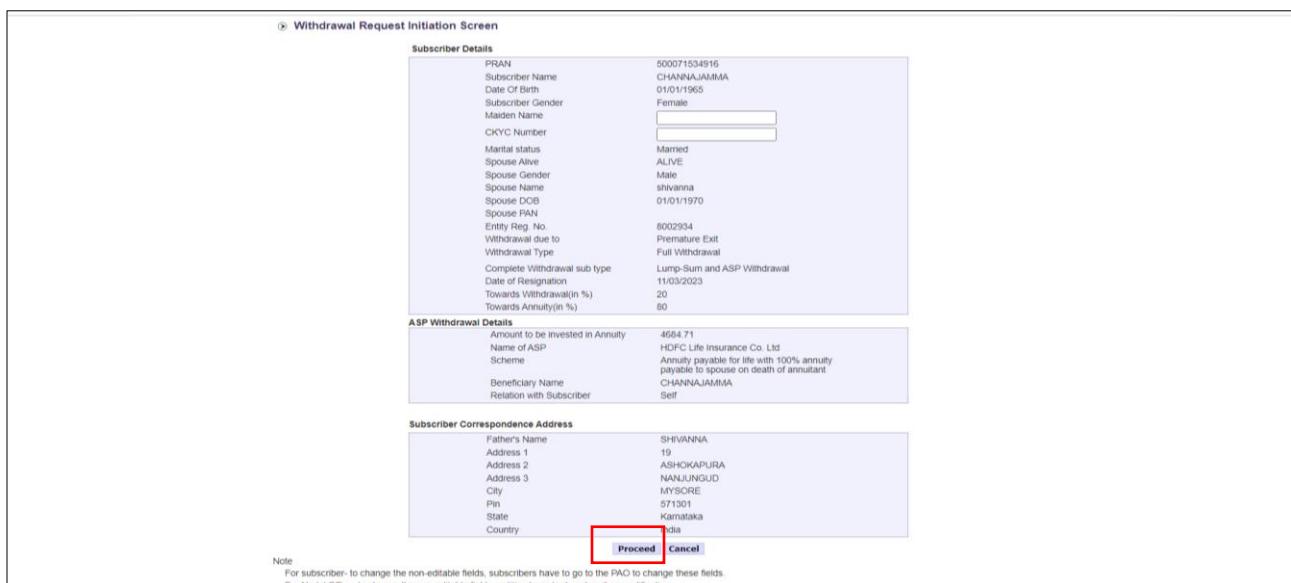
Beneficiary Name \* : CHANNAJAMMA  
 Relation with Subscriber : Self

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 to **Figure 7**.



The screenshot shows the 'Withdrawal Request Initiation Screen'. A red box highlights the 'Proceed' button at the bottom of the form.

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
Corporation Withdrawal sub type	Lump-Sum and ASP Withdrawal
Date of Resignation	11/03/2023
Towards Withdrawal(%)	20
Towards Annuity(%)	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	18
Address 2	ASHOKAPURA
Address 3	NANJUNGUUD
City	mysore
Pin	571301
State	Karnataka
Country	India

Note  
 For subscriber- to change the non-editable fields, subscribers have to go to the PAO to change these fields.  
 For Agent/Officer- to change the non-editable fields, entities have to do subscriber modification.

Proceed Cancel

**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 to **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	
CRYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Male
Spouse Name	shivanna
Spouse DOB	01/01/1970
Spouse PAN	
Entity Reg. No.	80029334
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 *	<input type="button" value="Electronic"/>
Bank Account Number *	1015586206
Bank Name *	HDFC
Bank Branch *	HDFC BUNDI
Bank Address *	PLOT NO-3 GAVATRINAGAR 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	

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	Nimma R
Spouse DOB	05/01/1980
Spouse PAN	
Entity Reg. No.	800355
Withdrawal due to	Exit at 60
Withdrawal Type	Full Withdrawal
Date of Exit	15/12/2022

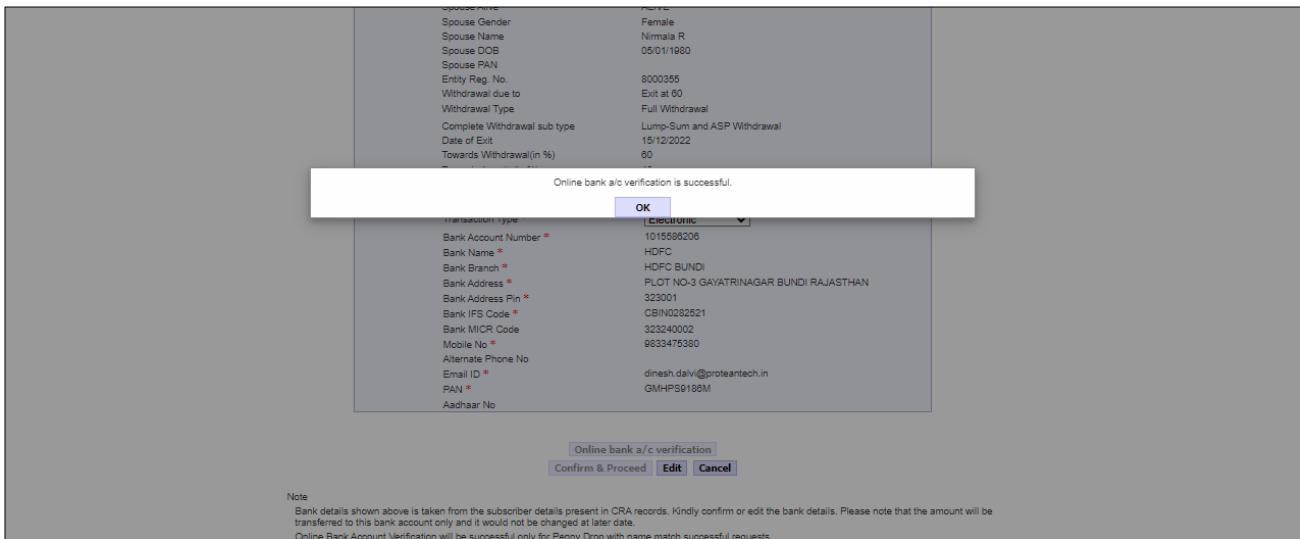
Subscriber Bank Details	
Transaction Type *	<input type="button" value="Electronic"/>
Bank Account Number *	1015586206
Bank IFS Code *	CBIN0282521
Bank Name *	HDFC
Bank Branch *	HDFC BUNDI
Bank Address *	PLOT NO-3 GAVATRINAGAI
Bank Address Pin *	323001
Bank MICR Code	323240002
Mobile No *	9833475380
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 the Aadhaar number from the Subscribers and have submitted the same to the Aadhaar Authentication System (AAS) and the Aadhaar Authentication System (AAS) has issued the Aadhaar number for the purpose of authenticating his/her identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of AAS) 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.

**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 to **Figure 9**.



**Figure 9**

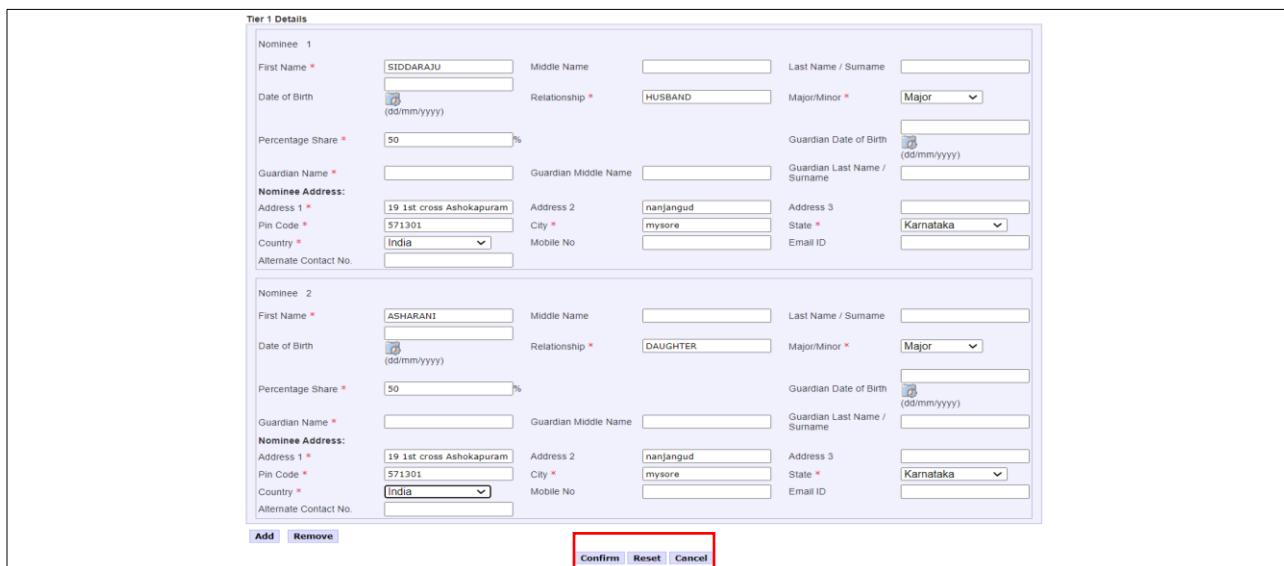
At this stage, existing nomination details of the Subscriber are displayed. **User needs to click on “Edit” button to enter Nominee address.** If required, User can add/update nominee details. Please refer to **Figure 10**.



The screenshot shows the "Withdrawal Request Initiation Screen" with the "Nominee Details" section highlighted. The "TIER 1 Details" table contains two rows of nominee information. The first row (Nominee Serial Number 1) has Nominee Name (SIDDARAJU), Nominee Date of Birth (01/01/1965), Nominee Relation (HUSBAND), Nominee Major/Minor (MAJOR), Nominee Guardian Name (ASHARANI), Nominee Share (50 %), Nominee Mobile No, and Nominee Email ID. The second row (Nominee Serial Number 2) has Nominee Name (ASHARANI), Nominee Date of Birth (01/01/1965), Nominee Relation (DAUGHTER), Nominee Major/Minor (MAJOR), Nominee Guardian Name (ASHARANI), Nominee Share (50 %), Nominee Mobile No, and Nominee Email ID. At the bottom of the form, there are "Edit", "Confirm", and "Cancel" buttons.

**Figure 10**

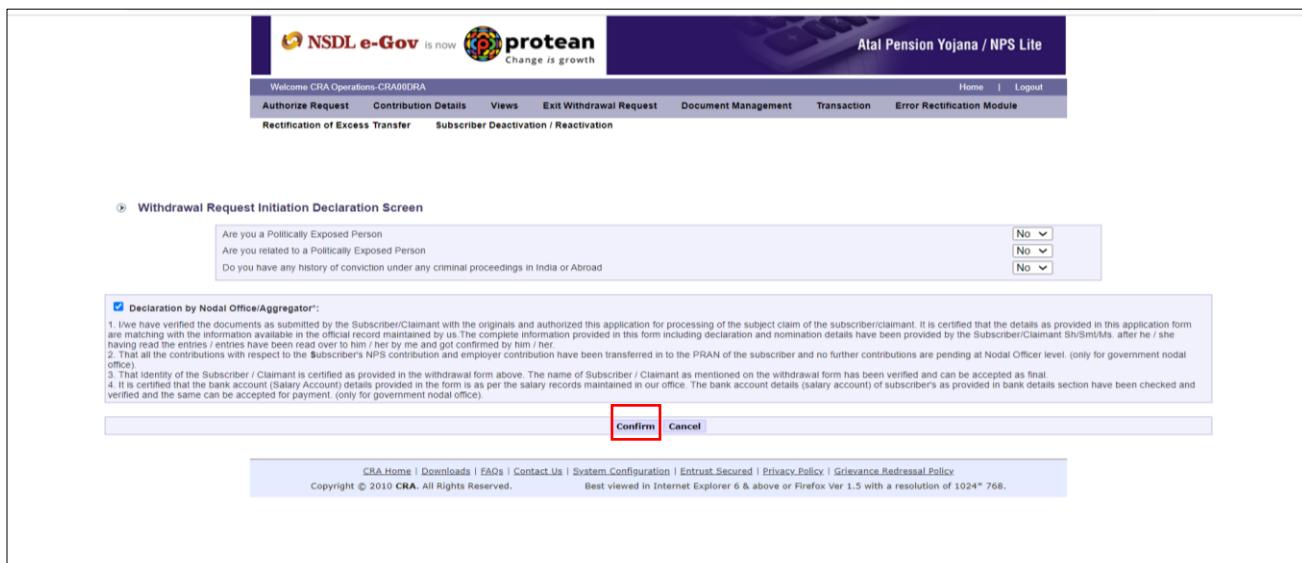
User can enter maximum of three nominees. User needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, User needs to click on "Confirm" button to proceed further. Please refer to **Figure 11**.



**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 to **Figure 12**.



**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 to **Figure 13**.

Withdrawal - Premature Exit

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

\* At least one field should be checked

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

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

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

1	<input type="checkbox"/>	Valid Passport issued by Government of India
2	<input type="checkbox"/>	Ration card with photograph and residential address
3	<input checked="" type="checkbox"/>	Bank Pass book or certificate with photograph and residential address
4	<input type="checkbox"/>	Voters Identity Card with Photograph and residential address
5	<input type="checkbox"/>	Valid Driving license with photograph and residential address
6	<input type="checkbox"/>	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judicial Magistrate etc
7	<input type="checkbox"/>	Certificate of identity with photograph signed by a Member of Parliament or Member of Legislative Assembly
8	<input checked="" type="checkbox"/>	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address
9	<input type="checkbox"/>	Job Cards issued by NREGA duly signed by an officer of the State Government
10	<input type="checkbox"/>	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old)
11	<input type="checkbox"/>	Latest Telephone bill in the name of the claimant and showing the address (Less than 6 months old)
12	<input type="checkbox"/>	Latest property/house Tax Receipt (not more than one year old)
13	<input type="checkbox"/>	Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of rented/leased accommodation)
14	<input type="checkbox"/>	Identity card issued by Central/State government and its Departments, 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	<input type="checkbox"/>	KYC Certification

**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 to **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 IFS Code	CNR80000597
Bank MICR Code	
Mobile No	9164434378
Alternate Phone Number	
Email Id	npsaggregat@cagrameen.in
PAN	
Aadhaar No	

Nominee Details		Nominee Details	
<b>TIER 1 Details</b> Nominee Serial Number: 1 Nominee Name: BIDDARAJU Nominee Date of Birth: 01/01/1956 Nominee Relation: HUSBAND Nominee Gender: MALE Nominee Guardian Name: 50 % Nominee Share: 50 % Nominee Email ID: nanijangudi.mysore@gmail.com Nominee Address 1: nanijangudi Nominee Address 2: mysore Nominee City: Karnataka Nominee Pin: 571301 Nominee Country: India Nominee Guardian DOB: 19/1st cross Ashokapuram  <b>TIER 2 Details</b> Nominee Serial Number: 2 Nominee Name: ASHARANI Nominee Date of Birth: 01/01/1980 Nominee Relation: DAUGHTER Nominee Gender: MALE Nominee Guardian Name: 50 % Nominee Share: 50 % Nominee Email ID: nanijangudi.mysore@gmail.com Nominee Address 1: nanijangudi Nominee Address 2: mysore Nominee City: Karnataka Nominee Pin: 571301 Nominee Country: India Nominee Guardian DOB: 19/1st cross Ashokapuram		Nominee Address 1: 1 Nominee Address 2: BIDDARAJU Nominee City Pin: 571301 Nominee Country: India Nominee Guardian DOB: 19/1st cross Ashokapuram  Nominee Address 1: 2 Nominee Address 2: ASHARANI Nominee City Pin: 571301 Nominee Country: India Nominee Guardian DOB: 19/1st cross Ashokapuram	
<b>Withdrawal Request Declarations</b> <p>1. Are you a Politically Exposed Person            2. Are you related to a Politically Exposed Person            3. Do you have any history of conviction under any criminal proceedings in India or Abroad</p>			
<b>Withdrawal Request Document Checklist</b> <p>1. Withdrawal form duly filled and signed stamped by Nodal Office            2. Original PRAN Card / Notarised Affidavit (if PRAN card not submitted)            3. Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook</p>			
<b>Proof of Identity</b> <p>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</p>			
<b>Proof of Address</b> <p>1. Bank Pass book or certificate with photograph and residential address.            2. Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.</p>			
<p><input checked="" type="checkbox"/> Declaration by Nodal Office/POP/Aggregator*: 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 reviewed by her / him by the concerned nodal office.</p> <p>2. That all the contributions with respect to the subscriber's PRAN contribution and employer contribution have been transferred in to the PRAN of the subscriber and no further contributions are pending at Nodal Office level. (only for government nodal office).</p> <p>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.</p> <p>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).</p>			
<p>Select File to Upload * : <input type="file" value="Choose File"/> <input type="button" value="Upload"/> <input type="button" value="Remove"/></p> <p>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) <input type="button" value="Confirm"/> <input type="button" value="Cancel"/></p>			

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 to **Figure 15**.

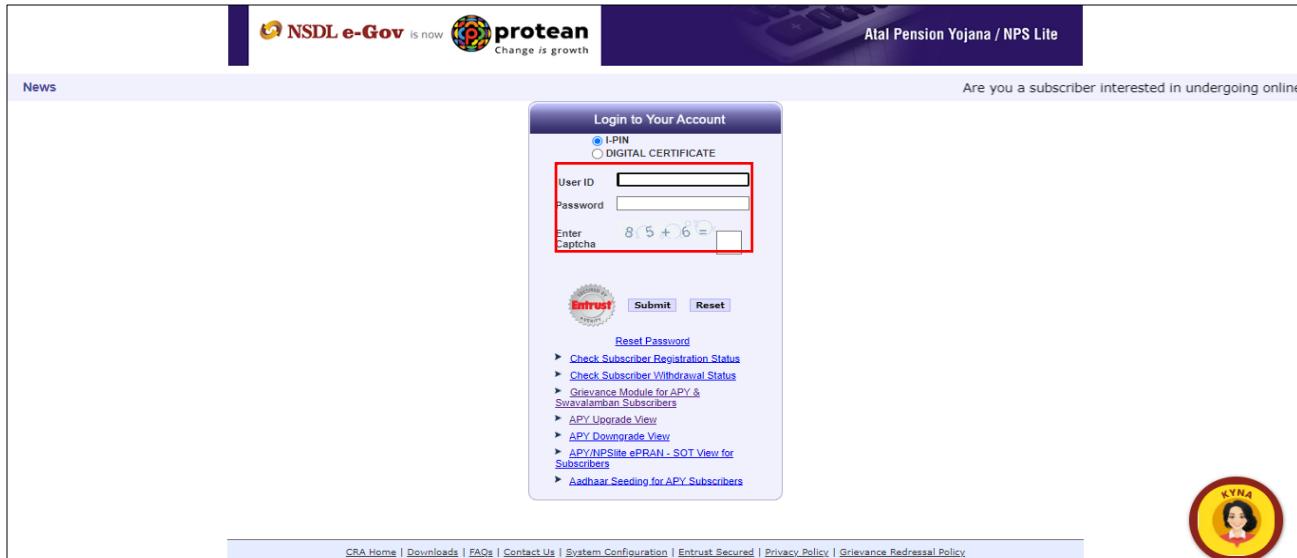
NSDL e-Gov		protean		Atal Pension Yojana / NPS Lite																							
Welcome CRA Operations-CRA000RA Authorize Request   Contribution Details   Views   Exit Withdrawal Request   Document Management   Transaction   Error Rectification Module Rectification of Excess Transfer   Subscriber Deactivation / Reactivation																											
<b>Withdrawal Request Initiation - Complete</b>																											
<table border="1"> <tr> <td>PRAN</td> <td>50001634616</td> </tr> <tr> <td>Name</td> <td>CHANNAJAMMA</td> </tr> <tr> <td>Date of Birth</td> <td>01/01/1956</td> </tr> <tr> <td>Withdrawal due to</td> <td>Premature Exit</td> </tr> <tr> <td>Withdrawal Type</td> <td>Full Withdrawal</td> </tr> <tr> <td>Date of Resignation</td> <td>11/03/2023</td> </tr> <tr> <td>PRAN Document No.</td> <td><input type="button" value="Click Here to view withdrawal term"/></td> </tr> <tr> <td colspan="2">Withdrawal Request Claim ID has been successfully generated.</td> </tr> <tr> <td>Claim ID:</td> <td>2311505134001</td> </tr> <tr> <td colspan="2">Subscriber Withdrawal Initiation Request Details has been Captured. Awaiting Verification.</td> </tr> <tr> <td colspan="2">Captured Timestamp: 11/03/2023 16:52</td> </tr> </table>						PRAN	50001634616	Name	CHANNAJAMMA	Date of Birth	01/01/1956	Withdrawal due to	Premature Exit	Withdrawal Type	Full Withdrawal	Date of Resignation	11/03/2023	PRAN Document No.	<input type="button" value="Click Here to view withdrawal term"/>	Withdrawal Request Claim ID has been successfully generated.		Claim ID:	2311505134001	Subscriber Withdrawal Initiation Request Details has been Captured. Awaiting Verification.		Captured Timestamp: 11/03/2023 16:52	
PRAN	50001634616																										
Name	CHANNAJAMMA																										
Date of Birth	01/01/1956																										
Withdrawal due to	Premature Exit																										
Withdrawal Type	Full Withdrawal																										
Date of Resignation	11/03/2023																										
PRAN Document No.	<input type="button" value="Click Here to view withdrawal term"/>																										
Withdrawal Request Claim ID has been successfully generated.																											
Claim ID:	2311505134001																										
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.**

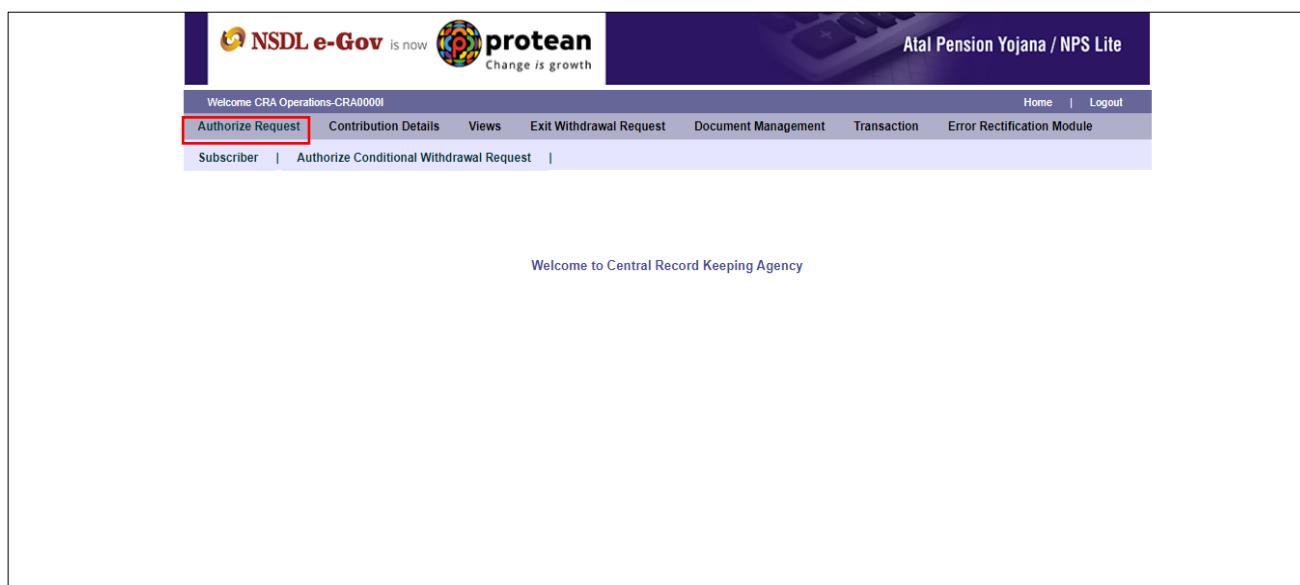
## **6. Steps to authorize Online Premature Exit request in NPS Lite System by Nodal Office/Aggregator:**

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**.



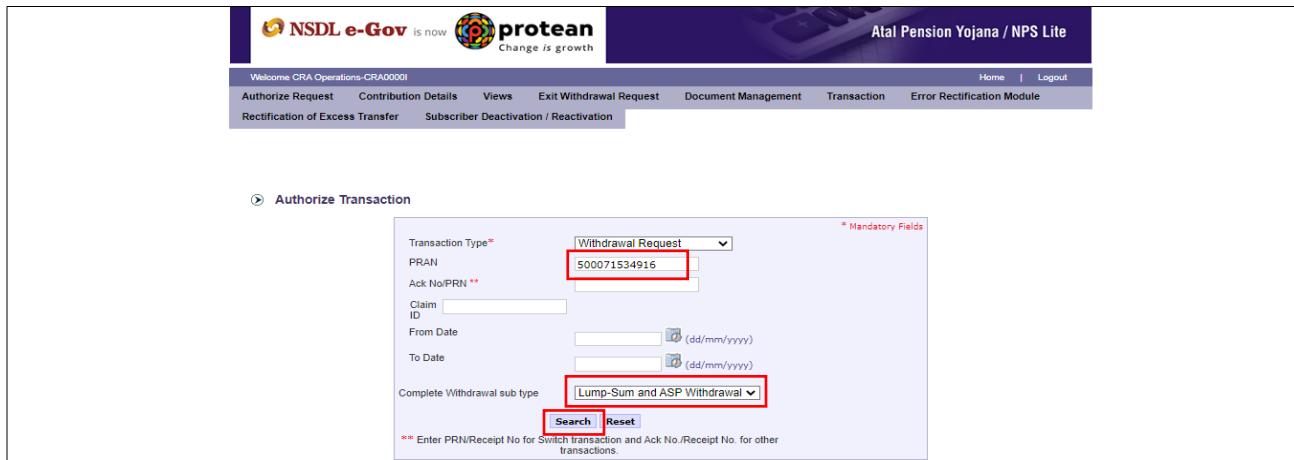
**Figure 16**

User needs to click on Menu “**Authorize Request**” and select Sub-Menu “**Authorize Transaction**.” Please refer to **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 to **Figure 18**.



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)

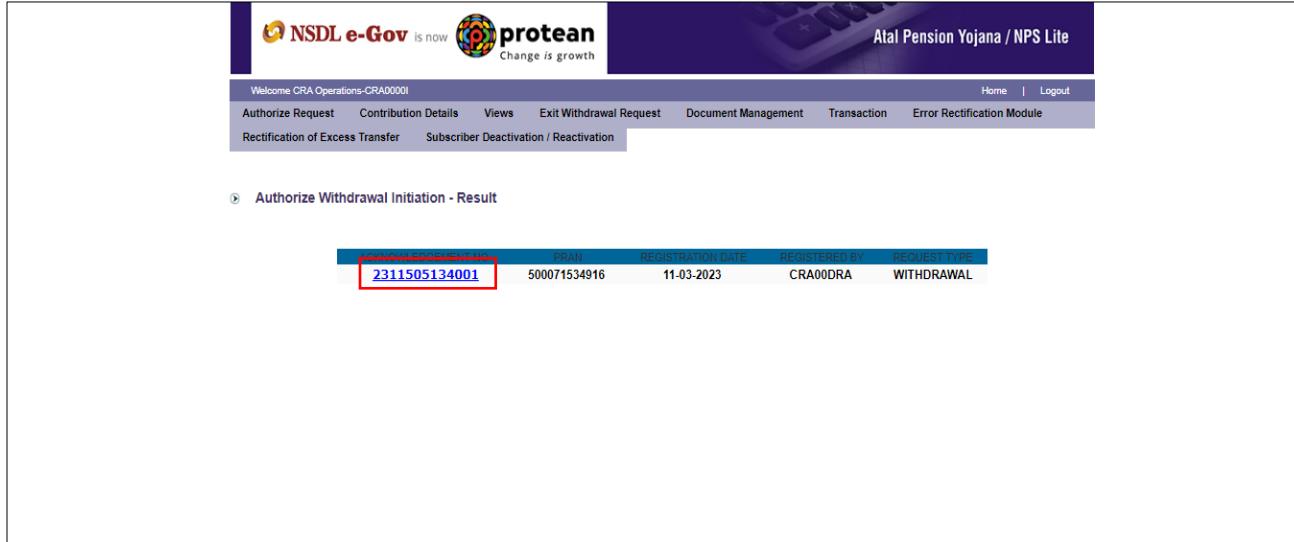
Complete Withdrawal sub type Lump-Sum and ASP Withdrawal

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 to **Figure 19**.



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	REGISTERED BY	REQUEST TYPE	
<a href="#">2311505134001</a>	500071534916	11-03-2023	CRA00DRA	WITHDRAWAL

**Figure 19**

At this stage, 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 details entered are correct, User needs to click on “**Authorize**” radio button and click on “**Submit**” button to complete the authorization process. User can also check documents uploaded by clicking on “View” button. Please refer to **Figure 20**.

(x) Authorize Withdrawal Initiation - Confirm
Back to Results Page
View Signature
Click Here to View subscriber Details

**Subscriber Details**

PRAN	Subscriber Name	500071534916
Subscriber Gender	CHANNAJAMMA	Female
Maiden Name		
CKYC Number		
ACK No.		
Withdrawal Type	Full Withdrawal	
Date of Resignation	11/03/2023	
Withdrawal due to	Premature Exit	
Towards Withdrawal (in %)	100	
Towards Annuity (in %)	0	

**Subscriber correspondence Address**

Address 1	19	ASHOKAPURA
Address 2		NAJUNJANGUD
Address 3		MYSSORE
City		571301
Pin		Karnataka
State		India
Country		

**Bank Details**

Bank Name	Total Units	
SBI PENSION FUNDS PRIVATE LIMITED	132.9884	
UTI RETIREMENT SOLUTIONS LIMITED	128.7212	
LIC PENSION FUND LIMITED	132.2319	
	393.9415	

**Subscriber Bank Details**

Bank Account Number	0597101035722	Bank Name
Bank Name	Canara Bank	Bank Branch
Bank Branch	Nanangud	Bank Address
Bank Address	Nanangud	Bank Address Pin
Bank Address Pin	571301	Bank IFS Code
Bank IFS Code	CNRB0000597	Bank MICR Code
Mobile No	9164434378	Alternate Phone No
Alternate Phone No		Email Id
Email Id	npsagregatar@cagrameen.in	

**Subscriber Details**

PAN		Aadhaar No
-----	--	------------

**Nominee Details**

**TIER 1 Details**

Nominee Serial Number	1	Nominee Name
Nominee Name	SIDDARAJU	Nominee Relation
Nominee Date of Birth		HUSBAND
Nominee Relation		MAJOR
Nominee Major/Minor		Nominee Guardian Name
Nominee Guardian Name		Nominee Share
Nominee Share	50 %	Nominee Mobile No.
Nominee Mobile No.		Nominee Email Id
Nominee Email Id		Nominee Address 1
Nominee Address 2	nanangud	Nominee Address 3
Nominee City	mysore	Nominee City Pin
Nominee State	Karnataka	Nominee Country
Nominee Alternate Contact No.		Nominee Guardian DOB

Nominee City	mysore	Nominee City Pin
Nominee State	Karnataka	Nominee Country
Nominee Alternate Contact No.		Nominee Guardian DOB

**Withdrawal Request Declaration Checklist**

No Yes

1. Are you a Politically Exposed Person  
 2. Are you related to a Politically Exposed Person  
 3. Do you have any history of conviction under any criminal proceedings in India or Abroad

**Withdrawal Request Document Checklist**

1. Withdrawal form duly filled and signed stamped by Nodal Office  
 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. Aadhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

**Declaration by the Offshore Agent/Aggregator\***

I have verified the documents 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. CHANNAJAMMA after he /she having read the entries / entries have been read over to him / her by me / my representative.

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 any other level (or) stage.

3. The identity of the subscriber is certified as provided in the withdrawal form above. The name of subscriber 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 subscribers as provided in bank details section have been checked and verified and the same can be accepted for payment (only for government nodal office).

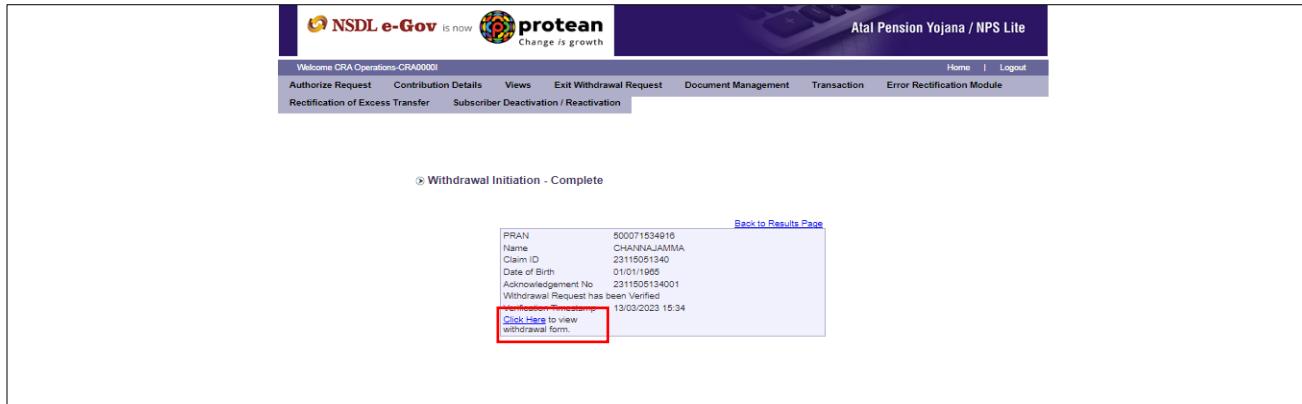
Please click to view the uploaded document View

Authorize  Reject  
 Reason for Rejection

**Figure 20**

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.



**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.proteantech.in](http://www.npscra.proteantech.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.

\*\*\*\*\*