Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SOP)

Initiation and Authorization of Online Death Withdrawal request by Point of Presence (POP)

Version 1.5

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	08.02.2024	1.1	-	Mandatory Name verification during Penny Drop
3	12.08.2024	1.2	-	Implementation of Penny Drop at the time of initiation of Death Withdrawal request. Request will get captured only in case of successful penny drop & name match of all claimants and annuitant
4	20.12.2024	1.3	-	Contents (w.r.t. Online bank details verification) reviewed and updated
5	22.07.2025	1.4	-	Withdrawal Timeline updated and quality monitoring process added.
6	31.03.2026	1.5	-	POP Login Menu Revamp and Screens updated.

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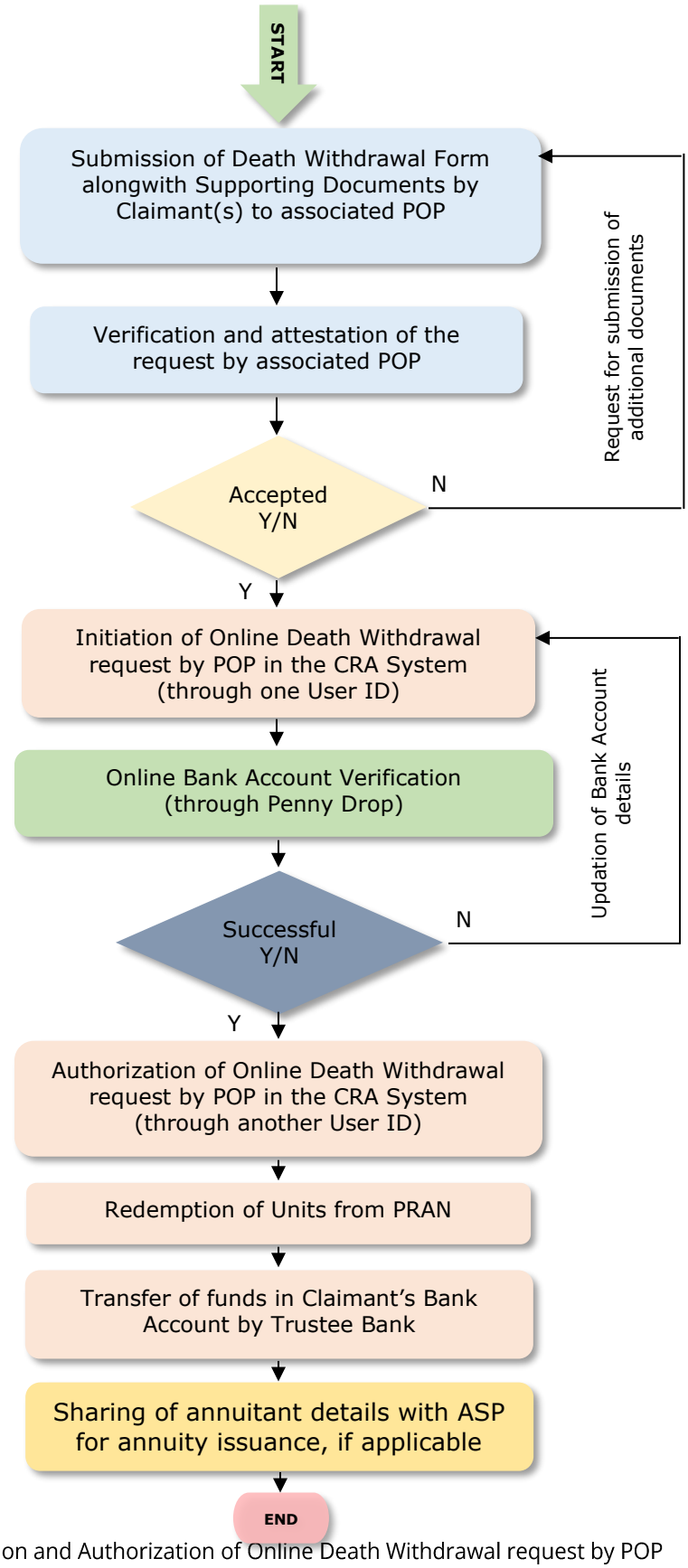
1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
NPS	National Pension System
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	Point of Presence Service Provider
PRAN	Permanent Retirement Account Number

2. Process Flow – Processing of Online Death Withdrawal Requests



3. Preface:

As per the Pension Fund Regulatory and Development Authority (PFRDA), (Exits & Withdrawals under NPS) Regulations 2015 and amendments thereto, in case of Death of NPS Subscriber under All Citizens of India & Corporate Sector, the entire accumulated pension wealth of the Subscriber (100% NPS Corpus) shall be paid to the nominee(s) or legal heir(s), as the case may be, of such Subscriber.

Though, the nominee/legal heir of the deceased Subscriber shall have the option to purchase any of the annuities being offered upon exit, if they so desire, while applying for withdrawal of benefits on account of deceased Subscribers' Permanent Retirement Account.

4. Procedure for Processing Online Death Withdrawal requests by POP

The brief steps to be followed by POP

- **<u>Pre-requisite for Processing of Death Withdrawal request:</u>**

  - ✓ Death Withdrawal Form duly filled and signed by Nominee/Legal heir.
  - ✓ Death certificate of the subscriber.
  - ✓ KYC (Identity and Address proof) documents of Nominee/Legal heir/Annuitant, Bank Proof of Nominee/Legal heir/Annuitant and Copy of PRAN card/ePran of Subscriber.
  - ✓ PAN of Nominee/Legal heir/Annuitant wherever applicable.
  - ✓ In case of multiple nominees, Relinquishment deed from nominee who is willing to release and relinquish his/her respective shares in the claim under NPS and Indemnity bond from nominee who is claiming the NPS corpus. Relinquishment deed and Indemnity bond should be on minimum Rs. 100 stamp paper and duly notarized.
  - ✓ Additional documents required by POP in support of Death Claim.
  - ✓ Bank details should be correct/valid - *During request initiation, Bank Account no., Bank IFS Code and Nominee/Legal heir/Annuitant will be verified through online Bank Account Verification (Penny drop facility). Hence, Bank account number and IFS Code should be active and operative. Also Name of Nominee/Legal heir/Annuitant as per CRA and bank record should match.* ***If Online Bank Account Verification (Penny drop) fails, request initiation will not be allowed.***
  - ✓ Nominations should be as per Clause 32 of PFRDA (Exits & Withdrawals under NPS) Regulations 2015

- **<u>Verification & Attestation of Physical Death Withdrawal Request</u>**

  - ✓ The POP shall verify the physical Death Withdrawal Form & supporting documents [such as Death Certificate, KYC Documents (Id Proof & Address Proof), Bank Account Proof and other required documents] submitted by the Claimant(s). *The Death Withdrawal Form is available on CRA website www.npscra.proteantech.in.*
  - ✓ ***POP, upon receiving the withdrawal request, shall take the necessary steps to identify the Claimant(s). It is the responsibility of the POP to check the veracity of the supporting documents submitted by the claimant(s) along with claim and may obtain additional supporting documents if required to ensure that claim amount is given to the legitimate claimant(s).***
  - ✓ On successful verification, the POP shall attest the Withdrawal Form and Supporting documents. Also, note that the clear/legible scanned documents will have to upload while capturing Death Withdrawal request.
  - ✓ Claimant have an option to opt for 100% Lumpsum withdrawal or 100% Annuity Withdrawal or Lumpsum & Annuity Withdrawal.

- **<u>Initiation and Authorization of Online Death Withdrawal request in CRA System</u>**

  - ✓ On successful verification of Death Withdrawal Form and supporting documents, POP shall initiate withdrawal request in the CRA system through One User ID by selecting digital certificate option.
  - ✓ Bank details should be correct/valid - During request initiation, Bank Account and Name of the Nominee/Annuitant/Legal heir 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.
  - ✓ Mandatory Upload of valid and legible Physical Death Withdrawal Form, Death certificate of the Subscriber, KYC Documents (Identity & Address Proof) and bank proof of *Nominee/Legal heir/Annuitant*, copy of PRAN card/ePRAN and other additional documents required by POP.
  - ✓ Authorization of request by POP in the CRA system through other User ID by selecting digital certificate option.

5. Procedure for processing eNPS Death Exit request

As per the PFRDA exit guideline, Nominee / Claimant can settle the eNPS death claim by utilizing the services NPS Trust. The following steps are to be followed to process the claim through NPS Trust:

a) The Nominee/Claimant can submit Exit form to NPS Trust, New Delhi Office with the required documents after verification of his/her KYC by his/her bank. The nominee has to get a Bank Certificate on bank letterhead containing the photo and signature of the nominee.

b) The Bank letter needs to be signed with seal by the designated bank official where nominee has the bank account and where claimant would like to have receive the lump sum/ or annuity and submit the same along with Exit form to NPS Trust, Delhi Office.

Address of NPS Trust:
eNPS Withdrawal Department
National Pension System Trust,
Tower B, B-302, Third Floor, World Trade Center,
Nauroji Nagar, New Delhi-110029
Tel: +91-11-35655222
Email: dept-exit@npstrust.org.in / npsclaims@npstrust.org.in

c) Post receipt of duly verified documents in the manner as given in (b) above, NPS Trust, New Delhi Office will authorise the withdrawal request after due diligence and after satisfying themselves about the veracity of the claim.

Online Exit Module has been implemented in the CRA system to facilitate POPs to process Exit requests of underlying NPS Subscribers. This document describes the detailed procedure to be followed by the POPs for initiation and authorization of Online Death Withdrawal requests in the CRA system.

6. Steps to initiate Online Death Withdrawal request in CRA System by POP

POP User will access CRA System www.cra.nps-proteantech.in using one DSC User ID as given below in **Figure 1.**

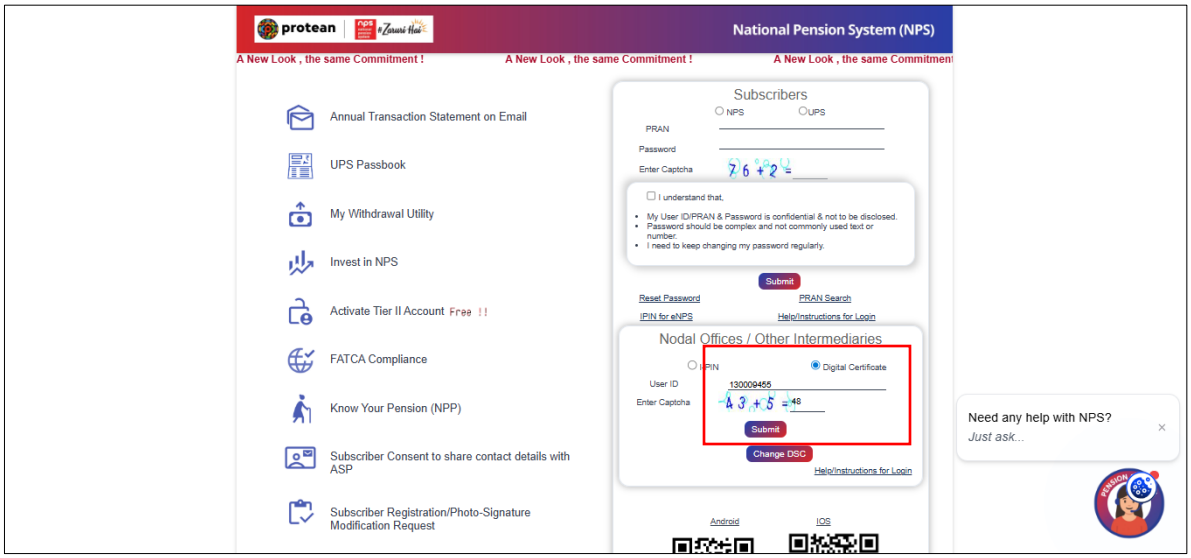


Figure 1

On successful login, User needs to click on Menu "**Exit Withdrawal Request**" and select Sub Menu "**Initiate Withdrawal Request**" as given below in **Figure 2**.

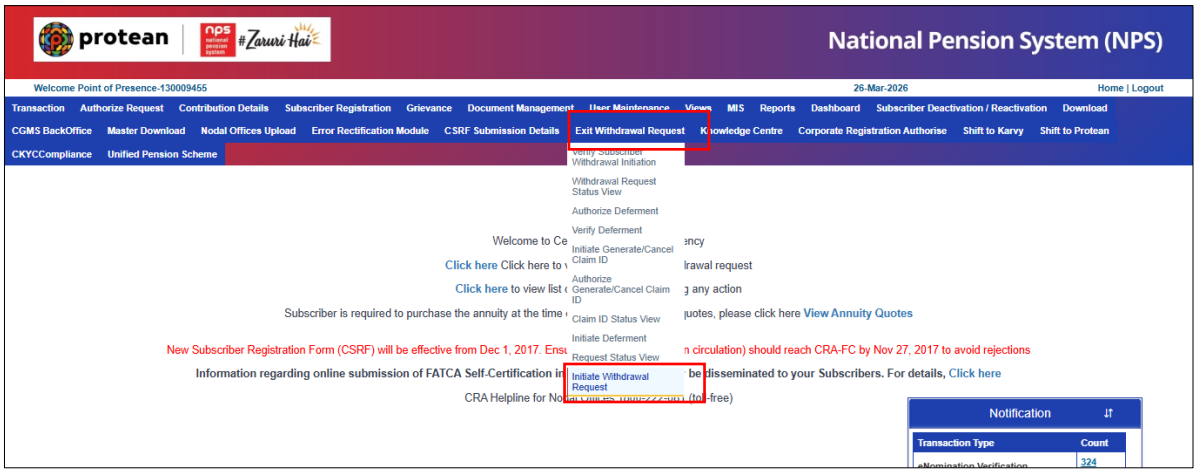


Figure 2

User needs to select the option "**Death Withdrawal"** as given below in **Figure 3**.

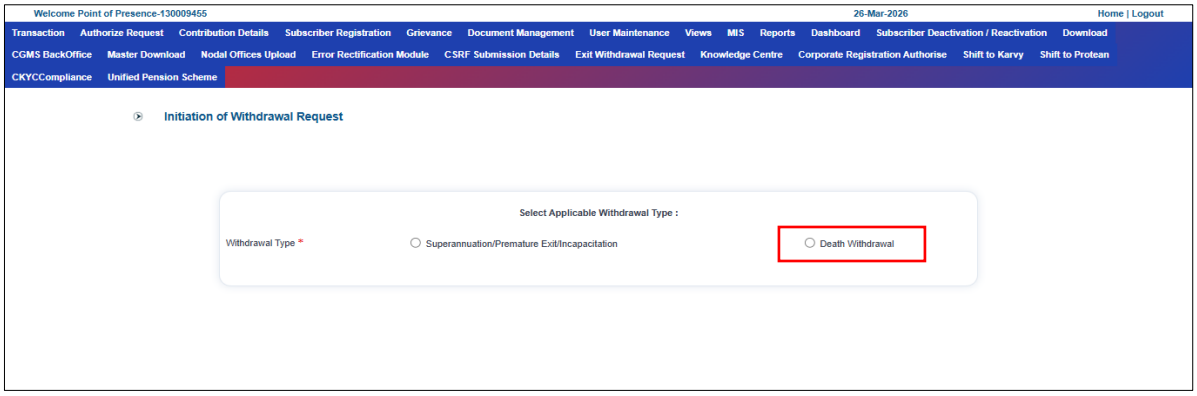


Figure 3

User needs to select the "**Initiate Request''** option to initiate the death withdrawal request and enter PRAN of the Subscriber and click on "**Submit''** button as given below in **Figure 4**.

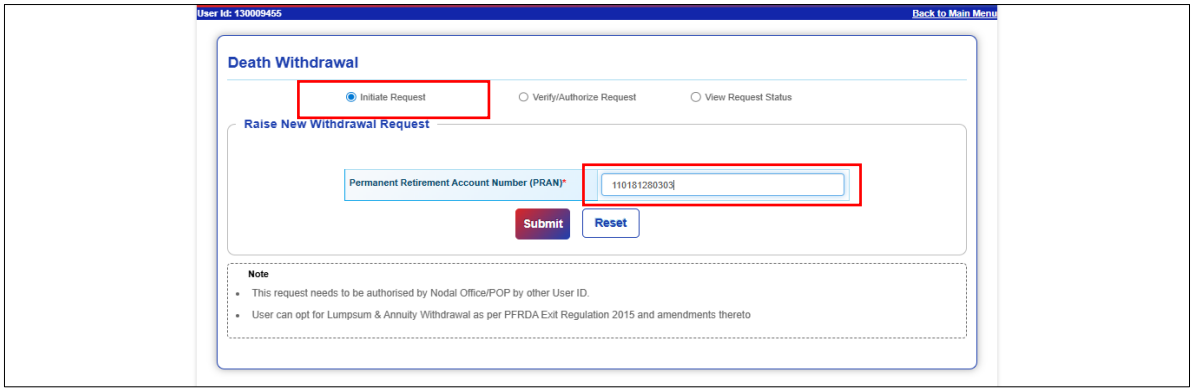


Figure 4

At this stage, User needs to accept declarations. On acceptance of declarations, User needs to click on **"OK"** button. Please refer to **Figure 5**.

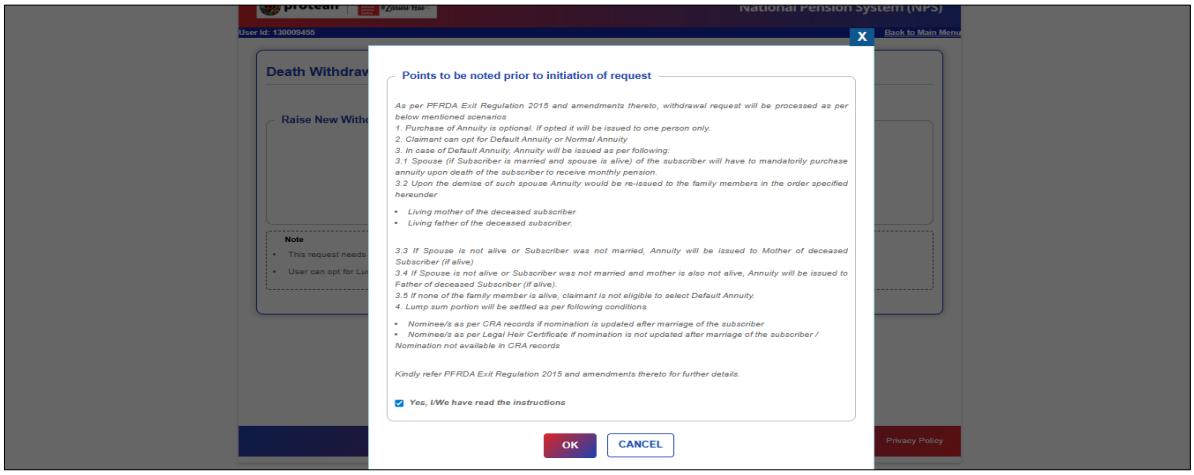


Figure 5

At this stage, User needs to capture Date of Death of the Subscriber and click on **"Submit"** button. Please refer to **Figure 6**.

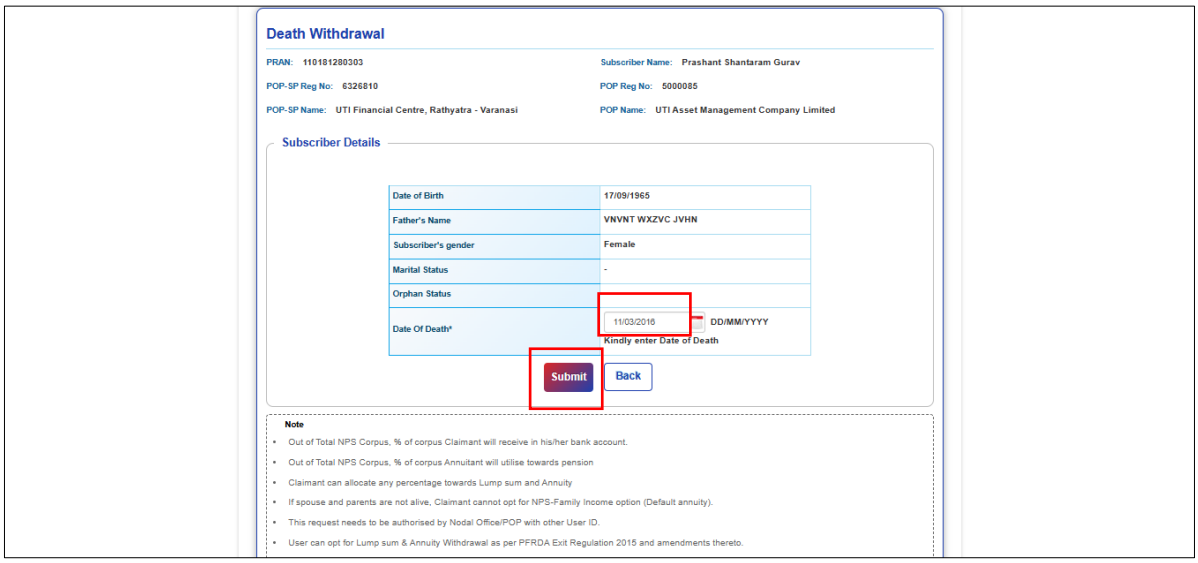


Figure 6

A new pop-up message will be displayed to the user if subscriber details are modified after the date of death. Please refer to **Figure 7.**

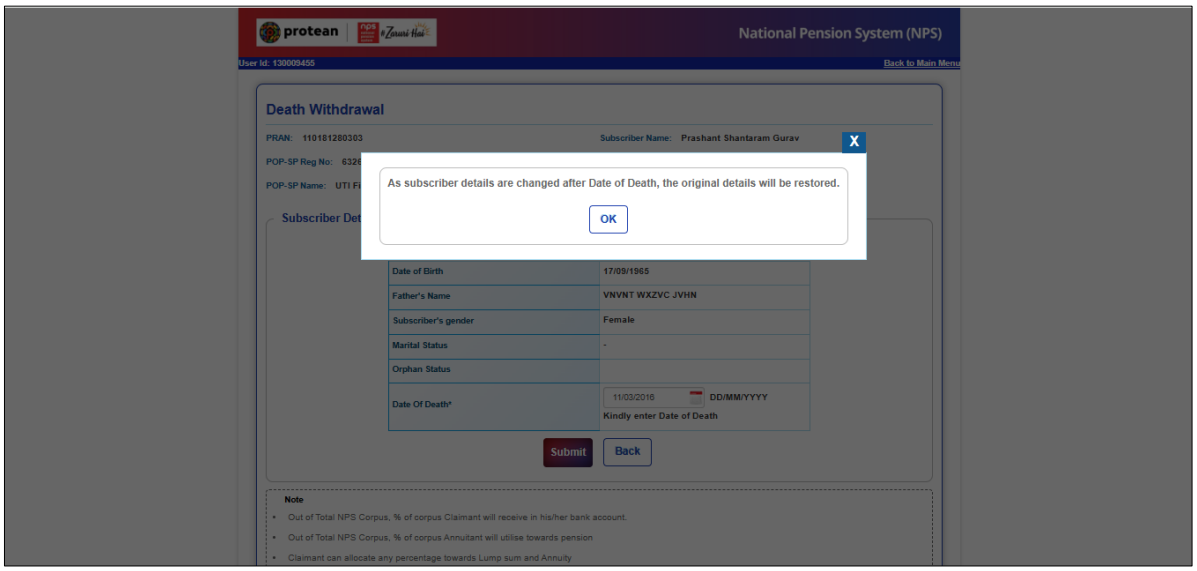


Figure 7

A new page will be displayed, and User needs to click on any one of the options provided i.e. 100% Lumpsum withdrawal or 100% Annuity Withdrawal or Lumpsum & Annuity Withdrawal Under Valuation section. As per the option selected by User, the Claimants Withdrawal details will be displayed in **Section C.** POP user will enter receipt number in "Receipt No" field, as the case may be. User needs to provide the Family Members details in **Section E.** Please refer to **Figure 8.**

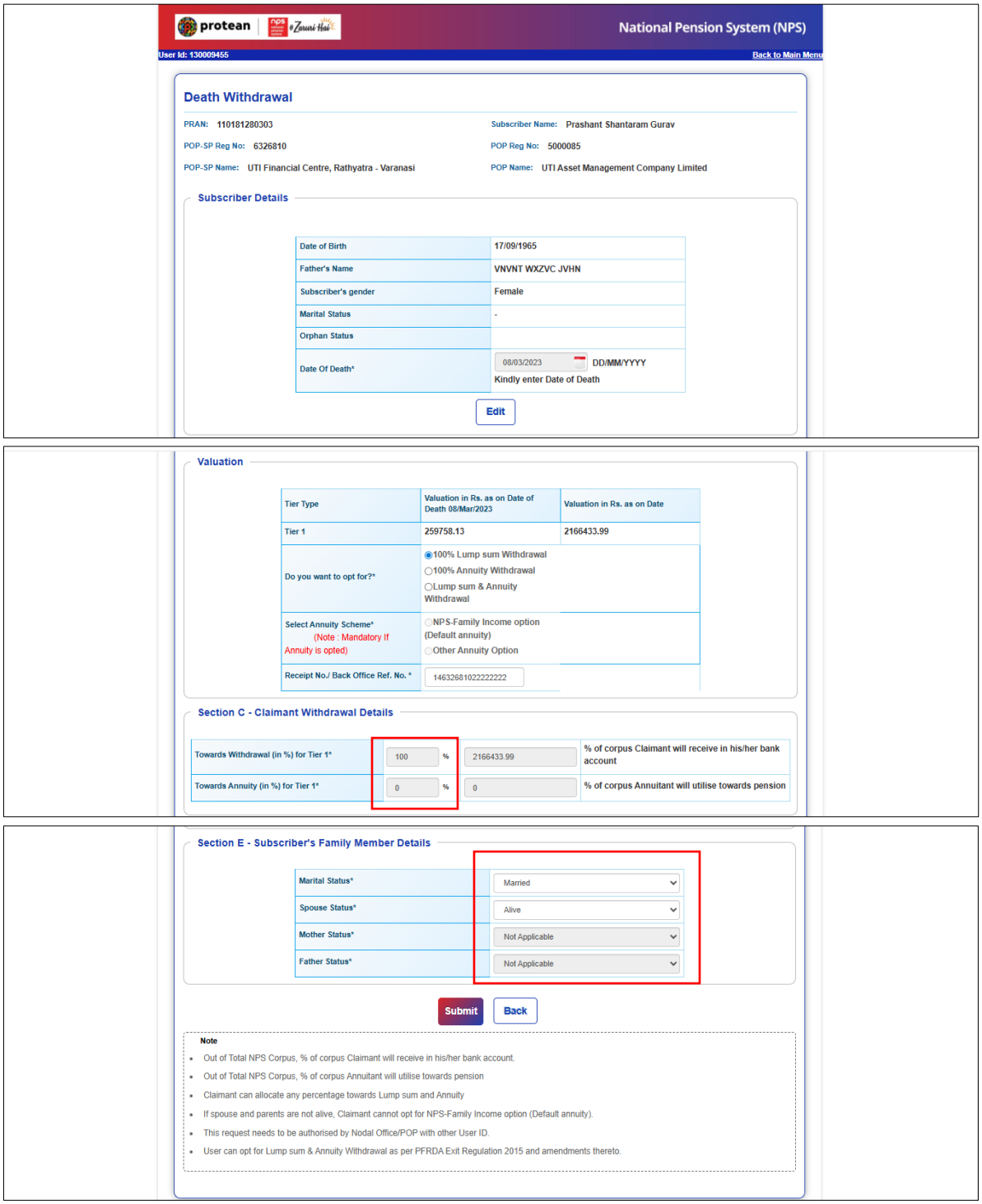

protean
National Pension System (NPS)
User Id: 130009455
Back to Main Menu
Death Withdrawal
PRAN: 110181280303
Subscriber Name: Prashant Shantaram Gurav
POP-SP Reg No: 6326810
POP Reg No: 5000085
POP-SP Name: UTI Financial Centre, Rathyatra - Varanasi
POP Name: UTI Asset Management Company Limited
Subscriber Details
Date of Birth 17/09/1965
Father's Name VNVNT WXZVC JVHN
Subscriber's gender Female
Marital Status -
Orphan Status
Date Of Death* 08/03/2023 DD/MM/YYYY
Kindly enter Date of Death
Edit
Valuation
Tier Type
Valuation in Rs. as on Date of Death 08/Mar/2023
Valuation in Rs. as on Date
Tier 1 259758.13 2166433.99
Do you want to opt for?*
100% Lump sum Withdrawal
100% Annuity Withdrawal
Lump sum & Annuity Withdrawal
Select Annuity Scheme* (Note : Mandatory If Annuity is opted)
NPS-Family Income option (Default annuity)
Other Annuity Option
Receipt No./ Back Office Ref. No. *
14632681022222222
Section C - Claimant Withdrawal Details
Towards Withdrawal (in %) for Tier 1* 100 % 2166433.99 % of corpus Claimant will receive in his/her bank account
Towards Annuity (in %) for Tier 1* 0 % 0 % of corpus Annuitant will utilise towards pension
Section E - Subscriber's Family Member Details
Marital Status* Married
Spouse Status* Alive
Mother Status* Not Applicable
Father Status* Not Applicable
Submit
Back
Note
Out of Total NPS Corpus, % of corpus Claimant will receive in his/her bank account.
Out of Total NPS Corpus, % of corpus Annuitant will utilise towards pension
Claimant can allocate any percentage towards Lump sum and Annuity
If spouse and parents are not alive, Claimant cannot opt for NPS-Family Income option (Default annuity).
This request needs to be authorised by Nodal Office/POP with other User ID.
User can opt for Lump sum & Annuity Withdrawal as per PFRDA Exit Regulation 2015 and amendments thereto.

Figure 8

On submission of details, a confirmation Window will be displayed as per below **Figure 9.**

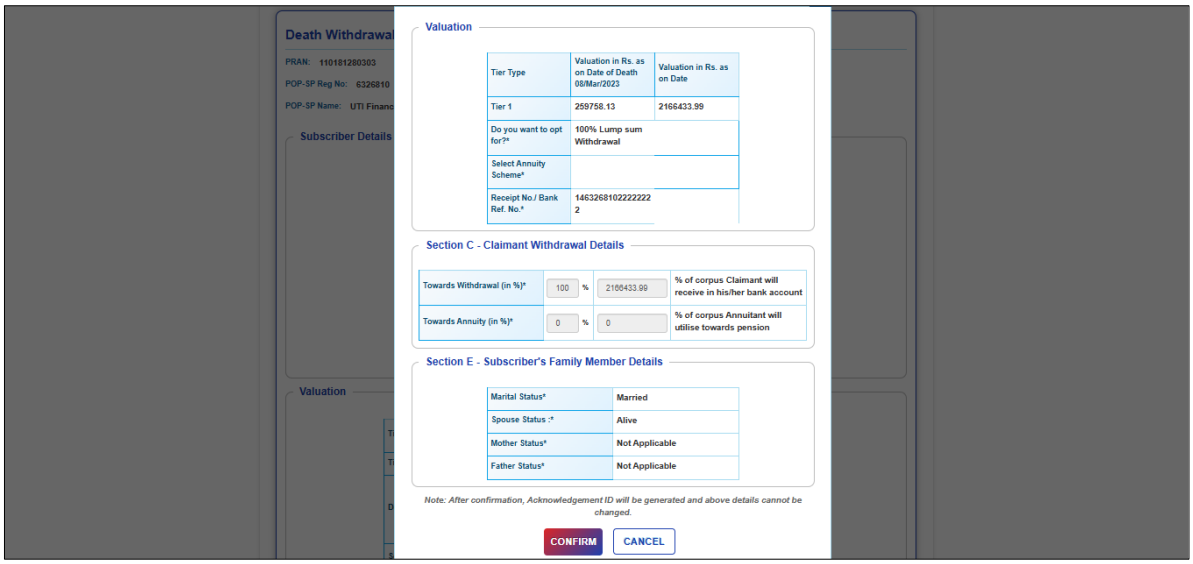


Figure 9

On confirmation, an Acknowledgement Number will be generated. Please refer to **Figure 10.**

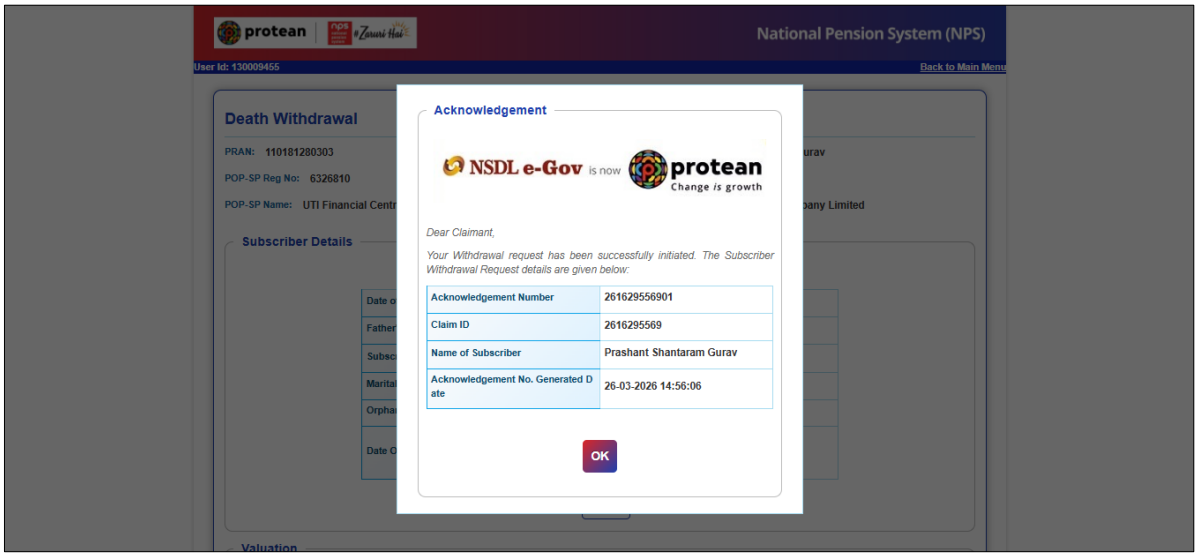
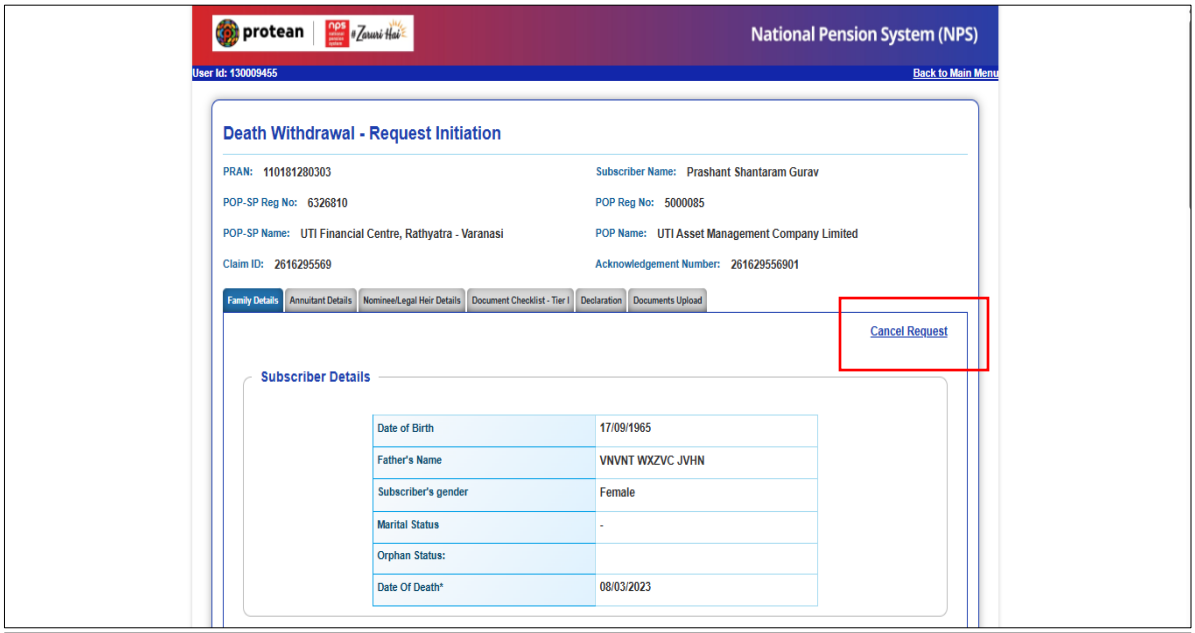


Figure 10

Once Acknowledgement Number is generated, User needs to capture/submit details under **different TABs.** User needs to provide the Subscriber's Family Details such as spouse, mother, father's details under "**Family Details"** TAB.

If POP desires to cancel the Death Withdrawal request after generation of Acknowledgement Number, POP can cancel the Death Withdrawal request from Initiator login ID by clicking on '**Cancel request**' tab. Refer below **Figure 11.**



protean | nps #Zaruri Hai

National Pension System (NPS)

User Id: 130009455 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110181280303 Subscriber Name: Prashant Shantaram Gurav

POP-SP Reg No: 6326810 POP Reg No: 5000085

POP-SP Name: UTI Financial Centre, Rathyatra - Varanasi POP Name: UTI Asset Management Company Limited

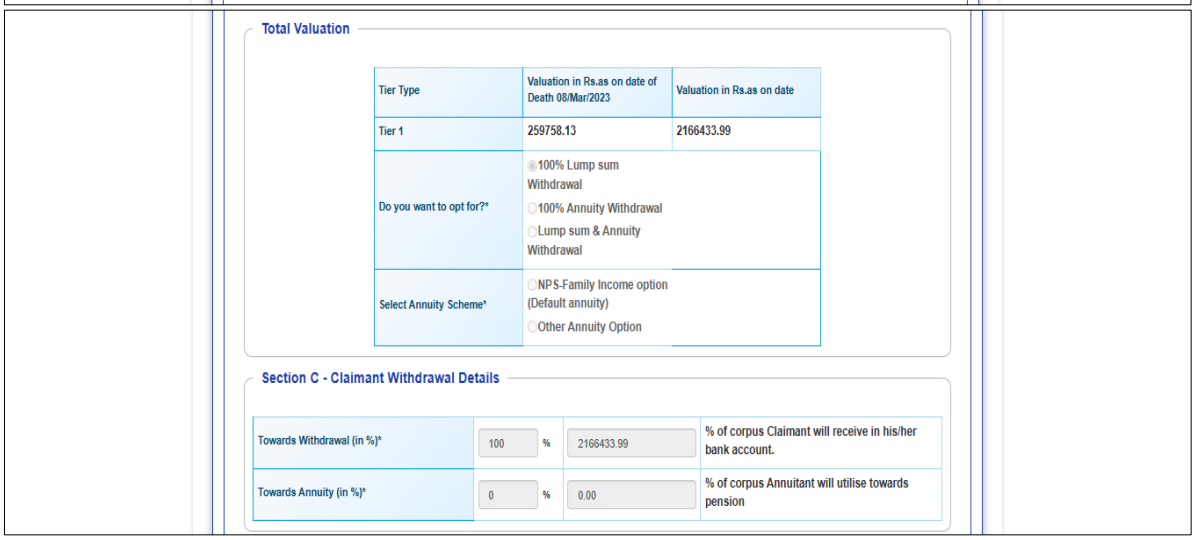
Claim ID: 2616295569 Acknowledgement Number: 261629556901

Family Details | Annuitant Details | Nominee/Legal Heir Details | Document Checklist - Tier I | Declaration | Documents Upload

Cancel Request

Subscriber Details

Date of Birth	17/09/1965
Father's Name	VNVNT WXZVC JVHN
Subscriber's gender	Female
Marital Status	-
Orphan Status:	
Date Of Death*	08/03/2023



Total Valuation

Tier Type	Valuation in Rs.as on date of Death 08/Mar/2023	Valuation in Rs.as on date
Tier 1	259758.13	2166433.99
Do you want to opt for?*	100% Lump sum Withdrawal 100% Annuity Withdrawal Lump sum & Annuity Withdrawal	
Select Annuity Scheme*	NPS-Family Income option (Default annuity) Other Annuity Option	

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %)*	100 %	2166433.99	% of corpus Claimant will receive in his/her bank account.
Towards Annuity (in %)*	0 %	0.00	% of corpus Annuitant will utilise towards pension

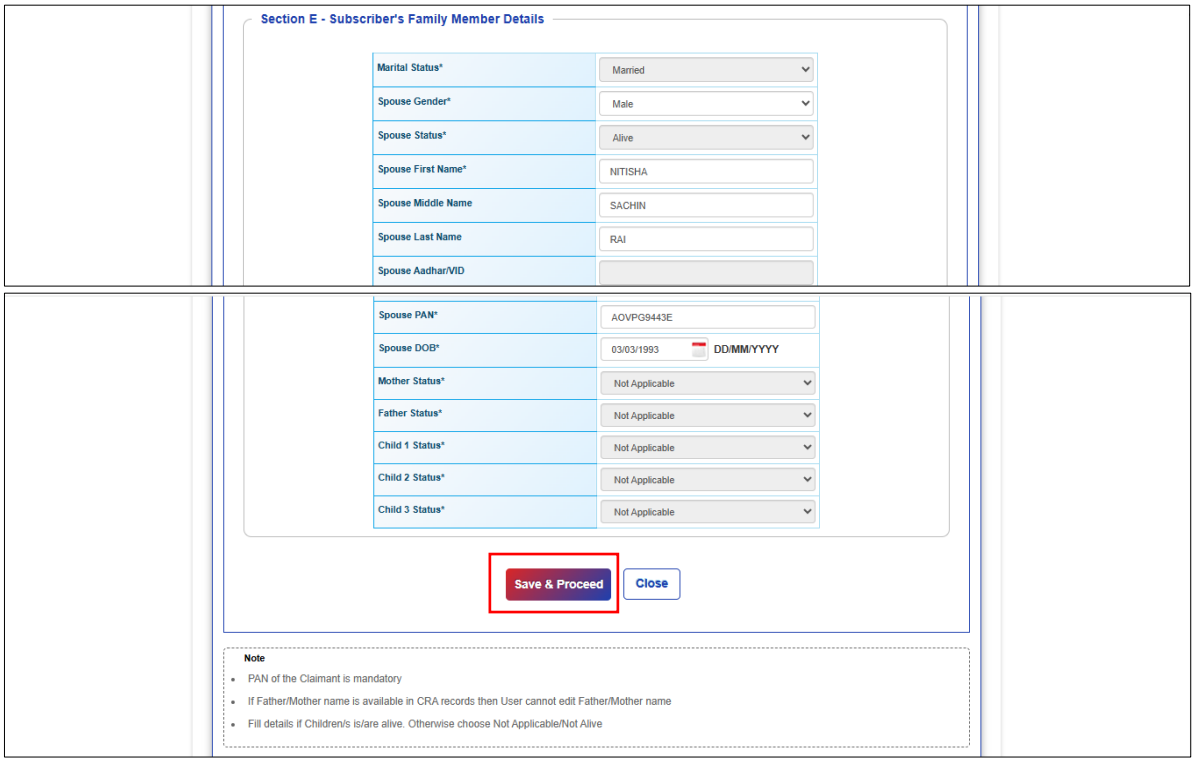


Figure 11

User will click **Save & Proceed**. User needs to provide Nomination/Legal Heir details in next TAB. The nominee details registered in CRA will be displayed to the User. If the nominee details are same, User will select the continute with existing nomination as **Yes.** If there is a change in nomination or User wants to add legal heir details, then User needs to select the continue with existing nomination as **No.** In such case, User will be required to capture new nominee/legal heir details. **Office is required to refer the clause 32 of nomination under PFRDA (Exit & Withdrawal under NPS), 2015 for valid nomination.** Please refer to **Figure 12.**

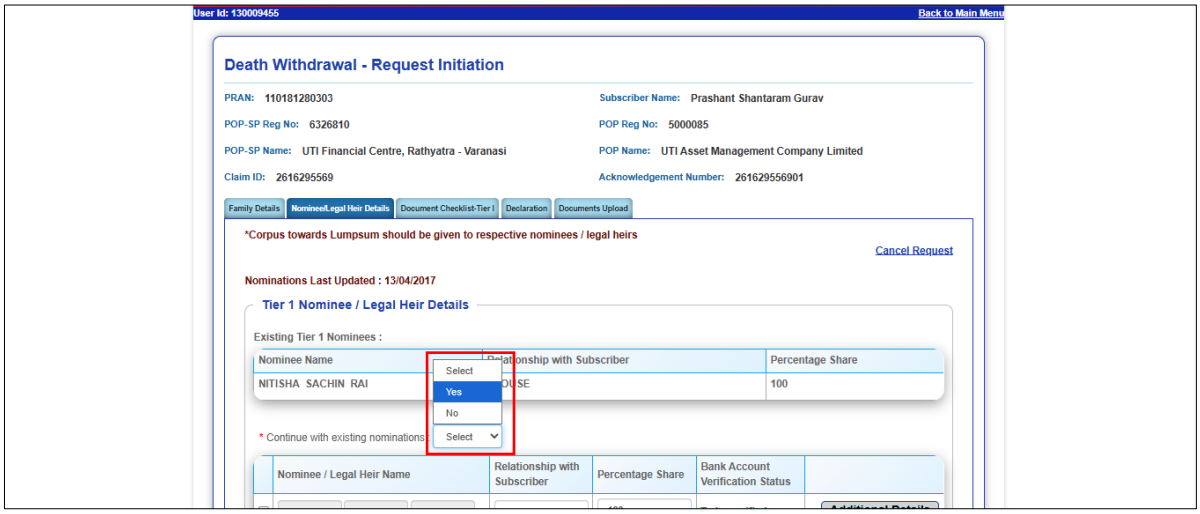


Figure 12

Once User selects the "**Yes''** or "**No''** option regarding Nomination, a new Information Window regarding nomination/legal heir will be Displayed. User needs to click on **"OK"** button. Please refer to **Figure 13.**

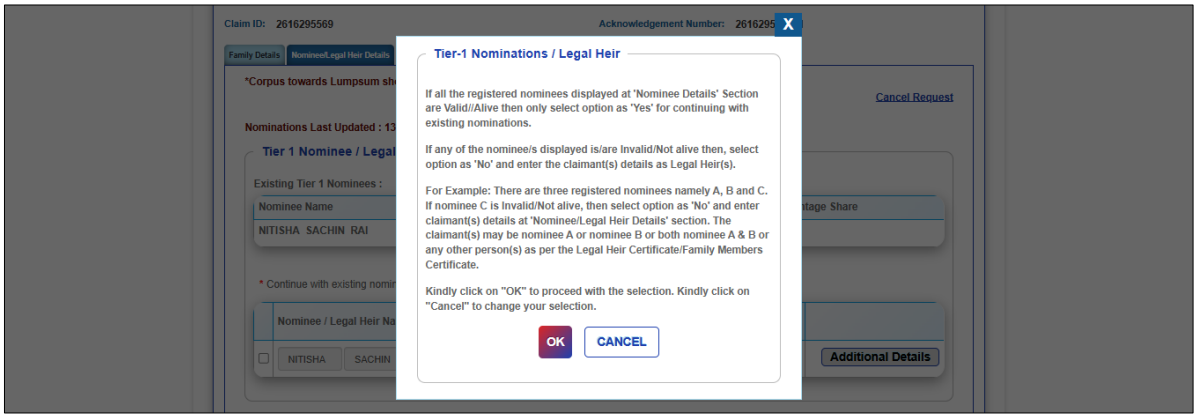


Figure 13

At this stage, User selects Continue with existing nomination as **Yes**. Further, User needs to capture Additional details related to nominees/legal heir by clicking on "**Additional Details"** option. Please refer to **Figure 14.**

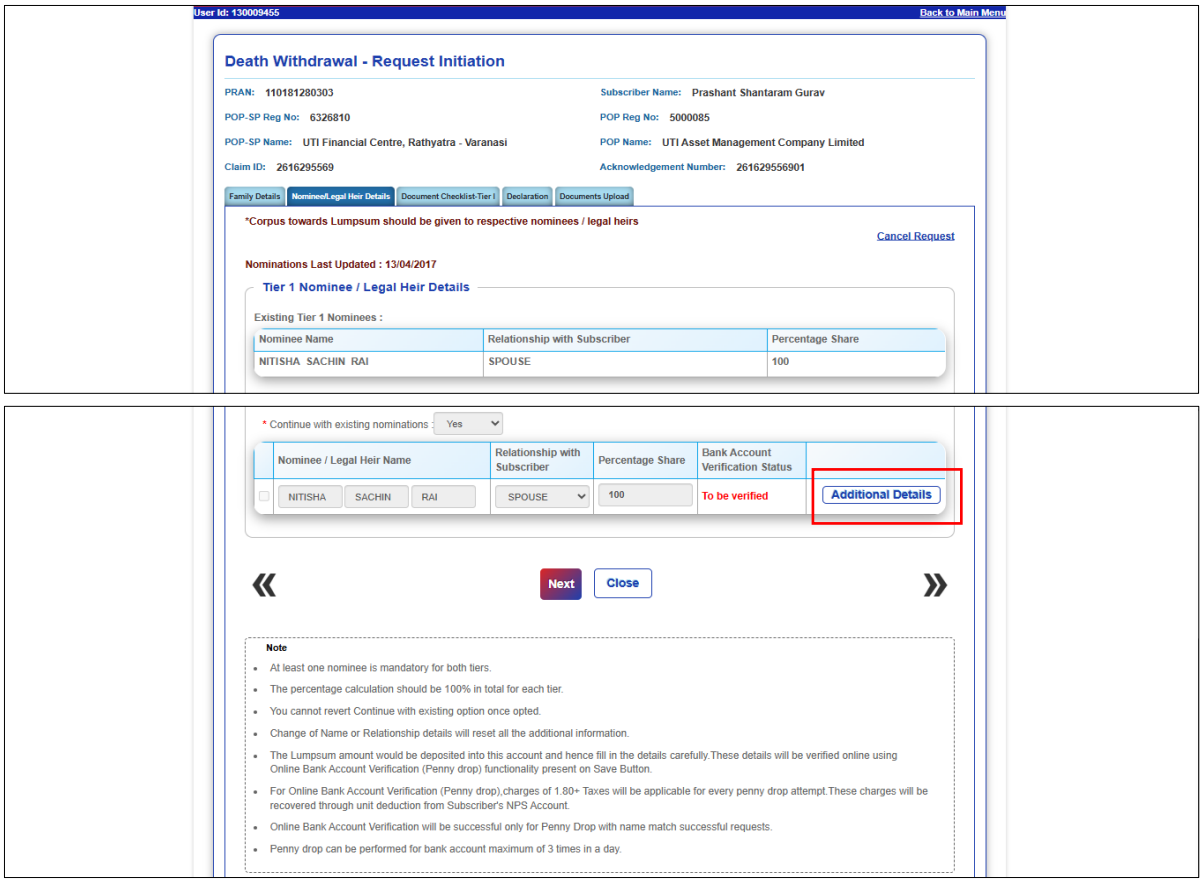


Figure 14

Once User Clicks on "**Additional Details"** option, a new Window will be displayed wherein, User needs to provide Address & Bank details of nominee/legal heir and click on "**Save'' button.**

At this stage, Online Bank Account Verification will be carried out. Bank details and Name of the Nominee/Legal heir will be verified through online Bank Account Verification (Penny drop facility). Hence, Bank account number and Bank IFS Code should be active and operative. Also Name of Nominee/Legal heir as per CRA and bank record should match. **If Online Bank Account Verification (Penny drop) fails, Death Withdrawal request will be rejected.** Please refer to **Figure 15** and **Figure 16.**

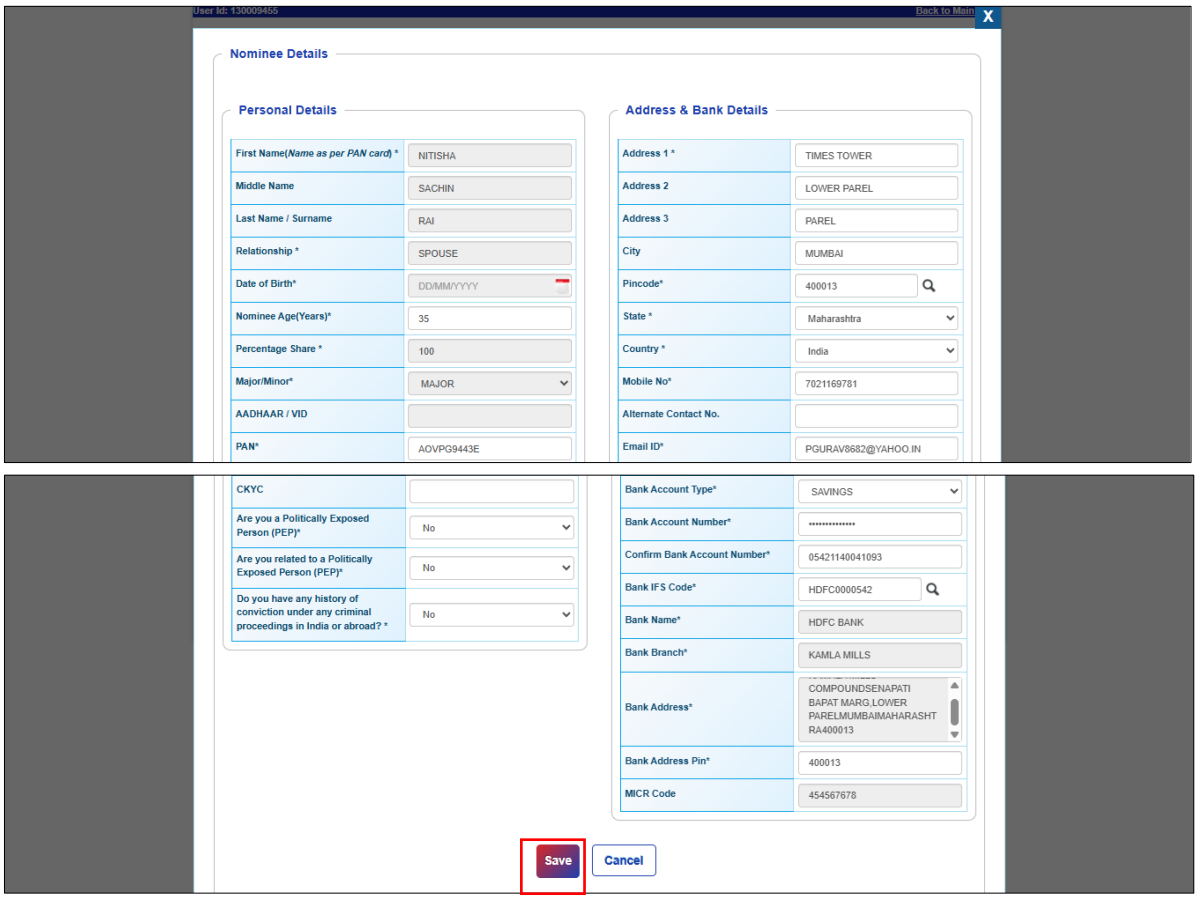


Figure 15

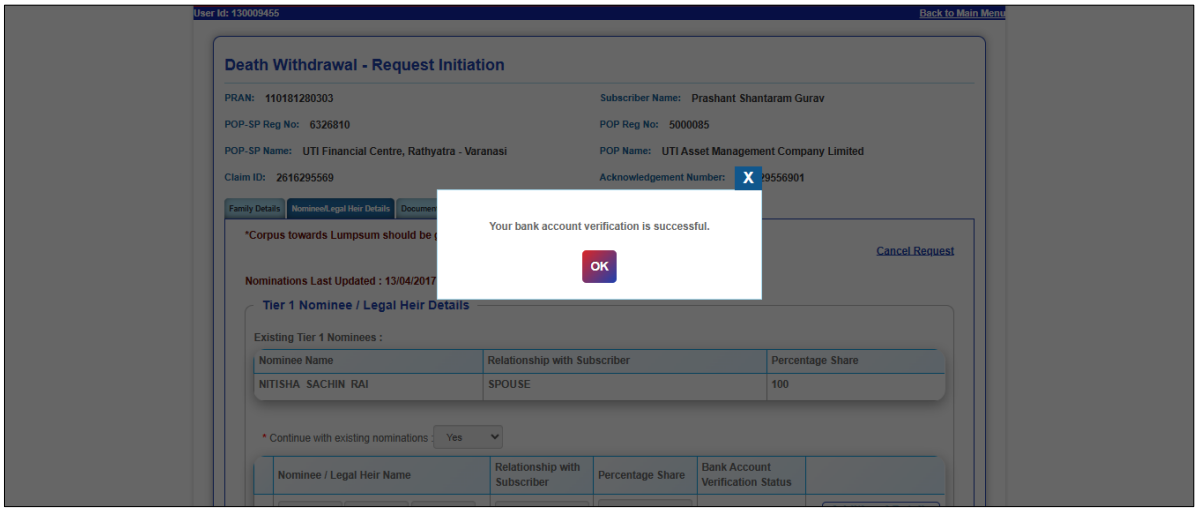


Figure 16

At this stage, on successful bank account verification, Bank account verification status of Nominee/Legal heir will be shown as "Verified". User needs to click on **"Next"** button to proceed further. Please refer to **Figure 17.**

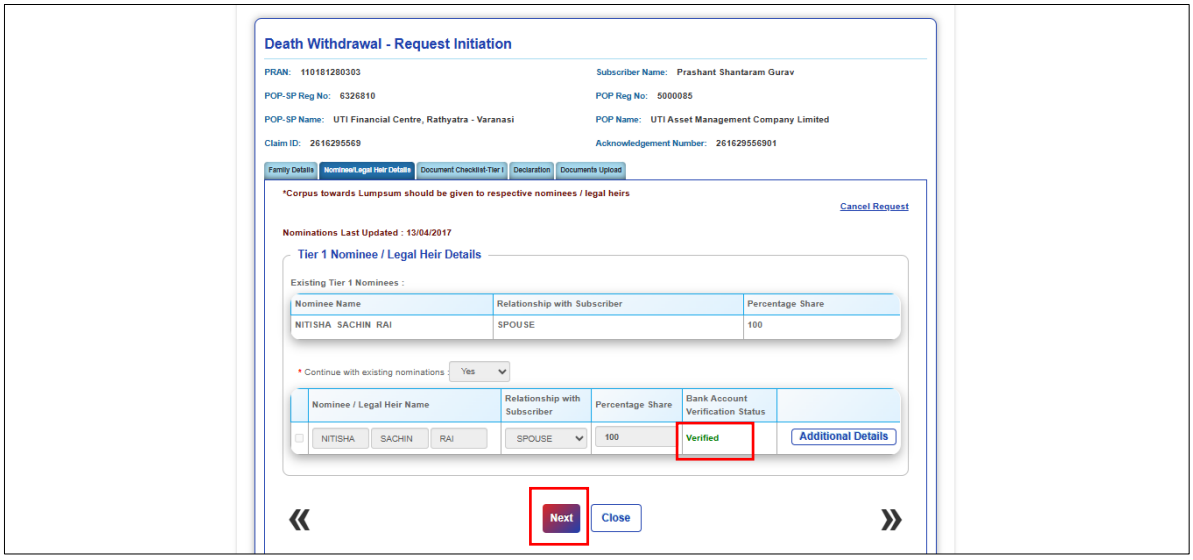


Figure 17

In next "**Documents Checklist" TAB**, User needs to confirm the Withdrawal Form, supporting documents related to exit request, Bank Proof, Identity & Address Proof and proceed further. Please refer to **Figure 18.**

User Id: 130009455 Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110181280303 Subscriber Name: Prashant Shantaram Gurav

POP-SP Reg No: 6326810 POP Reg No: 5000085

POP-SP Name: UTI Financial Centre, Rathyatra - Varanasi POP Name: UTI Asset Management Company Limited

Claim ID: 2616295569 Acknowledgement Number: 261629556901

Family Details | Nominee/Legal Heir Details | Document Checklist-Tier I | Declaration | Documents Upload

Cancel Request

Supporting Documents

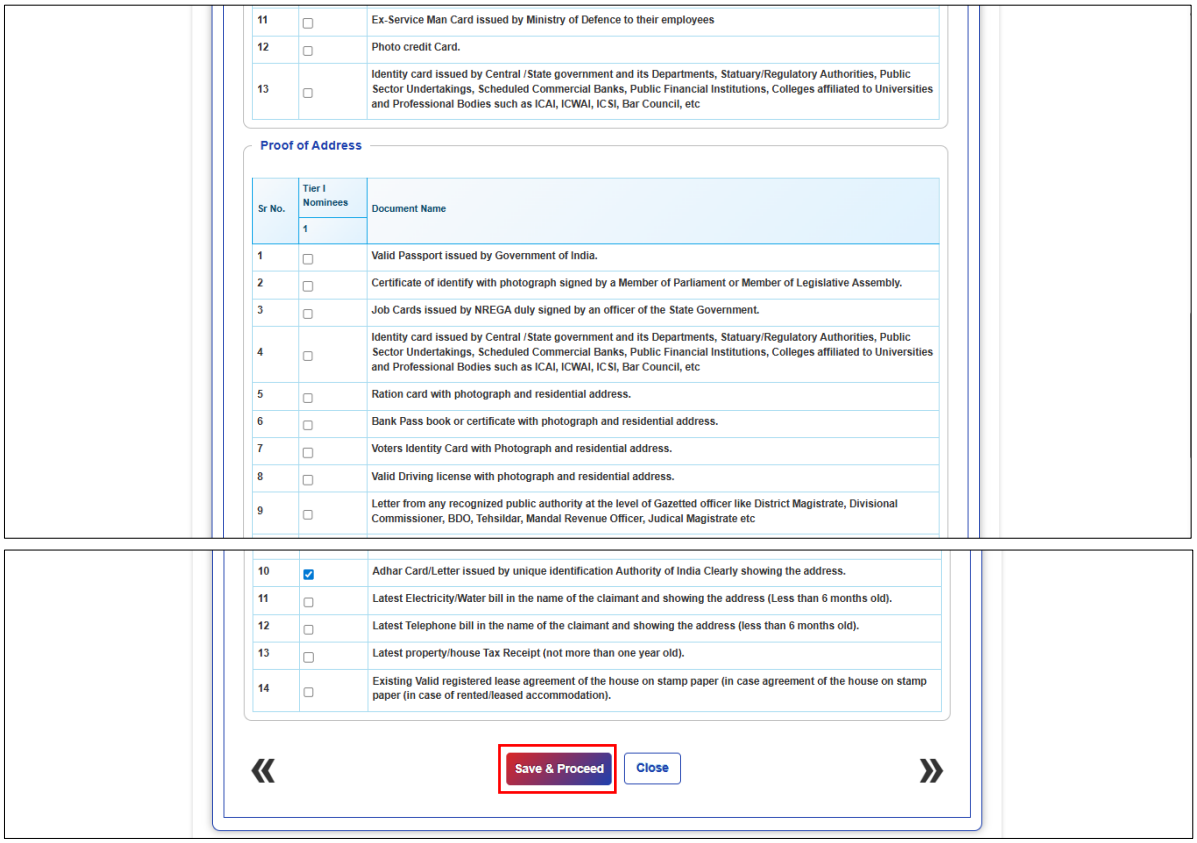
Sr No.		Document Name
1	☑	Withdrawal form duly filled and signed-stamped by mapped Nodal Office.*
2	☑	Original Death Certificate (For Non Govt. Subscriber) / Attested copy by mapped Nodal Office (For Govt. Subscriber)*
3	☐	Original PRAN Card/Copy of PRAN Card/Copy of ePRAN/Notarised Affidavit (if PRAN Card or copy of PRAN Card/ePRAN not submitted).
4	☐	Family Members Certificate
5	☐	Legal heir certificate issued by First Class Magistrate

Bank Proof

Sr No.	Tier I Nominees 1	Document Name
1	☑	Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook*

Proof of Identity

Sr No.	Tier I Nominees 1	Document Name
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 identify 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

Proof of Address

Sr No.	Tier I Nominees 1	Document Name
1	☐	Valid Passport issued by Government of India.
2	☐	Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.
3	☐	Job Cards issued by NREGA duly signed by an officer of the State Government.
4	☐	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
5	☐	Ration card with photograph and residential address.
6	☐	Bank Pass book or certificate with photograph and residential address.
7	☐	Voters Identity Card with Photograph and residential address.
8	☐	Valid Driving license with photograph and residential address.
9	☐	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judical Magistrate etc
10	☑	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
11	☐	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
12	☐	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
13	☐	Latest property/house Tax Receipt (not more than one year old).
14	☐	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).

« Save & Proceed Close »

Figure 18

The next TAB is for **Delcaration**. The User needs to accept the declaration to process the withdrawal request and click on **"Save and Proceed"** button. Please refer to **Figure 19.**

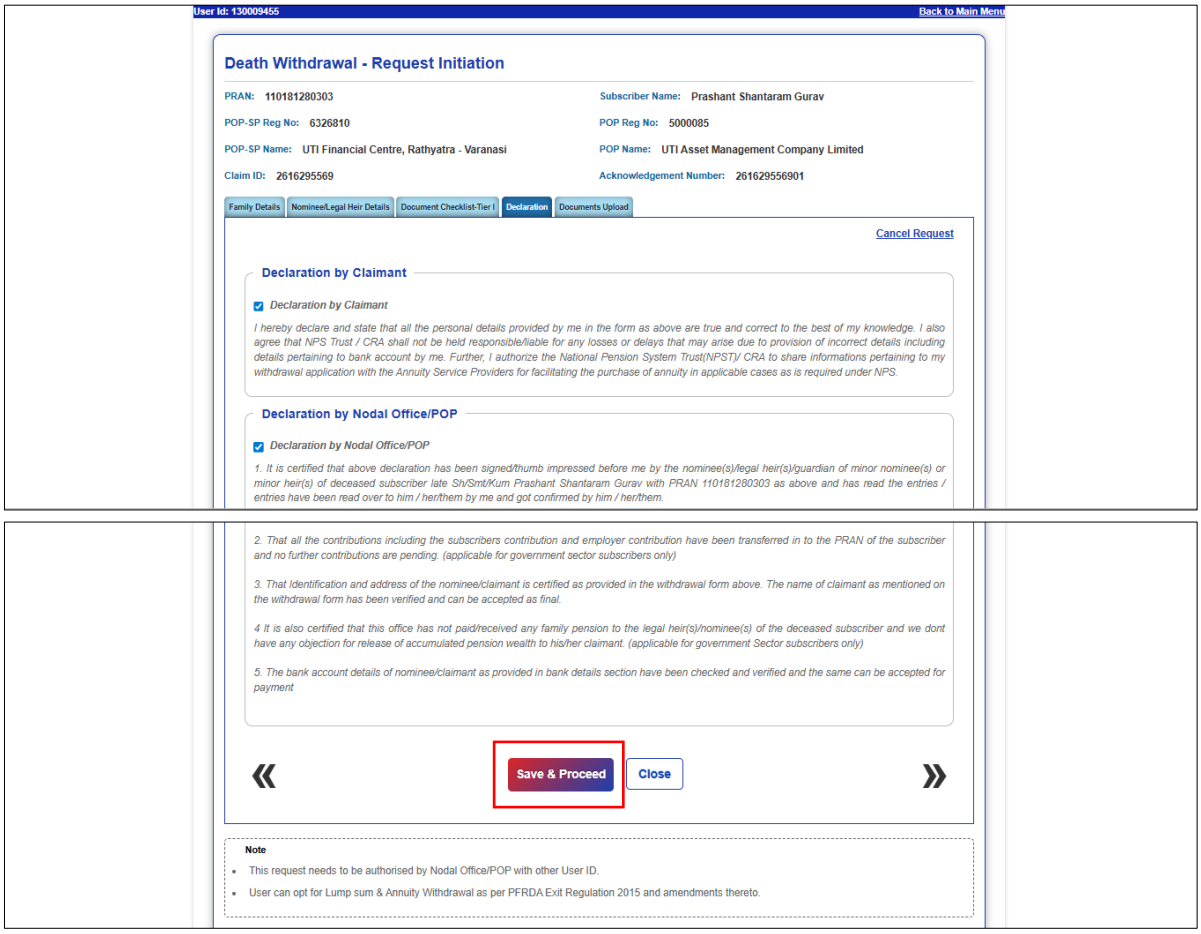


Figure 19

A New Information window will be opened regarding scanned documents Upload. User needs to click on **"OK"** button. Please refer to **Figure 20.**

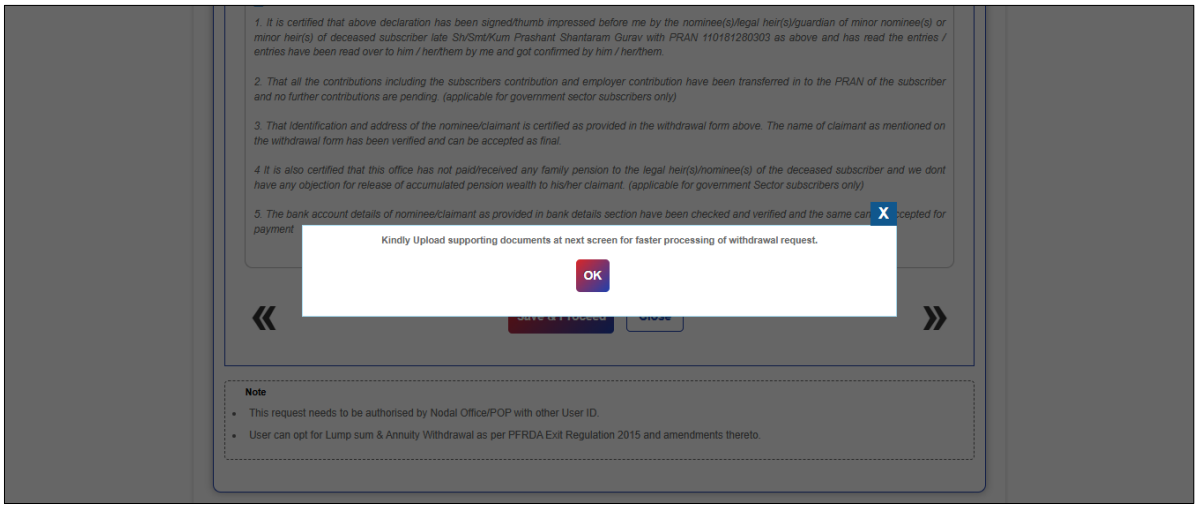


Figure 20

At "**Documents Upload" TAB,** it is the responsibility of POP to upload valid, complete and legible documents such as Death Withdrawal Form, death certificate of the Subscriber, KYC Documents (Identity & Address Proof) and bank proof of Nominee/Annuitant/Legal heir, copy of PRAN card/ePRAN and other additional documents required by POP as selected in document checklist for seamless processing of Exit. Please refer to **Figure 21.**

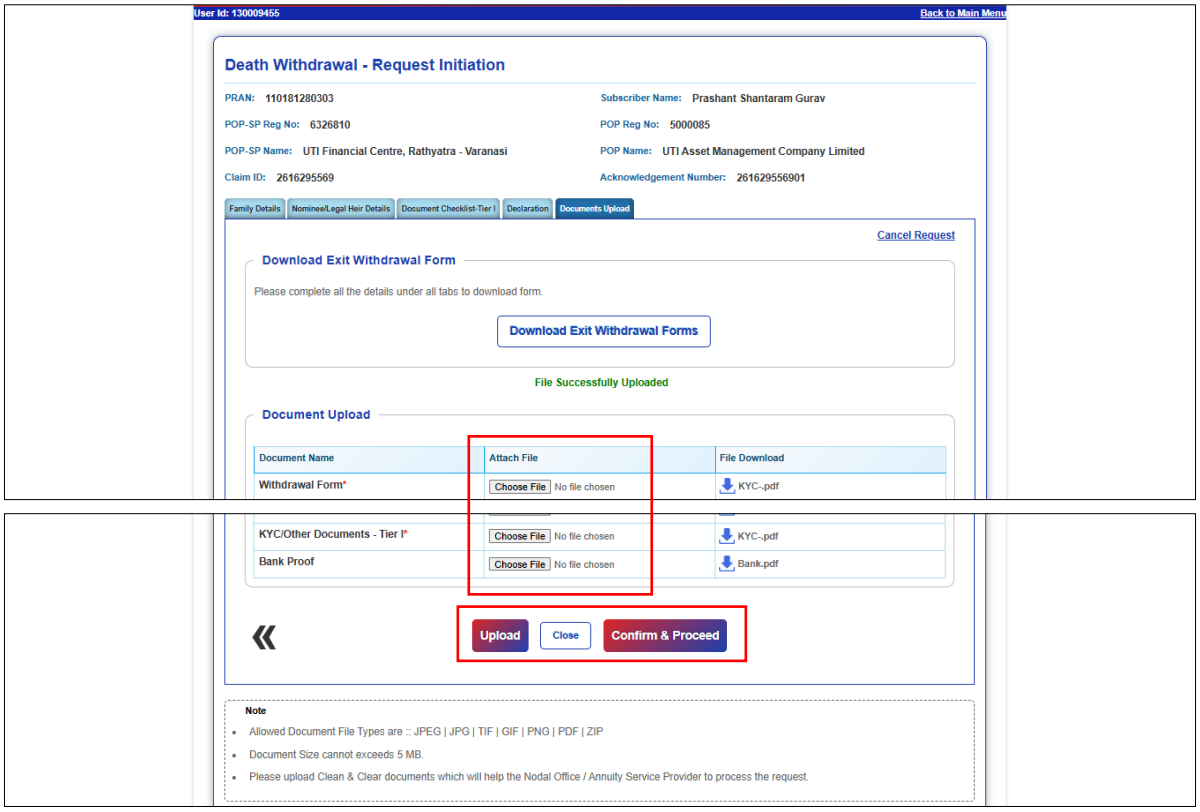


Figure 21

After providing complete details under different TABs & uploading scanned documents, User needs to re-confirm all the details entered /selected. Each TAB will be displayed to the User for confirmation. User needs to click on "**Next" button** to proceed further.

Once details under all TABs are confirmed, the User needs to confirm the withdrawal request under "**Documents Upload"** Tab, as shown below in **Figure 22**.

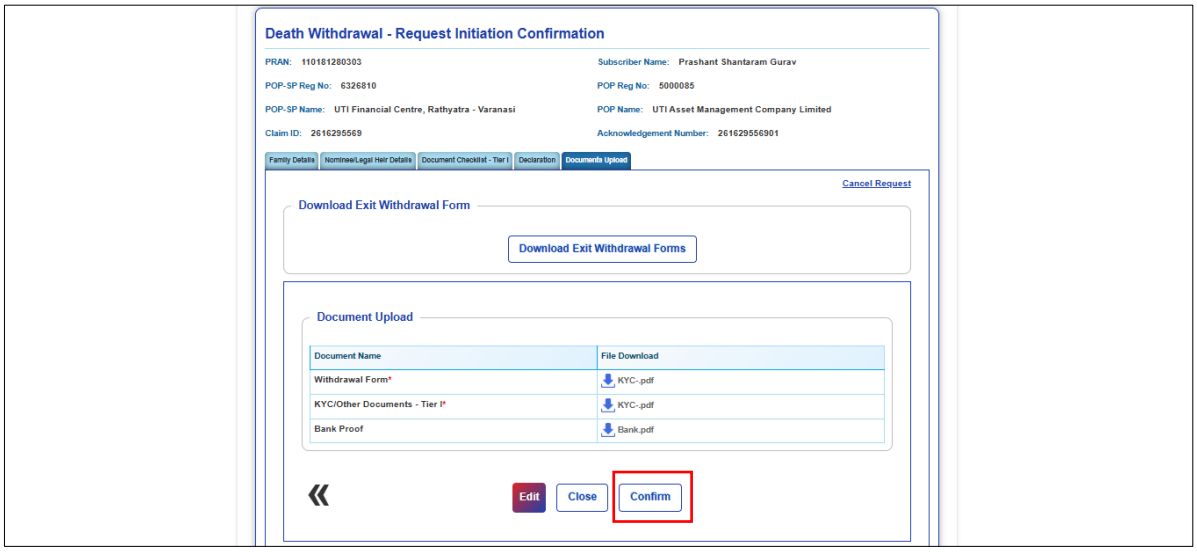


Figure 22

A final confirmation message will be displayed to User. Once User clicks on **"Proceed"** button, a message for successful initiation of request will be displayed to User. Please refer **to Figure 23** & **24.**

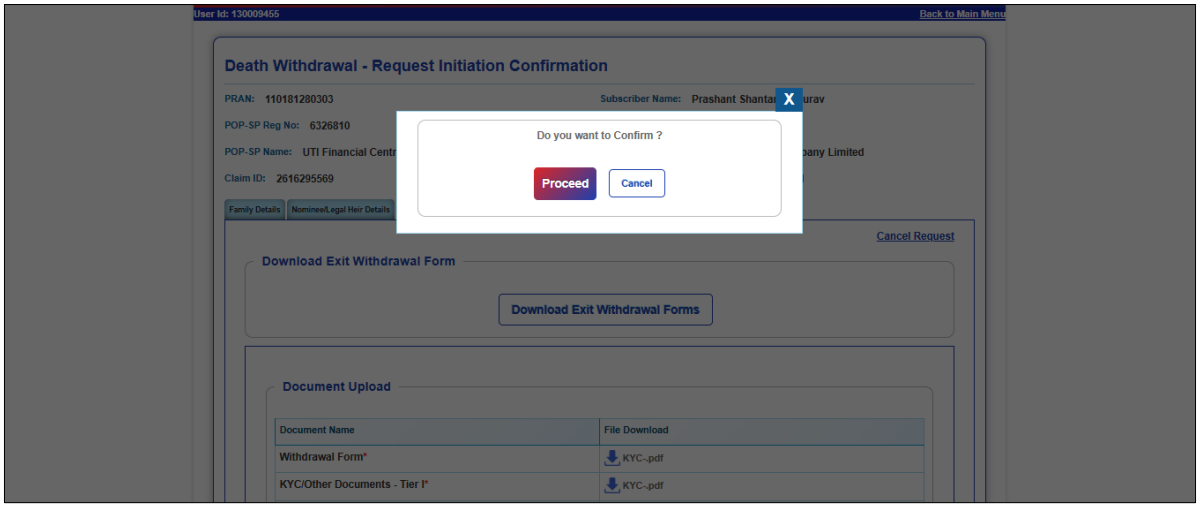


Figure 23

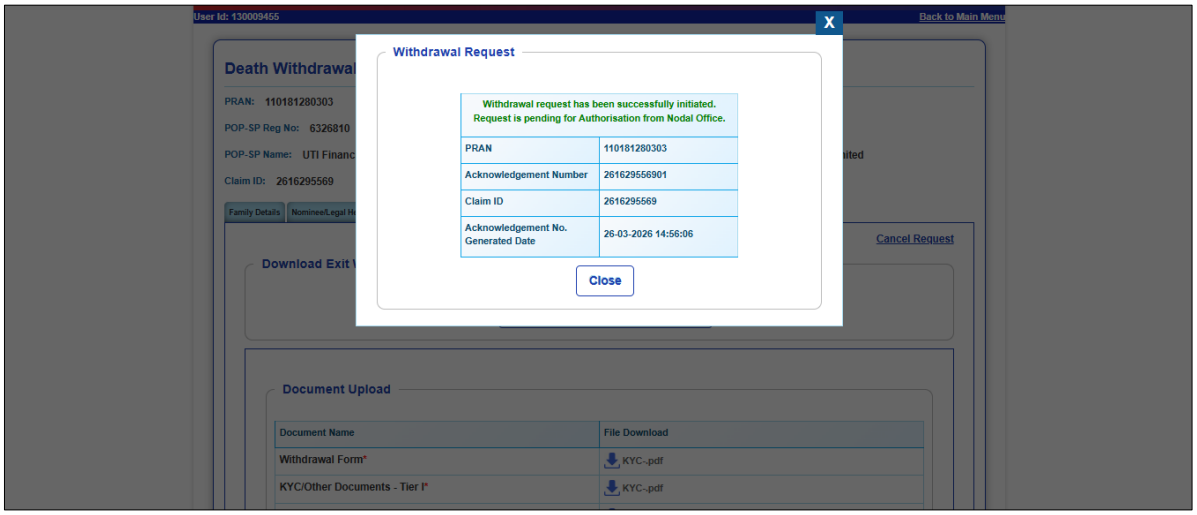


Figure 24

The second User of the POP will authorize the request in the CRA System.

7. Steps to Authorize Online Death Withdrawal request in CRA System by POP

To authorize Online Death Withdrawal request, POP User will access CRA System www.cra.nps-proteantech.in using another DSC User ID as given below in **Figure 25.**

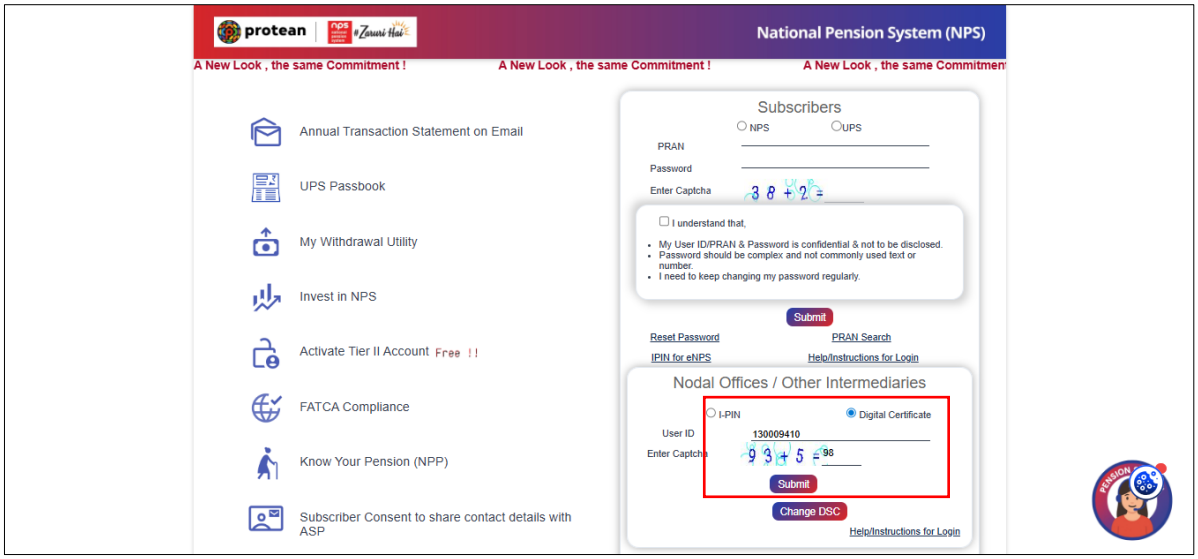


Figure 25

User needs to click on Menu "**Exit Withdrawal Request**" and select Sub-Menu "**Initiate Withdrawal Request"**. Please refer to **Figure 26**.

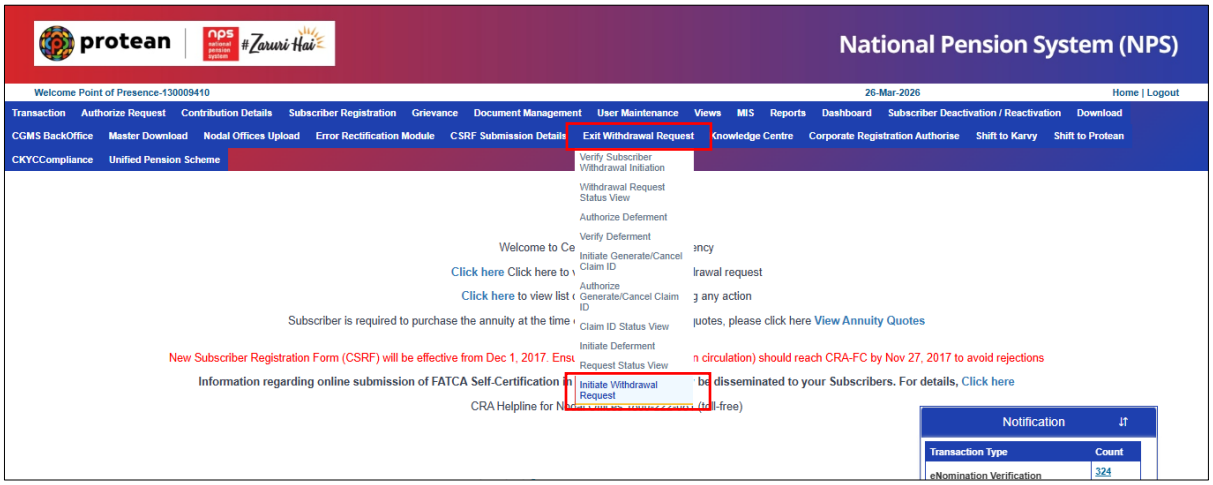


Figure 26

At this stage, User needs to select the **Death Withdrawal** option as given below in **Figure 27.**

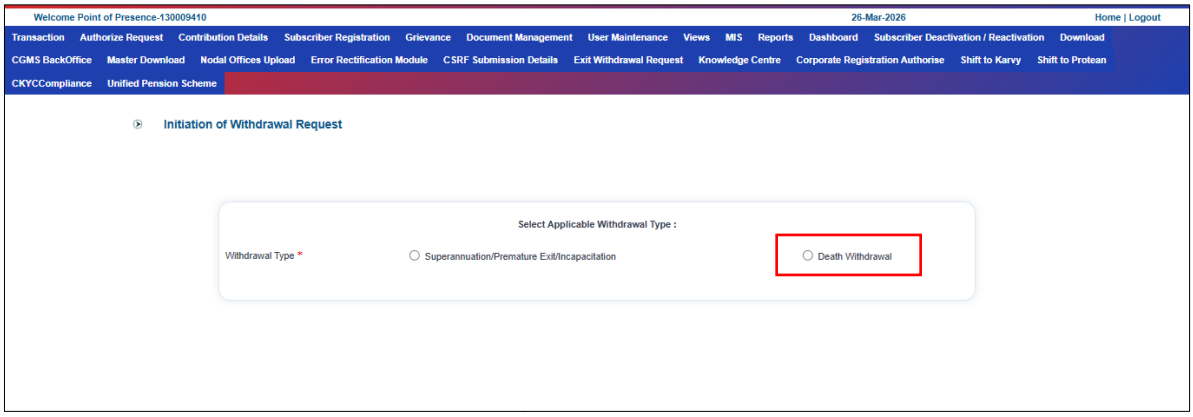


Figure 27

User needs to select the ''**Verify/Authorize Request''** option to authorize death withdrawal request and enter the PRAN of the Subscriber and click on ''**Submit''** button as given in below **Figure 28**.

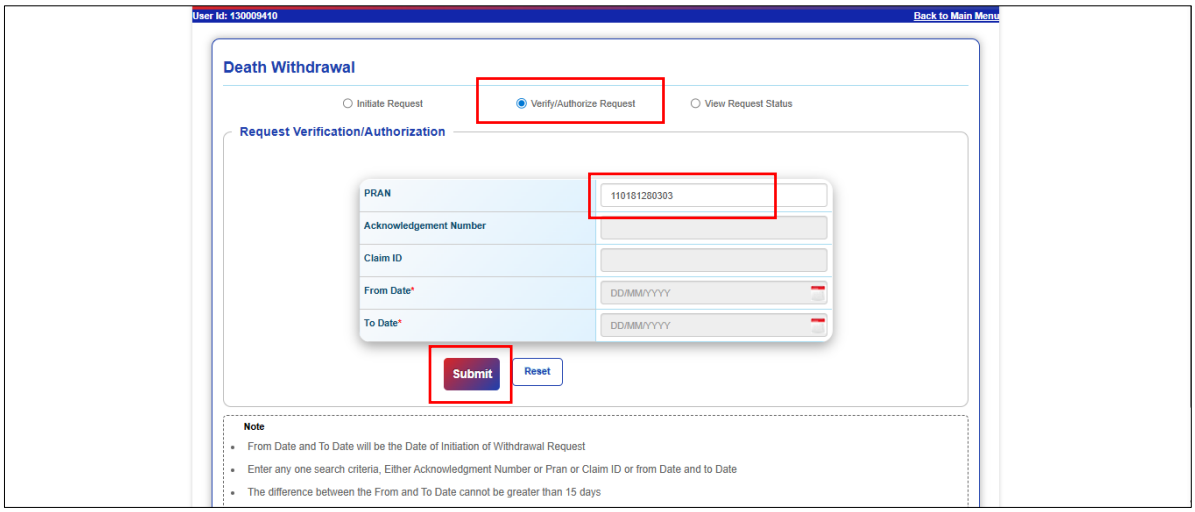


Figure 28

At this stage, a table is displayed to the User containing Acknowledgment Number, Claim ID, PRAN, Request Date, Initiated By, Last action taken, Pending With and Action. User needs to click on Hyperlink provided on **"Accept/Reject"** under '**Action'** Tab to view and verify details entered/selected at the time of initiation of withdrawal request. Please refer to **Figure 29**.

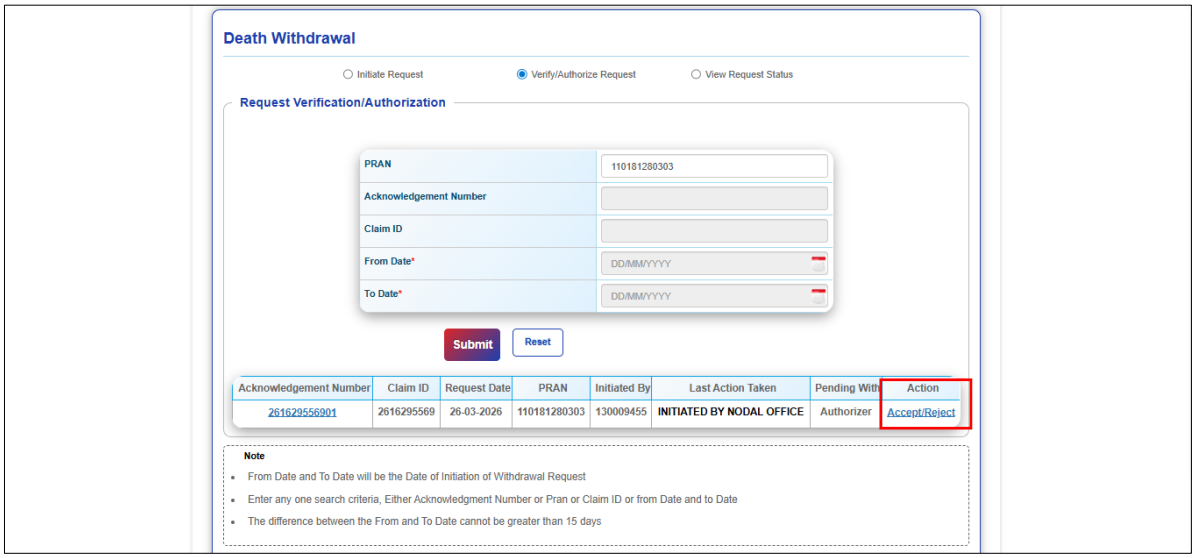
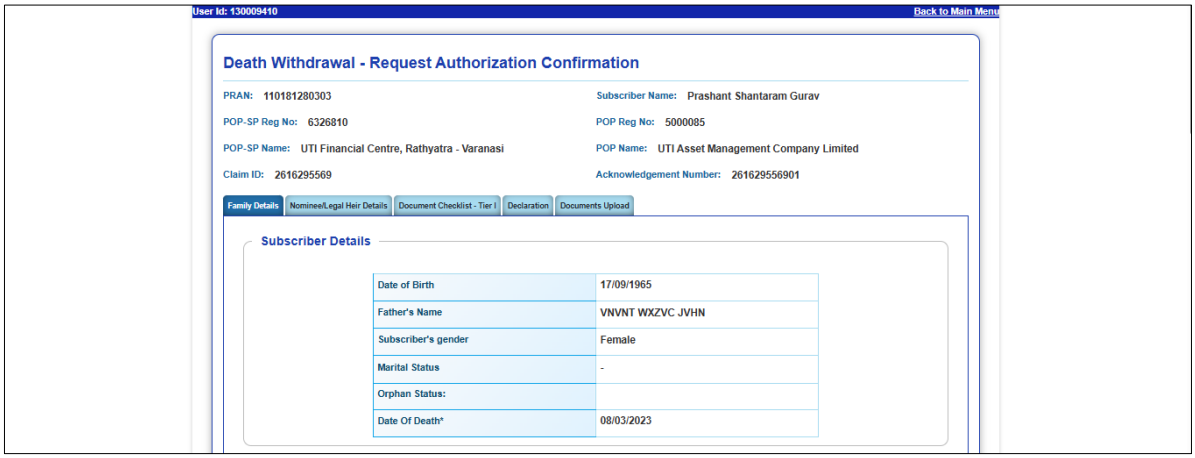
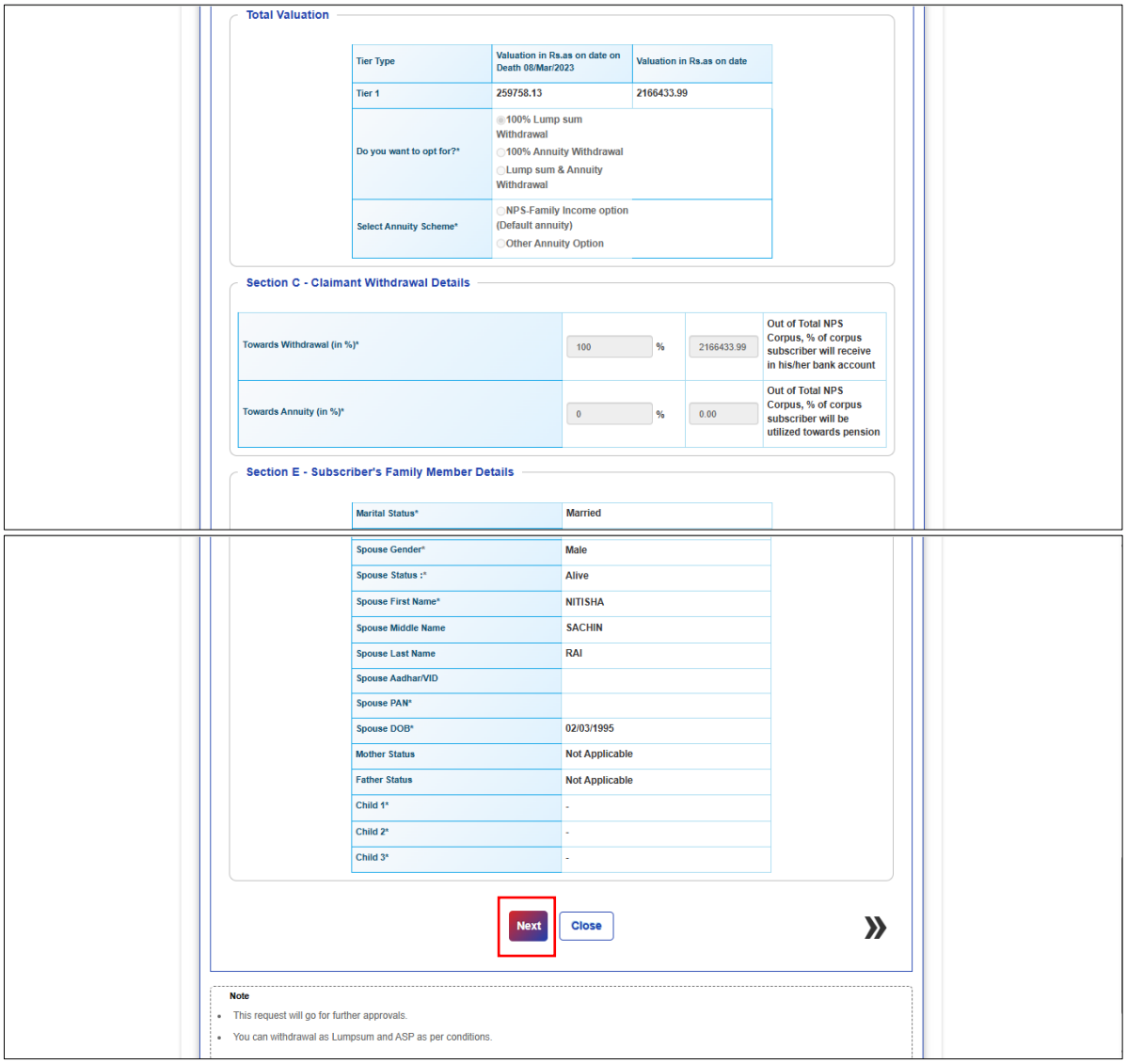


Figure 29

At this stage, User needs to verify all the details entered / selected at the time of initiation of request under different TABs like Family Details, Nominee/Legal heir details etc. Each TAB will be displayed to the User for Verification. User needs to click on "**Next" button** to proceed further as shown in below **Figure 30.**





Total Valuation

Tier Type	Valuation in Rs.as on date on Death 08/Mar/2023	Valuation in Rs.as on date
Tier 1	259758.13	2166433.99
Do you want to opt for?*	100% Lump sum Withdrawal 100% Annuity Withdrawal Lump sum & Annuity Withdrawal	
Select Annuity Scheme*	NPS-Family Income option (Default annuity) Other Annuity Option	

Section C - Claimant Withdrawal Details

Towards Withdrawal (in %)*	100 %	2166433.99	Out of Total NPS Corpus, % of corpus subscriber will receive in his/her bank account
Towards Annuity (in %)*	0 %	0.00	Out of Total NPS Corpus, % of corpus subscriber will be utilized towards pension

Section E - Subscriber's Family Member Details

Marital Status*	Married
Spouse Gender*	Male
Spouse Status :*	Alive
Spouse First Name*	NITISHA
Spouse Middle Name	SACHIN
Spouse Last Name	RAI
Spouse Aadhar/VID	
Spouse PAN*	
Spouse DOB*	02/03/1995
Mother Status	Not Applicable
Father Status	Not Applicable
Child 1*	-
Child 2*	-
Child 3*	-

Next Close

Note
- This request will go for further approvals.
- You can withdrawal as Lumpsum and ASP as per conditions.

Figure 30

Once details under all TABs are verified, under last TAB – **Documents Upload**, the User needs to click on **"Approve/Reject"** button as shown below in **Figure 31**.

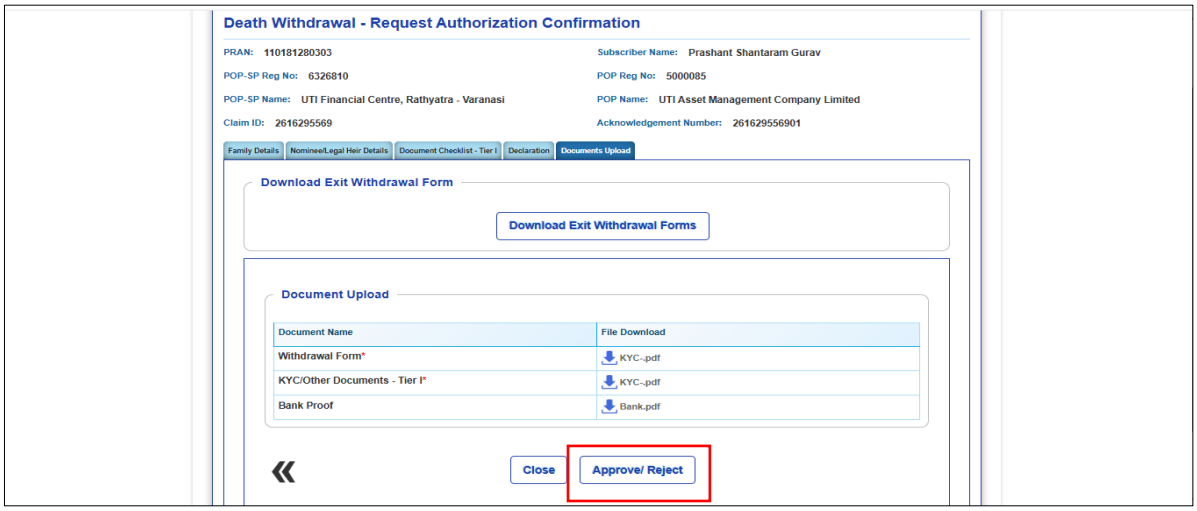


Figure 31

At this stage, if details provided/entered while initiating withdrawal request are correct, then User needs to click on "**Accept"** radio button and then click on **"Approve"** button.

If details entered/provided are not correct, User needs to click on **"Reject"** radio button and then click on "**Approve**" button. In case of rejection of request, Reason for Rejection is mandatory. Please refer to **Figure 32.**

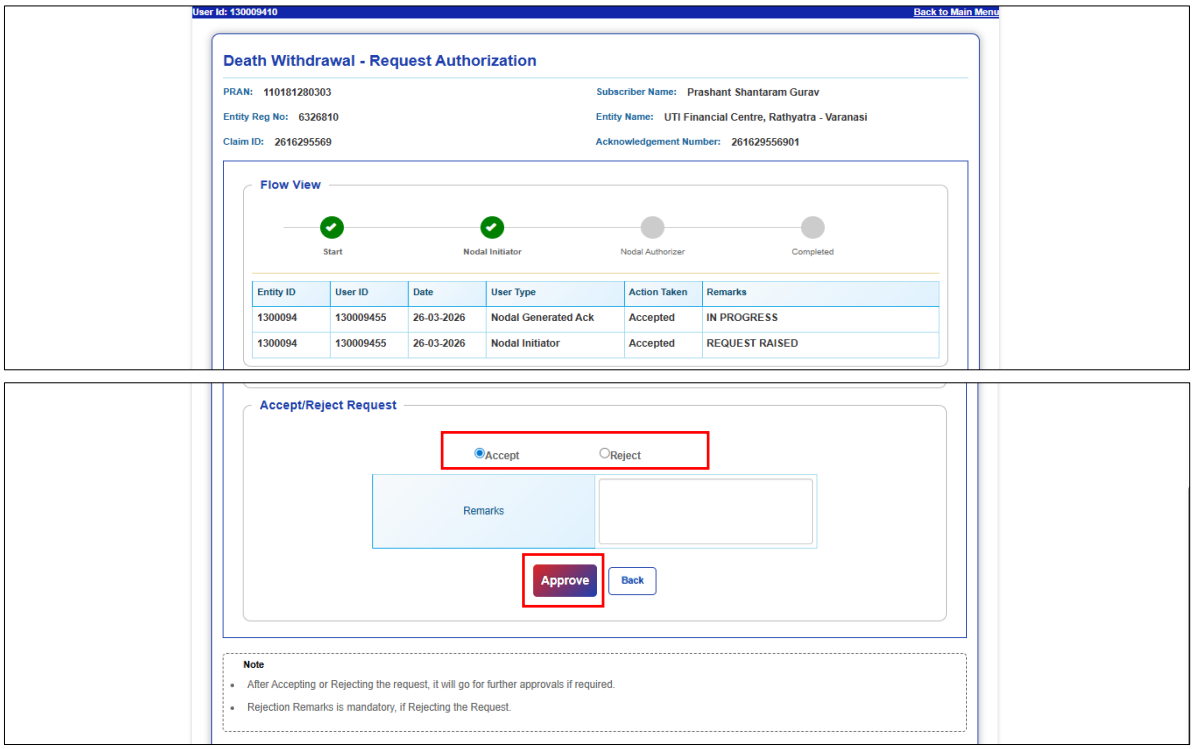


Figure 32

A final confirmation message will be displayed to User. Once User clicks on **"Approve"** button, a message for successful authorization of request will be displayed to User. Please refer **to Figure 33** & **34.**

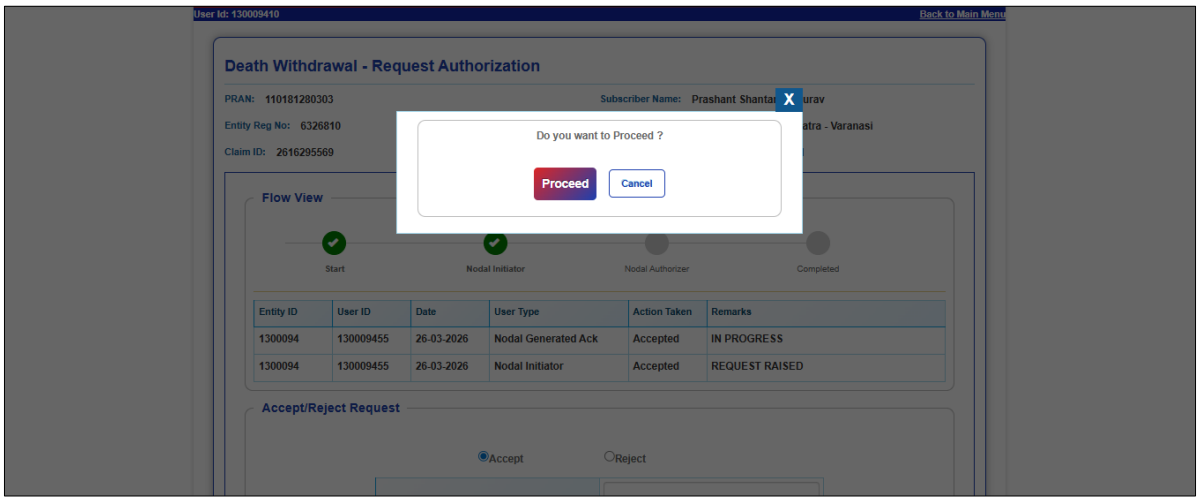


Figure 33

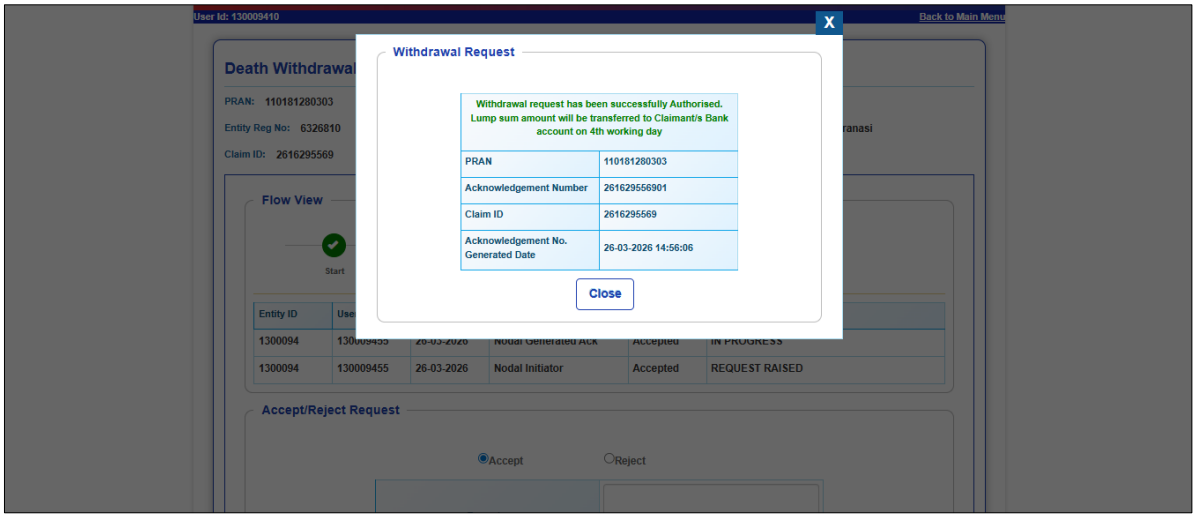


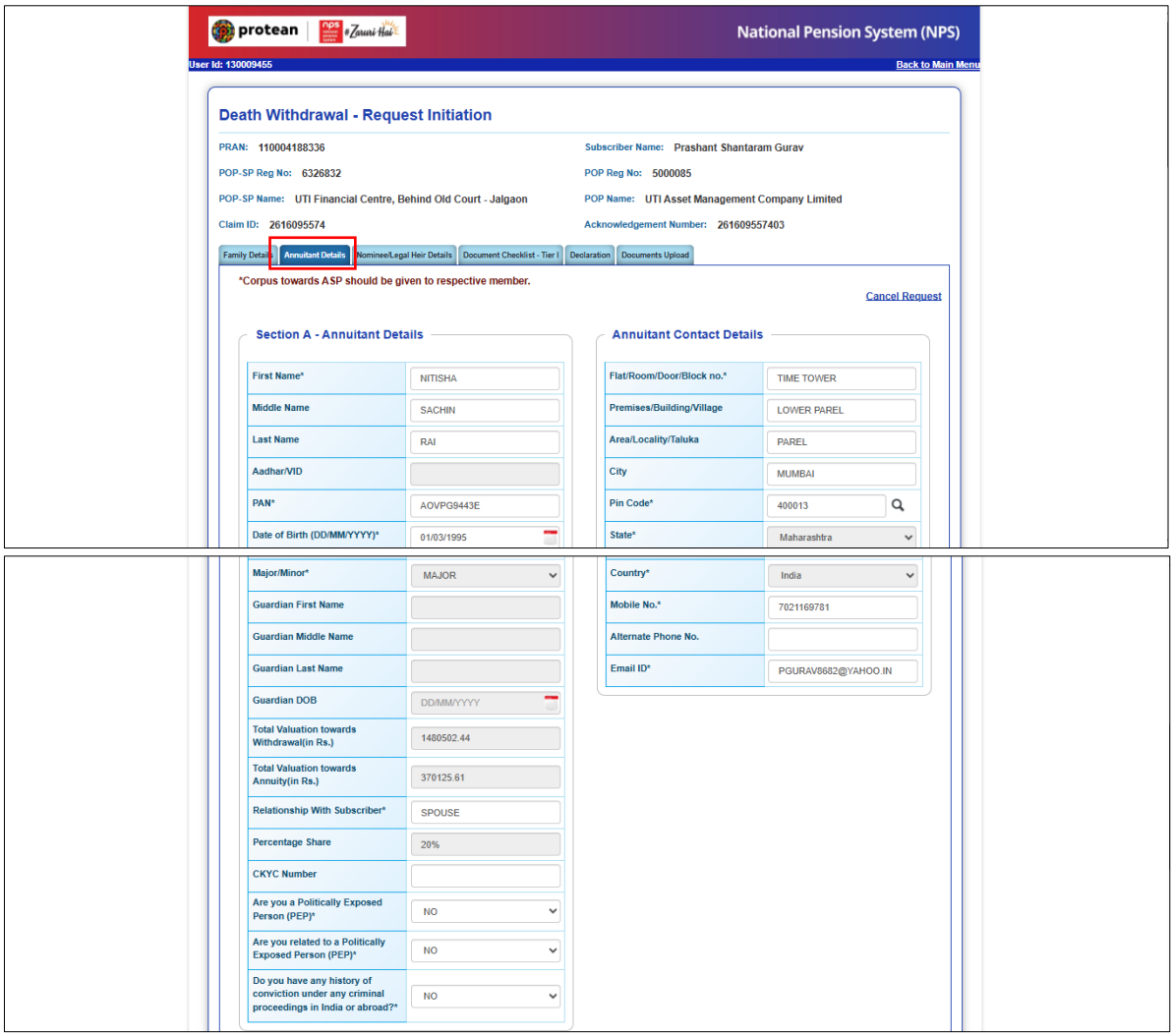
Figure 34

On successful authorization of Death Withdrawal request by POP, 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 the stipulated withdrawal timeline mentioned in point 8 below.

8. Annuity Issuance Process (Optional – If opted by Claimant):

In case the claimant has opted for 100% Annuity Withdrawal or Lumpsum & Annuity Withdrawal, the User will select the relevant option in **Figure 7 above.** Then only "**Annuitant Details**" TAB will be displayed to the User in addition to other TABs. The User needs to capture annuitant details such as contact details, bank details etc. Similarly, Annuitant Details TAB will be displayed to authorizer User.

At this stage, Online Bank Account Verification will be carried out. Bank details and Name of the annuitant will be verified through online Bank Account Verification (Penny drop facility). Hence, Bank account number and Bank IFS Code should be active and operative. Also Name of annuitant as per CRA and bank record should match. **If Online Bank Account Verification (Penny drop) fails, Death Withdrawal request will be rejected.** Please refer to the following **Figure 35** and **Figure 36.**



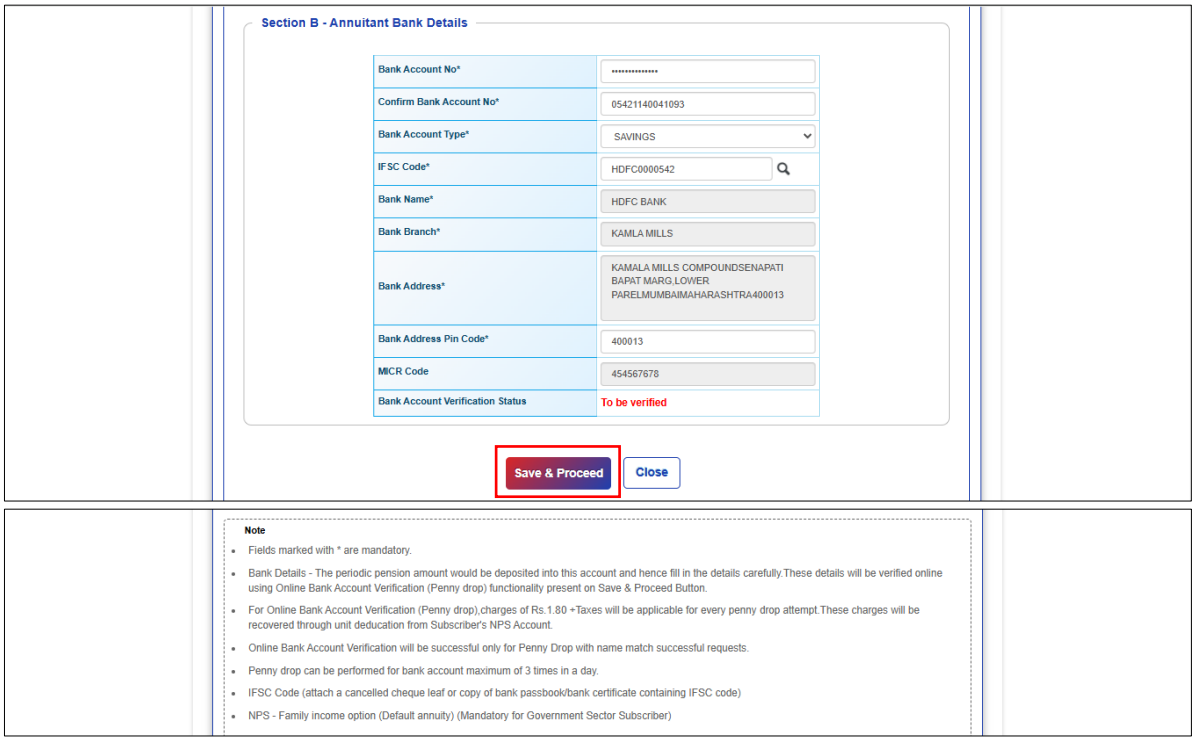


Figure 35

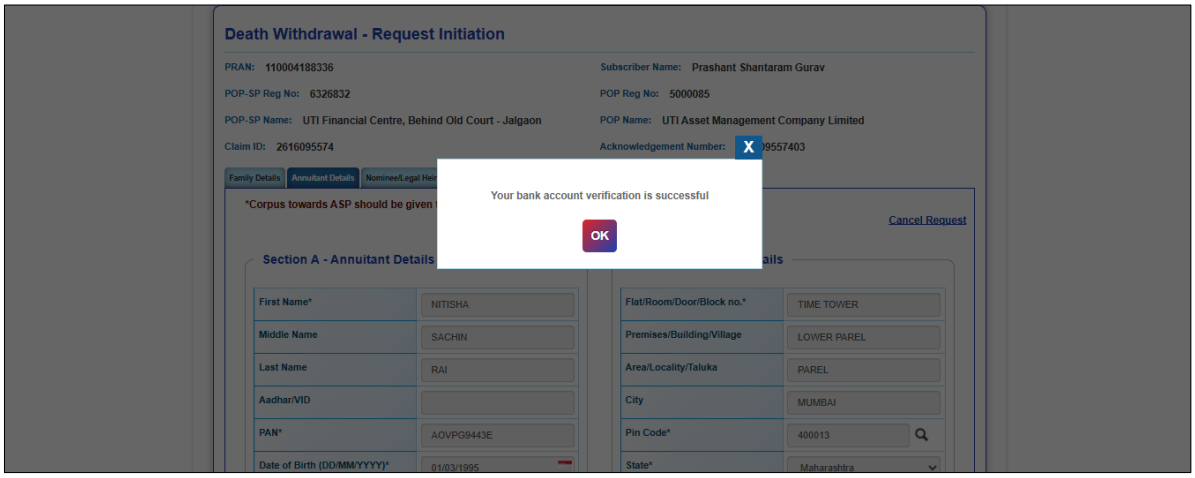
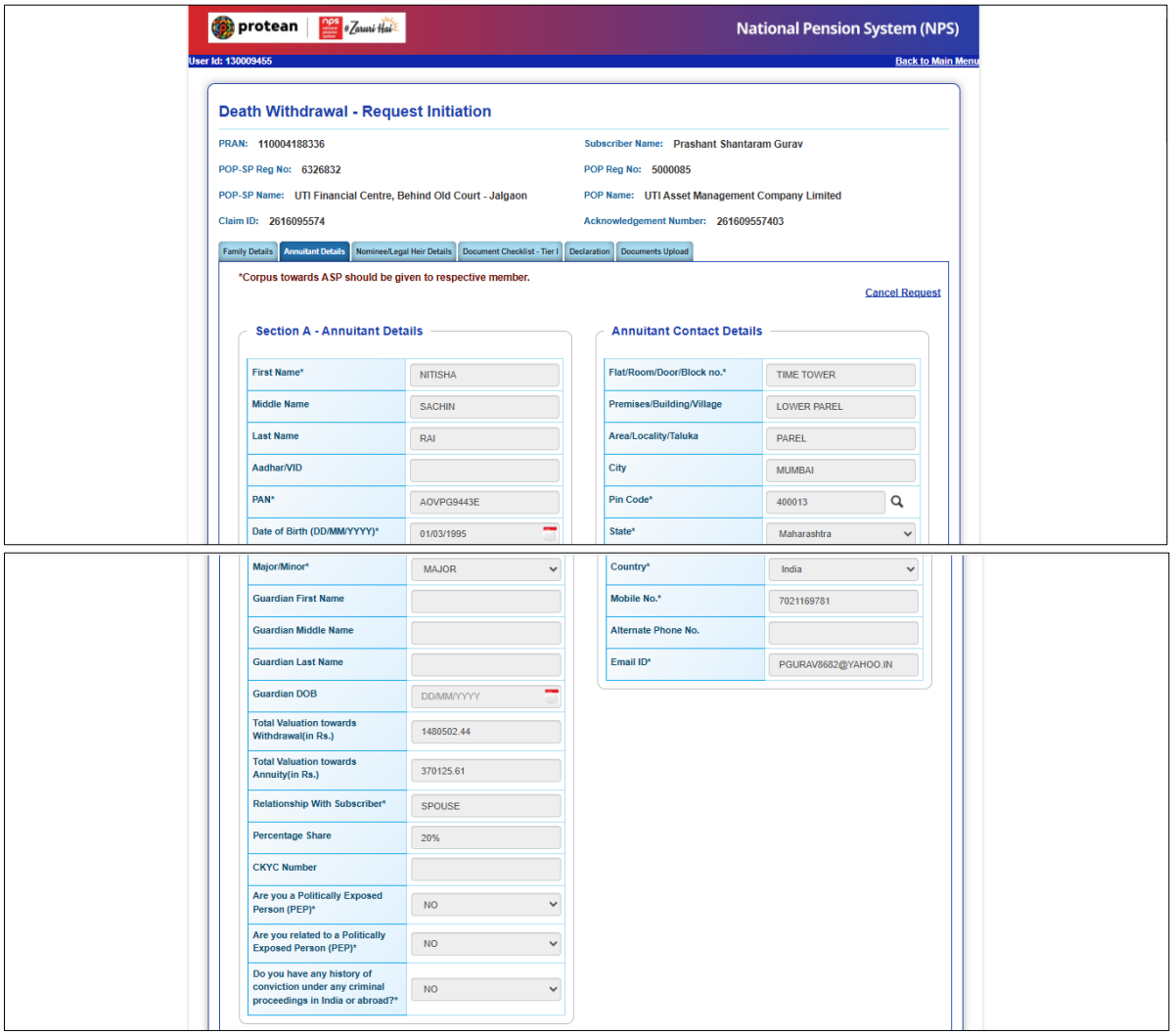


Figure 36

Once Annuitant details are **saved**, a new page will be displyed wherein User needs to provide Claimant Annuity Details in **Section D** i.e. Annuity Service Provider (ASP) Name, Scheme and Annuity Frequency. Also, on successful bank account verification, Bank account verification status will be shown as "Verified". Please refer to **Figure 37.** User can View the Annuity Quotes of all ASPs by Clicking Link on Annuity Quotes.



protean | nps | #Zaruri Hai

National Pension System (NPS)

User Id: 130009455 | Back to Main Menu

Death Withdrawal - Request Initiation

PRAN: 110004188336
Subscriber Name: Prashant Shantaram Gurav
POP-SP Reg No: 6326832
POP Reg No: 5000085
POP-SP Name: UTI Financial Centre, Behind Old Court - Jalgaon
POP Name: UTI Asset Management Company Limited
Claim ID: 2616095574
Acknowledgement Number: 261609557403

Family Details | Annuitant Details | Nominee/Legal Heir Details | Document Checklist - Tier I | Declaration | Documents Upload

*Corpus towards ASP should be given to respective member.

Cancel Request

Section A - Annuitant Details

First Name*	NITISHA
Middle Name	SACHIN
Last Name	RAI
Aadhar/VID	
PAN*	AOVPG9443E
Date of Birth (DD/MM/YYYY)*	01/03/1995
Major/Minor*	MAJOR
Guardian First Name	
Guardian Middle Name	
Guardian Last Name	
Guardian DOB	DD/MM/YYYY
Total Valuation towards Withdrawal(in Rs.)	1480502.44
Total Valuation towards Annuity(in Rs.)	370125.61
Relationship With Subscriber*	SPOUSE
Percentage Share	20%
CKYC Number	
Are you a Politically Exposed Person (PEP)*	NO
Are you related to a Politically Exposed Person (PEP)*	NO
Do you have any history of conviction under any criminal proceedings in India or abroad?*	NO

Annuitant Contact Details

Flat/Room/Door/Block no.*	TIME TOWER
Premises/Building/Village	LOWER PAREL
Area/Locality/Taluka	PAREL
City	MUMBAI
Pin Code*	400013
State*	Maharashtra
Country*	India
Mobile No.*	7021169781
Alternate Phone No.	
Email ID*	PGURAV8682@YAHOO.IN

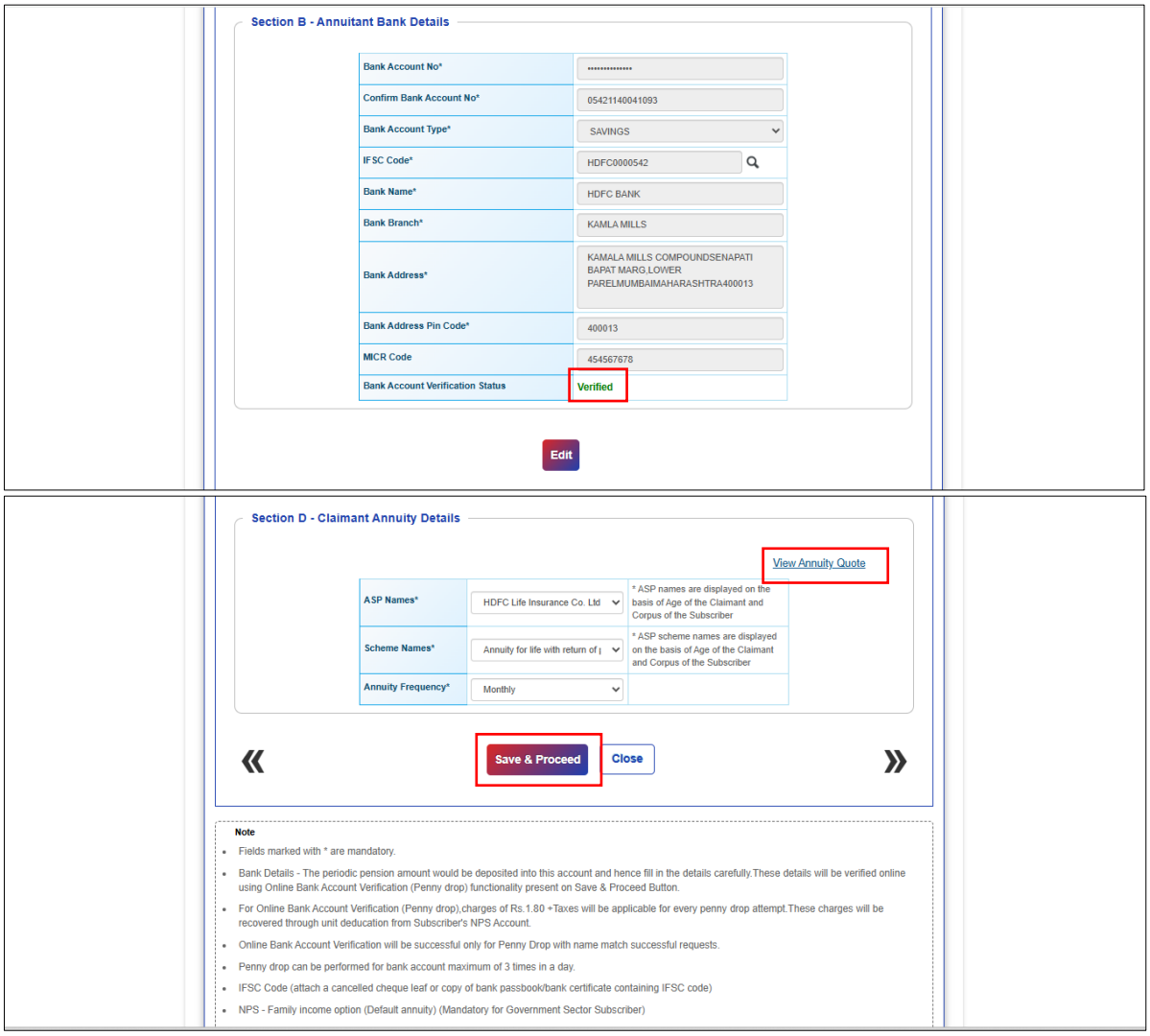


Figure 37

On execution of death withdrawal request in CRA, the annuitant's details and scanned documents will be shared with Annuity Service Provider (ASP) opted by annuitant. If the annuitant's details and scanned documents are correct, annuity policy will be issued by ASP.

If documents uploaded are not sufficient/incorrect or any additional documents required, then ASP may contact annuitant for completion of annuity formalities. Alternatively, if required, annuitant may contact ASP. The complete contact details of ASPs are available on CRA Website (www.npscra.proteantech.in).

On completion of annuity formalities, ASP will confirm Annuity request of the annuitant 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 8(f).

9. 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 beneficiary'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 and annuitant 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 and annuitant 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 Death Withdrawal Form and supporting documents are not required to be submitted by POP to Protean-CRA for storage purpose. POP needs to upload clear/legible Withdrawal Form and Supporting Documents in CRA system while processing online death withdrawal.

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