

Protean eGov Technologies Limited



STANDARD OPERATING PROCEDURE (SOP)

Tier II- Tax saver withdrawal for Central Government NPS Subscribers

Version 1.2

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	15.01.2025	1.0	-	Initial Version
2	22.07.2025	1.1	-	Contents reviewed and quality monitoring process added.
3	31.03.2026	1.2	-	Website Update – Subscriber and Nodal Office Login Menu Revamp and domain updated

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1. Abbreviations

Abbreviation	Expansion
CRA	Central Recordkeeping Agency
NPS	National Pension System
OTP	One Time Password
PFRDA	Pension Fund Regulatory and Development Authority
PRAN	Permanent Retirement Account Number
TTS	Tier II-Tax Saver
UIDAI	Unique Identification Authority of India

2. Preface

In accordance with National Pension Scheme Tier II-Tax Saver Scheme, 2020 notified by the Central Government, Withdrawal from Tier II- Tax Saver scheme (TTS) will not be allowed during 3 years of lock in period excluding death cases. Every unique contribution will be considered for lock-in period of 3 years from the date of investment.

For e.g.

1. If Subscriber contributes on 01/01/2025 then Subscriber will be eligible for withdrawal after 31/12/2027.
2. If Subscriber contributes on 01/02/2025 then Subscriber will be eligible for withdrawal after 31/01/2028.

In case of Superannuation & Premature exit, Tier I account will be closed and Tier II- Tax Saver account will be closed only after completion of 3 years of lock in period of last investment. Subscriber will not be allowed to make any fresh investment in Tier II- Tax Saver scheme.

For e.g. If Subscriber is retiring on 28/02/2025 and Subscriber has contributed in TTS account say on 01/01/2025, then withdrawal for such cases will be as follows:

- Superannuation Exit will be processed on or after 28/02/2025
- TTS Account will be closed only after 31/12/2027

In above example, the Subscriber will not be able to make TTS contribution after 28/02/2025.

However, in case of death of Subscriber, the corpus can be withdrawn by the nominee/legal heir.

3. Steps to initiate Tier II- Tax saver withdrawal request by Subscriber

Pre-requisites for Withdrawal:

- ✓ NPS account is FATCA compliant – Tier II- Tax saver (TTS) withdrawal is not allowed if PRAN is not FATCA-compliant.
- ✓ Subscriber details (Mobile Number, Email ID and Bank details) are updated in NPS account.
- ✓ Bank details should be correct/valid - *During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber will be verified through online Bank Account Verification (Penny drop facility). **If Online Bank Account Verification (Penny drop) fails, request initiation will not be allowed.** Hence, Bank account number and IFS Code should be active and operative. Also Name of Subscriber as per CRA and bank record should match.*

In order to initiate Tier II- Tax saver (TTS) Withdrawal request, Subscriber needs to login to CRA system www.cra.nps-proteantech.in with PRAN as User ID & Password as given below in **Figure 1**.

Figure 1

Subscriber needs to click on Menu “**Tier II and TTS Withdrawal**” and select sub menu “**Initiate Request**” under “**Manage My Withdrawal**” Tab as given below in **Figure 2**.

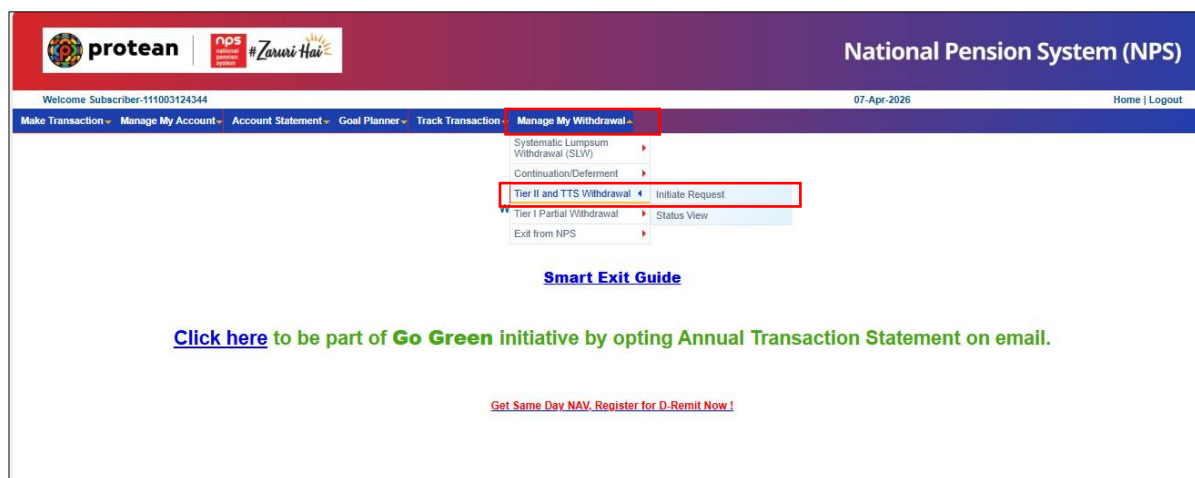


Figure 2

At this stage, Subscriber needs to select Withdrawal type as **“Tier 2 Tax Saver”** from the Drop down menu as shown below in **Figure 3**.

Figure 3

At this stage, If Registered mobile number, Email Id and Bank details are not verified then same will be verified through OTP sent on Registered Mobile number and Email ID. Also, Bank account details will be verified through Online bank account verification (penny drop facility).

At this stage, Subscriber needs to verify his/her Contact details and Bank details.

- For Mobile Number verification, One Time Password (OTP) will be sent on Mobile Number registered in CRA System. Subscriber needs to enter OTP at the designated place and click on 'Submit' button to verify Mobile Number.
- For Email ID verification, One Time Password (OTP) will be sent on Email ID registered in CRA System. Subscriber needs to enter OTP at the designated place and click on 'Submit' button to verify Email ID.
- For Bank details verification, Subscriber needs to proceed with OTP Authentication/eSign. Subscriber has a choice to select any of the option. Bank details will be verified only if OTP Authentication/eSign and Online bank account verification is successful.

After verifying contact details and Bank details, verification flag will be displayed as **“Provided”**. If any of these details are not pre-verified, then click **“Please Verify”**.

After completing all verification, Subscriber needs to select **“Initiate Request”** radio button and then click on **“Submit”** button. Please refer to **Figure 4**.

Tier II Tax Saver Withdrawal

PRAN: 111003124344 Name: Prashant Shantaram Gurav

Initiate Request Status View

Initiate Request

Pre-requisites for Withdrawal

Key Requirements	Current Status	Link For Updation / Verification
Mobile Number * 981*****7	Provided	-----
Email ID * p***@***.in	Provided	-----
Bank Details (View)	Tier - II Tax Saver Provided	-----

Tier Type* Tier II Tax Saver

Figure 4

At this stage, after clicking on “Submit” button, TTS Scheme Name, Free Units, Current value of free units will be displayed. Subscriber can withdraw amount with option **“No. of Units”** or **“Amount in Rs.”** as two radio buttons will be displayed to the Subscriber. Subscriber needs to select any one of them and click on “Submit” button and then click on “Confirm” button to proceed further. Please refer to **Figure 5 and 6**.

Tier II Tax Saver Withdrawal

PRAN: 111003124344 Name: Prashant Shantaram Gurav

Date of NAV: 19-Sep-2025 Tier II Tax Saver Valuation of free units as on date (Rs.): 26245.82

Select Scheme	TTS Scheme Name	Free Units	Current Value of Free Units (Rs.)	<input type="radio"/> No. Of Units	<input checked="" type="radio"/> Amount in Rs.
<input checked="" type="checkbox"/>	NPS TRUST A/C- SBI PENSION FUND SCHEME TAX SAVER TIER II	1195.2178	16189.82	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/>	NPS TRUST- A/C - UTI PENSION FUND SCHEME TAX SAVER - TIER II	727.0682	10056.00	<input type="radio"/>	<input checked="" type="radio"/>

Figure 5

User Id: 111003124344 Back to Main Menu

Tier II Tax Saver Withdrawal

PRAN: 111003124344 Name: Prashant Shantaram Gurav
 Date of NAV: 19-Sep-2025 Tier II Tax Saver Valuation of free units as on date (Rs.): 26245.82

Select Scheme	TTS Scheme Name	Free Units	Current Value of Free Units (Rs.)	<input type="radio"/> No. Of Units <input checked="" type="radio"/> Amount in Rs.
<input checked="" type="checkbox"/>	NPS TRUST A/C-SBI PENSION FUND SCHEME TAX SAVER TIER II	1195.2178	16189.82	16000
<input checked="" type="checkbox"/>	NPS TRUST. A/C - UTI PENSION FUND SCHEME TAX SAVER - TIER II	727.0682	10056.00	10000

Figure 6

At this stage, two radio buttons i.e. **Email ID** and **Mobile Number** will be displayed to the Subscriber. Subscriber needs to select any one of them to receive a One Time Password (OTP) and click on "Generate OTP" button. OTP will be sent on Mobile Number/Email ID registered in CRA. Please refer to **Figure 7**.

PRAN: 111003124344 Name: Prashant Shantaram Gurav
 Date of NAV: 19-Sep-2025 Tier II Tax Saver Valuation of free units as on date (Rs.): 26245.82

Select Scheme	TTS Scheme Name	Free Units	Current Value of Free Units (Rs.)	<input type="radio"/> No. Of Units <input checked="" type="radio"/> Amount in Rs.
<input checked="" type="checkbox"/>	NPS TRUST A/C-SBI PENSION FUND SCHEME TAX SAVER TIER II	1195.2178	16189.82	16000
<input checked="" type="checkbox"/>	NPS TRUST. A/C - UTI PENSION FUND SCHEME TAX SAVER - TIER II	727.0682	10056.00	10000

OTP to be sent on * Email ID Mobile Number

Email ID	p***@****.in
Mobile Number	981*****7

Figure 7

On Clicking on "Generate OTP" button, OTP Authentication screen will be displayed to the Subscriber. Subscriber needs to enter One Time Password (OTP) sent on Mobile Number/Email ID registered in CRA at the designated place and click on "Submit" button to complete the process. Please refer to **Figure 8**.

Tier II Tax Saver Withdrawal

Please enter the OTP sent to the mobile number 981*****7

PRAN	111003124344	Name	Prashant Shantaram Gurav
Date of NAV	19-Sep-2025	Tier II Tax Saver Valuation of free units as on date (Rs.)	26245.82

Select Scheme	TTS Scheme Name	Free Units	Current Value of Free Units (Rs.)	No. Of Units
<input checked="" type="checkbox"/>	NPS TRUST A/C-SBI PENSION FUND SCHEME TAX SAVER TIER II	1195.2178	16189.82	16000
<input checked="" type="checkbox"/>	NPS TRUST- A/C - UTI PENSION FUND SCHEME TAX SAVER - TIER II	727.0682	10056.00	10000

OTP to be sent on * Email Mobile Number

Email ID: p***@****.in

Mobile Number: 981*****7

Enter OTP:

Submit
Regenerate OTP
Cancel

Figure 8

Once Subscriber clicks on "Submit" button, TTS withdrawal request will get executed in the CRA system and an Acknowledgement Number will get generated. Confirmation window is displayed to the Subscriber as given below in **Figure 9**.

National Pension System (NPS)

Acknowledgement

Dear Subscriber,
Your Withdrawal request has been successfully initiated. The Subscriber Withdrawal Request details are given below:

PRAN	111003124344
Acknowledgement Number	8000680936
Name of Subscriber	Prashant Shantaram Gurav
Acknowledgement No. Generated Date	07-04-2026 10:33:42

Ok

Figure 9

Subscriber can view status of TTS Withdrawal request in Menu "Manage My Withdrawal > Tier II and TTS Withdrawal > Status View". Refer below **Figure 10**.

Welcome Subscriber-111003124344										20-Apr-2026		Home Logout	
Make Transaction > Manage My Account > Account Statement > Goal Planner > Track Transaction > Manage My Withdrawal >													
Withdrawal Request Status													
Acknowledgement No.	PRAN	Subscriber Name	Request Creation Date	Claim ID	Withdrawal Type	Maker Entity	Maker Date	Checker Entity	Checker Date	Status	Remarks	Forms	Count of ASP Scheme
8000680936	111003124344	Prashant Shantaram Gurav	07/04/2025	-	Tier-2 Withdrawal	111003124344	07/04/2025	111003124344	07/04/2026	Withdrawal Request Accepted by CRA.	-	-	-

Figure 10

On successful execution of request by Subscriber in CRA System, funds will be transferred to Subscriber’s Bank Account within the stipulated withdrawal timeline as mentioned below.

4. **Withdrawal Timeline:**

- The process of withdrawal involves redemption of applicable units from Subscriber’s NPS account and then transfer of funds in Subscriber’s Bank Account.
- In CRA system, redemption of units happens only on working day (excluding Saturday, Sunday and holidays) which is called a Settlement Day.
- If request is submitted (authorised) before cut-off time of settlement (before 10.30 AM*) on settlement day in CRA, then request is considered for processing on same working day. The redemption of 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 request is submitted/authorised on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*
- If request is submitted (authorised) after cut-off time of settlement (after 10.30 AM*) on settlement day in CRA, then request is considered for processing on next working day. The redemption of 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 submitted/authorised on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*

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

Point to Note:

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.
