

Protean eGov Technologies Limited



STANDARD OPERATING PROCEDURE (SOP)

Initiation of Online Partial (Conditional) Withdrawal request by Subscriber and Verification & Authorization of Withdrawal request by Nodal Office/POP

Version 1.3

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	05.07.2024	1.1	-	Authorization of Partial withdrawal requests by associated POP/Nodal Office in case of initiation of request by Pvt. Sector/Govt. Sector Subscriber.
3	20.12.2024	1.2	-	Contents (w.r.t. Documents upload, Online bank details verification) reviewed and updated.
4	22.07.2025	1.3	-	Quality monitoring process added.

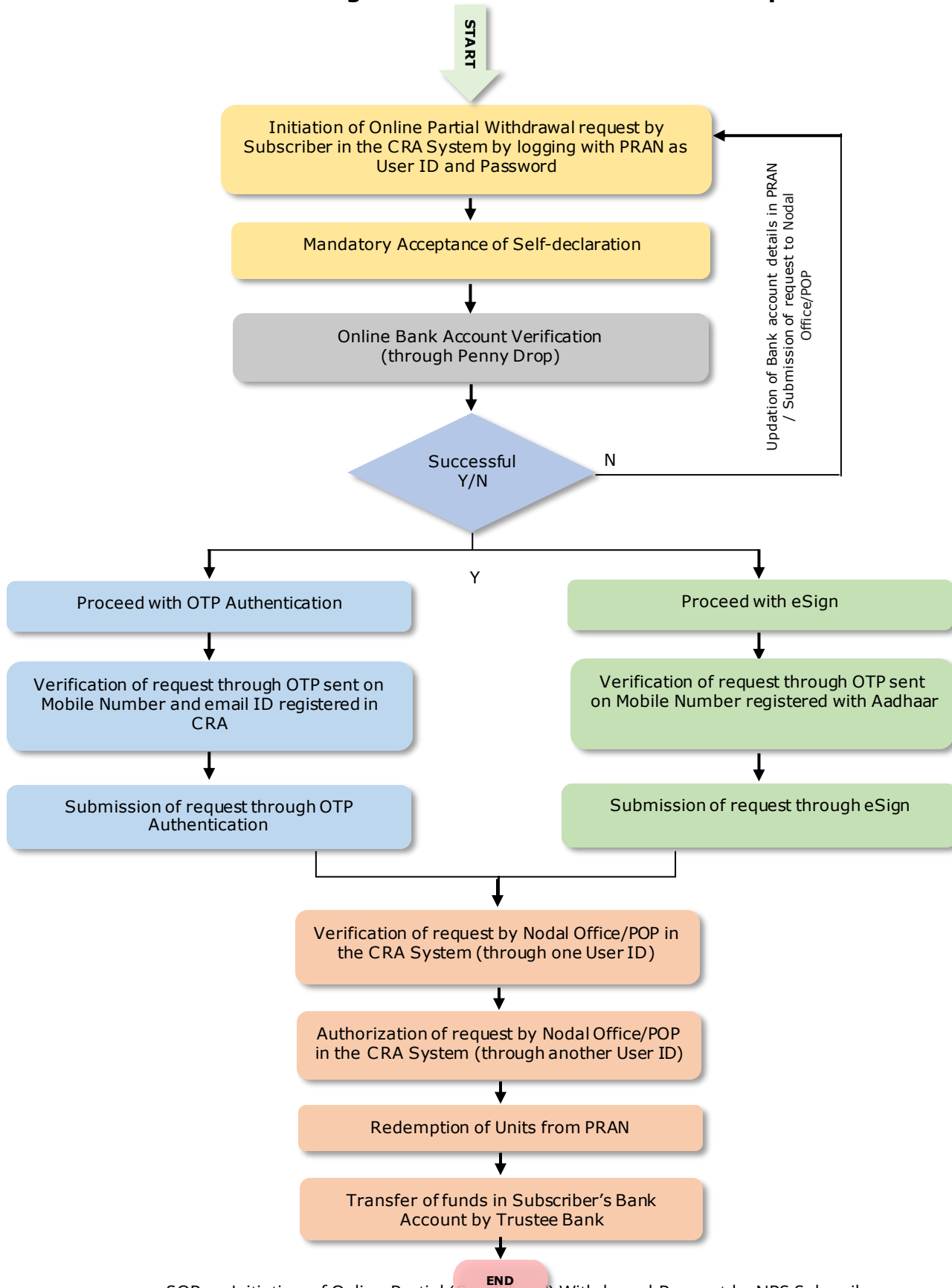
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1. Abbreviations:

Abbreviation	Expansion
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Office
DTO	District Treasury Office
DTA	Directorate of Treasuries & Accounts
Nodal Office	PAO/PRAO/DTO/DTA registered under NPS
NPS	National Pension System
OTP	One Time Password
PAO	Pay and Accounts Office
POP	Point of Presence
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office
UIDAI	Unique Identification Authority of India

2. Process Flow – Processing of Online Partial Withdrawal Request



3. Preface:

As per Pension Fund Regulatory and Development Authority (PFRDA) Exit Regulations, 2015 & amendments thereto, a Subscriber can opt for Partial Withdrawal of accumulated pension wealth, not exceeding 25% of contributions made by him/her and excluding contributions made by employer (if applicable), if any, at any time before exit from National Pension System (NPS).

The details regarding purpose of Partial Withdrawal, the related conditions are provided below:

Purposes:

Subscriber can opt for Partial Withdrawal for below mentioned Purposes:

- A) For higher education of his/her children including a legally adopted child.
- B) For the marriage of his or her children, including a legally adopted child.
- C) For treatment of specified illness: For Subscriber, his legally wedded spouse, children including a legally adopted child or dependent parents suffer from any specified illness, which shall comprise of hospitalization and treatment in respect of the following diseases.
 - I. Cancer
 - II. Kidney failure
 - III. Primary Pulmonary arterial hypertension
 - IV. Multiple sclerosis
 - V. Major Organ Transplant
 - VI. Coronary artery bypasses graft
 - VII. Aorta Graft surgery
 - VIII. Heart value surgery
 - IX. Stroke
 - X. Myocardial infection
 - XI. Coma
 - XII. Total Blindness
 - XIII. Paralysis
 - XIV. Accident of serious/life threatening nature
 - XV. COVID-19
- D) For the purchase or construction of a residential house or flat in his or her own name or in a joint name with his or her legally wedded spouse. In case the Subscriber already owns either individually or in the joint name a residential house or flat, other than ancestral property no withdrawal under these regulations shall be permitted.
- E) To meet medical and incidental expenses arising out of the disability or incapacitation suffered by the Subscriber.
- F) For Skill development/re-skilling or any other self-development activities.
- G) For Establishment of own venture or any start-up (Only for 'All Citizens' Sector Subscribers).

Conditions:

Subscriber can opt for Partial Withdrawal as per below mentioned Conditions:

- 1) The Subscriber shall have been in the NPS at least for the period of **three years.**
- 2) The Subscriber shall be allowed to withdraw only a maximum of **three times** during the entire tenure of subscription. For subsequent partial withdrawals, only incremental contributions made by the subscriber from the date of the previous partial withdrawal shall be allowed.
- 3) The Subscriber can opt for withdrawal **not exceeding 25%** of self-contributions made by him/her. Returns generated on the contributions shall not be eligible for partial withdrawal.

Submission of Withdrawal request:

Subscriber is not required to submit Physical Withdrawal Form and/or Supporting Documents to Nodal Office/POP as this is paperless process. The Subscriber is required to accept the "Self declaration" for utilization of funds for stated reason of Partial Withdrawal provided in Online Withdrawal Module as part of - Declaration by the Subscriber.

4. Procedure for Processing Online Partial Withdrawal request

A. Pre-requisite for Partial Withdrawal request initiated by Subscriber:

- NPS account is FATCA compliant – Partial Withdrawal request is not allowed if PRAN is not FATCA-compliant.
- Subscriber should have fulfilled the conditions for Partial Withdrawal as per PFRDA guidelines as mentioned above.
- Bank Account details of the Subscriber are updated in his/her NPS account. Bank of the Subscriber should be empaneled for Online Bank Account Verification. Also, the Subscriber needs to be the First Account Holder of the Bank Account in case of Joint Bank Account.
- Bank details should be correct/valid - *During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber will be verified through online Bank Account Verification (Penny drop facility). **If Online Bank Account Verification (Penny drop) fails, request initiation will not be allowed.*** Hence, Bank account number and IFS Code should be active and operative. Also Name of Subscriber as per CRA and bank record should match.
- Subscriber is required to submit the request using OTP Authentication / eSign. Hence, valid Mobile Number and email ID of the Subscriber should be registered in CRA to receive OTP as part of OTP Authentication. Else, the Mobile Number registered with Aadhaar should be valid to receive OTP as part of eSign.

B. Brief steps to be followed by Subscriber and Nodal Office/POP:

• Initiation of Online Partial Withdrawal request by Subscriber:

- ✓ Initiation of Online Partial Withdrawal request by Subscriber in the CRA system (www.cra-nsdl.com) by logging with PRAN as User ID & Password.
- ✓ Acceptance of the Self-Declaration for utilization of funds for stated reason of Partial Withdrawal.
- ✓ Verification of Name, Bank Account No. and Bank IFS Code of the Subscriber (registered in CRA) through online Bank Account Verification (Penny drop facility). The Bank of the Subscriber should be empaneled for Online Bank Account Verification. Only if name, Bank Account No. and Bank IFS Code verification is successful, then the Subscriber will be allowed to initiate Partial Withdrawal request.
Online Bank Account Verification (Penny drop) charges will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account.
- ✓ Submission of request using OTP Authentication / eSign. In case of OTP Authentication, two distinct One Time Password (OTP) will be sent on Mobile Number and Email ID registered in CRA. Whereas in case of eSign, the OTP will be sent on Mobile Number registered with Aadhaar. eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI.
- ✓ In case of eNps Subscriber, after successful OTP Authentication / eSign, Online Partial Withdrawal request will get executed in CRA System. There is no need to verify and Authorize the request by POP.

- **Verification & Authorization of Online Partial Withdrawal request by Nodal Office/POP:**

- ✓ Verification of Online Partial Withdrawal request by Nodal Office/POP in the CRA System (www.cra-nsdl.com) with One User ID.
- ✓ ***Nodal Office/POP, upon receiving the withdrawal request, shall take the necessary steps to identify the Subscriber. It is the responsibility of the Nodal Office/POP to check the veracity of the claim and may obtain additional supporting documents if required to ensure that claim amount is given to the subscriber.***
- ✓ Authorization of Online Partial Withdrawal request by Nodal Office/POP in the CRA System with Other User ID.
- ✓ On authorization of Online Partial Withdrawal request by Nodal Office/POP, the request will get executed in the CRA system.

The detailed procedure to be followed by the Subscriber for processing Online **Partial Withdrawal** request in the CRA system is provided below:

5. Steps to initiate Online Partial Withdrawal request in CRA System by Subscriber

Subscriber needs to access CRA System www.cra-nsdl.com by logging with PRAN as User ID & Password as given below in **Figure 1**.

Figure 1

User needs to click on **"Tier I Partial Withdrawal"** option under **"Manage My Withdrawal"** menu and select sub menu **"Initiate Request"** as given below in **Figure 2**.

Figure 2

At this stage, System will display a Pop-up message after selecting **"Initiate Request"** menu as shown below in **Figure 3**.

The Pop-up message will contain information related to Partial Withdrawal request such as Penny drop verification, OTP authentication/eSign of withdrawal request, etc. The Subscriber is required to click on **'OK'** button.

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

Welcome Subscriber

Make Transaction

Logout

National Pension System (NPS)

Note

You are about to initiate Withdrawal Request to withdraw funds from your NPS Tier-I Account. Kindly note,

- > Your name and Bank Account details registered in the CRA system will be mandatorily verified through online Bank Account Verification (Penny Drop) facility. Request will be initiated only after successful verification of name and Bank Account details.
- > As per the process, it is mandatory to do OTP Authentication / eSign of withdrawal request.
- > In OTP Authentication, two distinct OTPs will be sent on your registered Mobile Number and email ID respectively.
- > eSign will be successful only if name as per CRA records and name as per UIDAI records (registered for Aadhaar) matches 100% and active Mobile Number is available in UIDAI records.
- > Only after successful OTP Authentication or eSign, withdrawal request will be executed in CRA.
- > Your Bank Account and name in Bank Account will be verified through online Bank Account Verification (Penny Drop). Name in Bank Account should match with the name in PRAN. Hence, please ensure that you are the First Account Holder in your Bank Account.
- > The Bank of the Subscriber should be empaneled for Online Bank Account Verification. In case of failure of Bank Account Verification / Name matching, withdrawal request initiation will not be allowed. You need to update bank details in CRA records and then reinitiate withdrawal request.
- > Applicable Bank Account Verification (Penny Drop) charges will be recovered at the time of withdrawal.
- > Bank account will be verified through Online Bank Account Verification (Penny drop) process. Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from NPS Account.
- > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

OK

Figure 3

PRAN of the Subscriber will be Auto Populated as given below in **Figure 4**.

Initiate Conditional Withdrawal

PRAN: 110027183330

Submit Reset

NOTE

All Subscribers can initiate Partial Withdrawal request online in CRA through eSign/OTP before completion of 60 years/retirement. Subscribers who have completed 60 years/ crossed date of retirement are requested to send email to npsclaimassist@nsdl.co.in with Subject as Request for partial withdrawal after 60 years/date of retirement to know the process for partial withdrawal.

Figure 4

At this stage, Subscriber details like Available Self Contribution, Available Withdrawal amount, date of joining, date of birth, previous withdrawal amount, contributions utilized for Partial Withdrawal, etc. are displayed to the Subscriber. Please refer below **Figure 5**.

Conditional Withdrawal

PRAN :	110027183330
Subscriber Name :	Prashant Shantaram Gurav
Subscriber Date of Birth :	01-12-1963
Date of Joining :	31-12-9999
Withdrawal Type :	Conditional Withdrawal
Self Contribution :	349921.30
Previous Withdrawal Amount :	0.00
Contribution utilized for partial withdrawal :	0.00
Available Withdrawal Amount :	349921.30
Percentage to be Withdrawal% :*	Percentage
Purpose of withdrawal :*	Reason
Tentative/Eligible Withdrawal Amount	0.00

Submit Reset

Note

- > Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account

Figure 5

User needs to click on drop down menu "Percentage to be withdrawal" and select percentage towards withdrawal. User can select maximum of 25% from the drop down menu. Please refer below **Figure 6**.

The screenshot shows the 'Conditional Withdrawal' form. The 'Percentage to be Withdrawal%' dropdown menu is open, showing a list of values from 14 to 25. The value 25 is selected. The form includes fields for PRAN, Subscriber Name, Date of Birth, Date of Joining, Withdrawal Type, Self Contribution, Previous Withdrawal Amount, Contribution utilized for partial withdrawal, Available Withdrawal Amount, Purpose of withdrawal, and Tentative/Eligible Withdrawal Amount. The 'Submit' and 'Reset' buttons are visible at the bottom.

Figure 6

After selection of withdrawal percentage, User needs to select "Withdrawal Reason" from the drop down menu as per the reason mentioned in Partial Withdrawal Form submitted by the Subscriber and click on "Submit" button.

If Subscriber has selected Reason for withdrawal as "Skill development/re-skilling or any other self-development activities", then Subscriber is required to enter 'Course Fee' (Training Cost) which is mandatory. In this scenario, Subscriber will receive Course Fee (Training Cost) or selected % of Available withdrawal amount whichever is lower. If 'Course Fee' amount entered is more than eligible amount (as per % entered by Subscriber), message will be displayed informing Subscriber will receive eligible amount only.

Please refer below **Figure 7A** and **Figure 7B**.

The screenshot shows the 'Conditional Withdrawal' form with the 'Reason' dropdown menu open. The menu lists several reasons for withdrawal, including 'Higher education of children', 'Marriage of his or her children', 'Purchase or construction of a residential house or flat', 'Treatment of specified illnesses', 'Medical & incidental expenses due to disability/incapacitation', 'Skill development/re-skilling or any other self-development activities', and 'Establishment of own venture or any start-up'. The 'Submit' and 'Reset' buttons are visible at the bottom.

Figure 7A

Figure 7B

For updation of Bank details / Mobile No. /Email ID in CRA records, the Subscriber has an option to update the same online in CRA system (www.cra-nsdl.com) or submit Form S2 – Subscriber details change Form to associated Nodal Office/POP. The Form S2 is available under "Forms" section, which is available under respective sector on CRA website (www.npscra.nsdl.co.in).

Figure 8

Upon accepting declaration, Subscriber needs to click on **"Online bank a/c Verification"** tab to proceed further. Please refer below **Figure 9**.

Figure 9

At this stage, after clicking on **“Online bank a/c Verification”** tab, the Name, Bank Account No. and Bank IFS Code of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). On successful verification, a Pop-up message will display to the Subscriber i.e. **“Online bank a/c Verification is Successful”**. Subscriber needs to click on “OK” button and then click on “Confirm” button to proceed further. Please refer below **Figure 10A and 10B**.

If Online Bank Account Verification fails, then appropriate message will be displayed to the Subscriber and request initiation will not be allowed.

In case of failure in online Bank Account Verification (Penny drop),

- Due to Bank Account related rejection - Subscriber is required to update the correct or new Bank Account details in his/her NPS account. Once the Bank details are updated in CRA, then Subscriber can initiate new request in CRA.

For updation of Bank details in CRA records, the Subscriber has an option to update the same online in CRA system (www.cra-nsdl.com) or submit Form S2 – Subscriber details change Form

to associated Nodal Office/POP. The Form S2 is available under "Forms" section, which is available under respective sector on CRA website (www.npscra.nsdl.co.in).

- Due to name mismatch – If failure in online Bank Account Verification (Penny drop) is due to name mismatch i.e. Name as per CRA and as per Bank record is not matching then subscriber is required to update the matching name either in CRA or Bank record. Once Subscriber's Name is updated, then Subscriber can initiate new request in CRA.

The screenshot shows a form for online bank account verification. The form fields are as follows:

Transaction Type *	Electronic
Account type	SAVINGS
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	403413004
Mobile No	9819639307
Email ID	pgurav8682@yahoo.in

Below the form fields, there is a declaration section with a checkbox checked. The declaration text is:

Declaration by Subscriber *:
 1. I hereby declare that information stated above is true and correct to the best of my knowledge & belief and that I have completed minimum of three years in to the NPS as required for partial withdrawal and eligible to withdraw the amount requested above due to the urgent need of funds to support the reason mentioned above.
 2. I Prashant Shantaram Gurav with PRAN 110027183330 agree that in case of any failure of Direct Credit, for any reason whatsoever or wrong credit to another account (but as per my details) NPS Trust / CRA shall not be responsible. I also agree that NPS Trust / CRA shall not be responsible for any losses that may arise due to incorrect Bank details.
 3. Self-Declaration: I submit the request for partial withdrawal and the amount thus withdrawn shall be utilised for the purpose of declared reasons as specified by PFRDA exit regulations. I am fully responsible and accountable to spend the amount thus withdrawn for the stated reason.

A message box in the center of the form states: "Online bank a/c verification is successful." with an "OK" button highlighted by a red box.

At the bottom of the form, there are "Confirm" and "Back" buttons. Below the form, there is a note:

Note
 > Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account
 > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

Figure 10A

The screenshot shows the same online bank account verification form as Figure 10A. The form fields are identical. The declaration section is also identical. The message box in the center of the form states: "Online bank a/c verification" with a "Confirm" button highlighted by a red box. There is also a "Back" button next to it.

At the bottom of the form, there are "Confirm" and "Back" buttons. Below the form, there is a note:

Note
 > Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account
 > Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

Figure 10B

At this stage, Subscriber needs to proceed with OTP Authentication/eSign of withdrawal request. Withdrawal request will get initiated in the CRA system only after successful OTP Authentication/eSign of request. The Subscriber has a choice to select any of the option.

If OTP Authentication/eSign is not done within 15 days, then withdrawal request will get cancelled in the CRA system and Subscriber needs to initiate new request.

Please refer below **Figure 11**.

The screenshot shows a web interface for a 'Conditional Withdrawal' request. It displays the following details:

PRAN	110027183330
Subscriber Name	Prashant Shantaram Gurav
Acknowledgement Number	1000874950
Captured Timestamp	2024-11-27 13:10:01.225183
Status	Request captured partially and pending for OTP Authentication/eSign.

Below the details, there is a red text box stating: "Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request."

There is a 'View' button and a link 'Click Here to view withdrawal form.' Below the red box, there is a text prompt 'Please click to view the uploaded document :'. At the bottom, there are two radio buttons: 'OTP' (selected) and 'eSign'.

Figure 11

The process of submission of withdrawal request through OTP Authentication/eSign is explained below in two sections viz. Section-I (for OTP Authentication) and Section-II (For eSign).

Section-I

- Process for completion of Partial Withdrawal request using OTP Authentication.
- Two distinct One Time Password (OTPs) will be sent on Mobile Number and email ID registered in CRA.

Section-II

- Process for completion of Partial Withdrawal request using eSign.
- One Time Password (OTP) will be sent on Mobile Number registered with Aadhaar.
- eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI.

6. **Section I- Process for completion of Partial Withdrawal request using OTP Authentication:**

At this stage, Subscriber needs to select "OTP" radio button and then click on "**Proceed to OTP Authentication**" tab. Please refer below **Figure 12**.

The screenshot shows a 'Conditional Withdrawal' screen with the following details:

PRAN	110027183330
Subscriber Name	Prashant Shantaram Gurav
Acknowledgement Number	1000874950
Captured Timestamp	2024-11-27 13:10:01 225183
Status	Request captured partially and pending for OTP Authentication/eSign.

Below the details, there is a red warning message: "Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request." Below this is a link: "Click Here to view withdrawal form." and a "View" button.

At the bottom, there are two radio buttons: "OTP" (selected) and "Esign". Below them is a red-bordered button labeled "Proceed to OTP Authentication".

Figure 12

After clicking on "Proceed to OTP Authentication" Tab, Dual OTP Authentication screen will be displayed to the User. User needs to enter One Time Password (OTP) sent on Mobile Number and email ID registered in CRA at the designated place and click on "Submit OTP" button to complete the process. Please refer below **Figure 13**.

The screenshot shows an 'OTP Authentication' screen with a green message: "OTP has been sent to mobile No 981*****7 and email p***@****.in". Below this, there are two input fields: "Please Enter OTP Sent to Mobile No" and "Please Enter OTP Sent to Email Id". Both fields are highlighted with a red border. Below the input fields are three buttons: "Submit OTP" (highlighted with a red border), "Regenerate OTP", and "Cancel".

Figure 13

Once User clicks on "Submit OTP" button, Partial Withdrawal request will get captured in the CRA system and an Acknowledgement Number will get generated.

At this stage, option is provided to the user to view & download system generated Withdrawal Form. Further, status of the request and message regarding completion of OTP Verification is also displayed. Refer below **Figure 14**.

PRAN

Subscriber Name

Acknowledgement Number

Captured Timestamp

Status

110027183330

Prashant Shantaram Gurav

1000874950

2024-11-27 13:10:01.225183

Request Processed

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

Subscriber Conditional Withdrawal Request has been Captured. Awaiting Verification.

Please click to view the uploaded document : [View](#)

OTP Verification was Successful

[Download Withdrawal Form](#)

Figure 14

7. Section II- Process for completion of Partial Withdrawal request using eSign:

At this stage, Subscriber needs to select "Esign" radio button and then click on "Proceed to e-Sign the Form" tab. Please refer below **Figure 15**.

Conditional Withdrawal

PRAN	110142095519
Subscriber Name	Dinesh Chandrakant Dalvi
Acknowledgement Number	1000874978
Captured Timestamp	2024-12-11 12:35:02.993228
Status	Request captured partially and pending for OTP Authentication/eSign.

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

Now, proceed to OTP Authentication/eSign of your withdrawal request. Kindly note that withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign of request. If OTP Authentication/eSign is not done within 15 days, then your withdrawal request will get cancelled in CRA system and you need to initiate new request.

Please click to view the uploaded document : [View](#)

☐ OTP ☒ Esign

[Proceed to e-Sign the Form](#)

NOTE - Sign service charges plus taxes applicable is Rs. 5.90

Figure 15

At this stage, once user clicks on "Proceed to e-Sign the Form" Tab, system will redirect Subscriber to eSign Service Provider's Web Page. User needs to enter his/her Aadhaar/Virtual ID and click on "Send OTP" button to receive OTP. The user will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Please refer below **Figure 16**.

protean

National Pension System Trust has requested to Digitally sign the document

Transaction ID: UKC:eSign:9616:20241211123240856 dated 2024-12-11T12:32:46

Select Language [Play audio](#) [Stop audio](#)

Please click on the checkbox and enter Aadhaar/Virtual ID

☒ I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to -

1. Use my Aadhaar / Virtual ID details (as applicable) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust**.
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

VID/Aadhaar:

[SEND OTP](#) [CANCEL](#)

[Click Here](#) to generate Virtual ID. [Download Instructions](#) to generate Virtual ID in lieu of Aadhaar.

NSDL e-Gov is now **protean**

Figure 16

Once OTP is received, User needs to enter OTP and click on "Verify OTP" button to complete eSigning of the request. Please refer below **Figure 17**.

protean

National Pension System Trust has requested to Digitally sign the document

Transaction ID: UKC:eSign:9616:20241211123240856 dated 2024-12-11T12:32:46

Select Language Play audio Stop audio

Please click on the checkbox and enter Aadhaar/Virtual ID

☐ I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to -

1. Use my Aadhaar / Virtual ID details (as applicable) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSigning the registration document / service requests under National Pension System (NPS)/Atal Pension Yojana (APY) for/with National Pension System Trust**.
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

ENTER OTP :

Verify OTP Cancel Resend OTP

NSDL e-Gov is now **protean**

Success! otp sent on registered mobile/email id.

Figure 17

System will check whether name of the Subscriber as per CRA records and name as per UIDAI record matches 100%. If the name is matching 100% then only eSign will be successful.

Partial Withdrawal request will get captured in the CRA system and an Acknowledgement Number will get generated.

At this stage, option is provided to the User to view & download system generated Withdrawal Form. Further, status of the request and message regarding completion of eSigning is also displayed.

Please refer below **Figure 18**.

Conditional Withdrawal

PRAN	110142095519
Subscriber Name	Dinesh Chandrakant Dalvi
Acknowledgement Number	1000874978
Captured Timestamp	2024-12-11 12:35:02.993228
Status	Request Processed

[Click Here to view withdrawal form](#)

Subscriber Conditional Withdrawal Request has been Captured. Awaiting Verification.

Please click to view the uploaded document : View

E-Signing was Successful

Download e-Signed Form

Figure 18

Once Partial Withdrawal request is successfully initiated by Subscriber through OTP Authentication/eSign, associated Nodal Office/POP is required to verify and authorize the request.

8. Steps to verify Online Partial Withdrawal request in CRA System by Nodal Office/POP

In order to verify Online Partial Withdrawal request of Subscriber, Nodal Office/POP User needs to access CRA System www.cra-nsdl.com using one User ID & Password as given below in **Figure 19**. In case of Nodal Office, it will be Aadhar based login and in case of POP, it will be DSC based login.

Figure 19

User needs to click on menu “**Transaction**” and select sub menu “**Verify Conditional Withdrawal Request**” as given below in **Figure 20**.

Action Type	Count	Trans-
erification	10	Subsc: Author
nce pending for resolution	15	CLAIM
riber detail modification	42	Reset:
		Withdr:
		Subsc:
		Deferr:
		Withdr:

Figure 20

User needs to provide PRAN of the Subscriber and click on “**Search**” button as given below in **Figure 21**.

Verify Conditional Withdrawal Request Status

PRAN: 110027183330

Acknowledgement No.:

From Date: (dd/mm/yyyy)

To Date: (dd/mm/yyyy)

Search Reset

Figure 21

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Date and Status as given below in **Figure 22**.

Verify Conditional Withdrawal Request Status

PRAN: Acknowledgement No.: From Date: (dd/mm/yyyy) To Date: (dd/mm/yyyy) Search Reset

Acknowledgement No.	PRAN	Status	Request Date	Captured By
1000874950	110027183330	Initiated by Subscriber	08/10/2024	110027183330

Figure 22

User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of withdrawal request. User can view uploaded documents by clicking on "View" button.

If details entered are not correct, User needs to click on "Reject" radio button and click on "Confirm" button. In case of rejection of request, Reason for Rejection is mandatory.

If details entered are correct, User needs to click on "Confirm" button to proceed further. Please refer below **Figure 23**.

Verify Conditional Withdrawal Request

[Click Here to View subscriber Details](#)

PRAN No	110027183330
Ack No	1000874950
Name	Prashant Shantaram Gurav
Date of Joining	31-12-9999
Withdrawal Status	Initiated by Subscriber
Self Contribution	349921.29
Amount already withdrawn (Rs.)	0.0
Percentage of Partial Withdrawal	25
Total Amount which can be withdrawn (Rs.)	87480.32
Purpose of withdrawal	Higher Education of Children

Transaction Type	Electronic
Account type	SAVINGS
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	403413004
Mobile No	9819639307
Email ID	pgurav8682@yahoo.in

Declaration accepted by Subscriber in Partial Withdrawal Form “:

1. I hereby declare that information stated above is true and correct to the best of my knowledge & belief and that I have completed minimum of three years in to the NPS as required for partial withdrawal and eligible to withdraw the amount requested above due to the urgent need of funds to support the reason mentioned above.

2. I Prashant Shantaram Gurav with PRAN 110027183330 agree that in case of any failure of Direct Credit, for any reason whatsoever or wrong credit to another account (but as per my details), NPS Trust / CRA shall not be responsible. I also agree that NPS Trust / CRA shall not be responsible/liable for any losses that may arise due to incorrect Bank Account details registered in the CRA system.

3. Self-Declaration - I submit the request for partial withdrawal and the amount thus withdrawn shall be utilised for the purpose of declared reasons as specified by PFRDA exit regulations. I am fully responsible and accountable to spend the amount thus withdrawn for the stated reason.

Declaration by Nodal Office/POP/Corporate/Aggregator “:

1. We hereby declare that the subscriber is employed with us (applicable only in Govt. Sector) and has signed/thumb impressed before me after he/she has read the entries/have been read over by him/her for the request of partial withdrawal under NPS. Self-Declaration for partial withdrawal has been accepted by him/her and bank details submitted in respect of partial withdrawal are correct.

2. Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the registered Bank details submitted.

Please click to view the uploaded document :

View

☒ Authorize ☐ Reject

Remarks

Confirm Reset

Figure 23

Once User clicks on “Confirm” button, Partial Withdrawal request will get verified in the CRA system and confirmation window will display to the User as given below in **Figure 24**.

Conditional Withdrawal

PRAN	110027183330
Acknowledgement Number	1000874950
Captured Timestamp	2024-11-27 13:14:46.083688

Request has been Verified successfully.

Figure 24

9. Steps to authorize Online Partial Withdrawal request in CRA System by Nodal Office/POP

In order to authorize Online Partial Withdrawal request of Subscriber, Nodal Office/POP User needs to access CRA system www.cra-nsdl.com using another User ID & Password as given below in **Figure 25**. In case of Nodal Office, it will be Aadhar based login and in case of POP, it will be DSC based login.

Figure 25

User needs to click on Menu “**Authorize Request**” and select sub menu “**Authorize Conditional Withdrawal Request**”. Please refer below **Figure 26**.

Transaction Type	Count
KYC Verification	10
Grievance pending for resolution	15
Subscriber detail modification	42

Figure 26

User needs to provide PRAN of the Subscriber and click on “Search” button as given below in **Figure 27**.

Authorize Conditional Withdrawal Request Status

PRAN

Acknowledgement No.

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Figure 27

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Date and Status as given below in **Figure 28**.

Authorize Conditional Withdrawal Request Status

PRAN

Acknowledgement No.

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Acknowledgement No.	PRAN	Status	Request Date	Captured By
1000874950	110027183330	Maker completed	08/10/2024	110027183330

Figure 28

User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of withdrawal request. User can view uploaded documents by clicking on "View" button.

If details entered are not correct, User needs to click on "Reject" radio button and click on "Confirm" button. In case of rejection of request, Reason for Rejection is mandatory.

If details entered are correct, User needs to click on "Confirm" button to proceed further. Please refer below **Figure 29**

Authorize Conditional Withdrawal Request
[Click Here to View subscriber Details](#)

PRAN No	110027183330
Ack No	1000874950
Name	Prashant Shantaram Gurav
Date of Joining	31-12-9999
Withdrawal Status	Maker completed
Self Contribution	349921.29
Amount already withdrawn (Rs.)	0.00
Percentage of Partial Withdrawal	25
Total Amount which can be withdrawn (Rs.)	87480.32
Purpose of withdrawal	Higher Education of Children
Transaction Type	Electronic

Account type	SAVINGS
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	403413004
Mobile No	9819639307
Email ID	pgurav8682@yahoo.in

Declaration accepted by Subscriber in Partial Withdrawal Form *:

1. I hereby declare that information stated above is true and correct to the best of my knowledge & belief and that I have completed minimum of three years in to the NPS as required for partial withdrawal and eligible to withdraw the amount requested above due to the urgent need of funds to support the reason mentioned above.

2. I Prashant Shantaram Gurav with PRAN 110027183330 agree that in case of any failure of Direct Credit, for any reason whatsoever or wrong credit to another account (but as per my details), NPS Trust / CRA shall not be responsible. I also agree that NPS Trust / CRA shall not be responsible/liable for any losses that may arise due to incorrect Bank Account details registered in the CRA system.

3. Self-Declaration - I submit the request for partial withdrawal and the amount thus withdrawn shall be utilised for the purpose of declared reasons as specified by PFRDA exit regulations. I am fully responsible and accountable to spend the amount thus withdrawn for the stated reason.

Declaration by Nodal Office/POP/Corporate/Aggregator *:

1. We hereby declare that the subscriber is employed with us (applicable only in Govt. Sector) and has signed/thumb impressed before me after he/she has read the entries/have been read over by him/her for the request of partial withdrawal under NPS. Self-Declaration for partial withdrawal has been accepted by him/her and bank details submitted in respect of partial withdrawal are correct.

2. Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the registered Bank details submitted.

Please click to view the uploaded document :

View

Request has been accepted by UTI Asset Management Company Limited

☒ Authorize
 ☐ Reject

Remarks

Confirm
Reset

Figure 29

Once User clicks on "Confirm" button, Partial Withdrawal request will get authorized in the CRA system and confirmation window will display to the User as given below in **Figure 30**.

> **Conditional Withdrawal**

PRAN	110027183330
Acknowledgement Number	1000874950
Captured Timestamp	2024-11-27 13:17:30 240127
Request has been authorized successfully.	

Please click to view the uploaded document :

View

Figure 30

On successful authorization of request by Nodal Office/POP, Same will get executed in the CRA system and Funds will be transferred to Subscriber's Bank Account within stipulated withdrawal timeline as mentioned below.

10. Withdrawal Timeline:

- a. The process of Partial withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of funds in Subscriber's Bank Account.
- b. In CRA system, redemption of units happens only on working day (excluding Saturday, Sunday and holidays) which is called a Settlement Day.
- c. 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.*
- d. 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.

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