Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SOP)

SOP on Systematic Unit Redemption for NPS Subscriber

Version 1.1

© 2026 Protean eGov Technologies Limited, All rights reserved. Property of Protean eGov Technologies Limited.

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

REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	15.06.2026	1.0	-	Initial Version
2	11.11.2026	1.1	-	Screen-Based Updates

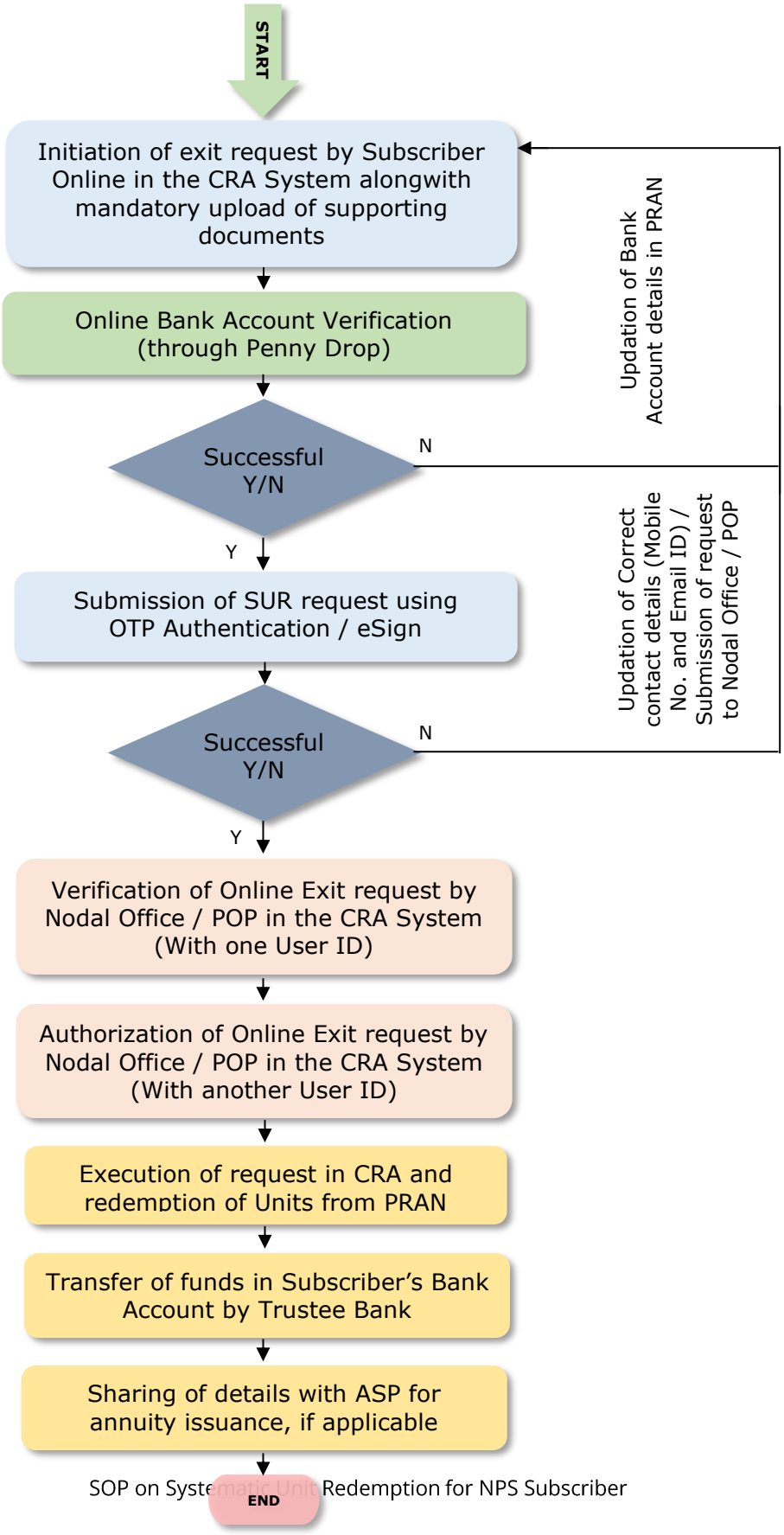
Index

Sr. No	Topic	Page No.
1	Abbreviations	4
2	Process Flow – Processing of Online Exit request of Subscriber	5
3	Preface	6
4	Procedure for Processing Online Exit request of Subscriber	9
5	Initiation of Online Exit request in CRA System by Subscriber	11
6	Section I- Process for completion of Online Exit request using OTP Authentication	25
7	Section II- Process for completion of Online Exit request using eSign	27
8	Verification of Online Exit request in CRA System by Nodal Office / POP	30
9	Authorization of Online Exit request in CRA System by Nodal Office / POP	34
10	Withdrawal Timeline (Lump sum and Annuity Portion-SUR)	39

1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Office
DTO	District Treasury Office
DTA	Directorate of Treasuries & Accounts
Nodal Office	DDO/PAO/PRAO/DTO/DTA registered under NPS
POP	Point of Presence
POP-SP	Point of Presence – Service Provider
NPS	National Pension System
OTP	One Time Password
PAO	Pay and Accounts Office
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office
UIDAI	Unique Identification Authority of India
RIS	Retirement Income Scheme
SUR	Systematic Unit Redemption
SLW	Systematic Lumpsum Withdrawal

Process Flow – Processing of Online Exit request of Subscriber



2. Preface

As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers**:**

- **Superannuation Exit**: When a Subscriber reaches the age of Superannuation (Govt. Sector and Corporate Sector) / attains 60 years of age or upon completing the subscription period of 15 years in a pension scheme, whichever is earlier (All Citizens of India), and total corpus in NPS account is more than Rs. 8 Lakh but does not exceed Rs. 12 Lakh, the subscriber shall have the following options:

a) Option 1: Withdraw up to Rs. 6 lakh as lump sum and withdraw the remaining balance via Systematic Unit Redemption for a minimum of 6 years.
b) Option 2: Withdraw up to Rs. 6 lakh as lump sum and utilize the remaining balance for purchase of annuity.
c) Option 3: Withdraw entire corpus via Systematic Unit Redemption for a minimum of 6 years.

The lump sum portion in the above options can be availed either as entire lump sum or via SLW or SUR or any other approved option.

By using Lump Sum share, Subscriber can opt for Systematic Lump Sum Withdrawal (SLW) / Systematic Unit Redemption (SUR) / Retirement Income Scheme (RIS) on a periodical basis viz. monthly, quarterly, half-yearly (excluding RIS) or annually for a period till 85 years as per the choice of the subscriber at the time of superannuation exit.

- **Incapacitation Exit:**

In case of Incapacitation Exit under Govt. Sector and Non-Govt. Sector and total corpus in NPS account is more than Rs. 8 Lakh but does not exceed Rs. 12 Lakh, the subscriber shall have the above-mentioned options.

In case of Govt. Sector Subscriber, the employer need to certifiy that the Subscriber has been discharged from the services of the concerned office on account of invalidation or disability.

In case of Non Govt. Sector Subscriber, Subscriber is required to submit a disability certificate from a Government surgeon or Doctor (treating such disability or invalidation of subscriber) stating the nature and extent of disability and also certifying that:

a) the affected subscriber shall not be in a position to perform his regular duties and there is a real possibility of the affected subscriber, being not able to work for the remaining period of his life.; and
b) Percentage of disability is more than seventy-five percent.

Further, four redemption options are available to the Subscriber viz. **"Retirement Income Scheme (RIS)"**, **"Systematic Unit Redemption (SUR)", "Systematic Lumpsum Withdrawal (SLW)"** and **"Regular (Lump sum)".** Subscriber may choose option as per his/her choice.

I) Systematic Unit Redemption (SUR):

Under this option, the subscriber can choose SUR for:

- **Lump Sum Portion** – The lump sum portion of the corpus will be paid out in installments based on the frequency selected by the subscriber for at least 6 years, while the remaining balance must be utilized for the purchase of an annuity from Annuity Service Provider.
- **Annuity Portion Only** – The lump sum portion will be transferred directly to the subscriber's bank account, and the remaining corpus will be paid out in installments based on the frequency selected by the subscriber for at least 6 years.
- **Both Lump Sum and Annuity Portions** – The entire corpus will be paid out in installments based on the frequency selected by the subscriber for at least 6 years.

II) Systematic Lump Sum Withdrawal (SLW):

Under this option, the subscriber can choose SLW for:

- **Lump Sum Portion** – The lump sum portion of the corpus will be paid out in installments based on the frequency selected by the subscriber, while the remaining balance must be used to purchase an annuity from Annuity Service Provider

III) Regular (Lump sum):

Under this option, the lump sum portion of the corpus is transferred directly to the subscriber's bank account, and the remaining balance is used to purchase an annuity from the selected Annuity Service Provider (ASP).

IV) Retirement Income Scheme (RIS):

Under this option, the subscriber can choose RIS for:

Systematic Payout Rate – Systematic Payout Rate (SPR) is the age-specific rate used to calculate the periodic payout from the subscriber's drawdown corpus. Certain amount will be considered for each installment and accordingly units will be redeemed.

Equal Systematic Unit Redemption – Equal Systematic Unit Redemption is a drawdown option under RIS wherein the total units available in the designated drawdown corpus are redeemed in equal instalments over the selected drawdown period and at the selected payout frequency. The payout amount at each interval is determined based on the number of units redeemed and the applicable NAV on the date of redemption.

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

4. Procedure for Processing Online Exit request of Subscriber

A. Pre-requisite for Exit:

The 10-digit Claim ID is required to initiate Exit request. Claim ID is generated by CRA six months before attaining the age of superannuation/retirement. The Claim ID is communicated to Subscribers through SMS/email alerts by CRA. **At the time of initiating superannuation exit request in CRA, the Claim ID gets auto populated in online exit request**. In case of superannuation, the request can be initiated in CRA system six months before reaching the age of superannuation/retirement of Subscriber. Though request will get executed in the CRA system on attaining the age of superannuation/retirement.

In case of Incapacitation, the Subscriber is required to approach associated Nodal Office / POP for generation of Claim ID. Nodal Office / POP will generate Claim ID online in the CRA system and communicate the same to Subscriber. Or else, Nodal Office / POP can generate Claim ID after receipt of Incapacitation request from Subscriber.

Subscriber should ensure following before initiating Exit request:

- ✓ NPS account is FATCA compliant – Exit from NPS is not allowed if PRAN is not FATCA-compliant.
- ✓ PAN is registered in NPS account wherever applicable.
- ✓ Subscriber details (like address, contact details, etc.) 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.*
- ✓ Subscriber is required to submit the withdrawal request using OTP Authentication / eSign using Aadhaar. Hence, valid Mobile Number and email ID of the Subscriber should be registered in CRA to receive OTP as part of OTP Authentication. Or, for eSign using Aadhaar, Subscriber's Mobile Number registered with Aadhaar should be valid to receive OTP as part of eSign. *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*

If required, the Subscriber can update above details online in CRA system (www.cra.nps-proteantech.in) by logging with PRAN as User ID & Password. Alternatively, the Subscriber can submit physical request to associated Nodal Office / POP for modification of details and then initiate exit request.

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

- **Initiation of Online Exit request by Subscriber:**
  - ✓ Initiation of Exit request by Subscriber online in CRA system (www.cra.nps-proteantech.in) by logging with PRAN as User ID & Password. *During request initiation, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility).*
  - ✓ Mandatory Upload of valid and legible KYC Documents (Identity & Address Proof). Subscriber can also upload copy of Bank Proof as a supporting document; however, KYC documents are mandatory to upload. Scanned documents should be appropriate i.e. scanned images should be legible and all documents to be uploaded in a single file.
  - ✓ Verification of Exit request through OTP sent on registered Mobile Number

- ✓ Submission of SUR request using digital signature (OTP Authentication / Aadhar Based Authentication)

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

- ✓ Verification of Exit request by Nodal Office / POP in the CRA System (www.cra.nps-proteantech.in) 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 supporting documents submitted by the Subscriber along with claim and may obtain additional supporting documents if required to ensure that claim amount is given to the Subscriber.***
- ✓ Authorization of Exit request by Nodal Office / POP in the CRA System with Other User ID.
- ✓ On authorization of Exit request by Nodal Office / POP, the request will get executed in the CRA system.
- ✓ For Superannuation Exit, if Subscriber has not completed Superannuation/retirement, request will get executed in CRA system after completion of Superannuation/retirement.

This document describes the detailed procedure to be followed by Subscribers and Nodal Office / POPs for processing Exit requests. **The process mentioned below is for Superannuation exit. *Similar process/steps are applicable for Incapacitation exit as well. The conditions mentioned above for Incapacitation exit as relevant would be applicable while initiating exit request.***

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

In order to initiate Online Exit 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.**

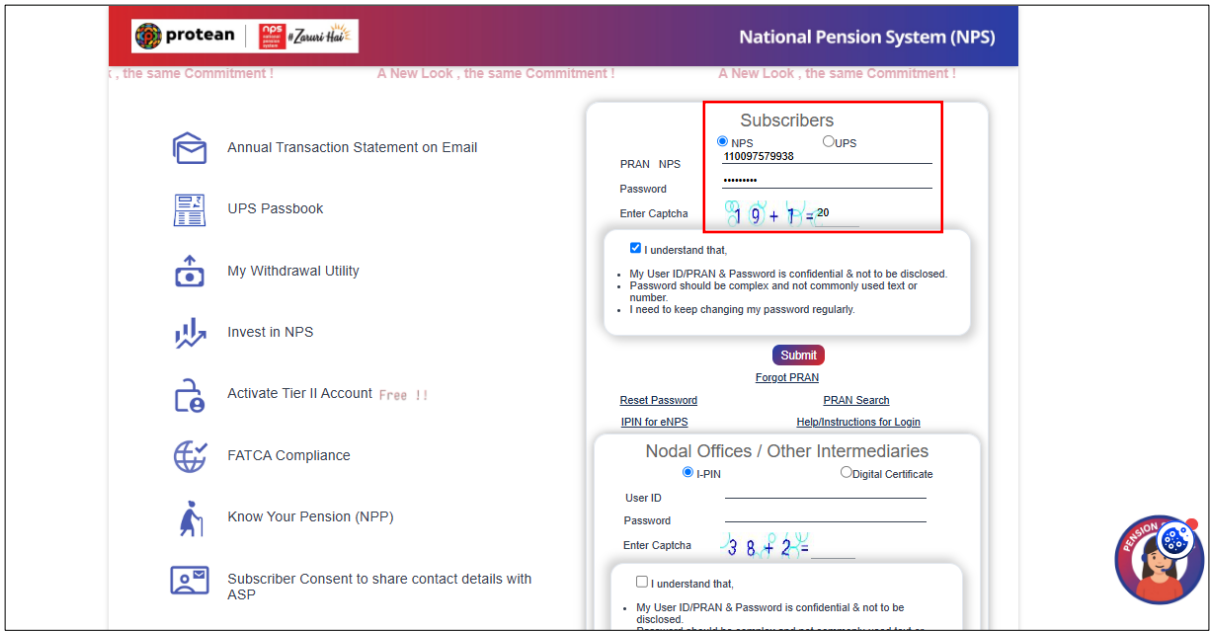


Figure 1

Subscriber needs to click on Menu "**Exit from NPS**" and select sub menu "**Initiate Request**" under "**Manage My Withdrawal**" Tab as given below in **Figure 2.**

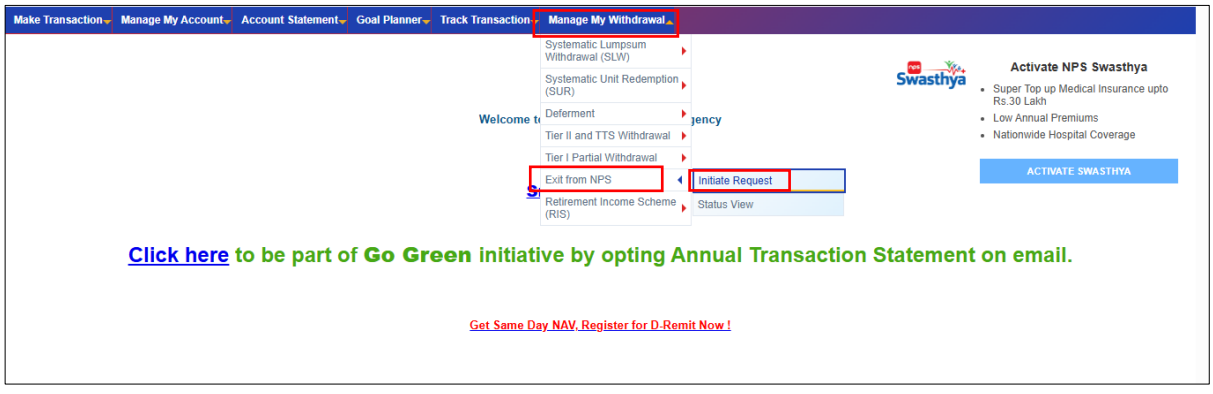


Figure 2

At this stage, Subscriber needs to select Scheme Type as 'Common Scheme' and Withdrawal type as "Superannuation" from the Drop down menu as shown below in **Figure 3**. In case Premature Exit, the Subscriber will select withdrawal type as "Premature Exit".

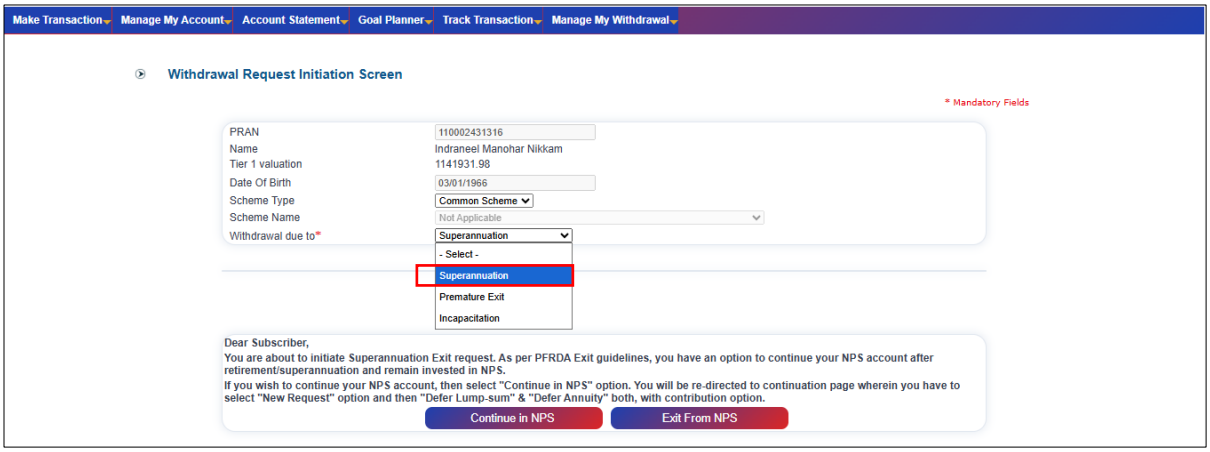


Figure 3

At this stage, in case of Govt. Sector Subscriber, two options will be displayed to the Subscribers viz. "**Continue in NPS**" and "**Exit From NPS**". **These options are not available to Non-Government Sector subscribers.**

Govt. Sector Subscriber –

1) If Subscriber wishes to continue his/her account under NPS till 85 years, he/she needs to click on **"Continue in NPS"** Tab. Subscriber will be re-directed to continuation page wherein Subscriber is required to submit his/her continuation request.

2) If Subscriber wishes to exit from NPS, he/she needs to click on "**Exit From NPS**" Tab. Please refer to **Figure 4**.

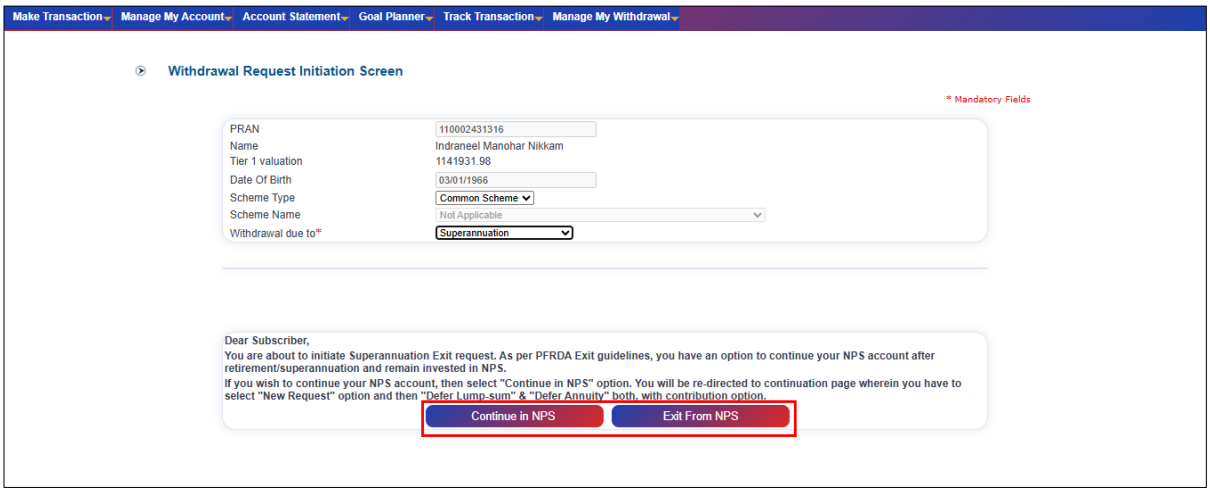


Figure 4

At this stage, System will display a Pop-up message after clicking on "Exit From NPS" tab. Pop-up message will contain information related to Verification of request through OTP, Mandatory upload

of documents, OTP authentication/eSign of withdrawal request etc. Subscriber is required to click on **'OK'** button. Please refer to **Figure 5**.

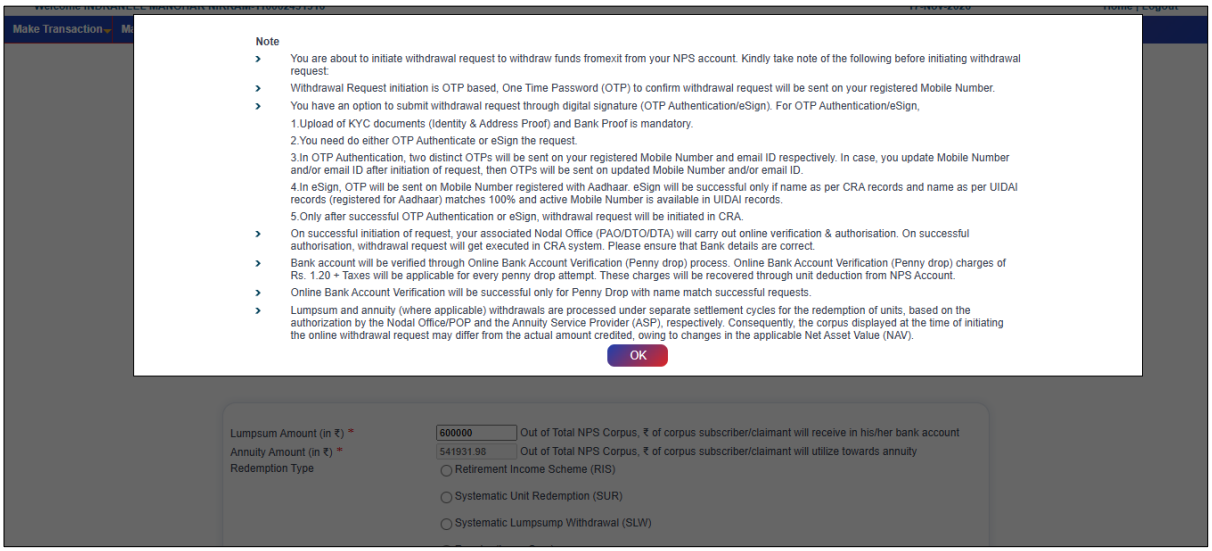


Figure 5

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

In this case, Subscriber needs to provide withdrawal fund allocations in terms of amount. Subscriber can withdraw maximum Rs. 6 lakh as lump sum and withdraw the remaining balance via Systematic Unit Redemption (SUR) for a minimum of 6 years (Annuity portion) or Purchase of annuity from Annuity Service Provider. Options available while processing withdrawal request are listed above.

In case if corpus is less than or equal to Rs. 8 Lacs, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%. If corpus is between Rs. 8 Lacs to 12 Lacs, then Subscriber need to mention amount towards lump-sum withdrawal field. In case of Govt. Sector/PSU and PSB Corporate Sector, if corpus is greater than Rs. 12 Lacs, then percentage towards Lump sum is displayed as 60% and percentage towards annuity as 40% and in case of All Citizen of India Sector/Non PSU and PSB Corporate Sector, if corpus is greater than Rs. 12 Lacs, then percentage towards Lump sum is displayed as 80% and percentage towards annuity as 20%. Subscriber can also utilize more than 20/40% pension wealth for annuity, as per his/her choice.

Further at this stage, four redemption types will be displayed to the Subscriber viz. **"Retirement Income Scheme (RIS)", "Systematic Unit Redemption (SUR)", "Systematic Lumpsum Withdrawal (SLW)"** and **"Regular (Lump sum)".** Subscriber may choose option as per his/her choice. For more information about each option, the Subscriber may refer to the details provided above.

Additionally, at this stage, in case of Govt. Sector Subscriber, two radio buttons will be displayed to the Subscriber viz. "**Digitally Signed Form Submission (OTP Authentication/eSign)**" and "**Physical Form Submission**." **These two radio buttons are not available to Non-Government Sector subscribers.**

- Govt Subscriber is required to click on "**Digitally Signed Form Submission (OTP Authentication/eSign)"** radio button to submit the withdrawal request using OTP Authentication

/ eSign. In this option, Subscriber is not required to submit physical documents to Nodal Office / POP.

- *If OTP Authentication / eSign is not possible, then Govt Subscriber needs to click on "**Physical Form Submission"** radio button and initiate exit request. After initiating exit request, Subscriber is required to submit Physical Withdrawal Form and Supporting Documents to his/her associated Nodal Office / POP to verify and authorize the exit request.*

Please refer to **Figure 6**.

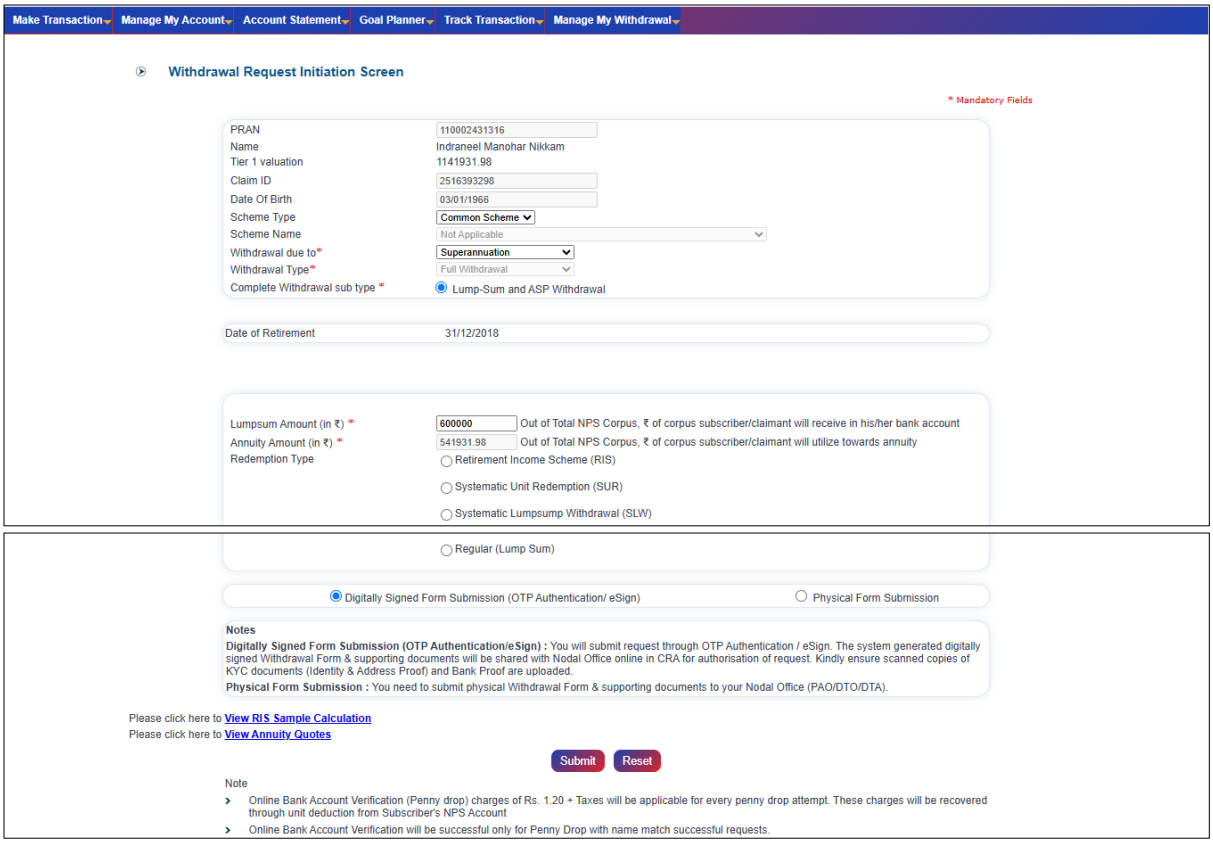


Figure 6

If Subscriber wishes to opt for Lumpsum withdrawal in a single payment and annuity portion in SUR for a minimum period of 6 years then Subscriber has to select redemption type as '**Systematic Unit Redemption (SUR)'** and component as '**Annuity**'.

After clicking on redemption type as '**Systematic Unit Redemption (SUR)**', below pop up message will be displayed to the Subscriber. In this message, benefits of SUR will be displayed. Subscriber has to read the message and click on 'OK' button and then click on '**Annuity**' component. Please refer to **Figure 7** and **Figure 8**.

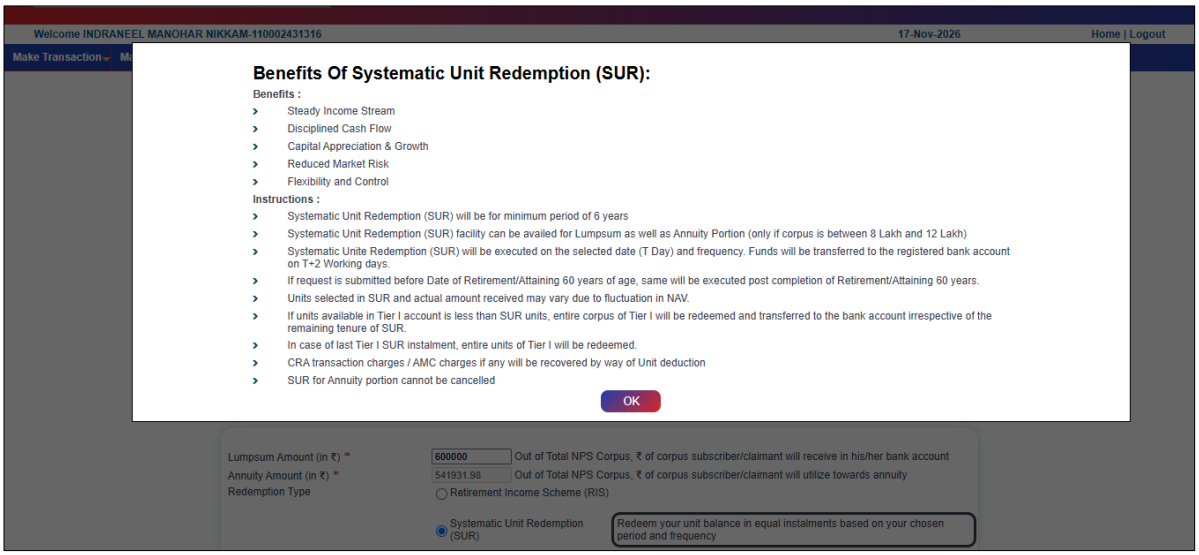


Figure 7

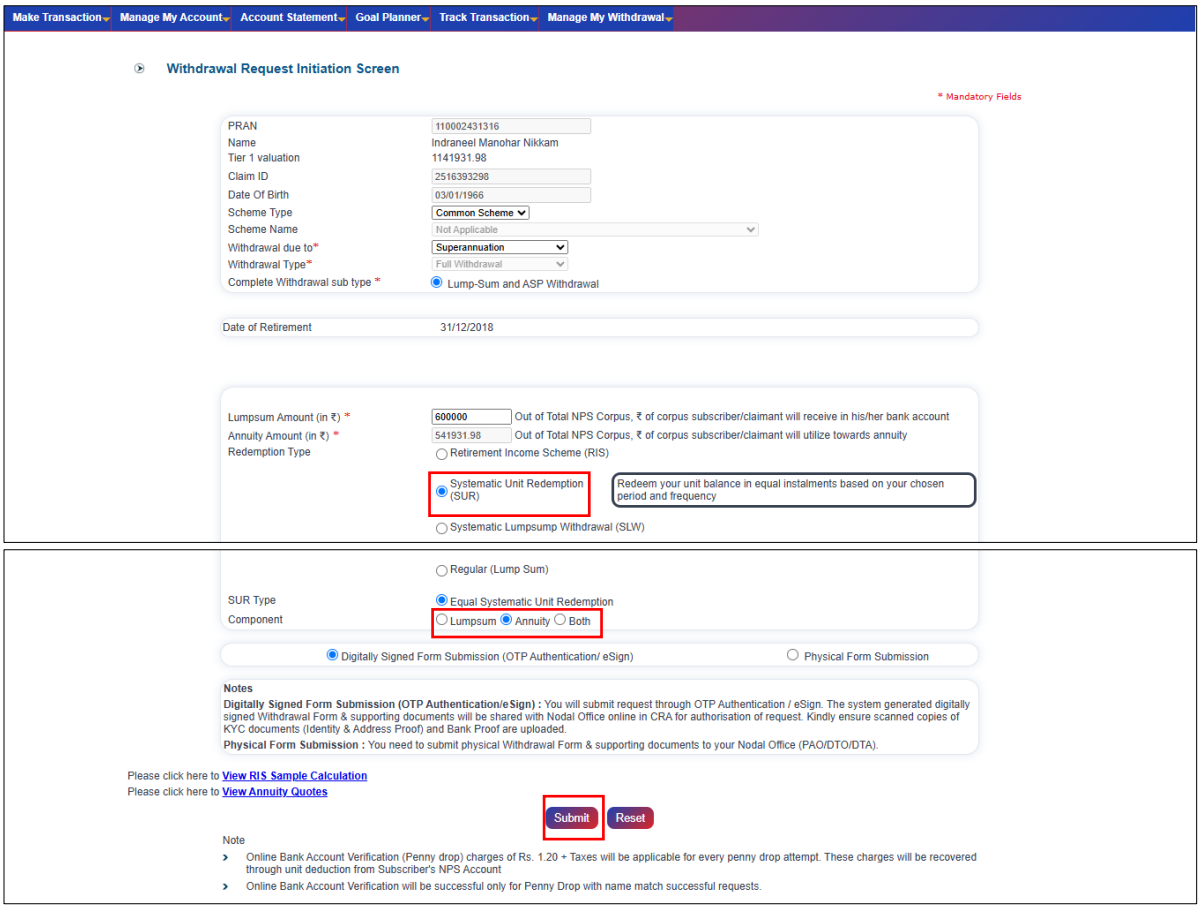


Figure 8

At this stage, System will display a Pop-up message after clicking on "Submit" button. Subscriber is required to click on **'OK'** button. The Pop-up contains information on Subscriber's Bank, Mobile Number, email ID and PAN. Please refer to **Figure 9.**

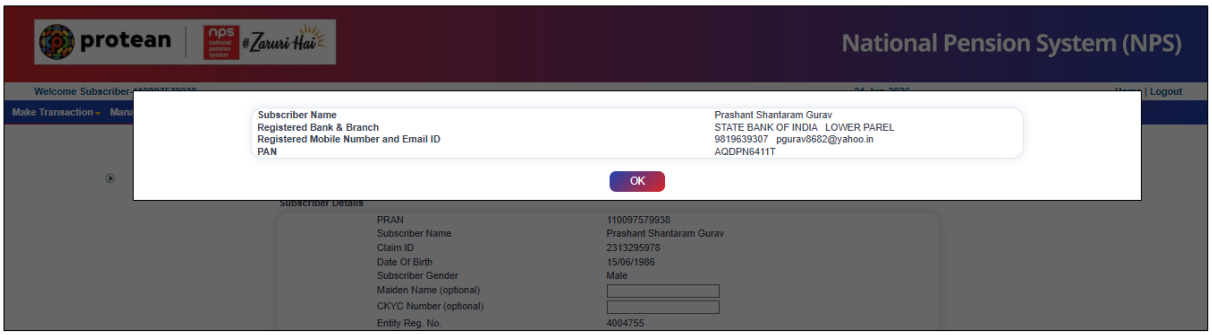


Figure 9

At this stage, various options selected along with existing address are displayed to the Subscriber. Also, option is available to the Subscriber to provide Maiden Name (only in case of female Subscriber) and CKYC Number. However, these two fields Maiden Name & CKYC Number are non-mandatory. Please refer to **Figure 10**.

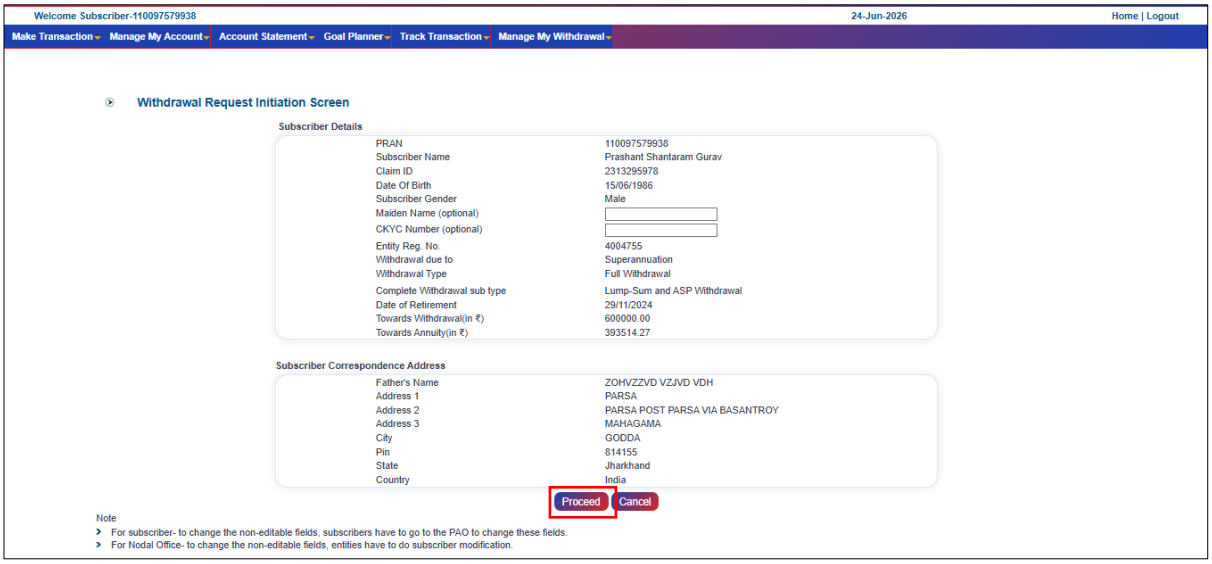


Figure 10

At this stage, existing bank details of the Subscriber along with Mobile number, email ID and PAN of the Subscriber are displayed. If existing bank details, contact details and PAN are correct, Subscriber needs to click on **"Online bank a/c verification**" Tab to proceed further. Please refer to **Figure 11.**

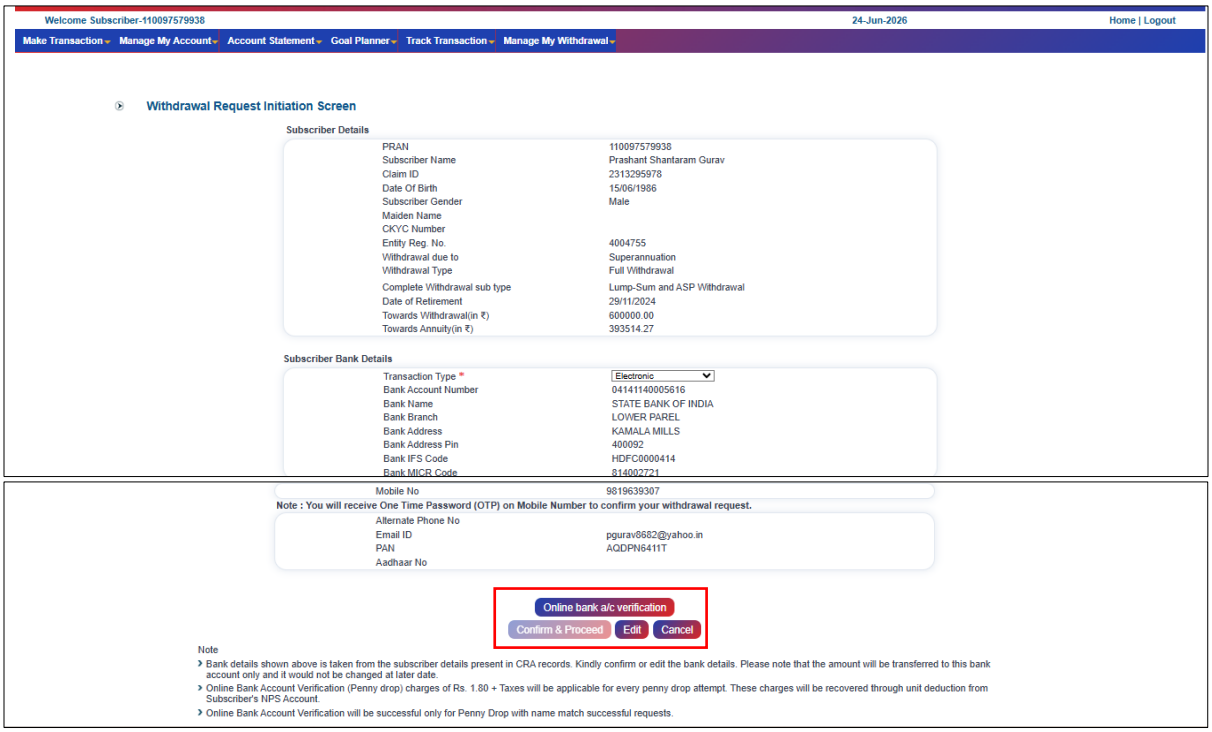


Figure 11

At this stage, after clicking on **"Online bank a/c Verification**" tab, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). On successful verification, a Pop-up message will display to the Subscriber i.e., **"Online bank a/c verification is successful."** Subscriber needs to click on "OK" button and then click on "Confirm & Proceed" button to proceed further. Please refer to **Figure 12** and **Figure 13.**

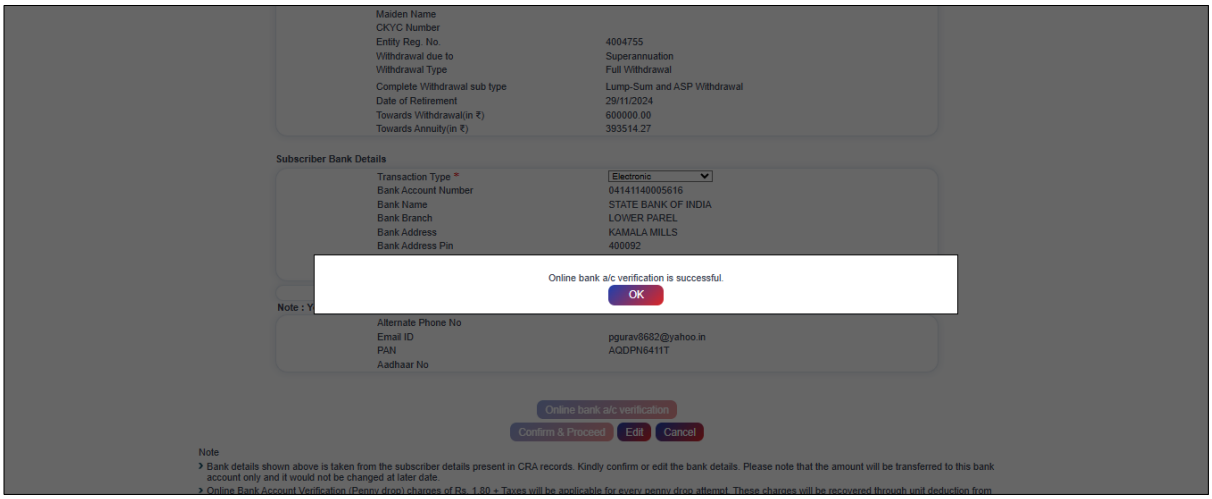


Figure 12



Figure 13

At this stage, existing nomination details of the Subscriber are displayed. Subscriber needs to enter Nominee address. If required, Subscriber can add/update nominee details. Subscriber can enter maximum of three nominees. Subscriber needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, Subscriber needs to click on "Confirm" button to proceed further. Please refer to **Figure 14**.

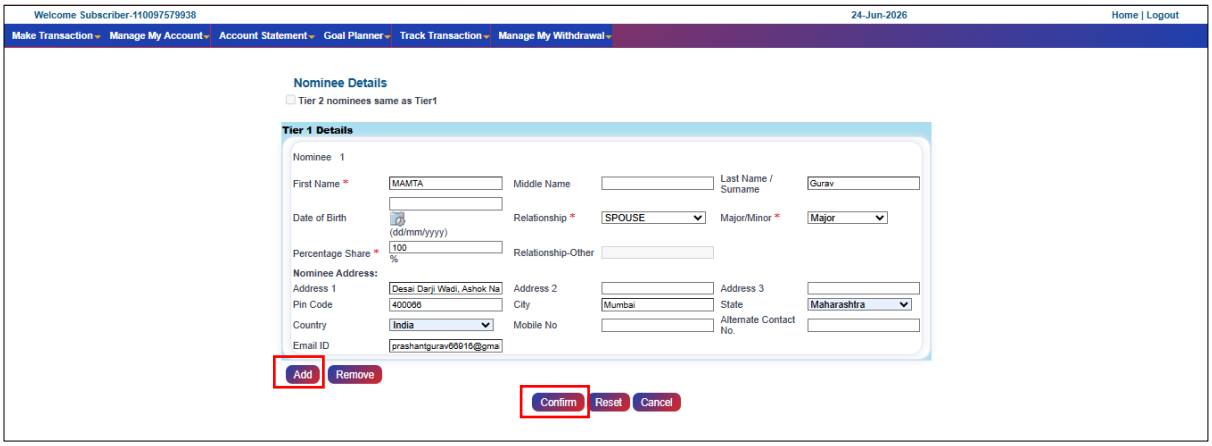


Figure 14

At this stage, Declaration Page is displayed to the Subscriber. Subscriber needs to select from the drop-down menu whether he is politically exposed person, related to politically exposed person and history of conviction under criminal proceedings.

Further, Subscriber needs to select Declaration. After selection of declarations, Subscriber needs to click on "Confirm" button. Please refer to **Figure 15.**

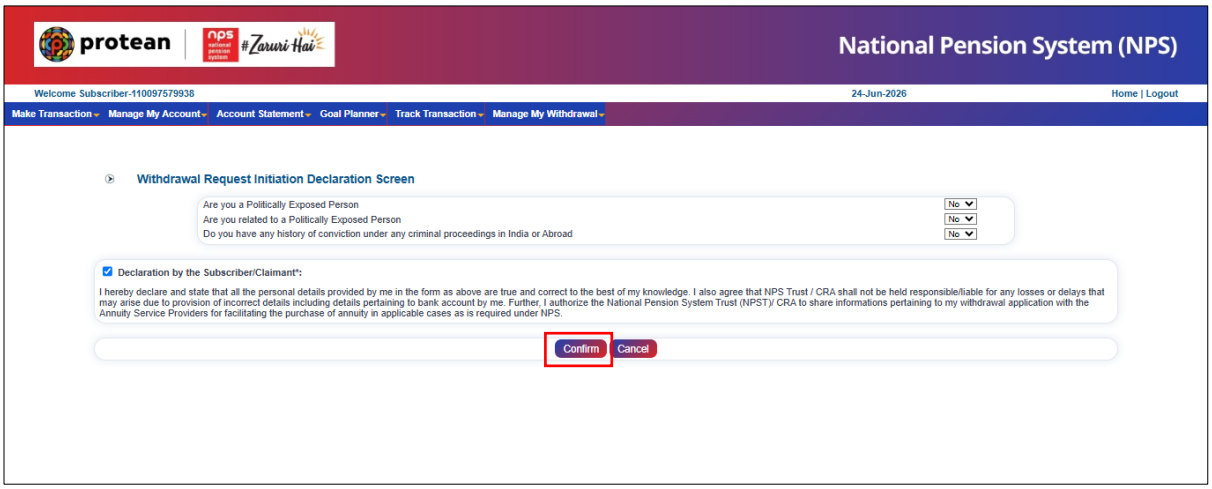


Figure 15

At this stage, document Check List is displayed to the Subscriber. After selection of document check list, Subscriber needs to click on "Submit" button. Please refer to **Figure 16**.

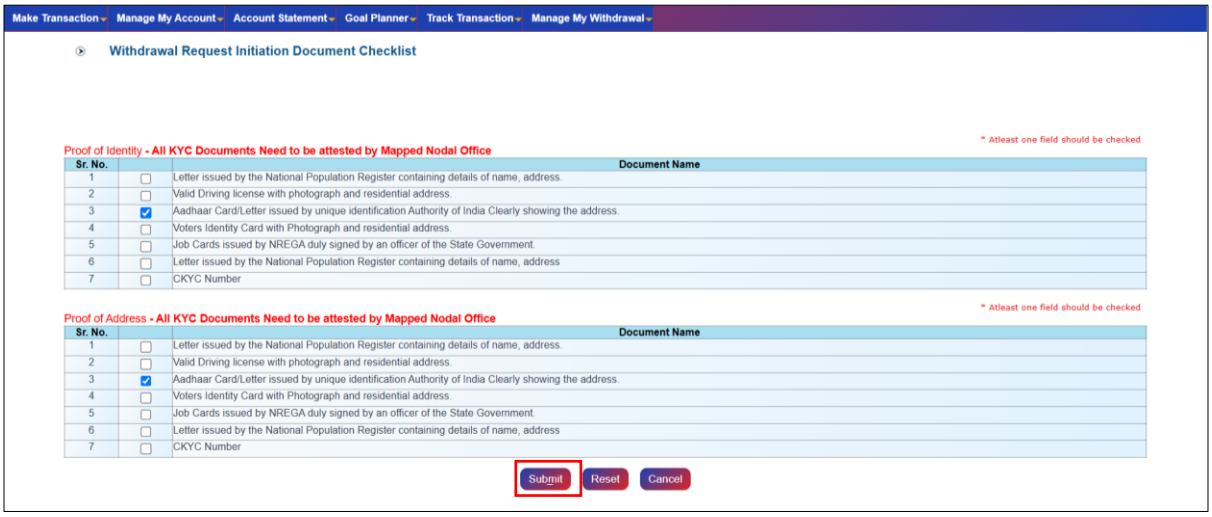
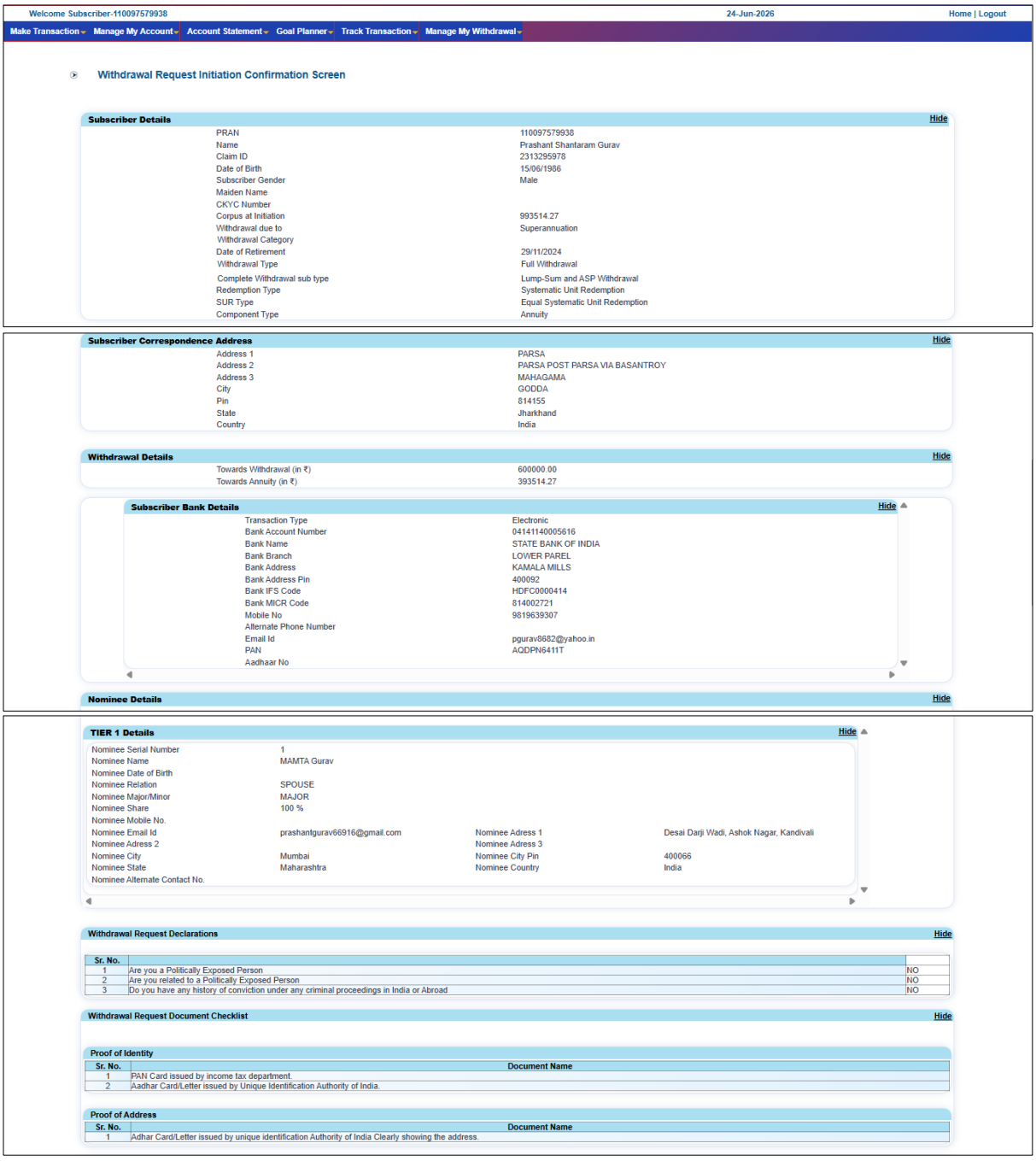


Figure 16

At this stage, details entered by the Subscriber are displayed for confirmation.

It is mandatory for Subscriber to upload valid and legible scanned copies of KYC documents (Identity & Address Proof) as selected in document checklist for seamless processing of Exit and annuity request. Subscriber is required to upload all documents in a single scanned file. Please refer to **Figure 17.**

After uploading documents, Subscriber needs to click on "Send OTP" button to receive OTP. OTP will be sent by CRA on registered mobile number. Subscriber needs to enter OTP and click on "Submit OTP" button to complete initiation process.



Welcome Subscriber-110097579938 | 24-Jun-2026 | Home | Logout

Make Transaction | Manage My Account | Account Statement | Goal Planner | Track Transaction | Manage My Withdrawal

Withdrawal Request Initiation Confirmation Screen

Subscriber Details Hide

PRAN	110097579938
Name	Prashant Shantaram Gurav
Claim ID	2313295978
Date of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Corpus at Initiation	993514.27
Withdrawal due to	Superannuation
Withdrawal Category	
Date of Retirement	29/11/2024
Withdrawal Type	Full Withdrawal
Complete Withdrawal sub type	Lump-Sum and ASP Withdrawal
Redemption Type	Systematic Unit Redemption
SUR Type	Equal Systematic Unit Redemption
Component Type	Annuity

Subscriber Correspondence Address Hide

Address 1	PARSA
Address 2	PARSA POST PARSA VIA BASANTROY
Address 3	MAHAGAMA
City	GODDA
Pin	814155
State	Jharkhand
Country	India

Withdrawal Details Hide

Towards Withdrawal (in ₹)	600000.00
Towards Annuity (in ₹)	393514.27

Subscriber Bank Details Hide

Transaction Type	Electronic
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	814002721
Mobile No	9819639307
Alternate Phone Number	
Email Id	pgurav8682@yahoo.in
PAN	AQDPN6411T
Aadhaar No	

Nominee Details Hide

TIER 1 Details Hide

Nominee Serial Number	1		
Nominee Name	MAMTA Gurav		
Nominee Date of Birth			
Nominee Relation	SPOUSE		
Nominee Major/Minor	MAJOR		
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id	prashantgurav66916@gmail.com	Nominee Adress 1	Desai Darji Wadi, Ashok Nagar, Kandivali
Nominee Adress 2		Nominee Adress 3	
Nominee City	Mumbai	Nominee City Pin	400066
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

Withdrawal Request Declarations Hide

Sr. No.		
1	Are you a Politically Exposed Person	NO
2	Are you related to a Politically Exposed Person	NO
3	Do you have any history of conviction under any criminal proceedings in India or Abroad	NO

Withdrawal Request Document Checklist Hide

Proof of Identity

Sr. No.	Document Name
1	PAN Card issued by income tax department.
2	Aadhar Card/Letter issued by Unique Identification Authority of India.

Proof of Address

Sr. No.	Document Name
1	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.

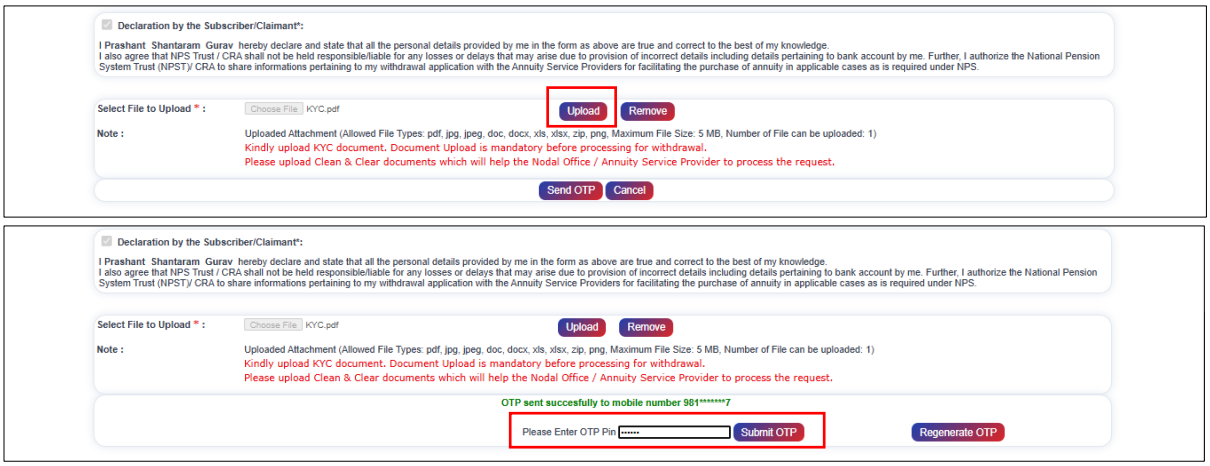


Figure 17

On submission of Exit request, withdrawal Acknowledgement number will be generated, and system will provide option to Initiate SUR as shown on the screen below. At this stage, Subscriber needs to select "**Initiate SUR**" option to activate SUR for Annuity Portion. Please refer to **Figure 18**.

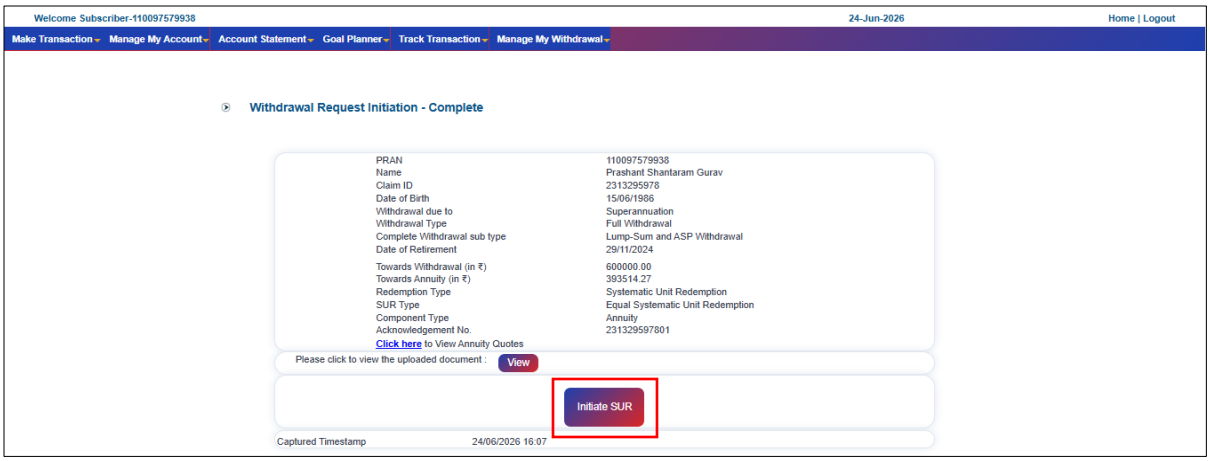


Figure 18

At this stage, Subscriber needs to select Tier Type and click on "Submit" button. Please refer to **Figure 19**.

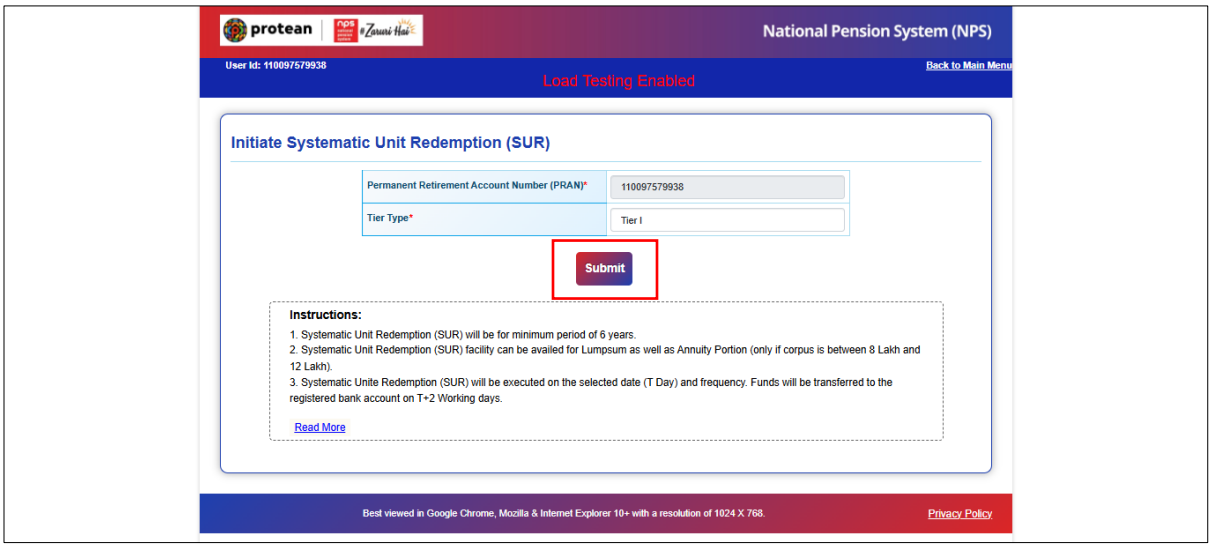


Figure 19

At this stage, scheme wise Total Units and Annuity Units will be displayed to the Subscriber. Payouts under SUR facility can be availed at regular intervals, say monthly, quarterly, half-yearly, or annually, as opted by the subscriber at the time of exit. Such payouts shall be available up to the age of 85 years.

Further, SUR opted by the Subscriber for the balance amount remaining after availing lump sum can be availed for a minimum period of 6 years. Subscriber needs to click on 'Submit' button. Please refer to **Figure 20**.



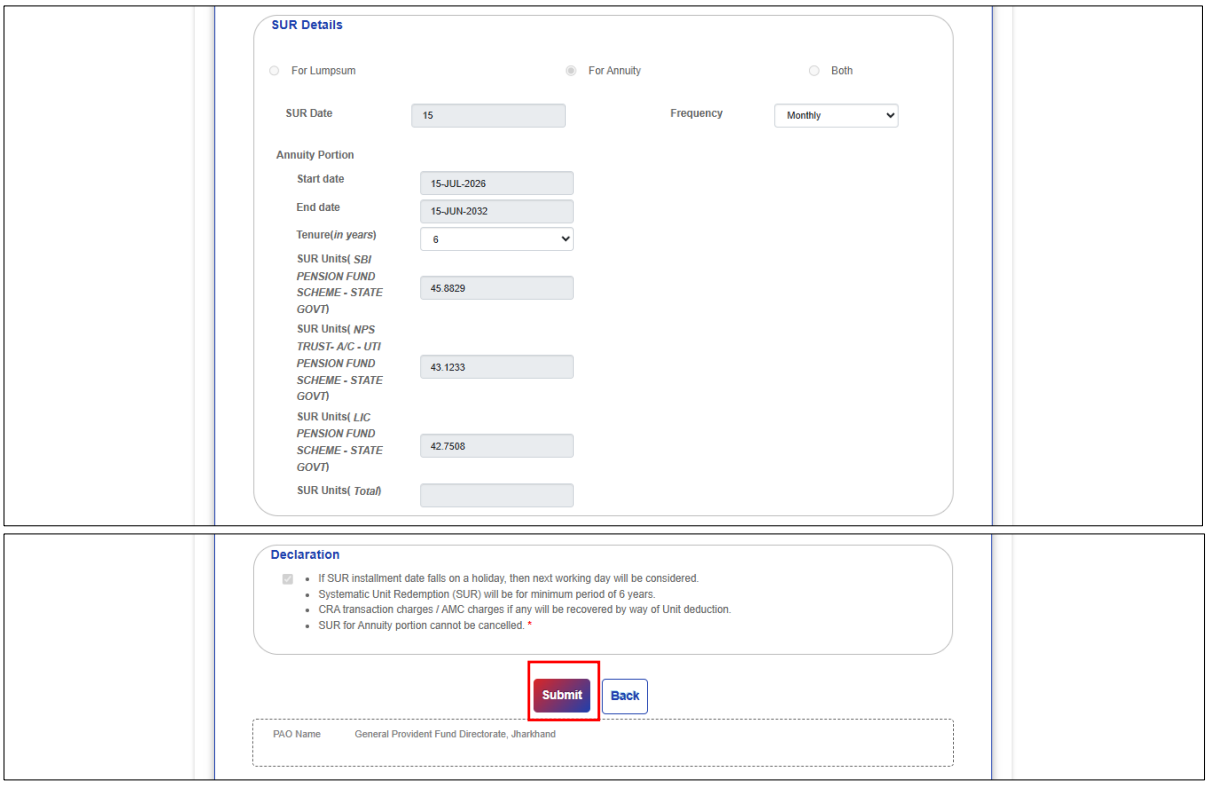


Figure 20

On submission of details, a confirmation Window will be displayed as per below **Figure 21.**

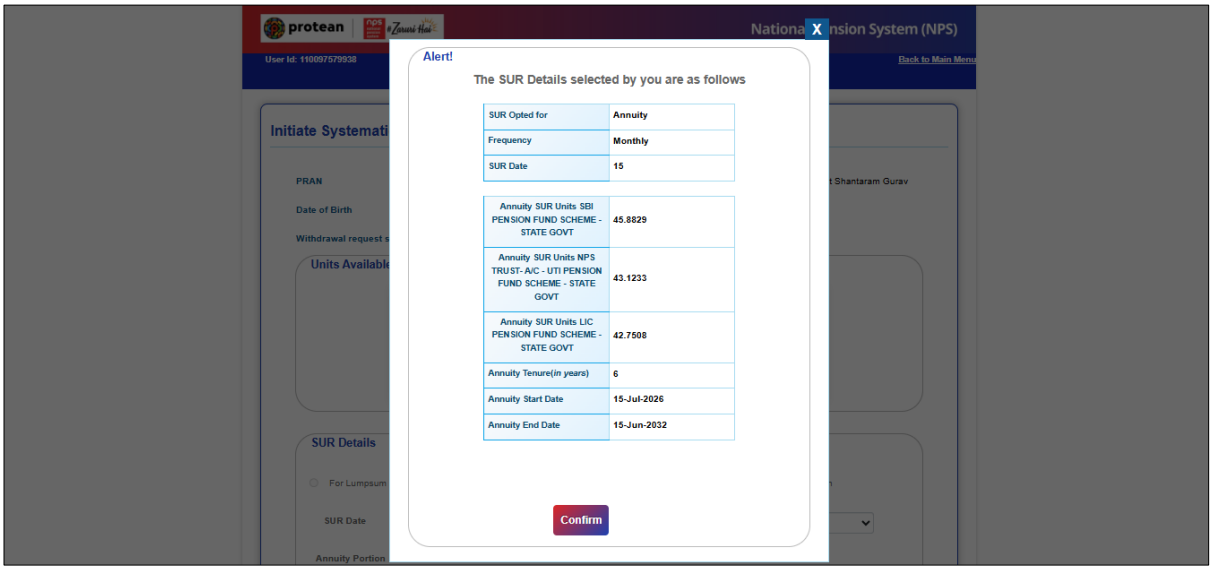


Figure 21

At this stage, Subscriber needs to Authenticate the SUR request through OTP Authentication OR Aadhaar based Authentication.

The process of submission of SUR request through OTP Authentication/ Aadhaar based Authentication is explained below in two sections viz. Section-I (**OTP Authentication**) and Section-II (**Aadhaar Based Authentication**).

Section-I

- Process for completion of SUR 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 SUR request using Aadhaar based Authentication.
- One Time Password (OTP) will be sent on Mobile Number registered with Aadhaar.
- Aadhaar based Authentication 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 Mobile Number is registered with UIDAI.

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

6. Section I- Process for completion of SUR request using OTP Authentication:

At this stage, Subscriber needs to select "**OTP Authentication**" radio button and enter Captcha and then click on "Generate OTP" button. Please refer to **Figure 22**.

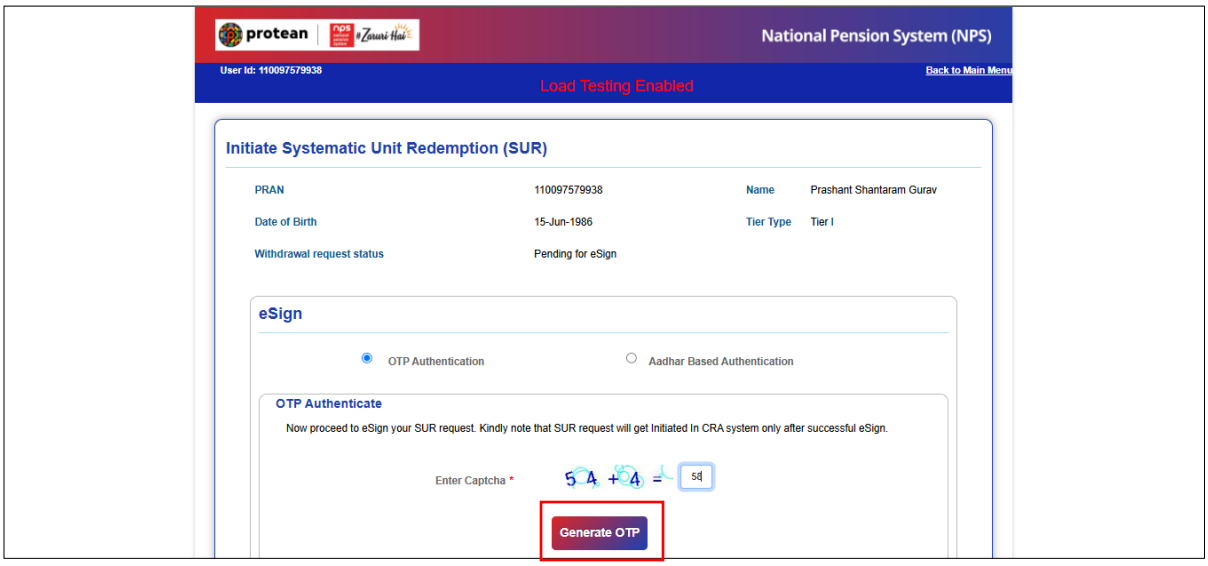


Figure 22

On Clicking on "Generate OTP" button, System will display below pop-up message. Subscriber needs to click on 'Proceed' button. Please refer to **Figure 23**.

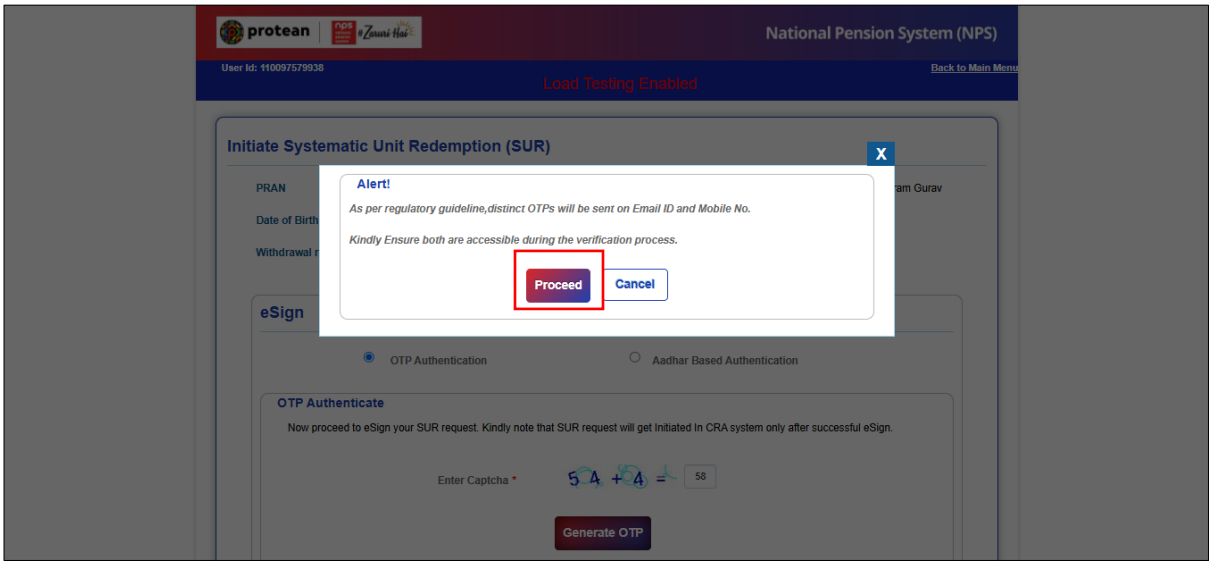


Figure 23

At this stage, Dual OTP Authentication screen will be displayed to the Subscriber. Subscriber needs to enter One Time Password (OTP) sent on Mobile Number and email ID registered in CRA at the designated place and enter Captcha and click on "Verify OTP" button to complete the process. Please refer to **Figure 24**.

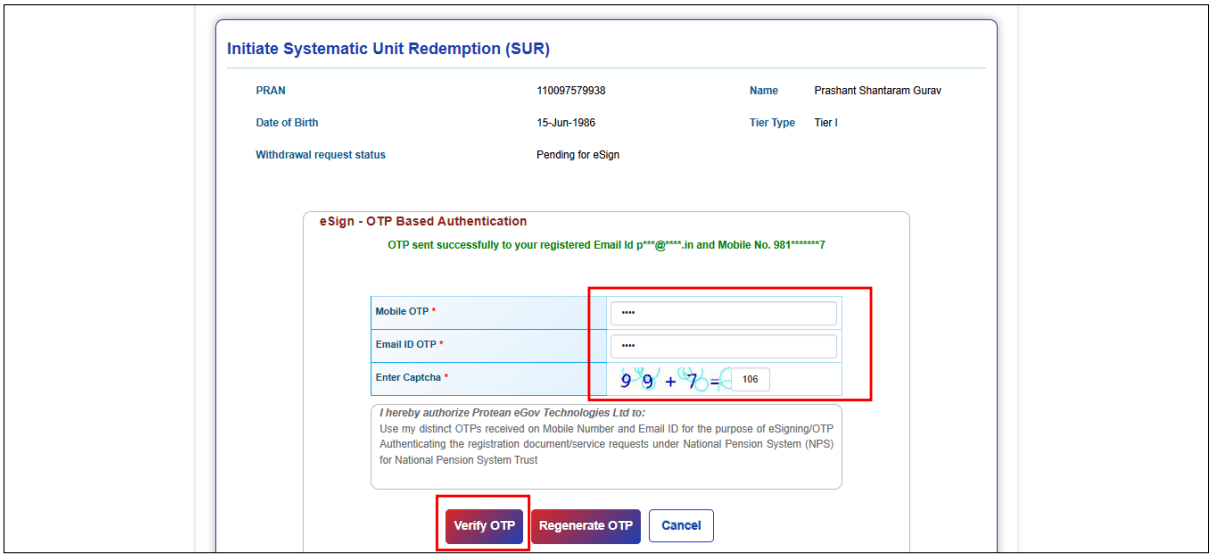


Figure 24

Once Subscriber clicks on 'Verify OTP' button, SUR request will get initiated in the CRA system and an Acknowledgement Number will get generated.

At this stage, Subscriber can download SUR Form. Refer to **Figure 25**.

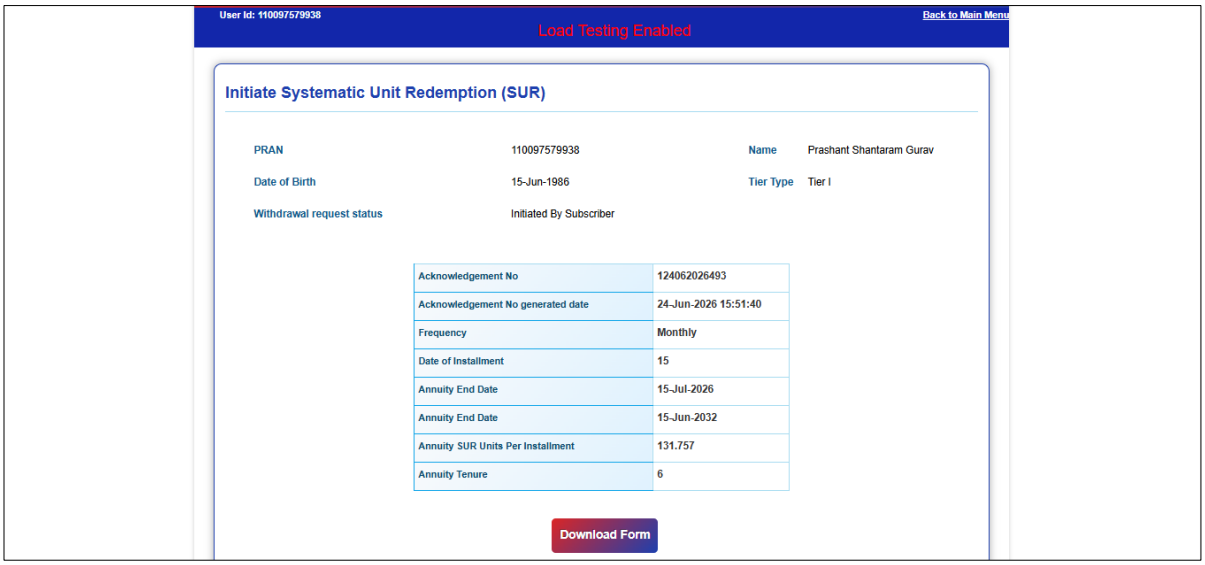


Figure 25

7. Section II- Process for completion of SUR request using Aadhaar Based Authentication:

At this stage, Subscriber needs to select "**Aadhar Based Authentication**" radio button and then click on **"esign"** button. Please refer to **Figure 26**.

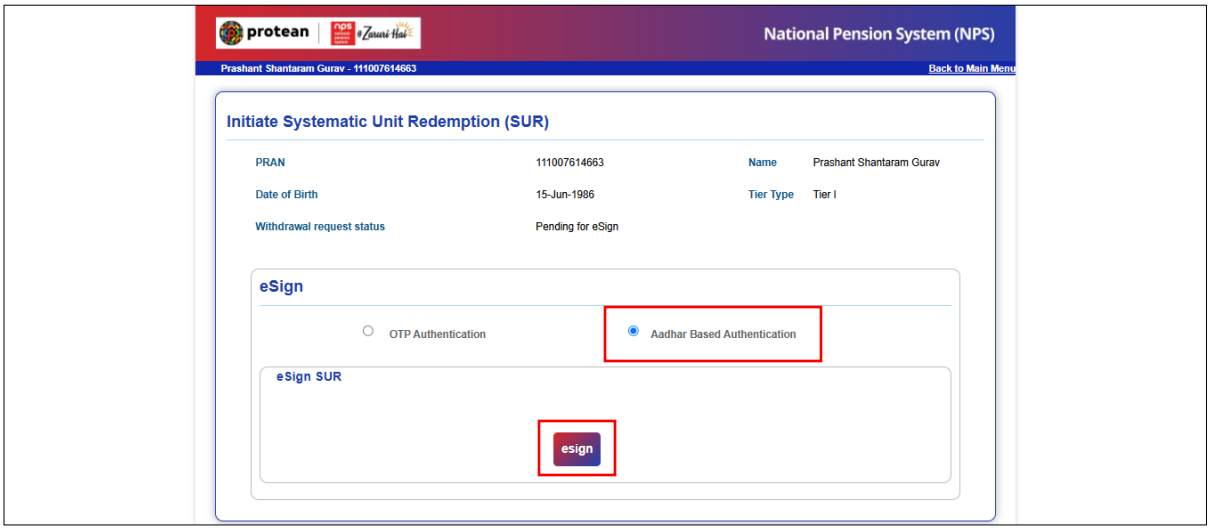


Figure 26

On clicking on '**esign**' button, pop up message regarding esigning of SUR request will be displayed to the Subscriber. Subscriber needs to read the message and click on 'Proceed' button. Please refer to **Figure 27**.

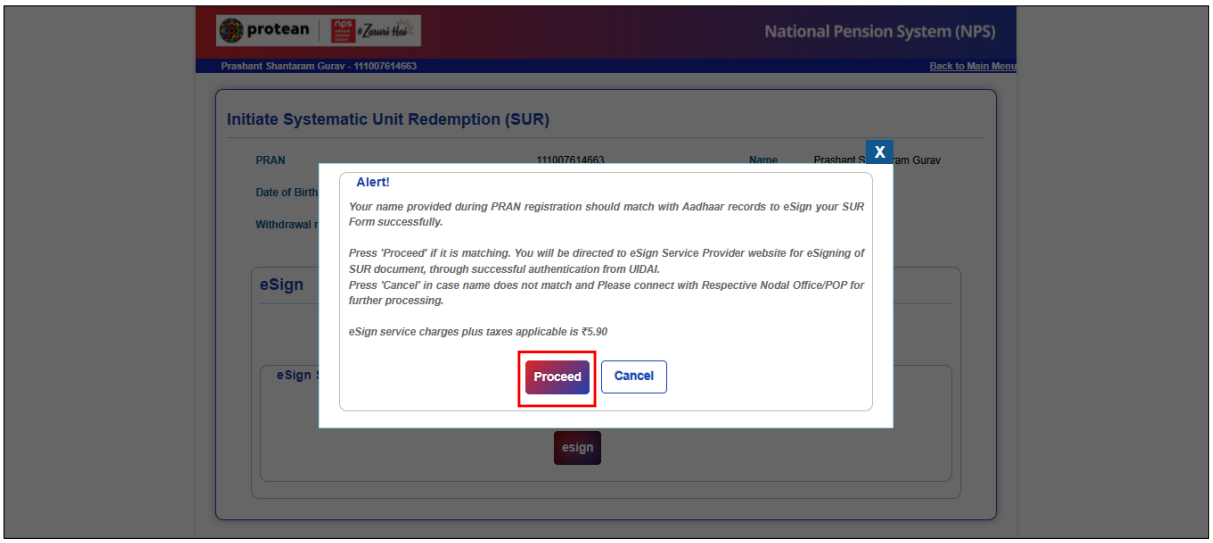


Figure 27

At this stage, once Subscriber clicks on **"Proceed"** button, system will redirect Subscriber to eSign Service Provider's Web Page. Subscriber needs to enter his/her Aadhaar/Virtual ID and click on "Send OTP" button to receive OTP. Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Please refer to **Figure 28.**

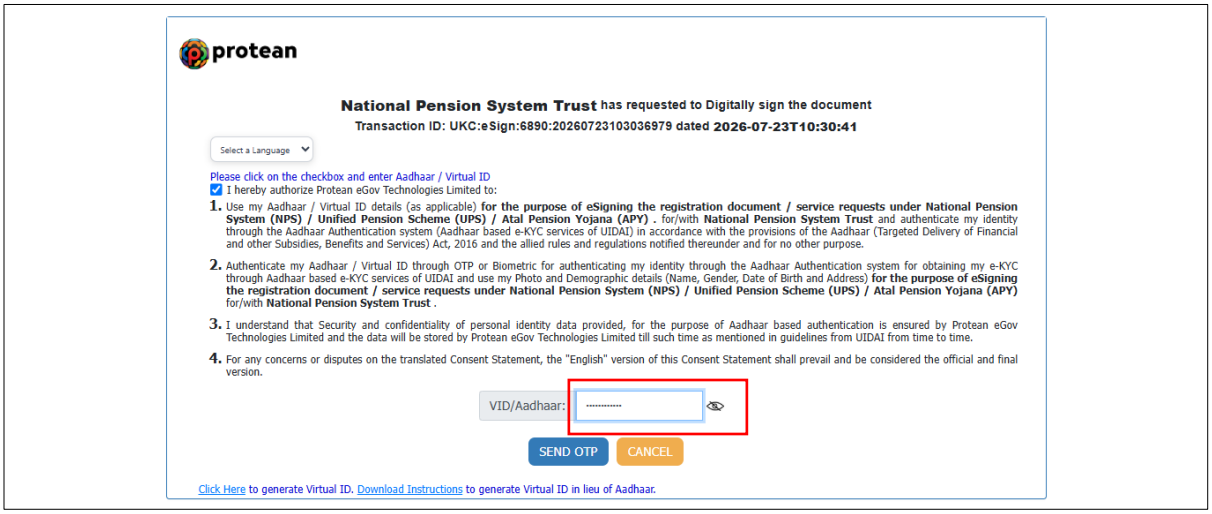


Figure 28

Once OTP is received, User needs to enter OTP and click on "Verify OTP" button to complete eSigning of the request. *System will check whether name of the Subscriber as per CRA records and name as per UIDAI record matches 100%. If the name matches 100% then only eSign will be successful.* Please refer to **Figure 29**.

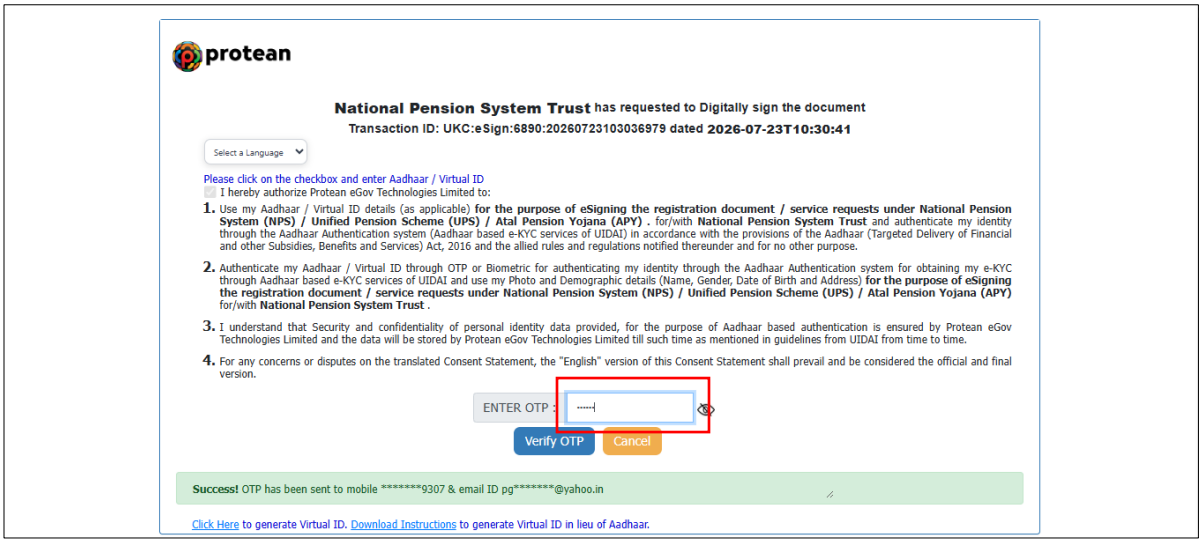


Figure 29

Once Subscriber clicks on 'Verify OTP' button, SUR request will get initiated in the CRA system and an Acknowledgement Number will get generated.

At this stage, Subscriber can download SUR Form. Refer to **Figure 30**.

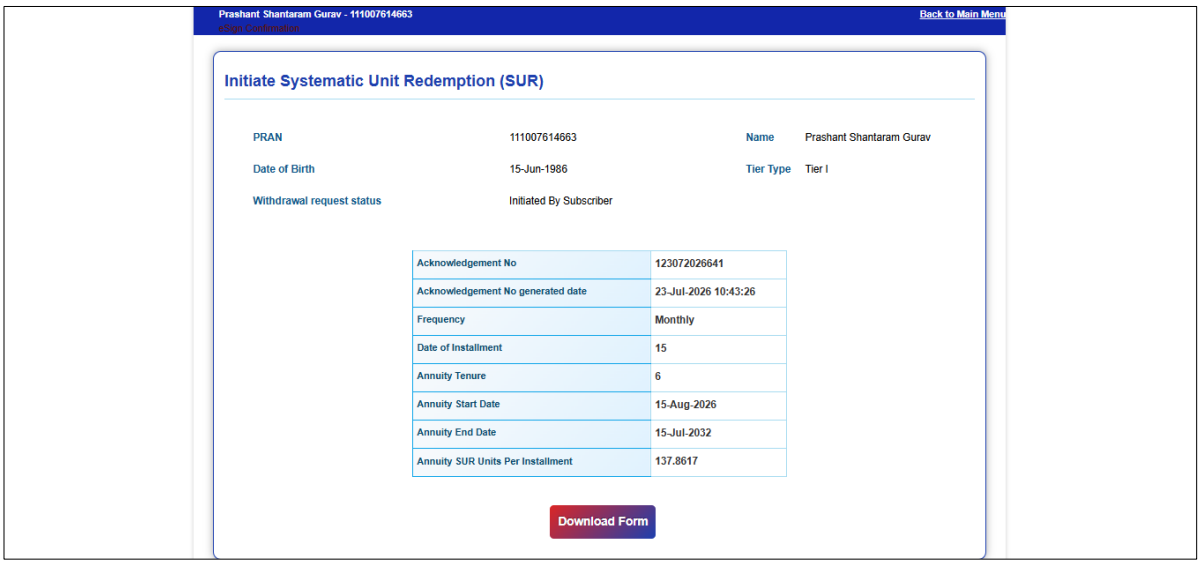


Figure 30

Once Exit request is successfully initiated by Subscriber, associated Nodal Office / POP is required to verify and authorize the Exit request in CRA System.

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

In order to verify Online Exit request of Subscriber, Nodal Office / POP User needs to access CRA System www.cra.nps-proteantech.in using one User ID & Password as given below in **Figure 31.** In case of Nodal Office / POP, it will be Aadhar based login and in case of POP, it will be DSC based login.

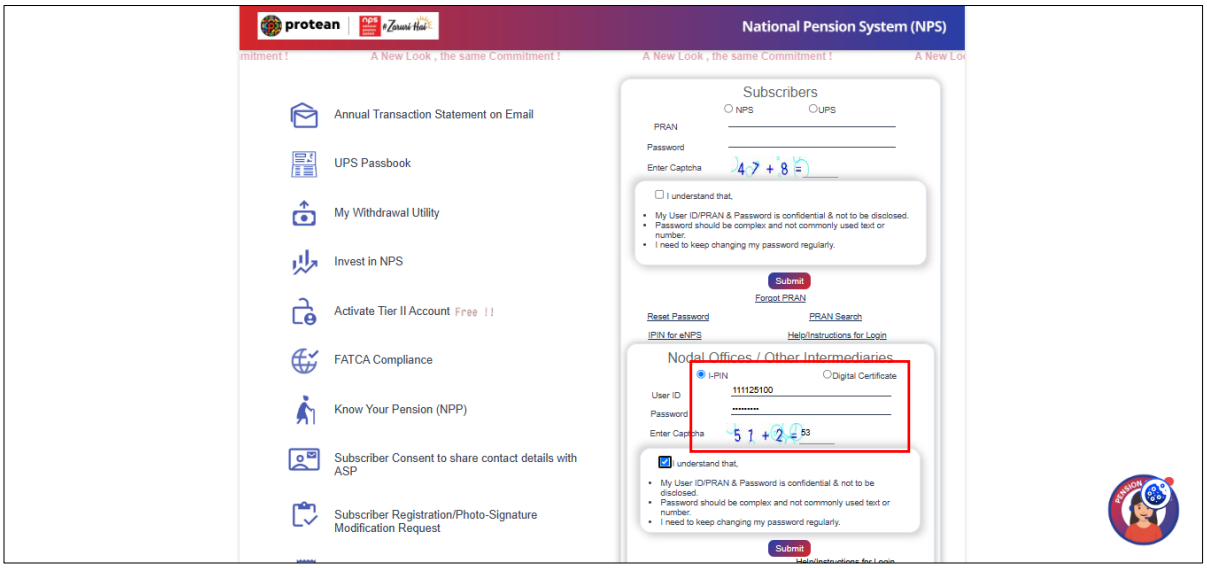


Figure 31

User needs to click on Menu '**SA/PE/Incapacitation**' and select sub menu '**Verify**' under '**Exit Management**' Tab as given below in **Figure 32.**

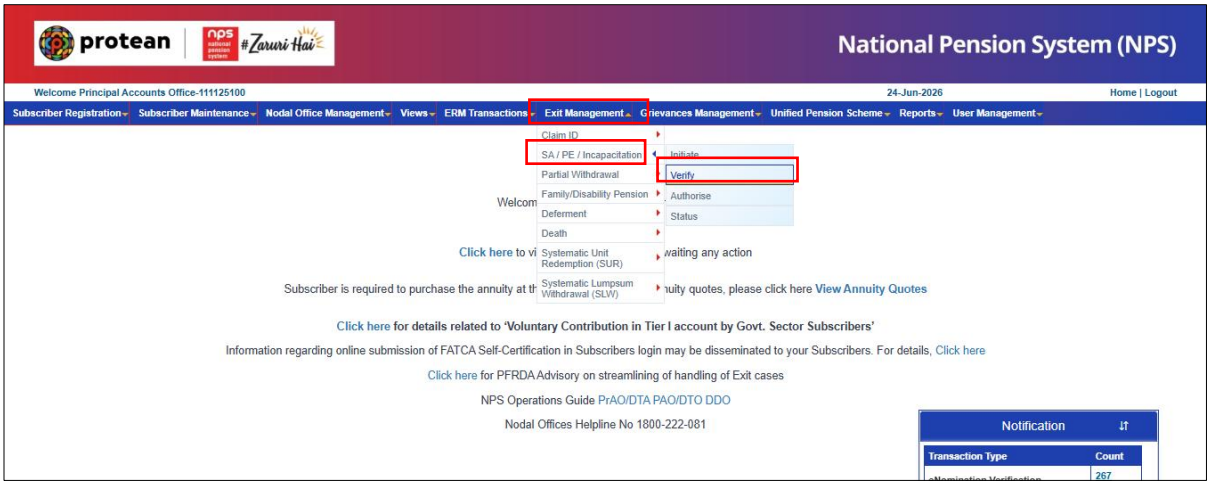


Figure 32

User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "ALL Withdrawal." User needs to click on "Search" Button to search request. Please refer to **Figure 33**.

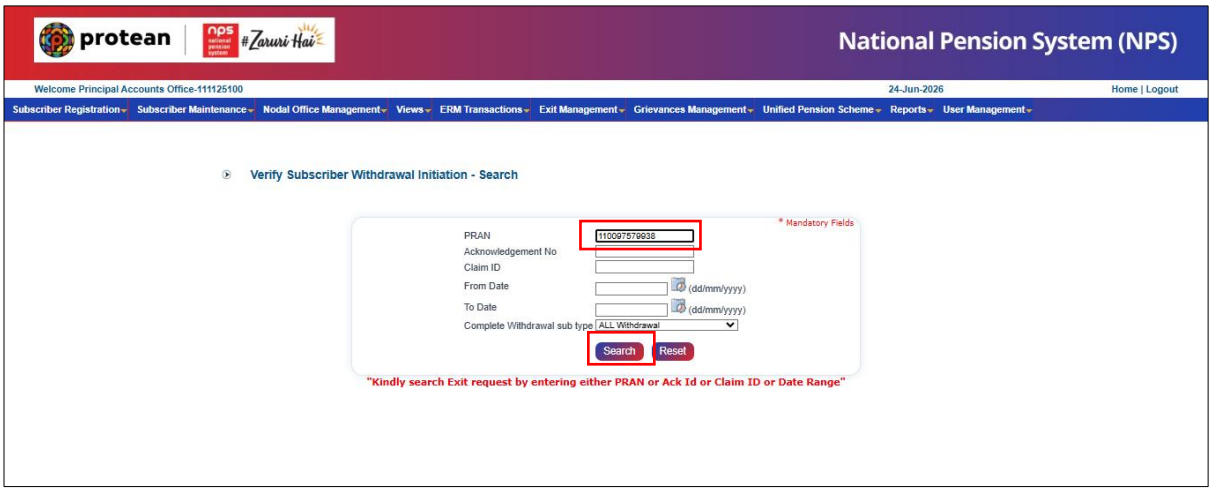


Figure 33

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request Initiated By and Exit type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request by Subscriber. Please refer to **Figure 34.**

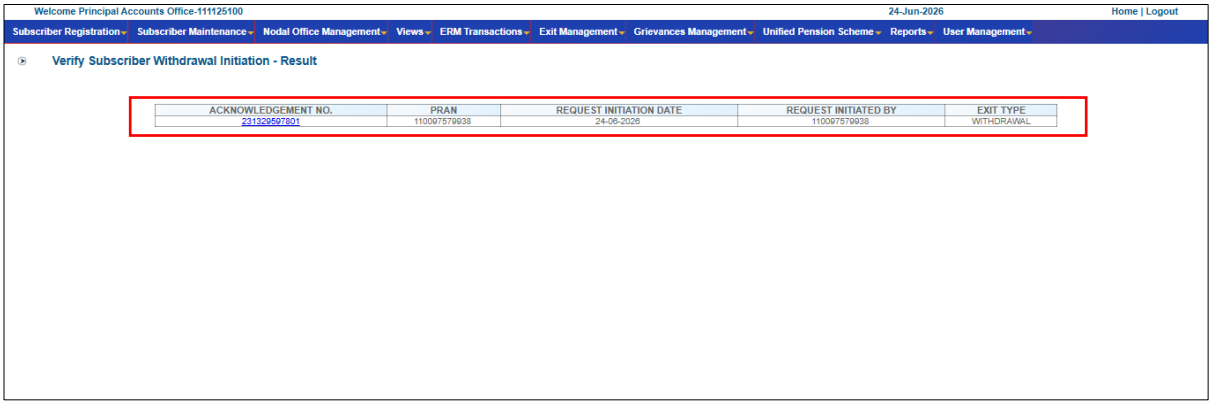
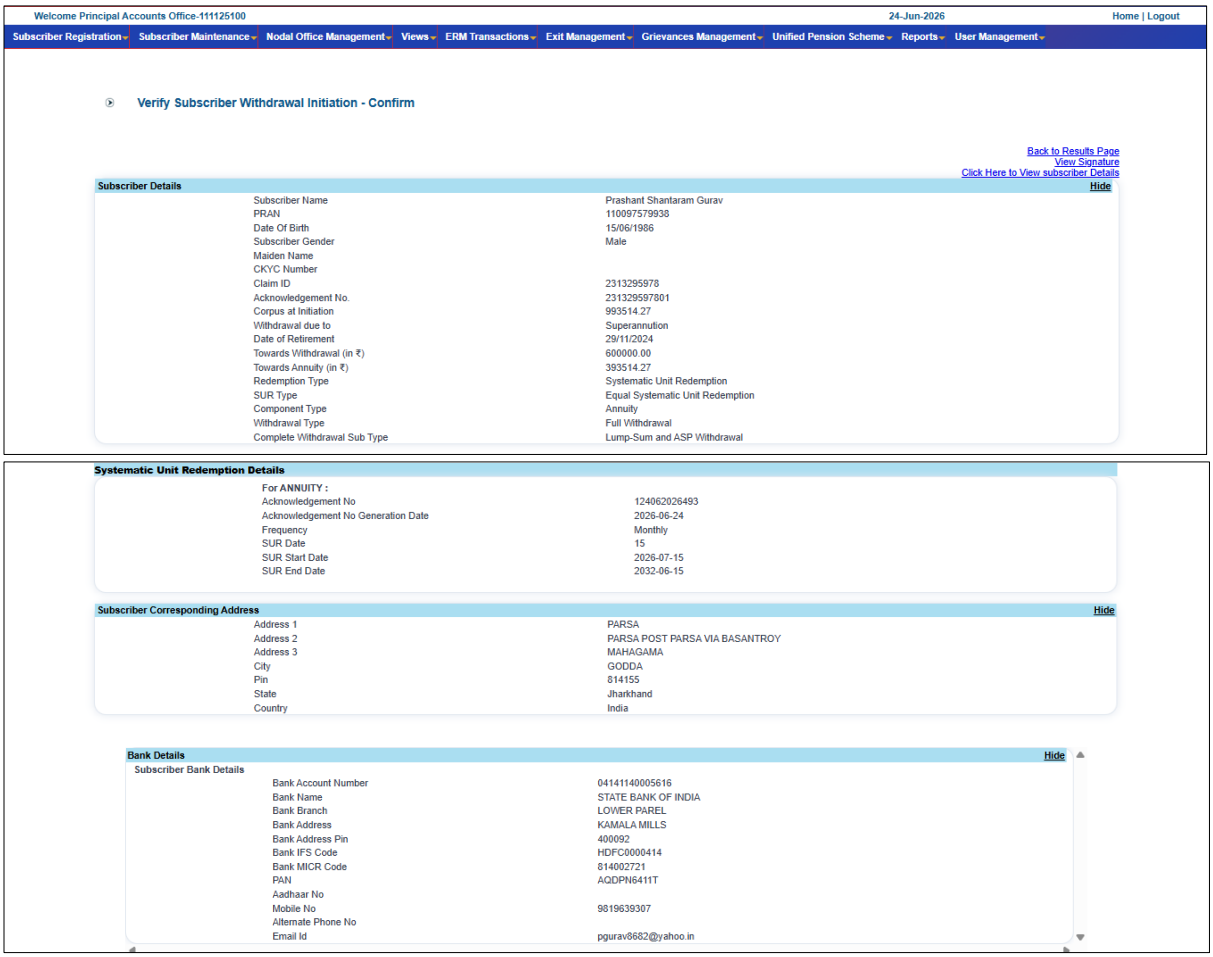


Figure 34

At this stage, User can also check documents uploaded by the Subscriber by clicking on "View" button. It is the responsibility of Nodal Office / POP to ensure that the uploaded documents are valid, complete and legible.

If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. *If an exit request is rejected by the office using a Maker ID, then that rejection must be authorized by the office using a Checker ID*. If details entered are correct, User needs to click on "Verify" button to complete the verification process. Please refer to **Figure 35**.



Welcome Principal Accounts Office-111125100 24-Jun-2026 Home | Logout

Subscriber Registration | Subscriber Maintenance | Nodal Office Management | Views | ERM Transactions | Exit Management | Grievances Management | Unified Pension Scheme | Reports | User Management

Verify Subscriber Withdrawal Initiation - Confirm

Back to Results Page
View Signature
Click Here to View subscriber Details

Subscriber Details Hide

Subscriber Name	Prashant Shantaram Gurav
PRAN	110097579938
Date Of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Claim ID	2313295978
Acknowledgement No.	231329597801
Corpus at Initiation	993514.27
Withdrawal due to	Superannution
Date of Retirement	29/11/2024
Towards Withdrawal (in ₹)	600000.00
Towards Annuity (in ₹)	393514.27
Redemption Type	Systematic Unit Redemption
SUR Type	Equal Systematic Unit Redemption
Component Type	Annuity
Withdrawal Type	Full Withdrawal
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal

Systematic Unit Redemption Details

For **ANNUITY :**

Acknowledgement No	124062026493
Acknowledgement No Generation Date	2026-06-24
Frequency	Monthly
SUR Date	15
SUR Start Date	2026-07-15
SUR End Date	2032-06-15

Subscriber Corresponding Address Hide

Address 1	PARSA
Address 2	PARSA POST PARSA VIA BASANTROY
Address 3	MAHAGAMA
City	GODDA
Pin	814155
State	Jharkhand
Country	India

Bank Details Hide

Subscriber Bank Details

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	814002721
PAN	AQDPN6411T
Aadhaar No	
Mobile No	9819639307
Alternate Phone No	
Email Id	pgurav8682@yahoo.in

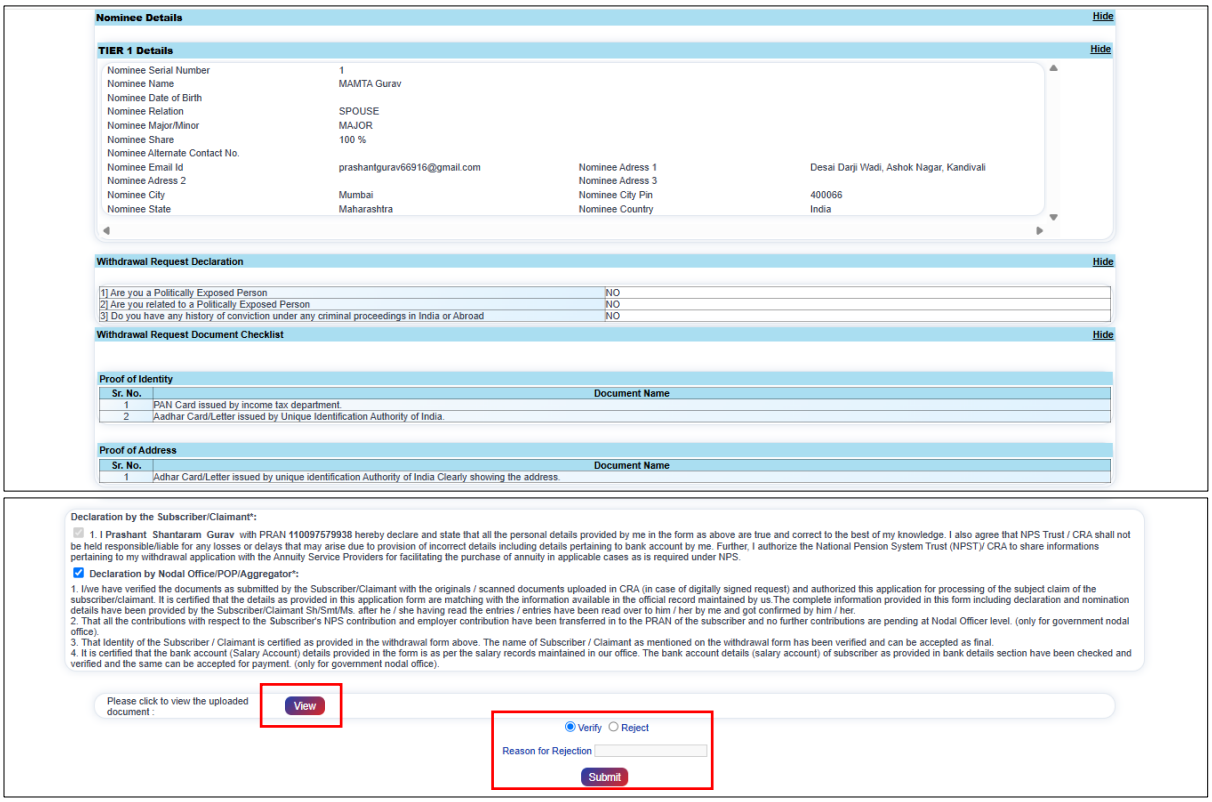


Figure 35

Once User clicks on "Submit" button, Exit request will get verified in the CRA system and confirmation window is displayed to the User as given below in **Figure 36**.

At this stage, option is provided to the User to view the uploaded documents.

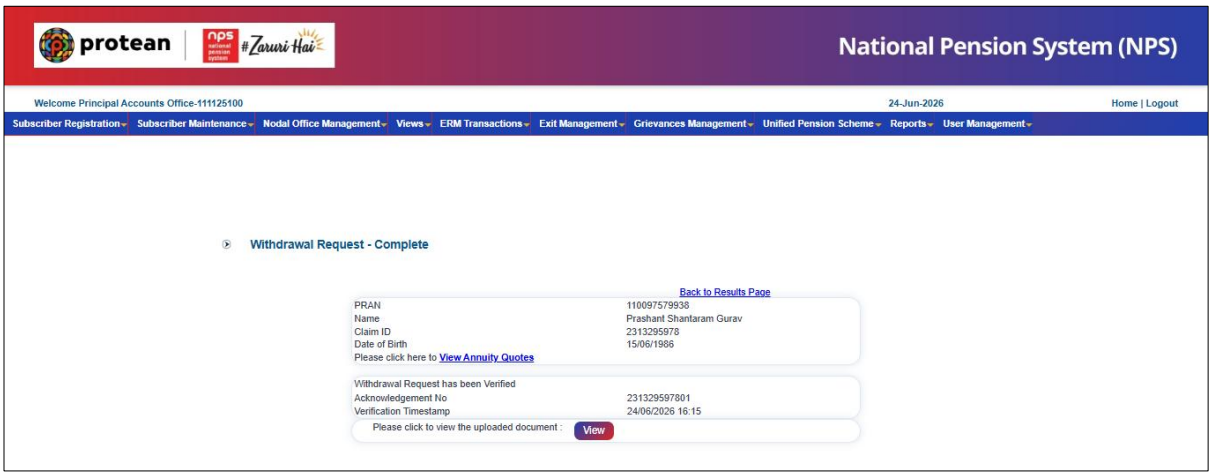


Figure 36

Once Exit request is successfully verified by associated Nodal Office / POP, associated Nodal Office / POP is required to authorize the Exit request in CRA System.

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

In order to authorize Online Exit request of Subscriber, Nodal Office / POP User needs to access CRA System www.cra.nps-proteantech.in using another User ID and Password as given below in **Figure 37.** In case of Nodal Office / POP, it will be Aadhar based login and in case of POP, it will be DSC based login.

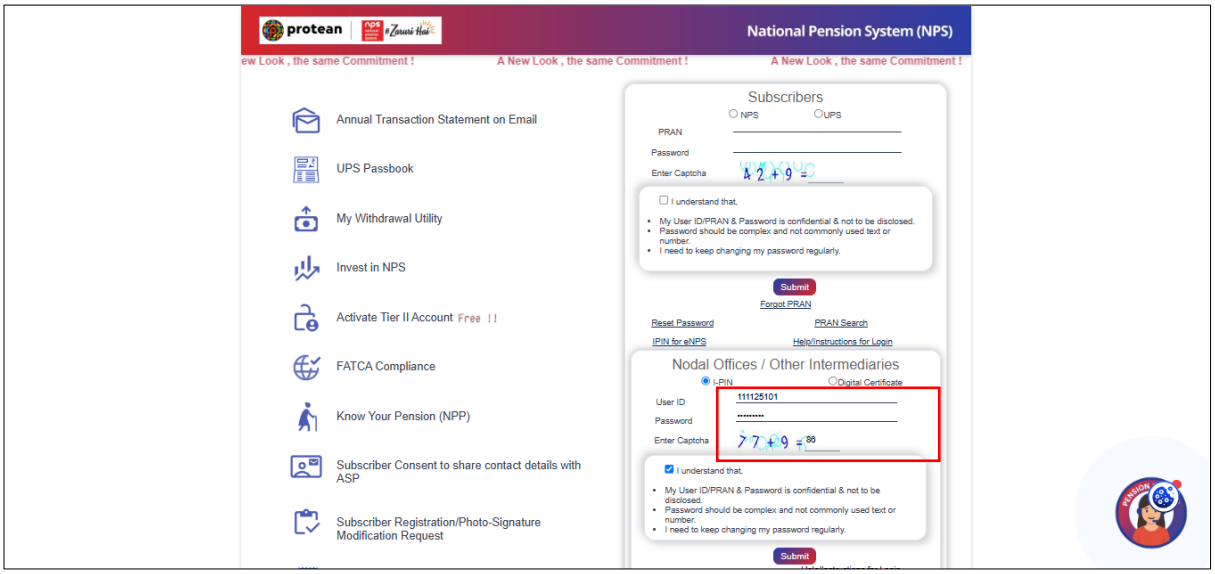


Figure 37

User needs to click on Menu '**SA/PE/Incapacitation**' and select sub menu '**Authorise**' under '**Exit Management**' Tab as given below in **Figure 38.**

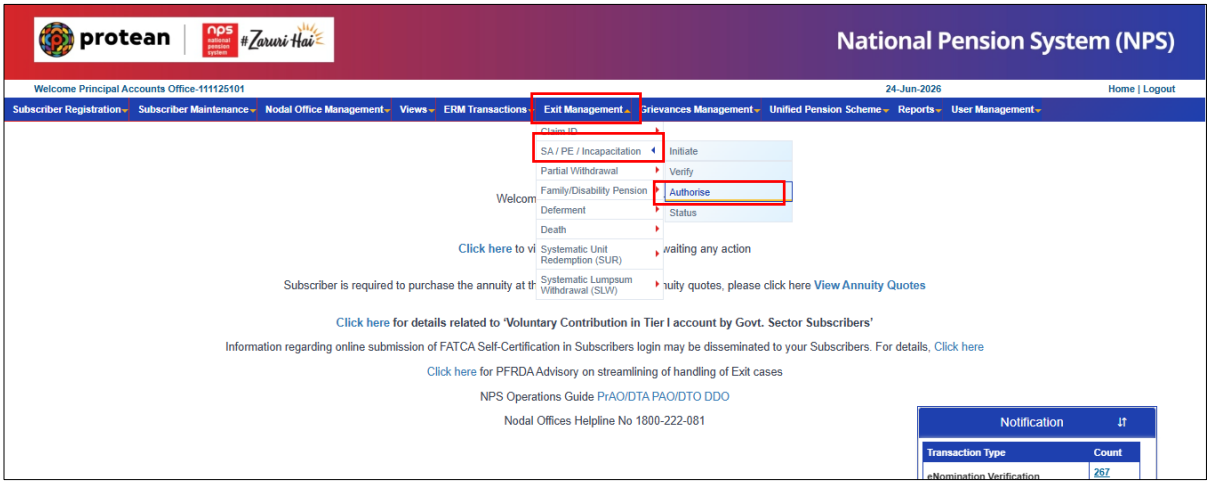


Figure 38

At Transaction Type User needs to select "Withdrawal Request" from the drop down, enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "All Withdrawal" or "Lump-Sum and ASP Withdrawal." User needs to click on 'Search' Button to search request. Please refer to **Figure 39**.

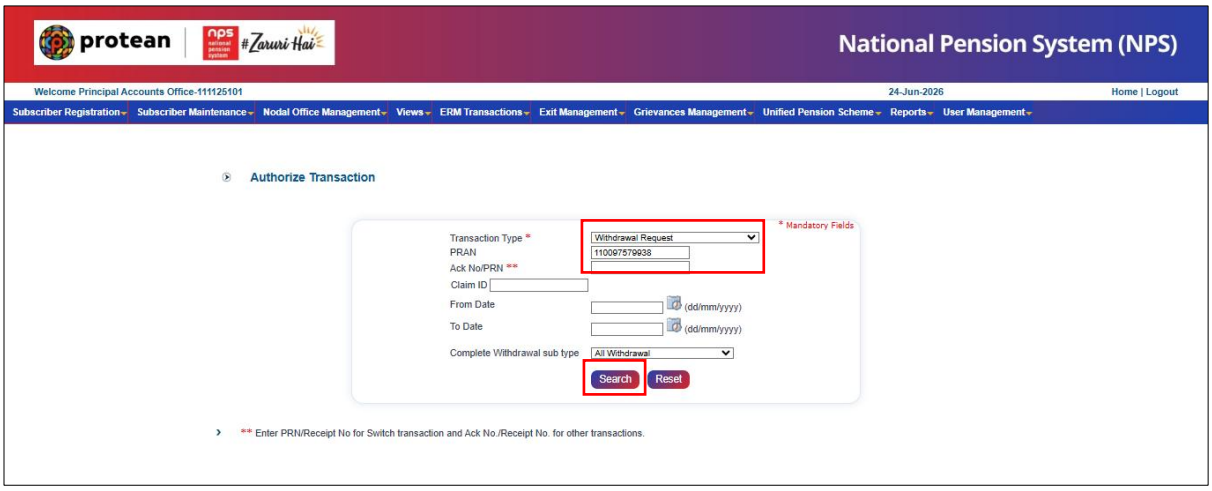


Figure 39

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request initiated by and Request type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request. Please refer to **Figure 40**.

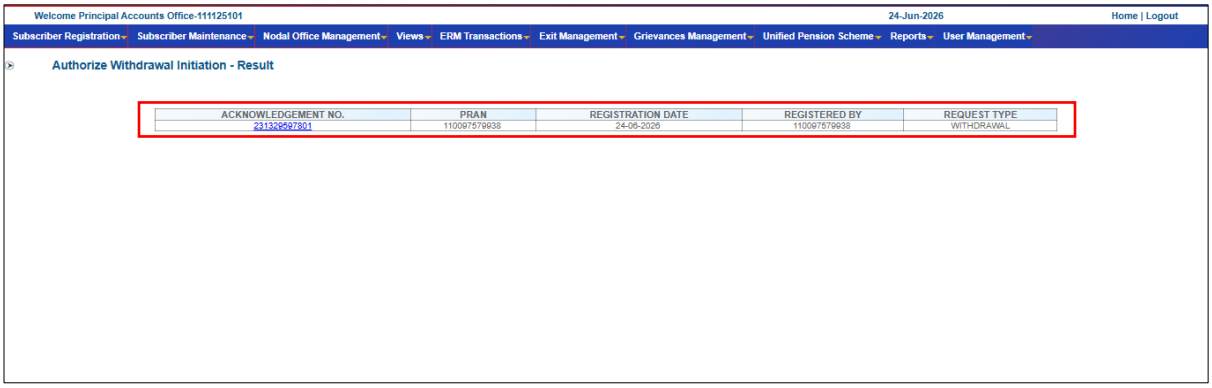
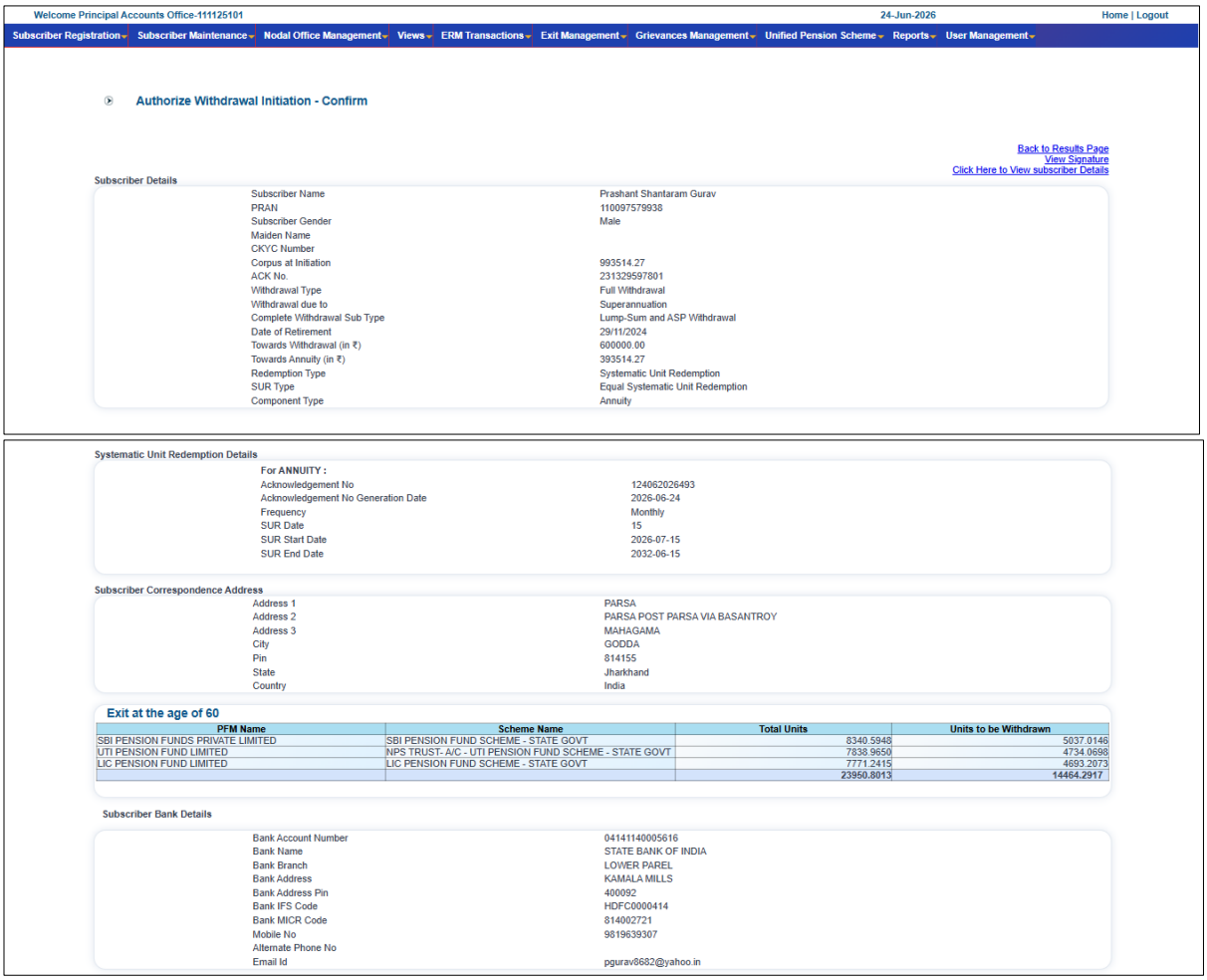


Figure 40

At this stage, User can check details entered by Subscriber at the time of initiation of request. User can also check documents uploaded by the Subscriber by clicking on "View" button. Please refer to **Figure 41**.

If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. If an exit request is rejected by the office using a Maker ID, then that rejection must be authorized by the office using a Checker ID. If details entered are correct, User needs to click on "Authorize" radio button and click on "Submit" button to complete the process.



Welcome Principal Accounts Office-111125101 24-Jun-2026 Home | Logout

Subscriber Registration | Subscriber Maintenance | Nodal Office Management | Views | ERM Transactions | Exit Management | Grievances Management | Unified Pension Scheme | Reports | User Management

Authorize Withdrawal Initiation - Confirm

Back to Results Page
View Signature
Click Here to View subscriber Details

Subscriber Details

Subscriber Name	Prashant Shantaram Gurav
PRAN	110097579938
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Corpus at Initiation	993514.27
ACK No.	231329597801
Withdrawal Type	Full Withdrawal
Withdrawal due to	Superannuation
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Retirement	29/11/2024
Towards Withdrawal (in ₹)	600000.00
Towards Annuity (in ₹)	393514.27
Redemption Type	Systematic Unit Redemption
SUR Type	Equal Systematic Unit Redemption
Component Type	Annuity

Systematic Unit Redemption Details

For ANNUITY :

Acknowledgement No	124062026493
Acknowledgement No Generation Date	2026-06-24
Frequency	Monthly
SUR Date	15
SUR Start Date	2026-07-15
SUR End Date	2032-06-15

Subscriber Correspondence Address

Address 1	PARSA
Address 2	PARSA POST PARSA VIA BASANTROY
Address 3	MAHAGAMA
City	GODDA
Pin	814155
State	Jharkhand
Country	India

Exit at the age of 60

PFM Name	Scheme Name	Total Units	Units to be Withdrawn
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME - STATE GOVT	8340.5948	5037.0146
UTI PENSION FUND LIMITED	NPS TRUST- A/C - UTI PENSION FUND SCHEME - STATE GOVT	7838.9650	4734.0698
LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - STATE GOVT	7771.2415	4693.2073
		23950.8013	14464.2917

Subscriber Bank Details

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	814002721
Mobile No	9819639307
Alternate Phone No	
Email Id	pgurav6682@yahoo.in

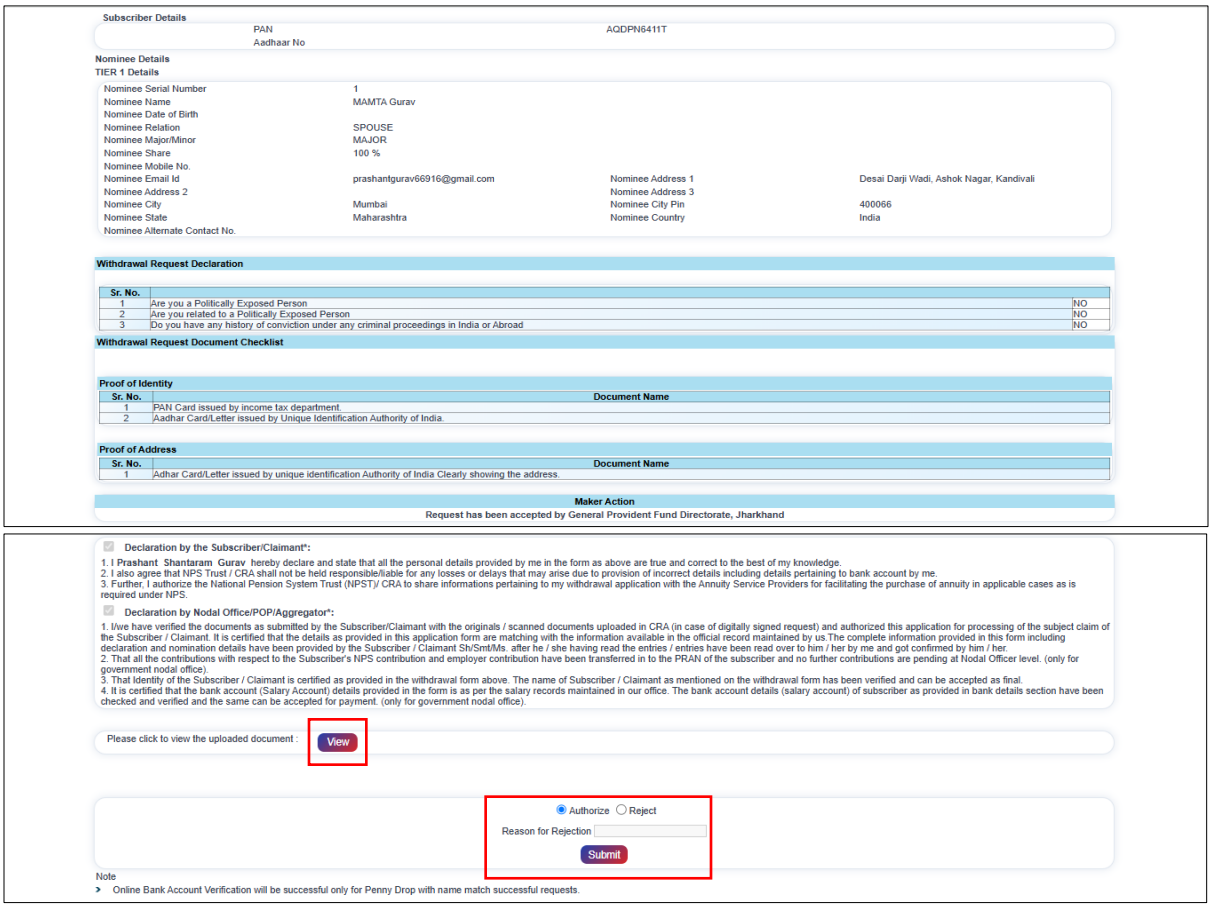


Figure 41

Once User clicks on "Submit" button, Exit request will get authorized in the CRA system and confirmation window is displayed to the User as given below in **Figure 42**.

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

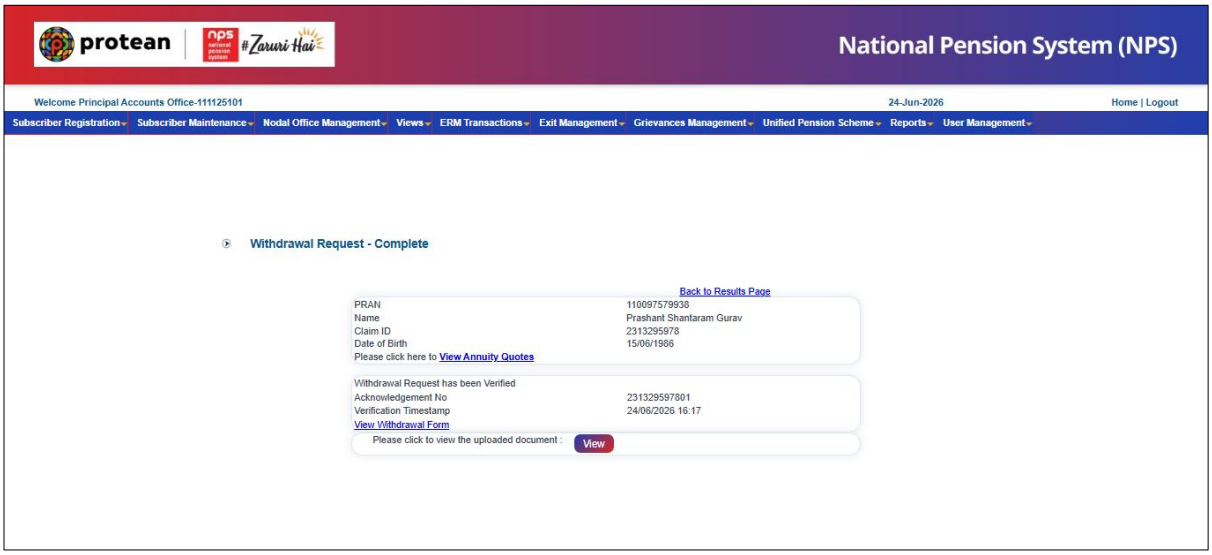


Figure 42

On successful authorization of Exit request by Nodal Office / POP, same will get executed in the CRA system. Accordingly, Lump sum will be transferred to Beneficiary's Bank Account and Annuity portion in SUR will be transferred to beneficiary's bank account at regular interval within stipulated withdrawal timeline as mentioned below point 10.

However, for Superannuation Exit, if Subscriber has not completed Superannuation/retirement, request will get executed in CRA system after completion of Superannuation/retirement.

10. Withdrawal Timeline (Lump sum and Annuity Portion-SUR):

Lump sum and Annuity Portion (SUR): -

a. The process of Lump sum and Annuity Portion (SUR) withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of lump sum / SUR 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. The settlement cycle runs between 11.00 AM* to 2.30 PM*.

c. Lump sum and annuity portion (SUR) withdrawals are carried out through separate settlement cycles for unit redemption, based on authorization from the Nodal Office / POP. Consequently, the corpus amount shown at the time of initiating the online withdrawal request will differ from the actual amount credited to the subscriber due to changes in the Net Asset Value (NAV).

Lump Sum Share: -

d. If withdrawal request is authorized by Nodal Office / POP before cut-off time of settlement (before 11.00 AM*), then lump sum 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 / POP 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.*

e. If withdrawal request is authorized by Nodal Office / POP after cut-off time of settlement (after 11.00 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 / POP 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.*

Annuity Portion (SUR): -

f. Subscribers are allowed to withdraw Annuity Portion through a SUR process on a periodical basis viz. monthly, quarterly, half-yearly or annually. The SUR installment will be credited to the Subscriber's bank account on his/her birth date, based on the frequency selected by the subscriber.

Assumptions:

- SUR Date (Subscriber's Birth Date): **10th of every month**
- SUR Frequency: **Monthly**
- Date of Retirement/Superannuation (DOR): **30 June 2025**

Scenario 1*: If the exit request is authorized on 25 June 2025, the first SUR installment will be processed on 10 July 2025.*

Scenario 2*: If the exit request is authorized on 1 June 2025, the first SUR installment will be processed on 10 July 2025.*

Scenario 3*: If the exit request is authorized on 9 July 2025, the first SUR installment will be processed on 10 August 2025.*

Note: -

- ✓ *In the event of official holidays on Saturday/Sunday or Business Holidays coincide with the SUR Date, SUR will get executed in the CRA system on the next working day.*
- ✓ *Funds will be transferred to Subscriber's bank account within (T+ 2) days, where "T" is the date of execution of SLW in the CRA system.*

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

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 Office / POP 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 Office / POPs. 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 Withdrawal Form and supporting documents are not required to be submitted by Nodal Office / POP to Protean-CRA for storage purpose for exit request initiated by Subscriber online in CRA System through digital signature (OTP Authentication/eSign).

****