

**Protean eGov Technologies Limited**



**STANDARD OPERATING PROCEDURE (SOP)**

**Online Processing of Family/Disability Pension Withdrawal  
Request by Nodal Office**

**Version 1.2**

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### **REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Version no.</b>	<b>Section Number</b>	<b>Description of Change</b>
1	-	1.0	-	Initial Version
2	05.04.2024	1.1	-	Online screen-based facility has been enabled for Family/Disability Pension processing along with bank details verification through penny drop (with mandatory name verification).
3	19.12.2025	1.2	-	Content Review and Website Update - Nodal Office Login Menu Revamp

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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
PAO	Pay and Accounts Office
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office
PCRA	Protean Central Recordkeeping Agency

## 2. Preface:

As per Regulation 6e of Pension Fund Regulatory and Development Authority (PFRDA) Exit Regulations, 2015 & amendments thereto, If the subscriber or the family members of the deceased subscriber, upon his death, avails the option of additional relief on death or disability provided by the Government, the Government shall have right to adjust or seek transfer of the entire accumulated pension wealth of the subscriber to itself as per the applicable service rules. The subscriber or family members of the subscriber availing such benefit shall specifically and unconditionally agree and undertake to transfer the entire accumulated pension wealth to the Government, in lieu of enjoying or obtaining such additional reliefs like Family/Disability Pension or disability pension or any other pensionary benefit from such Government authority. The remaining accumulated pension corpus, if any, in case of death shall be paid in lump sum to the nominees (s) or the legal heir(s), as applicable. In case of invalidation or disability, the same shall be paid to the subscriber.

For the Central Government Subscribers, refer Central Civil Services (CCS) Rule 2021 for eligibility and admissibility of Family/Disability Pension.

As per the guidelines stipulated by PFRDA, for processing Family/Disability Pension Withdrawal request, the Nodal Office is required to collect the following two forms:

**Annexure I** – It is a declaration to be provided by Nodal Office stating Subscriber’s name, Subscriber’s PRAN, name of the person receiving Family/Disability Pension and relationship with the Subscriber. In the declaration, Nodal Office is also required to provide their bank account details such as Beneficiary name, Account Number, Bank Name, Branch Name and IFS Code.

**Annexure II** – It is a No Objection Certificate to be obtained from Claimant for transfer of Subscriber’s NPS corpus to Nodal Office bank account. The annexure contains information such as name of the person receiving Family/Disability Pension, relationship with the Subscriber, pension payment order (PPO) no & date and Claimant contact details.

In addition, if there is any voluntary contributions in Subscriber’s Tier I account and/or contributions in Tier II account at the time of processing of Family/Disability Pension withdrawal request, then voluntary contribution amount of Tier I and/or Tier II contributions will be paid to the claimant. In such case, Claimant is required to submit duly filled **Annexure III** (which contains Claimants bank account details) along with bank proof to Nodal Office for processing. It is the responsibility of the Claimant to distribute Voluntary Contribution amount and/or Tier II amount to legal heir/s.

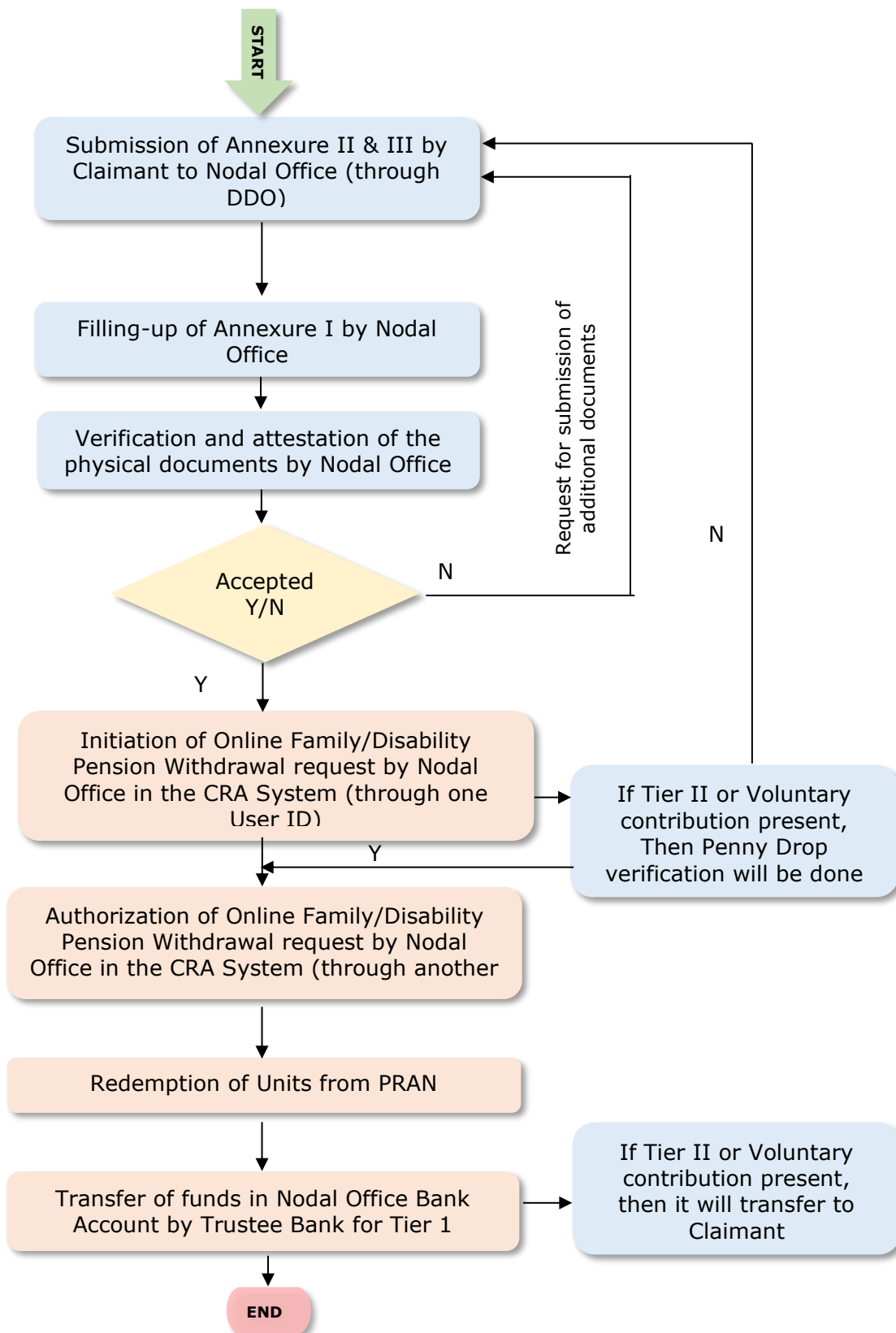
In case of disability pension, if there is any voluntary contributions in Subscriber’s Tier I account and/or contributions in Tier II account, this amount will transferred to subscriber’s bank account.

***It is responsibility of Nodal Office to verify & authorise all the above Annexures [Annexure I, Annexure II & Annexure III (if applicable)] and related documents before processing online request in the CRA system.***

***Nodal Office, upon receiving the withdrawal request, shall take the necessary steps to identify the Subscriber/Claimant. It is the responsibility of the Nodal Office to check the veracity of the supporting documents submitted by the Subscriber/Claimant along with claim and may obtain additional supporting documents if required.***

This document contains the Standard Operating Procedure (SOP) to be followed by Nodal Offices for processing Family/Disability Pension withdrawal cases online in the CRA system.

### 3. Process Flow – Processing of Family/Disability Pension Withdrawal Requests



#### 4. Procedure for Processing Online Family/Disability Pension Withdrawal requests

Brief steps for initiation Family/Disability Pension Withdrawal requests are provided below:

- **Initiation of request by Nodal Office:**

- ✓ Submission of Physical Annexure II & III (In case of voluntary contribution and/or Tier II account) by Claimant to Nodal Office through associated DDO
- ✓ Filling up of Annexure I by Nodal Office
- ✓ Verification & Attestation of Physical Annexures I, II & III (In case of voluntary contribution and/or Tier II account) by Nodal Office
- ✓ Initiation of request by Nodal Office in the CRA System through One User ID
- ✓ Authorization of request by Nodal Office in the CRA system through another User ID
- ✓ Submission of Annexure I, II and III (In case of voluntary contribution and/or Tier II account) along with covering letter to CRA by Nodal Office for storage purpose.

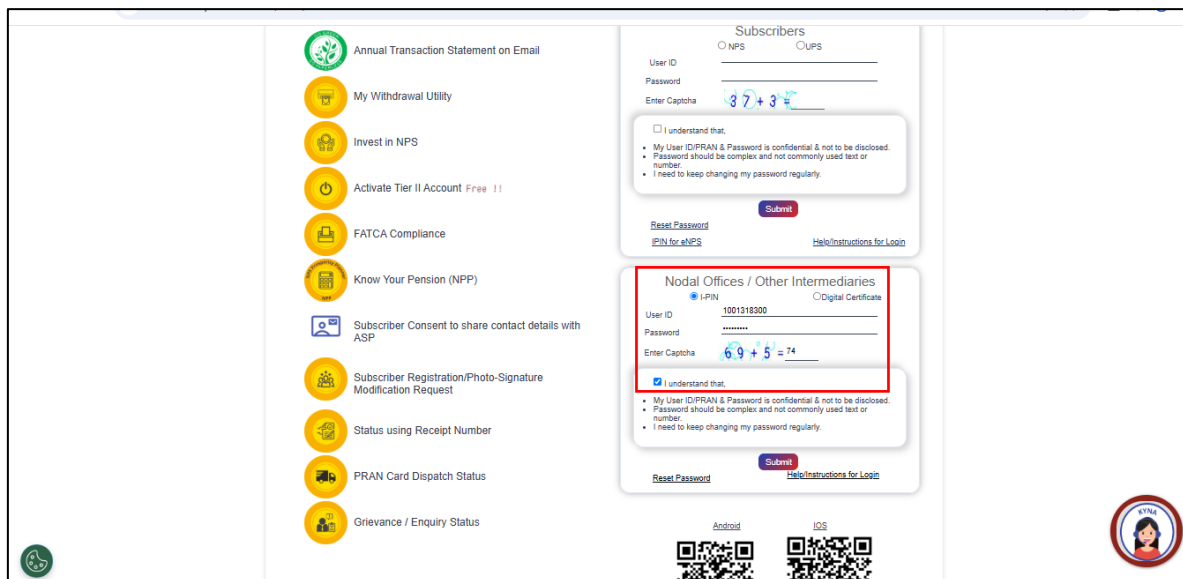
- **Points to be noted by Nodal Office prior to initiation of withdrawal request:**

- ✓ At the time of initiation of request, Nodal Office bank details are non-editable
- ✓ Bank details which are available in CRA records will be displayed to the User
- ✓ Amount will be transferred to Nodal Office bank account which is registered in CRA system
- ✓ If Nodal Office bank details are not registered in CRA, then User will not be allowed to initiate withdrawal request. User is required to update bank details in CRA system and then initiate withdrawal request
- ✓ Gestation period of 30 days is applicable after addition/updation of bank details in CRA system.
- ✓ In case Subscriber is having Tier II account and/or PRAN contains voluntary contributions by the Subscriber, on successful online bank a/c verification (penny drop), system will allow to process withdrawal request.
- ✓ Note: For successful online bank verification (Penny drop), Bank account, Bank IFS code, Beneficiary Name captured while processing withdrawal request should be matched with the Bank Record. In case details mismatched, online bank verification (Penny drop) will be failed. In such case, correct bank details need to be captured and try it again.

The detailed procedure to be followed by the Nodal Offices for processing Online **Family/Disability Pension Withdrawal requests** in the CRA system is provided below:

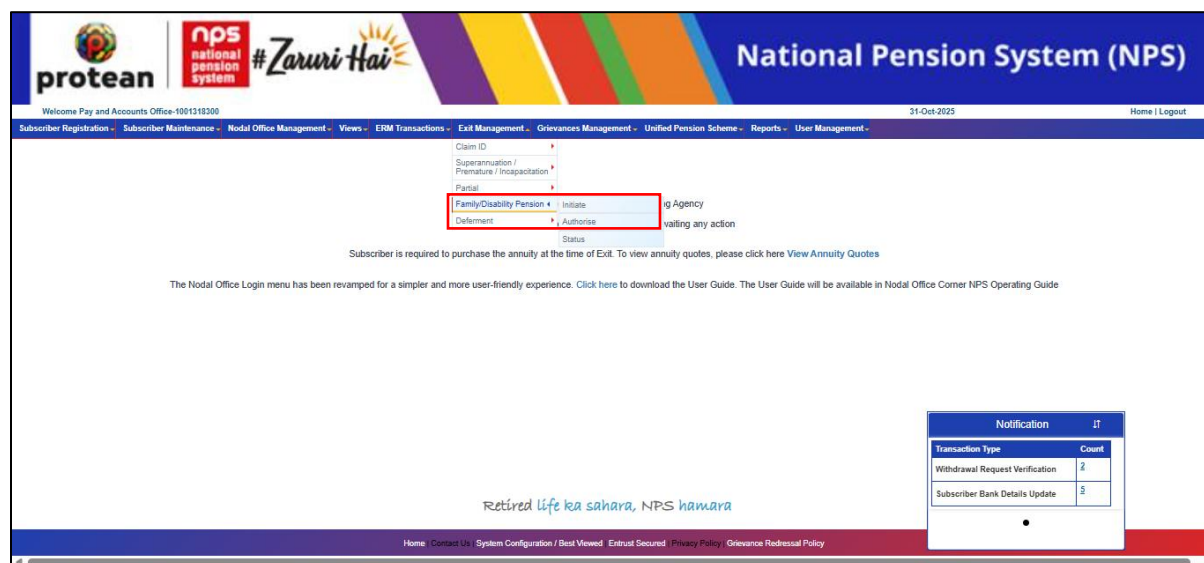
## 5. Steps to initiate Online Family/Disability Pension Withdrawal request in CRA System by Nodal Office

Nodal Office User needs to access CRA System <https://cra.nps-proteantech.in/CRA/> using one User ID & Password as given below in **Figure 1**.



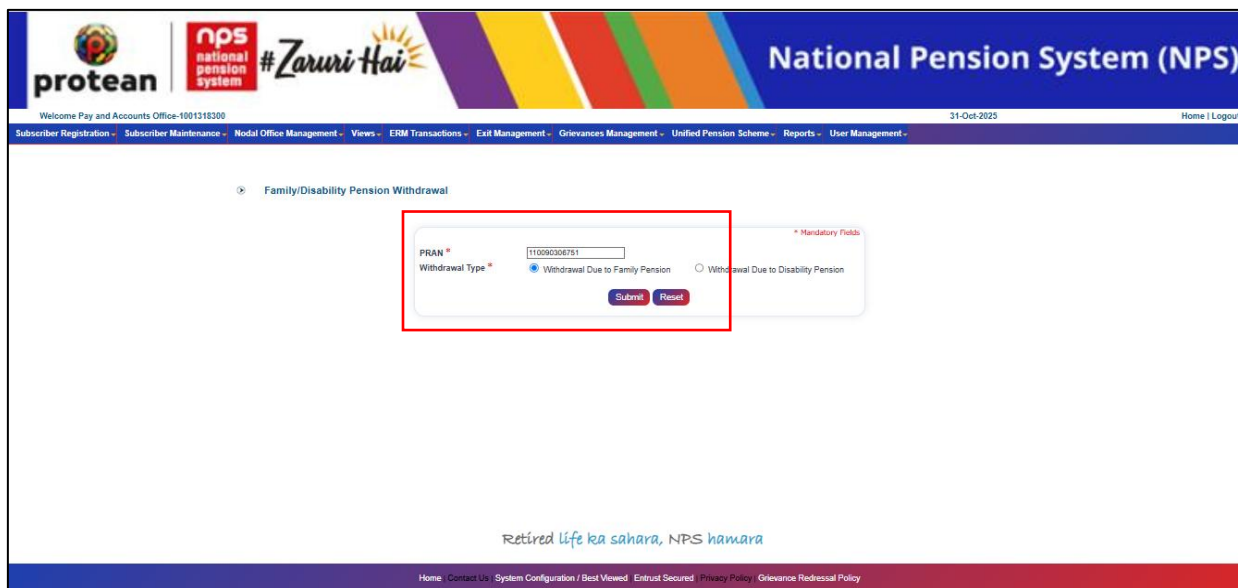
**Figure 1**

On successful login, User needs to click on Menu “**Exit Management**” and select sub menu “**Family/Disability Pension**” and select “**Initiate**” option as given below in **Figure 2**.



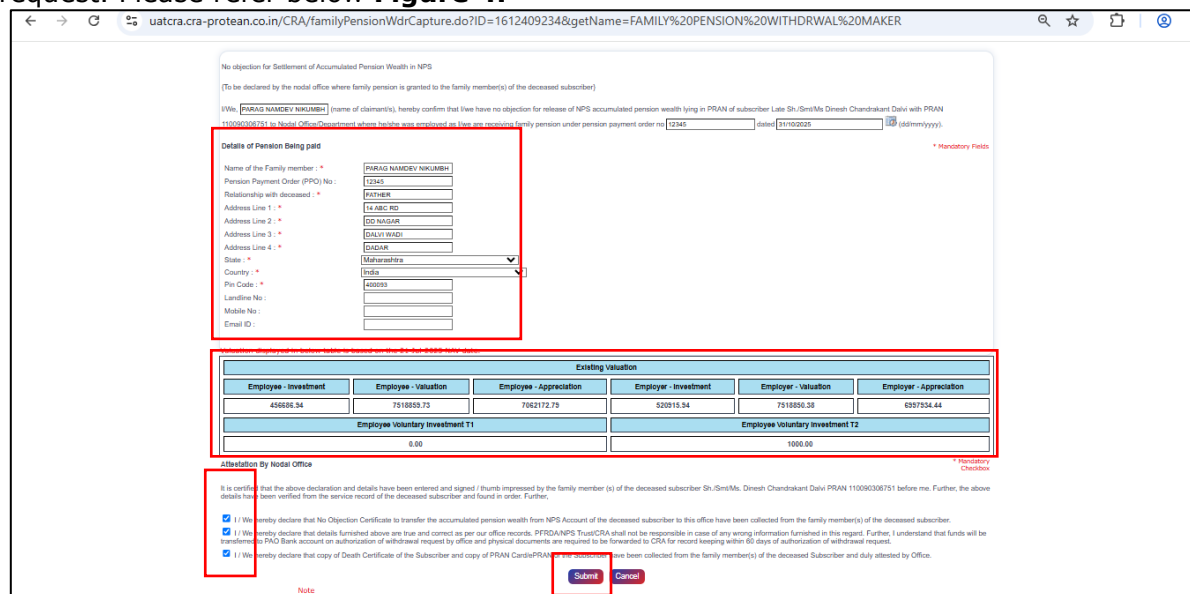
**Figure 2**

User needs to enter PRAN of the Subscriber for whom withdrawal request is required to be processed. User needs to select the withdrawal type as **"Withdrawal Due to Family/Disability Pension"** and then click on submit button as given below in **Figure 3**.



**Figure 3**

User needs to fill up the information of claimant as per Annexure II (i.e. details of person who is receiving Family/Disability Pension) such as Name, Address, PPO Number, Relationship, Contact detail and Email ID. Further, User also needs to accept the relevant declarations. After ticking the declarations, User needs to click on "Submit" button. On same screen Employee & Employer contribution bifurcation will be displayed as per corpus available on date of initiation of withdrawal request. Please refer below **Figure 4**.



**Figure 4**

At this stage, details as per Annexure I will be displayed to the User. Name of the person receiving Family/Disability Pension and relationship with the Subscriber will be auto displayed to the User. Further, Nodal Office bank details which are available in CRA records will be displayed. On authorization of withdrawal request by Nodal Office, funds will be transferred to this bank account.

In case, Nodal Office wants to receive funds in another nodal office bank account, then Office is required to update bank details in CRA records. Please note that nodal office has to follow existing bank details update process for updating office bank details in PCRA system. Kindly note that gestation period of 30 days is applicable once Bank details are added/updated in CRA records.

*On this stage, Nodal Office needs to upload clear and complete scanned documents i.e Annexure I, II, III, copy of death certificate, Copy of Bank Proof etc. Pl refer below **Figure 5A, 5B & 5C***

**Withdrawal Due to Family Pension**

**Declaration by Nodal Office**  
 (To be declared by the nodal office where family pension is granted to the family member(s) of the deceased subscriber)  
 It is certified that the family pension is being paid by this office to the following family members of the late subscriber Sh./Smt./Ms. Dinesh Chandrakant Dalvi bearing PRAN 110590306751 as per Pension Payment Order No 12345 issued dated 31/10/2025 (dd/mm/yyyy):

Name of the family Member: PARAG NAGDEV NIKUMBH  
 Relationship of the family member with subscriber: FATHER

In this respect, a No Objection Certificate to transfer the accumulated pension wealth from the NPS Account of the deceased subscriber to this office (Govt) are submitted by the above family member(s) of the deceased subscriber. Same is enclosed along with this declaration.

Therefore now, in accordance with Regulation 5(a) of PFRDA (Exit & Withdrawal) Regulations 2015, the amount of accumulated pension wealth lying in the PRAN of the deceased subscriber Sh./Smt./Ms. Dinesh Chandrakant Dalvi may be released to this nodal office bank account as per the details given as under:

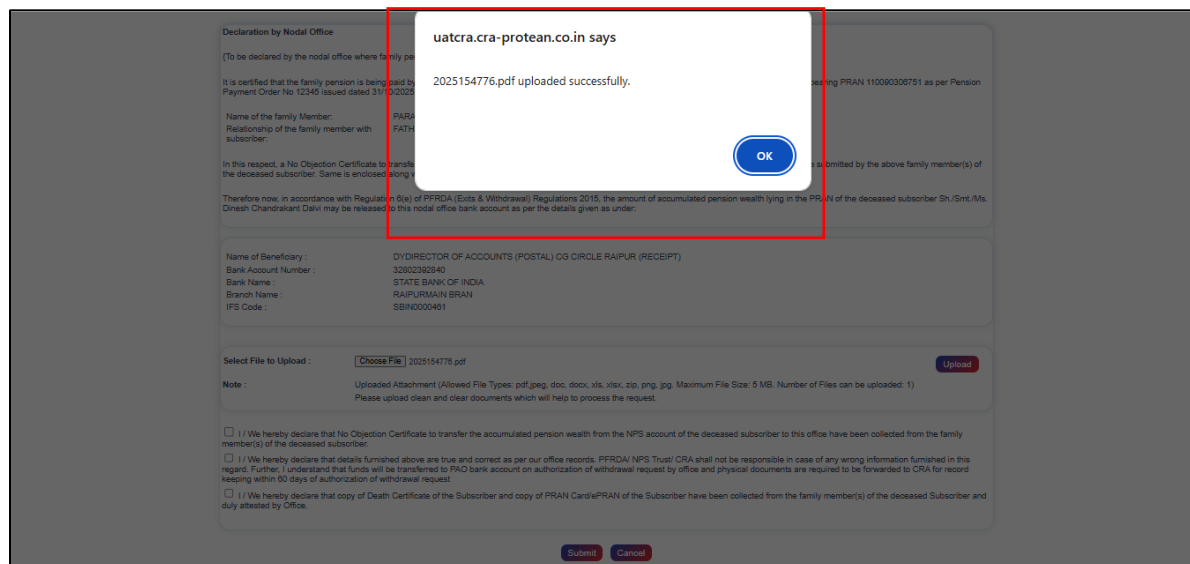
Name of Beneficiary : DYDIRECTOR OF ACCOUNTS (POSTAL) CG CIRCLE RAIPUR (RECEIPT)  
 Bank Account Number : 3082200040  
 Bank Name : STATE BANK OF INDIA  
 Branch Name : RAIPURMAN BRAN  
 IFSC Code : SBIN0000401

Select File to Upload :  No file chosen

Please upload clear and clear documents which will help to process the request.

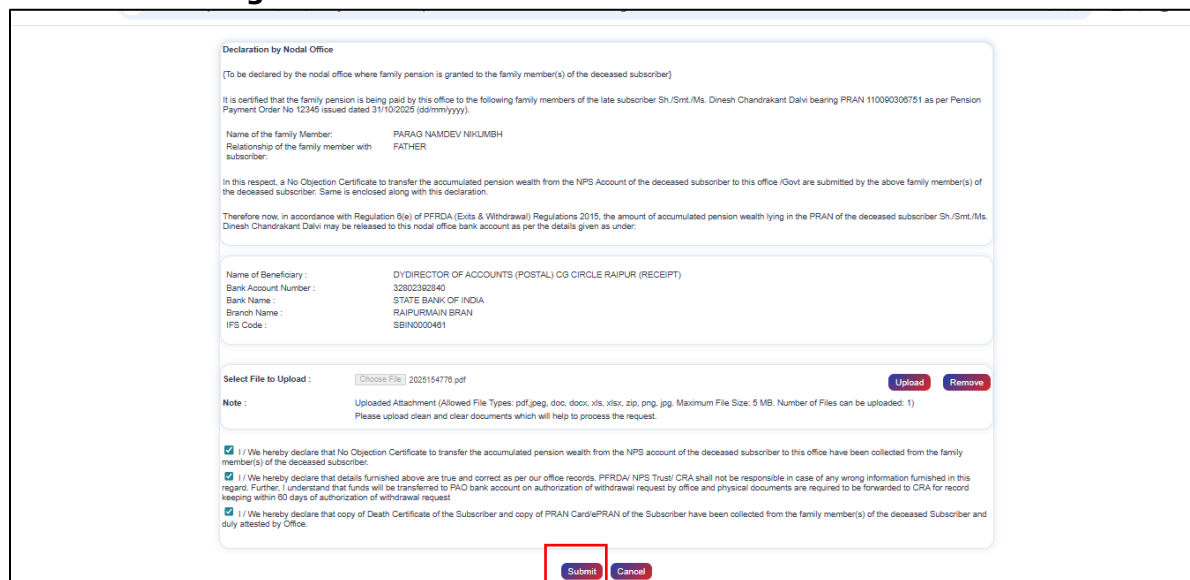
I I hereby declare that No Objection Certificate to transfer the accumulated pension wealth from the NPS account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.  
 I I We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/ CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to the bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.  
 I I We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

**Figure 5A**



**Figure 5B**

Here, after documents are uploaded successfully pop up notification will be displayed by system on screen. Pl refer **Figure 5B**.

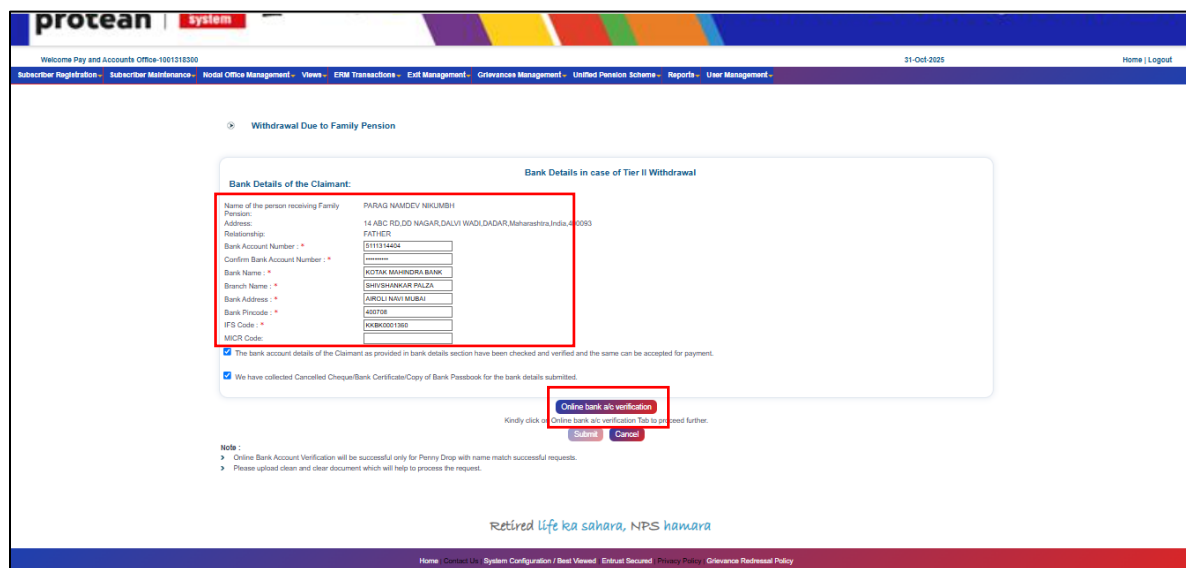


**Figure 5C**

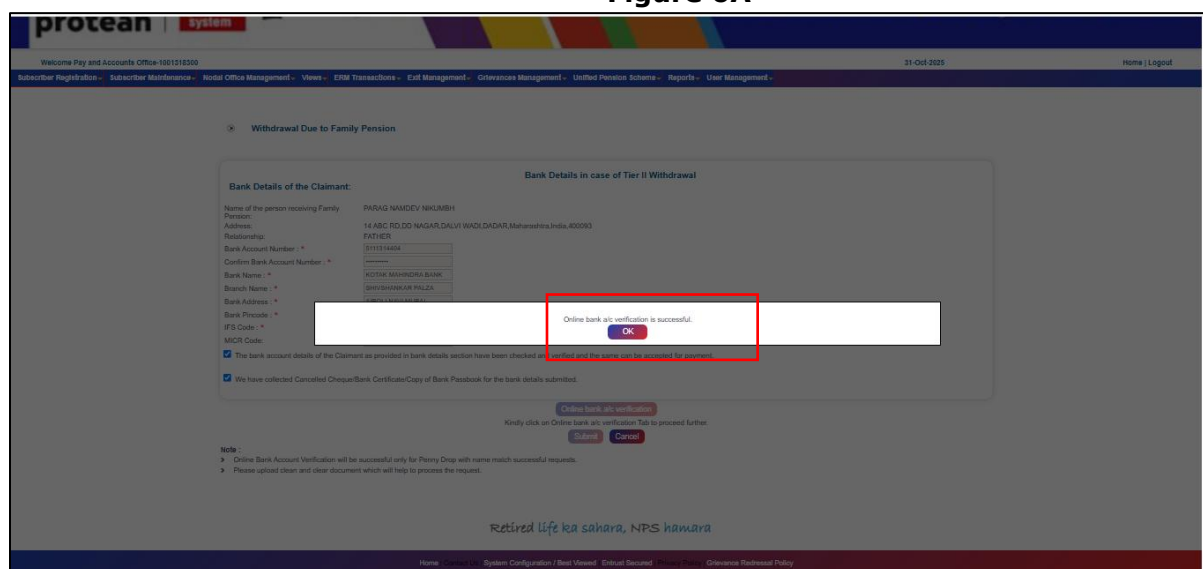
In case Subscriber is having Tier II account and/or PRAN contains voluntary contributions by the Subscriber, then voluntary contributions & Tier II amount will not be transferred to Nodal Office. This amount will be transferred to the Claimant. Hence, in such PRANs (with Tier II and/or voluntary contributions) only, below mentioned additional page will be displayed to the User.

At this stage, User is required to enter bank account details of the Claimant like Account Number, Bank Name, bank IFS Code etc. Nominee/claimant's Bank Account will be verified through online bank verification (penny drop) process. User needs to click on button "Online bank a/c verification"

On successful Online bank a/c verification (penny drop), system will allow to click on submit button. Please refer **Figure 6A, 6B, 6C**.



**Figure 6A**



**Figure 6B**

[Subscriber Registration](#) - [Subscriber Maintenance](#) - [Nodal Office Management](#) - [Views](#) - [ERM Transactions](#) - [Exit Management](#) - [Grievances Management](#) - [Unified Pension Scheme](#) - [Reports](#) - [User Management](#)

▶ **Withdrawal Due to Family Pension**

Bank Details in case of Tier II Withdrawal

**Bank Details of the Claimant:**

Name of the person receiving Family Pension:	PARAG NAMDEV NIKUMBH
Address:	14 ABC RD, DD NAGAR, DALVI WADI, DADAR, Maharashtra, India, 400093
Relationship:	FATHER
Bank Account Number : *	<input type="text" value="5111314404"/>
Confirm Bank Account Number : *	<input type="text" value="....."/>
Bank Name : *	<input type="text" value="KOTAK MAHINDRA BANK"/>
Branch Name : *	<input type="text" value="SHIVSHANKAR PALZA"/>
Bank Address : *	<input type="text" value="AIROLI NAVI MUMBAI"/>
Bank Pincode : *	<input type="text" value="400708"/>
IFS Code : *	<input type="text" value="KKBK0001360"/>
MICR Code:	<input type="text"/>

The bank account details of the Claimant as provided in bank details section have been checked and verified and the same can be accepted for payment.

We have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.

[Online bank a/c verification](#)  
 Kindly click on Online bank a/c verification Tab to proceed further.

**Note :**  
 ▶ Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.  
 ▶ Please upload clean and clear document which will help to process the request.

**Figure 6C**

Note: For successful online bank verification (Penny drop), Bank account, Bank IFS code, Beneficiary Name should be matched with the Bank Record. In case details mismatched, online bank verification (Penny drop) will be failed. In such case, correct bank details need to be captured and try it again. Kindly ensure that Bank account of claimant should be active and operative.

At this stage, details entered by the User are displayed for confirmation. User needs to click on "Confirm" button to complete withdrawal process as given below in **Figure 7**

[Subscriber Registration](#) - [Subscriber Maintenance](#) - [Nodal Office Management](#) - [Views](#) - [ERM Transactions](#) - [Exit Management](#) - [Grievances Management](#) - [Unified Pension Scheme](#) - [Reports](#) - [User Management](#)

Family/Disability Pension Request Confirm View

Details of Pension Being Paid

PRAN No	110090306751
Withdrawal Type	Withdrawal Due to Family Pension
Subscriber Name	Dinesh Chandrakant Dalvi
Form Date	31/10/2025
Name of the Family Member	PARAG NAMDEV NIKUMBH
Pension Payment Order (PPO) No	12345
Relationship with Deceased	FATHER
Address Line 1	14 ABC RD
Address Line 2	DD NAGAR
Address Line 3	DALVI WADI
Address Line 4	DADAR
State	Maharashtra
Country	India
Pin Code	400093
Landline No	
Mobile No	
Email ID	

Bank Details of Nodal office

Name of Beneficiary	DYDIRECTOR OF ACCOUNTS (POSTAL) CG CIRCLE RAIPUR (RECEIPT)
Bank Account Number	32802392840
Bank Name	STATE BANK OF INDIA
Bank Branch Name	RAIPURMAIN BRAN
Bank IFS Code	SBIN0000461

Bank Details of Pensioner

Name of the person receiving Family/Disability Pension	PARAG NAMDEV NIKUMBH
Address	14 ABC RD, DD NAGAR, DALVI WADI, DADAR, Maharashtra, India, 400093
Relationship	FATHER
Bank Account Number	5111314404
Bank Name	KOTAK MAHINDRA BANK
Bank Branch Name	SHIVSHANKAR PALZA
Bank Branch Address	AIROLI NAVI MUMBAI
Bank Branch Pincode	400708
Bank IFS Code	KKBK0001360
MICR Code	

Valuation displayed in below table is based on the 25-Jul-2025 NAV date.

Existing Valuation					
Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
456686.94	7518946.61	7062259.67	520915.94	7518937.27	6998021.33
Employee Voluntary investment T1			Employee Voluntary investment T2		
0.00			1000.00		

Attestation By Nodal Office \* Mandatory Checkbox

It is certified that the above declaration and details have been entered and signed / thumb impressed by the family member (s) of the deceased subscriber Dinesh Chandrakant Dalvi PRAN 110090306751 before me. Further, the above details have been verified from the service record of the deceased subscriber and found in order. Further,

- I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.
- I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.
- I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

Bank Details of Pensioner

PARAG NAMDYV NIKUMBH  
14 ABC ROAD NAGAR,DALVI WADL,DHAR,Maharashtra,India,400093  
FATHER  
5111314404  
KOTAK SAHINDRA BANK  
SHIVSHANKAR PALZA  
AIROLI NAVI MUMBAI  
400708  
90960001389

Valuation displayed in below table is based on the 25-Jul-2025 NAV date.

Existing Valuation					
Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
456686.94	7518946.61	7062259.67	520915.94	7518937.27	6998021.33
Employee Voluntary investment T1			Employee Voluntary investment T2		
0.00			1000.00		

Attestation By Nodal Office \* Mandatory Checkbox

It is certified that the above declaration and details have been entered and signed / thumb impressed by the family member (s) of the deceased subscriber Dinesh Chandrakant Dalvi PRAN 110090306751 before me. Further, the above details have been verified from the service record of the deceased subscriber and found in order. Further,

- I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber.
- I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.
- I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.
- I / We hereby declare that No Objection Certificate to transfer the accumulated pension wealth from NPS Account of the deceased subscriber to this office have been collected from the family member(s) of the deceased subscriber/Subscriber.
- I / We hereby declare that details furnished above are true and correct as per our office records. PFRDA/NPS Trust/CRA shall not be responsible in case of any wrong information furnished in this regard. Further, I understand that funds will be transferred to PAO Bank account on authorization of withdrawal request by office and physical documents are required to be forwarded to CRA for record keeping within 60 days of authorization of withdrawal request.
- The bank account details of the Subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment.
- We have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.
- I / We hereby declare that copy of Death Certificate of the Subscriber and copy of PRAN Card/PRAN of the Subscriber have been collected from the family member(s) of the deceased Subscriber and duly attested by Office.

Uploaded Document Name : 2025154778.pdf

Retired life ka sahara, NPS hamara

Figure 7

Once User clicks on "Confirm" button and Quality Monitoring Process notification will be popped. Refer to **Figure 8**

Note

As part of the quality monitoring process, documents / verifications (as per the PFRDA regulations) will be checked and if found successful, funds will be transferred to the respective beneficiary bank account as per the settlement process and timelines as stipulated above. If not, funds will be kept on hold.

Withdrawal Due to Family Pension

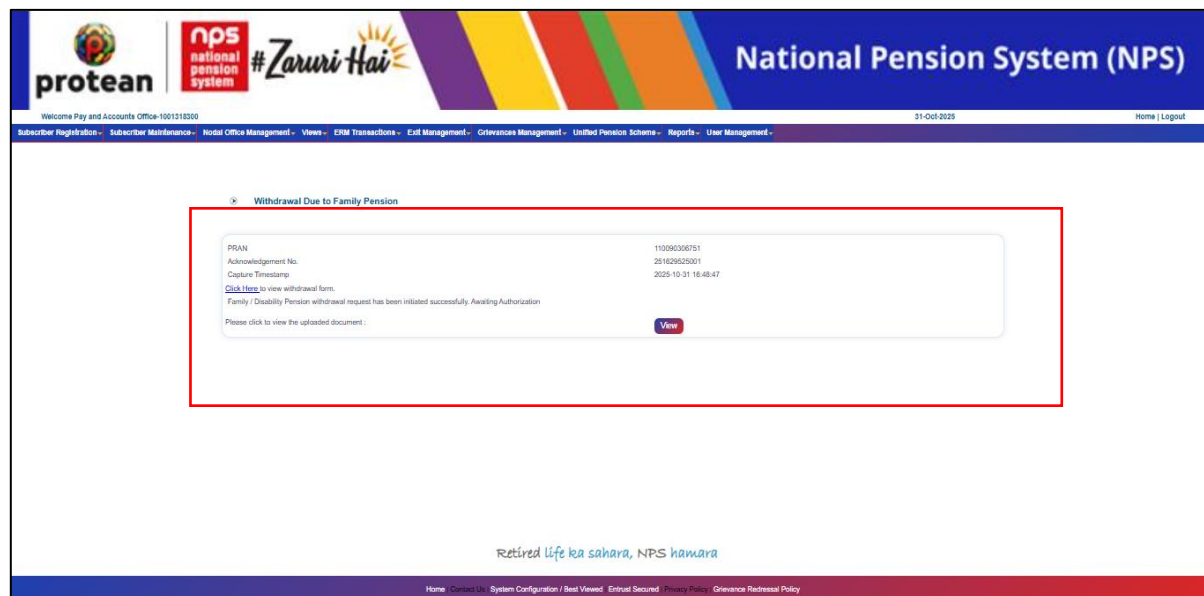
PRAN: 110090306751  
Acknowledgment No: 251609525001  
Capture Timestamp: 2025-10-31 18:48:47

Family / Disability Pension withdrawal request has been initiated successfully. Awaiting Authorization

Please click to view the uploaded document.

Figure 8

Once User clicks on "Proceed" button Acknowledgement Number will gets generated. At this stage, an option is provided to the user to view & download system generated Withdrawal Form. Further, status of the request is also displayed. Refer below **Figure 9**.

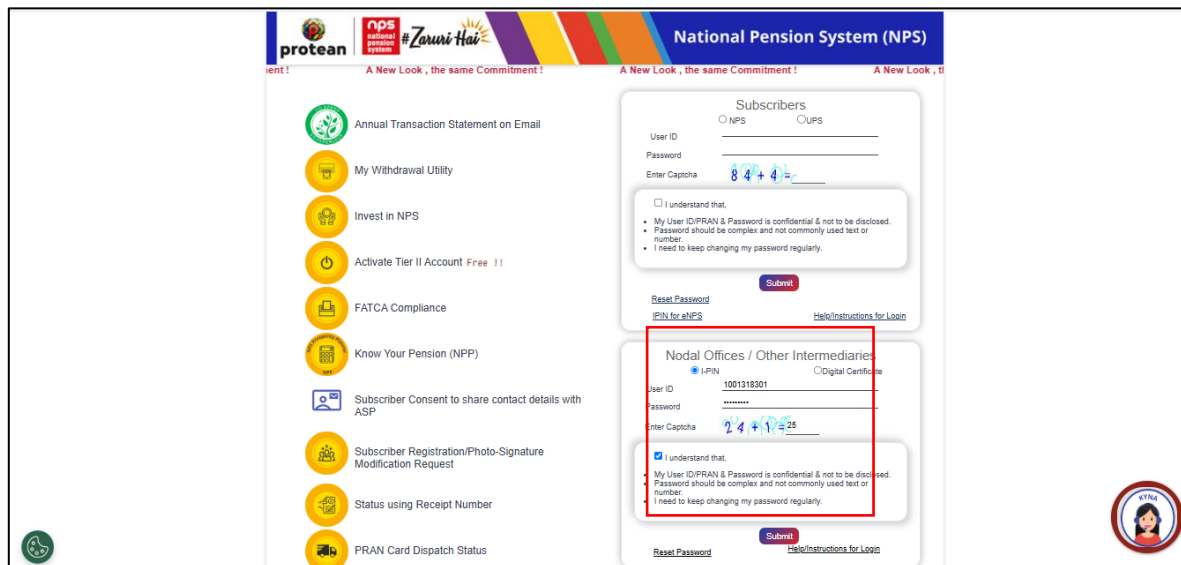


**Figure 9**

**Once request is captured, Nodal Office needs to authorize the same in the CRA system with another User ID.**

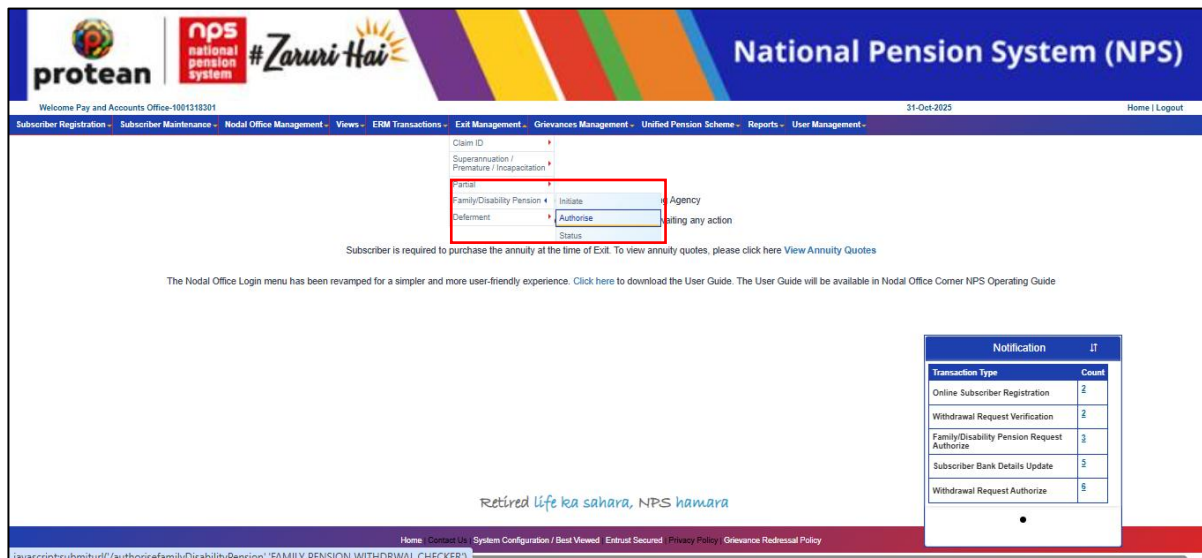
## 6. Steps to Authorize Online Family/Disability Pension Withdrawal request in CRA System by Nodal Office

Nodal Office User needs to access CRA System <https://cra.nps-proteantech.in/CRA/> using another User ID and Password as given below in **Figure 10**.



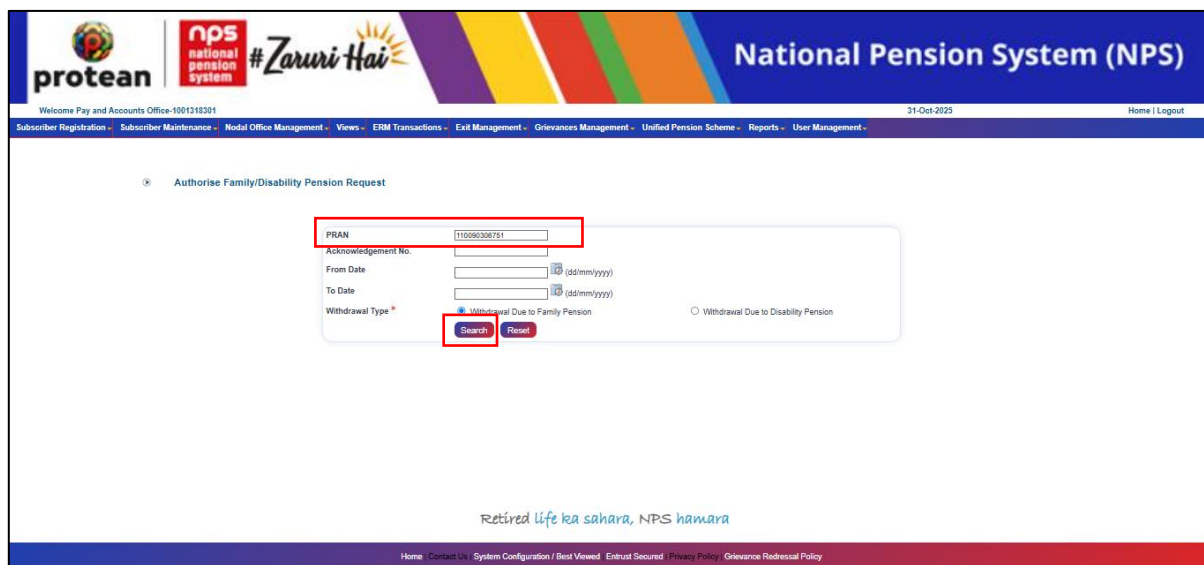
**Figure 10**

User needs to click on Menu “Exit Management” and select sub menu “Family/Disability Pension” and select “Authorize” option . Please refer below **Figure 11**.



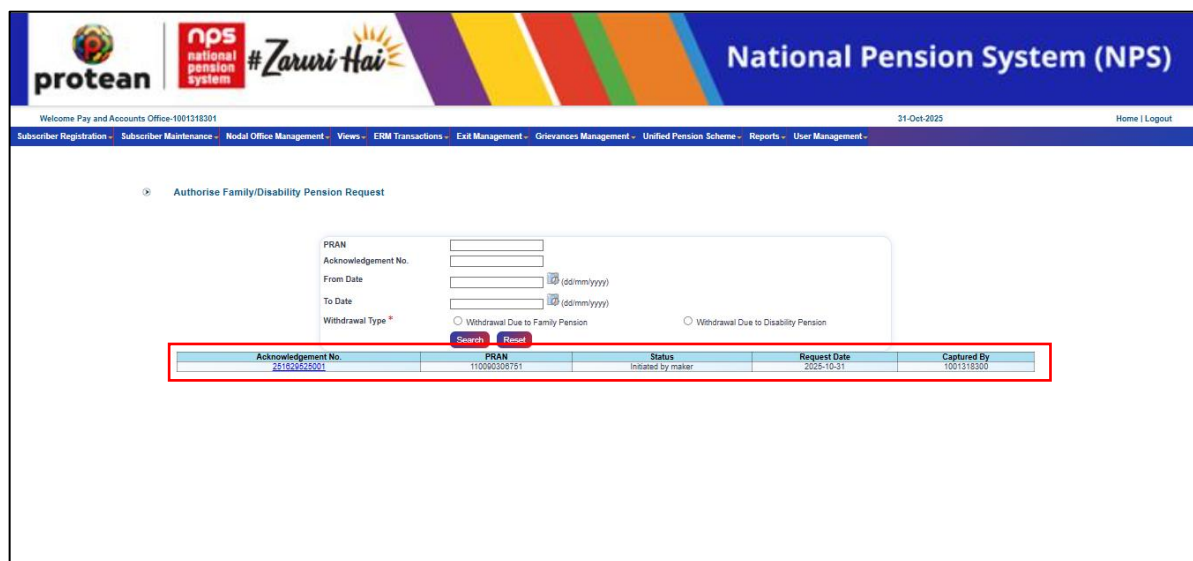
**Figure 11**

User needs to enter PRAN of the Subscriber for whom withdrawal request is required to be Authorize, User needs to select the withdrawal type as **"Withdrawal Due to Family/Disability Pension"** and then click on "Search" Button to view request. Please refer below **Figure 12**.



**Figure 12**

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, status, Request Date and Captured By. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of initiation of withdrawal request. Please refer below **Figure 13**.



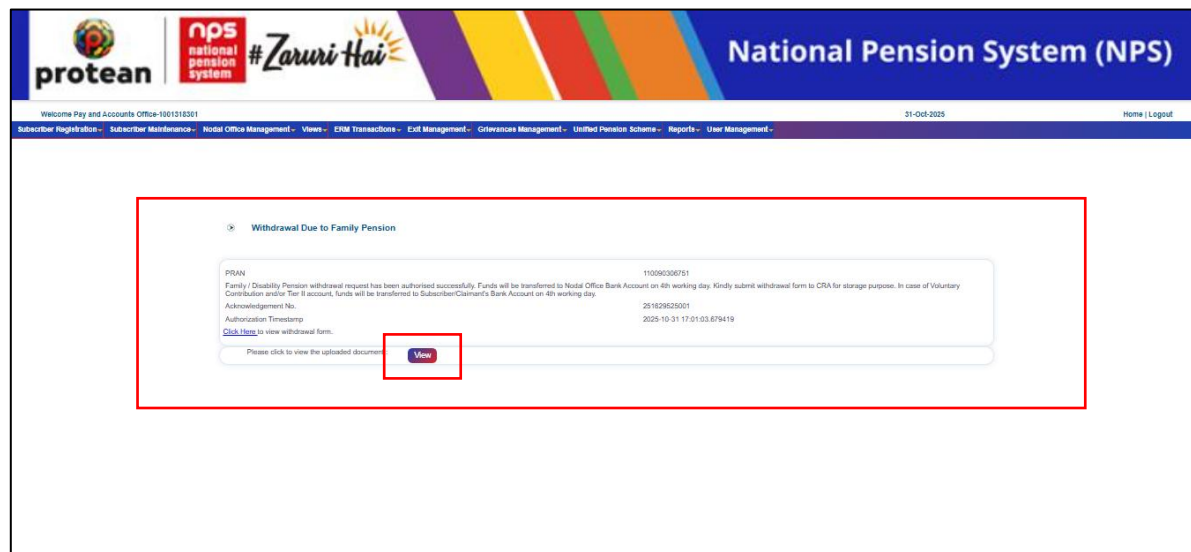
**Figure 13**

IF details entered are correct, User need to click on "Authorize" button. If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. If details entered are correct, User needs to click on "Submit" button to complete the process. Please refer below **Figure 14**.

Existing Valuation					
Employee - Investment	Employee - Valuation	Employee - Appreciation	Employer - Investment	Employer - Valuation	Employer - Appreciation
456586.94	7518559.73	7992172.79	520915.94	7518550.38	6997934.44
Employee Voluntary Investment T1			Employee Voluntary Investment T2		
0.00			1000.00		

**Figure 14**

Here user can view contribution Bifurcation details(employee/employer) present in PRAN, Once request is authorized in CRA, a confirmation window is displayed to the User as given below in **Figure 15**. Further, an option is also available to the User to view & download system generated Withdrawal Form.



**Figure 15**

On Successful authorization of Family/Disability Pension withdrawal request, funds will be transferred to Nodal Office Bank Account / Claimant’s bank account (in case of voluntary contribution and/or Tier II account) within stipulated withdrawal timeline as mentioned below.

### **Withdrawal Timelines:**

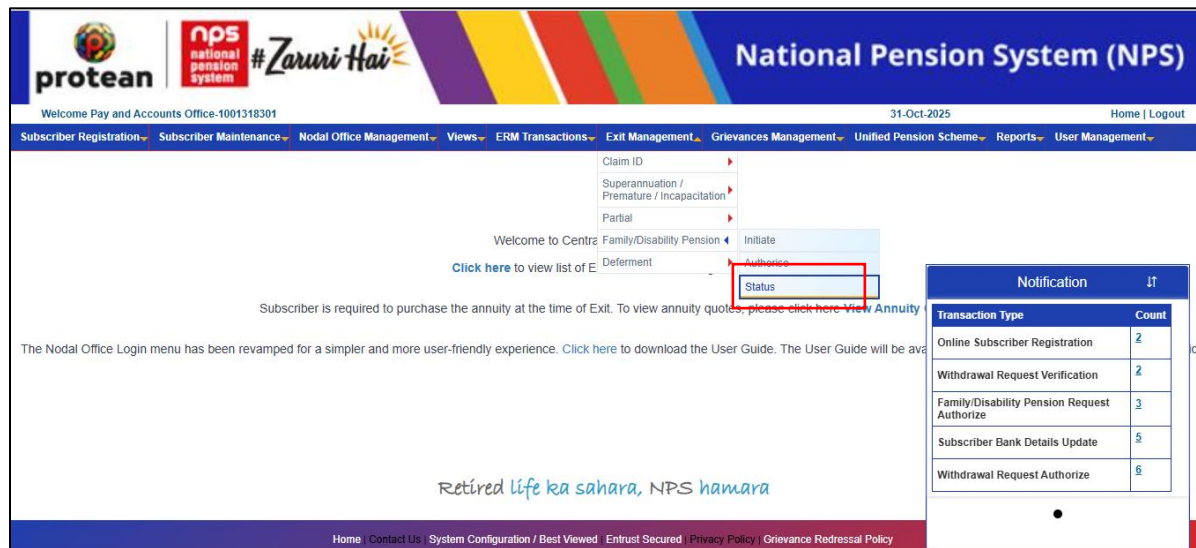
- The process of withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of funds in Subscriber's Bank Account.
- In CRA system, redemption and investment of units happens only on working day (excluding, Saturday, Sunday and holidays) which is called a Settlement Day.
- If request is submitted (authorised) before cut-off time of settlement (before 10.30 AM\*) on settlement day in CRA, then request is considered for processing on same working day. The redemption of units happens on same working day (Day T) with NAV of same working day (Day T) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*
- If request is submitted (authorised) after cut-off time of settlement (after 10.30 AM\*) on settlement day in CRA, then request is considered for processing on next working day. The redemption of units happens on next working day (Day T+1) with NAV of next working day (Day T+1) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is submitted/authorised on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*

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

The Nodal Office is not required to submit physical documents (Annexure I, II & III (if applicable) to CRA for storage purpose if clear and completed documents are uploaded in CRA system.

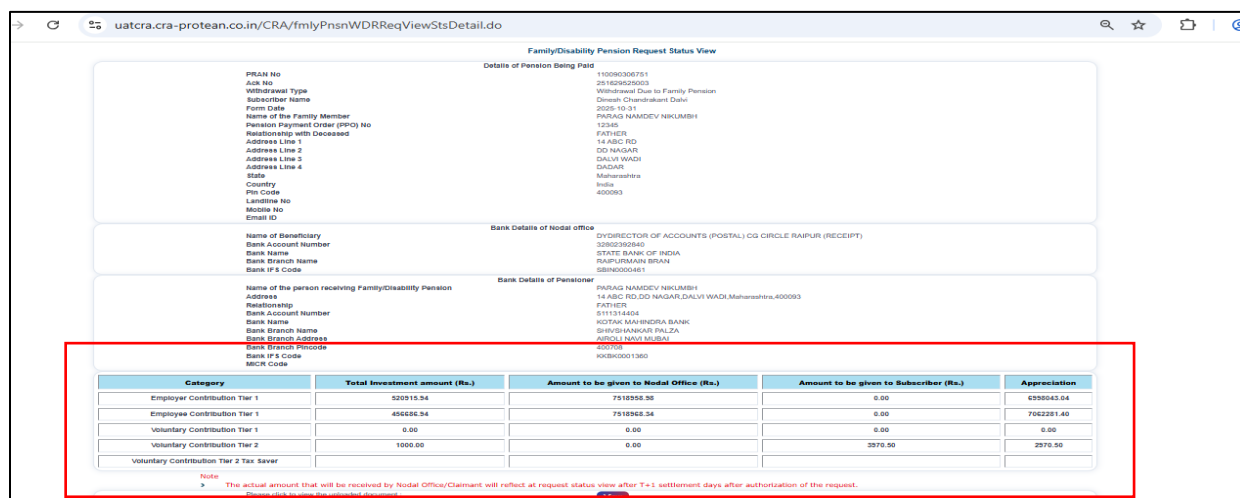
## 7. Withdrawal Status View Option & Check Bifurcation of Corpus:

To view the withdrawal status, User needs to click on Menu "Exit Management" and select sub menu "Family/Disability Pension" and select "Status" option as given below in **Figure 16**.



**Figure 16**

User can also able to see the bifurcation of contributions with appreciation between subscriber/employee and employer under this option after execution of withdrawal request. Nodal Office may settle the subscriber/employee share in favor of family member accordingly. PI refer **Figure 17**.



**Figure 17**

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