

Protean eGov Technologies Limited



protean

Change is growth

**Standard Operating Procedure
for
C1 Request initiated by Subscriber who is not eligible to
claim UPS Benefits**

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	03/08/2026	1.0	-	Initial Version

Acronyms and Abbreviations

The following acronyms and abbreviations have been used in this document:

ACRONYM	DESCRIPTION
CRA	Central Recordkeeping Agency
PFRDA	Pension Fund Regulatory and Development Authority
UPS	Unified Pension Scheme
NPS	National Pension System
PRAN	Permanent Retirement Account Number
CG	Central Government
Pr.AO	Principal Accounts Office
PAO	Pay & Accounts Office
DDO	Drawing & Disbursing Officer

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2	Initiated by Subscriber (Online Mode)
3	Verification of request by DDO initiated by Subscriber
4	Authorization of request by PAO initiated by Subscriber

Background:

The Unified Pension Scheme (UPS) provides assured pensionary benefits to eligible Central Government employees subject to fulfillment of the conditions prescribed under the UPS Notification, UPS Rules and PFRDA Regulations. However, certain subscribers may cease service or fall under specific circumstances where they do not qualify for UPS benefits. Such cases include:

- 1. Resignation (other than technical resignation)**
- 2. Technical Resignation/Absorption (before completion of 10 years of qualifying service)**
- 3. Dismissal or Removal from service**
- 4. Pending Departmental or Judicial Proceedings (as per UPS Rules)**
- 5. Superannuation (before completion of 10 years of qualifying service)**

In such situations, the subscriber is not entitled to receive UPS pensionary benefits. Instead, the subscriber becomes eligible to receive the value of the Individual Corpus (IC) accumulated under UPS as a lump sum payment. Where such a subscriber dies before receipt of the Individual Corpus payout, the eligible nominee(s) may claim the Individual Corpus amount.

To operationalize this process, Form C1 has been introduced as the prescribed claim form through which eligible subscribers or nominee(s) can submit a request for release of the Individual Corpus. The form captures claimant details, KYC information, bank account details, employment information and the necessary certifications required for processing the payout.

This document explains the Standard Operating Procedure (SoP) for processing C1 Request for Subscriber who is not eligible to claim UPS Benefits, initiated by the Subscriber online and verified by DDO and authorised by PAO.

The Subscriber who is not eligible to claim UPS Benefits can initiate the C1 Request by the following two methods:

- A. Online Mode** – The eligible Subscriber can initiate the shifting request on their own through the e-NPS portal. Detailed steps for the same are provided below.
- B. Offline Mode** - Eligible Subscriber submits C1 Form to the respective nodal office. The office would process the shifting through CRA transaction website. Form C1 can be downloaded by clicking on <https://www.npscra.proteantech.in/ups.php>

A. Online Mode: Steps to initiate C1 Request by Subscriber

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits

1. The Subscriber needs to go to the link <https://enps.nsdl.com/eNPS/NationalPensionSystem.html> and click on **One Time Switch to NPS** under the Unified Pension Scheme (UPS) menu.

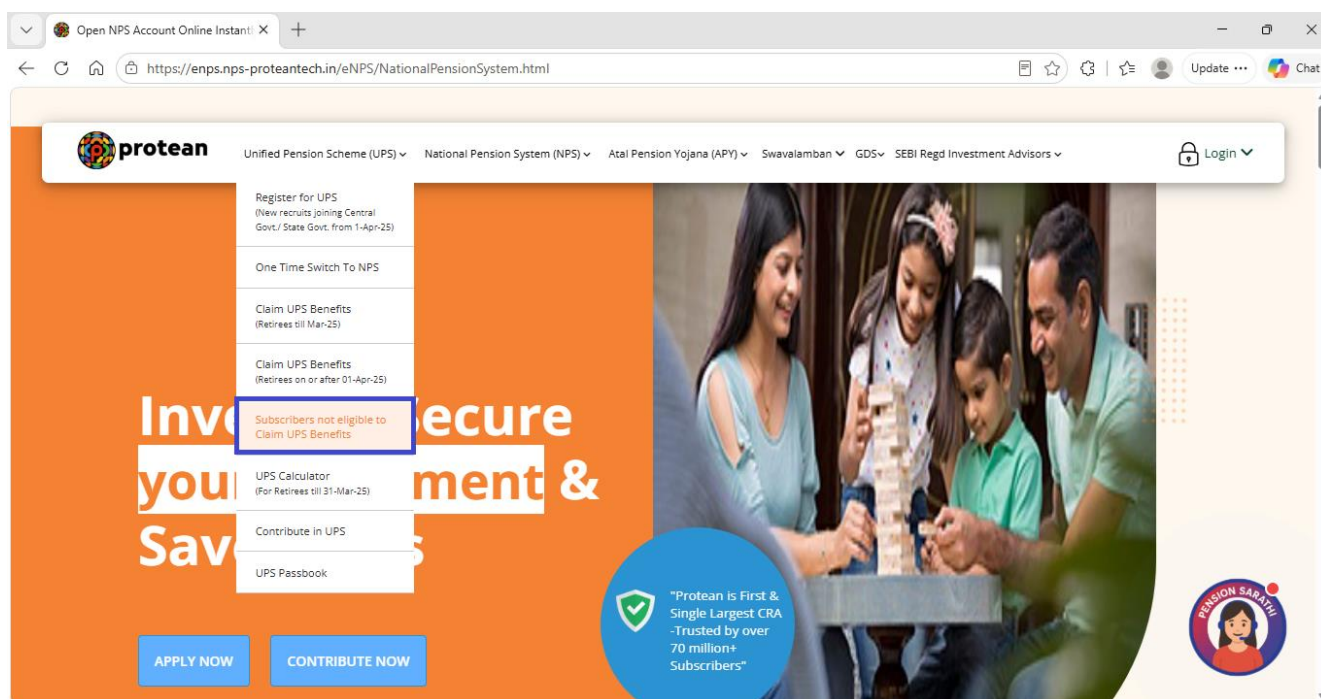


Figure 1

2. The Subscriber needs to provide his/her PRAN and DOB details and enter the captcha and click on verify PRAN.

Figure 2

3. A One-time password (OTP) will be sent on either Mobile number or Email ID of the Subscriber, which has been registered in CRA. The Subscriber will be required to enter the correct OTP in the given box. Please refer to below given figure 3 & 4

Figure 3

Figure 4

4. Subscriber will be provided with below screen where in the exact "Reason for initiating C1 Request" is required to be selected.

Select Withdrawal Type

PRAN: 110000324021
Subscriber Name: Indraneel MANOHAR Nikkam

DDO Office Reg No: CGV008405F
DDO Office Name: INS MANDOLI
PAO Office Reg No: 2001893
PAO Office Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Withdrawal Type

--SELECT--

--SELECT--
SUPERANNUATION (BEFORE 10 YEARS OF QUALIFYING SERVICE)
RESIGNATION (OTHER THAN TECHNICAL RESIGNATION)
TECHNICAL RESIGNATION / ABSORPTION (BEFORE 10 YEARS OF QUALIFYING SERVICE)
DISMISSAL OR REMOVAL FROM SERVICE

SUBMIT

Figure 5

5. Out of available options such as Superannuation (before 10 years), Resignation (Other), Technical Resignation, Dismissal/Removal the subscriber will have to select any one and Click on **Submit**

Select Withdrawal Type

PRAN: 110000324021
Subscriber Name: Indraneel MANOHAR Nikkam

DDO Office Reg No: CGV008405F
DDO Office Name: INS MANDOLI
PAO Office Reg No: 2001893
PAO Office Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Withdrawal Type

SUPERANNUATION (BEFORE 10 YEARS) ⇅

Date of cessation of employment/
Date of initiation of Department/
Judicial Proceedings/ Date of
Superannuation (before 10 years of
qualifying service)

01/01/2026

SUBMIT

Figure 6

6. After clicking on 'Submit' button, 'Contact Details Verification' screen will be displayed to the Subscriber. At this stage, Subscriber needs to verify his/her Contact details. The subscriber will be allowed to modify/edit contact details (Mobile No. and Email ID) at the time of initiation of UPS Claim request. Mobile number and Email ID will be verified through One Time Password (OTP).
- For Mobile Number verification, One Time Password (OTP) will be sent on Mobile Number entered. The subscriber needs to enter OTP at the designated place to verify Mobile Number.
 - For Email ID verification, One Time Password (OTP) will be sent on Email ID entered. The subscriber needs to enter OTP at the designated place to verify Email ID.

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits



- If Mobile Number and Email ID are pre-verified, then green tick mark will be displayed. The subscriber needs to click on 'Proceed' button after verifying the details. Please refer to Figure 7.

Figure 7

- Once email id and contact details are verified, 'KYC Details Confirmation' screen will be displayed to the subscriber. The subscriber needs to select any one of the options and complete eKYC process. As the subscriber has selected option "Aadhaar", he/she needs to enter his/her Aadhaar Number. Further, the subscriber needs to click on check box to accept the terms and conditions and click on "Generate OTP" tab. Please refer below Figure 8 with Option "Aadhaar".

Figure 8

On clicking "Generate OTP" tab, the subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. The subscriber needs to enter OTP and click on check box and then click on "Confirm" button.

- After KYC completion, registered bank account details of the subscriber will be fetched. The subscriber will be given an option to edit bank account details. Bank Account No., Bank IFS Code and Name of the Subscriber will be verified through online Bank Account Verification (Penny drop facility). On successful verification, the subscriber will be allowed to proceed further. In case Bank Account Verification fails,

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits



subscriber should ensure that the name in Bank Account and CRA records is same. If there is difference in name, same should be updated either in bank records or in CRA records.

Bank Details

PRAN: 110000324021
Subscriber Name: Indraneel MANOHAR Nikkam

DDO Office Reg No: CGV008405F
DDO Office Name: INS MANDOLI
PAO Office Reg No: 2001893
PAO Office Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Subscriber Bank Details:

IFS Code*
ENTER IFSC CODE

Bank Name*
BANK NAME

Bank Account Number*
ACCOUNT NUMBER

Confirm Bank Account Number*
ACCOUNT NUMBER

Your account details are safe with us

Type of Bank Account*
--SELECT--

CONFIRM

Figure 9

PRAN: 110000324021
Subscriber Name: Indraneel MANOHAR Nikkam

DDO Office Reg No: CGV008405F
DDO Office Name: INS MANDOLI
PAO Office Reg No: 2001893
PAO Office Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Bank Details:

IFS Code*
KKBK0000447

Bank Name*
KOTAK MAHINDRA BANK LIMITED

Bank Account Number*
.....

Confirm Bank Account Number*
151284570

Your account details are safe with us

Type of Bank Account*
SAVING ACCOUNT

CONFIRM

Figure 10

9. Once the subscriber clicks on the 'confirm' button, the document upload page will be displayed where in the subscriber needs to upload the following documents
- Copy of proof of Bank Proof
 - Joint photograph with Legally wedded spouse
 - Specimen signature of the subscriber

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits



Please refer the screen below regarding document uploads (Figure 11).

PRAN: 110000324021

Subscriber Name: Indraneel MANOHAR Nikkam

DDO Office Reg No: CGV008405F

DDO Office Name: INS MANDOLI

PAO Office Reg No: 2001893

PAO Office Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Copy of Bank Proof* (Copy of Bank Proof.jpg)	Upload Document
Joint photograph with Legally Wedded Spouse* (2 Joint photograph with Legally Wedded Spouse.jpg)	Upload Document
Specimen Signature of Subscriber* (Specimen Signature of Subscriber.jpg)	Upload Document

Note:

Before initiating the request, please ensure the following documents are available in digital format between 2KB to 5MB for upload:

- 1) Bank Proof: A photocopy of the bank passbook, bank statement, or cancelled cheque in JPEG, JPG, or PDF format.
- 2) Photograph Requirement in JPEG or JPG format: If marital status is 'Unmarried/Widow/Divorcee', upload a single photograph of the claimant. If marital status is 'Married', upload a joint photograph with the legally wedded spouse.
- 3) Subscriber's Signature in JPEG or JPG format

PROCEED

Figure 11

10. Once all the required details are filled in (as mentioned above), a declaration window will pop-up. The Subscriber is required to read & submit declaration by opting selection of the declaration and then click on "Submit" option.

Declaration

PRAN: 110000324021
Subscriber Name: Indraneel MANOHAR Nikkam

DDO Office Reg No: CGV008405F
DDO Office Name: INS MANDOLI
PAO Office Reg No: 2001893
PAO Office Name: Coast Guard (Officers), Pay & Accounts Office, Noida

I, **Indraneel MANOHAR Nikkam** Son / Daughter of Mr. / Mrs. _____ a subscriber of Unified Pension Scheme (UPS) with PRAN **110000324021** and have fully read and understood the provisions of Unified Pension Scheme (UPS) as notified by Govt vide notification F. No. FX-1/3/2024-PR, dated 24/01/2025 and PFRDA (Operationalisation of Unified Pension Scheme under National Pension System) Regulations, 2025 as amended from time to time. I hereby declare that I am eligible to avail benefits under UPS in terms of the aforesaid notification and Regulations. I certify that the information given above is true and correct.

I authorize the CRA, NPS Trust or any other entity connected with UPS to collect and share data/ details of my necessary personal information for the purpose of the said scheme regulated under the PFRDA Act, 2013 and the relevant regulations notified thereunder.

Date: **14/07/2026**

Name: **Indraneel MANOHAR Nikkam**

Reason of Withdrawal: **Superannuation (before 10 years of qualifying service)**

☐ I have Accepted the above mentioned UPS Withdrawal Declaration

SUBMIT

Figure 12

11. In order to digitally sign the online generated form, the subscriber will be provided with two different options to select from, i.e. either "OTP Authentication" or "Aadhaar based eSign". On successful OTP Authentication / eSign, One Time Switch Request will get initiated in CRA system.

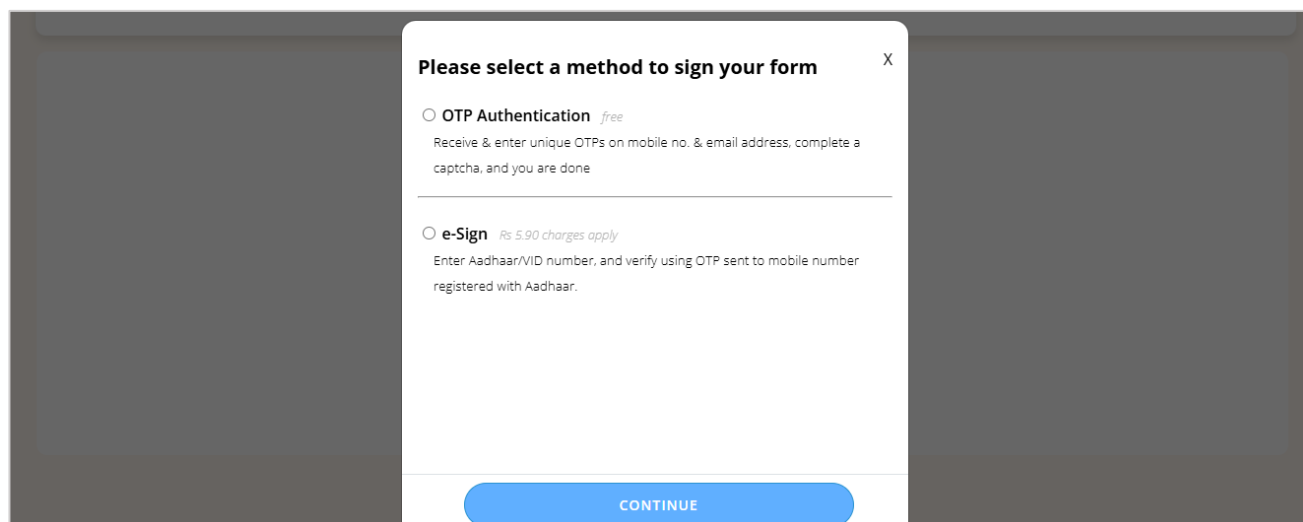


Figure 13

The process for submitting a One Time Switch Request using OTP Authentication or eSign is explained below

Process for submission of UPS Claim request using OTP Authentication :-

- Two distinct One Time Password (OTPs) will be sent on Mobile Number and Email ID registered in CRA Records for authentication.

Process for submission of UPS Claim 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.

12. In case, if the subscriber selects OTP authentication, they will receive unique OTPs on their registered mobile number and email ID. The subscriber must enter the correct OTPs in the respective fields to proceed. Please refer to below given figure 14 & 15

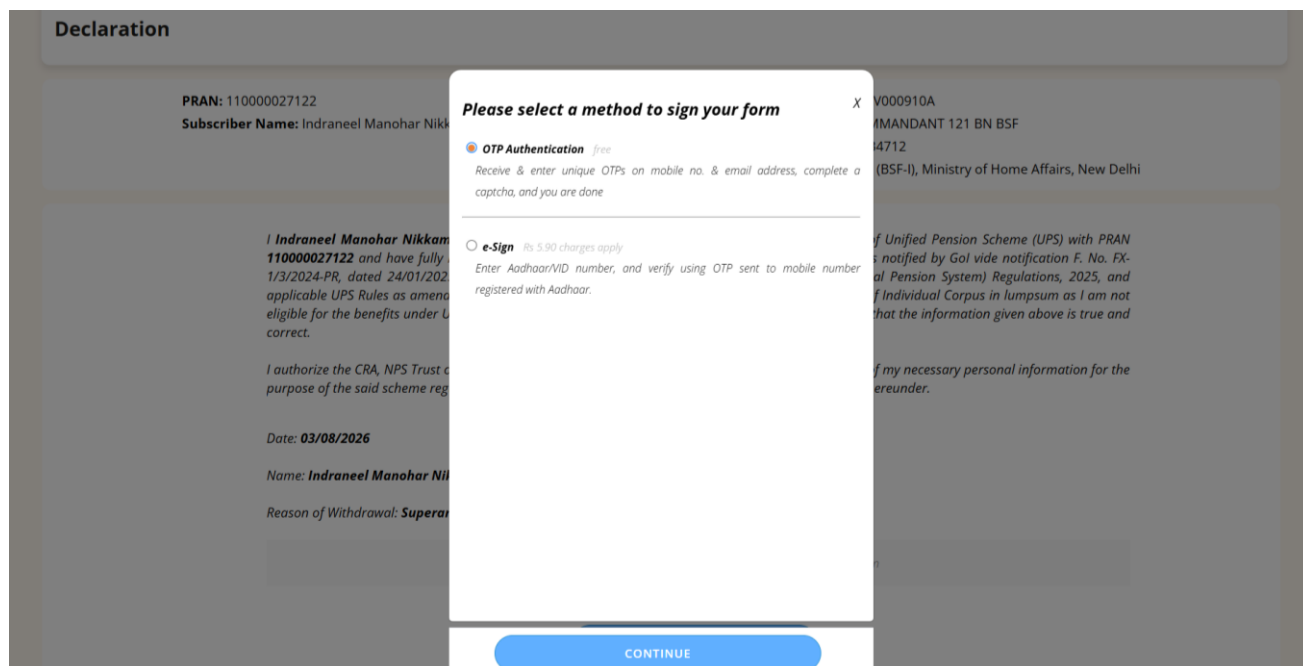


Figure 14

 **OTP Authentication**

Load

OTP Authentication

An OTP has been sent to your registered Mobile number 953*****5 & registered Email ID j***@****.in. Please enter both below.

Mobile OTP

Email OTP

Resend in 01:52

 **Powered by NPS TRUST**

Figure 15

13.After successful OTP Authentication, C1 Request will get initiated, and an Acknowledgement Number will get generated.

At this stage, option is provided to Subscriber to download digitally signed online Form.

Confirmation



Claim UPS benefits request initiated succesfully

PRAN :	110000324021
Name of the Subscriber :	Indraneel MANOHAR Nikkam
Acknowledgement Number :	1000002086
Acknowledgement Date :	14/07/2026

DOWNLOAD eSIGNED WITHDRAWAL FORM

Figure 16

Verification of request by DDO (initiated by Subscriber)

1. On successful initiation of the C1 Request by subscriber, the same will be available to view to mapped DDO for verification procedures.

DDO user (hereafter termed as Verifier) is required to login into the CRA system (<https://cra.nps-proteantech.in/CRA/>) using the User ID and password.

The DDO User needs to select “Unified Pension Scheme” menu and click on sub-option **“Subscribers not eligible to Claim UPS Benefits”**

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits

protean | **nps** *#Zaruri Hai* | **National Pension System (NPS)**

Welcome Drawing and Disbursing Officer -CGV008405F00 | 22-Jul-2026 | Home | Logout

Subscriber Registration | Subscriber Maintenance | Views | Exit Management | Grievances Management | Unified Pension Scheme | Reports | User Management

Migrate to UPS
Claim UPS Benefits (Retirees till Mar-25)
UPS Forms Details
Claim UPS Benefits(Retirees on or after 01-Apr-25)
Online UPS Registration
One Time Switch to NPS
One Way Switch to NPS
Subscribers not eligible to Claim UPS Benefits

Central Recordkeeping Agency
If Exit Claim IDs awaiting any action
If Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

Subscriber is required to purchase [View Annuity Quotes](#)

PFRDA has issued an Advisory for Streamlining of handling of Exit cases. For details click here

Guide for NPS operations DDO

UPS Dashboard Reports
eNominations, UPS Forms

Retired life ka sahara, NPS hamara

Notification

Transaction Type	Count
eNomination Verification	1

Home | Contact Us | System Configuration | Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

javascript:submiturl('/NodalC1UPSWdrRedirect','UPS C1 Wdr Request')

Figure 17

- The verifier needs to select “**Verify**” option. After selection, the verifier needs to enter either PRAN, Ack Number or the Date Range. In case if date range is entered, all pending requests will appear for Verification. (The difference between the From and To Date cannot be greater than 15 days).

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User Id: CGV008405F00 | [Back to Main Menu](#)

Individual Corpus Payout Form

☐ Initiate Request
 ☒ Verify Subscriber Initiated Request
 ☐ Complete Pending Request
 ☐ View Request Status

Request Verification/Authorization

[Download Pending List](#)

PRAN	
Acknowledgement Number	
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 18

- After submitting necessary details, the request initiated by the Subscriber will be displayed.

Individual Corpus Payout Form

☐ Initiate Request ☒ Verify Subscriber Initiated Request ☐ Complete Pending Request ☐ View Request Status

Request Verification/Authorization

[Download Pending List](#)

PRAN	
Acknowledgement Number	
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit**Reset****View All Pending Requests**

Acknowledgement Number	Request Date	PRAN	Withdrawal Type	Initiated By	Last Action Taken	Pending With	Action
1000002086	14-07-2026	110000324021	C1	110000324021	Initiated by Subscriber	DDO Initiator	Accept/Reject

Note

- From Date and To Date will be the Date of Initiation of Claim UPS benefits Request
- Enter any one search criteria, Either Acknowledgment Number or Pran or from Date and to Date

Figure 19

4. On clicking '**Accept/Reject**' button, all the details as entered by the Subscriber will appear on the screen in various tabs commencing with "Subscriber Details Tab" to "Document Upload" tab.

➤ Subscriber Details



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NPS
Zaruri Hai

National Pension System (NPS)

User Id: CGV008405F00

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Individual Corpus Payout Form - Request Initiation

PRAN: 110000324021 Subscriber Name: TEJASHREE PRAKASH SHINDE
DDO Registration No.: CGV008405F DDO Name: INS MANDOVI
PAO Registration No.: 2001893 PAO Name: Coast Guard (Officers), Pay & Accounts Office, Noida
Acknowledgement ID: 1000002086

[Subscriber Details](#) [Office Record and Subscriber Bank Details](#) [Employment and Service Details](#) [Document Upload](#)

[Cancel Request](#)

Withdrawal Type

Type of Withdrawal *	Superannuation (before 10 years of qualifying service)	Benefit claimed by *	Subscriber
----------------------	--	----------------------	------------

Personal Details

Subscriber Name *	INDRANEEL MANOHAR NIKK	PRAN*	110000324021
Date of Birth*	01/02/1993	Gender*	Male
PAN*	DJIPG2101J	Flat/House No./Bldg. Name*	404, CHEMBUR AMEYA CHS,
PAN verification status*	Verified	Village and Post Office/Block	CHEMBUR
Street/Locality	V. N. PURAV MARG, NR VIJAY	State/Union Territory*	Maharashtra
City/District*	MUMBAI,,MUMBAI SUBURBAI	Country*	India
Pincode*	400071	Telephone No.(If any)	
Mobile Number for correspondence *	9538007285		
Email ID for correspondence *	INDRANEELN@PROTEANTEC		

KYC Details

Document	Document Type	Identification Number	Validity (in case of Passport and Driving License)
Aadhaar No.*(Only last 4 digits) /DL/ Passport/Voter ID/CERSAI ID/ Letter issued by NPR	Aadhaar No.*(voluntary) 	XXXXXXXX4141	DD/MM/YYYY 

Declaration

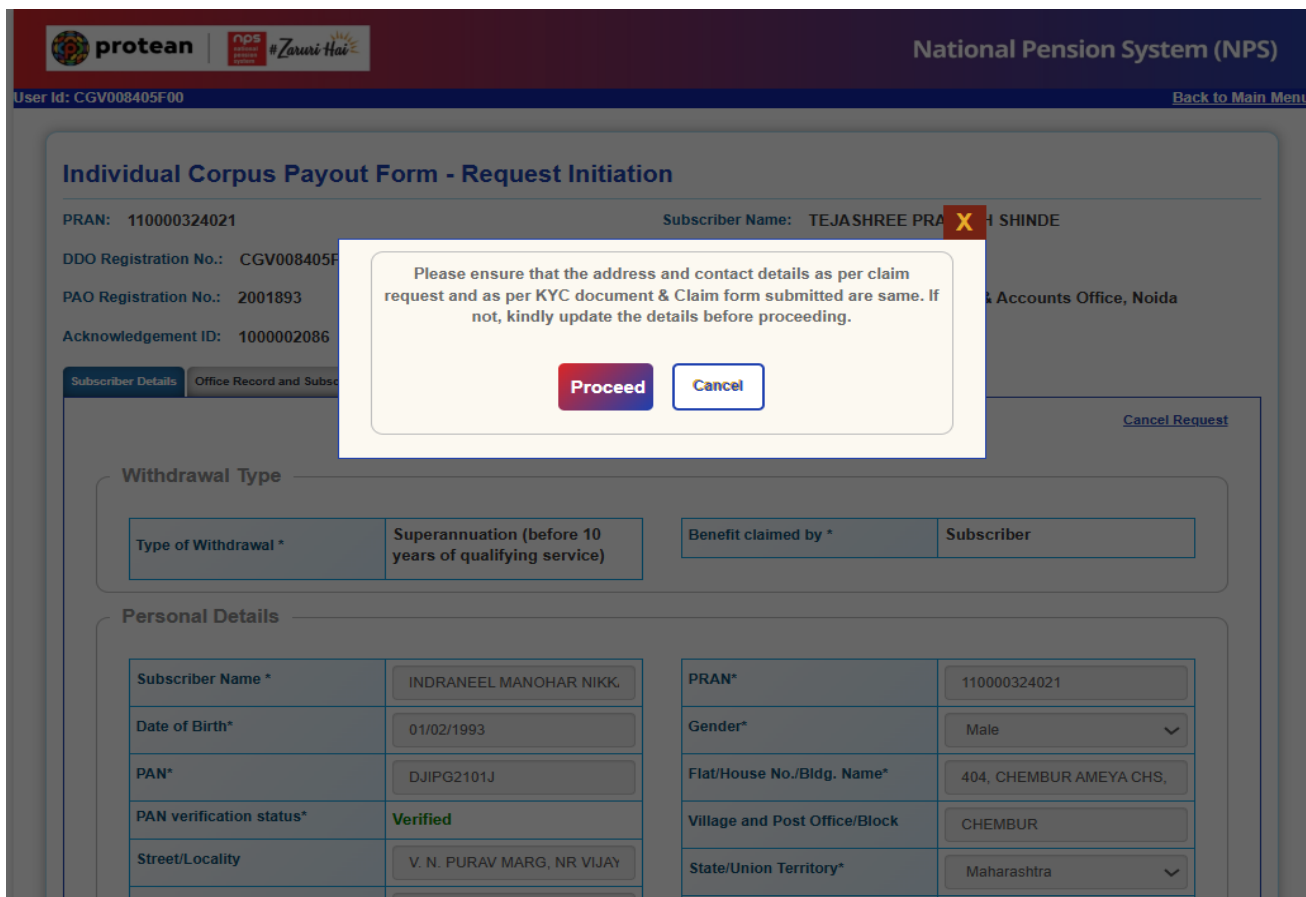
☒ I **TEJASHREE PRAKASH SHINDE** Son / Daughter of Mr. / Mrs. **THNGH** a subscriber of Unified Pension Scheme (UPS) with PRAN 110000324021 and have fully read and understood the provisions of Unified Pension Scheme (UPS) as notified by GoI vide notification F. No. FX-1/3/2024-PR, dated 24/01/2025 and PFRDA (Operationalisation of Unified Pension Scheme under National Pension System) Regulations, 2025 as amended from time to time. I hereby declare that I am eligible to avail benefits under UPS in terms of the aforesaid notification and Regulations. I certify that the information given above is true and correct.

I authorize the CRA, NPS Trust or any other entity connected with UPS to collect and share data/ details of my necessary personal information for the purpose of the said scheme regulated under the PFRDA Act, 2013 and the relevant regulations notified thereunder. *

Save and Proceed

Close

Figure 20



Individual Corpus Payout Form - Request Initiation

PRAN: 110000324021 Subscriber Name: TEJASHREE PRAKASH SHINDE

DDO Registration No.: CGV008405F Accounts Office, Noida

PAO Registration No.: 2001893

Acknowledgement ID: 1000002086

Warning Message: Please ensure that the address and contact details as per claim request and as per KYC document & Claim form submitted are same. If not, kindly update the details before proceeding.

Buttons: Proceed, Cancel

Withdrawal Type

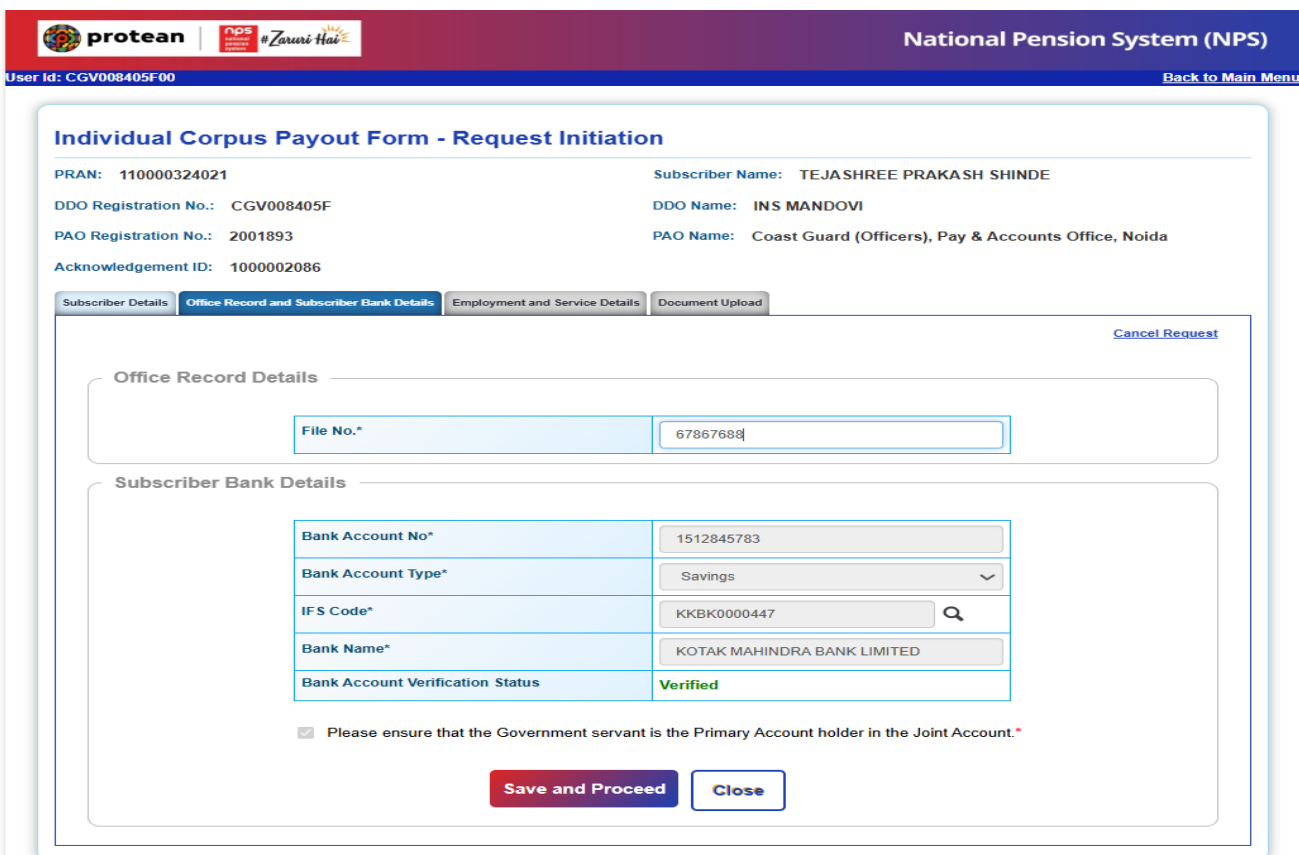
Type of Withdrawal * Superannuation (before 10 years of qualifying service) Benefit claimed by * Subscriber

Personal Details

Subscriber Name *	INDRANEEL MANOHAR NIKK	PRAN*	110000324021
Date of Birth*	01/02/1993	Gender*	Male
PAN*	DJIPG2101J	Flat/House No./Bldg. Name*	404, CHEMBUR AMEYA CHS,
PAN verification status*	Verified	Village and Post Office/Block	CHEMBUR
Street/Locality	V. N. PURAV MARG, NR VIJAY	State/Union Territory*	Maharashtra

Figure 21

➤ Office record and Subscriber Bank details:



Individual Corpus Payout Form - Request Initiation

PRAN: 110000324021 Subscriber Name: TEJASHREE PRAKASH SHINDE

DDO Registration No.: CGV008405F DDO Name: INS MANDOLI

PAO Registration No.: 2001893 PAO Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Acknowledgement ID: 1000002086

Navigation: Subscriber Details, Office Record and Subscriber Bank Details, Employment and Service Details, Document Upload

Office Record Details

File No.* 67867688

Subscriber Bank Details

Bank Account No*	1512845783
Bank Account Type*	Savings
IFS Code*	KKBK0000447
Bank Name*	KOTAK MAHINDRA BANK LIMITED
Bank Account Verification Status	Verified

☒ Please ensure that the Government servant is the Primary Account holder in the Joint Account.*

Buttons: Save and Proceed, Close

Figure 22

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits

➤ Employment and Service Details:





National Pension System (NPS)

User Id: CGV008405F00

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Individual Corpus Payout Form - Request Initiation

PRAN: 110000324021 Subscriber Name: TEJASHREE PRAKASH SHINDE

DDO Registration No.: CGV008405F DDO Name: INS MANDOLI

PAO Registration No.: 2001893 PAO Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Acknowledgement ID: 1000002086

Subscriber Details
Office Record and Subscriber Bank Details
Employment and Service Details
Document Upload

[Cancel Request](#)

Employment Details

Date of joining Central Govt services (Date from which Qualifying service shall be computed in for UPS benefits)*	01/01/2020
Date of Superannuation *	01/01/2026
Employee Code / ID*	1009A

Details for calculation of UPS benefits payable to subscriber (available in CRA system)

Individual Corpus (IC): Value of corpus as per latest NAV	4,999.93
--	----------

Note: Value as on date of Initiation of request is displayed. Actual amount received by Subscriber/Nominee may vary.

Save
Cancel

Figure 23

➤ Document Upload:





National Pension System (NPS)

User Id: CGV008405F00

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Individual Corpus Payout Form - Request Initiation

PRAN: 110000324021 Subscriber Name: TEJASHREE PRAKASH SHINDE

DDO Registration No.: CGV008405F DDO Name: INS MANDOLI

PAO Registration No.: 2001893 PAO Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Acknowledgement ID: 1000002086

Subscriber Details
Office Record and Subscriber Bank Details
Employment and Service Details
Document Upload

[Cancel Request](#)

File Successfully Uploaded

Document Upload

[Download All](#)

Document Name	Attach File	File Download
Bank Proof.*	FILE UPLOADED BY SUBSCRIBER	 Copy of Bank Proof.jpg
Specimen signature of Subscriber.*	FILE UPLOADED BY SUBSCRIBER	 Specimen Signature of Subscriber.jpg
Joint Photograph / Photograph of the claimant.*	FILE UPLOADED BY SUBSCRIBER	 2 Joint photograph with Legally Wedded Spouse.jpg
Copy of the document containing employment details verified by HOO.*	Choose File No file chosen	 Copy of Bank Proof.jpg
Copy of PAN Card of claimant.	Choose File No file chosen	
KYC documents of claimant.	Choose File No file chosen	
Copy of the signed Form by subscriber (in case the form submitted by subscriber in physical mode).	Choose File No file chosen	

Upload
Close
Confirm & Proceed

Figure 24

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits

- The DDO is required to check all the details as entered by the Subscriber. Nodal office shall ensure authenticity and correctness of details, which have been entered by the Subscriber. In case the DDO observes any discrepancy in details, the request may be cancelled. If all details are verified, the request may be submitted further.

protean **nps** **#Zaruri Hai** **National Pension System (NPS)**

User Id: CGV008405F00 [Back to Main Menu](#)

Individual Corpus Payout Form - Request Initiation

PRAN: 110000324021 Subscriber Name: INDRANEEL MANOHAR NIKKAM

DDO Registration No.
 PAO Registration No.
 Acknowledgement ID

Alert!

To eSign the document successfully, the name of the User ID should match with the Aadhaar records.

Press 'Proceed' if it is matching. You will be directed to eSign Service Provider website for eSigning of the document, through successful authentication from UIDAI.

Press 'Cancel' in case name does not match.

Proceed **Cancel**

Document Name	File Download
Bank Proof.*	Copy of Bank Proof.jpg
Specimen signature of Subscriber.*	Specimen Signature of Subscriber.jpg
Joint photograph with legally wedded Spouse.*	2 Joint photograph with Legally Wedded Spouse.jpg
Copy of the document containing employment details verified by HOO.*	Copy of Bank Proof.jpg
Copy of PAN Card of claimant.	
KYC documents of claimant.	
Copy of the signed Form by subscriber (in case the form submitted by subscriber in physical mode).	

[Download All](#)

Edit **Final Submit** **Close**

Figure 25

- The DDO shall be further redirected to eSign webpage for eSigning the Online C1 Request. The DDO User needs to enter his/her Aadhaar details and subsequently enter the OTP (Received on Aadhaar linked mobile number of DDO User).

protean

National Pension System Trust has requested to Digitally sign the document

Transaction ID: UKC:eSign:4521:20260722195553477 dated **2026-07-22T19:55:58**

Select a Language

Please click on the checkbox and enter Aadhaar / Virtual ID

☒ I hereby authorize Protean eGov Technologies Limited to:

- Use my Aadhaar / Virtual ID details (as applicable) for the purpose of eSigning the registration document / service requests under National Pension System (NPS) / Unified Pension Scheme (UPS) / 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.
- 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) for the purpose of eSigning the registration document / service requests under National Pension System (NPS) / Unified Pension Scheme (UPS) / Atal Pension Yojana (APY) for/with National Pension System Trust .
- 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.
- For any concerns or disputes on the translated Consent Statement, the "English" version of this Consent Statement shall prevail and be considered the official and final version.

VID/Aadhaar: 999054964141

SEND OTP **CANCEL**

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

Figure 25

 **protean**

National Pension System Trust has requested to Digitally sign the document
Transaction ID: UKC:eSign:4521:20260722195553477 dated **2026-07-22T19:55:58**

Select a Language ▾

Please click on the checkbox and enter Aadhaar / Virtual ID

☒ I hereby authorize Protean eGov Technologies Limited to:

1. Use my Aadhaar / Virtual ID details (as applicable) for the purpose of eSigning the registration document / service requests under **National Pension System (NPS) / Unified Pension Scheme (UPS) / 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) for the purpose of eSigning the registration document / service requests under **National Pension System (NPS) / Unified Pension Scheme (UPS) / 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.
4. For any concerns or disputes on the translated Consent Statement, the "English" version of this Consent Statement shall prevail and be considered the official and final version.

ENTER OTP : 

Verify OTP **Cancel**

Success! OTP has been sent to mobile *****7285 & email ID NA

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

Please do not press "Submit" button once again or the "Refresh" or "Back" buttons.

Figure 26

7. On successful Verification of OTP, the system generated message will appear as "Request is Pending at Nodal Office". The DDO shall download the eSigned C1 Form and maintain it for records.

 **protean**  **nps**  **#Zoruri Hai**

National Pension System (NPS)

User Id: CGV008405F00 [Back to Main Menu](#)

Individual Corpus Payout Form

eSign for UPS Claim Benefits is successful. Please download eSigned form & verify the signature. Request is pending for processing at Nodal Office.

Individual Corpus Payout Form

PRAN	110000324021
Acknowledgement No	1000002086
Captured Date	22-07-2026 19:57:46

Download e-Sign file

Back

Retired life ka sahara, NPS hamara

[Home](#) | [Contact Us](#) | [System Configuration](#) | [Best Viewed](#) | [Entrust Secured](#) | [Privacy Policy](#) | [Grievance Redressal Policy](#)

Figure 27

Authorization of request by PAO (initiated by Subscriber)

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits

1. On successful Verification of the C1 Request by Request by DDO, the same will be available to view to mapped PAO for Authorisation procedures.

PAO user (hereafter termed as Authoriser) is required to login into the CRA system (<https://cra.nps-proteantech.in/CRA/>) using its unique User ID and password.

The PAO needs to select “Unified Pension Scheme” menu and click on sub-option “**Subscribers not eligible to Claim UPS Benefits**”

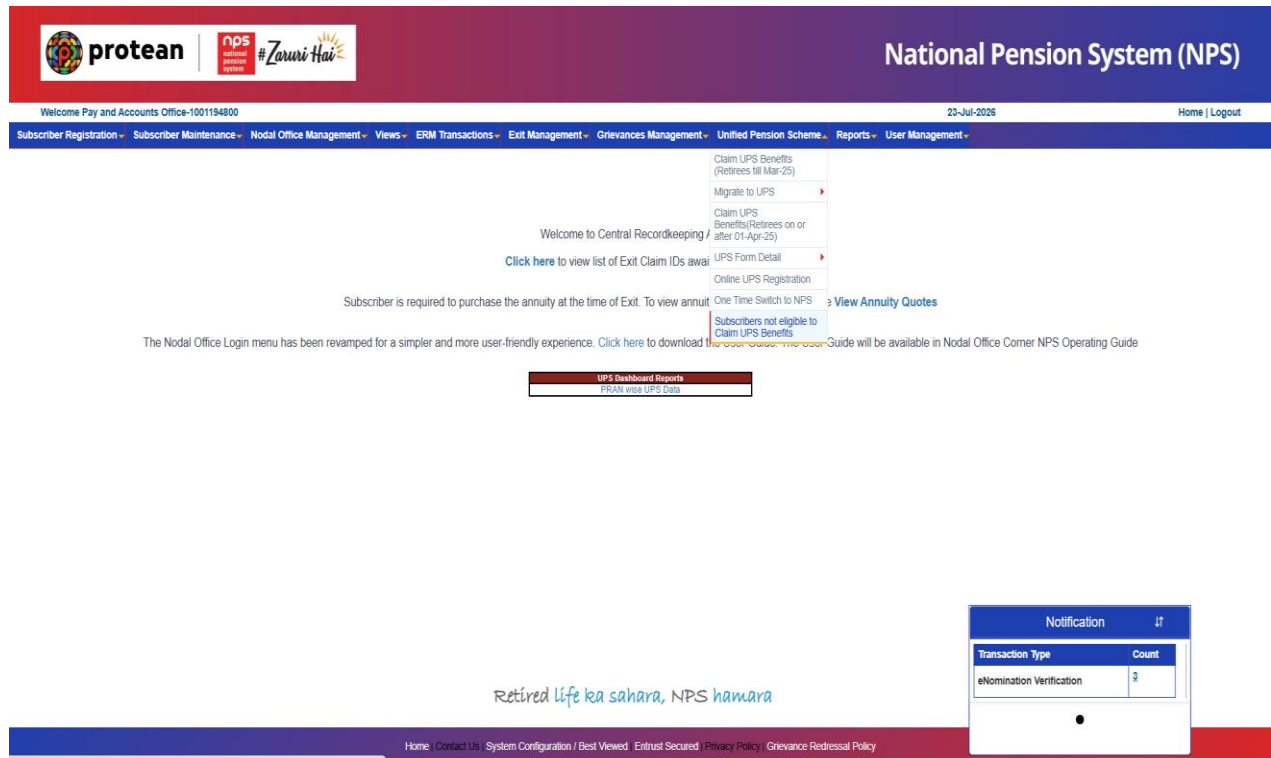


Figure 28

2. The PAO User needs to select “**Verify**” option. After selection, the User needs to enter either PRAN, Ack Number or the Date Range. In case if date range is entered, all pending requests will appear for Authorisation. (The difference between the From and To Date cannot be greater than 15 days).

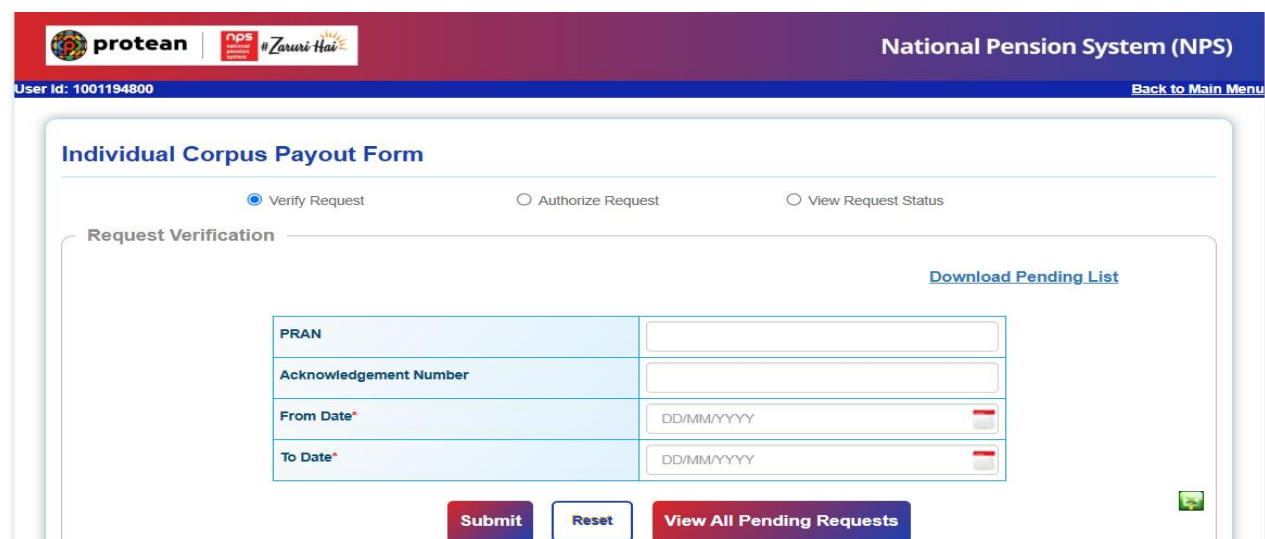
The screenshot shows the 'Individual Corpus Payout Form' in the NPS CRA portal. The form has three tabs: 'Verify Request' (selected), 'Authorize Request', and 'View Request Status'. Under the 'Verify Request' tab, there's a 'Request Verification' section. It contains a table with four rows: 'PRAN', 'Acknowledgement Number', 'From Date*', and 'To Date*'. Each row has a corresponding input field. Below the table, there are three buttons: 'Submit', 'Reset', and 'View All Pending Requests'. A 'Download Pending List' link is also present. The footer of the form shows the user ID '1001194800' and a 'Back to Main Menu' link.

Figure 29

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits

- On clicking submit button, the request Verified by the DDO will be displayed. The PAO User needs to click on Approve/Reject hyperlink to take the appropriate action on the said request.

Individual Corpus Payout Form

☒ Verify Request ☐ Authorize Request ☐ View Request Status

[Download Pending List](#)

PRAN	
Acknowledgement Number	
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit **Reset** **View All Pending Requests**

Acknowledgement Number	Request Date	PRAN	Withdrawal Type	Initiated By	Last Action Taken	Pending With	Action
1000002086	14-07-2026	110000324021	C1	110000324021	INITIATION COMPLETED BY DDO	Nodal Verifier	Accept/Reject

Note

- From Date and To Date will be the Date of Initiation of Claim UPS benefits Request
- Enter any one search criteria, Either Acknowledgment Number or Pran or from Date and to Date
- The difference between the From and To Date cannot be greater than 90 days

Figure 30

- On clicking Approve/Reject, the C1 Request details as verified by DDO user will be displayed on the screen under various tabs from "Subscriber Details to Documents Upload". PAO needs to verify all the details and click on **Accept**, if all the details as entered and verified by DDO are accurate and further **eSign** the said request.

Individual Corpus Payout Form - Request Verification

PRAN: 110000324021 Subscriber Name: INDRANEEL MANOHAR NIKKAM

DDO Registration No.: CGV008405F DDO Name: INS MANDOV

PAO Registration No.: 2001893 PAO Name: Coast Guard (Officers), Pay & Accounts Office, Noida

Acknowledgement ID: 1000002086

Subscriber Details **Office Record and Subscriber Bank Details** **Employment and Service Details** **Document Upload** **Approve Details**

Flow View

Subscriber Initiator (✓) DDO Initiator (✓) Nodal Verifier (○) NPS-Trust Verifier (○) NPS-Trust Authorizer (○) Completed (○)

Entity ID	User ID	Date	User Type	Action Taken	Rejection Category	Remarks
110000324021	110000324021	14-07-2026	Generated Ack	Accepted		REQUEST RAISED
120094057	CGV008405F00	22-07-2026	DDO Initiator	Accepted		INITIATED

C1 Form Download

Download C1 Form

Accept/Reject Request

☒ Accept ☐ Reject ☐ Back to DDO

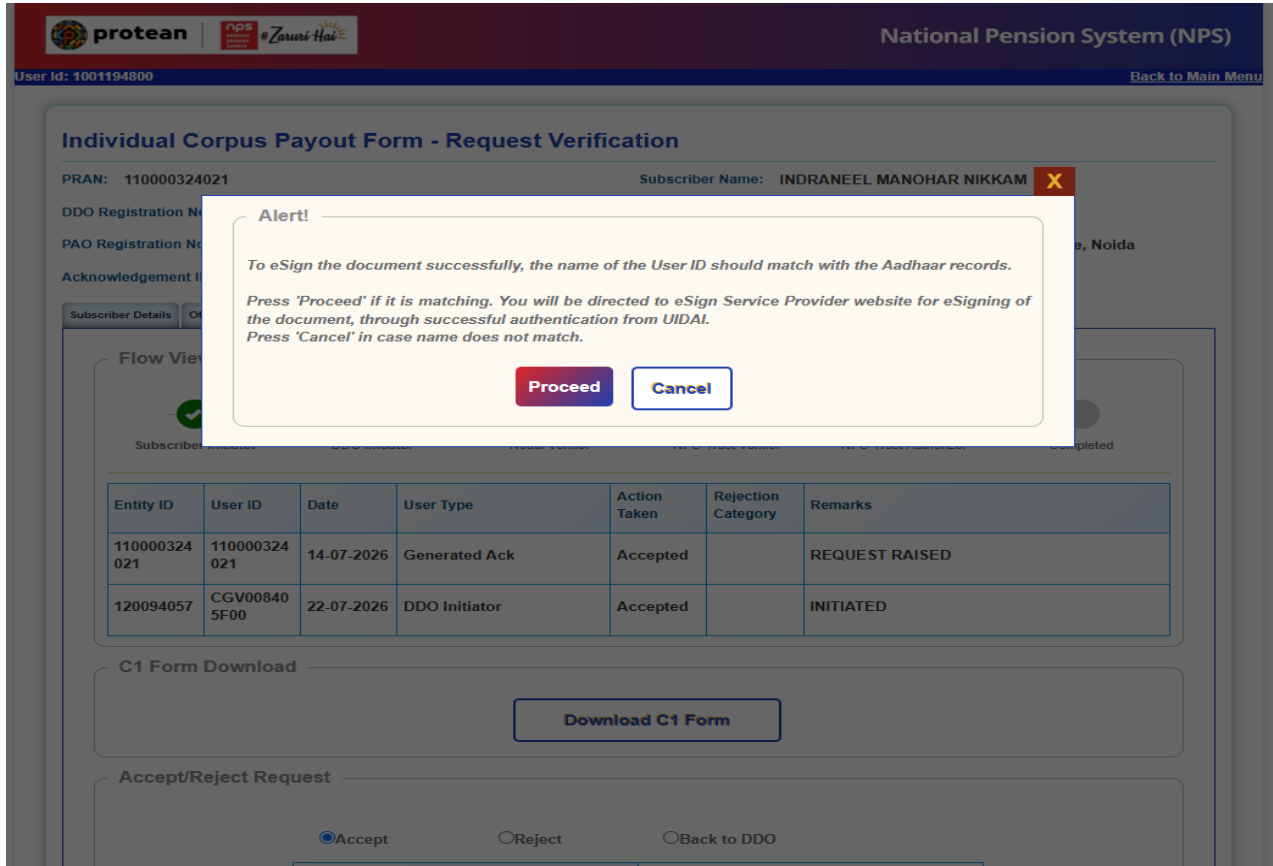
Remarks

eSign **Close**

Figure 31

C1 Request Initiated by Subscriber who is not eligible to claim UPS Benefits

8. The PAO shall be further redirected to eSign webpage for eSigning the Online C1 Request. The PAO User needs to enter his/her Aadhaar details and subsequently enter the OTP (Received on Aadhaar linked mobile number of the PAO User).



protean **nps** **₹ Zoruni Hai** **National Pension System (NPS)**

User Id: 1001194800 Back to Main Menu

Individual Corpus Payout Form - Request Verification

PRAN: 110000324021 Subscriber Name: INDRANEEL MANOHAR NIKKAM X

DDO Registration No. PAO Registration No. Acknowledgement No.

Alert!
To eSign the document successfully, the name of the User ID should match with the Aadhaar records.
Press 'Proceed' if it is matching. You will be directed to eSign Service Provider website for eSigning of the document, through successful authentication from UIDAI.
Press 'Cancel' in case name does not match.

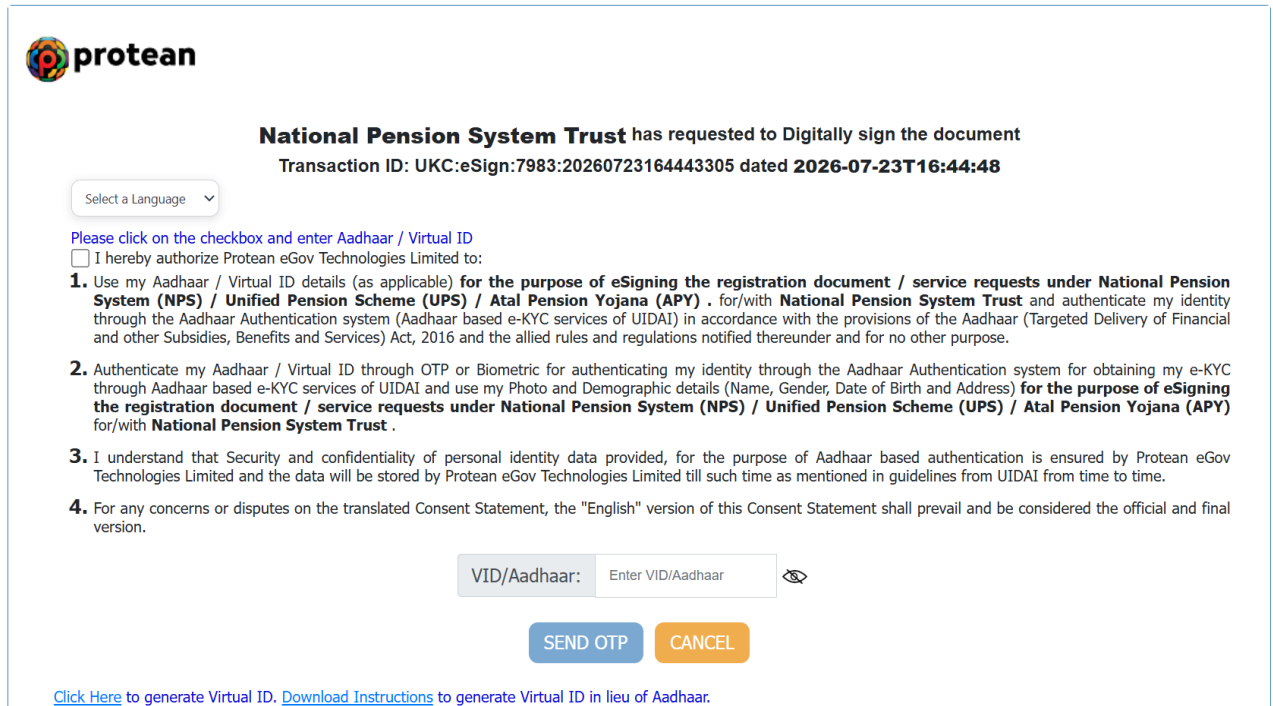
Proceed **Cancel**

Entity ID	User ID	Date	User Type	Action Taken	Rejection Category	Remarks
110000324021	110000324021	14-07-2026	Generated Ack	Accepted		REQUEST RAISED
120094057	CGV008405F00	22-07-2026	DDO Initiator	Accepted		INITIATED

C1 Form Download **Download C1 Form**

Accept/Reject Request ☒ Accept ☐ Reject ☐ Back to DDO

Figure 32



protean

National Pension System Trust has requested to Digitally sign the document
Transaction ID: UKC:eSign:7983:20260723164443305 dated **2026-07-23T16:44:48**

Select a Language ▼

Please click on the checkbox and enter Aadhaar / Virtual ID
☐ I hereby authorize Protean eGov Technologies Limited to:

1. Use my Aadhaar / Virtual ID details (as applicable) for the purpose of eSigning the registration document / service requests under National Pension System (NPS) / Unified Pension Scheme (UPS) / 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) for the purpose of eSigning the registration document / service requests under National Pension System (NPS) / Unified Pension Scheme (UPS) / 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.
4. For any concerns or disputes on the translated Consent Statement, the "English" version of this Consent Statement shall prevail and be considered the official and final version.

VID/Aadhaar: Enter VID/Aadhaar 

SEND OTP **CANCEL**

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

Figure 33



National Pension System Trust has requested to Digitally sign the document
Transaction ID: UKC:eSign:7983:20260723164443305 dated **2026-07-23T16:44:48**

Select a Language ▾

Please click on the checkbox and enter Aadhaar / Virtual ID

☒ I hereby authorize Protean eGov Technologies Limited to:

1. Use my Aadhaar / Virtual ID details (as applicable) for the purpose of eSigning the registration document / service requests under **National Pension System (NPS) / Unified Pension Scheme (UPS) / 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) for the purpose of eSigning the registration document / service requests under **National Pension System (NPS) / Unified Pension Scheme (UPS) / 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.
4. For any concerns or disputes on the translated Consent Statement, the "English" version of this Consent Statement shall prevail and be considered the official and final version.

ENTER OTP : 

Success! OTP has been sent to mobile *****7285 & email ID NA

Please do not press "Submit" button once again or the "Refresh" or "Back" buttons.

Figure 34

9. On successful Verification of OTP, the system generated message will appear as "Request is Pending for Processing at NPS Trust". The PAO shall download the eSigned C1 Form and maintain it for records.

  **National Pension System (NPS)**User Id: 1001194800
eSign Confirmation[Back to Main Menu](#)**Individual Corpus Payout Form**

eSign for UPS Claim Benefits is successful. Please download eSigned form & verify the signature. Request is pending for processing at NPS Trust.

Individual Corpus Payout Form

PRAN	110000324021
Acknowledgement No	1000002086
Captured Date	23-07-2026 16:46:18

[Download e-Sign file](#)[Back](#)

Figure 35

Once the acknowledgement ID is authorized by PAO User, the request will be available to NPS Trust for onward Verification and Authorisation. On successful Authorisation of request by NPS Trust, C1 Request will be processed in the CRA system and amount will be credited to beneficiary bank account as per the current settlement timelines.

B. Offline Mode: Steps to initiate C1 Request by DDO

C1 Request Initiated by DDO for Subscriber who is not eligible to claim UPS Benefits

Subscriber is required to fill up the “Form C1” and submit to the DDO to initiate the Withdrawal request Offline. The form is available to download on the following webpage:

<https://www.npscra.proteantech.in/ups.php>
