

Protean e Gov Technologies Limited



Standard Operating Procedure (SOP)

for Tier II Withdrawal

(Version 1.1)

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	23/08/2024	1.1	-	SOP are updated as per new functionality released, New Screenshots are incorporated

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1. Introduction

Government of India (GOI) has now rolled out Tier II investment in Permanent Retirement Account Number (PRAN). This is a facility for the existing PRAN holders (also to the prospective subscribers who intend to subscribe for NPS) to undertake investments over and above the investment in the normal pension account i.e., Tier I. Point of Presence (POP) will act as a subscriber interface for activation of Tier-II accounts for All Citizens of India mainly known as Unorganised Sector (UoS) and also to Government employees who are mandatorily covered under NPS.

The subscribers which can activate Tier II accounts are new Subscribers (applying fresh for Tier I & II), IRA Complaint Subscribers (issued a PRAN Card by CRA) and Non IRA Compliant Subscribers (who have been registered for Tier I, have a PRAN but yet to be issued a PRAN Card by CRA). Subscribers registered with CRA for Tier II account have an option to:

- Withdrawal -complete or partial amount from Tier II account
- Update Personal/ Nomination details
- Update Bank details
- Change Scheme Preference (same as Tier I, SOP already available on CRA website)

Tier II Withdrawal Request process:

Subscriber shall submit duly filled physical withdrawal request as per the format prescribed by PFRDA (**Form-Annexure-S12**) on website link of www.npskra.nsdl.co.in to the POP/POP-SP for withdrawing fund from Tier II account. TheSubscribers will have facility of withdrawing full or partial amounts from the Tier II account. POP/POP-SP shall accept the request only from the Subscribers associated with it as each Subscriber is linked to the concerned POP-SP in CRA system. The Subscribers account will remain active even after execution of partial or full withdrawal from Tier II account.

POP-SP shall carry out following checks while accepting the withdrawal request form for Tier II

- All relevant fields including PRAN are filled by the applicant. In case of any incomplete information, the request shall be rejected.
- Request form is duly signed by the Subscriber.
- PRAN provided by the Subscriber is active and valid in the system.
- PRAN (Subscriber) is associated with the concerned POP-SP. POP-SP shall collect photocopy of the appropriate supporting documents i.e., copy of PRAN card in case of IRA compliant Subscribers. For non IRA complaint Subscribers, POP/POP-SP shall collect proof of identity. The documents collected as proof of identity should be valid at the time of acceptance.
- POP/POP-SP shall ensure that the Subscriber has mentioned the correct type of withdrawal and correct preference for payment mode.

- On successful verification of the withdrawal request, POP-SP shall accept the same and shall generate a 17 digit Receipt Number as acknowledgement to the Subscriber as per the process provided by CRA. POP-SP shall mention the date of receipt of the request in the space provided in the form. The algorithm specified by CRA as mentioned below:

First 2 digits (from left) – Type of request i.e, 14 for withdrawal request

Next 7 digits - Registration Number of POP-SP e.g., 6000002

Next 8 digits - Running sequence number eg.00000001

Note : 10th digit of the receipt number should be “4” only for corporate subscribers.

- POP/POP-SP shall upload MIS in CRA system for the receipt numbers allotted to subscribers.
- POP/POP-SP shall capture the withdrawal request with details such as PRAN, Type of account, type of withdrawal, amount to be withdrawn in case of partial withdrawal, etc. The request for withdrawal will be required to be authorised by verifier user.
- On execution of withdrawal request the units from the scheme(s) will be blocked immediately. Redemption (units withdrawal) will happen as per below mentioned timelines.
- 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.

Tier II withdrawal Timelines:

- The process of Tier II withdrawal involves redemption of applicable units from Subscriber's Tier II 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 12.00 PM*) 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 11:30 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 12.00 PM*) 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 various factors.

2. Uploading MIS and Capturing of request:

Uploading of MIS:-

POP shall login to CRA system with DSC based User ID allotted by CRA as given below. **Figure 1** below

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

National Pension System (NPS)

Government Nodal officers can [Click here](#), Corporates & POPs can [Click here](#) to submit requests on behalf of subscriber to participate in these training sessions. Individual Subscriber

Subscribers

User ID _____

Password _____

Enter Captcha $69 + 6 =$ _____

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID _____

Password _____

Enter Captcha $31 + 2 =$ _____

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

[Reset Password](#) [Help/Instructions for Login](#)

Annual Transaction Statement on Email

Invest in NPS

Activate Tier II Account: Free !!

FATCA Compliance

Know Your Pension (NPP)

Subscriber Consent to share contact details with ASP

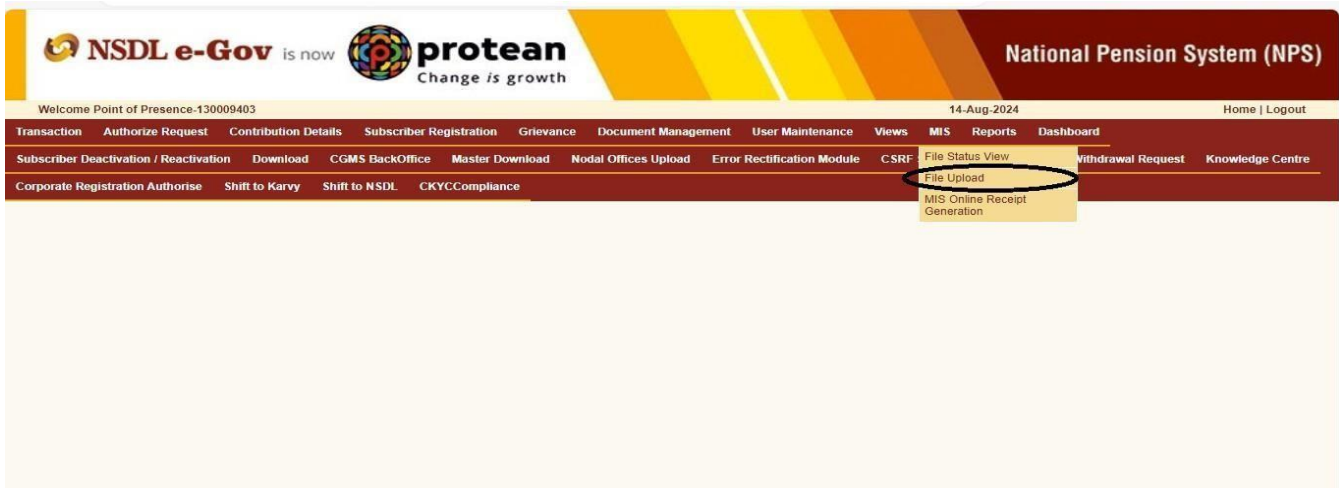
Subscriber Registration/Photo-Signature Modification Request

Status using Receipt Number

My Withdrawal Utility

PRAN Card Dispatch Status

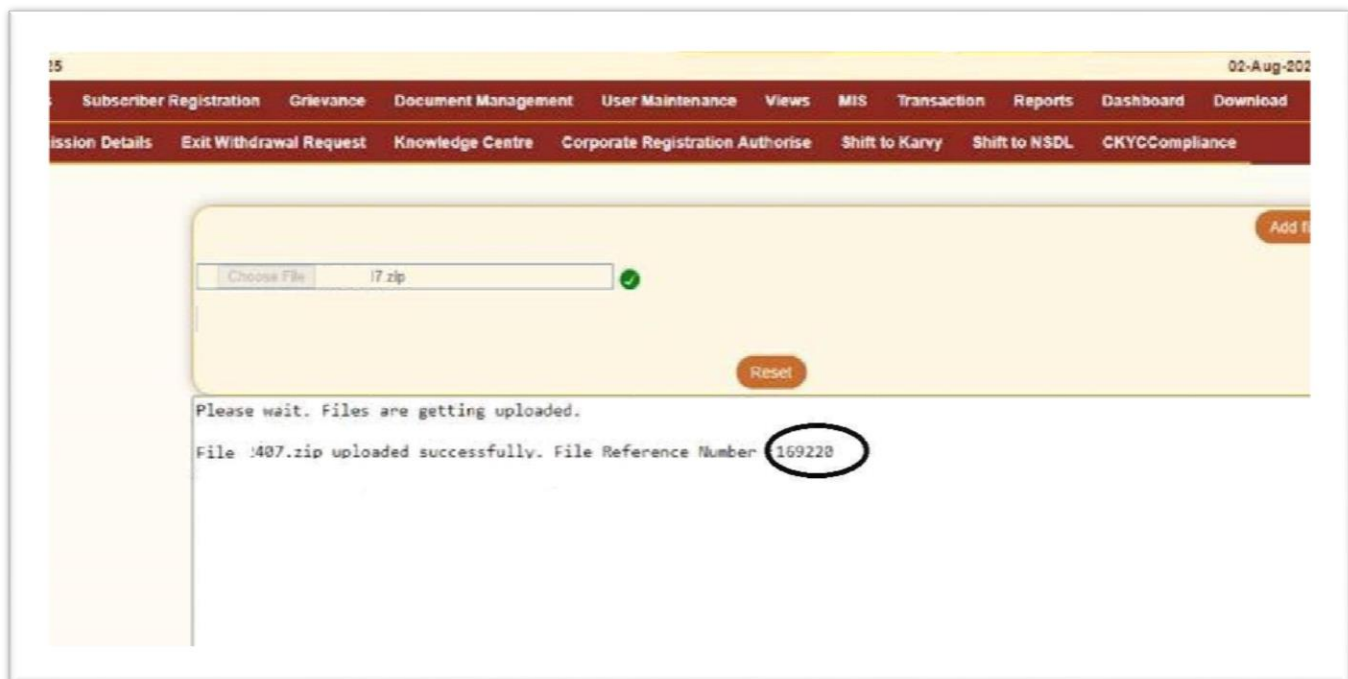
POP shall Upload the MIS in the system under the option of MIS – File Upload for Tier II withdrawal request as given below. **Figure 2** below



On selection of the same the below given figure will appear with a provision to upload the .fvu text file. **Figure 3** below



On uploading of the file the below mention screen will appear with the Reference number: **Figure 4** below



You may check the status of the MIS upload by selecting the option File status View and entering the reference number is highlighted:

The status of the file will appear as below: **Figure 5** below



02-Aug-2024

Subscriber Registration Grievance Document Management User Maintenance Views MIS Transaction Reports Dashboard Download CGMS B

n Details Exit Withdrawal Request Knowledge Centre Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

File Status

File Reference No.	File Upload Date	User ID	Response File	File Status
169221	2024-08-02	130035925	169221res.html	Accepted

3. Capturing the request in the system:

POP shall login to CRA system with DSC based User ID allotted by CRA as given below. **Figure 6** below

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

Government Nodal officers can [Click here](#), Corporates & POPs can [Click here](#) to submit requests on behalf of subscriber to participate in these training sessions.] Individual Subscriber

Subscribers

User ID _____

Password _____

Enter Captcha: 69 + 6 = _____

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID _____

Password _____

Enter Captcha: 31 + 2 = _____

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#) [Help/Instructions for Login](#)

After logging onto CRA system under the transaction menu the POP may select the option as Initiate Withdrawal Request: **Figure 7** below

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

Welcome Point of Presence-130009403 14-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details **Exit Withdrawal Request** Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYC Compliance

- Verify Subscriber Withdrawal Initiation
- Withdrawal Request Status View
- Authorize Deferment
- Verify Deferment
- Initiate Generate/Cancel Claim ID
- Authorize Generate/Cancel Claim ID
- Claim ID Status View
- Initiate Deferment
- Request Status View
- Initiate Withdrawal Request**

Activate Windows

The screenshot shows the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. Below the header, there is a navigation bar with links: Transaction, Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Reports, Dashboard, Subscriber Deactivation / Reactivation, Download, CGMS BackOffice, Master Download, Nodal Offices Upload, Error Rectification Module, CSRF Submission Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, Shift to Karvy, Shift to NSDL, and KYCCCompliance. The main content area is titled 'Initiation of Withdrawal Request'. It features a form with a dropdown menu for 'Withdrawal Type *' and two radio button options: 'Superannuation/Premature Exit/Incapacitation' and 'Death Withdrawal'. A downward arrow icon is positioned above the dropdown menu.

POP/POP-SP shall provide Subscriber PRAN as shown below. **Figure 8** below

The screenshot shows the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. Below the header, there is a navigation bar with links: Transaction, Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Reports, Dashboard, Subscriber Deactivation / Reactivation, Download, CGMS BackOffice, Master Download, Nodal Offices Upload, Error Rectification Module, CSRF Submission Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, Shift to Karvy, Shift to NSDL, and KYCCCompliance. The main content area is titled 'PRAN *'. It features a text input field containing the value '110031127012'. Below the input field are two buttons: 'Submit' and 'Reset'. Below the buttons, there is a link: 'Please click here to [View Annuity Quotes](#)'. A 'Note' section follows, containing three bullet points: 'Request for Complete Withdrawal would automatically redeem all units lying in Tier 2 account of the subscriber, if any.', 'Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account', and 'Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.'

On submission, the screen as shown will be displayed and the POP/ POP-SP shall enter the type of withdrawal as given and POP/POP-SP shall enter the 17-digit receipt number beginning with the request type 14 provided to the Subscriber as an acknowledgment on submission of Tier II withdrawal request. **Figure 9** below

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

National Pension System (NPS)

Welcome Point of Presence-130009410 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

PRAN 110031127012

Superannuation cannot be initiated since Date Of Retirement is still beyond 180 days

Tier 1 valuation 239580.45
Tier 2 valuation 49314.49
Date Of Birth 20/01/1986
Withdrawal due to * Tier 2 Partial Withdrawal
Partial Withdrawal Option * Lumpsum Withdrawal
Receipt No. */Back office reference No. 1450000000000009

Please click here to [View Annuity Quotes](#)

Submit Cancel

Note

- Request for Complete Withdrawal would automatically redeem all units lying in Tier 2 account of the subscriber, if any.
- Online Bank Account Verification (Penny drop) charges of Rs. 1.80 + Taxes will be applicable for every penny drop attempt. These charges will be recovered through unit deduction from Subscriber's NPS Account
- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
- Enter Receipt No. for UOS sector or Back office reference No. for Corporate sector.
- Receipt No. for UOS sector is mandatory.

Activate Windows
Go to Settings to activate Windows.

POP/POP-SP shall enter the amount to be withdrawn as specified by the Subscriber whereas in case of complete withdrawal, POP/POP-SP shall select 'Withdraw Total Holdings' option. **Figure 10** below

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

National Pension System (NPS)

Welcome Point of Presence-130009410 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

Withdrawal Request Details Initiation Screen

PRAN 110031127012
Entity Reg. No. 6003045
Subscriber Name

* Mandatory Fields

Withdrawal Amount * 100

☒ Withdraw Total Holdings

Submit Cancel

On submission of details, screen as show in below will be displayed. **Figure 11** below

The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". Below the header, there is a navigation bar with various links: Transaction, Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Reports, Dashboard, Subscriber Deactivation / Reactivation, Download, CGMS BackOffice, Master Download, Nodal Offices Upload, Error Rectification Module, CSRF Submission Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, Shift to Karvy, Shift to NSDL, and KYCCCompliance. The main content area displays the "Withdrawal Request Initiation Confirmation Screen". A table titled "Subscriber Details" shows the following information: PRAN (110031127012), Name, Date of Birth (20/01/1986), and Receipt No. (1450000000000009). At the bottom of the screen, there are two buttons: "Confirm" and "Cancel".

Subscriber Details	
PRAN	110031127012
Name	
Date of Birth	20/01/1986
Receipt No.	1450000000000009

Confirm Cancel

POP/POP-SP shall check that all the details are correct and confirm the same by clicking 'Confirm' button. On confirming the details, screen as shown in below will be displayed with Acknowledgment No. **Figure 12** below

The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". Below the header, there is a navigation bar with various links: Transaction, Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Reports, Dashboard, Subscriber Deactivation / Reactivation, Download, CGMS BackOffice, Master Download, Nodal Offices Upload, Error Rectification Module, CSRF Submission Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, Shift to Karvy, Shift to NSDL, and KYCCCompliance. The main content area displays the "Withdrawal Request Initiation - Complete" screen. A table shows the following information: PRAN (110031127012), Name, Date of Birth (20/01/1986), Receipt No. (1450000000000009), Partial Withdrawal Option (Lumpsum Withdrawal), and Acknowledgement No. (8000675887). Below the table, there is a "Captured Timestamp" field showing "16/08/2024 21:37".

PRAN	110031127012
Name	
Date of Birth	20/01/1986
Receipt No.	1450000000000009
Partial Withdrawal Option	Lumpsum Withdrawal
Acknowledgement No.	8000675887

Captured Timestamp 16/08/2024 21:37

Message will be shown to the POP/POP-SP for successfully capturing of the request and request verification awaited.

4. Authorization of request: -

- POP/POP-SP authorizer user shall login to CRA system using DSC based user ID and shall verify the request.
- On home page, POP/POP-SP shall select ,Authorize Request – Subscriber-Withdrawal request option as shown in below. **Figure 13** below

Welcome Point of Presence-130009403 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCCompliance

Welcome to Central Recordkeeping Agency

[Click here](#) Click here to view list of pending withdrawal request

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

New Subscriber Registration Form (CSRF) will be effective from Dec 1, 2017. Ensure that existing CSRF (in circulation) should reach CRA-FC by

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscriber

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Transaction Type	Count
Subscriber-Shifting Source Authorization	1
Subscriber-Shifting authorization	4

Authorize Transaction

Transaction Type * Withdrawal Request * Mandatory Fields

PRAN 110031127012

Ack No/PRN **

Receipt No

Claim ID

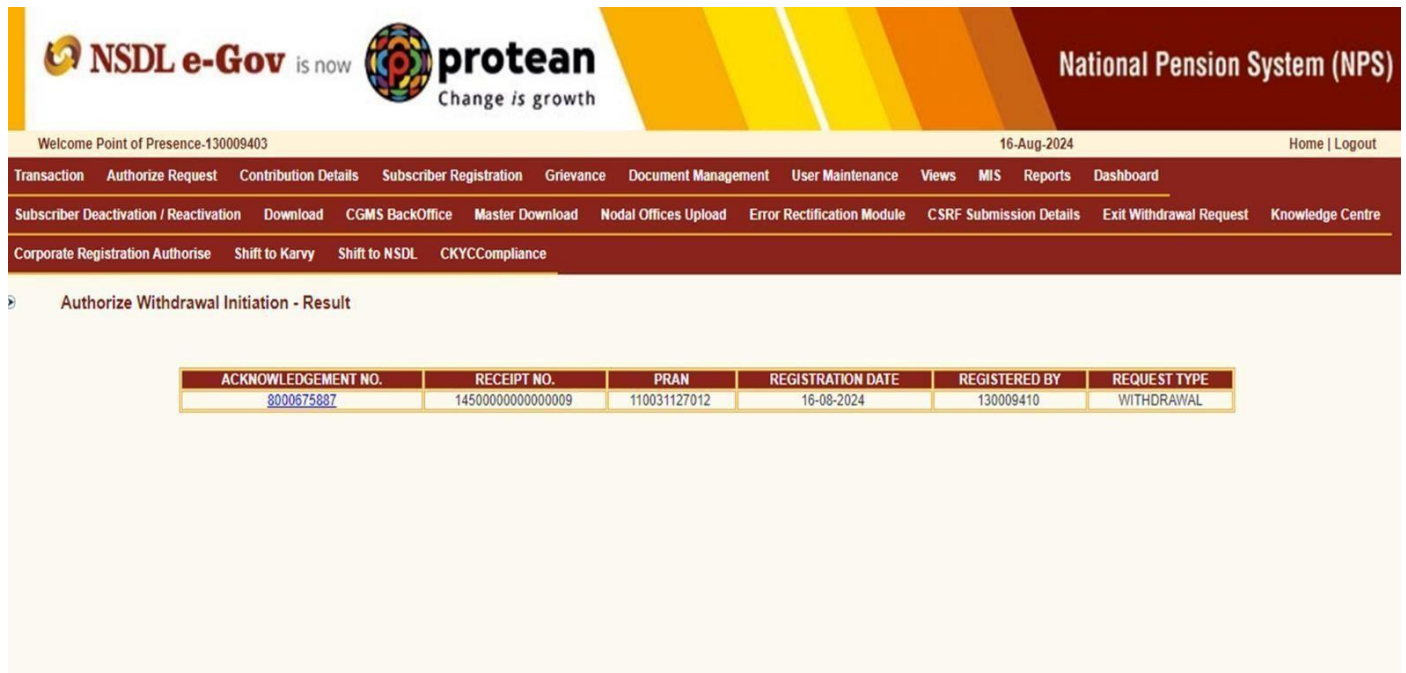
From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Complete Withdrawal sub type All Withdrawal

Search Reset

POP/POP-SP verifier user shall click the hyperlink provided on acknowledgment number to view withdrawal request details. The screen as shown in below will be displayed. **Figure 14** below



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Welcome Point of Presence-130009403 16-Aug-2024 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

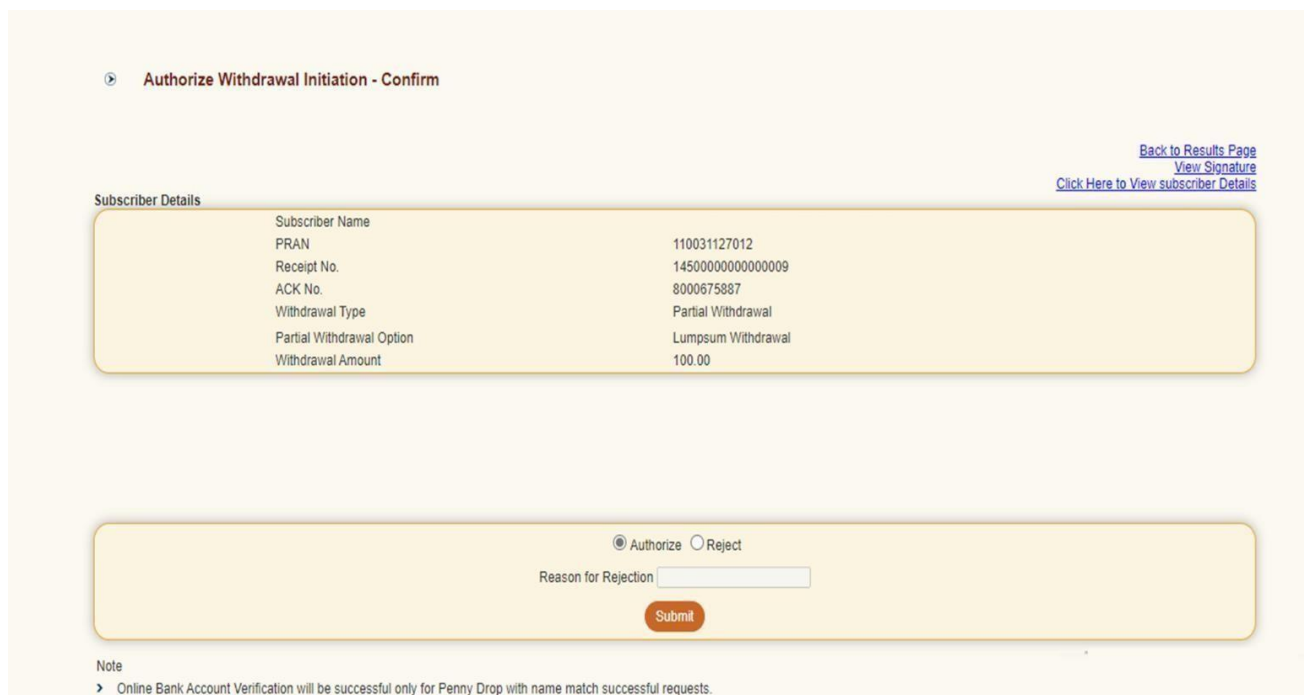
Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre

Corporate Registration Authorise Shift to Karvy Shift to NSDL CKYCCompliance

Authorize Withdrawal Initiation - Result

ACKNOWLEDGEMENT NO.	RECEIPT NO.	PRAN	REGISTRATION DATE	REGISTERED BY	REQUEST TYPE
8000675887	14500000000000009	110031127012	16-08-2024	130009410	WITHDRAWAL

POP/POP-SP shall verify the captured details with the physical withdrawal request. If all the details are correct, verifier shall authorize the request by selecting 'Authorize' button. In case of any discrepancy, verifier user shall enter the necessary reason for rejection and reject the request by selecting 'Reject' button. **Figure 15** below



Authorize Withdrawal Initiation - Confirm

[Back to Results Page](#)
[View Signature](#)
[Click Here to View subscriber Details](#)

Subscriber Details

Subscriber Name	
PRAN	110031127012
Receipt No.	14500000000000009
ACK No.	8000675887
Withdrawal Type	Partial Withdrawal
Partial Withdrawal Option	Lumpsum Withdrawal
Withdrawal Amount	100.00

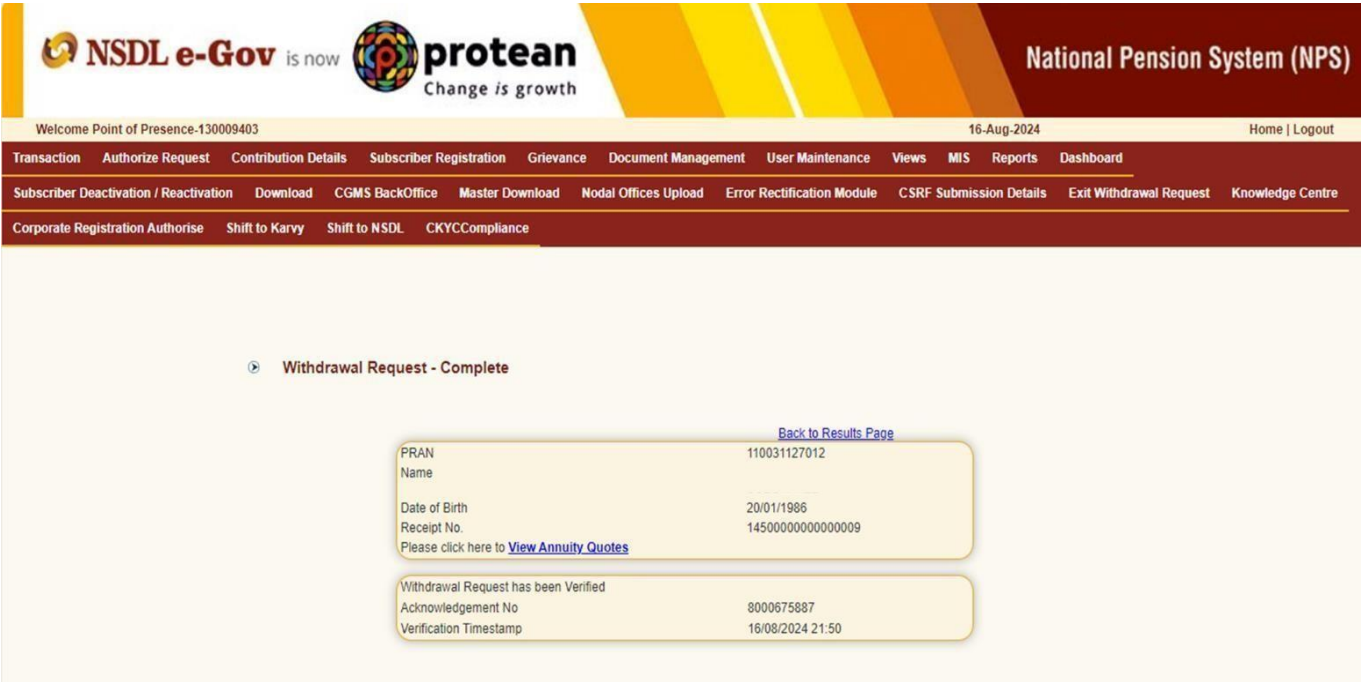
☒ Authorize ☐ Reject

Reason for Rejection

Submit

Note
➤ Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.

On successful authorization of request, message as shown in below will be displayed to the user. **Figure 16** below.



-----XXX-----