Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SOP)

Online Exit request by eNPS Subscriber with Self-Authorization and Bank-POP Authorization

Version 1.6

REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	22.01.2024	1.1	-	Mandatory Name verification during Penny Drop
3	19.07.2024	1.2	-	Multiple annuity scheme at the time of processing of final exit request
4	20.12.2024	1.3	-	Contents (w.r.t. Claim ID, Online bank details verification) reviewed and updated
5	25.07.2025	1.4	-	Withdrawal Timeline updated and quality monitoring process added.
6	30.03.2026	1.5	-	Website Update – Subscriber and Bank-POP Login Menu Revamp, Changes in Withdrawal eligibility criteria and threshold limit.
7	15.07.2026	1.6	-	Changes in Withdrawal Share and Screen-Based Updates

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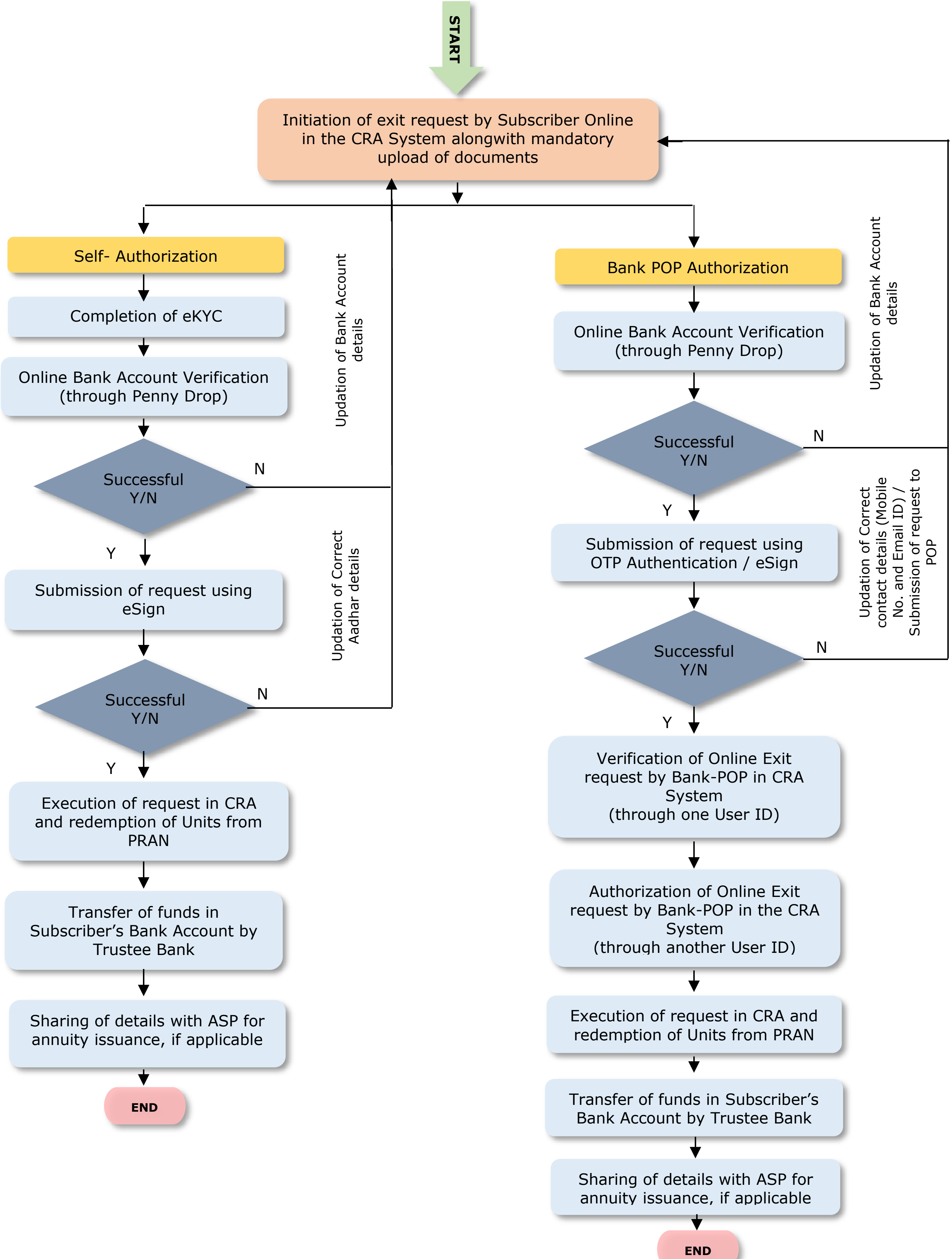
1. Abbreviations

Abbreviation	Expansion
ASP	Annuity Service Provider
CRA	Central Recordkeeping Agency
NPS	National Pension System
OTP	One Time Password
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	Point of Presence Service Provider
PRAN	Permanent Retirement Account Number
UIDAI	Unique Identification Authority of India
SLW	Systematic Lump Sum Withdrawal
SUR	Systematic Unit Redemption

2. Process Flow – Paperless Online Exit Request of eNPS Subscriber



3. Preface

A. As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the Subscribers **<u>who have joined NPS before attaining the age of sixty years</u>:**

- **Superannuation Exit**: When a Subscriber reaches the age of attaining 60 years of age, at least 20% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber.

  In case, the total corpus in the NPS account is less than or equal to Rs. 8 Lakh, Subscriber can avail the option of complete (100%) Withdrawal.

  By using Lump Sum share, Subscriber can opt for Systematic LumpSum Withdrawal (SLW) or Systematic Unit Redemption (SUR) on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 85 years as per the choice of the subscriber at the time of superannuation exit. For more information on SLW / SUR, please visit website https://www.npscra.proteantech.in/pop.php.

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

- **Incapacitation Exit:** If a Subscriber is physically incapacitated or has suffered a bodily disability leading to his incapability to continue with his individual pension account under National Pension System then subscriber can exit under Exit Category **Incapacitation.** The subscriber is required to submit a disability certificate from a Government surgeon or Doctor (treating such disability or invalidation of subscriber) stating the nature and extent of disability and certifying that:

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

  Under **Incapacitation Exit** category, at least 20% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber. *In case, total corpus in NPS account is less than or equal to Rs. 8 Lakh, Subscriber can avail the option of complete (100%) Withdrawal as lump sum.*

  By using Lump Sum share, Subscriber can opt for Systematic LumpSum Withdrawal (SLW) or Systematic Unit Redemption (SUR) on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 85 years as per the choice of the subscriber at the time of exit. For more information on SLW / SUR, please visit website https://www.npscra.proteantech.in/pop.php.

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

- **Pre-mature Exit:** In case of Pre-mature exit (exit before attaining 60 years of age) from NPS, at least 80% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as a lump sum to the Subscriber.

  In case the total corpus in the NPS account is less than or equal to Rs. 5 Lakh, the Subscriber can avail the option of complete (100%) Withdrawal.

  By using Lump Sum share, Subscriber can opt for Systematic LumpSum Withdrawal (SLW) or Systematic Unit Redemption (SUR) on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 85 years as per the choice of the subscriber at the time of exit. For more information on SLW / SUR, please visit website https://www.npscra.proteantech.in/pop.php.

  In case if corpus is less than or equal to Rs. 5 Lacs, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%. In case if corpus is greater than Rs. 5 Lacs, then percentage towards Lump sum is displayed as 20% and percentage towards annuity as 80%. Subscriber can also utilize more than 80% pension wealth for annuity, as per his/her choice.

B. As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015 & amendments thereto, following Exit categories are allowed for the **Subscribers who have joined NPS on or after attaining the age of sixty years:**

Superannuation Exit: In case, Subscriber who have joined NPS on or after sixty years of age, at least 20% of the accumulated pension wealth of the Subscriber needs to be utilized for purchase of an Annuity providing for a regular pension to the Subscriber and the balance pension wealth is paid as lump sum to the Subscriber.

In case, the total corpus in the NPS account is less than or equal to Rs. 12 Lakh, Subscriber can avail the option of complete (100%) Withdrawal.

By using Lump Sum share, Subscriber can opt for Systematic LumpSum Withdrawal (SLW) or Systematic Unit Redemption on a periodical basis viz. monthly, quarterly, half-yearly or annually for a period till 85 years as per the choice of the subscriber at the time of superannuation exit. For more information on SLW / SUR, please visit website https://www.npscra.proteantech.in/pop.php.

The exit process for eNPS Subscribers is a paperless process wherein eNPS Subscriber is not required to submit any physical documents or not required to visit any Point of Presence (POP) to process his/her Exit request. The Subscriber has **two options** for initiating online Exit request in CRA system as given below:

- **Exit through Self-Authorization** –This option will be applicable only if the NPS Corpus of the Subscriber is less than Rs. 10 lakh. As part of the withdrawal process, the KYC details of the Subscriber will be verified through Aadhaar based KYC. The request will get processed in the CRA system directly on successful KYC verification & eSign. Verification and authorization of request is not required.
- **Exit through Bank-POP Authorization** – This option will be available if the NPS Corpus of the Subscriber is greater than Rs. 10 lakh or if Subscriber wishes to initiate Exit request with Bank-POP authorization option. As part of the withdrawal process, the KYC details of the Subscriber will be verified by the registered Bank of the Subscriber (registered as Bank-POP in the CRA system).

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

4. Procedure for Processing Online Exit request of eNPS Subscriber

A. Pre-requisite for Exit:

The 10 digit Claim ID is required to initiate Exit request. Claim ID is generated by CRA six months before attaining the age of attaining 60 years of age. The Claim ID is communicated to eNPS Subscribers through SMS/email alerts by CRA. At the time of initiating superannuation exit request in CRA, the Claim ID gets auto populated in online exit request. In case of superannuation, the Subscriber can initiate the Superannuation Exit request in the CRA system six months before reaching the age of 60 years. Though, request will get executed in the CRA system on completion of 60 years of age.

In case of Premature Exit, Claim ID gets generated at the time of initiating exit request.

In case of Incapacitation under All Citizens of India Sector (Enps), the Subscriber is required to raise online grievance by accessing CRA system (www.cra.nps-proteantech.in) with PRAN as User ID and password and upload required documents as mentioned above for generation of Claim ID. CRA will verify required documents and generate Claim ID online in the CRA system and communicate the same to Subscriber. On receipt of Claim ID from CRA, the Subscriber can initiate exit request online in CRA.

If Subscriber has completed 15 years in NPS then he/she becomes eligible for Superannuation withdrawal. In this case, Subscriber is required to raise online grievance by accessing CRA system (www.cra.nps-proteantech.in) with PRAN as User ID and password for generation of Claim ID. CRA will generate Claim ID online in the CRA system and communicate the same to Subscriber. On receipt of Claim ID from CRA, the Subscriber can initiate exit request online in CRA.

The Subscriber should ensure the following before initiating Exit request:

- ✓ Claim ID is available for PRAN.
- ✓ NPS account is FATCA compliant – Exit from NPS is not allowed if PRAN is not FATCA-compliant.
- ✓ PAN is registered in NPS account wherever applicable.
- ✓ Subscriber details (like address, contact details, etc.) are updated in NPS account.
- ✓ Bank details should be correct/valid - *During request initiation, Bank Account No., Bank IFS Code and Name of the* Subscriber *will be verified through online Bank Account Verification (Penny drop facility).* ***If Online Bank Account Verification (Penny drop) fails, request initiation will not be allowed.*** *Hence, Bank account number and IFS Code should be active and operative. Also Name of Subscriber as per CRA and bank record should match*.
- ✓ Subscriber is required to submit the Exit request using OTP Authentication / eSign using Aadhaar. Hence, valid Mobile Number and email ID of the Subscriber should be registered in CRA to receive OTP as part of OTP Authentication. Or, for eSign using Aadhaar, Subscriber's Mobile Number registered with Aadhaar should be valid to receive OTP as part of eSign. *eSign will be successful only if name of the Subscriber as per CRA records and name of the Subscriber as per UIDAI (Aadhaar) records matches 100% and Active Mobile Number is registered with UIDAI.*

If required, the Subscriber can update above details online in CRA system (www.cra.nps-proteantech.in) by logging with PRAN as User ID & Password. Alternatively, Subscriber can raise online grievance in CRA for modification of details by accessing CRA system (www.cra.nps-proteantech.in) with PRAN as User ID and password and then initiate exit request.

B. Brief steps to be followed by Subscriber with Self-Authorization:

This option will be applicable only if the NPS Corpus of the Subscriber is less than Rs. 10 lakhs. The Subscriber will follow the steps below:

- ✓ Subscriber will initiate online Exit request in CRA system (www.cra.nps-proteantech.in) by logging with PRAN as User ID & Password.
- ✓ Subscriber will select the "**Exit from NPS**" Menu and select sub menu "**Initiate Request**" under "**Manage My Withdrawal**" Tab and then select "**Self-Authorization"** option/choice.
- ✓ The Subscriber will be required to complete eKYC with any one option viz. Online Aadhaar / Virtual ID / Offline KYC / CKYC / PAN.
- ✓ The Subscribers details such as complete name and date of birth registered with Aadhaar need to match with details registered in CRA. On successful updation of KYC details (Address details), the Subscriber will be allowed to initiate exit request.
- ✓ Subscriber again needs to select the "**Exit from NPS**" Menu and select sub menu "**Initiate Request**" under "**Manage My Withdrawal**" Tab and then select "**Self-Authorization"** option/choice.
- ✓ The registered details of Subscriber such as PRAN, contact details, Bank detail, nomination details etc. will be auto populated. All these details (except nominee details) will be non-editable.
- ✓ Subscriber needs to capture details such as lump sum withdrawal percentage, annuity percentage, Annuity Service Provider, Annuity scheme, etc.
- ✓ 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.***
- ✓ Verification of Exit request through OTP sent on registered Mobile Number.
- ✓ Subscriber is required to submit the request using Aadhaar eSign. In case of eSign, the OTP will be sent on Mobile Number registered with Aadhaar.
- ✓ On successful eSign of the exit request by eNPS Subscriber, the request will get executed in the CRA System.
- ✓ For Superannuation Exit, if Subscriber has not completed 60 years, request will get executed in CRA system after completion of 60 years.

C. Brief steps to be followed by Subscriber with Bank-POP Authorization:

If the NPS Corpus of the Subscriber is greater than Rs. 10 lakh or if Subscriber wishes to initiate Exit request with Bank-POP authorization option, the Subscriber will follow below steps:

- ✓ Subscriber will initiate online Exit request in CRA system (www.cra.nps-proteantech.in) by logging with PRAN as User ID & Password.
- ✓ Subscriber will select the "**Exit from NPS**" Menu and select sub menu "**Initiate Request**" under "**Manage My Withdrawal**" Tab and then select "**Bank-POP authorization"** option/choice.
- ✓ The registered details of Subscriber such as PRAN, contact details, Bank detail, nomination details etc. will be auto populated. All these details (except nominee details) will be non-editable.
- ✓ Subscriber needs to capture details such as lump sum withdrawal percentage, annuity percentage, Annuity Service Provider, Annuity scheme, etc.
- ✓ 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.***

- ✓ Mandatory Upload of valid and legible KYC Documents (Identity & Address Proof). Subscriber can also upload copy of Bank Proof as a supporting document; however, KYC documents are mandatory to upload. Scanned documents should be appropriate, i.e. scanned images should be legible and all documents to be uploaded in a single file.
- ✓ Subscriber is required to submit the Exit request using OTP Authentication / eSign.
    - In case of OTP Authentication, two distinct One-Time Passwords (OTP) will be sent on Mobile Number and email ID registered in CRA.
    - In case of eSign, the OTP will be sent on Mobile Number registered with Aadhaar.
- ✓ On successful OTP Authentication / eSign of the exit request by eNPS Subscriber, the request will be submitted to the registered Bank of Subscriber (registered as Bank-POP in CRA system) for KYC verification online in the CRA system. ***Bank POP, upon receiving the withdrawal request, shall take the necessary steps to identify the Subscriber. It is the responsibility of the Bank-POP to check the veracity of the supporting documents submitted by the Subscriber along with claim and may obtain additional supporting documents if required to ensure that claim amount is given to the Subscriber.***
- ✓ On successful authorization of request by Bank-POP, the request will get executed in the CRA system.
- ✓ For Superannuation Exit, if Subscriber has not completed 60 years, request will get executed in CRA system after completion of 60 years.

This document describes the detailed procedure to be followed by the Subscribers and Bank-POPs for processing eNPS Exit request in the CRA system. **The process mentioned below is for Superannuation exit.** ***The similar process/steps are applicable for initiation and authorization of Pre-mature exit/Incapacitation request. The conditions mentioned above for superannuation, pre-mature, Incapacitation, PRAN generation before 60 years & PRAN generation after 60 years as relevant would be applicable while initiating exit request.***

I) Exit through Self-Authorization: -

5. Steps to initiate online Exit request in CRA System by Subscriber with Self-Authorization

In order to initiate Online Exit request, Subscriber needs to login to CRA system www.cra.nps-proteantech.in with PRAN as User ID & Password as given below in **Figure 1.**

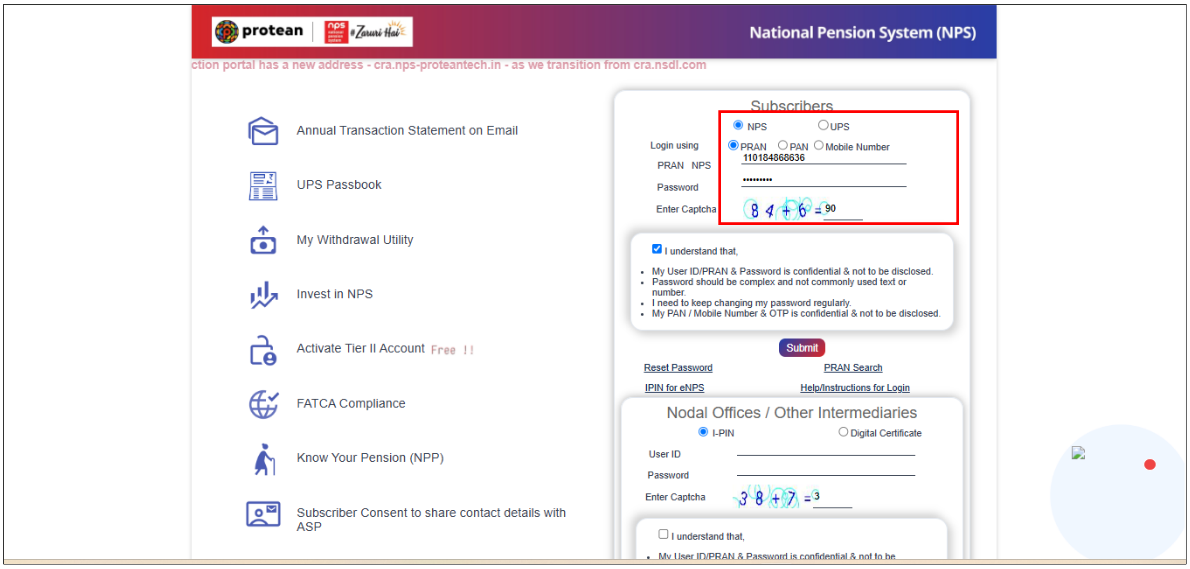


Figure 1

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

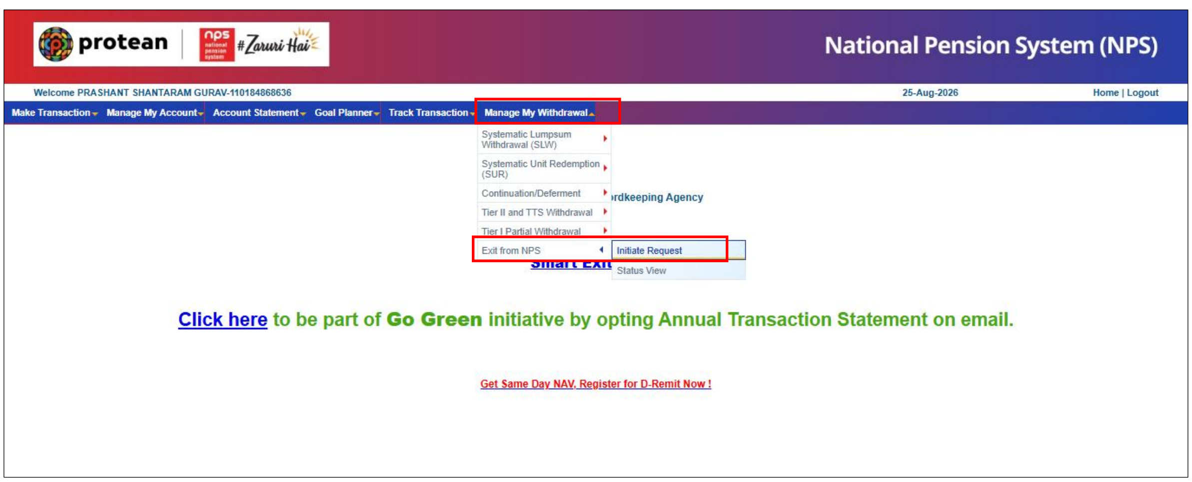


Figure 2

At this stage, the Subscriber has **two options** for initiating online Exit request in CRA system.

I) Exit through Self-Authorization
II) Exit through Bank-POP Authorization.

Please refer to **Figure 3**.

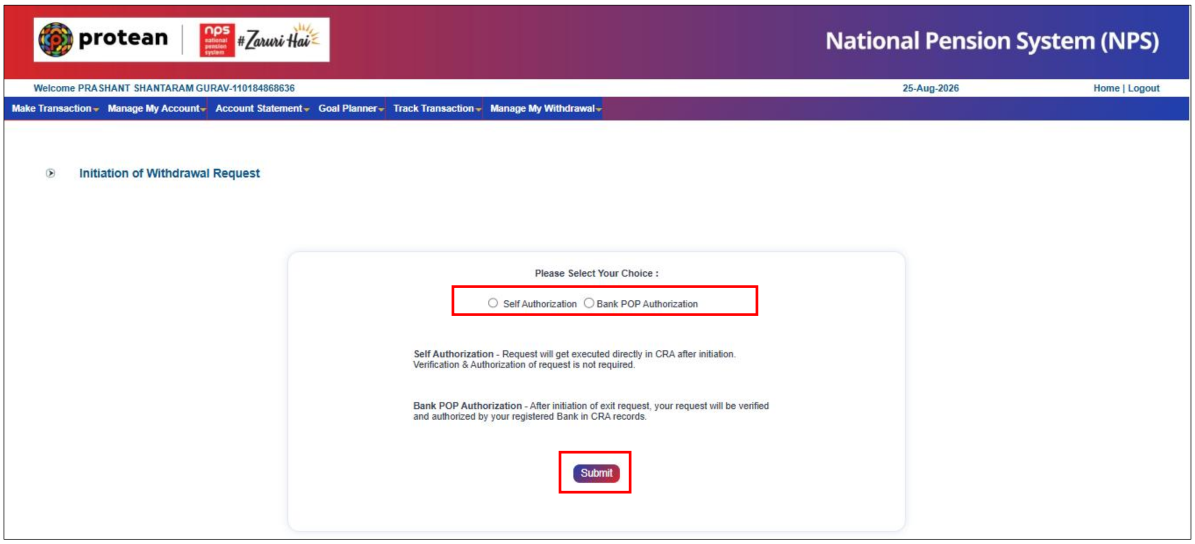


Figure 3

In this case, Subscriber selects "**Self- Authorization"** option/choice as NPS Corpus of the Subscriber is less than Rs. 10 Lakh. After selecting "**Self- Authorization"** option/choice, System will display below pop-up message. Please refer to **Figure 4** and **Figure 5.**

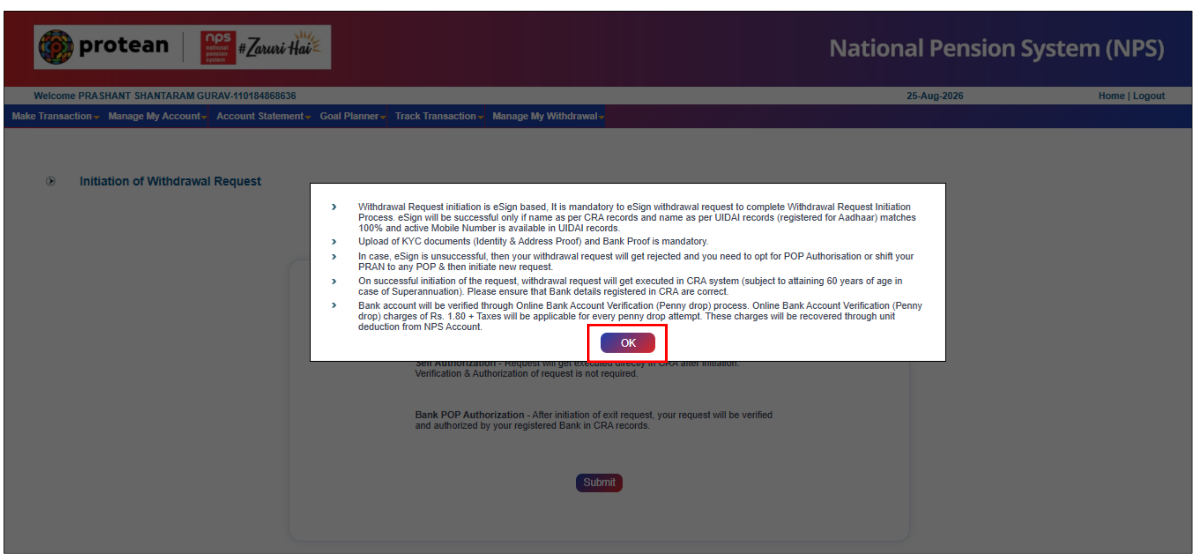


Figure 4

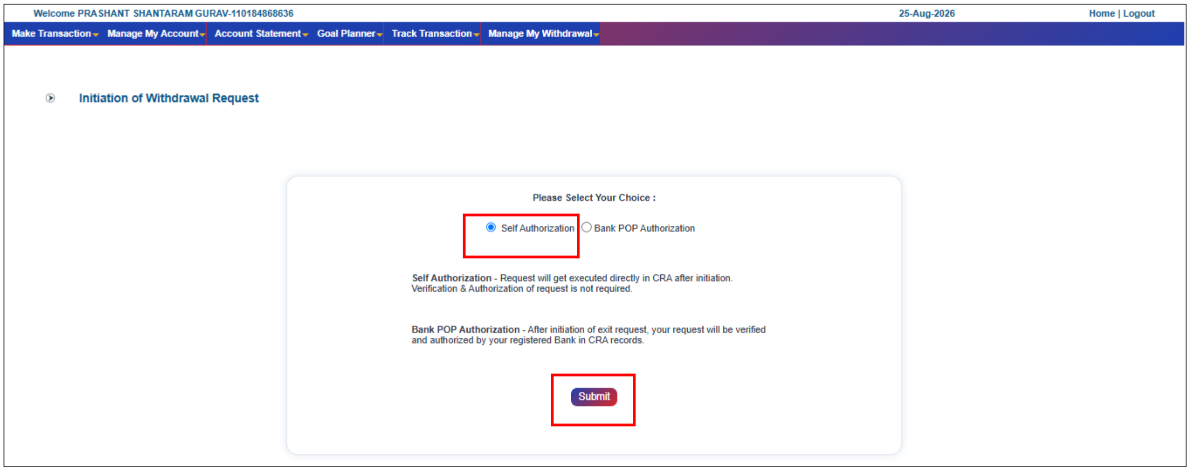


Figure 5

After clicking on "**Submit**" button, System will display a pop-up message. Pop-up message contains information about completion of eKYC (Address details) through various options viz. Online Aadhaar / Virtual ID / Offline KYC / Digi locker / CKYC / PAN. Please refer to **Figure 6**.

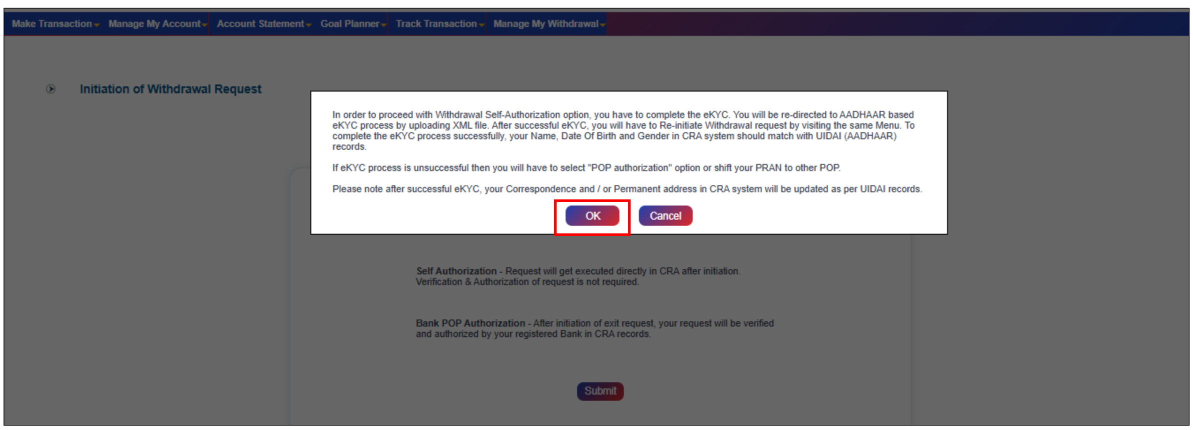


Figure 6

At this stage, Subscriber needs to select any one of the options and complete eKYC (Address details) process. Please refer below **Figure 7** with Option "Online Aadhaar".

As Subscriber is selected "Online Aadhaar", he/she needs to enter his/her Aadhaar Number and click on "**Continue**" tab.

On successful completion of eKYC (Address details), the Subscriber will be allowed to initiate exit request.

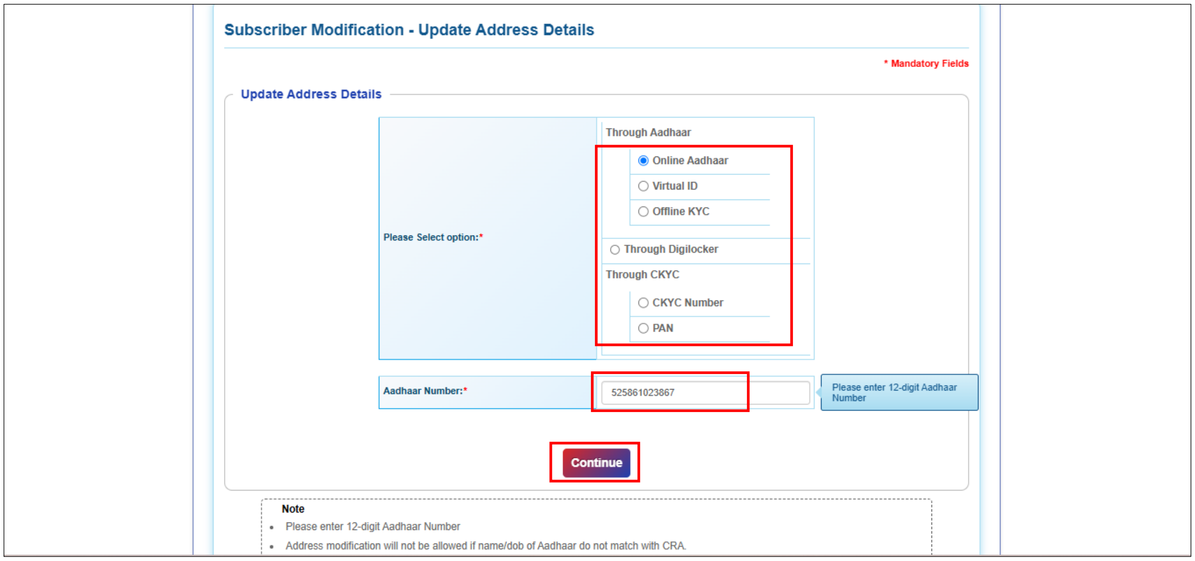


Figure 7

On clicking "**Continue**" tab, System will display Pop-up message. Subscriber needs to click on "**Proceed**" button as shown below in **Figure 8**.

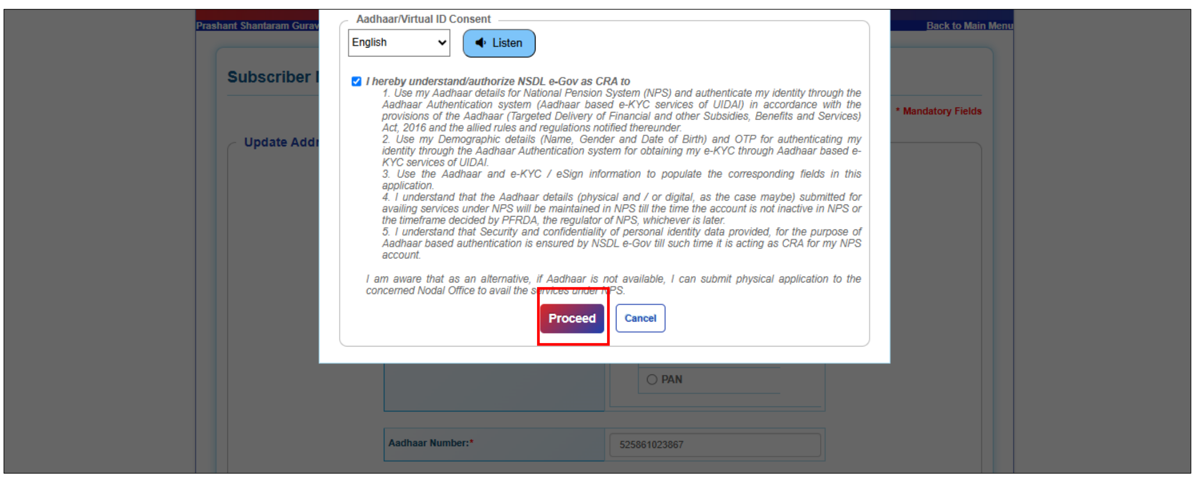


Figure 8

At this stage, Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Subscriber needs to enter OTP and click on "**Submit OTP**" button. Please refer to **Figure 9**.

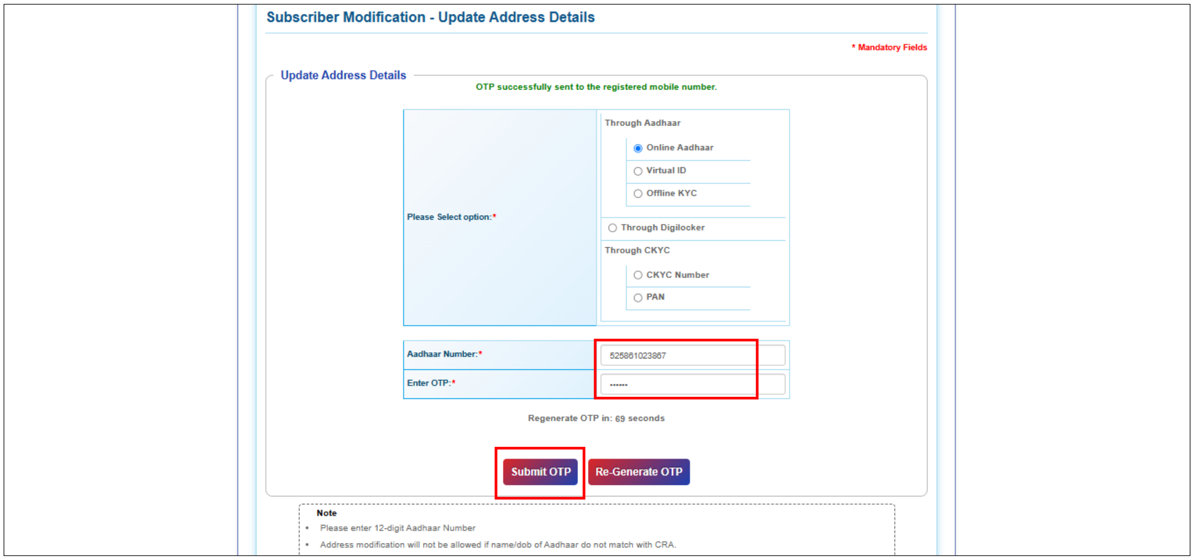


Figure 9

On clicking "**Submit OTP**" button, System will display 'Subscriber Modification' (Address details) screen. Subscriber needs to click on "**Generate OTP**" button to receive OTP. OTP will be sent by CRA on registered mobile number in NPS record. Subscriber needs to enter OTP and click on "**Submit OTP**" button to complete eKYC.

Please refer to **Figure 10** and **Figure 11.**

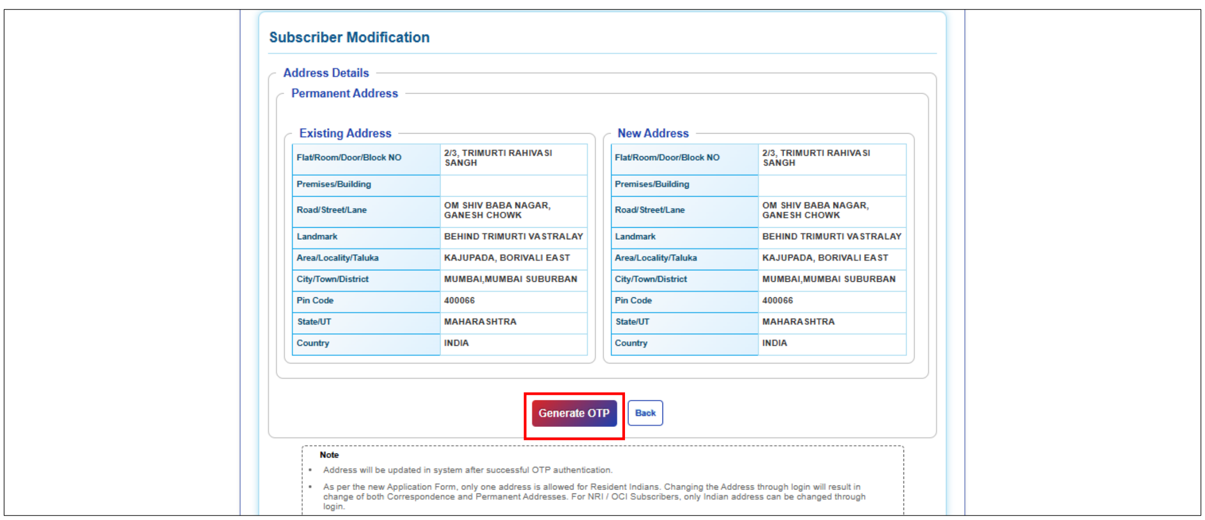


Figure 10

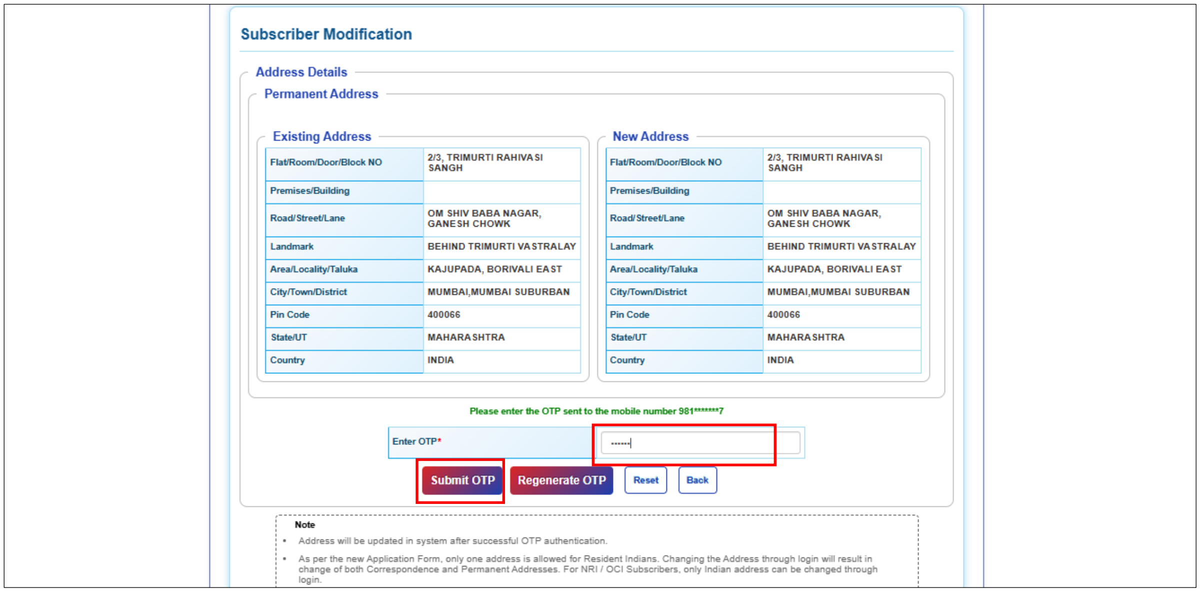


Figure 11

After clicking on "**Submit OTP**" button, Address will be updated in System after successful OTP authentication. Please refer to **Figure 12**.

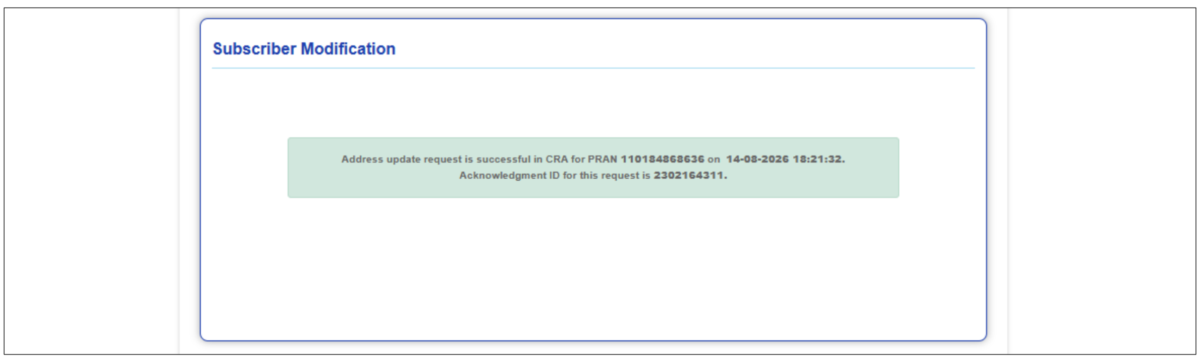


Figure 12

After successful completion of eKYC, Subscriber needs to re-login to CRA system www.cra.nps-proteantech.in with PRAN as User ID & Password and select sub menu "**Initiate Request**" from menu "**Exit from NPS**" under "**Manage My Withdrawal**" tab. Please refer to **Figure 1** to **Figure 4**.

Once Subscriber selects "**Self- Authorization"** option/choice, System will display below screen. At this stage, Subscriber needs to select Withdrawal type as "Exit at 60" from the Drop-down menu. The System will display a Pop-up message after selecting Withdrawal Type as "Exit at 60'' as shown below in **Figure 13 and Figure 14.**

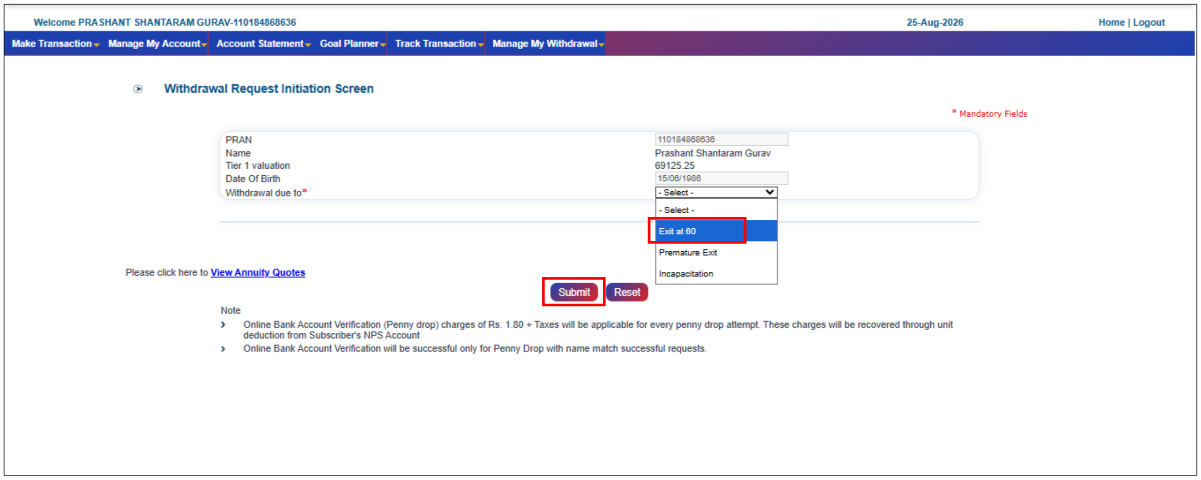


Figure 13

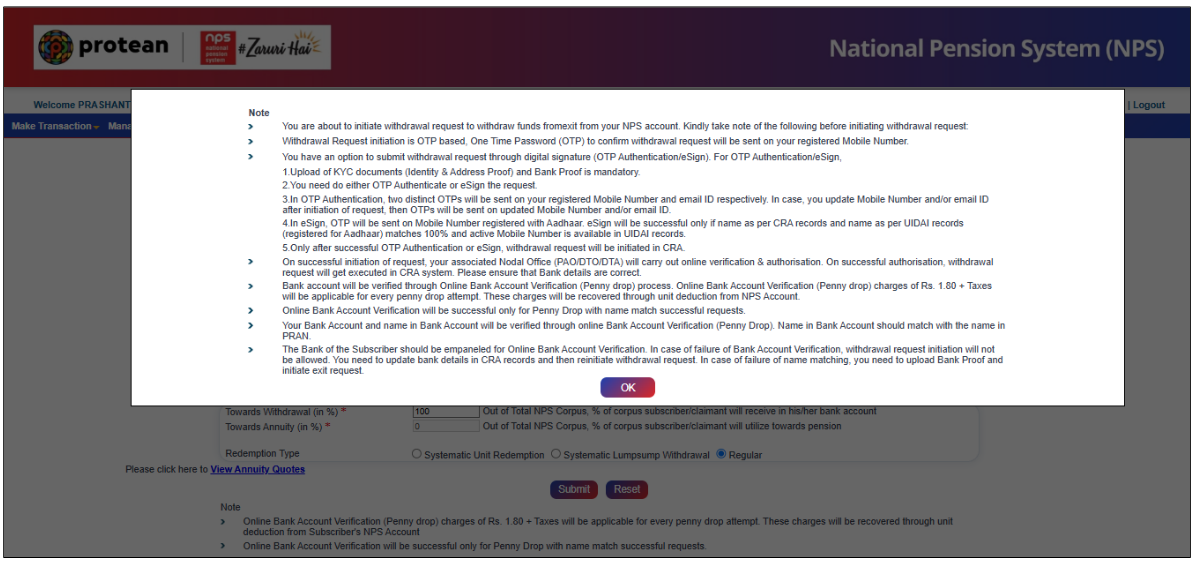


Figure 14

The Pop-up message will contain information related to exit request such as Verification of request through OTP, upload of documents, eSign of exit request, Online bank account verification etc. The Subscriber is required to click on **"OK"** button.

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

In case if corpus is less than or equal to Rs. 8 Lacs, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%. If corpus is between Rs. 8 Lacs to 12 Lacs, then Subscriber need to mention amount against towards lump-sum withdrawal field. In case if corpus is greater than Rs. 12 Lacs, then percentage towards Lump sum is displayed as 80% and percentage towards annuity as 20%. Subscriber can also utilize more than 20% pension wealth for annuity, as per his/her choice.

Further, at this stage, three radio buttons will be displayed to the Subscriber viz. **"Systematic Unit Redemption", "Systematic Lumpsum Withdrawal"** and **"Regular".** Subscriber to select '**Regular**' radio button to opt for Lumpsum and/or annuity withdrawal. For process flow on "Systematic Unit Redemption" and "Systematic Lumpsum Withdrawal", subscriber may refer SOPs available on CRA website (www.npscra.proteantech.in).

The Subscriber is required to Click on '**'Submit''** button as shown in below **Figure 15.**

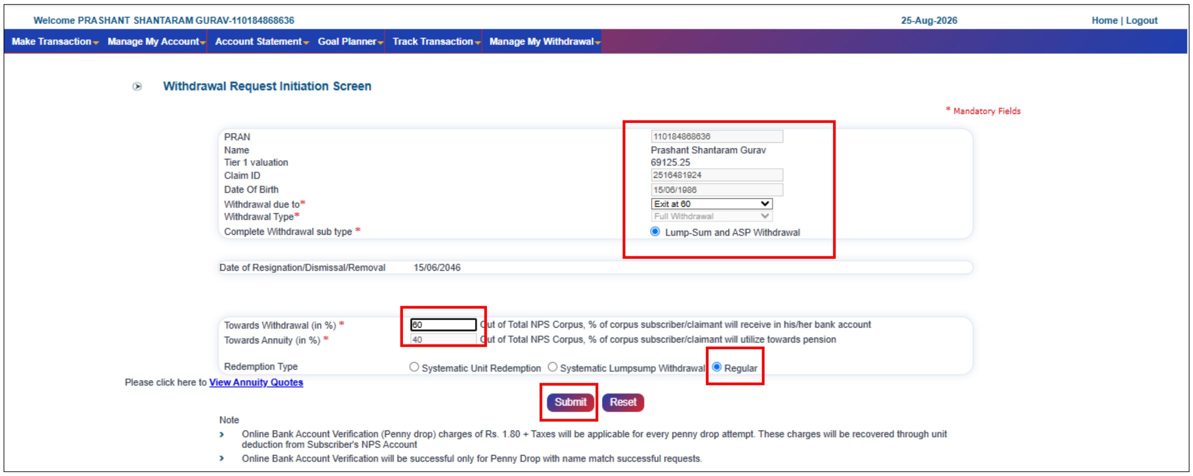


Figure 15

On clicking '**Submit**' button, Pop-up message will be displayed to the Subscriber. The Pop-up contains information on Existing bank details, Mobile Number, email ID, PAN of the Subscriber and other instructions. If details are correct, Subscriber needs to click on **'OK'** button to proceed further. Kindly refer to **Figure 16**.

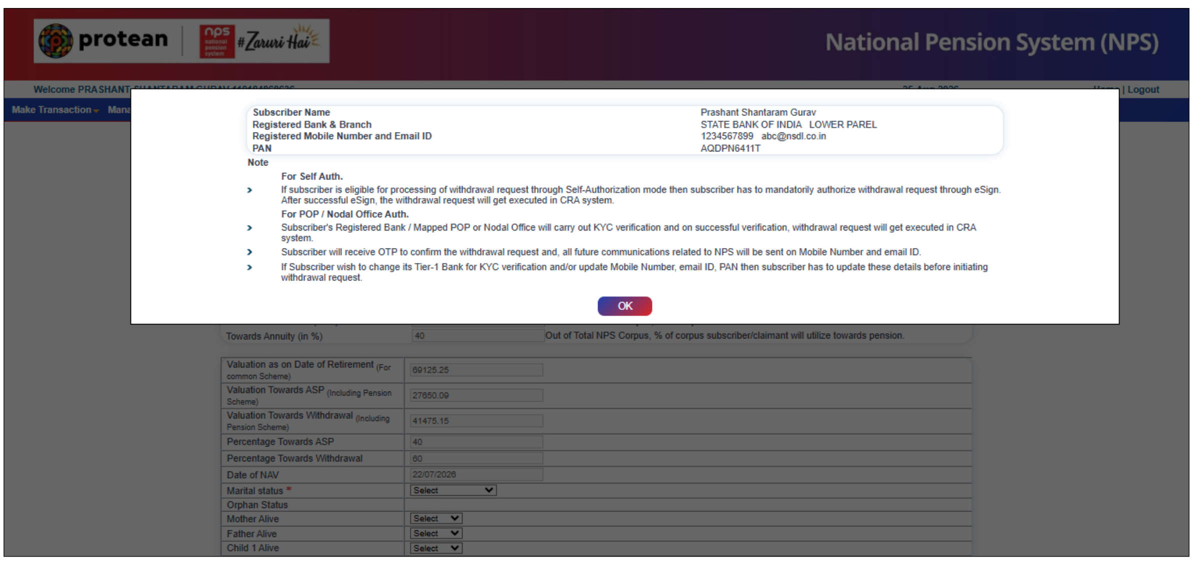


Figure 16

At this stage, Subscriber needs to select his/her Marital Status. If Subscriber is Married & Spouse is alive, then Subscriber needs to enter Spouse Name, Spouse Gender, Spouse DOB etc. Similarly, the Subscriber may also capture other family members' (Mother, father and children) details.

Then Subscriber needs to select Annuity Service Provider from the drop down list. List of the Annuity Service providers is displayed on the basis of Age and Corpus of the Subscriber. Further, Subscriber needs to select Annuity Scheme. Under 'Select Annuity Scheme', The option of multiple Annuities from the same ASP is available for those Subscribers who earmark the annuity corpus more than Rs 10 lakhs wherein Rs 5 lakhs utilized to buy each annuity scheme. List of Annuity Schemes is displayed on the basis of Marital Status of the Subscriber. Subscriber needs to select Annuity Frequency from the drop-down menu. Please refer to **Figure 17**.

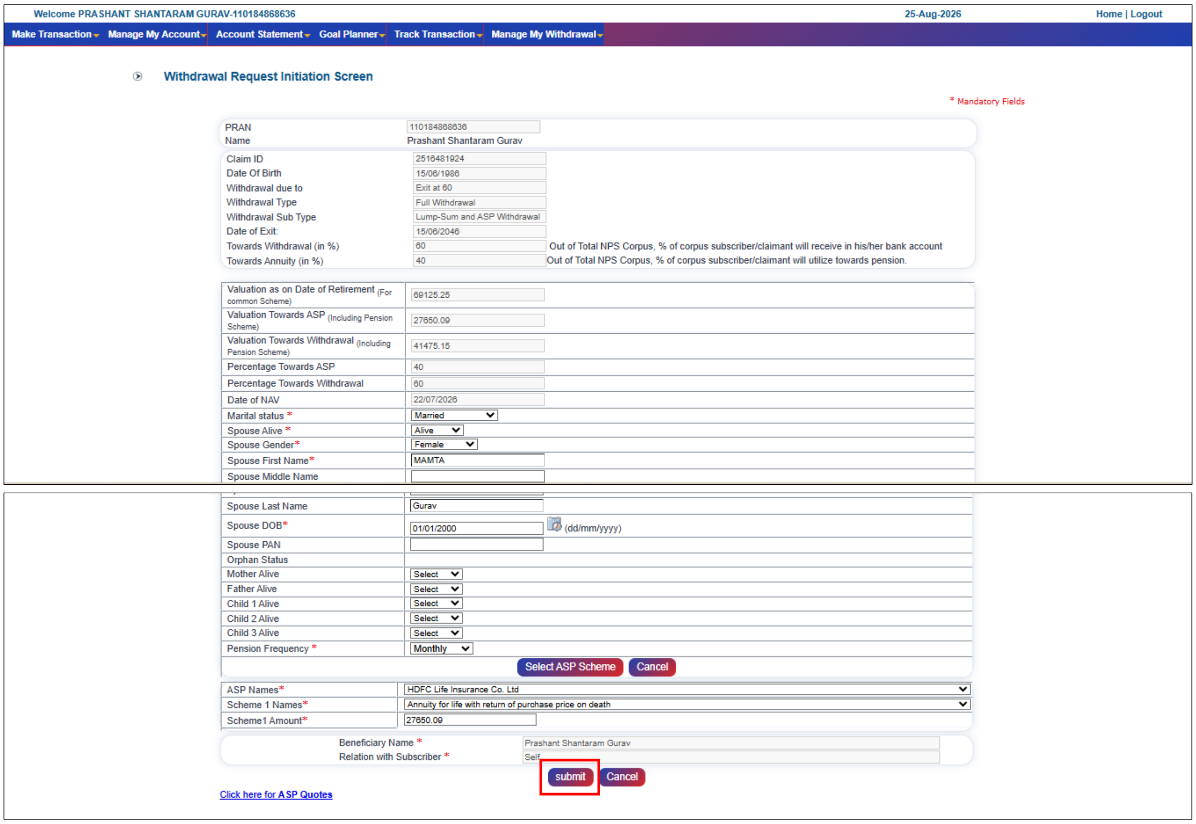


Figure 17

At this stage, various options selected along with existing address is displayed to the Subscriber. Also, option is available to the Subscriber to provide Maiden Name (only in case of female Subscriber) and CKYC Number. However, these two fields Maiden Name & CKYC Number are non-mandatory. Please refer to **Figure 18**.

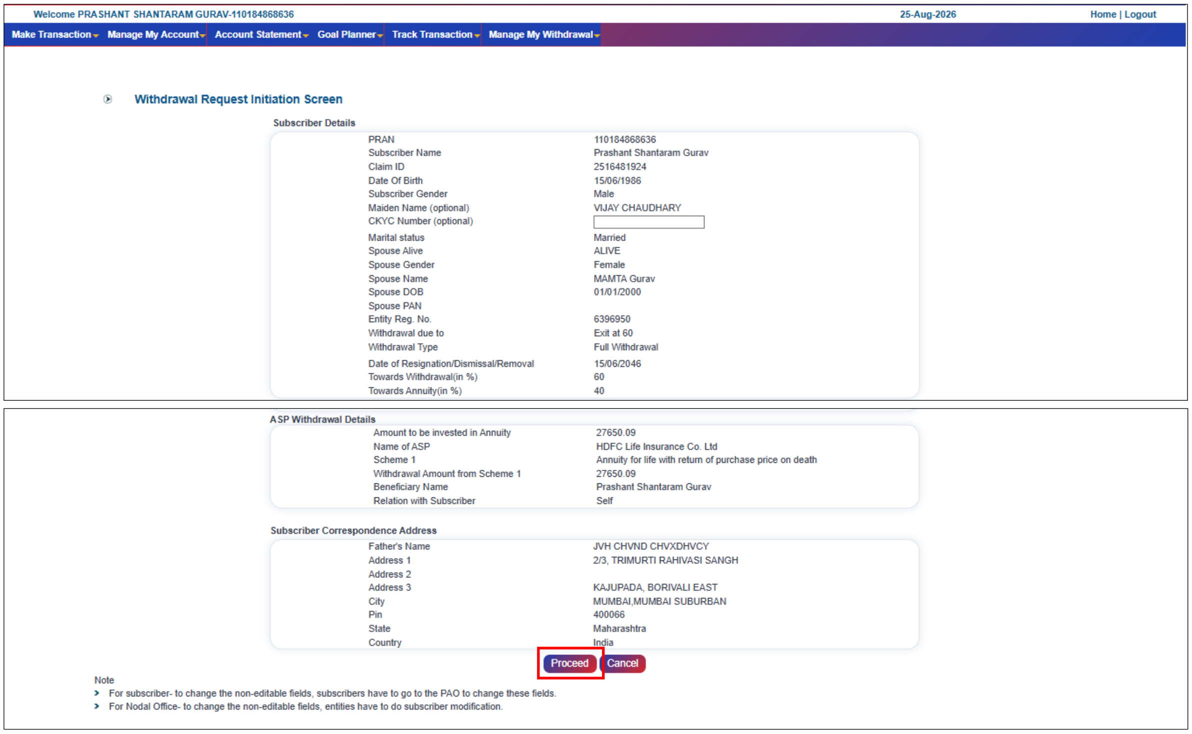


Figure 18

At this stage, existing bank details of the Subscriber along with Mobile number, email ID and PAN of the Subscriber are displayed. If existing bank details, contact details and PAN are correct, Subscriber needs to click on **"Online bank a/c verification"** Tab to proceed further. Please refer to **Figure 19.**

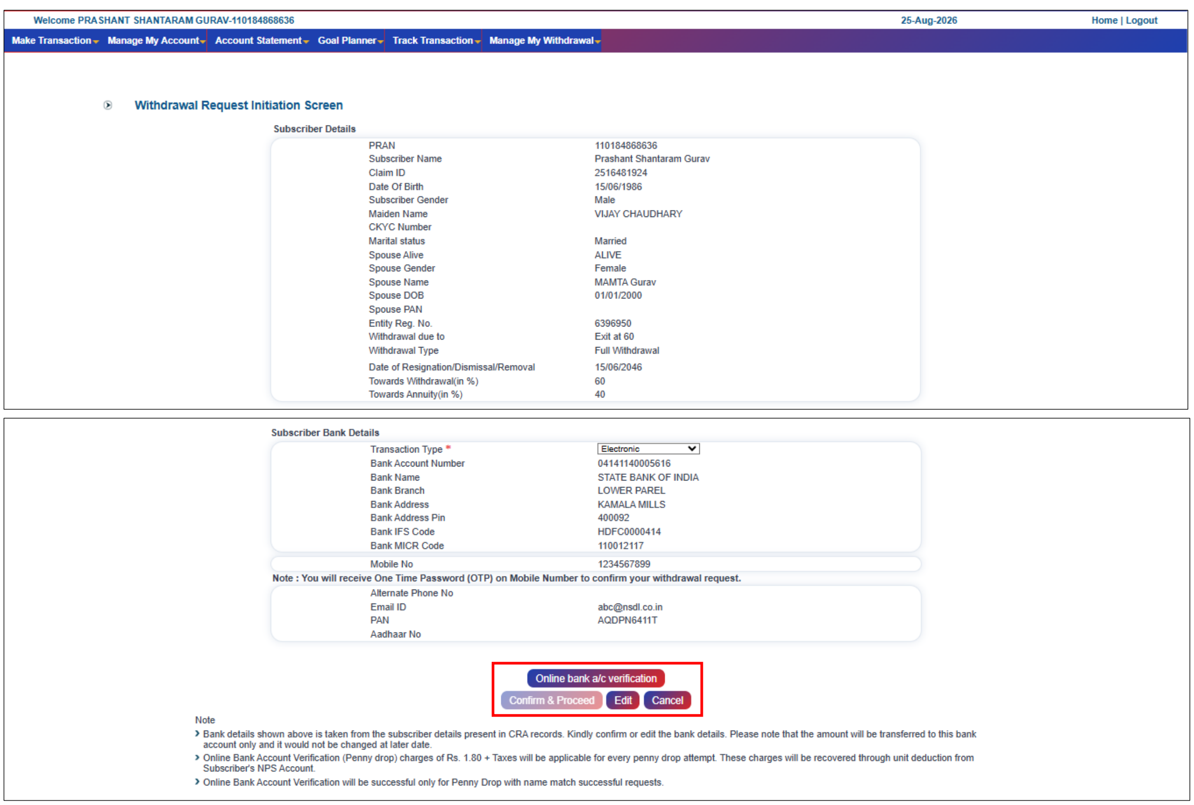


Figure 19

At this stage, after clicking on **"Online bank a/c Verification**" tab, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). On successful verification, a Pop-up message will display to the Subscriber i.e. **"Online bank a/c verification is successful."** Subscriber needs to click on "OK" button and then click on "Confirm & Proceed" button to proceed further. Please refer to **Figure 20 and 21.**

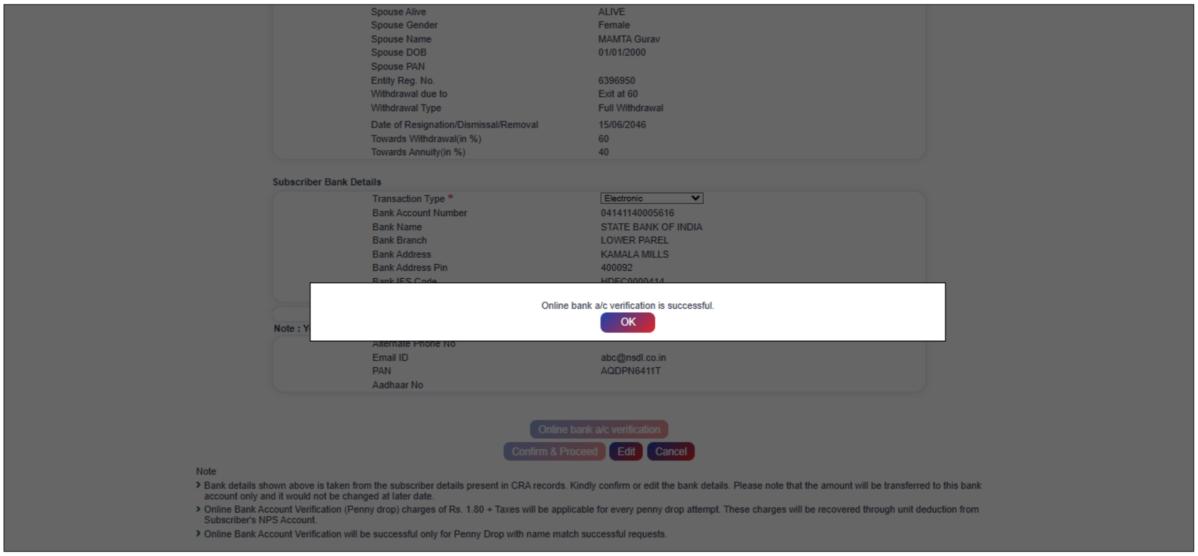


Figure 20

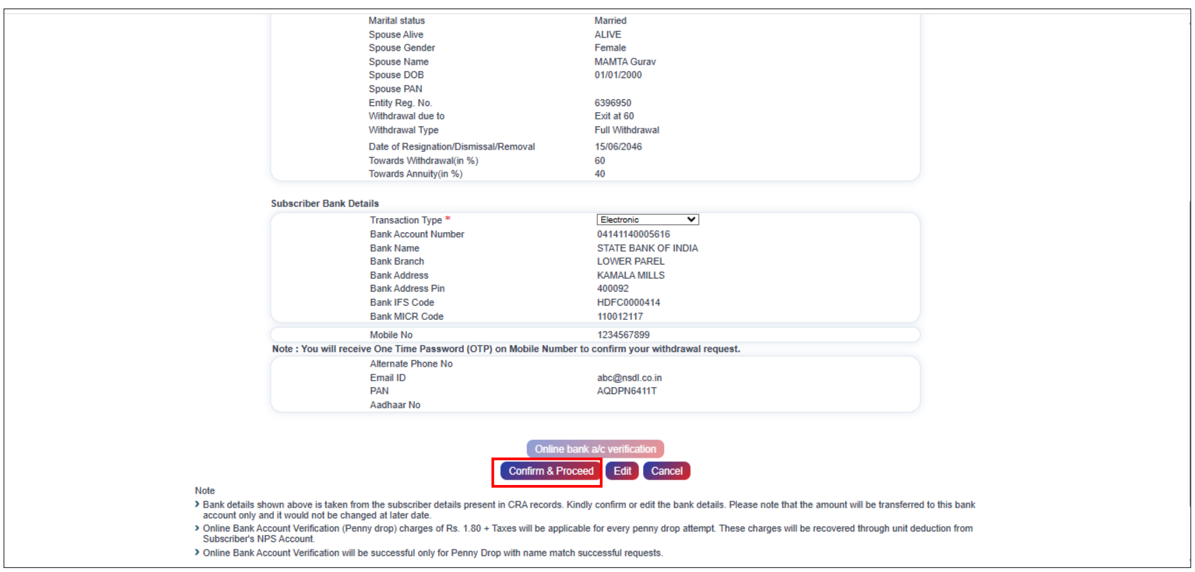


Figure 21

At this stage, existing nomination details of the Subscriber are displayed. Subscriber needs to enter Nominee address. If required, Subscriber can add/update nominee details. Subscriber can enter maximum of three nominees. Subscriber needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, Subscriber needs to click on "Confirm" button to proceed further. Please refer to **Figure 22.**

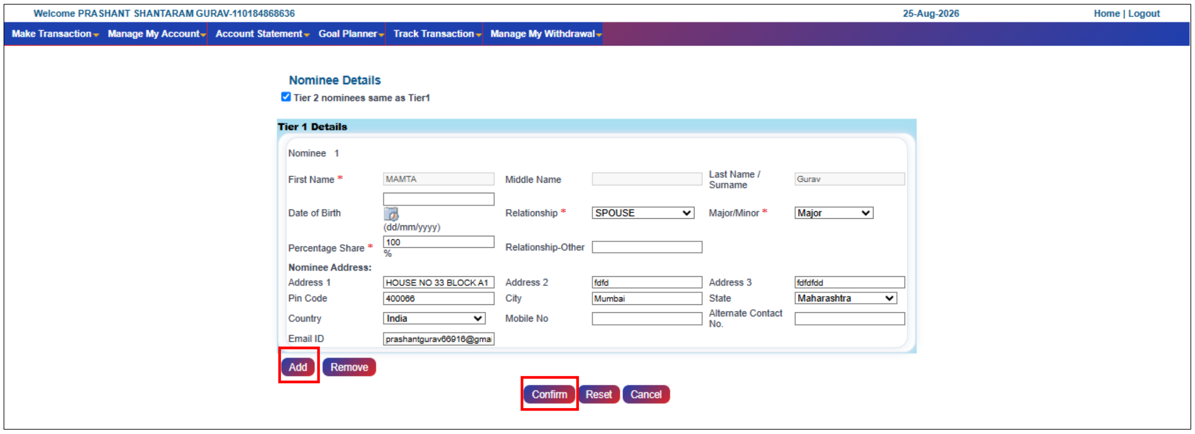


Figure 22

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

Further, Subscriber needs to select Declaration. After selection of declarations, Subscriber needs to click on "Confirm" button. Please refer to **Figure 23.**

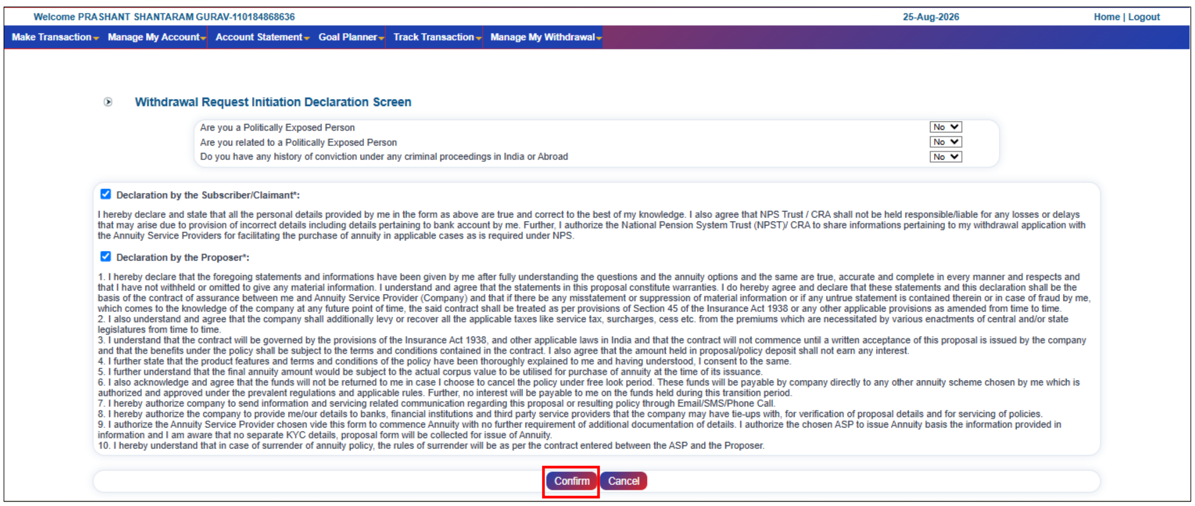


Figure 23

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

The subscriber is required to click on the 'Send OTP' button to receive a one-time password (OTP), which will be sent by CRA to the registered mobile number. The subscriber must then enter the OTP and click on the 'Submit OTP' button to complete the initiation process." Please refer to **Figure 24.**

Welcome PRASHANT SHANTARAM GURAV-110184868636 25-Aug-2026 Home | Logout

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

Withdrawal Request Initiation Confirmation Screen

Subscriber Details Hide

PRAN	110184868636
Name	Prashant Shantaram Gurav
Claim ID	2516481924
Date of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	VIJAY CHAUDHARY
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	MAMTA Gurav
Spouse DOB	01/01/2000
Spouse Pan	
Orphan Status	
Withdrawal due to	Exit at 60
Withdrawal Category	
Date of Resignation/Dismissal/Removal	15/06/2046
Withdrawal Type	Full Withdrawal

ASP Withdrawal Details Hide

Amount to be invested in Annuity	27650.09
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	27650.09
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Frequency	Monthly

Subscriber Correspondence Address Hide

Address 1	2/3, TRIMURTI RAHIVASI SANGH
Address 2	
Address 3	KAJUPADA, BORIVALI EAST
City	MUMBAI,MUMBAI SUBURBAN
Pin	400066
State	Maharashtra
Country	India

Withdrawal Details Hide

Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

Subscriber Bank Details Hide

Transaction Type	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	110012117
Mobile No	1234567899
Alternate Phone Number	
Email Id	abc@nsdl.co.in
PAN	AQDPN6411T
Aadhaar No	

Nominee Details Hide

TIER Details(TIER 2 Details same as TIER 1 Details) Hide

Nominee Serial Number	1		
Nominee Name	MAMTA Gurav		
Nominee Date of Birth			
Nominee Relation	SPOUSE		
Nominee Major/Minor	MAJOR		
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id	prashantgurav66916@gmail.com	Nominee Adress 1	HOUSE NO 33 BLOCK A1
Nominee Adress 2	fdfd	Nominee Adress 3	fdfdfdd
Nominee City	Mumbai	Nominee City Pin	400066
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

Withdrawal Request Declarations Hide

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

Declaration by the Subscriber/Claimant*:

I **Prashant Shantaram Gurav** hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge.
I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.

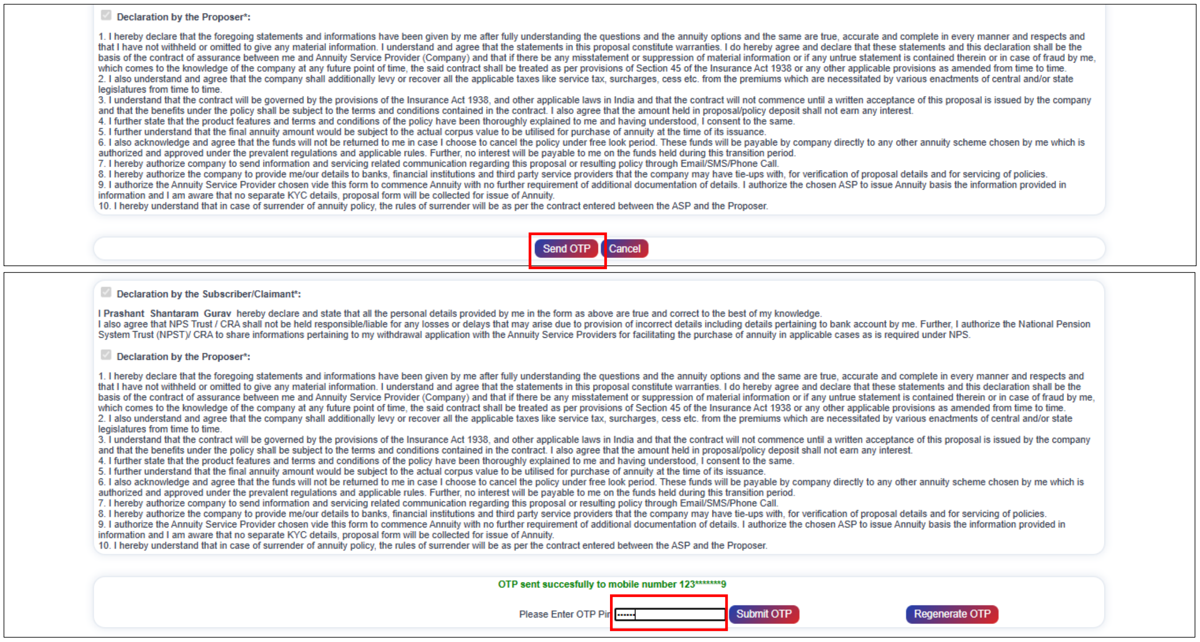


Figure 24

At this stage, upon clicking the 'Submit OTP' button, an Acknowledgement Number will get generated. The subscriber must then proceed with eSign, as the exit request will get initiated in the CRA system only after successful completion of eSign.

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

The subscriber needs to select "**Esign**" radio button and then click on **"Proceed to e-Sign the Form"** tab. Please refer to **Figure 25**.

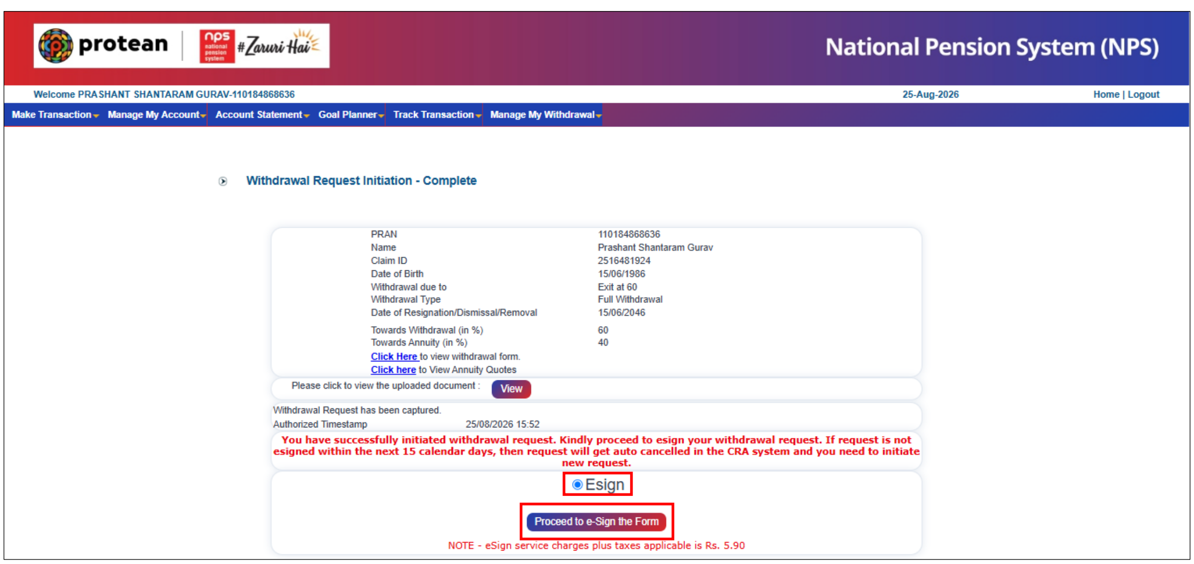


Figure 25

At this stage, once Subscriber clicks on **"Proceed to e-Sign the Form"** Tab, system will redirect Subscriber to eSign Service Provider's Web Page. Subscriber needs to enter his/her Aadhaar/Virtual

ID and click on “Send OTP” button to receive OTP. Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Please refer to **Figure 26.**

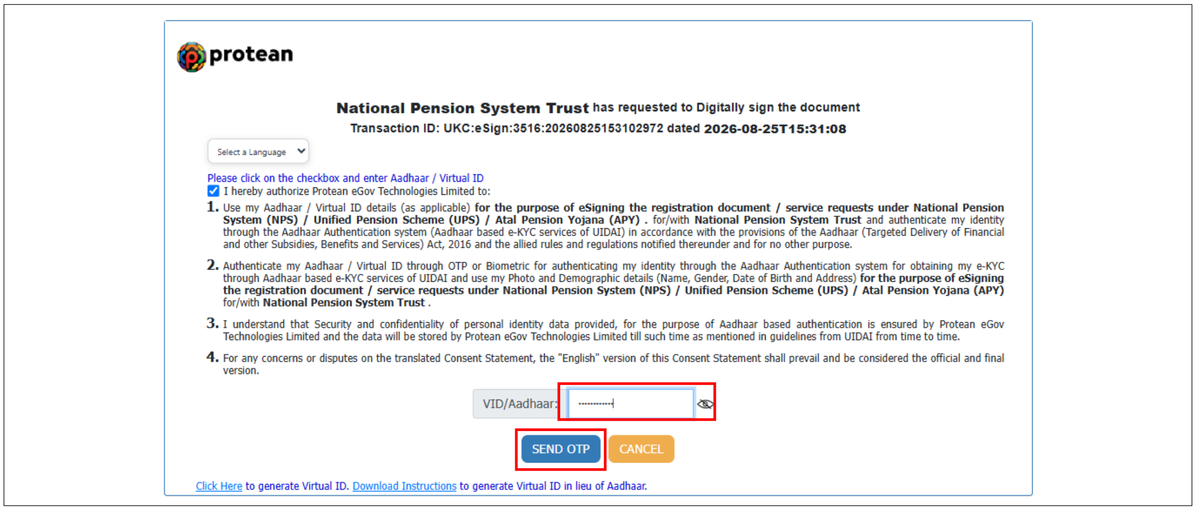


Figure 26

Once OTP is received, Subscriber needs to enter OTP and click on “Verify OTP” button to complete eSigning of the request. Please refer to the following **Figure 27**.

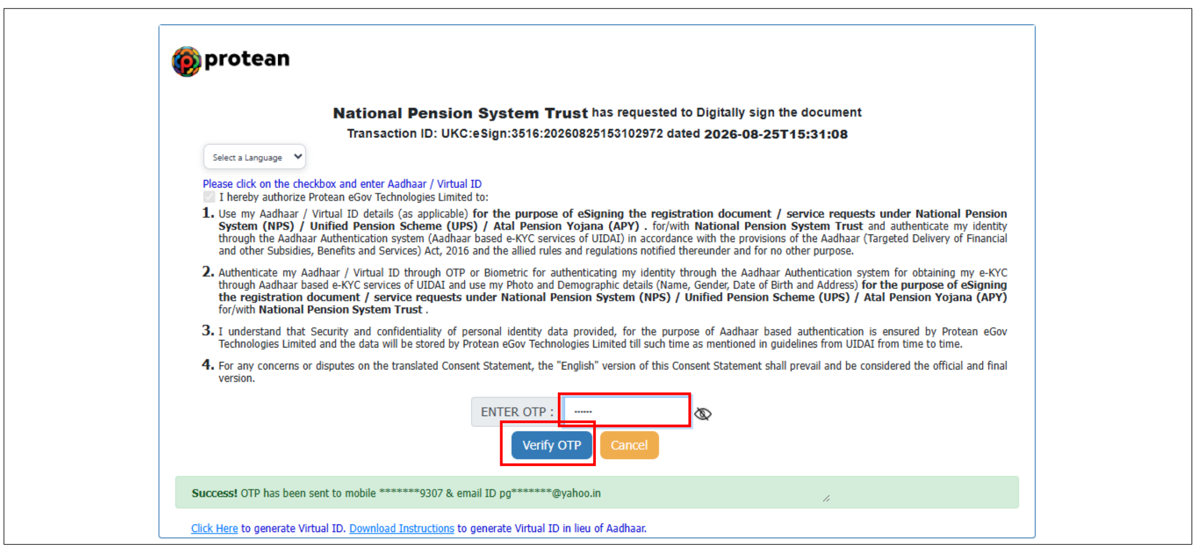


Figure 27

On clicking on ‘Verify OTP’ button, pop up message regarding quality monitoring process will be displayed to the Subscriber. Subscriber needs to read the message and click on ‘Proceed’ button. Here, Exit request will get captured in the CRA system. Please refer to **Figure 28** and **Figure 29.**

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding successful completion of eSigning is also displayed.

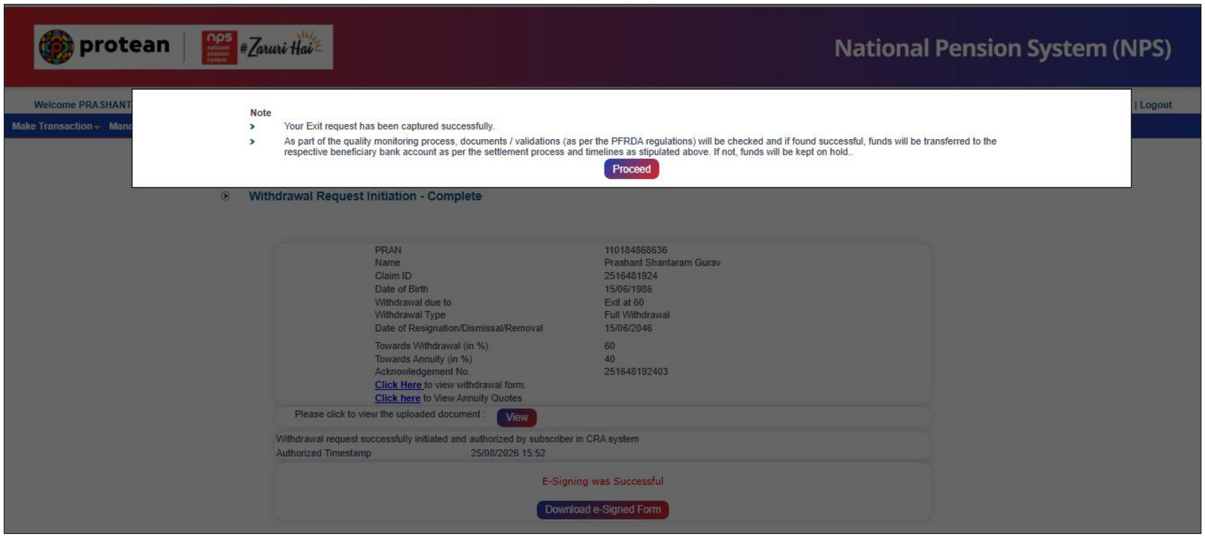


Figure 28

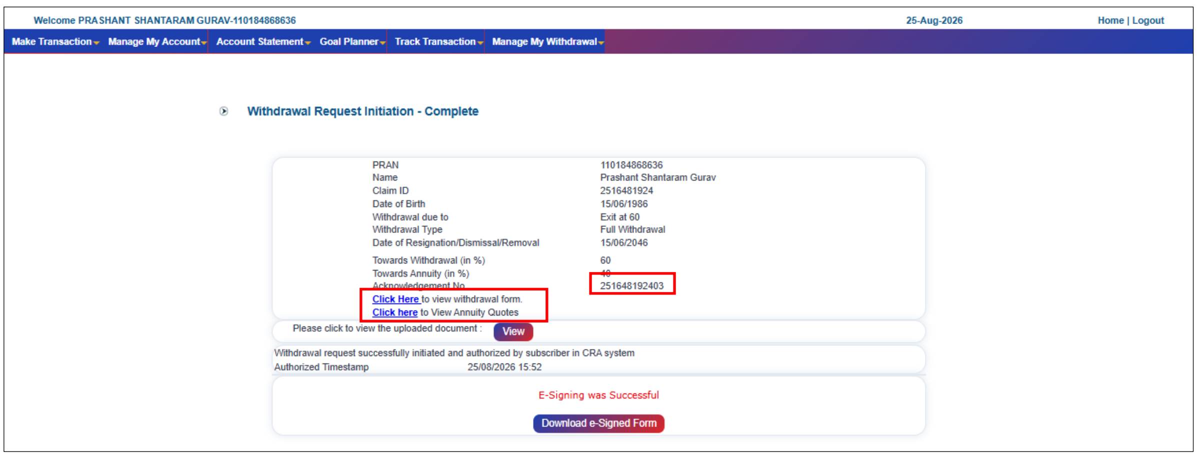


Figure 29

II) Exit through Bank-POP Authorization: -

6. Steps to initiate online Exit request in CRA System by Subscriber with Bank-POP Authorization

In order to initiate Online Exit request, Subscriber needs to login to CRA system www.cra.nps-proteantech.in with PRAN as User ID & Password as given below in **Figure 30.**

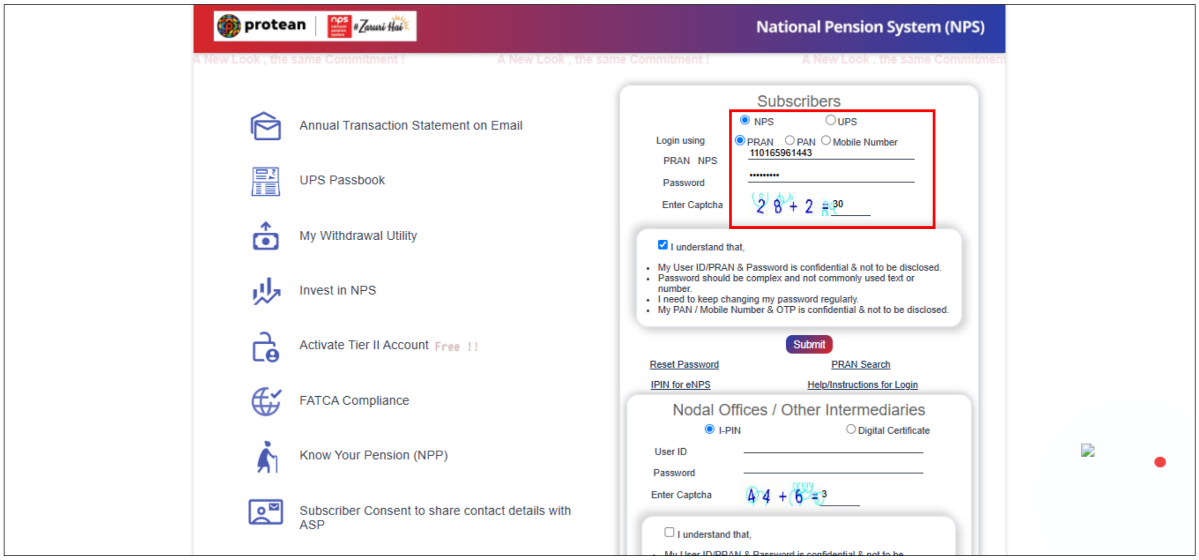


Figure 30

Subscriber needs to click on Menu "**Exit from NPS**" and select sub menu "**Initiate Request**" under "**Manage My Withdrawal**" Tab as given below in **Figure 31.**

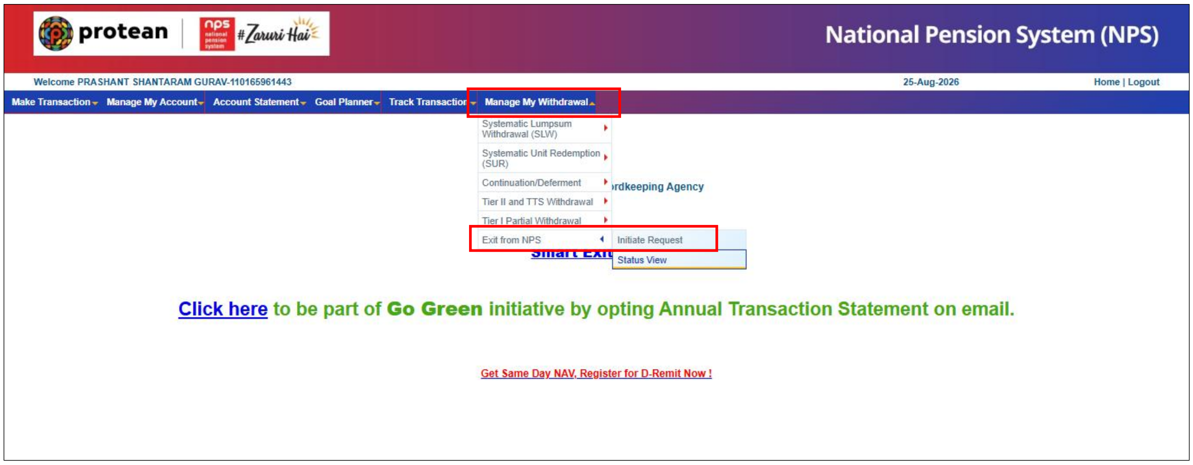


Figure 31

At this stage, Subscriber needs to select Withdrawal type as "Exit at 60" from the Drop-down menu as shown below in **Figure 32.** In case Premature Exit, the Subscriber will select withdrawal type as "Premature Exit."

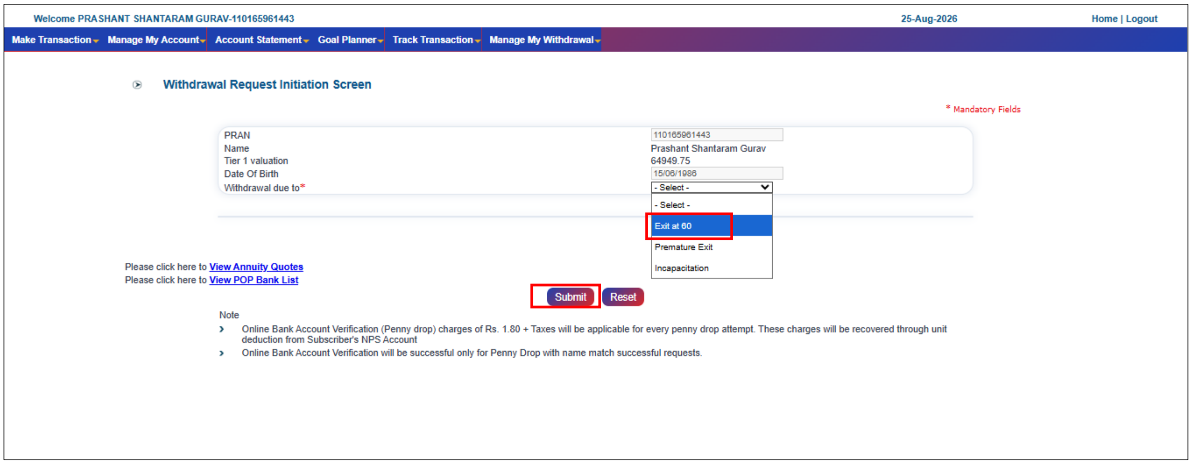


Figure 32

At this stage, System will display a Pop-up message after selecting Withdrawal Type. Pop-up message will contain information related to Verification of request through OTP, Mandatory upload of documents, OTP authentication/eSign of withdrawal request, Online bank account verification etc. Subscriber is required to click on **'OK'** button. Please refer to **Figure 33**.

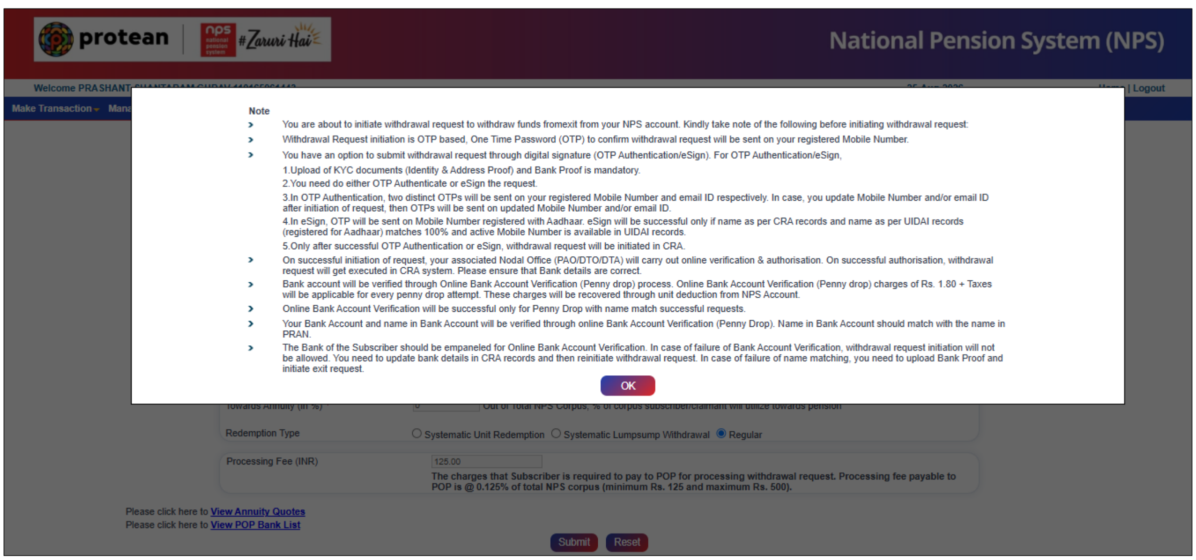


Figure 33

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

In case if corpus is less than or equal to Rs. 8 Lacs, then percentage towards Lump sum is displayed as 100% and percentage towards Annuity as 0%. If corpus is between Rs. 8 Lacs to 12 Lacs, then Subscriber need to mention amount against towards lump-sum withdrawal field. In case if corpus is greater than Rs. 12 Lacs, then percentage towards Lump sum is displayed as 80% and percentage towards annuity as 20%. Subscriber can also utilize more than 20% pension wealth for annuity, as per his/her choice.

Further, at this stage, three radio buttons will be displayed to the Subscriber viz. **"Systematic Unit Redemption"**, **"Systematic Lumpsum Withdrawal"** and **"Regular".** Subscriber to select '**Regular**' radio button to opt for Lumpsum and/or annuity withdrawal.

Please refer to **Figure 34**.

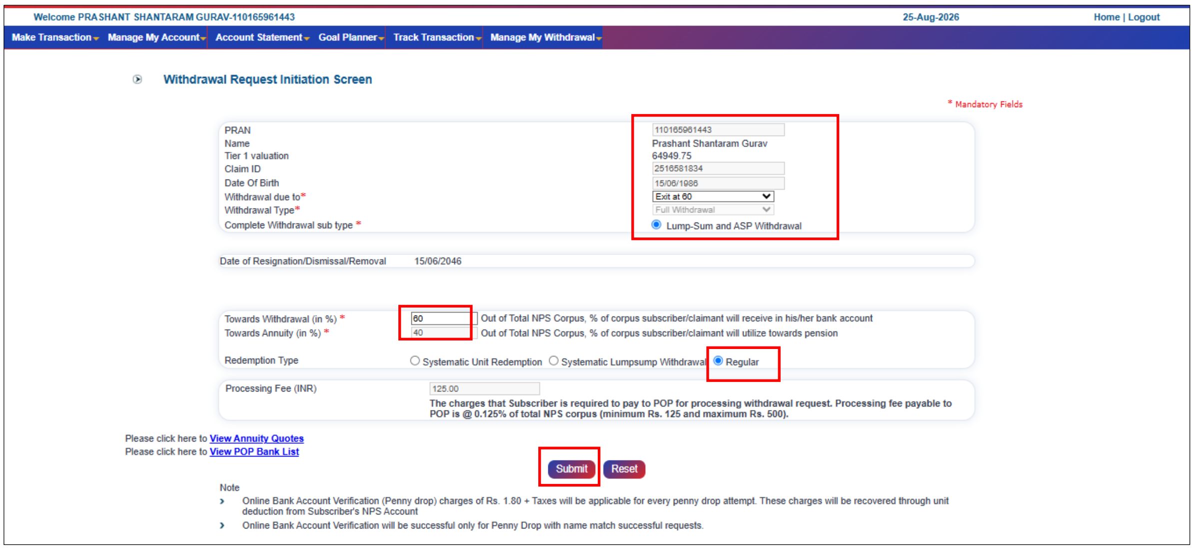


Figure 34

On clicking '**Submit**' button, Pop-up message will be displayed to the Subscriber. The Pop-up message contains information on Existing bank details, Mobile Number, email ID, PAN of the Subscriber and other instructions. If details are correct, Subscriber needs to click on **"OK"** button to proceed further. Kindly refer to **Figure 35**.

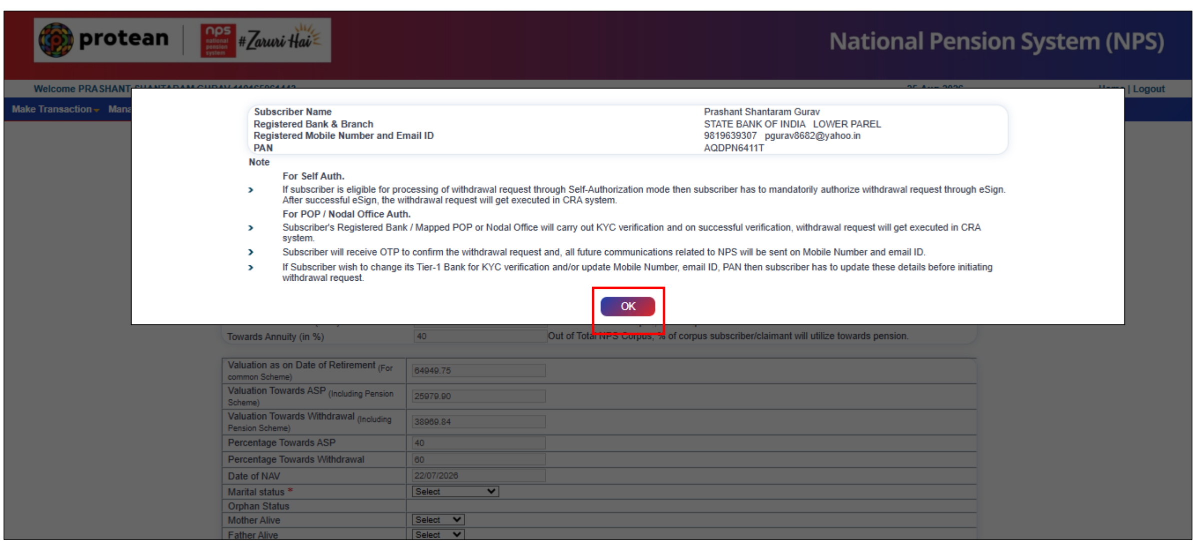


Figure 35

At this stage, Subscriber needs to select his/her Marital Status. If Subscriber is Married & Spouse is alive, then Subscriber needs to enter Spouse Name, Spouse Gender, Spouse DOB etc. Similarly, the Subscriber may also capture other family member's (Mother, father and children) details.

Then Subscriber needs to select Annuity Service Provider from the drop down list. List of the Annuity Service Providers is displayed on the basis of Age and Corpus of the Subscriber. Further, Subscriber needs to select Annuity Scheme. Under 'Select Annuity Scheme', The option of multiple Annuities from the same ASP is available for those Subscribers who earmark the annuity corpus more than Rs 10 lakhs wherein Rs 5 lakhs utilized to buy each annuity scheme. List of Annuity Schemes is displayed on the basis of Marital Status of the Subscriber. Subscriber needs to select Annuity Frequency from the drop down menu. Please refer to **Figure 36**.

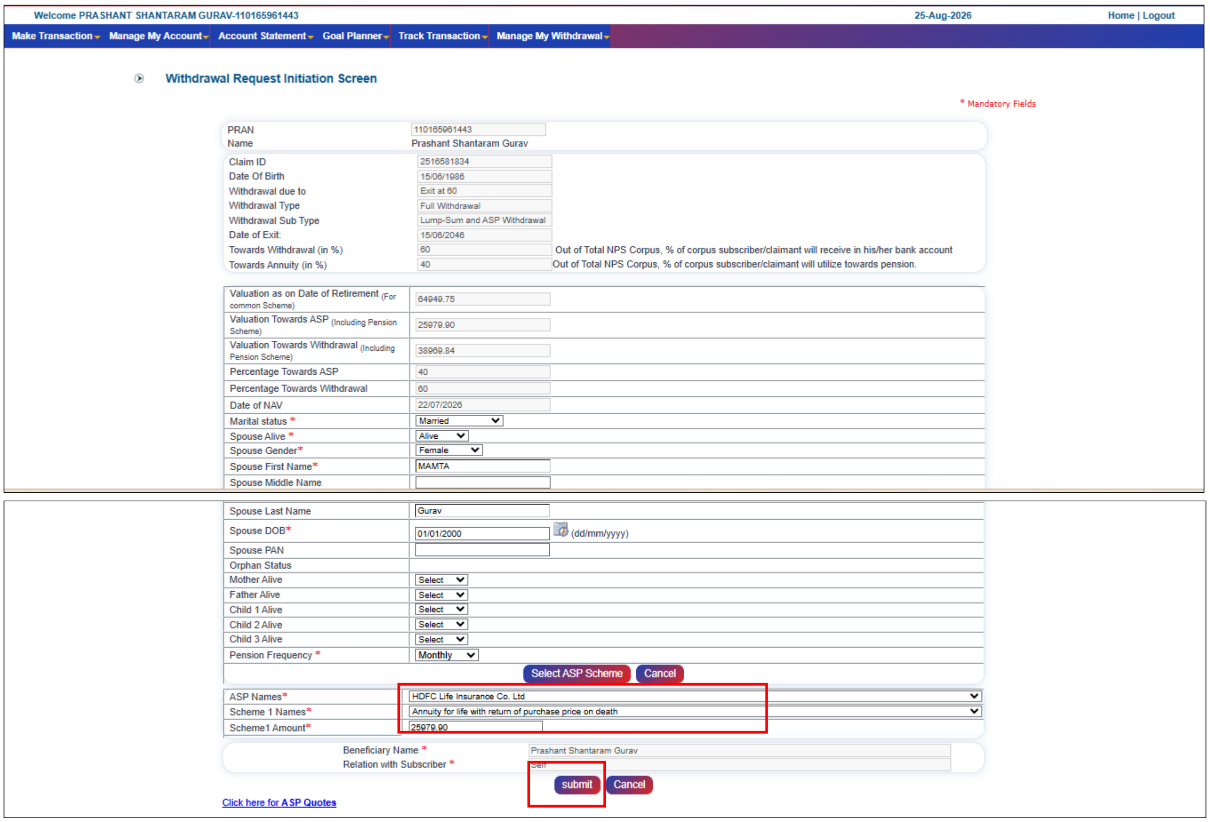


Figure 36

At this stage, various options selected along with existing address is displayed to the Subscriber. Also, option is available to the Subscriber to provide Maiden Name (only in case of female Subscriber) and CKYC Number. However, these two fields Maiden Name & CKYC Number are non-mandatory. Please refer to **Figure 37**.

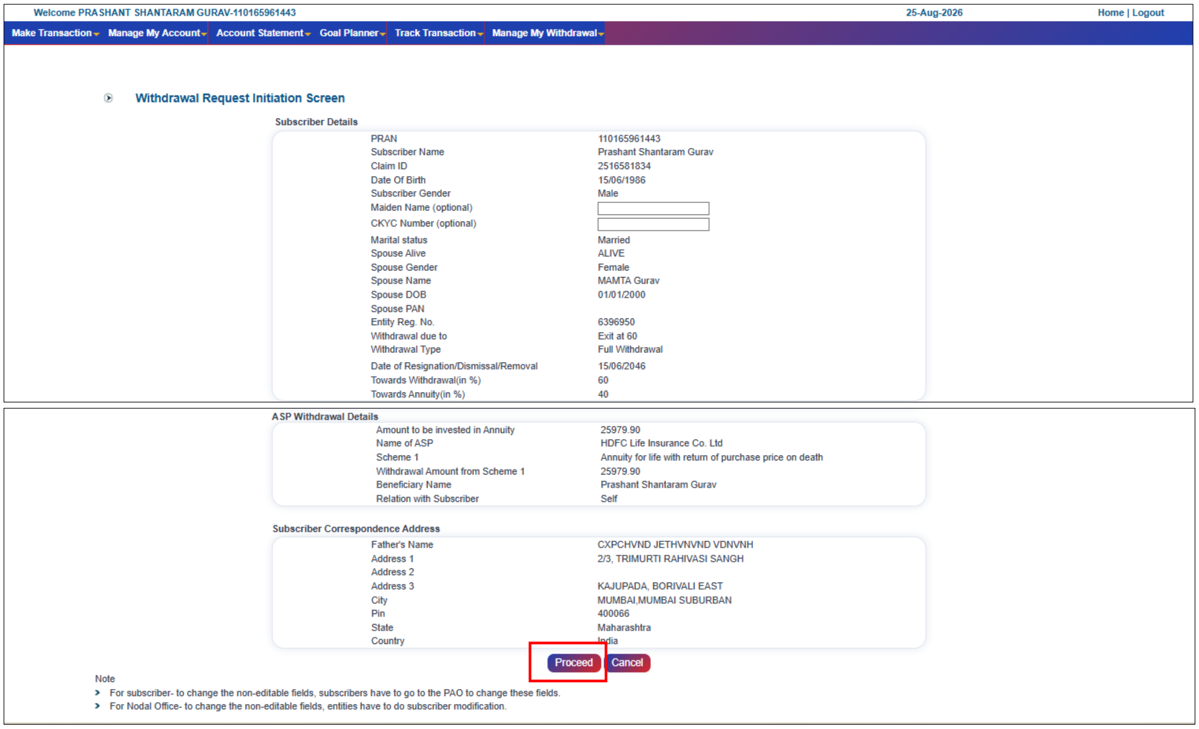


Figure 37

At this stage, existing bank details of the Subscriber along with Mobile number, email ID and PAN of the Subscriber are displayed. If existing bank details, contact details and PAN are correct, Subscriber needs to click on **"Online bank a/c verification**" Tab to proceed further. Please refer to **Figure 38.**

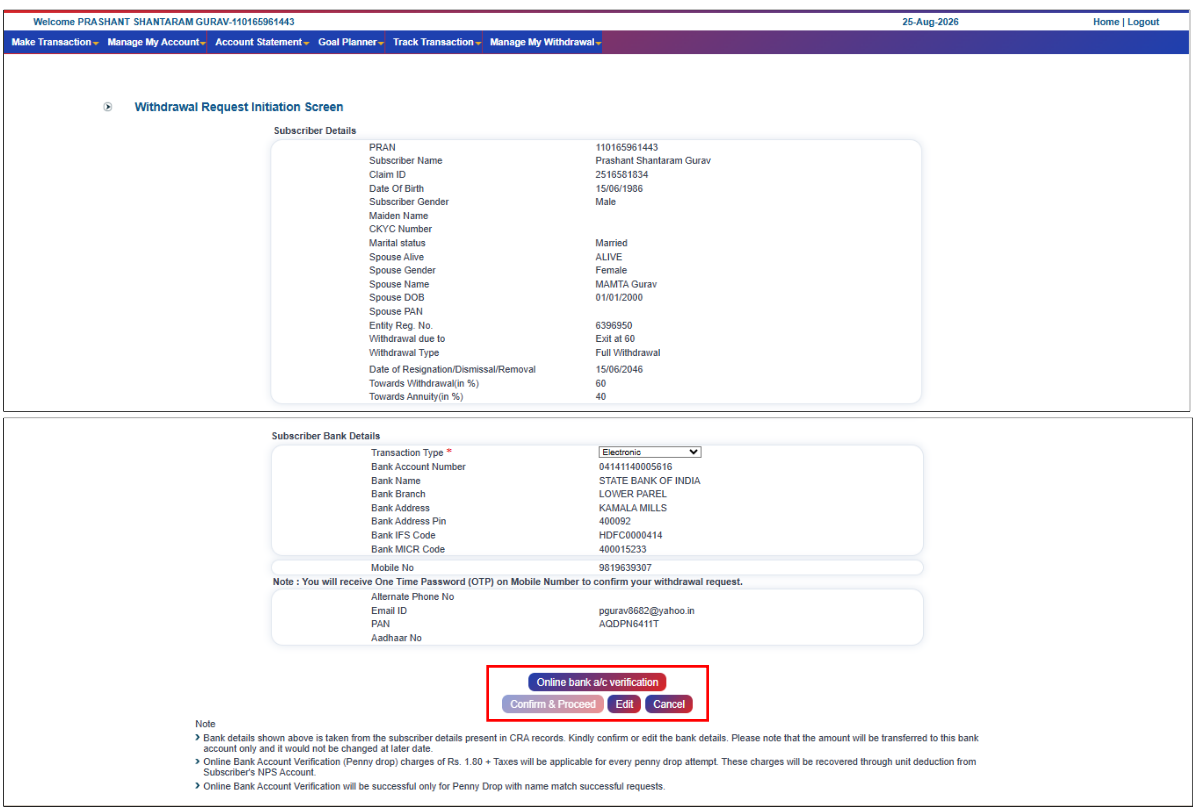


Figure 38

At this stage, after clicking on **"Online bank a/c Verification**" tab, Bank Account No., Bank IFS Code and Name of the Subscriber (registered in CRA) will be verified through online Bank Account Verification (Penny drop facility). On successful verification, a Pop-up message will display to the Subscriber i.e. **"Online bank a/c verification is successful."** Subscriber needs to click on "OK" button and then click on "Confirm & Proceed" button to proceed further. Please refer to **Figure 39** and **Figure 40.**

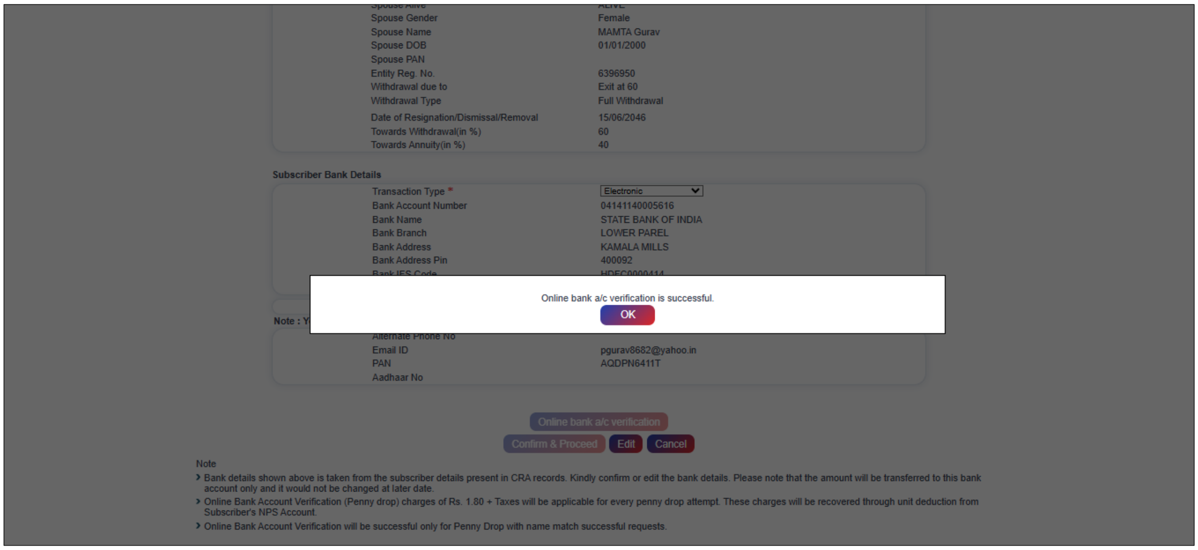


Figure 39

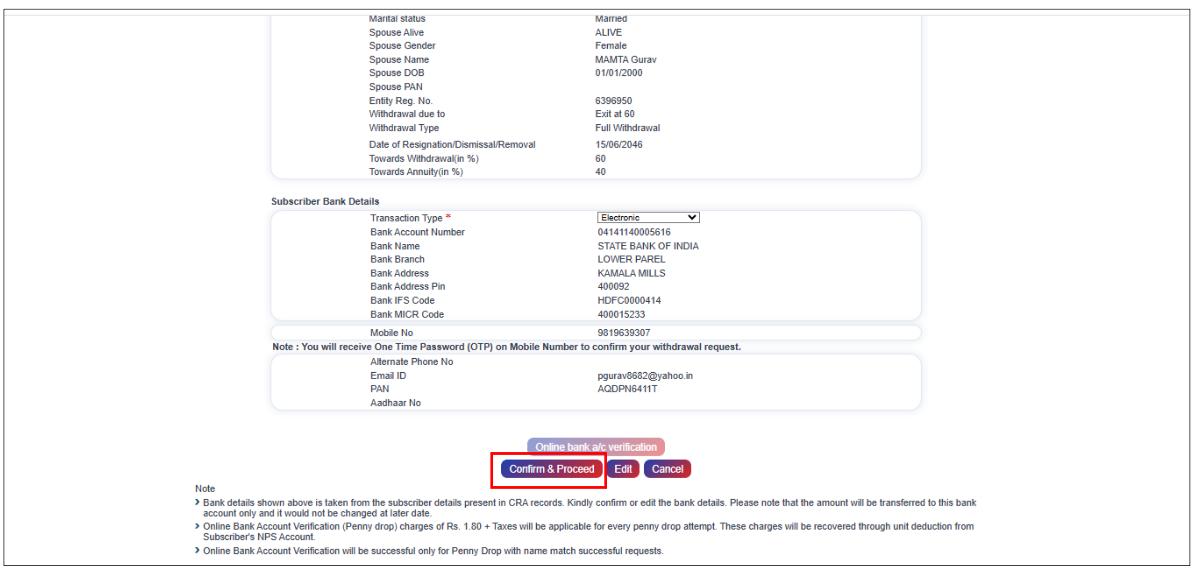


Figure 40

At this stage, existing nomination details of the Subscriber are displayed. Subscriber needs to enter Nominee address. If required, Subscriber can add/update nominee details. Subscriber can enter maximum of three nominees. Subscriber needs to click on "Add" button to add more than one nominee. After entering nominee details and/or address details, Subscriber needs to click on "Confirm" button to proceed further. Please refer to **Figure 41.**

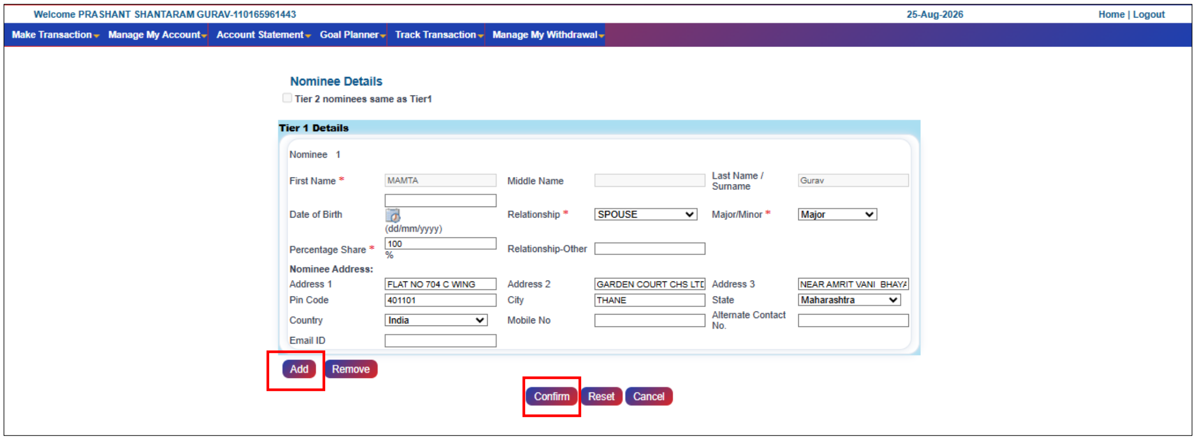


Figure 41

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

Further, Subscriber needs to select Declaration. After selection of declarations, Subscriber needs to click on “Confirm” button. Please refer to **Figure 42.**

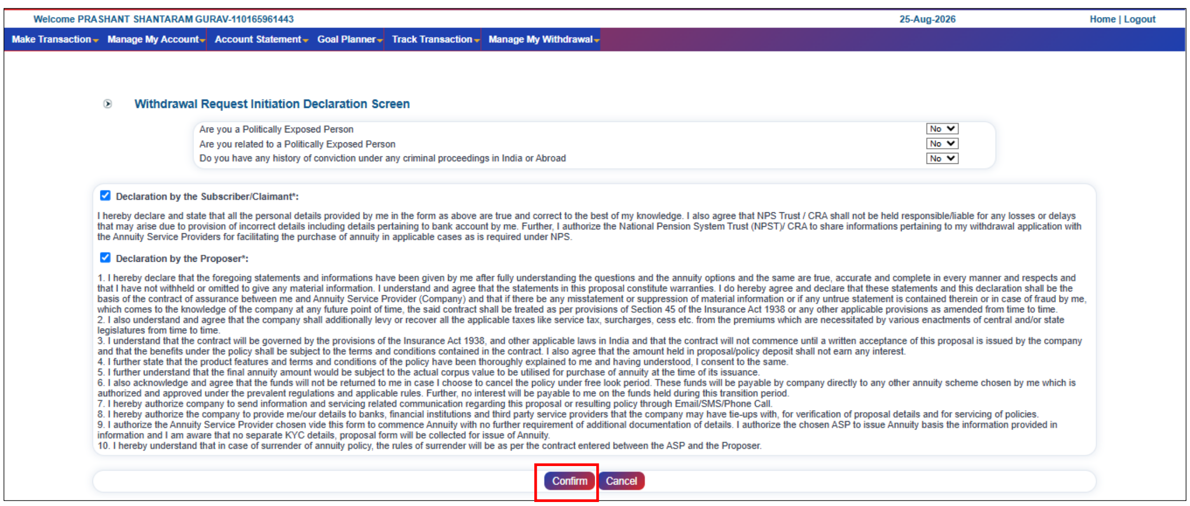
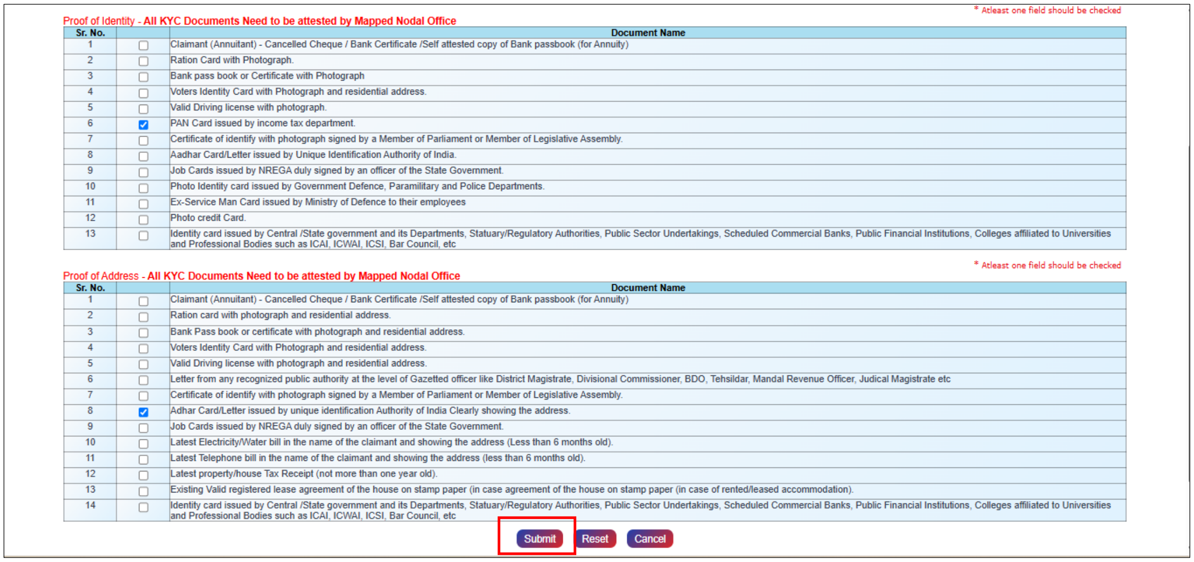


Figure 42

At this stage, document Check List is displayed to the Subscriber. After selection of document check list, Subscriber needs to click on “Submit” button. Please refer to **Figure 43**.



* Atleast one field should be checked

Proof of Identity - All KYC Documents Need to be attested by Mapped Nodal Office

Sr. No.		Document Name
1	☐	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	☐	Ration Card with Photograph.
3	☐	Bank pass book or Certificate with Photograph
4	☐	Voters Identity Card with Photograph and residential address.
5	☐	Valid Driving license with photograph.
6	☑	PAN Card issued by income tax department.
7	☐	Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	☐	Aadhar Card/Letter issued by Unique Identification Authority of India.
9	☐	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	☐	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.
11	☐	Ex-Service Man Card issued by Ministry of Defence to their employees
12	☐	Photo credit Card.
13	☐	Identity card issued by Central /State government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc

* Atleast one field should be checked

Proof of Address - All KYC Documents Need to be attested by Mapped Nodal Office

Sr. No.		Document Name
1	☐	Claimant (Annuitant) - Cancelled Cheque / Bank Certificate /Self attested copy of Bank passbook (for Annuity)
2	☐	Ration card with photograph and residential address.
3	☐	Bank Pass book or certificate with photograph and residential address.
4	☐	Voters Identity Card with Photograph and residential address.
5	☐	Valid Driving license with photograph and residential address.
6	☐	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judical Magistrate etc
7	☐	Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.
8	☑	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
9	☐	Job Cards issued by NREGA duly signed by an officer of the State Government.
10	☐	Latest Electricity/Water bill in the name of the claimant and showing the address (Less than 6 months old).
11	☐	Latest Telephone bill in the name of the claimant and showing the address (less than 6 months old).
12	☐	Latest property/house Tax Receipt (not more than one year old).
13	☐	Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of rented/leased accommodation).
14	☐	Identity card issued by Central /State government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc

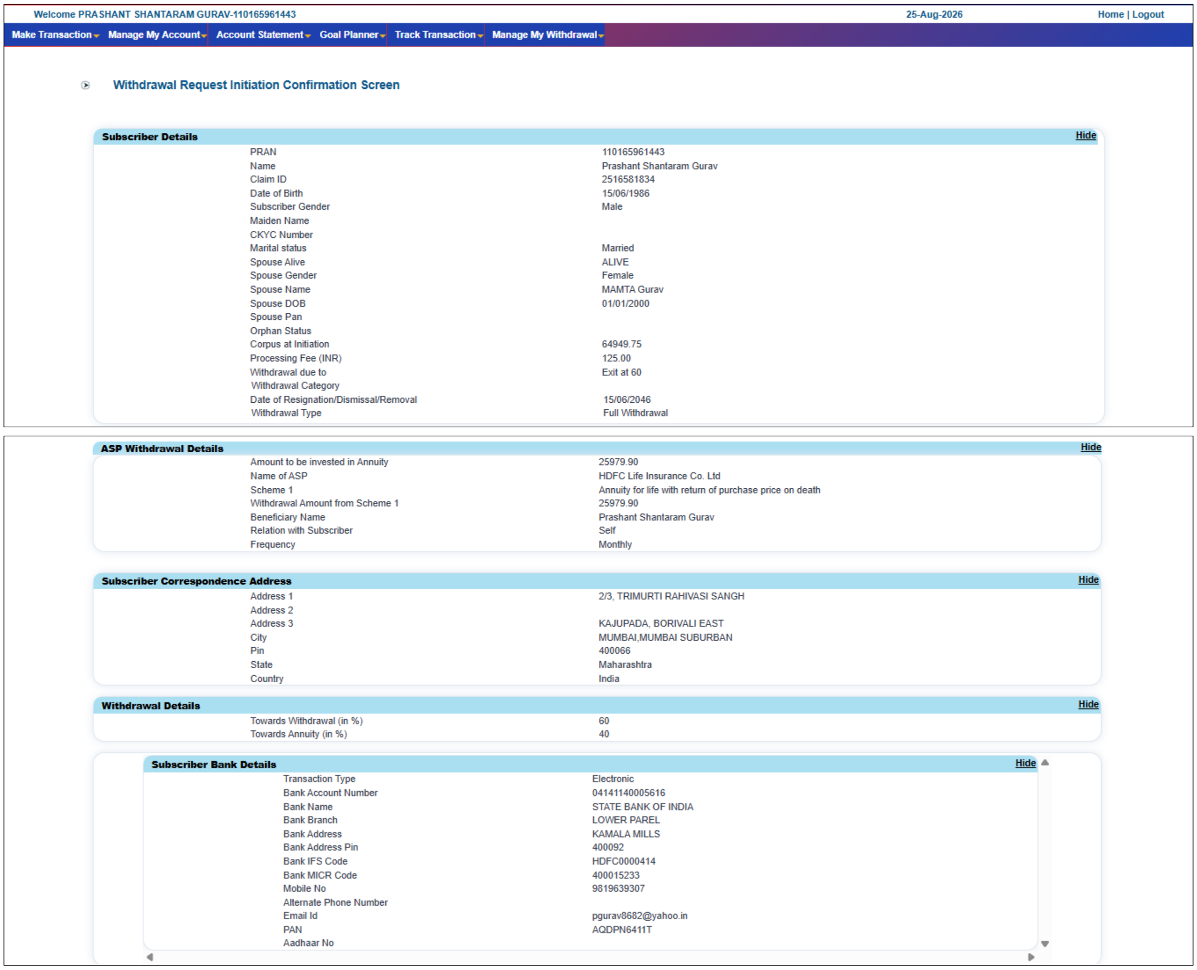
Submit Reset Cancel

Figure 43

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

It is mandatory for Subscriber to upload valid and legible scanned copies of KYC documents (Identity & Address Proof) as selected in document checklist for seamless processing of Exit and annuity request. Subscriber is required to upload all documents in a single scanned file. Please refer to **Figure 44.**

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



Welcome PRASHANT SHANTARAM GURAV-110165961443 25-Aug-2026 Home | Logout

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

Withdrawal Request Initiation Confirmation Screen

Subscriber Details Hide

PRAN	110165961443
Name	Prashant Shantaram Gurav
Claim ID	2516581834
Date of Birth	15/06/1986
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	ALIVE
Spouse Gender	Female
Spouse Name	MAMTA Gurav
Spouse DOB	01/01/2000
Spouse Pan	
Orphan Status	
Corpus at Initiation	64949.75
Processing Fee (INR)	125.00
Withdrawal due to	Exit at 60
Withdrawal Category	
Date of Resignation/Dismissal/Removal	15/06/2046
Withdrawal Type	Full Withdrawal

ASP Withdrawal Details Hide

Amount to be invested in Annuity	25979.90
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	25979.90
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Frequency	Monthly

Subscriber Correspondence Address Hide

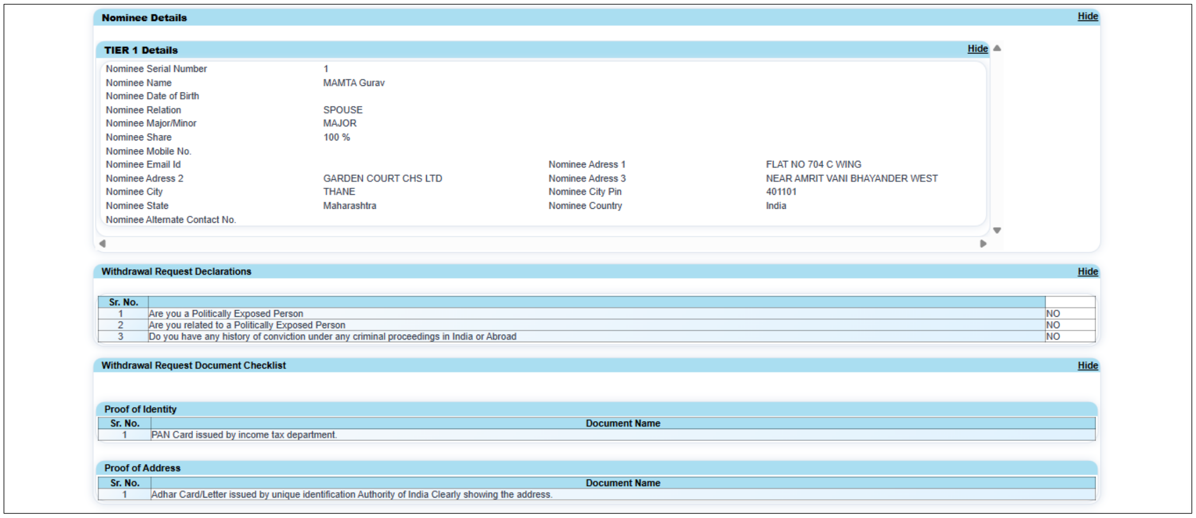
Address 1	2/3, TRIMURTI RAHIVASI SANGH
Address 2	
Address 3	KAJUPADA, BORIVALI EAST
City	MUMBAI,MUMBAI SUBURBAN
Pin	400066
State	Maharashtra
Country	India

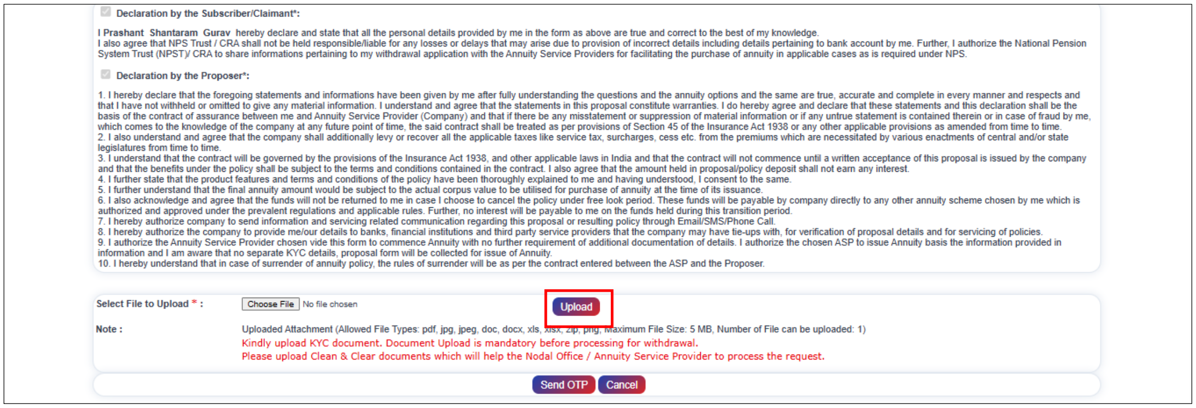
Withdrawal Details Hide

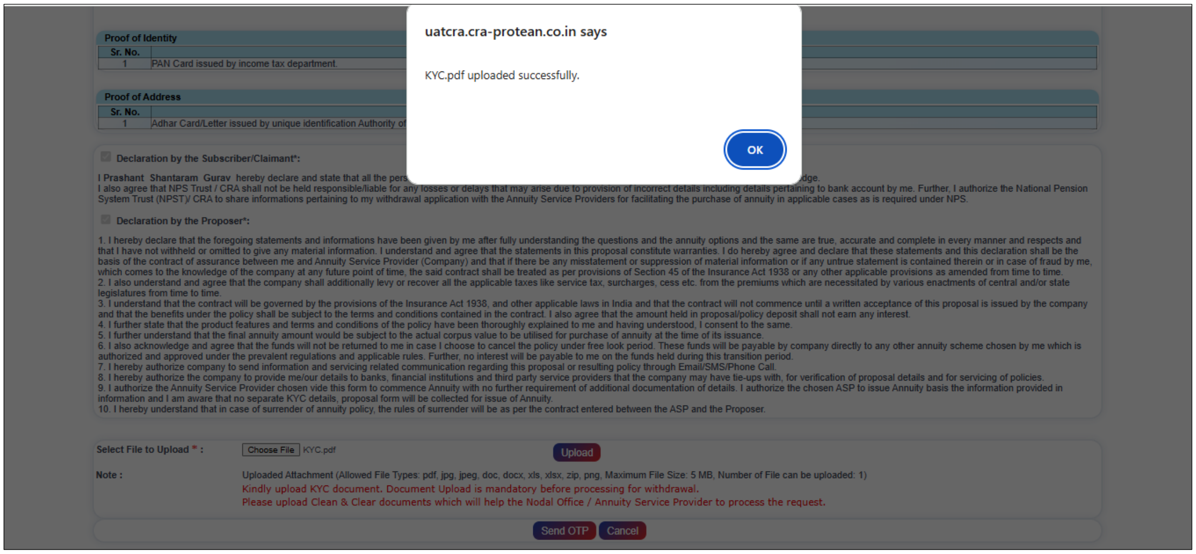
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

Subscriber Bank Details Hide

Transaction Type	Electronic
Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	400015233
Mobile No	9819639307
Alternate Phone Number	
Email Id	pgurav8682@yahoo.in
PAN	AQDPN6411T
Aadhaar No	


Nominee Details
Hide
TIER 1 Details
Hide
Nominee Serial Number 1
Nominee Name MAMTA Gurav
Nominee Date of Birth
Nominee Relation SPOUSE
Nominee Major/Minor MAJOR
Nominee Share 100 %
Nominee Mobile No.
Nominee Email Id
Nominee Adress 1 FLAT NO 704 C WING
Nominee Adress 2 GARDEN COURT CHS LTD
Nominee Adress 3 NEAR AMRIT VANI BHAYANDER WEST
Nominee City THANE
Nominee City Pin 401101
Nominee State Maharashtra
Nominee Country India
Nominee Alternate Contact No.
Withdrawal Request Declarations
Hide
Sr. No.
1 Are you a Politically Exposed Person NO
2 Are you related to a Politically Exposed Person NO
3 Do you have any history of conviction under any criminal proceedings in India or Abroad NO
Withdrawal Request Document Checklist
Hide
Proof of Identity
Sr. No. Document Name
1 PAN Card issued by income tax department.
Proof of Address
Sr. No. Document Name
1 Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.


Declaration by the Subscriber/Claimant*:
I Prashant Shantaram Gurav hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge.
I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.
Declaration by the Proposer*:
1. I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.
2. I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.
3. I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.
4. I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.
5. I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.
6. I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.
7. I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
8. I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.
9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.
10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.
Select File to Upload * :
Choose File No file chosen
Upload
Note :
Uploaded Attachment (Allowed File Types: pdf, jpg, jpeg, doc, docx, xls, xlsx, zip, png, Maximum File Size: 5 MB, Number of File can be uploaded: 1)
Kindly upload KYC document. Document Upload is mandatory before processing for withdrawal.
Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.
Send OTP
Cancel


uatcra.cra-protean.co.in says
KYC.pdf uploaded successfully.
OK
Select File to Upload * :
Choose File KYC.pdf
Upload
Send OTP
Cancel

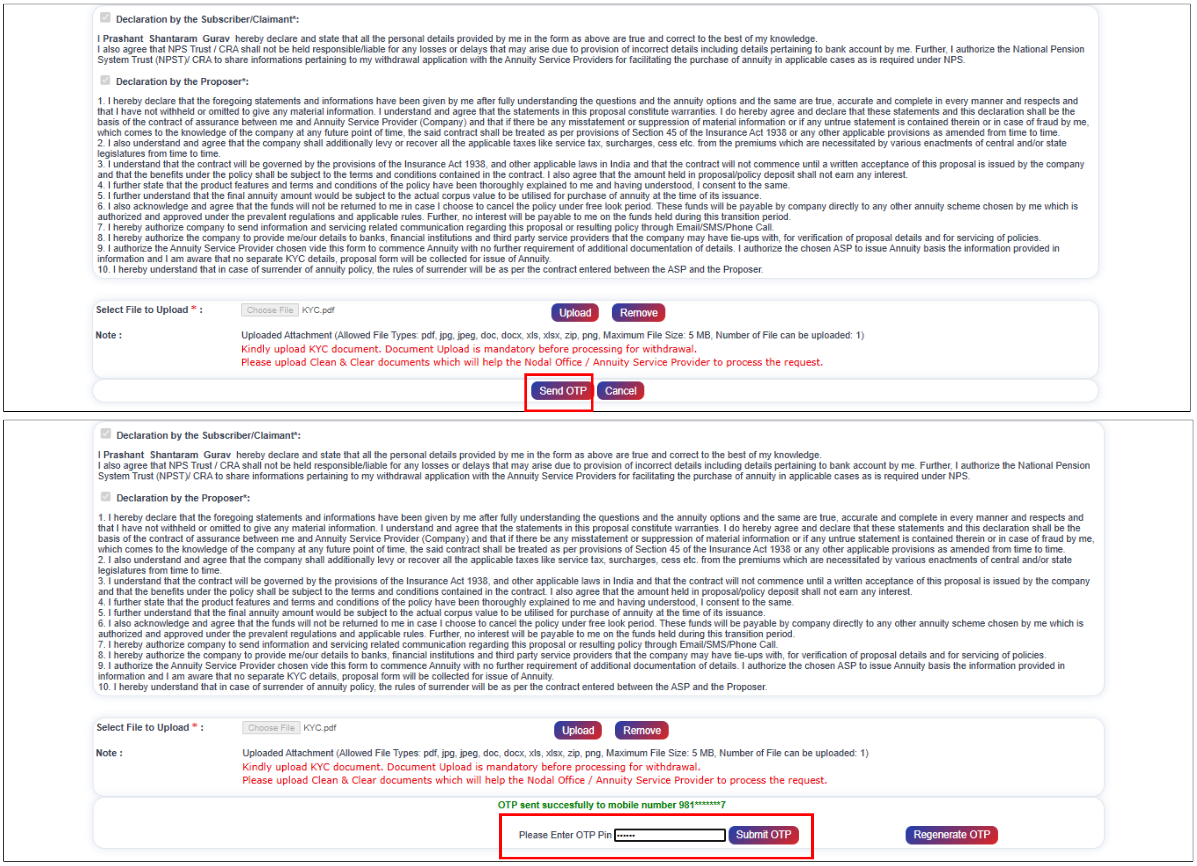

Declaration by the Subscriber/Claimant*:
I Prashant Shantaram Gurav hereby declare and state that all the personal details provided by me in the form as above are true and correct to the best of my knowledge.
I also agree that NPS Trust / CRA shall not be held responsible/liable for any losses or delays that may arise due to provision of incorrect details including details pertaining to bank account by me. Further, I authorize the National Pension System Trust (NPST)/ CRA to share informations pertaining to my withdrawal application with the Annuity Service Providers for facilitating the purchase of annuity in applicable cases as is required under NPS.
Declaration by the Proposer*:
1. I hereby declare that the foregoing statements and informations have been given by me after fully understanding the questions and the annuity options and the same are true, accurate and complete in every manner and respects and that I have not withheld or omitted to give any material information. I understand and agree that the statements in this proposal constitute warranties. I do hereby agree and declare that these statements and this declaration shall be the basis of the contract of assurance between me and Annuity Service Provider (Company) and that if there be any misstatement or suppression of material information or if any untrue statement is contained therein or in case of fraud by me, which comes to the knowledge of the company at any future point of time, the said contract shall be treated as per provisions of Section 45 of the Insurance Act 1938 or any other applicable provisions as amended from time to time.
2. I also understand and agree that the company shall additionally levy or recover all the applicable taxes like service tax, surcharges, cess etc. from the premiums which are necessitated by various enactments of central and/or state legislatures from time to time.
3. I understand that the contract will be governed by the provisions of the Insurance Act 1938, and other applicable laws in India and that the contract will not commence until a written acceptance of this proposal is issued by the company and that the benefits under the policy shall be subject to the terms and conditions contained in the contract. I also agree that the amount held in proposal/policy deposit shall not earn any interest.
4. I further state that the product features and terms and conditions of the policy have been thoroughly explained to me and having understood, I consent to the same.
5. I further understand that the final annuity amount would be subject to the actual corpus value to be utilised for purchase of annuity at the time of its issuance.
6. I also acknowledge and agree that the funds will not be returned to me in case I choose to cancel the policy under free look period. These funds will be payable by company directly to any other annuity scheme chosen by me which is authorized and approved under the prevalent regulations and applicable rules. Further, no interest will be payable to me on the funds held during this transition period.
7. I hereby authorize company to send information and servicing related communication regarding this proposal or resulting policy through Email/SMS/Phone Call.
8. I hereby authorize the company to provide me/our details to banks, financial institutions and third party service providers that the company may have tie-ups with, for verification of proposal details and for servicing of policies.
9. I authorize the Annuity Service Provider chosen vide this form to commence Annuity with no further requirement of additional documentation of details. I authorize the chosen ASP to issue Annuity basis the information provided in information and I am aware that no separate KYC details, proposal form will be collected for issue of Annuity.
10. I hereby understand that in case of surrender of annuity policy, the rules of surrender will be as per the contract entered between the ASP and the Proposer.
Select File to Upload * :
Choose File KYC.pdf
Upload
Remove
Note :
Uploaded Attachment (Allowed File Types: pdf, jpg, jpeg, doc, docx, xls, xlsx, zip, png, Maximum File Size: 5 MB, Number of File can be uploaded: 1)
Kindly upload KYC document. Document Upload is mandatory before processing for withdrawal.
Please upload Clean & Clear documents which will help the Nodal Office / Annuity Service Provider to process the request.
Send OTP
Cancel
OTP sent succesfully to mobile number 981*******7
Please Enter OTP Pin
Submit OTP
Regenerate OTP

Figure 44

At this stage, after clicking on "Submit OTP" button, an Acknowledgement Number will get generated. Subscriber needs to proceed with OTP Authentication/eSign. Withdrawal request will get initiated in CRA system only after successful OTP Authentication/eSign. Subscriber has a choice to select any of the options.

Please refer to **Figure 45**.

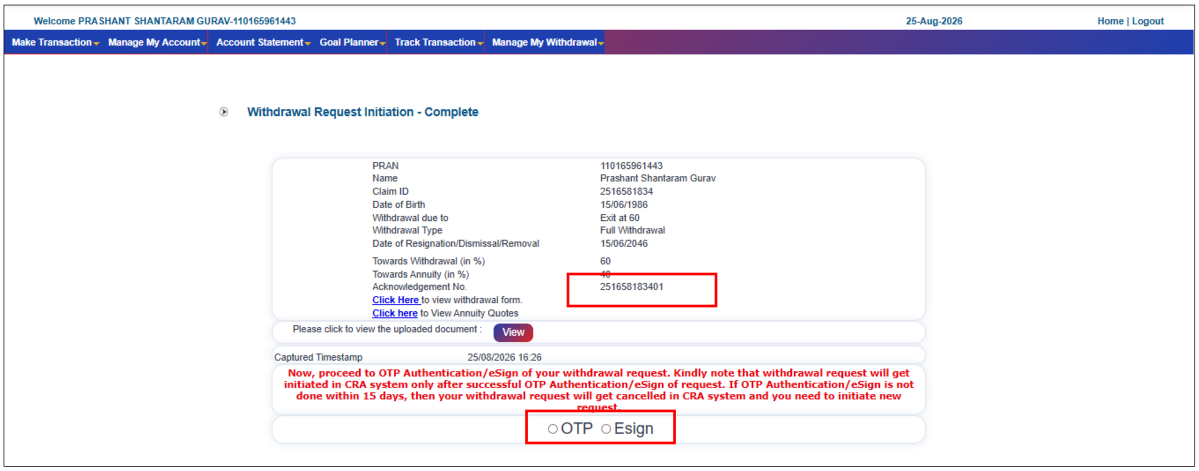


Figure 45

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

<u>Section-I</u>

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

<u>Section-II</u>

- Process for completion of exit 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.

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

Section I- Process for completion of exit request using OTP Authentication:

At this stage, Subscriber needs to select "OTP" radio button and then click on **"Proceed to OTP Authentication"** tab. Please refer to **Figure 46**.

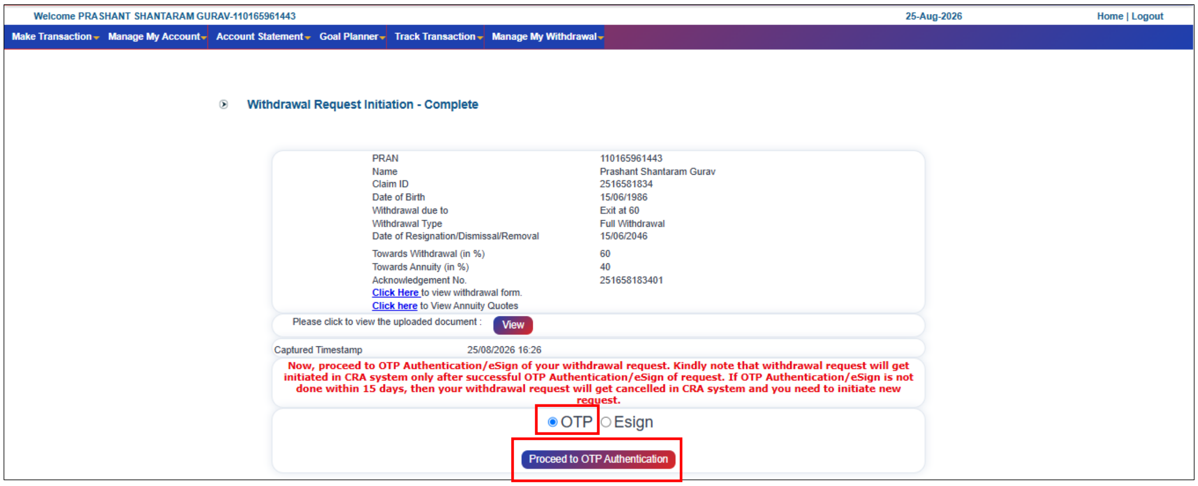


Figure 46

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

Please refer to **Figure 47**.

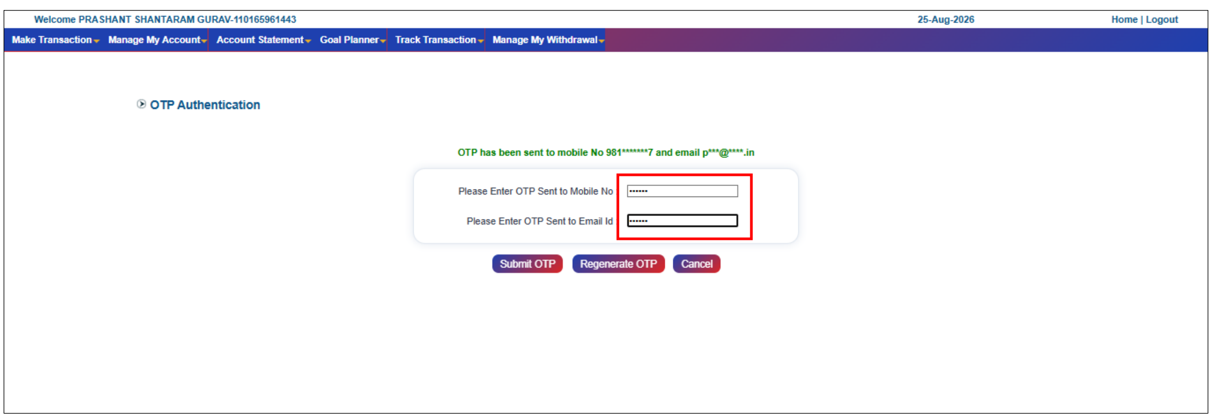


Figure 47

On clicking on 'Submit OTP' button, pop up message regarding verification/authorization of exit request and quality monitoring process will be displayed to the Subscriber. Subscriber needs to read the message and click on 'Proceed' button. Please refer to **Figure 48**.

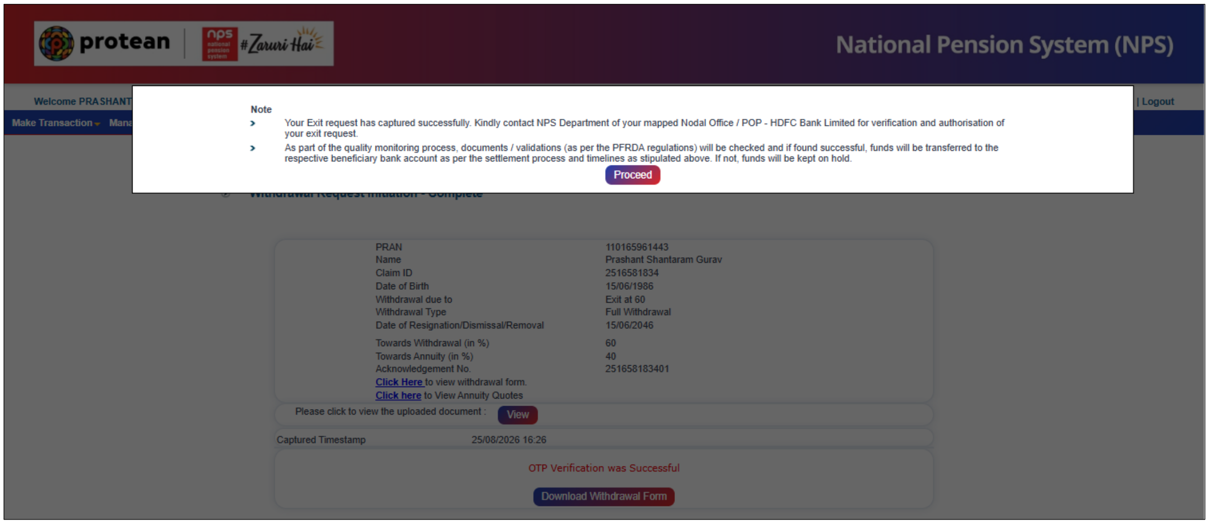
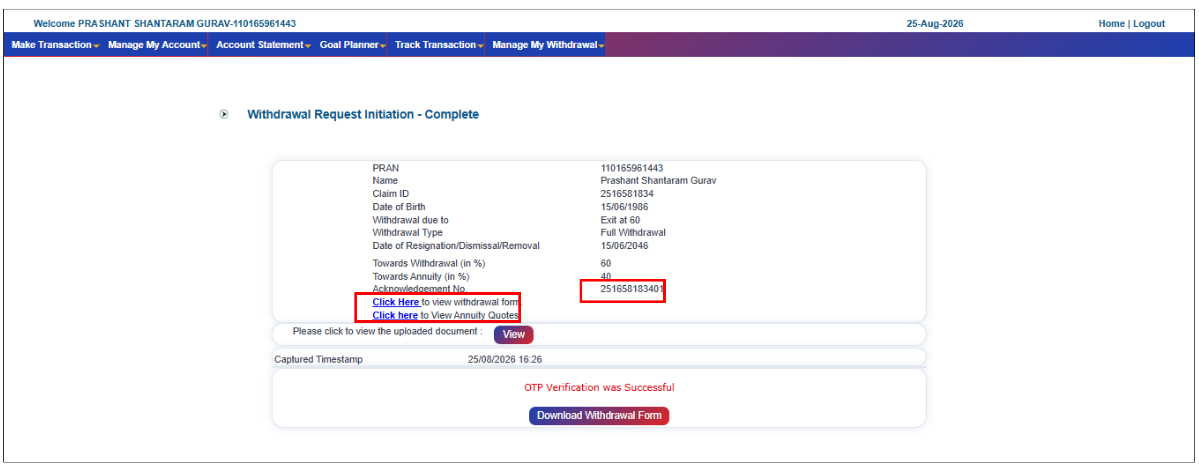


Figure 48

Once Subscriber clicks on 'Proceed' button, exit request will get captured in the CRA system.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding completion of OTP Verification is also displayed. Refer to **Figure 49**.



F

Figure 49

Section II- Process for completion of exit request using eSign:

At this stage, Subscriber needs to select "Esign" radio button and then click on **"Proceed to e-Sign the Form"** tab. Please refer to **Figure 50**.

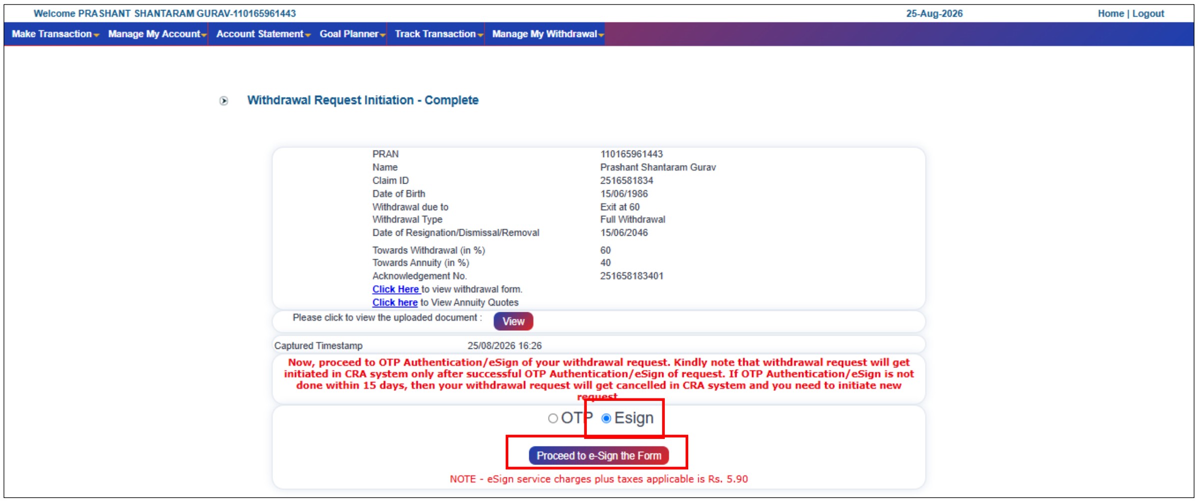


Figure 50

At this stage, once Subscriber clicks on **"Proceed to e-Sign the Form"** Tab, system will redirect Subscriber to eSign Service Provider's Web Page. Subscriber needs to enter his/her Aadhaar/Virtual ID and click on "Send OTP" button to receive OTP. Subscriber will receive an OTP from UIDAI (Aadhaar) on Mobile Number registered with Aadhaar. Please refer to **Figure 51.**

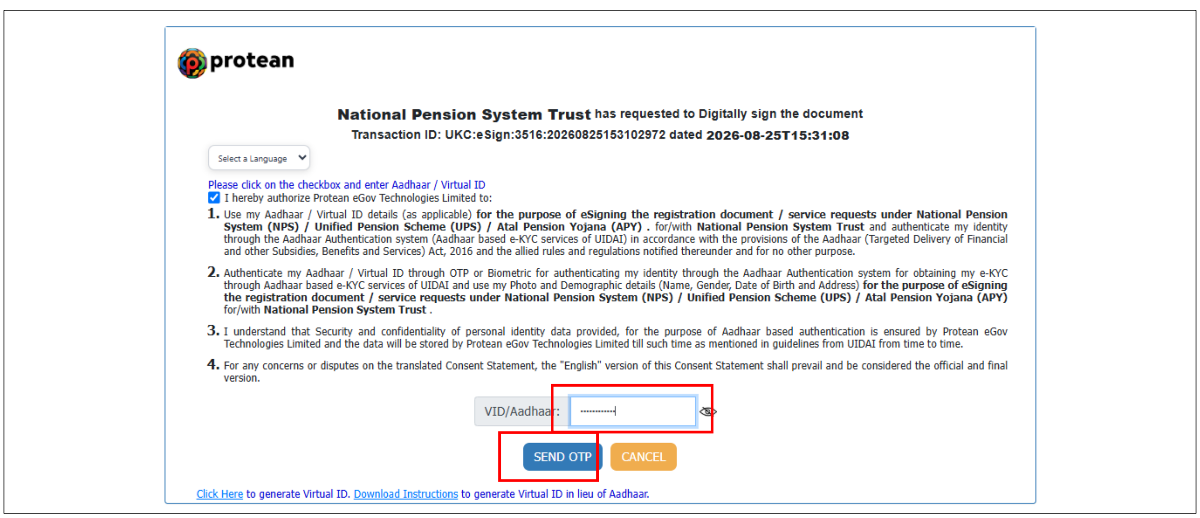


Figure 51

Once OTP is received, Subscriber needs to enter OTP and click on "Verify OTP" button to complete eSigning of the request. Please refer to **Figure 52**.

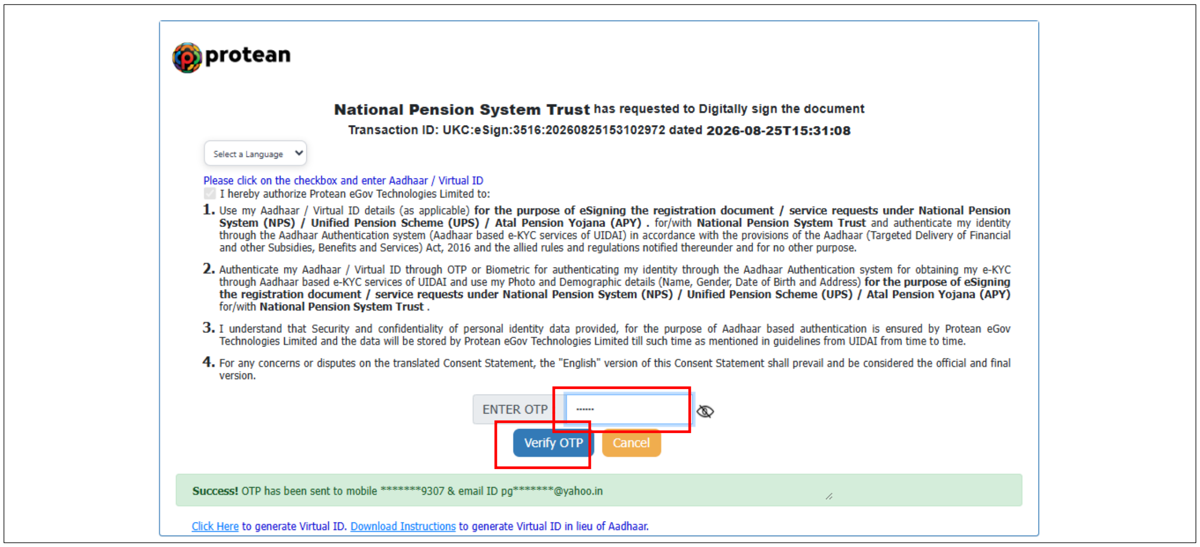


Figure 52

On clicking on 'Verify OTP' button, pop up message regarding verification/authorization of exit request and quality monitoring process will be displayed to the Subscriber. Subscriber needs to read the message and click on 'Proceed' button. Please refer to **Figure 53**.

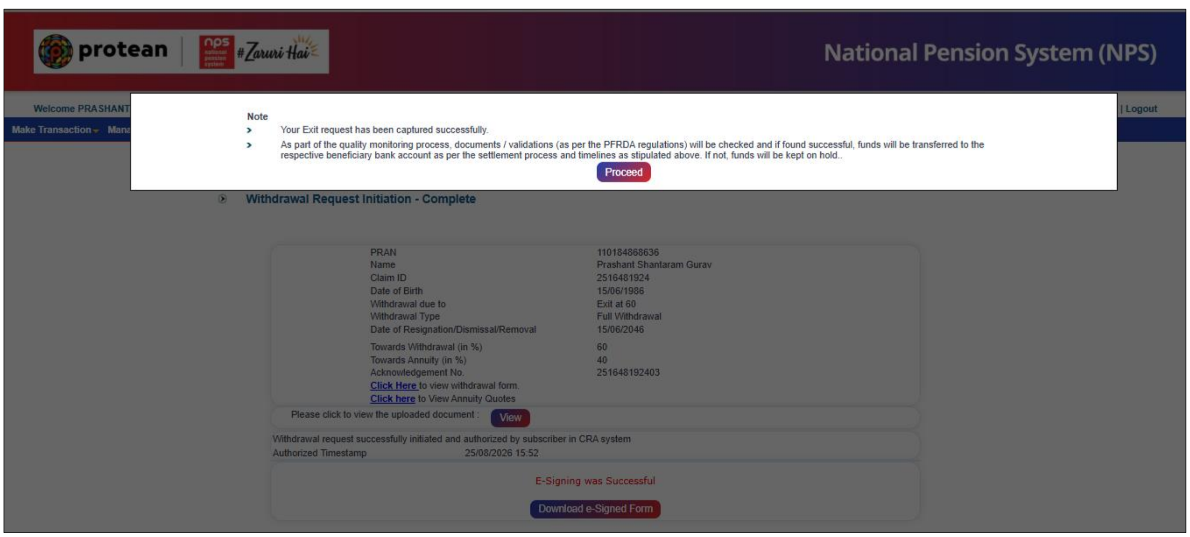


Figure 53

Once Subscriber clicks on 'Proceed' button, exit request will get captured in the CRA system.

At this stage, option is provided to Subscriber to view & download system generated Withdrawal Form. Further, message regarding successful completion of eSigning is also displayed. Refer to **Figure 54**.

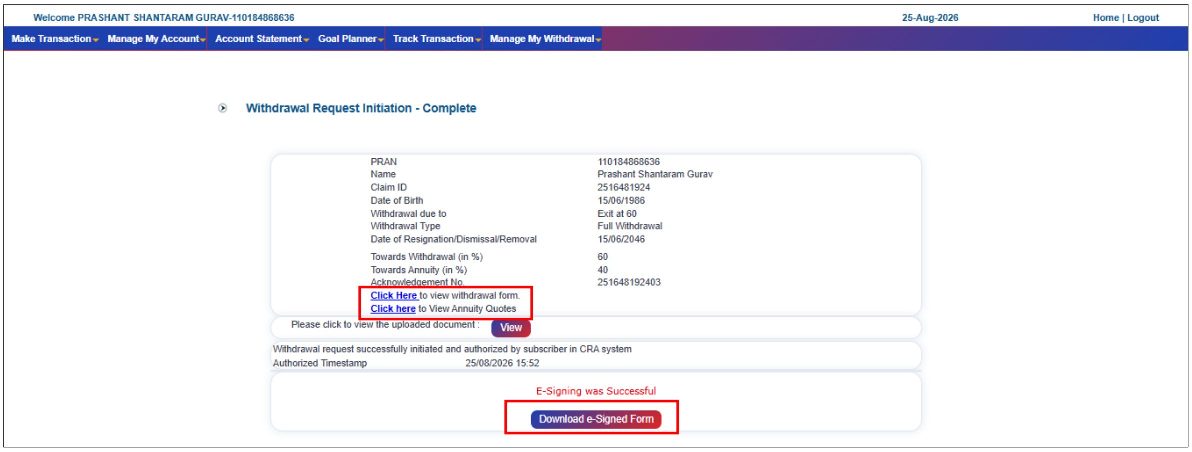


Figure 54

Once Exit request is successfully initiated by Subscriber, Bank-POP is required to verify and authorize the Exit request in CRA System.

On successful OTP Authentication / eSign of the exit request by eNPS Subscriber, the request will be submitted to the registered Bank of Subscriber (registered as Bank-POP in CRA system) for KYC verification online in the CRA system.

If Subscriber fails to OTP Authentication / eSign Exit request during Exit request initiation process, then an option is available to OTP Authentication / eSign request subsequently. Following steps are required to be followed by the Subscriber:

a) Login to your NPS Account by accessing CRA system (www.cra.nps-proteantech.in) with PRAN as User ID and password
b) Select Menu "Exit from NPS"
c) Click on Sub-Menu "Status View"
d) Click on Acknowledgement No Hyperlink
e) Details entered at the time of initiation will be displayed
f) Click on the button "Proceed to OTP Authentication /eSign" displayed at bottom of the page

Further, if Subscriber fails to OTP Authentication / eSign Exit request, his/her request will get auto cancelled after 15 days from the date of capturing of Exit request. In such case, the Subscriber is required to capture new Exit request in CRA system.

Rejection of Exit request:

If name of the Subscriber as per CRA records and name as per Aadhaar is not matching, then eSign will not be possible and Exit request of the Subscriber will get rejected. In such case,

- The Subscriber is required to update his/her name either in CRA records or in UIDAI (Aadhaar) records.
- Subscriber can also opt for 'Bank-POP Authorization' Option and submit Exit request through OTP Authentication.
- Alternatively, the Subscriber can shift his/her PRAN to any other POP and then initiate exit request. The list of POPs is available on this website. The Form UOS-S06 - Change of POP Subscriber is available under "Forms" section, which is available under All Citizens of India sector on the website. The Subscriber needs to submit Form UOS-S06 to desired POP for shifting of PRAN.

7. Steps to verify Online Exit request in CRA System by Bank-POP

In order to verify Online Exit request of eNPS Subscriber, Bank-POP User needs to click on the link www.cra.nps-proteantech.in select the Digital certificate menu and enter User ID to login to CRA system as given below in **Figure 55**.

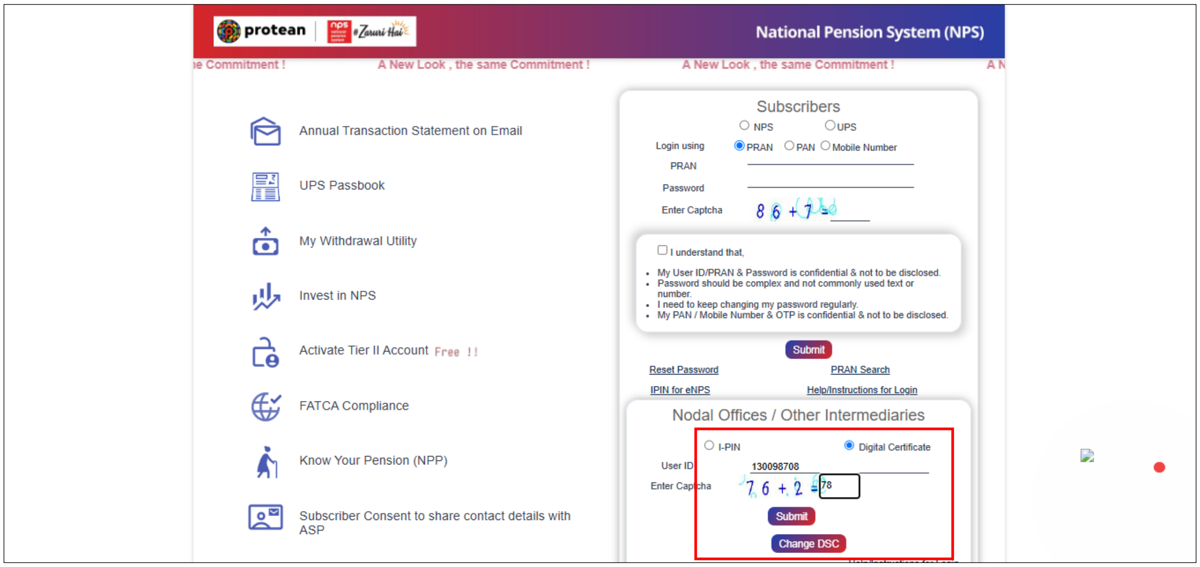


Figure 55

User needs to click on Menu "**Exit Withdrawal Request**" and select Sub-Menu "**Verify Subscriber Withdrawal Initiation**". Please refer to **Figure 56**.

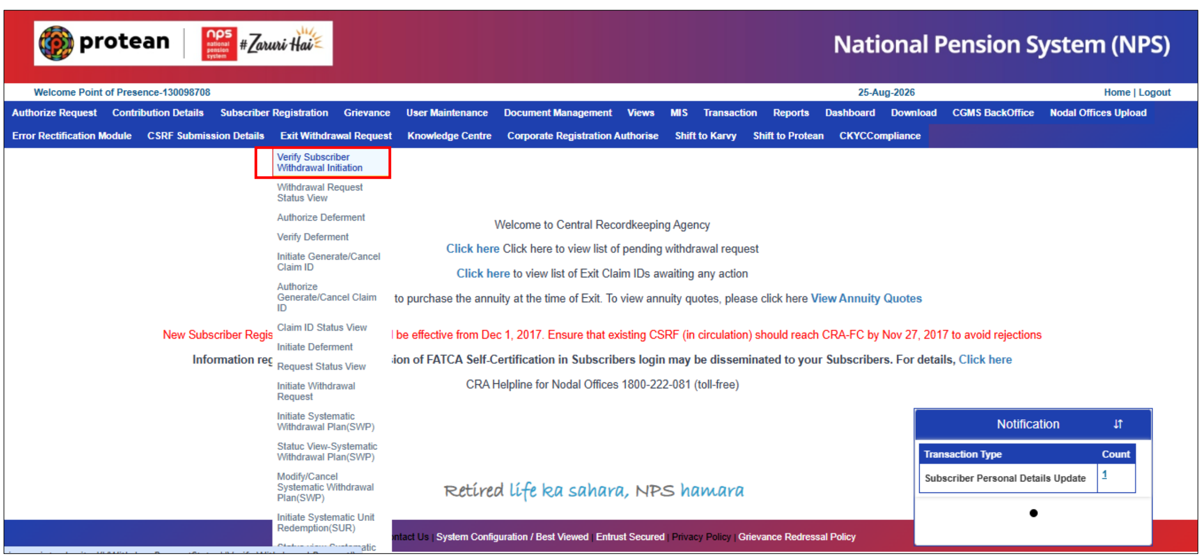


Figure 56

User needs to enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "ALL Withdrawal" and select "Exit Requests for eNPS Subscriber" radio button. User needs to click on "Search" Button to search request. Please refer to **Figure 57**.

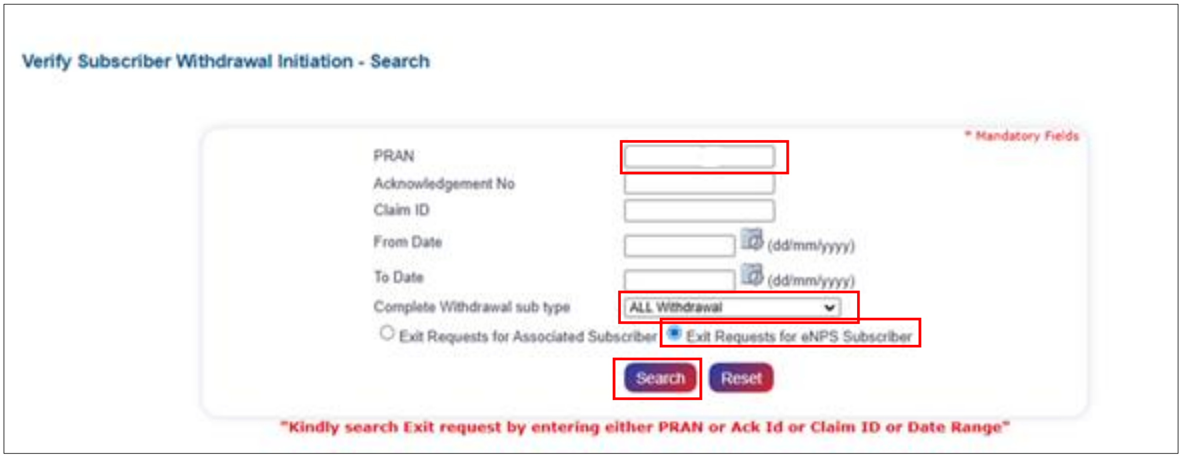


Figure 57

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request Initiated By, Exit type and Subscriber Category. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request by Subscriber. Please refer to **Figure 58.**

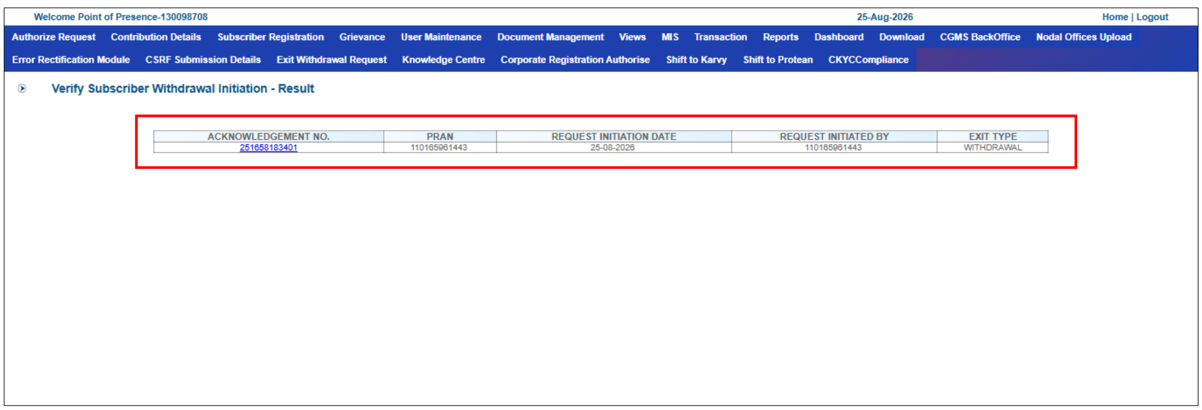
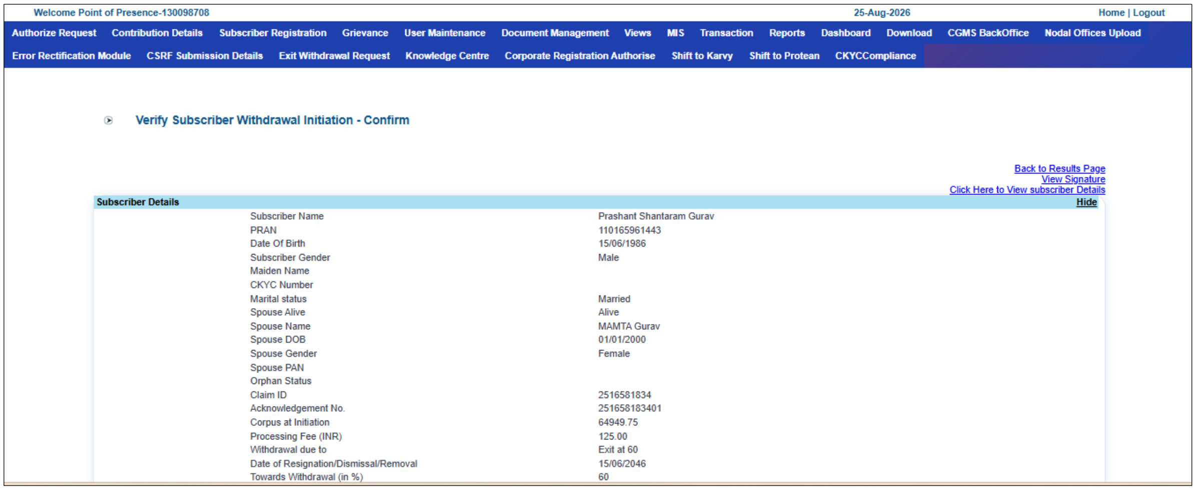


Figure 58

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

If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. *If an exit request is rejected by the Bank-POP using a Maker ID, then that rejection must be authorized by the Bank-POP using a Checker ID*. If details entered are correct, User needs to click on "Verify" button to complete the verification process. Please refer to **Figure 59**.



Welcome Point of Presence-130098708
25-Aug-2026
Home | Logout
Authorize Request
Contribution Details
Subscriber Registration
Grievance
User Maintenance
Document Management
Views
MIS
Transaction
Reports
Dashboard
Download
CGMS BackOffice
Nodal Offices Upload
Error Rectification Module
CSRF Submission Details
Exit Withdrawal Request
Knowledge Centre
Corporate Registration Authorise
Shift to Karvy
Shift to Protean
CKYCCompliance
Verify Subscriber Withdrawal Initiation - Confirm
Back to Results Page
View Signature
Click Here to View subscriber Details
Subscriber Details
Hide
Subscriber Name Prashant Shantaram Gurav
PRAN 110165961443
Date Of Birth 15/06/1986
Subscriber Gender Male
Maiden Name
CKYC Number
Marital status Married
Spouse Alive Alive
Spouse Name MAMTA Gurav
Spouse DOB 01/01/2000
Spouse Gender Female
Spouse PAN
Orphan Status
Claim ID 2516581834
Acknowledgement No. 251658183401
Corpus at Initiation 64949.75
Processing Fee (INR) 125.00
Withdrawal due to Exit at 60
Date of Resignation/Dismissal/Removal 15/06/2046
Towards Withdrawal (in %) 60

Towards Annuity (in %) 40
Withdrawal Type Full Withdrawal
Complete Withdrawal Sub Type Lump-Sum and ASP Withdrawal
ASP Withdrawal Details
Name of ASP HDFC Life Insurance Co. Ltd
Scheme 1 Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1 25979.90
Beneficiary Name Prashant Shantaram Gurav
Relation with Subscriber Self
Frequency Monthly
Subscriber Corresponding Address
Hide
Address 1 2/3, TRIMURTI RAHIVASI SANGH
Address 2
Address 3 KAJUPADA, BORIVALI EAST
City MUMBAI,MUMBAI SUBURBAN
Pin 400066
State Maharashtra
Country India
Bank Details
Hide
Subscriber Bank Details
Bank Account Number 04141140005616
Bank Name STATE BANK OF INDIA
Bank Branch LOWER PAREL
Bank Address KAMALA MILLS
Bank Address Pin 400092
Bank IFS Code HDFC0000414
Bank MICR Code 400015233
PAN AQDPN6411T
Aadhaar No
Mobile No 9819639307
Alternate Phone No
Email Id pgurav8682@yahoo.in

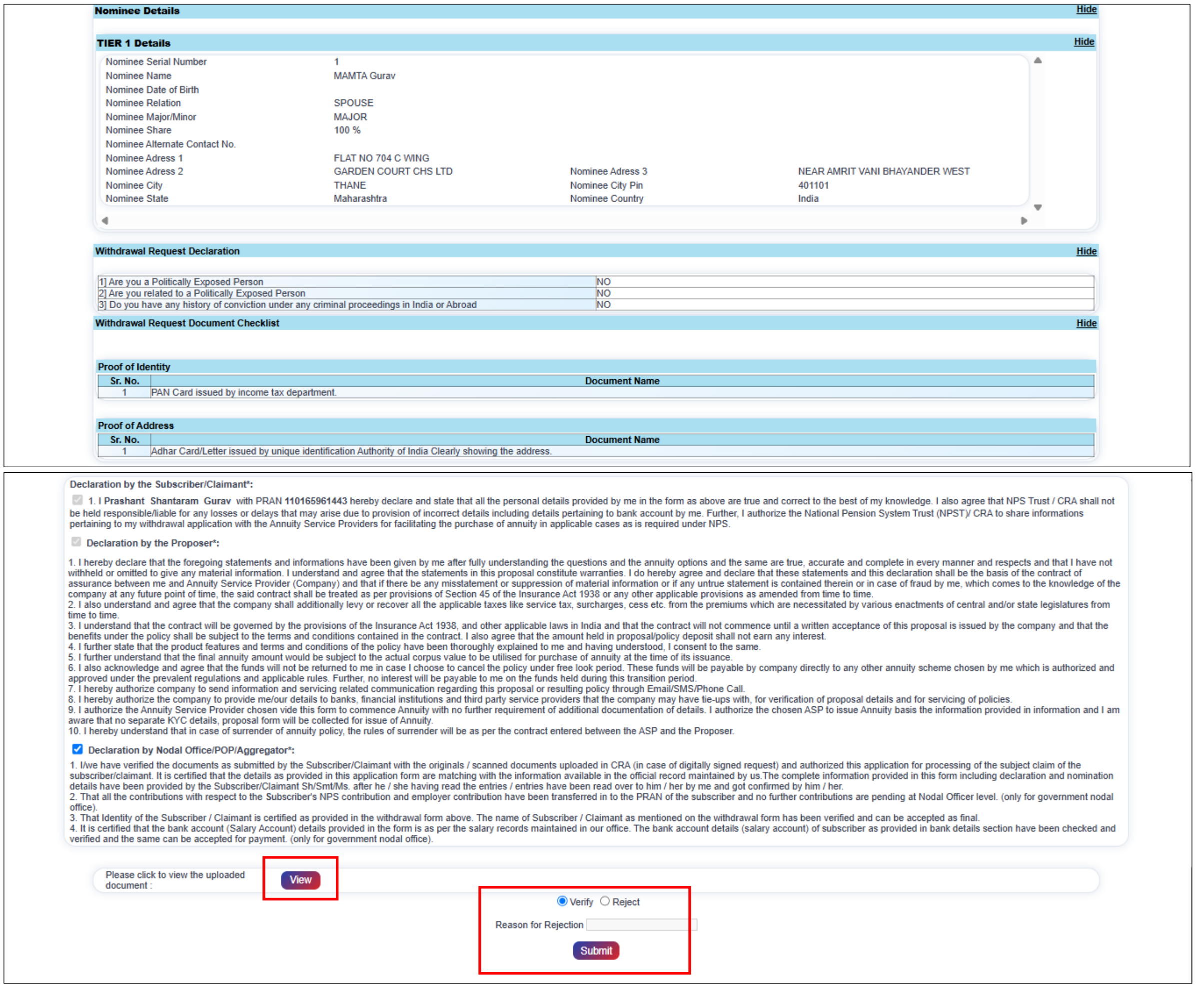


Figure 59

Once request is verified, confirmation window is displayed to the User as given below in **Figure 60.**

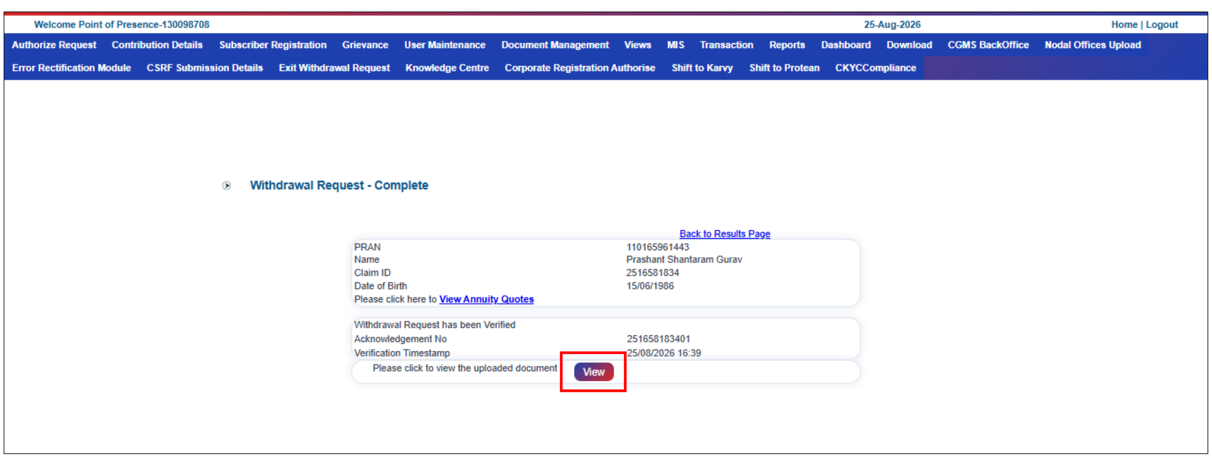


Figure 60

Once Exit request is successfully verified by Bank-POP, Bank-POP is required to authorize the Exit request in CRA System.

8. Steps to authorize Online Exit request in CRA System by Bank-POP

In order to authorize Online Exit requests of eNPS Subscribers, Bank-POP User needs to click on the link www.cra.nps-proteantech.in select the Digital certificate menu and enter another User ID to login to CRA system as given below in **Figure 61**.

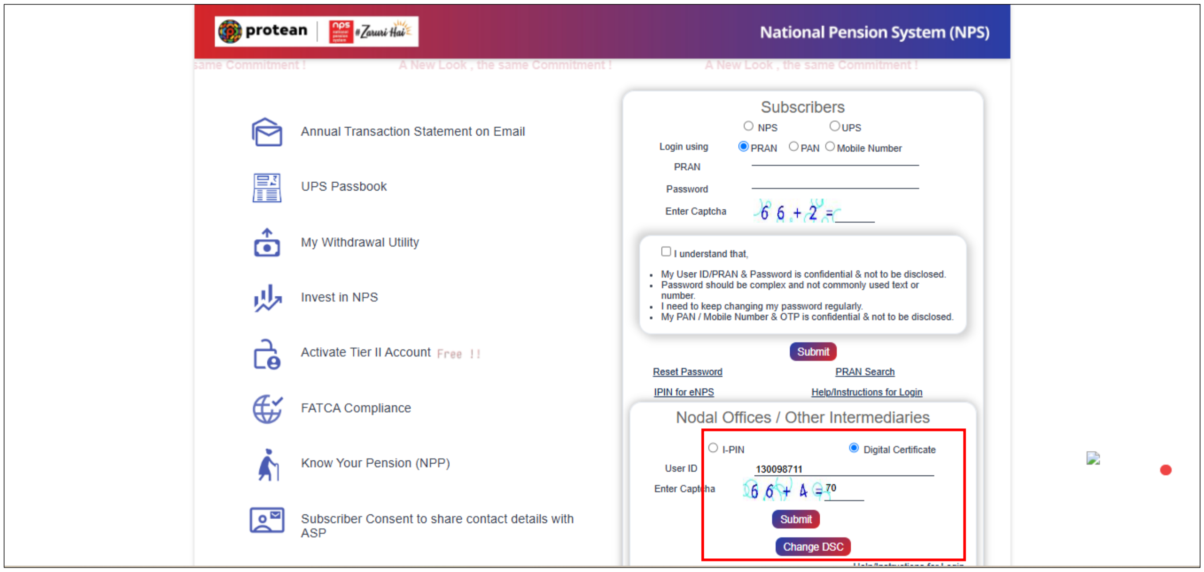


Figure 61

User needs to click on Menu "**Transaction**" and select Sub-Menu "**Authorize Transaction.**" Please refer to **Figure 62**.

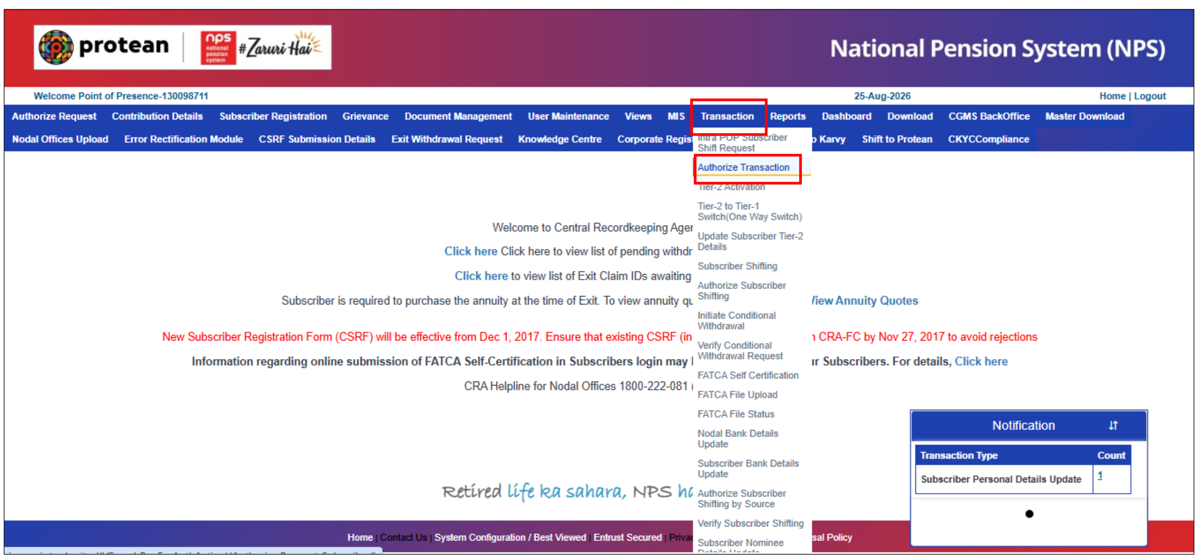


Figure 62

At Transaction type, User needs to select "Withdrawal Request" from the drop down, enter PRAN of the Subscriber and select Complete Withdrawal Sub type as "All Withdrawal" or "Lump-Sum and ASP Withdrawal." User needs to click on "Search" Button to search request. Please refer to **Figure 63**.

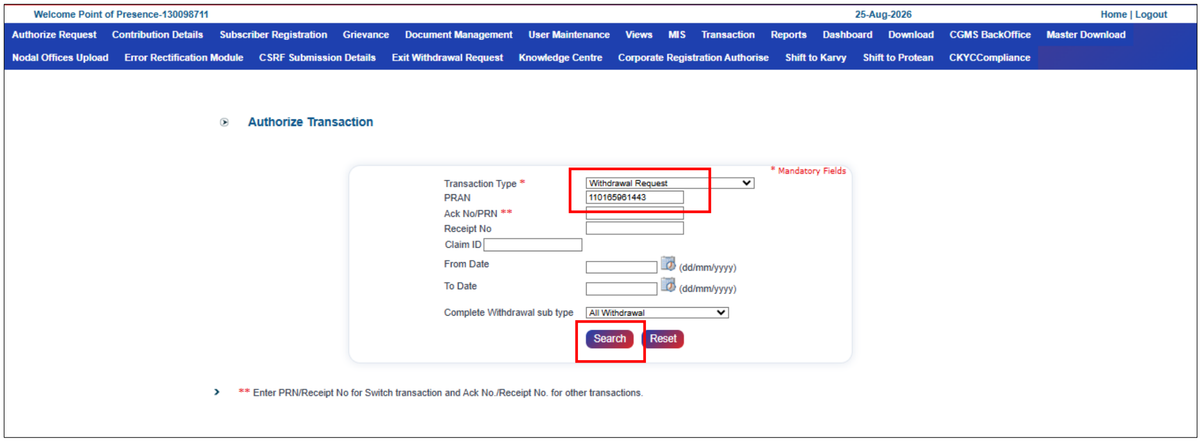


Figure 63

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, Request Initiation Date, Request initiated by and Request type. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of Initiation of Exit request. Please refer to **Figure 64**.

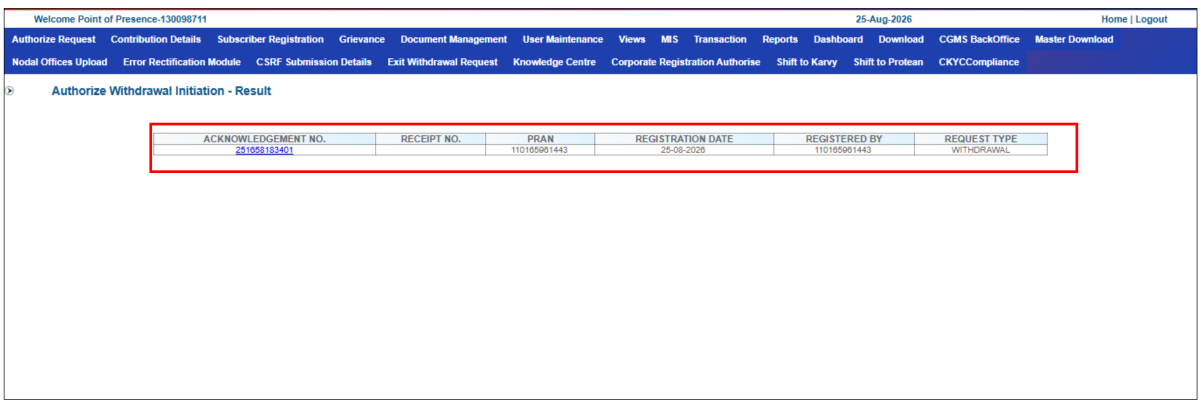
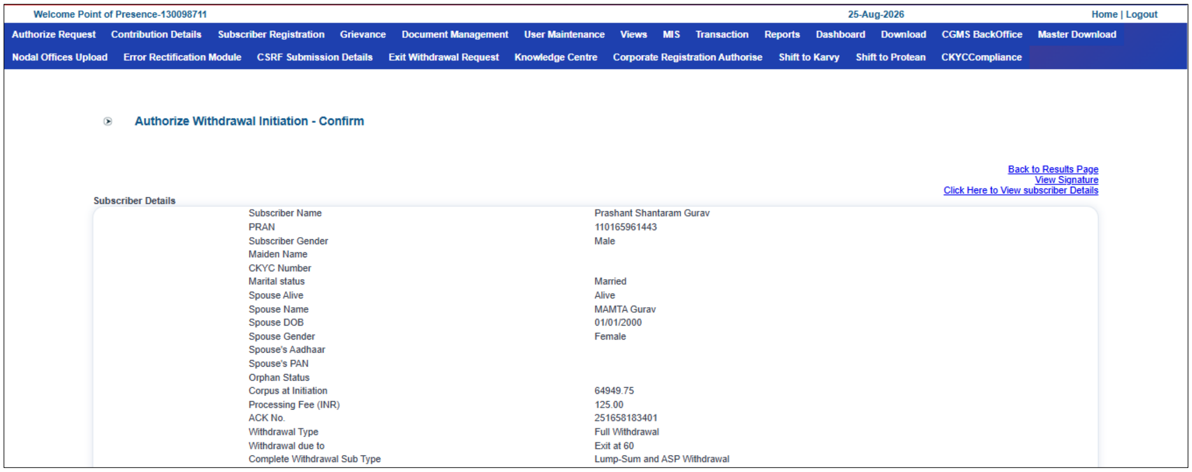


Figure 64

At this stage, User can check details entered by the Subscriber at the time of initiation of request. User can also check documents uploaded by the Subscriber by clicking on "View" 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 an exit request is rejected by the Bank-POP using a Maker ID, then that rejection must be authorized by the Bank-POP using a Checker ID

If details entered are correct, User needs to click on **"Submit**" Tab to proceed further. Please refer to **Figure 65**.


Welcome Point of Presence-130098711 25-Aug-2026 Home | Logout

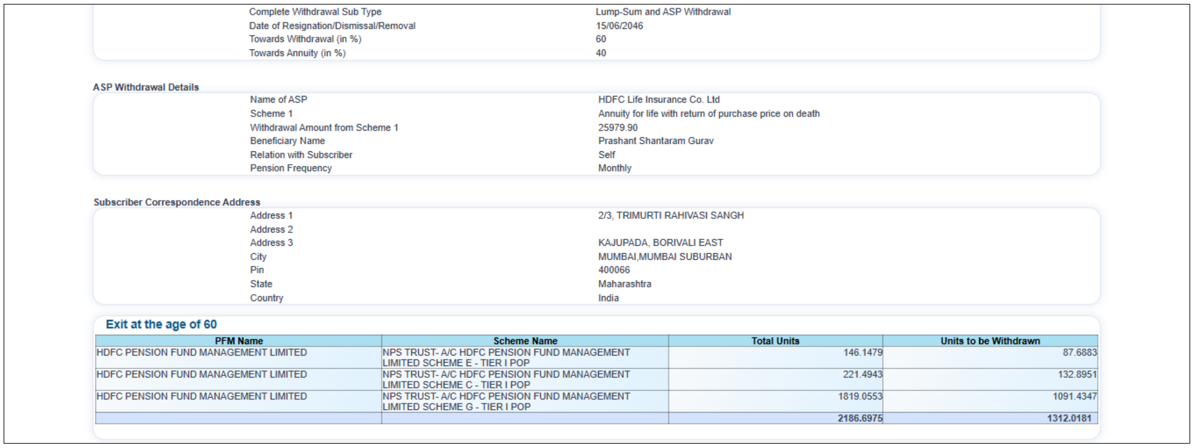
Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Transaction Reports Dashboard Download CGMS BackOffice Master Download
Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre Corporate Registration Authorise Shift to Karvy Shift to Protean CKYCCompliance

Authorize Withdrawal Initiation - Confirm

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

Subscriber Details

Subscriber Name	Prashant Shantaram Gurav
PRAN	110165961443
Subscriber Gender	Male
Maiden Name	
CKYC Number	
Marital status	Married
Spouse Alive	Alive
Spouse Name	MAMTA Gurav
Spouse DOB	01/01/2000
Spouse Gender	Female
Spouse's Aadhaar	
Spouse's PAN	
Orphan Status	
Corpus at Initiation	64949.75
Processing Fee (INR)	125.00
ACK No.	251658183401
Withdrawal Type	Full Withdrawal
Withdrawal due to	Exit at 60
Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal



Complete Withdrawal Sub Type	Lump-Sum and ASP Withdrawal
Date of Resignation/Dismissal/Removal	15/06/2046
Towards Withdrawal (in %)	60
Towards Annuity (in %)	40

ASP Withdrawal Details

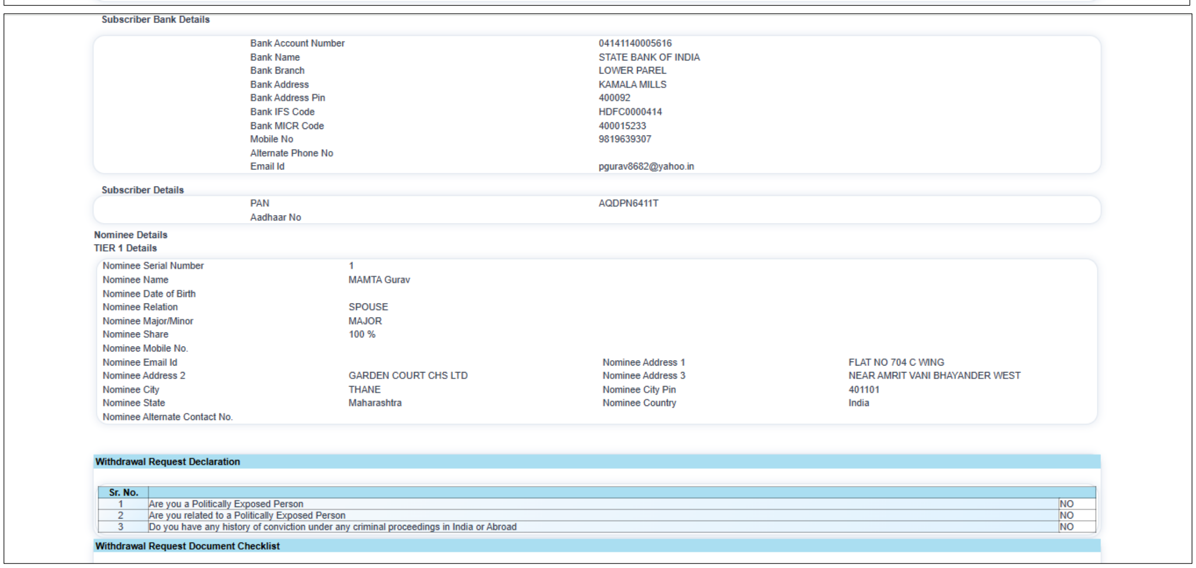
Name of ASP	HDFC Life Insurance Co. Ltd
Scheme 1	Annuity for life with return of purchase price on death
Withdrawal Amount from Scheme 1	25979.90
Beneficiary Name	Prashant Shantaram Gurav
Relation with Subscriber	Self
Pension Frequency	Monthly

Subscriber Correspondence Address

Address 1	2/3, TRIMURTI RAHIVASI SANGH
Address 2	
Address 3	KAJUPADA, BORIVALI EAST
City	MUMBAI,MUMBAI SUBURBAN
Pin	400066
State	Maharashtra
Country	India

Exit at the age of 60

PFM Name	Scheme Name	Total Units	Units to be Withdrawn
HDFC PENSION FUND MANAGEMENT LIMITED	NPS TRUST- A/C HDFC PENSION FUND MANAGEMENT LIMITED SCHEME E - TIER I POP	146.1479	87.6883
HDFC PENSION FUND MANAGEMENT LIMITED	NPS TRUST- A/C HDFC PENSION FUND MANAGEMENT LIMITED SCHEME C - TIER I POP	221.4943	132.8951
HDFC PENSION FUND MANAGEMENT LIMITED	NPS TRUST- A/C HDFC PENSION FUND MANAGEMENT LIMITED SCHEME G - TIER I POP	1819.0553	1091.4347
		2186.6975	1312.0181


Subscriber Bank Details

Bank Account Number	04141140005616
Bank Name	STATE BANK OF INDIA
Bank Branch	LOWER PAREL
Bank Address	KAMALA MILLS
Bank Address Pin	400092
Bank IFS Code	HDFC0000414
Bank MICR Code	400015233
Mobile No	9819639307
Alternate Phone No	
Email Id	pgurav8682@yahoo.in

Subscriber Details

PAN	AQDPN6411T
Aadhaar No	

Nominee Details
TIER 1 Details

Nominee Serial Number	1		
Nominee Name	MAMTA Gurav		
Nominee Date of Birth			
Nominee Relation	SPOUSE		
Nominee Major/Minor	MAJOR		
Nominee Share	100 %		
Nominee Mobile No.			
Nominee Email Id		Nominee Address 1	FLAT NO 704 C WING
Nominee Address 2	GARDEN COURT CHS LTD	Nominee Address 3	NEAR AMRIT VANI BHAYANDER WEST
Nominee City	THANE	Nominee City Pin	401101
Nominee State	Maharashtra	Nominee Country	India
Nominee Alternate Contact No.			

Withdrawal Request Declaration

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

Withdrawal Request Document Checklist

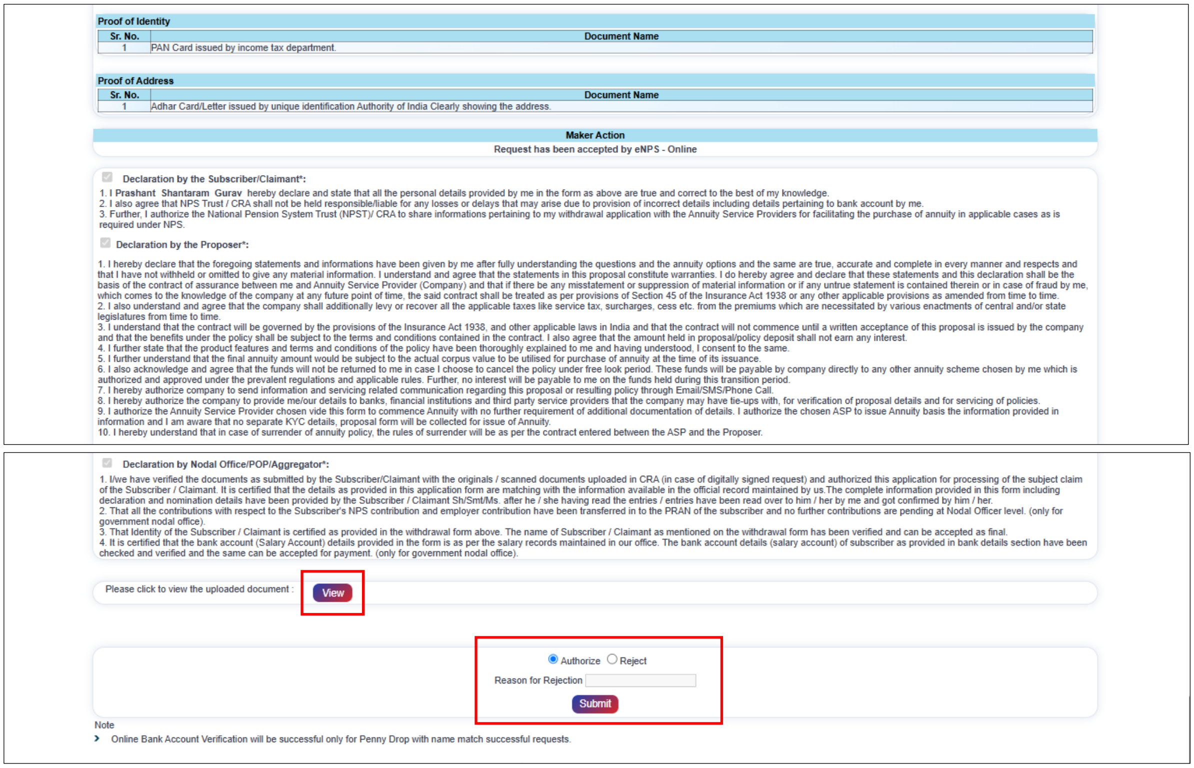


Figure 65

Once User clicks on "Submit" button, Exit request will get authorized in the CRA system and confirmation window is displayed to the User as given below in **Figure 66**.

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

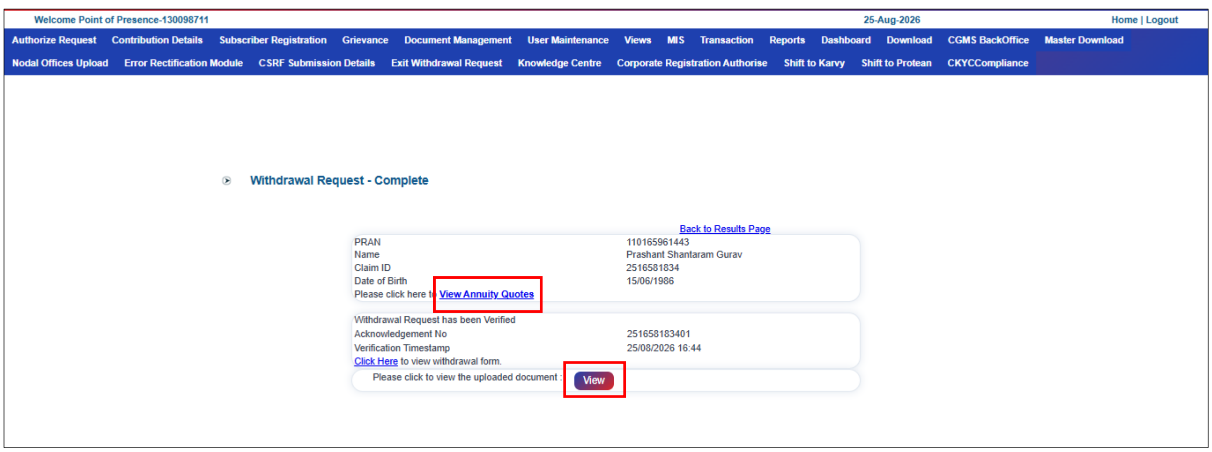


Figure 66

On successful authorization of Exit request by Bank-POP, same will get executed in the CRA system. Accordingly, Lump sum and Annuity share (if applicable) will be transferred to Beneficiary's Bank Account within the stipulated withdrawal timeline mentioned in point 10 below.

However, for Superannuation Exit, if Subscriber has not completed 60 years, request will get executed in the CRA system after completion of 60 years.

9. Annuity Issuance Process:

On processing of exit request in CRA, the Subscriber details and scanned documents will be shared with Annuity Service Provider (ASP) opted by Subscriber during initiation of exit request, if annuity is applicable. ASP will issue Annuity policy on the basis of details entered by the Subscriber and documents uploaded at the time of initiation of exit request.

If documents uploaded are not sufficient/incorrect or any additional documents required, then ASP may contact Subscriber for completion of annuity formalities. Alternatively, if required, Subscriber may contact ASP. The complete contact details of ASP are available on CRA Website (www.npscra.proteantech.in).

On completion of annuity formalities, ASP will confirm Annuity request of the Subscriber online in the CRA system. On successful authorization of Annuity request by ASP, same will get executed in the CRA system and Funds (Annuity Corpus) will be transferred to ASP's Bank Account by Trustee Bank (Axis Bank) within stipulated withdrawal timeline as mentioned below point 10(f).

10. Withdrawal Timeline (Lump sum and Annuity):

Lump sum and Annuity Withdrawal: -

a. The process of Lump sum and Annuity withdrawal involves redemption of applicable units from Subscriber's NPS account and then transfer of lump sum funds in Subscriber's Bank Account & Annuity funds (if applicable) in selected Annuity Service Provider's (ASPs) Bank Account. **Lump sum and annuity withdrawals are processed in two different settlement cycle.**

b. In CRA system, redemption of units happens only on working day (excluding Saturday, Sunday and holidays) which is called a Settlement Day. The settlement cycle runs between 11.00 AM* to 2.30 PM*.

c. If withdrawal request is authorized by Subscriber/Bank-POP before cut-off time of settlement (before 11.00 AM), then withdrawal request is considered in same day settlement cycle (T). The redemption of lump sum share units happens on same working day (Day T) with NAV of same working day (Day T) and then fund transfer happens on Day of redemption + 2 working days. For *example, if withdrawal request is authorized by Subscriber/Bank-POP on January 2, 2024 (at 9.30 am), the request will get considered for processing on same day, redemption of lump sum share units will happen on January 2, 2024 with NAV of January 2, 2024 and fund transfer will happen on January 4, 2024.*

d. If withdrawal request is authorized by Subscriber/Bank-POP after cut-off time of settlement (after 11.00 AM*), then withdrawal request is considered for processing on next day settlement cycle (T). The redemption of *lump sum share* units happens on next working day (Day T+1) with NAV of next working day (Day T+1) and then fund transfer happens on Day of redemption + 2 working days. *For example, if request is authorized by Subscriber/Bank-POP on January 2, 2024 (at 01.30 pm), the request will get considered for processing on next working day, redemption of lump sum share units will happen on January 3, 2024 with NAV of January 3, 2024 and fund transfer will happen on January 5, 2024.*

e. After completion of settlement cycle of lump sum withdrawal (stated in point C/D) by 2.30 PM, subscriber details are made available in the CRA system to selected ASP on the day of settlement of lumpsum after 2.30 PM (i.e in case of Point C on January 2,2024 after 2.30 PM, and in case of point D on January 3, 2024 after 2.30 PM). Selected ASP can view the subscriber details in their ASP login for further processing.

f. On completion of annuity formalities, ASP confirms annuity request in CRA system, and it gets considered in next settlement cycle (Day T). Accordingly, annuity share units get redeem in Day T & funds transfer to ASP's bank account on T +2 days (T being date of settlement) for issuance of annuity. For example, i) if annuity request is submitted/authorised by ASP on January 9, 2024 (at 2.30 pm), the request will get considered for processing on next working day settlement cycle, redemption of annuity units will happen on January 10, 2024 with NAV of January 10, 2024 and fund transfer will happen on January 12, 2024. ii) If annuity request is submitted/authorised by ASP on January 9, 2024 (at 09.30 am), the request will get considered for processing on same working day settlement cycle, redemption of annuity units will happen on January 9, 2024 with NAV of January 9, 2024 and fund transfer will happen on January 11, 2024.

Annuity policy shall be issued by ASP within T+2 working days of receiving the funds at their end

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

- *Lump sum and annuity (if applicable) withdrawals are carried out through separate settlement cycles for unit redemption, based on authorization from the Bank-POP and the Annuity Service Provider (ASP), respectively. Consequently, the corpus amount shown at the time of initiating the online withdrawal request will differ from the actual amount credited to the subscriber and the ASP due to changes in the Net Asset Value (NAV).*

Point to Note – Quality Check:

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

Cases for which funds are kept on hold are shared with Subscribers for necessary clarification/documents. On receipt of response from the Subscribers along with valid supporting documents, reverification is carried out and if documents/clarifications are found to be in order, funds will be transferred within 3 working days of receipt of response from the Subscribers. If no clarification is received from the Subscribers within 30 days, the funds will be reinvested in the PRAN.

Submission of Physical Documents:

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

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