



**PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**

**PFRDA/2015/06/EXIT/01**

25<sup>th</sup> February, 2015

To,

All Govt depts./PAO's/DDO/ POP's/Aggregators & CRA & other stakeholders

Dear Sir/ Madam,

**SUB: Facility for Online Withdrawal Process in CRA System for submission of NPS Claims**

With a view to simplifying and streamlining the exit and withdrawal claims, the Central Recordkeeping Agency, NSDL e-governance services Ltd has developed the first phase of the functionality to process 'Withdrawal Request' for subscribers exiting NPS. In order to facilitate and expedite the process for settlement of the withdrawal claims of the subscribers of National Pension System (NPS), it has been decided that all the nodal offices (PAO's/DDO/ POP's/Aggregators etc) shall process the withdrawal claims of their underlying subscribers on the online platform being made available on the CRA system. The processing of all withdrawal claims on online mode shall be mandatory from 01<sup>st</sup> April, 2015. During the interregnum period i.e., from date of this circular till 31<sup>st</sup> March, 2015, CRA M/s NSDL e-governance Services Ltd, would provide the required support through guidance and training of the nodal offices(PAO's/DDO/ POP's/Aggregators etc), so that the advantages of the web enabled withdrawal/exit functionality can be used effectively at the full extent.

This functionality has been made available through the website of CRA and can be initiated at any of the levels of any of the functionaries as below:

- A. At Nodal Offices (PAO/DDO/POP/Aggregator) – When the applicant her/himself does not file an online withdrawal/exit application but submits the physical application, nodal Offices will key in the particulars and initiate (capture, verify and submit) the withdrawal requests in CRA system under all the three

categories (Exit due to Superannuation/attainment of 60 years, exit before the age of Superannuation/attainment of 60 years and exit due to Death)

- B. For Subscribers – In case of Superannuation/attainment of 60 years, exit before the age of Superannuation/attainment of 60 years, the subscribers can also initiate withdrawal requests in the CRA system which shall subsequently have to be verified by the Nodal Office (PAO/DDO/POP/Aggregator) in CRA system, before it is considered and finally disposed off by the NPS Trust.

The Nodal Offices are requested to note that:

- Once the withdrawal request is generated by the subscriber or Nodal office, the physical withdrawal request (print out of the form generated from the CRA system after submission of request) should be duly signed by the subscriber along with his photograph. The Nodal office shall certify the KYC Documents and other relevant supporting documents of the subscriber/claimant.
- The Withdrawal form shall be forwarded by the Nodal Office after the certification to NPS Claims Processing Cell at CRA. The Checklist of the documents collected is enclosed as Annexure II.
- If the physical withdrawal request for a subscriber has already been forwarded earlier to CRA for processing, the Nodal Office is not required to raise any further request in the CRA system.

Important features of the online Claims Processing:

1. In case of superannuating subscribers, Claim IDs will be generated six months prior to the date of superannuation/attaining the age of 60 years of age. Nodal Offices will be able to initiate the withdrawal request for subscriber superannuating in the CRA system for all such cases where Claim ID has been generated.
2. If request is initiated by the subscriber, the Nodal Office has to authorise the same in CRA system.
3. Nodal Office will be able to initiate the request in the CRA system even for those PRANs which have superannuated earlier (as Claim IDs have also been generated for all such subscribers as an onetime exercise.)
4. In case of subscribers who have expired (and claimants have requested withdrawal) or requested for premature exit, Nodal Offices will generate Claim IDs after submitting the request in the CRA system.

Further Nodal Offices are required to send only the Withdrawal Requests generated from the CRA (post submission of the request in the CRA system) to CRA (at following address) for processing along with the necessary supporting documents. The process is applicable for processing of the lump sum amount (60%, 20%) while the purchase of

annuity shall take place on manual basis as per existing guidelines till the online annuity purchase system is in place.

Subscribers who wish to defer the purchase of Annuity (PFRDA circular dated September 17, 2013, a copy of which is enclosed for reference), a separate physical request signed by the subscriber and counter signed by the Nodal Office may be forwarded along with the Withdrawal Request form. Further, in case a subscriber wishes to exercise the option of complete Withdrawal where total NPS corpus is less than Rs. 2 lakh (please refer to PFRDA circular dated October 23, 2013, a copy of which is enclosed for reference), a physical request may be forwarded to CRA along with the Withdrawal Request in the format provided in the aforesaid PFRDA circular. In case the requests for deferred Annuity or complete withdrawal due to insufficient corpus are not received along with the Withdrawal request but separately, the requests may not be entertained.

The detailed process is present under Annexure I and the same has already been sent to the Nodal Offices vide CRA's Circular No: CRA/PO & RI/Master/2013/005 dated 13th Nov, 2013.

In case of any further clarification on the subject including the processing of withdrawal requests online, you may contact Mr. Sarvdeep Singh at 022-24994512 (E-mail ID - sarvdeeps@nsdl.co.in) or Mr. Sudhanshu Shekhar at 022-24994862 (Email ID- sudhanshus@nsdl.co.in).

Yours faithfully,

**Sd/-**  
**Venkateswarlu Peri**  
General Manager

## **ANNEXURE**

### **Exit from National Pension System (NPS) – Processing of Withdrawal Request**

#### **Preface**

The first phase of the Exit from NPS (Withdrawal functionality) has been made available to the Nodal Offices (PAO/DTO/POP-SP and the DTAs and POPs in the centralised mode) and the subscribers. As part of the functionality, Claim IDs will be generated for all such subscribers who are going to superannuate (or attain 60 years of age) after six months. For example, Claim ID for the subscribers superannuating in May 2014 will be generated on November 30, 2013. The Nodal Offices and the subscribers can now initiate Withdrawal request in the CRA system after logging in with their User ID and Password. In case of Death and premature exit from NPS, the Nodal Office will be able to initiate Withdrawal request. This document describes the steps to be followed by Nodal Offices for initiating Withdrawal request in CRA system for subscribers who are exiting NPS. The Withdrawal request can be initiated by the subscriber as well as the Nodal Office. In case, the request is initiated by the subscriber, the Nodal Office has to authorise the same in the CRA system. The document has been divided in two chapters - Withdrawal Request raised by a Nodal Office in CRA system and Subscribers raising Withdrawal Request in CRA system.

**Process detail:**

The Nodal Offices and the subscribers can now initiate Withdrawal request in the CRA system after logging in with their User ID and Password. In case of Death and premature exit from NPS, the Nodal Office will be able to initiate Withdrawal request.

This document describes the steps to be followed by Nodal Offices for initiating Withdrawal request in CRA system for subscribers who are exiting NPS. The Withdrawal request can be initiated by the subscriber as well as the Nodal Office. In case, the request is initiated by the subscriber, the Nodal Office has to authorise the same in the CRA system. The document has been divided in two chapters - Withdrawal Request raised by a Nodal Office in CRA system and Subscribers raising Withdrawal Request in CRA system.

**A. Withdrawal Request raised by a Nodal Office in CRA system** The PAO/DTO/POP-SP and the DTAs and POPs in the centralised mode (hereafter referred as Nodal Offices) can capture withdrawal request for superannuation, premature exit or death cases. These withdrawal requests after being captured in CRA system has to be signed by subscribers/claimants. Once the request is signed by the subscriber the same has to be sent to CRA along with the required documents and attestations for onwards processing of these withdrawal requests.

1. CRA will generate and communicate Claim IDs for all subscribers superannuating in the next six months. On the basis of these Claim IDs, the Nodal Office can capture withdrawal requests due to superannuation/exit at 60 years only.
2. The Nodal Office will verify whether the Withdrawal Request Form has been properly filled and check whether all KYC documents have been submitted by the subscriber. The Nodal Office will initiate the request only after such verification is carried out.
3. Nodal Office will login into the CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) using the User ID and I-Pin.
4. After logging in the CRA site, the User will click on the menu 'Transaction' and then on the sub-menu 'Initiate Withdrawal Request'.
5. The User will enter PRAN in the designated field and submit the request.
6. After submission, Claim ID will appear in the screen (in case Claim ID is generated by CRA) in case of superannuation.

7. However, in case of premature exit and death cases, Claim ID field will display the message 'Claim ID not generated'. A drop-down option will be available where User will select the type of withdrawal request from the available (whether it is Death or premature exit) option.
8. The User will select the Withdrawal type and percentage of withdrawal and submit the request.
9. The User will enter the bank details and nomination details based on the details submitted by the subscriber in the Withdrawal request. The details are to be supported by the documents wherever necessary (refer to the Withdrawal form for details).
10. In the checklist, the User will then capture the documents submitted by subscriber. The User will then submit the request.
11. The User will be requested to confirm the details captured. On confirmation, the request will be captured in the CRA system. In case of superannuation, Acknowledgement Number will be generated. In premature exit and Death cases, Claim ID will also be generated along with the Acknowledgement Number.
12. Another Nodal Office User will login into the CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) using second User ID and I-Pin.
13. The second User, after logging in the CRA site, will click on the menu 'Transaction' and then on the sub-menu 'Authorize Transaction'.
14. The Nodal Office User will have to select transaction type as 'Withdrawal request'. After selecting the type, the User will enter the relevant PRAN as the search criterion.
15. After clicking on the search button, the second Nodal Office User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type.
16. The Nodal Office User then clicks on the Acknowledgment Number hyperlink.
17. The second User will now have the view of the Withdrawal request initiated by the first Nodal Office User. The second Nodal Office User can view the signature of the subscriber and clicks on verify screen.

18. The User can reject the request in case there is any mismatch or details are not proper.  
In case of rejection, reason is mandatory.
19. The Nodal Office User will authorise the Withdrawal request provided all the details are in order. The Nodal Office can click on 'View Form' and check the printable version of the Withdrawal Form.
20. The Nodal Office can directly click on print menu and take the printout of Withdrawal Form. The subscriber has to paste self attested photograph, sign the declarations in the withdrawal form, get the witness signatures and submit the required documents.
21. The Nodal Office Official has to attest the Withdrawal Form alongwith other KYC documents. The Nodal Office will then attach covering letter and sends the withdrawal docket to CRA (to be marked to NPSCPC) for further processing.

**B. Subscribers raising Withdrawal Request in CRA system** NPS subscribers may initiate the withdrawal request in the CRA system six months before the age of Superannuation or on reaching the age of 60 years. CRA will generate a Claim ID six months in advance in the CRA system for all such subscribers. The NPS subscribers, after capturing their Withdrawal request in the CRA system, will submit the Withdrawal Form along with the required documents to their mapped PAO/DTO/POP-SP (hereafter referred as Nodal Office). Nodal Office is required to authorize the request in the CRA system and forward the duly authorised physical Withdrawal form along with the supporting documents to CRA for final approval and processing. The following activity flow provides the steps the subscriber and then the concerned Nodal Office has to follow while initiating a Withdrawal request. The subscriber will log-in in the CRA system with his / her User ID and the I-Pin. The subscriber will then follow the process mentioned below:

- a. After logging in, the Subscriber will click on the menu 'Initiate Withdrawal request'.
- b. In case, a subscriber whose Claim ID is not generated and tries to capture the Withdrawal request, a message will be displayed that the subscriber is not allowed to initiate any Withdrawal request.
- c. Subscriber will provide the Withdrawal Type from the dropdown menu – i) Full Withdrawal (whether the subscriber wants to withdraw the lump sum and the annuity amount immediately) ii) Deferred Withdrawal (where lump sum amount can be deferred for a particular period). The subscriber has to provide the following details:
  - i. Selection of Percentage of lump sum and annuity Withdrawal - Subscriber will provide the %ge to be withdrawn as Lump-sum. Once subscriber provides the Lump-sum % share, ASP %ge share will be auto-populated.
  - ii. Selection of Bank Details – Subscriber will provide the bank details to which funds will be transferred after redemption of units. If subscriber's bank details are present in the CRA system, it will be displayed to the subscriber. Subscriber may edit the bank detail by clicking the Edit button. Subscriber can also provide new bank detail by clicking the Edit button. However, the subscriber has to provide proof of bank account whether he / she has selected the existing bank account or changed the bank account.



- iii. Selection of Nomination Details - If subscriber's nomination details are present in the CRA system, it will be shown to the subscriber. Subscriber may edit the nomination detail by clicking the Edit button.
- d. Subscriber will select the list of documents which would be submitted with the Withdrawal form. List of the documents which can be submitted are mentioned in the Withdrawal form.
- e. The subscriber will submit the request and confirm the same. After successful submission, an Acknowledgement ID will be generated.
- f. The subscriber can click on 'View Form' and view & print the Withdrawal Form.
- g. The subscriber has to paste his/her photograph and self attest it. Subscriber is also required to sign the declarations in the withdrawal form, get the witness signatures and submit the required documents to his / her mapped Nodal Office.

Once Nodal Office receives the physical request from the subscriber, it will process the request after verifying that the document is properly filled and supporting documents are in place. The roles and responsibilities of the Nodal Office would be as follows:

1. Nodal Office User will login into the CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) using the User ID and I-Pin.
2. Once Nodal Office User will click the menu 'Authorize Request' and will click the sub-menu 'Verify Subscriber Withdrawal Initiation'.
3. The Nodal Office User will enter the combination of PRAN and Ack ID and submit the request.
4. After submission of search button, the Nodal Office – User will be able to view the screen summary with the details of Acknowledgment Number, PRAN, Registration Date, Registered By and Request Type.
5. The Nodal Office User will then click on the Acknowledgment Number hyperlink. The verification screen for Withdrawal request captured by Subscriber will be available to the User.
6. The Nodal Office User can view subscriber signature and verify the same against the signature in the Withdrawal request. Once the Nodal Office User verifies the withdrawal request, the status of the request gets authorized.
7. In case, there is any error in the details entered by the subscriber or incorrect details entered, Nodal Office User can edit the same provided the supporting documents for such details are available.

8. The Nodal Office User may reject a request in case of a mismatch in the data entered, KYC documents not provided etc. Wherever a Withdrawal request is rejected, the User is required to provide the rejection reason.
9. The Nodal Office should notify the subscriber in case of any modification carried out or any request rejected.
10. The Second User of the Nodal Office will login into the CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) using his other User ID and I-Pin
11. Once Nodal Office logs into the CRA site, there is a menu of 'Transaction'. User will click the sub-menu 'Authorize Transaction'
12. The Nodal Office Second User will select the transaction type as 'Withdrawal request' and puts in 'PRAN' or 'Acknowledgment Number' and searches the request
13. After submission of search button, the authorization screen (displaying summary with the details of Acknowledgment Number, PRAN etc.) will be available to the Nodal Office User
14. The Nodal Office User will then click on the Acknowledgment Number hyperlink.
15. The authorization screen for Withdrawal request verified by Nodal Office First User will then be available to the Second User. An option is available to the Second User to view signature of the subscriber. Once the User clicks on the 'Submit' button. In case of rejection, Nodal Office is required to provide the rejection reason.
16. The Nodal Office Second User has to confirm the request in the Authorization confirmation screen. The Nodal Office can click on 'View Form' and view & print the Withdrawal Form.
17. The Nodal Office has to attest the withdrawal form along with other KYC documents. The Nodal Office will then attach covering letter and sends the withdrawal docket to CRA for further processing.

-----X-----