



KFin Technologies Limited – Central Recordkeeping Agency



PFRDA

Standard Operating Procedure

For

Exits/Withdrawals Version 2.3

KFin Technologies Limited

(Formerly known as KFin Technologies Private Limited)

Registered & Corporate Office:

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CIN: L72400TG2017PLC117649

Document Revision History

Sr.No.	Version	Prepared	/	Reviewed & Approved By		Reasons for revisions
		Revised By		Name	Date	
1	1	Suraj Kumar Amin		Sarvadeep Singh	Jan 27, 2017	Initial version
2	1.1	Suraj Kumar Amin		Sarvadeep Singh	20th Nov 2018	Change in Organization name from "Karvy Computershare Private Ltd" to "Karvy Fintech Pvt Ltd"
3	2	Suraj Kumar Amin		Sarvadeep Singh	4th Dec 2019	Change of Logo and Name from Karvy Fintech Pvt Ltd to Kfin Technologies Pvt Ltd.
4	2.1	Suraj Kumar Amin		Sarvadeep Singh	4th Dec 2020	Standardization Of SOP in new template format
5	2.1	Suraj Kumar Amin		Sarvadeep Singh	1 st Dec 2021	No Changes
6	2.1	Shraddha Patil		Anitha Chatla	1st Dec,2022	No Changes
7	2.2	Shraddha Patil		Anitha Chatla	18th March,2023	Change in company name and logo. Added new SOP format.
8	2.3	Shraddha Patil		Siddharth Gautam	18 th June, 2024	Annual Review

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1. Overview

The National Pension System (NPS) was introduced by the Government of India to enable its citizens (in the Government/All-citizen/Corporate sector) to effectively plan for their retirement through reasonably safe and market based returns. Periodic contributions from the subscribers (and their employers – for Government/Corporate sector), are invested in Pension Funds chosen by the subscriber from the approved list. On attaining superannuation, part of the accumulated wealth can be withdrawn lump-sum and the balance can be invested in an “Annuity” with a registered ASP (Annuity Service Provider), so that the subscriber gets regular monthly pension from the Annuity purchase. There are other regulations regarding Withdrawal, under various circumstances. Each subscriber is registered with the CRA and is allotted a PRAN (Permanent Retirement Account Number). This ID is used to track all his/her transactions, contributions, change of details, scheme preferences etc.

NPS is operated through various intermediaries at various stages, as given below:

1. Registration of subscribers – Application is submitted by the Subscriber and routed through *Nodal Offices* – to *CRA*. Permanent Retirement Account is created in the *CRA* system and PRAN is allotted to the subscribers by the *CRA*.
2. Deposit of contribution is made by Subscribers to the *Nodal Offices* (Contribution is deducted from the salary by the *Nodal Offices*, for Government employees). The funds are remitted by *Nodal Offices* to the *Trustee Bank*, with details being uploaded in the *CRA* system by the *Nodal Offices*.
3. Transfer of funds from *Trustee Bank* to *PFM* (as selected) – On reconciliation & as per settlement instructions from *CRA*
4. Changes in subscriber details (address, scheme preference etc.) - intimated by Subscribers – are routed through *Nodal Offices* – to *CRA* system. In case of changes in scheme preference etc., new instructions are accordingly implemented in the daily settlement run by *CRA*.
5. On Exit/ Withdrawal - Application is submitted by Subscribers and routed through *Nodal Offices* – to *CRA*. On processing, *CRA* gives instructions to the *PFM* to transfer the funds to the *Trustee Bank*. The *Trustee Bank* would transfer the lump-sum Withdrawal to the Subscriber’s Bank account and the ‘Annuity’ amount to the *ASP*. The subscriber would thereafter receive monthly payouts from the *ASP*.

Hence, the various intermediaries in the functioning of the NPS system are:

Nodal Offices – They are the main interface for subscribers. Their functions include:

1. Receiving applications for registration / changes in details / Withdrawals

from subscribers, verification and forwarding of the same to CRA for processing

2. Receiving contributions from subscribers and upload of contribution details in the CRA system
3. Deposit of funds (contributions) with Trustee Bank and reconciliation thereof with the details uploaded

The Nodal Offices- for various models/sectors – are as given below:

Model/Sector	Registration/change requests/Withdrawals & receipt contributions	Transfer & uploading of contributions	Over-seeing Nodal Offices
For Central Government employees:	DDO, PAO	PAO	Pr.AO
For State Government employees:	DDO, DTO	DTA (Centralized mode) DTO (De-centralized mode) DTA & DTO (Quasi centralized mode)	DTA
For 'All Citizen' model:	POP-SP & POP	POP (Centralized mode) POP-SP (De-centralized mode) POP & POP-SP (Quasi centralized mode)	POP
For 'Corporate' model:	CHO & CBO	POP (CHO – for Direct model)	POP

Trustee Bank – Their functions include:

- a) Receipt of funds from Nodal Offices for contribution deposit and reconciliation thereof with the details uploaded in the CRA system
- b) Transfer of funds to PFMs as per settlement instructions from CRA
- c) On Withdrawal, transfer of funds to Subscriber's bank account (lump-sum portion of Withdrawal)
- d) On Withdrawal, transfer of funds to ASP (the annuitized portion)

Pension Fund Manager (PFM) – Their functions include:

- a) Receipt of funds from Trustee Bank and investment thereof as per subscribers' preference
- b) Updation of NAV etc.
- c) On Withdrawal, transfer of accumulated wealth to the Trustee Bank, as per instructions from CRA.

Annuity Service Provider (ASP) – Their functions include:

- a) Receipt of funds from Trustee Bank and instructions from CRA, for investment in annuity for subscribers, on Withdrawal
- b) Maintaining annuity scheme with the subscribers thereafter (monthly payouts, queries

etc.)

Central Recordkeeping Agency (CRA) – Their functions include registration and interface with all intermediaries and recording all transactions i.e.:

- ✓ Registration of Nodal Offices
- ✓ Registration of Subscribers
- ✓ Running settlement on upload of contribution details by Nodal Offices and funds receipt confirmation by Trustee Banks
- ✓ Settlement instructions to Trustee Banks to transfer funds to PFMs
- ✓ Processing change requests / Withdrawals
- ✓ Instructions to Trustee Banks/PFMs/ASPs on Withdrawal
- ✓ Providing interface to subscribers for checking status of applications/grievances etc. and providing SOT to the subscribers.

As per Pension Fund Regulatory & Development Authority (PFRDA) Exit Rules, Withdrawal is allowed in the following situations:

Upon Normal Superannuation – At least 40% of the accumulated pension wealth of the Subscriber has to be utilized for purchase of annuity providing for monthly pension of the Subscriber and the balance 60 % is paid as lump sum to the subscriber. Subscriber can also opt Systematic Lump sum Withdrawal (SLW) on his 60% lump sum.

Exit from NPS Before the age of Normal Superannuation – At least 80% of the accumulated pension wealth of the Subscriber should be utilized for purchase of an annuity providing the monthly pension of the Subscriber and the balance 20 % is paid as a lump sum to the Subscriber.

Upon Death – The entire accumulated pension wealth would be paid to the nominees/legal heir of the Subscriber and there would not be any purchase of annuity/monthly pension

Partial Withdrawal – This is allowed under special circumstances as detailed in this document.

Tier II account – Subscribers can withdraw their accumulated wealth in Tier II account at any point of time. If a Subscriber has a Tier 2 account, Withdrawal for tier 2 will automatically happen if Tier 1 Exit request (except partial Withdrawal) has been received, both accounts will be settled separately and as per instructions available in account (In case of different Nominees / bank account for both accounts).

This document deals with the process to be followed, in the event of exit/Withdrawal from NPS.

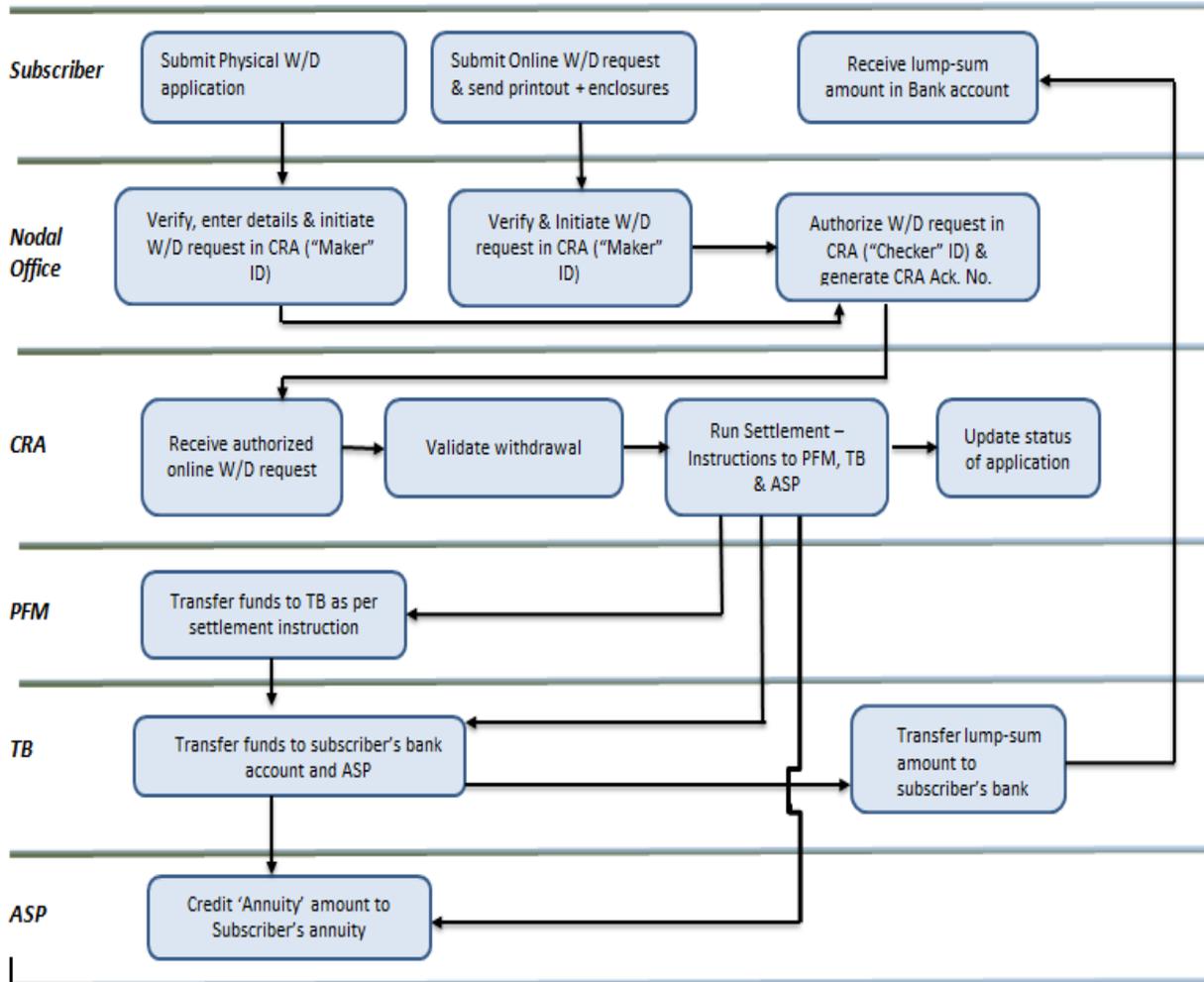
2. ACRONYMS USED:

Acronym	Description
ASP	Annuity Service Provider
CBO	Corporate Branch Office
CHO	Corporate Head Office
CRA	Central Record-keeping Agency
DDO	Drawing & Disbursing Officer
DTA	Directorate of Treasuries & Accounts
DTO	District Treasury Office
I-PIN	Internet Personal Identification Number
Nodal Office Registration No.	Unique Registration Number allotted by CRA to Nodal Office
NPS	National Pension System
PAO	Pay & Accounts Office
PFM	Pension Fund Manager
POP	Point of Presence
POP-SP	POP Service Provider
Pr.AO	Principal Accounts Office
PRAN	Permanent Retirement Account Number
TB	Trustee Bank

3. Process flow chart – Withdrawal

Process chart: physical and online submission withdrawal request.

Process Chart with swim lanes – Withdrawal process - Online submission of withdrawal request



4. Withdrawals – Overview

Exit/Withdrawal from the NPS system can be of the following types:

- a. **Upon Normal Superannuation** – At least 40% of the accumulated pension wealth of the Subscriber has to be utilized for purchase of annuity providing for monthly pension of the Subscriber and the balance (Maximum 60 %) is paid as lump sum to the subscriber. Subscriber can also opt Systematic Lump sum Withdrawal (SLW) on his 60% lump sum.
- b. **Exit from NPS Before the age of Normal Superannuation** – At least 80% of the accumulated pension wealth of the Subscriber should be utilized for purchase of an annuity providing the monthly pension of the Subscriber and the balance (maximum 20%) is paid as a lump sum to the Subscriber.
- c. **Upon Death** – The entire accumulated pension wealth (100%) would be paid to the nominees/legal heir(s) of the Subscriber and there would not be any purchase of annuity/monthly pension
- d. **Partial Withdrawal** – This is allowed under special circumstances as detailed in this document.
- e. **Tier II account** – Subscribers can withdraw their accumulated wealth in Tier II account at any point of time. If a Subscriber has a Tier II account, Withdrawal for tier II will automatically happen if Tier 1 Exit request (except partial Withdrawal) has been received. Both accounts will be settled separately and as per instructions available in the account (in case there are different Nominees / bankaccounts)
- f. Withdrawal of Corpus & handover to Nodal Office, where family pension is being paid (Clause 6(e) of PFRDA (Exits & Withdrawals under NPS) Regulations 2015.
- g. If the All Citizen subscriber has joined NPS after 60 years, then he/she can opt for superannuation after three years into NPS. If he/she is withdrawing before three years, it will be treated as premature exit and rules of premature exit will apply in such scenario.

5. Withdrawal Forms

The forms to be used and the nodal agency to whom the forms are to be submitted, for Central Government, State Government, All Citizen & Corporate models, are given in the table below:

Table 1

Sl. No.		Central/State Government	All citizen	Corporate
1.	Form for W/d- Superannuation	101-GS	301	301
2.	Form for w/d – Death	103-GD	303	303
3.	Form for w/d – Before Superannuation	102-GP	302	302
4.	Form for w/d Death Family Pension Cases	Annexure I (Nodal Office) & Annexure II (Claimant)		
5.	Form for partial Withdrawal	Form 601 PW		
6.	Submitted by (cases other than death)	Subscriber		
7.	Submitted by – on exit due to death	All the Registered Nominees/ Legal Heirs		
8.	Submitted by subscriber to (“Nodal Office”)	DDO	POP-SP	CBO

Sl. No.		CG	SG	All citizen	Corporate
1.	Form for W/d – Tier II only	S12			
2.	Submitted by	Subscriber			
3.	Submitted by subscriber to	POP-SP			

All forms can be downloaded from the CRA website <https://nps.kfintech.com>

6. General Procedure for submission of Withdrawal Request:

Relevant form (refer to table 1) should have to be submitted by the subscriber, through the Nodal office. All mandatory fields should be filled in and the form should be duly signed. Nodal Office should stamped and authorized the form after performing the necessary due diligence for the form and the supporting documents.

6.1 Conditions for Exit from NPS

6.1.1 Conditions for exit due to Superannuation:

	<i>Conditions</i>	<i>Central / State Govt.</i>	<i>All Citizens/ Corporate</i>
1.	The subscriber must have attained the age of superannuation as perservice rules	☐	☐
2.	At least 40% of accumulated pension wealth (as available as on the date of final exit from NPS including those contributions and investment income that have been contributed and accrued to the account beyond the age of 60/65 years or the age of superannuation) to be used for purchase of annuity; balance to be paid to subscriber in lump sum	☐	☐
3.	Default annuity contract: - a. Annuity for the life of the subscriber or spouse (if any) - (with provision for return of purchase price); b. On demise of the subscriber, return of purchase price of the annuity	☐	NA
	- to be used for purchase of annuity (at a premium rate prevailing atthe time of such purchase) for other family members in the order of: i. living dependent mother of the deceased subscriber and ii. Living dependent father of the deceased subscriber - until allare covered. Thereafter, the purchase price to be returned to the surviving children orlegal heirs of the subscriber.		

4.	Subscriber who wishes to opt out of the default option shall be required to specifically opt for such an option	?	NA
5.	Where the accumulated pension wealth in the Permanent Retirement Account of the subscriber is equal to or less than a sum prescribed, the subscriber shall have the option to withdraw the entire accumulated pension wealth without purchasing annuity (and hence shall not receive any pension)	?	?

6.1.2 Conditions for exit before the age of Superannuation/premature exit:

	Conditions	Central / State Govt.	All Citizens/ Corporate
1.	The subscriber should have subscribed to NPS for at least 5 years	NA	?
2.	The subscriber should have voluntarily resigned or exited from his employment, before the age of 60.	?	NA
3.	At least 80% of accumulated pension wealth to be used for purchase of annuity; balance to be paid to subscriber in lump sum	?	?
4.	Annuity contract: - a. Annuity for the life of the subscriber or spouse (if any) - (with provision for return of purchase price); b. On demise of the subscriber, return of purchase price of the annuity - to be used for purchase of annuity (at a premium rate prevailing at the time of such purchase) for other family members in the order of: i. living dependent mother of the deceased subscriber and ii. Living dependent father of the deceased subscriber - until all are covered. Thereafter, the purchase price to be returned to the surviving children or legal heirs of the subscriber.	?	NA
5.	If the accumulated pension wealth of the subscriber is more than Rs. 1 lakh, but the age of the subscriber is less than the minimum age required for purchasing any annuity from any of the empaneled ASPs as chosen by the subscriber, such subscriber will remain in NPS, until he or she attains the age of eligibility for purchase of any annuity.	?	?

6.	Where the accumulated pension wealth in the Permanent Retirement Account of the subscriber is equal to or less than a sum prescribed, the subscriber shall have the option to withdraw the entire accumulated pension wealth without purchasing annuity (and hence shall not receive any pension)	Rs. 2.5 lakh	Rs. 2.5 lakh
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6.1.3 Conditions for exit on death:

	Conditions	Central / State Govt.	All Citizens/ Corporate
1.	At least eighty percent out of the accumulated pension wealth of the subscriber shall be mandatorily utilized for purchase of annuity and balance pension wealth shall be paid as lump sum to the nominee or nominees or legal heirs.	?	NA
2.	The entire accumulated pension wealth of the subscriber shall be paid to the nominee or nominees or legal heirs. The nominee or family members of the deceased subscriber shall have the option to purchase any of the annuities being offered upon exit, if they so desire, while applying for Withdrawal of benefits on account of deceased subscribers' Permanent Retirement Account	NA	?
3.	Annuity contract: - a. Annuity for the life of the subscriber or spouse (if any) - (with provision for return of purchase price); b. On demise of the subscriber, return of purchase price of the annuity - to be used for purchase of annuity (at a premium rate prevailing at the time of such purchase) for other family members in the order of: i. living / existing dependent mother of the deceased subscriber and ii. Living/ Existing dependent father of the deceased subscriber - until all are covered. Thereafter, the purchase price to be returned to the surviving children or legal heirs of the subscriber.	?	NA
4.	Where the accumulated pension wealth in the Permanent Retirement Account of the subscriber is equal to or less than the prescribed amount, the nominee/legal heirs shall have the option to withdraw the entire accumulated pension wealth without purchasing annuity (and hence shall not receive any pension)	Rs. 5 lakhs	NA
5.	In case, the nomination is not registered by the deceased subscriber before his death, the accumulated pension wealth shall be paid to the family members on the basis of the legal heir certificate issued by the Revenue authorities of the State concerned or the succession certificate issued by a court of competent jurisdiction.	?	?

6.	In case family pension (FPS) is being paid to the family of a deceased member, the account may be frozen (“Lien Marking”) - as explained in Clause 6(e) of PFRDA (Exits & Withdrawals under NPS) Regulations 2015.	☐	NA
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6.1.4 Rules relating to Nominees – On death of a subscriber:

The nominee(s) shall be entitled, on the death of the subscriber, to receive, to the exclusion of all other persons, all such money which has so remained unpaid:

Provided that-

- i. if the nominee predeceases the subscriber, the nomination shall so far as it relates to the right conferred upon the said nominee, become void and of no effect.
- ii. where a provision has been duly made in the nomination, conferring upon some other person the right to receive the money payable, in the event of the nominee predeceasing the subscriber, the nominee being deceased, pass to such other persons standing as nominees;
- iii. a subscriber may in his nomination distribute the amount that may stand to his credit in the fund amongst his nominees at his own discretion.
- iv. If a subscriber has a family at the time of making a nomination, the nomination shall be in favour of one or more persons belonging to his family. Any nomination made by such subscriber in favour of a person not belonging to his family shall be invalid.
- v. a fresh nomination shall be made by the subscriber on his marriage and any nomination made before such marriage shall be deemed to be invalid.
- vi. if at the time of making a nomination the subscriber has no family, the nomination may be in favour of any person or persons but if the subscriber subsequently acquires a family, such nomination shall forthwith be deemed to be invalid and the subscriber shall make a fresh nomination in favour of one or more persons belonging to his family.
- vii. where the nomination is wholly or partly in favour of a minor, the subscriber may, for the purposes of this Scheme, appoint a major person of his family, to be the guardian of the minor nominee in the event of the subscriber predeceasing the nominee and the guardian so appointed.
- viii. where there is no major person in the family, the subscriber may, at his discretion appoint any other person to be a guardian of the minor nominee.
- ix. A nomination made under the National Pension System may at any time be modified by a subscriber after giving a written notice of his intention of doing so in the form specified. A nomination or its modification so made shall take effect to the extent that it is valid on the date on which it is received by the intermediary under the National Pension System;
- x. if a subscriber proves that his spouse has ceased, under the personal law governing him or her, or the customary law of the community to which the spouses belong, to be entitled to maintenance he or she shall no longer be deemed to be a part of the subscriber’s family for the purpose of this Scheme, unless the subscriber subsequently intimates by express notice in writing to the designated intermediary for the purpose that he or she shall continue to be so regarded; and
- xi. If a subscriber by notice in writing to the designated intermediary for the purpose expresses her desire to exclude her husband from the family, the husband and his dependent parents shall no

longer be deemed to be a part of the subscriber's family for the purpose of this Scheme, unless the subscriber subsequently cancels in writing any such notice.

The expression “**family**”

- i. In relation to a male subscriber, means his legally wedded wife, his children, whether married or unmarried, his dependent parents and his deceased son's widow and children;
- ii. In relation to a female subscriber, means her legally wedded husband, her children, whether married or unmarried, her dependent parents, her husband's dependent parents and her deceased son's widow and children;

In either of the above two cases, if the child of a subscriber [or as the case may be, the child of a deceased son of the subscriber] has been adopted by another person and if, under the personal law of the adopter, adoption is legally recognized, such a child shall be considered as excluded from the family of the subscriber.

7. Generation of Claim ID in the CRA system

A Withdrawal request can be made only after generation of Claim ID in the CRA system.

7.1 Generation of Exit Claim ID by the CRA - for exit/Withdrawal on Superannuation

1. For any subscriber superannuating /attaining 60 years of age, CRA will generate a Claim ID six months prior to the date of retirement or attaining 60 years of age. Claim ID will be generated on a monthly basis. For Example, if subscriber is retiring on December 15, 2016 or December 31, 2016, Claim ID will be generated on June 1, 2016.
2. CRA will intimate the generation of Claim ID to the subscriber / Nodal Office/POP-SP via e-mails, letters, SMS. Nodal Office/POP/POP-SP can also view the Claim IDs generated for underlying Subscribers at 'Welcome Page' in CRA site.
3. If the Claim ID is not generated for a Subscriber even if the date of retirement is less than six months away, the concerned Nodal Office/POP-SP should update the correct retirement date in the CRA system.
4. If the Subscriber is going to superannuate six months from now, the Subscriber can submit his Withdrawal Form any time after the generation of Claim ID, however the Withdrawal request will be processed only after completion of Superannuation age/ Date of Retirement (as per the CRA records).

7.2 Generation of Exit Claim ID by the Nodal Office

In the 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 in the CRA system for all such cases where Claim ID has been generated. Nodal Office can also generate the Claim ID for a subscriber (who has requested for premature exit or a subscriber who has expired and Claimant has requested for Withdrawal) to enable them to submit the online request. Below is the process for generation of Claim ID by the Nodal Office.

7.2.1 Submission of Claim ID request:

Nodal Office can generate Claim ID for Superannuation, Pre-mature Exit and Death cases by logging in to the CRA System by providing User Type, User ID, Password and Captcha Code. User will click on the Login button to login in CRA system.

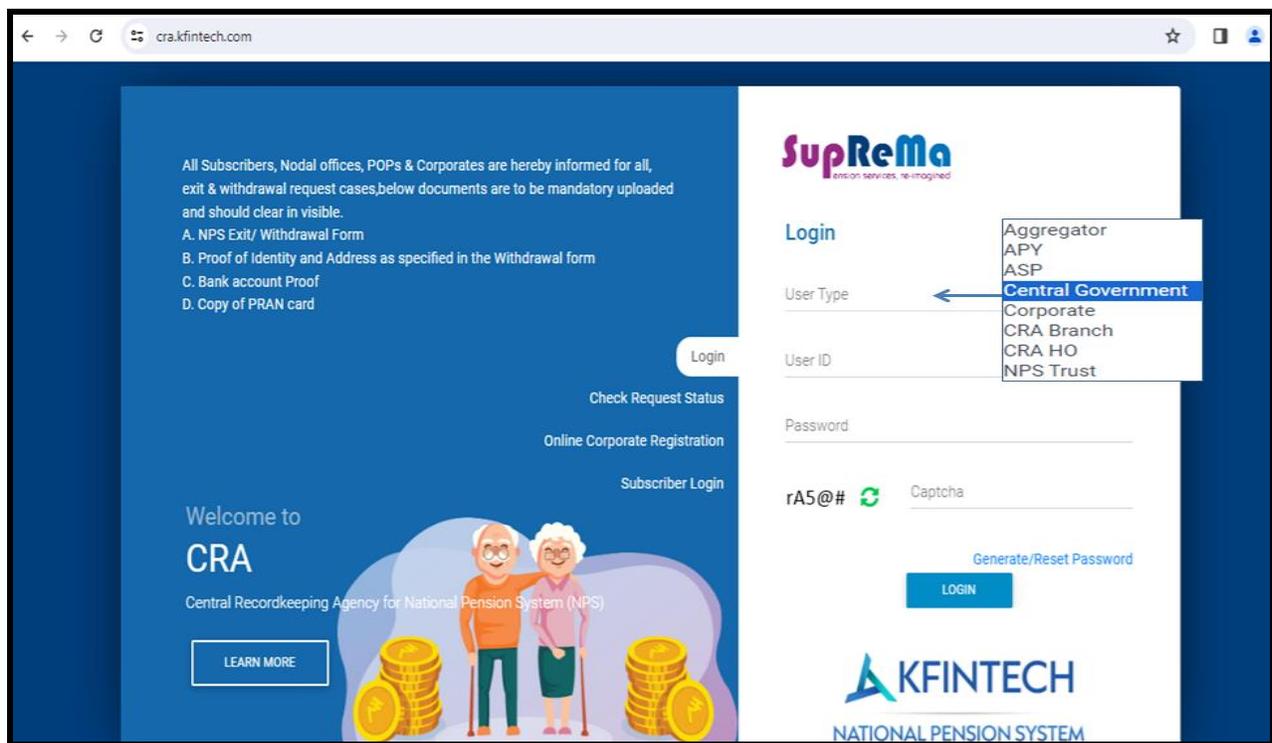


Figure 1

After successful login, in next screen Nodal officer has to Enter its 12 digit Aadhar which is mapped to the said User ID and Click on the button labelled "Next"

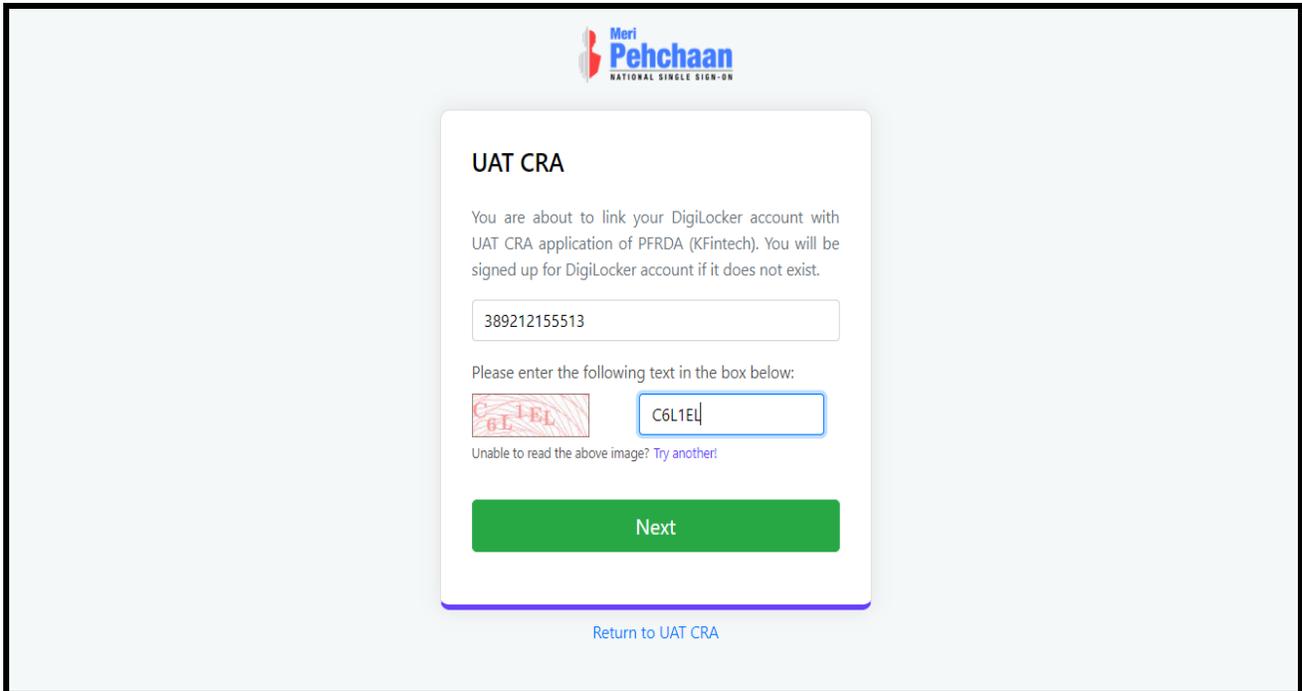


Figure 2

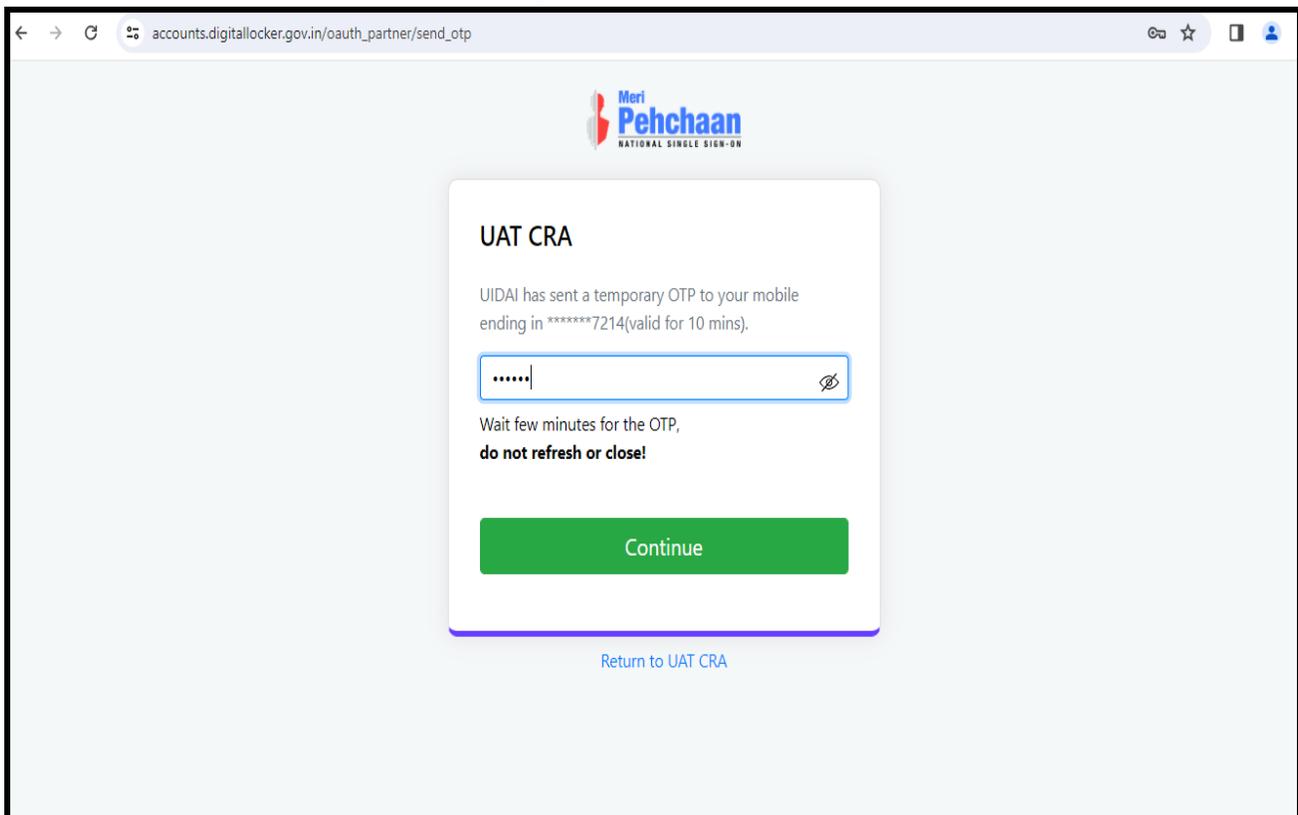


Figure 3

Provide Digi-locker consent and click on the button labelled "Allow" in below mentioned screenshot

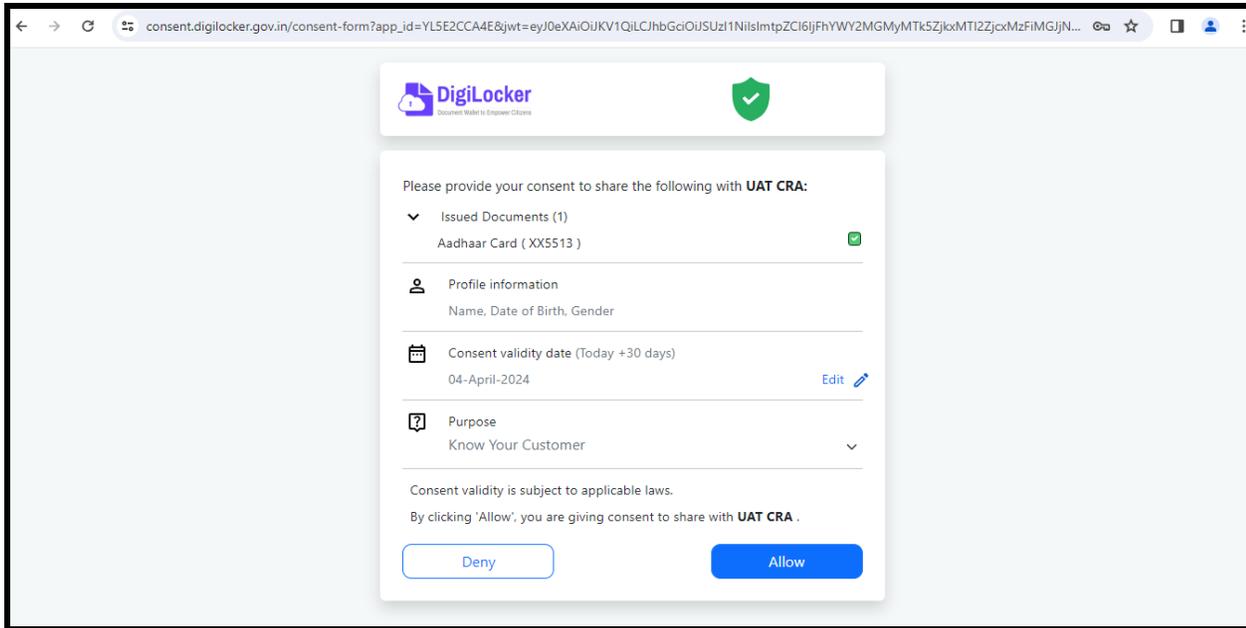


Figure 4

Nodal officer to input the OTP received in the mobile number which is mapped to Aadhaar and click on the button labelled "**Continue**"

Once the User logs in the CRA site, User will click on menu of 'Exit' and sub menu 'Generate/Cancel ClaimID'.

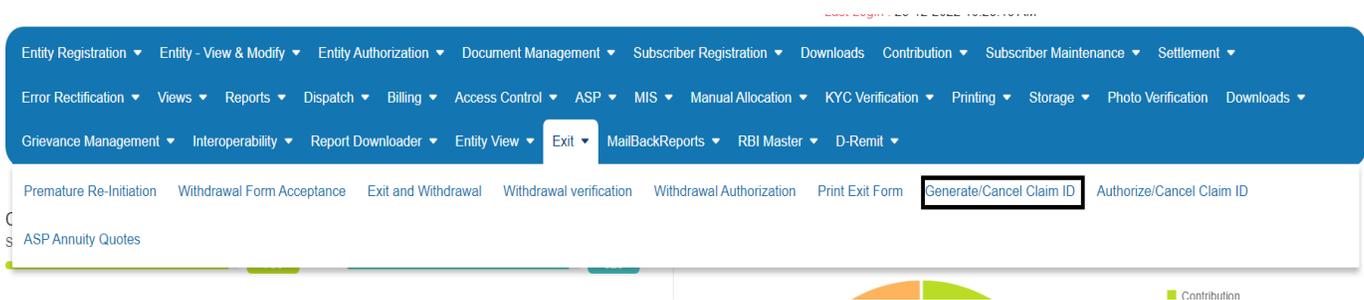
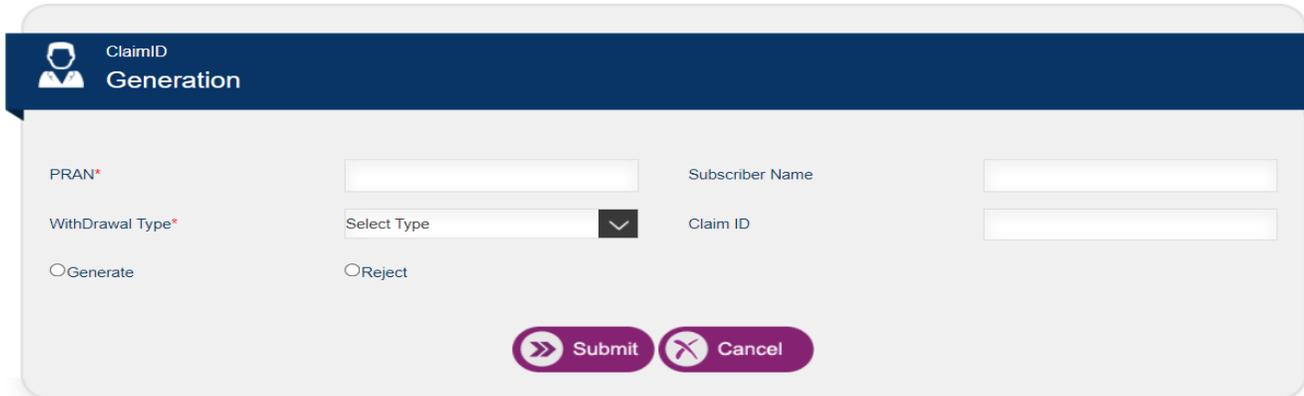


Figure 5

User will provide the PRAN of the subscriber in the designated field.



ClaimID Generation

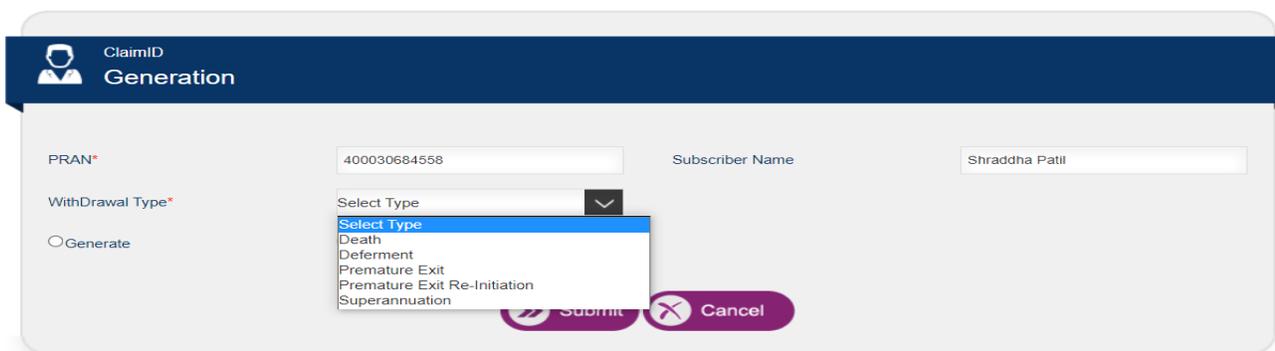
PRAN* Subscriber Name

Withdrawal Type* Claim ID

Generate Reject

Figure 6

User will select the Withdrawal Type as 'Death' or 'Premature Exit' or 'Exit at/Superannuation' from the dropdown.



ClaimID Generation

PRAN* Subscriber Name

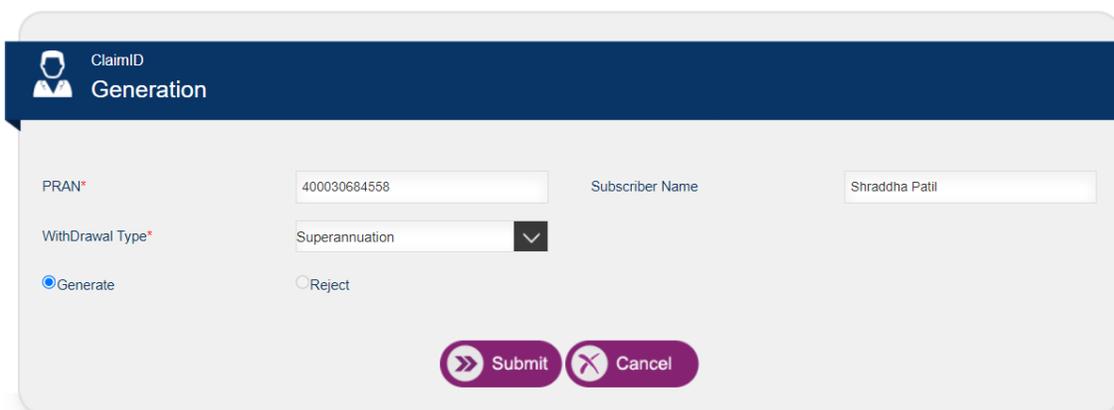
Withdrawal Type*

- Select Type
- Death
- Deferment
- Premature Exit
- Premature Exit Re-Initiation
- Superannuation

Generate Reject

Figure 7

User will select 'Generate' option from the dropdown 'Submit/Cancel Claim ID'.



ClaimID Generation

PRAN* Subscriber Name

Withdrawal Type*

Generate Reject

Figure 8

Nodal Office User will submit the request and Acknowledgement Number will be generated.



Figure 9

7.2.2 Authorization of Request:

Another Nodal Office User will login into the CRA system by providing User Type, User ID, Password and Captcha Code. User will click on the Login button to login in CRA system similar to above step.

User needs to click the sub-menu 'Authorize Generate/Cancel Claim ID'.

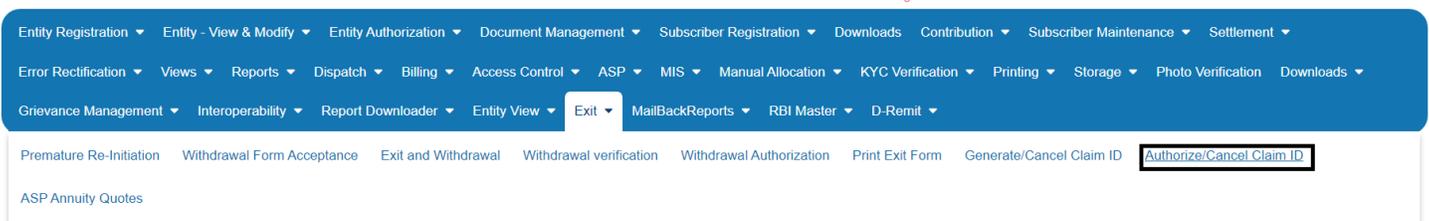


Figure 10

All the pending Claim ID requests will be shown the User.

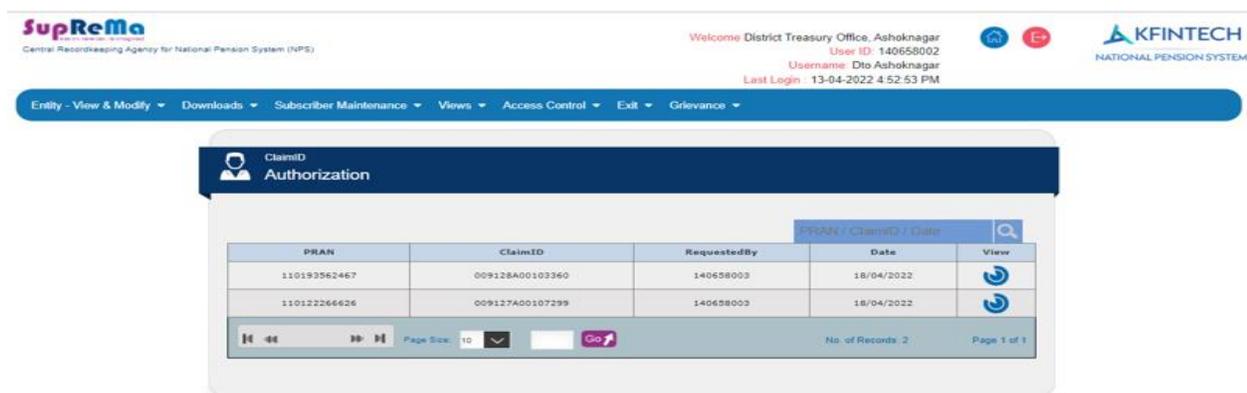
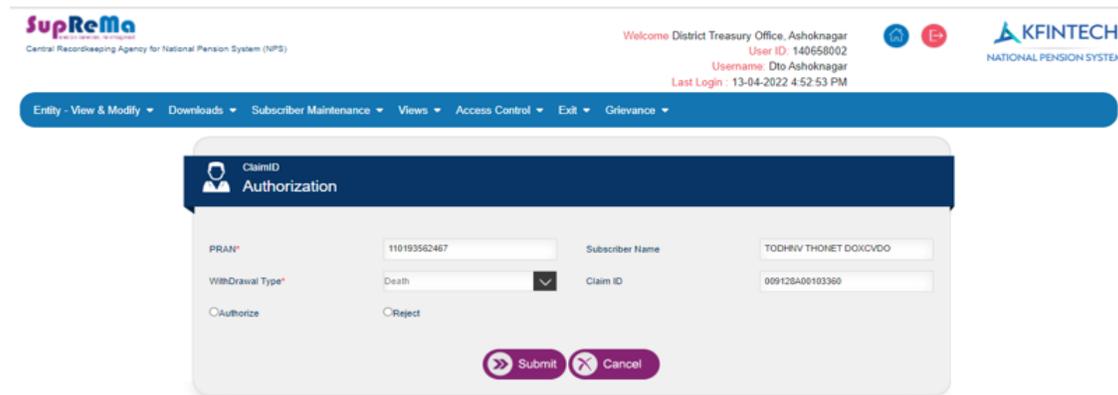


Figure 11

User will click on the 'View.' and submit the request.



The screenshot shows the SupReMa web application interface. At the top left is the SupReMa logo and the text "Central Recordkeeping Agency for National Pension System (NPS)". At the top right, there is a welcome message: "Welcome District Treasury Office, Ashoknagar" with user details: "User ID: 140658002", "Username: Dto Ashoknagar", and "Last Login: 13-04-2022 4:52:53 PM". Below this is a navigation menu with options: "Entity - View & Modify", "Downloads", "Subscriber Maintenance", "Views", "Access Control", "Exit", and "Grievance". The main content area is titled "ClaimID Authorization" and contains a form with the following fields: "PRAN*" (110193562467), "Subscriber Name" (TODHW THONET DOXCVDO), "Withdrawal Type*" (Death), and "Claim ID" (009128A00103360). There are radio buttons for "Authorize" and "Reject", and "Submit" and "Cancel" buttons at the bottom.

Figure 12

Claim ID will be generated for the PRAN after authorizing the request.

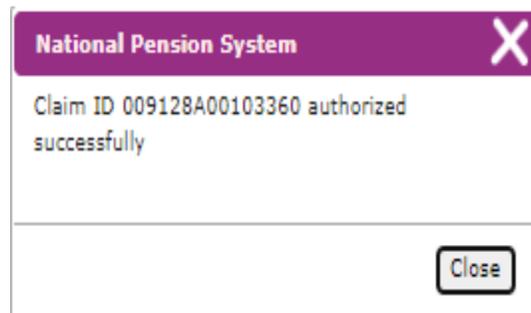


Figure 13

Nodal Office User can cancel the already generated Claim ID by selecting the 'Cancel Claim ID' option.

8. Submission of Withdrawal form by Subscriber

The Subscriber (or Nominee/Legal heir in case of death) will submit a Withdrawal form to the nodal agency (DDO/PAO/POP-SP/POP), for verification and onward submission to CRA. Contributions deductions under the National Pension System made by the employers from the salary of such subscriber shall be stopped at least three months prior to the date of superannuation, as may be applicable, to ensure that the exit and Withdrawal of the subscriber is smooth and effective. The employer shall settle directly the said last three months' contributions at their end with the concerned employee.

The Withdrawal request can be submitted in the following ways:

1. Physical form submission by subscriber/claimant
 - a. Subscriber will submit the physical form to its associated Nodal Office
 - b. Based on the physical form received, Nodal Office will capture, authorize and Audit (if opted) the Withdrawal request in CRA system
2. Online form submission by subscriber in the CRA system
 - a. Online form submission by the subscriber
 - b. Based on the online form submitted by the subscriber, Nodal Office will initiate and authorize the Withdrawal request in the CRA system

Both these processes are described below in detail.

8.1 Physical form submission by subscriber /claimant

Submission of physical Withdrawal application form by Subscriber/claimant:

The subscriber will download the relevant form (Refer to table 1 above) and fill in the details and sign the form. The form will be available for download in the CRA website <https://nps.kfintech.com>

The subscriber (or Nominee(s)/Legal heirs – in case of death of the subscriber) will submit the form, along with the necessary enclosures to the concerned nodal office.

General instructions:

1. All the columns in the form should be filled with black ink pen without any overwriting.
2. Fields marked with (*) are mandatory.
3. Correct postal address, including the PIN code, should be provided.
4. Percentage of allocation for amount to be withdrawn for superannuation subscriber as Lump-sum and amount to purchase life annuity. For Withdrawal on superannuation, a subscriber can withdraw maximum 60% of pension wealth and is required to transfer minimum 40% of pension wealth to annuity. Subscriber can also opt for complete Withdrawal if the corpus of subscriber is less than Rs. 5,00,000/- at the time of retirement.
5. Percentage of allocation for amount to be withdrawn for pre-mature exit subscriber as Lump-sum and amount to purchase life annuity. Subscribers can withdraw a maximum of 20% of pension wealth and is required to transfer minimum 80% of pension wealth to annuity. Subscriber can also opt for complete Withdrawal if the corpus of subscriber is less than Rs. 2,50,000/-. UOS subscribers should have been in NPS for 5 years for opting Pre-mature exit option whereas for Corporate this is criteria is not applicable.
6. Nominee can withdraw the full amount in case of death of subscriber. As per PFRDA Regulations 2015, nominees can also opt for annuity purchase. Central Govt./State Govt. nominee has to purchase the default annuity scheme from 80% of NPS corpus. Currently default annuity scheme is not available with ASPs; hence, claimant is allowed to withdraw the full amount. Claimant can withdraw the full amount if corpus is less than Rs. 5,00,000/-.
7. The subscriber is required to provide bank details and nomination details.
8. The subscriber is also required to submit the KYC documents and the same needs to be maintained in CRA records.
9. Subscribers should also provide the PAN, while submitting the Withdrawal request.

Instructions for nomination:

1. Subscriber can nominate a maximum of three nominees.
2. Subscriber cannot fill the same nominee details more than once.
3. The percentage share value for all the nominees must be integers. Fractional value will not be accepted.
4. Sum of percentage share across all the nominees must be equal to 100. If the sum of percentage is not equal to 100, the entire nomination will be rejected.
5. If a nominee is a minor, then the nominee's guardian details will be mandatory

Documents to be enclosed along with the Withdrawal application – for Withdrawal on attaining the age of 60 or superannuation:

Withdrawal Type						
Sr. No.	Document Requirement	Central Govt.	State Govt.	All Citizens of India	Corporate	Remarks
1	Proof of Identity	Y	Y	Y	Y	-
2	Proof of Address	Y	Y	Y	Y	-
3	Cancelled Cheque /Bank Certificate /Copy of passbook with the subscriber photograph	Y	Y	Y	Y	KYC Certificate suffix for Bank proof in case of Govt. employees
4	Copy of PRAN card Card/Affidavit for non-submission of PRAN Card	NR	NR	Y	Y	-
5	PAN Card	Y	Y	Y	Y	-

Documents to be enclosed along with the Withdrawal application – for pre-mature Withdrawal before attaining the age of 60 or superannuation:

Withdrawal Type						
Sr. No.	Document Requirement	Central Govt.	State Govt.	All Citizen of India	Corporate	Remarks
1	Proof of Identity	Y	Y	Y	Y	-
2	Proof of Address	Y	Y	Y	Y	-
3	Cancelled cheque /Bank Certificate /Copy of passbook with the subscriber photograph	Y	Y	Y	Y	KYC Certificate suffix for Bank proof in case of Govt. employees

4	Copy of PRAN Card/Affidavit for non-submission of PRAN Card	NR	NR	Y	Y	-
5	PAN Card	Y	Y	Y	Y	-

Documents to be enclosed along with the Withdrawal application – for Withdrawal on the death of a subscriber:

Withdrawal Type						
Sr. No.	Document Requirement	Central Govt.	State Govt.	All Citizen of India	Corporate	Remarks
1	Proof of Identity	Y	Y	Y	Y	-
2	Proof of Address	Y	Y	Y	Y	-
3	Cancelled cheque /Bank Certificate /Copy of passbookwith the claimant photograph	Y	Y	Y	Y	-
4	Copy of PRAN Card/Affidavit for non-submission ofPRAN Card	NR	NR	Y	Y	-
5	Advance Stamp Receipt	Y	Y	Y	Y	-
6	Original Death Certificate	NR	NR	Y	Y	-
7	Copy of Death Certificate	Y	Y	NA	NA	-
8	No objection Certificate for family pension	Y	Y	NA	NA	-

Note:

- Y** **Mandatory**
NR **Not Required**
NA **Not Applicable**

Documents for Proof of Identity:

Sr. No	Proof of Identity (Copy of any one of the given below document)
1	Passport issued by Government of India
2	Ration card with Photograph
3	Bank Passbook or certificate with photograph
4	Voter identity card with photograph and residential address
5	Valid driving license with photograph
6	PAN Card issued by Income tax department
7	Certificate of Identity 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 State Government
10	Photo Identity card issued by Government, Defence, Parliamentary 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, Statutory / 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.

Documents for proof of address:

Sr.No	Proof of Address (Copy of any one of the given below document)
1	Passport issued by Government of India
2	Ration card with Photograph and residential address
3	Bank Passbook or certificate with photograph and residential address
4	Voter 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 Gazette officer District Magistrate, Divisional commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judicial Magistrate etc.
7	Certificate of Address with photograph signed by a Member of Parliament or Member of Legislative assembly
8	Aadhar 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 State Government
10	Latest Electricity/ water bill in the name of the Subscriber/ Claimant and showing the address (less than 6 months old)
11	Latest Telephone bill in the name of the Subscriber / Claimant showing the address (less than 6 months old)
12	Latest Property/ house tax receipt (not more than 1 year old)
13	Existing valid registered lease agreement of the house on Stamp paper (in case of rented / leased accommodation)
14	The identity card/document with address, issue by any of the following : Central/ State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institution for their employees

The subscriber will submit the Withdrawal Form along with required documents to his/her associated Nodal Offices. Nodal Office is required to attest the Withdrawal Form and the documents submitted by the subscriber.

Verification of Withdrawal Request by DDO

- On receipt of the forms (along with enclosures) from the subscriber, the authorized signatory of the DDO will verify the form and certify that the declaration in the form and nomination details has been signed / thumb impressed before him by the applicant.
- In case of Withdrawal on attaining the age of retirement/ superannuation, the DDO will also certify the date of retirement (as per Government records) / date of attaining 60 years (for All/citizens/Corporate sector).
- The form should be signed/ attested by the authorized signatory of the nodal office and should be sealed with the nodal office stamp. The name and designation of the authorized signatory and the nodal office Registration number should be mentioned.
- Nodal Office has to submit the Death IRA compliance certificate if the subscriber's PRAN is Non-IRA compliant.

- DDO can capture the request in CRA system and should forward the forms to the concerned PAO/DTO for processing of request in CRA system.

Verification of Withdrawal Request by DDO/PAO/DTO/POP/POP-SP

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/claimant. The Nodal Office will initiate the request only after such verification is carried out. Kindly refer to the section 5 for detailed verification procedure. DDO/PAO/DTO/POP/POP-SP will key in the particulars and initiate (capture, verify and submit) the Withdrawal requests in CRA system under all the following categories:

- Exit due to Superannuation/attainment of 60 years
- Exit before the age of Superannuation/attainment of 60 years and
- Exit due to Death

8.1.2 Initiation of Withdrawal request by Nodal Office in the CRA system

One user of the Nodal Office (with “Maker” User) will visit our website <https://cra.kfintech.com>. User will login as per process mentioned in step 1 into the CRA for capturing the withdrawal request online.

After login, Nodal office select ‘Exit’ option for capturing the withdrawal request.

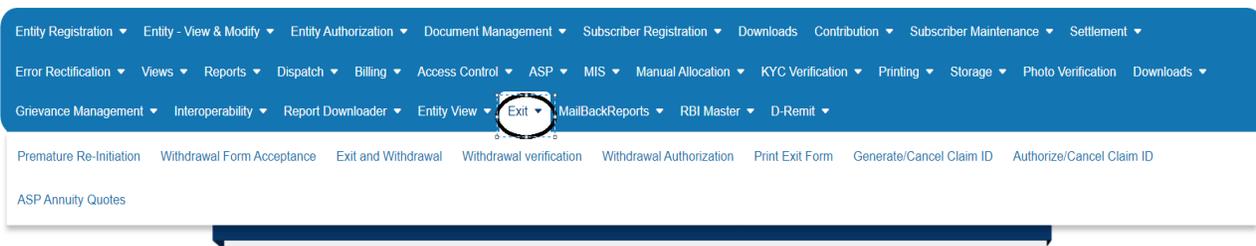


Figure 14

User will click on sub-menu ‘Exit and Withdrawal’.

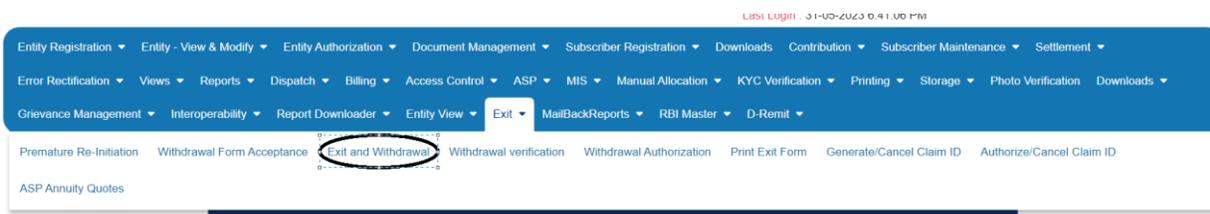
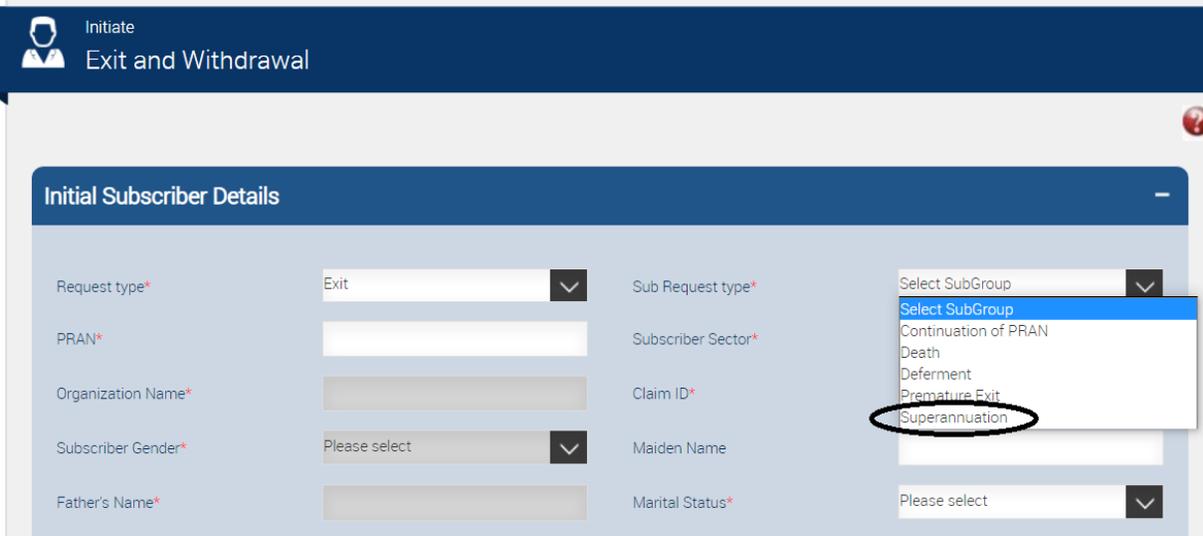


Figure 15

- a) **Initial Subscriber Details:** User will select the 'Request type' and 'Sub Request type' among the 5 options as shown in figure 5.



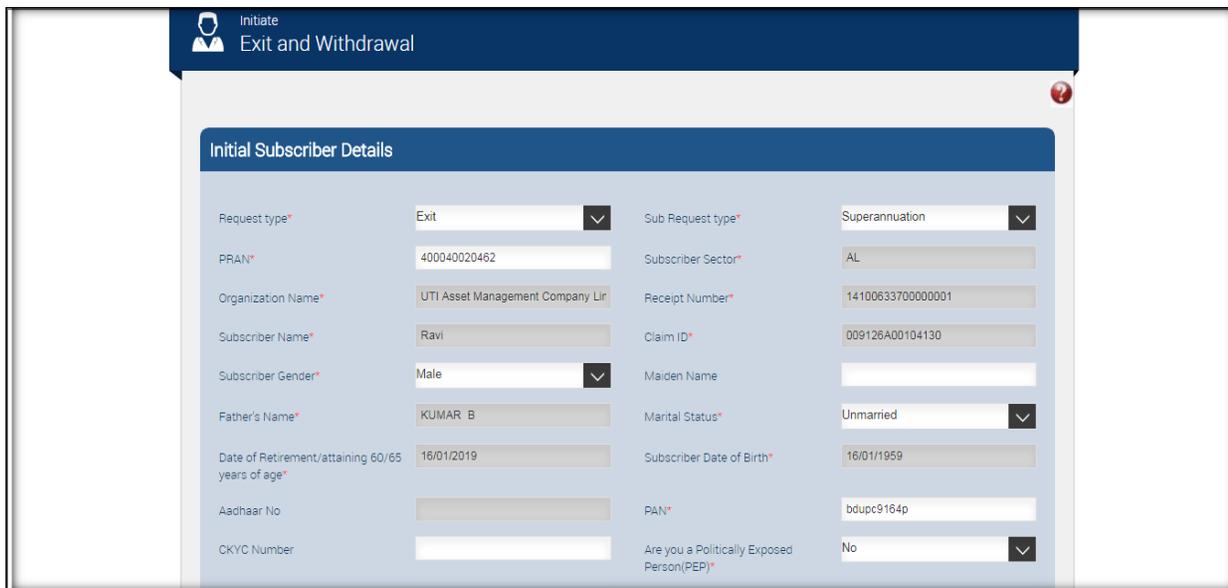
Initiate
Exit and Withdrawal

Initial Subscriber Details

Request type*	Exit	Sub Request type*	Select SubGroup
PRAN*		Subscriber Sector*	Select SubGroup
Organization Name*		Claim ID*	Continuation of PRAN
Subscriber Gender*	Please select	Maiden Name	Death
Father's Name*		Marital Status*	Deferment
			Premature Exit
			Superannuation

Figure 16

Nodal office will enter the PRAN of the subscriber and details such as Subscriber Name, Date of Birth, Date of attaining 60 years etc. will be shown to the User.



Initiate
Exit and Withdrawal

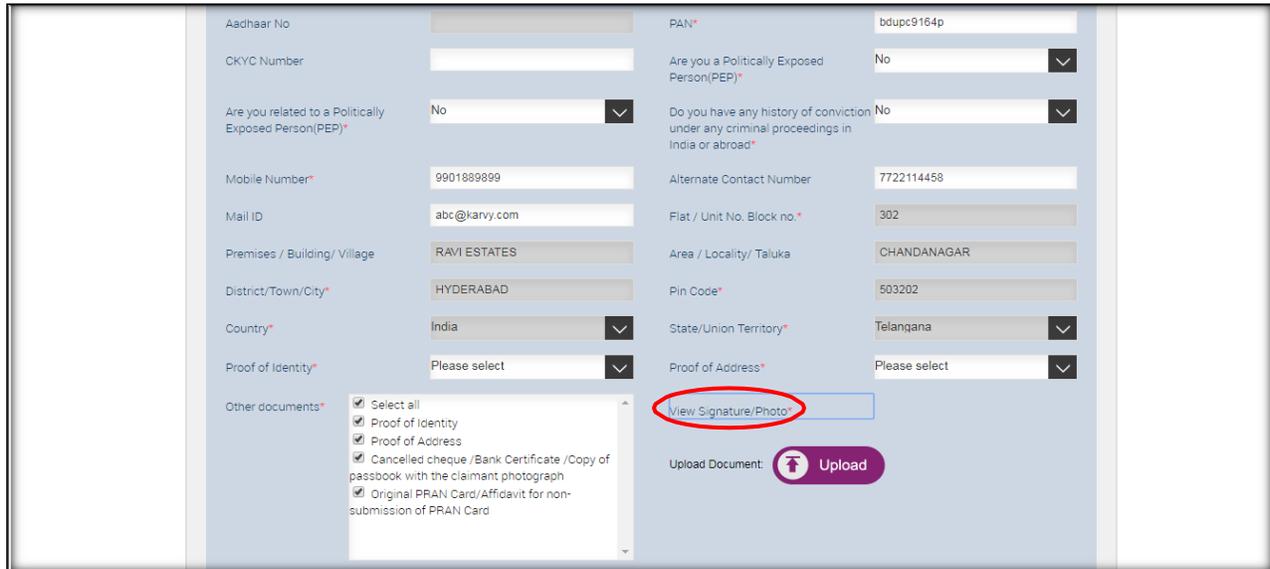
Initial Subscriber Details

Request type*	Exit	Sub Request type*	Superannuation
PRAN*	400040020462	Subscriber Sector*	AL
Organization Name*	UTI Asset Management Company Lir	Receipt Number*	14100633700000001
Subscriber Name*	Ravi	Claim ID*	009126A00104130
Subscriber Gender*	Male	Maiden Name	
Father's Name*	KUMAR B	Marital Status*	Unmarried
Date of Retirement/attaining 60/65 years of age*	16/01/2019	Subscriber Date of Birth*	16/01/1959
Aadhaar No		PAN*	bdupc9164p
CKYC Number		Are you a Politically Exposed Person (PEP)*	No

Figure 17

Subscriber's correspondence address - On entering the PRAN, subscriber correspondence address will be shown. It will be non-editable fields. If User wants to change the address details, then User has to use the option 'Subscriber Maintenance' for change of details.

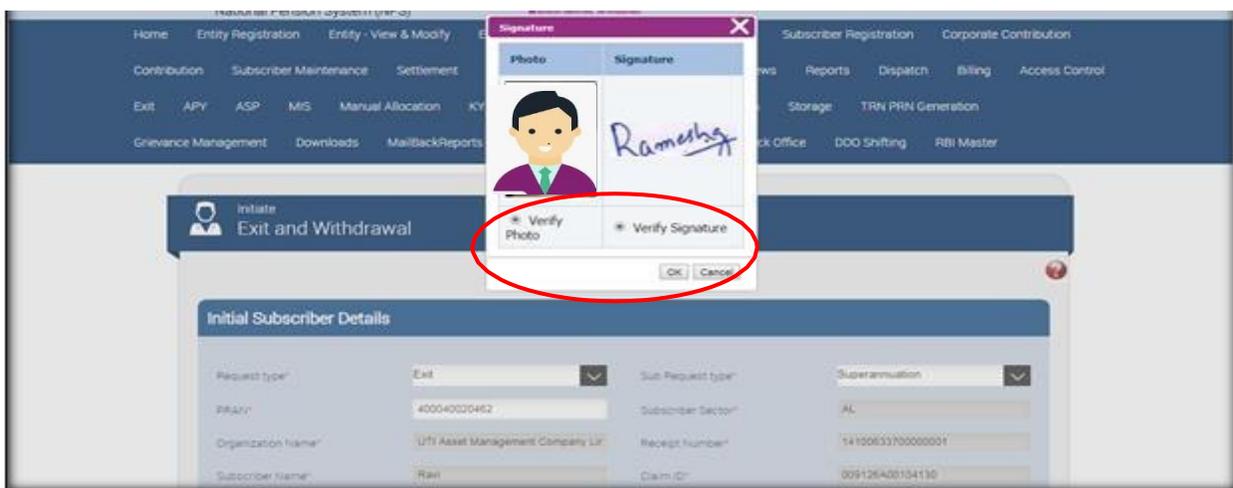
User can edit the mobile number and email ID of the subscriber. User will click on View Signature/Photo for verification of signature and photo.



Aadhaar No		PAN*	bdupc9164p
CKYC Number		Are you a Politically Exposed Person(PEP)*	No
Are you related to a Politically Exposed Person(PEP)*	No	Do you have any history of conviction under any criminal proceedings in India or abroad*	No
Mobile Number*	9901889899	Alternate Contact Number	7722114458
Mail ID	abc@harvy.com	Flat / Unit No. Block no.*	302
Premises / Building/ Village	RAVI ESTATES	Area / Locality/ Taluka	CHANDANAGAR
District/Town/City*	HYDERABAD	Pin Code*	503202
Country*	India	State/Union Territory*	Telangana
Proof of Identity*	Please select	Proof of Address*	Please select
Other documents*	<input checked="" type="checkbox"/> Select all <input checked="" type="checkbox"/> Proof of Identity <input checked="" type="checkbox"/> Proof of Address <input checked="" type="checkbox"/> Cancelled cheque /Bank Certificate /Copy of passbook with the claimant photograph <input checked="" type="checkbox"/> Original PRAN Card/Affidavit for non-submission of PRAN Card		
		View Signature/Photo	
		Upload Document Upload	

Figure 18

User will click on radio buttons and click on 'Ok' button to verify the photograph and signature.



Signature

Photo:  Signature: 

Verify Photo
 Verify Signature

OK Cancel

Initial Subscriber Details

Request type* Exit

PRAN* 40004000462

Organization Name* UFI Asset Management Company Ltd

Subscriber Name* Ravi

Sub Request type* Superannuation

Subscriber Sector* AL

Receipt Number* 14100653700000001

Claim ID* 009126A00104130

Figure 19

Users can upload the documents on clicking on 'Upload Document - Upload' button. Users needs to browse the file and click on 'Save' button to upload.

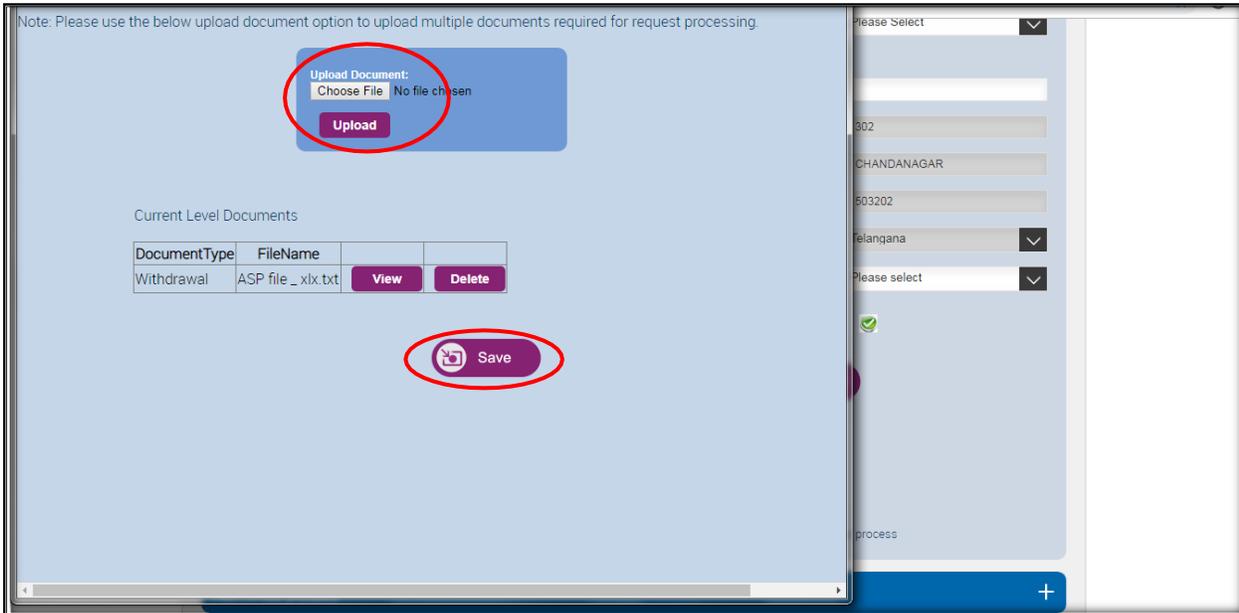


Figure 20

b) Nomination Details: If Nomination details of the subscriber are available in CRA system, it will be displayed to the User. The User will click on the Edit Button and will update Nomination details of the subscriber if the same are not matching with the details mentioned on Withdrawal Form.

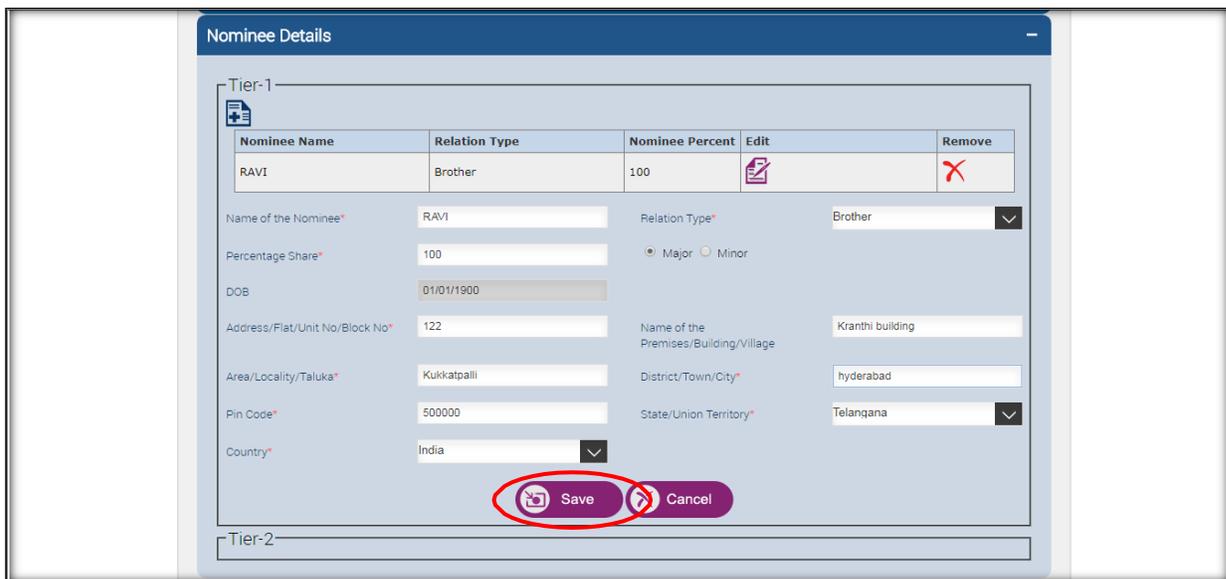


Figure 21

- c) **Bank Details (Withdrawal on/before superannuation):** If subscriber's bank details are present in the CRA system, it will be displayed to the User. User will click on confirm and proceed if bank details available in CRA records are same as mentioned in Withdrawal Form. If User wants to change the address details, then User has to use the option 'Subscriber Maintenance' for change of details. If the User updates the bank details, withdrawal can happen only after 30 days (gestation period).

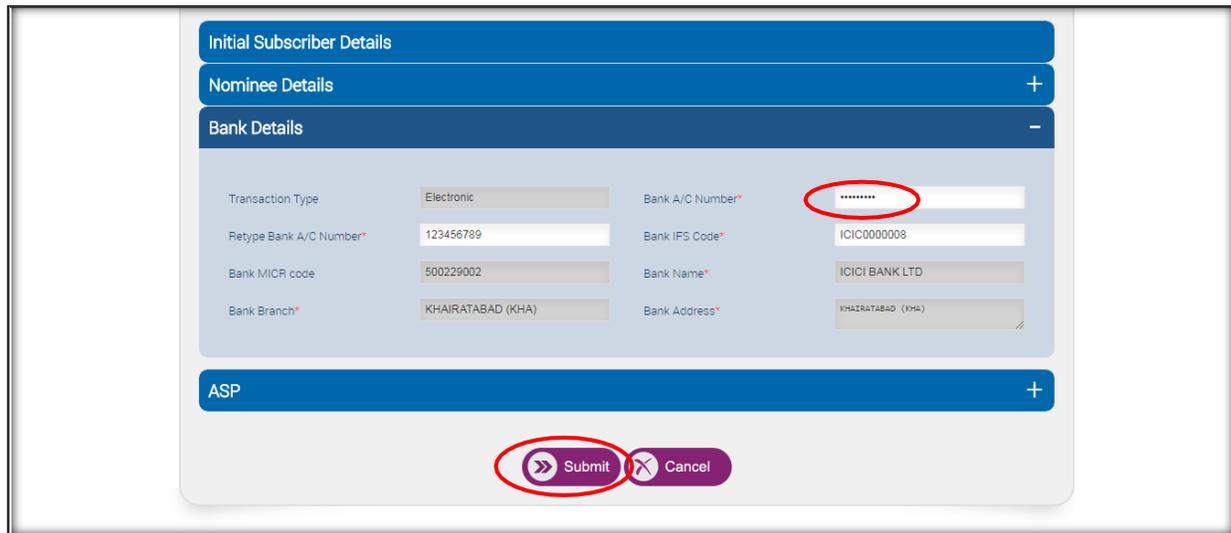


Figure 22

In the case of Government employees – subscriber is required to provide the bank details where subscriber last salary was credited as per employment records to which funds will be transferred after redemption of units. The details should be as per the salary records maintained by the nodal office. Bank details will be validated using penny drop services. In this process, name as per CRA and name as per Bank account will also be validated. If the details do not match, the request will not proceed further.

- d) **ASP Details:** User will provide the lump-sum percentage and Annuity percentage (Refer section 5 for conditions for max. Withdrawal % etc.). User is also required to select the ASP and ASP scheme from the ASPs empaneled by PFRDA under NPS.

ASP

Family member Details for providing annuity as chosen by the Subscriber*

Sr No.	Details	Name	PAN	Aadhar	DOB
1	Spouse	MANOHAR	ASLPB2541B		07/07/1977
2	Dependent Mother				
3	Dependent Father				
4	Child 1				

[Add Child](#)

Before attaining superannuation attaining 60 years of age(atleast 50 days before attaining retirement age/60 years)

a) Would you like to have normal Withdrawal YES NO OR

b) Would you like to defer full Withdrawal YES NO OR

c) Would you like to defer lump sum amount till 70 years YES NO OR

d) Would you like to defer annuity purchase for 3 years from date of retirement YES NO OR

e) Would you like to withdraw full amount(if less than 2 lakh) YES NO

Total corpus 1,33,03,500.03

Lump sum share %* 60 Annuity purchase share %* 40

#Please provide the percentage of corpus that you wish to opt for purchase of annuity and lump sum withdrawals:

Corpus opted for lump sum withdrawal	Corpus opted for purchase of annuity	Total (100%)
79,82,100.01	53,21,400.02	1,33,03,500.03

Annuity Frequency Monthly Annuity Service Provider Name* ICICI Prudential Life Insurance

Annuity Service Provider Scheme Name* Life & Last Survivor with 100%

[Annuity Quotes](#)

Declaration by the Claimant:

I hereby declare and state that all the details provided in the form 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 that may arise due to incorrect bank account details provided by me. Further, I authorize the National Pension System Trust(NPST)/ CRA to share information pertaining to my withdrawal application with the Annuity Service Providers for arranging the purchase of annuity as is mandatory under NPS.

Figure 23

After capturing the details of Annuity Service provider, Nodal office will click on Button Submit

On clicking the 'Submit' button, the request will be captured in the CRA system, and an Acknowledgement Number will be generated. User should note down the Acknowledgement Number generated.

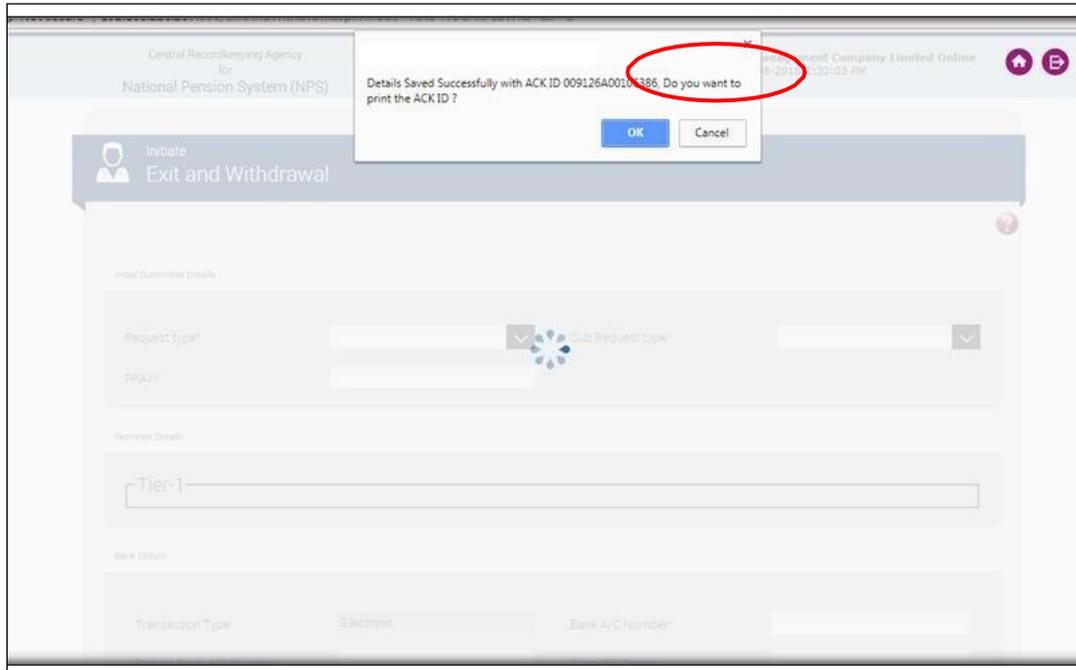


Figure 24

8.1.3 Verification of Withdrawal request by Nodal Office

After the online request is initiated by the Nodal Office User with “Maker” ID, the Nodal Office User with “Checker” ID will authorize the request captured in the CRA system. For Government Sector, the PAO (Central Govt.)/DTO (State Govt.) will perform this “Checker” level activity.

On capturing the withdrawal request by using Maker ID, Nodal office Another User will verify the withdrawal request by Checker ID provided by CRA.

Another Nodal Office User (with “Checker” ID) will visit our website <https://cra.kfintech.com> and login as per process mentioned above in step 1.

On Login, Nodal office will click on menu 'Exit'.

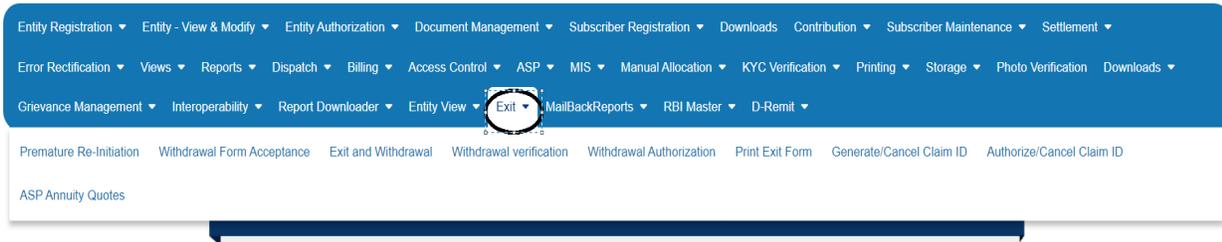


Figure 25

User will click on 'Withdrawal Verification' option to verify the request.



Figure 26

User will select the 'Request Type' and 'Sub-Request Type'.

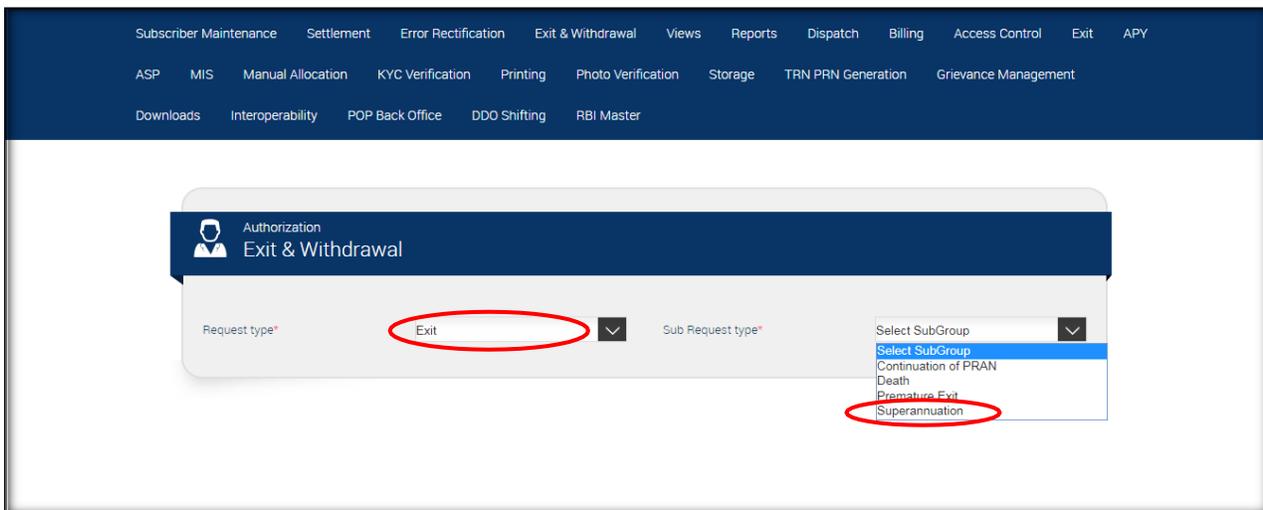


Figure 27

The entire pending request for the specified 'Sub Request Type' will be shown the User. Nodal officer will click on the hyperlink 'Claim ID' to view the details of the Subscriber captured by maker.

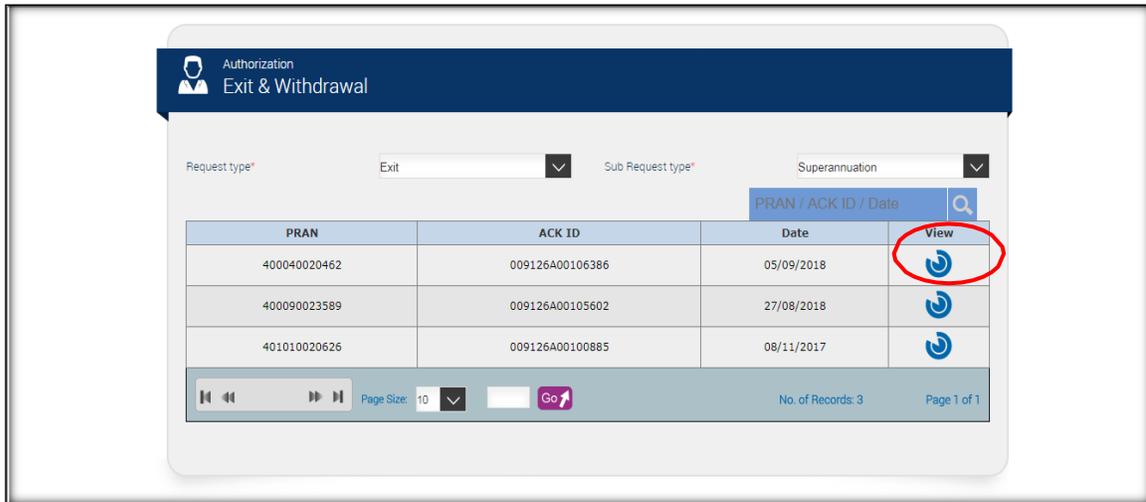
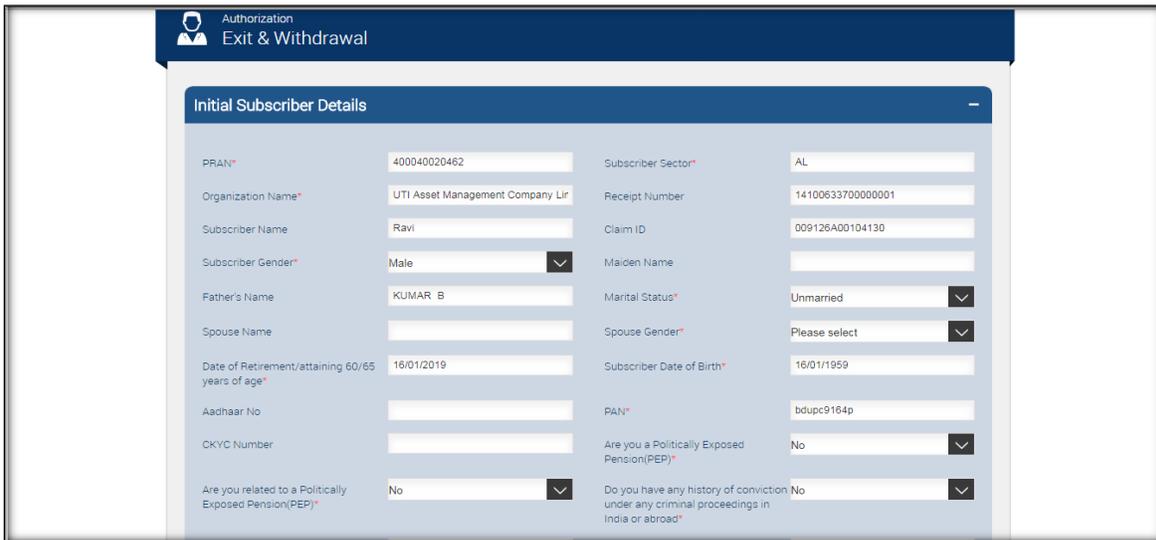


Figure 28

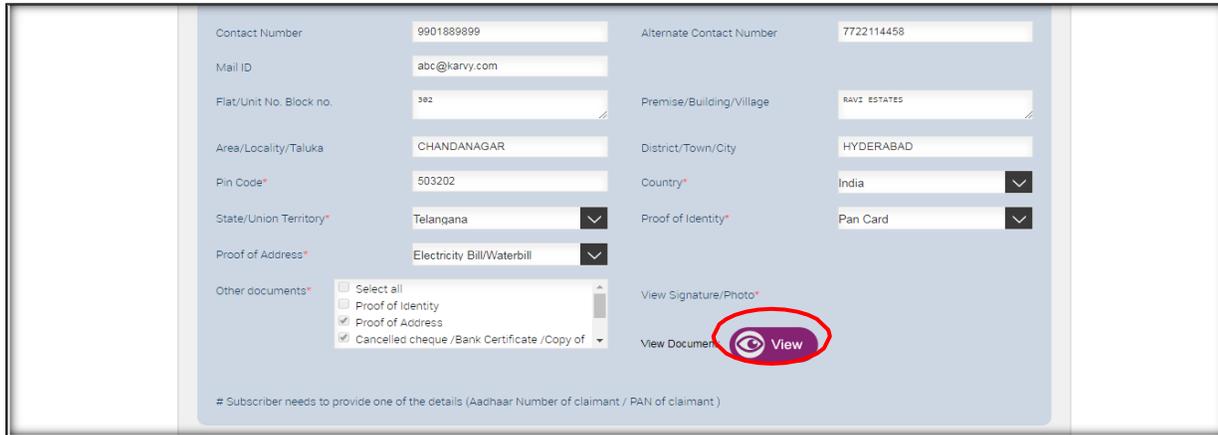
On clicking the View, details captured by the Nodal Office will be shown.



The screenshot shows a form titled 'Initial Subscriber Details' with various input fields for subscriber information. The fields are arranged in a grid-like format.

PRAN*	400040020462	Subscriber Sector*	AL
Organization Name*	UTI Asset Management Company Ltr	Receipt Number	14100633700000001
Subscriber Name	Ravi	Claim ID	009126A00104130
Subscriber Gender*	Male	Maiden Name	
Father's Name	KUMAR B	Marital Status*	Unmarried
Spouse Name		Spouse Gender*	Please select
Date of Retirement/attaining 60/65 years of age*	16/01/2019	Subscriber Date of Birth*	16/01/1959
Aadhaar No		PAN*	bdupc9164p
CKYC Number		Are you a Politically Exposed Pension(PEP)*	No
Are you related to a Politically Exposed Pension(PEP)*	No	Do you have any history of conviction No under any criminal proceedings in India or abroad*	No

Figure 29

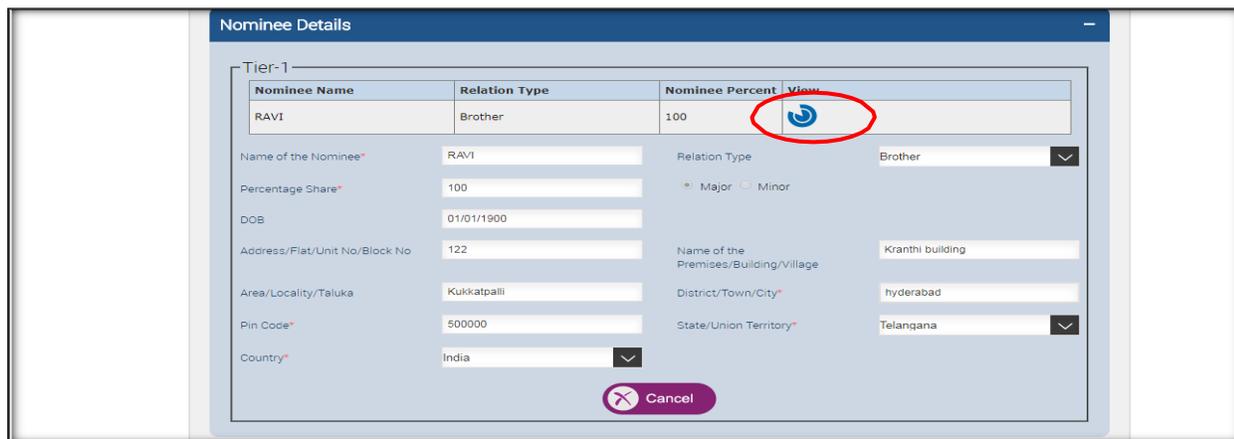


Contact Number: 9901889899 | Alternate Contact Number: 7722114458
 Mail ID: abc@karvy.com
 Flat/Unit No. Block no.: 302 | Premise/Building/Village: RAVI ESTATES
 Area/Locality/Taluka: CHANDANAGAR | District/Town/City: HYDERABAD
 Pin Code*: 503202 | Country*: India
 State/Union Territory*: Telangana | Proof of Identity*: Pan Card
 Proof of Address*: Electricity Bill/Waterbill
 Other documents*: Select all, Proof of Identity, Proof of Address, Cancelled cheque /Bank Certificate /Copy of
 View Signature/Photo*
 View Document  View

Subscriber needs to provide one of the details (Aadhaar Number of claimant / PAN of claimant)

Figure 30

Nodal Office will then verify then Nominee details as shown below



Nominee Details

Tier-1

Nominee Name	Relation Type	Nominee Percent	View
RAVI	Brother	100	

Name of the Nominee*: RAVI | Relation Type: Brother
 Percentage Share*: 100 | Major Minor
 DOB: 01/01/1900
 Address/Flat/Unit No/Block No: 122 | Name of the Premises/Building/Village: Kranthi building
 Area/Locality/Taluka: Kukkatpalli | District/Town/City*: hyderabad
 Pin Code*: 500000 | State/Union Territory*: Telangana
 Country*: India
 Cancel

Figure 31

On clicking Next button nodal office will verify the Bank details of subscriber capture by Maker ID as shown below In case of Government employees only - The “Checker” User has to confirm the bank account details provided in the Withdrawal form with the bank account details available with them in which the last salary was credited as per record.

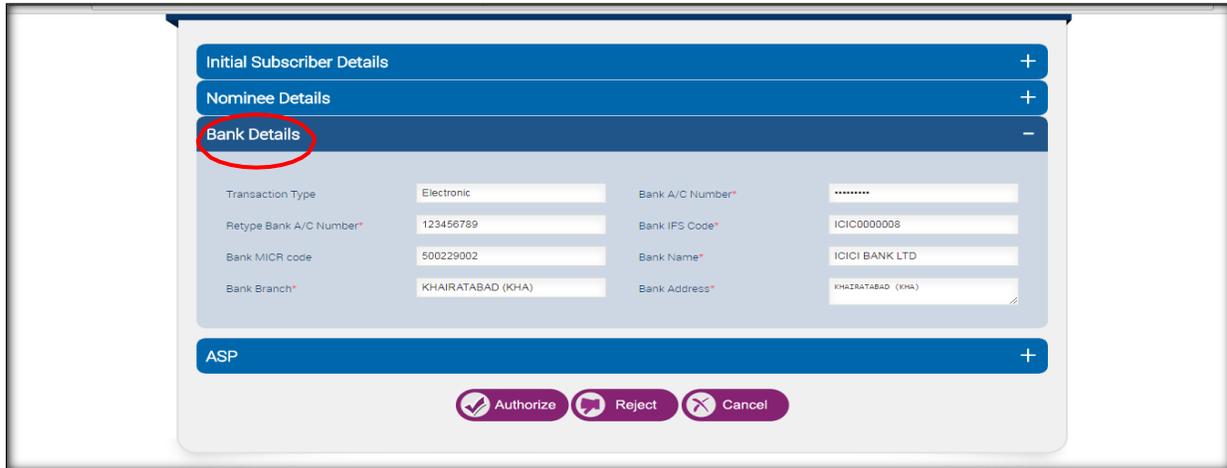
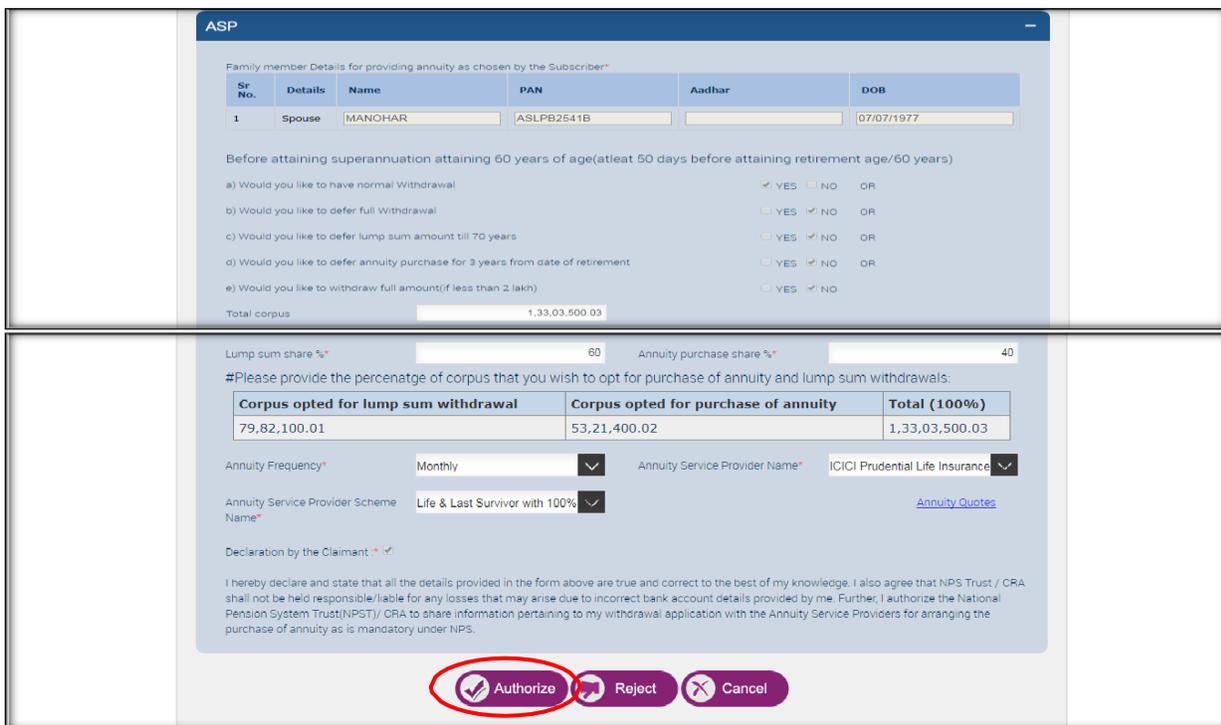


Figure 32

Nodal Office will verify ASP details as shown below



ASP

Family member Details for providing annuity as chosen by the Subscriber*

Sr No.	Details	Name	PAN	Aadhar	DOB
1	Spouse	MANOHAR	ASLPB2541B		07/07/1977

Before attaining superannuation attaining 60 years of age(atleast 50 days before attaining retirement age/60 years)

a) Would you like to have normal Withdrawal YES NO OR

b) Would you like to defer full Withdrawal YES NO OR

c) Would you like to defer lump sum amount till 70 years YES NO OR

d) Would you like to defer annuity purchase for 3 years from date of retirement YES NO OR

e) Would you like to withdraw full amount(if less than 2 lakh) YES NO

Total corpus 1,33,03,500.03

Lump sum share %* 60 Annuity purchase share %* 40

#Please provide the percentage of corpus that you wish to opt for purchase of annuity and lump sum withdrawals:

Corpus opted for lump sum withdrawal	Corpus opted for purchase of annuity	Total (100%)
79,82,100.01	53,21,400.02	1,33,03,500.03

Annuity Frequency* Monthly Annually Quarterly Half Yearly Annuity Service Provider Name* ICICI Prudential Life Insurance

Annuity Service Provider Scheme Name* Life & Last Survivor with 100% [Annuity Quotes](#)

Declaration by the Claimant.*

I hereby declare and state that all the details provided in the form 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 that may arise due to incorrect bank account details provided by me. Further, I authorize the National Pension System Trust(NPST)/ CRA to share information pertaining to my withdrawal application with the Annuity Service Providers for arranging the purchase of annuity as is mandatory under NPS.

Authorize Reject Cancel

Figure 33

On verification of all details by using checker ID nodal office will authorize the request.

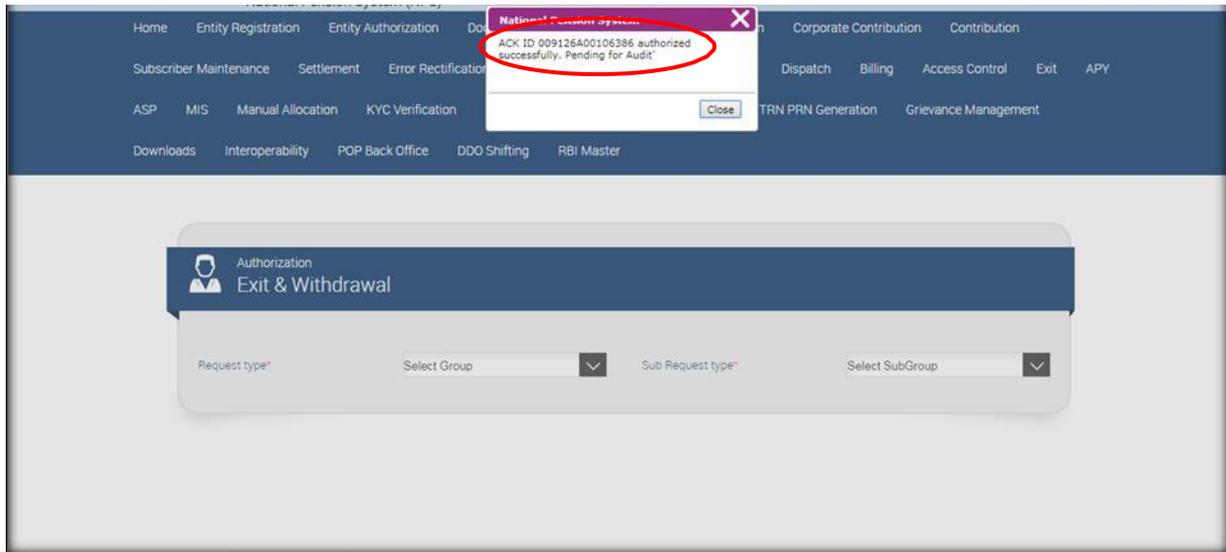


Figure 34

If Checker finds some incorrect details, User can reject the request. In case of rejection, rejection reason is mandatory.

Once the User authorizes the Withdrawal request in CRA system, request will be placed in the CRA system for redemption of units. Units will be redeemed from the PRAN and funds will be transferred to the bank details provided in the Withdrawal request. In case of superannuation, Withdrawal request will be executed in the CRA system after the date of retirement of subscriber. In case of Premature Exit/death, request will be executed on next day of authorization of Withdrawal request

The Nodal Office Official has to physically attest the Withdrawal Form along with other KYC documents. The Nodal Office will then attach covering letter and sends the Withdrawal docket to below address for storage purpose only:

*Central Recordkeeping
 AgencyK Fin Technologies
 Ltd Selenium Tower B
 Plot Nos. 31 & 32
 Financial District
 Nanakramguda
 Serilingampally
 MandalHyderabad –
 500032
 Toll Free Number 1800 208 1718*

8.1.4 Authorization of Withdrawal request by Nodal Office

After the online request is initiated by the Nodal Office User with “Maker” ID, the Nodal Office User with “Audit” ID will Audit the request captured in the CRA system. For Government Sector, the PAO (Central Govt.)/DTO (State Govt.) will perform this “Audit” level activity.

On capturing the withdrawal request by using Maker ID, Nodal office Another User will authorize the withdrawal request by Checker ID provided by CRA.

Another Nodal Office User (with “Checker” ID) will visit our website <https://cra.kfintech.com> and login as per process mentioned above in step 1.

On Login, Nodal office will click on menu ‘Exit’.

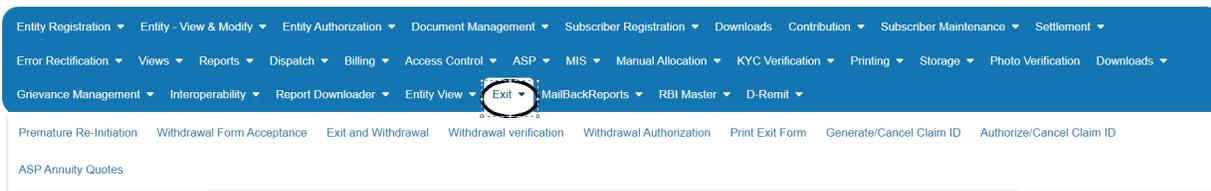


Figure 35

User will click on ‘Withdrawal Authorization’ option to authorize the request.

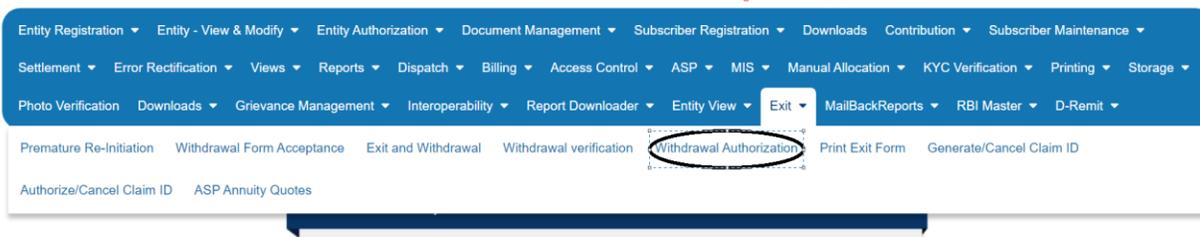
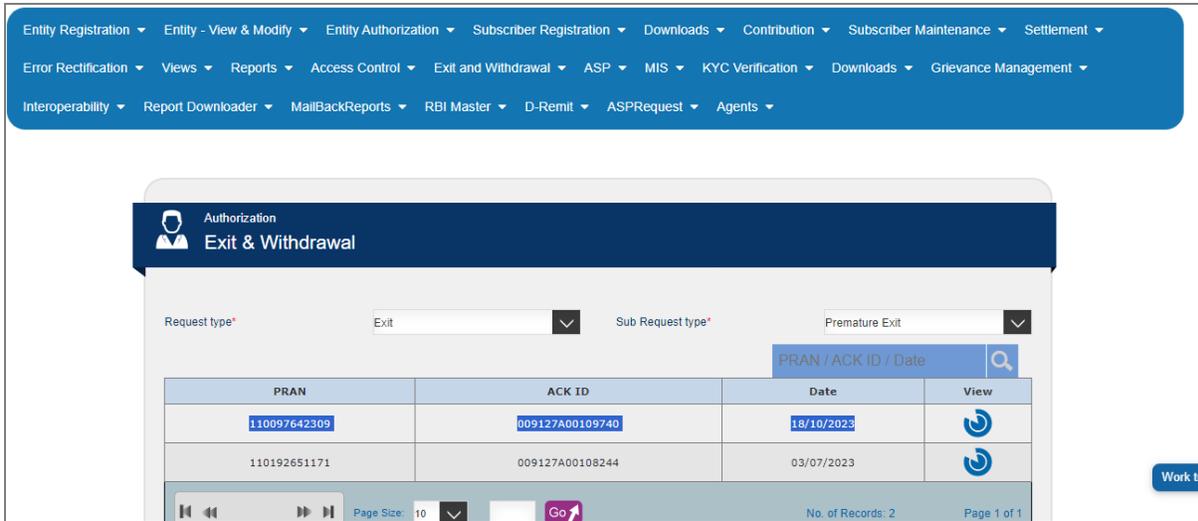


Figure 36

User will select the ‘Request Type’ and ‘Sub-Request Type’. The entire pending request for the specified ‘Sub Request Type’ will be shown to the User. Nodal officer will click on the hyperlink ‘Claim ID’ to view the details of the Subscriber captured by maker.



Entity Registration ▾ Entity - View & Modify ▾ Entity Authorization ▾ Subscriber Registration ▾ Downloads ▾ Contribution ▾ Subscriber Maintenance ▾ Settlement ▾
Error Rectification ▾ Views ▾ Reports ▾ Access Control ▾ Exit and Withdrawal ▾ ASP ▾ MIS ▾ KYC Verification ▾ Downloads ▾ Grievance Management ▾
Interoperability ▾ Report Downloader ▾ MailBackReports ▾ RBI Master ▾ D-Remit ▾ ASPRequest ▾ Agents ▾

Authorization
Exit & Withdrawal

Request type* Exit ▾ Sub Request type* Premature Exit ▾

PRAN / ACK ID / Date 🔍

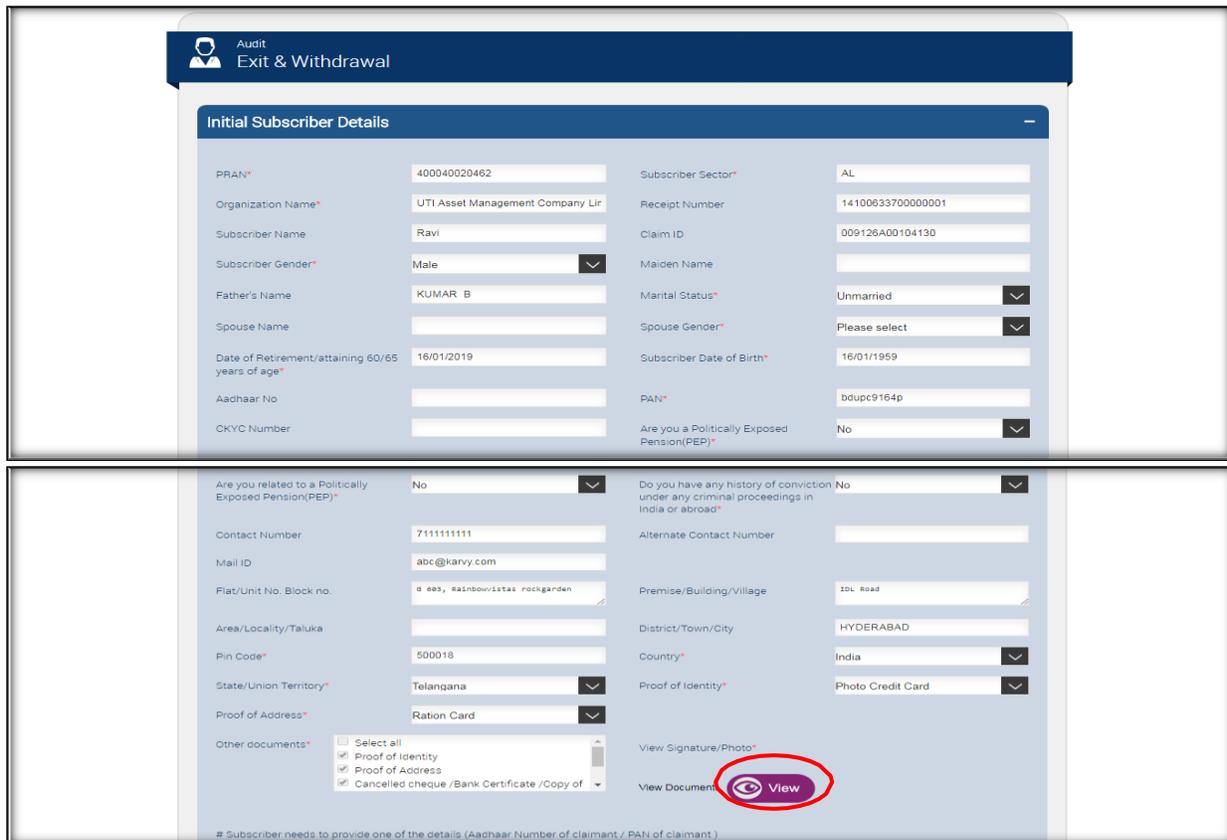
PRAN	ACK ID	Date	View
110097642309	009127A00109740	18/10/2023	
110192651171	009127A00108244	03/07/2023	

Page Size: 10 ▾ Go

No. of Records: 2 Page 1 of 1

Figure 37

On clicking the View, details captured by the Nodal Office will be shown.



Audit
Exit & Withdrawal

Initial Subscriber Details

PRAN* 400040020462 Subscriber Sector* AL

Organization Name* UTI Asset Management Company LIP Receipt Number 14100633700000001

Subscriber Name Ravi Claim ID 009126A00104130

Subscriber Gender* Male ▾ Maiden Name

Father's Name KUMAR B Marital Status* Unmarried ▾

Spouse Name Spouse Gender* Please select ▾

Date of Retirement/attaining 60/65 years of age* 16/01/2019 Subscriber Date of Birth* 16/01/1959

Aadhaar No. PAN* bdupc9164p

CKYC Number Are you a Politically Exposed Pension(PEP)* No ▾

Are you related to a Politically Exposed Pension(PEP)* No ▾ Do you have any history of conviction under any criminal proceedings in India or abroad* No ▾

Contact Number 7111111111 Alternate Contact Number

Mail ID abc@karvy.com Premise/Building/Village IDL ROAD

Flat/Unit No. Block no. 0 003, RainbowVistas rockgarden District/Town/City HYDERABAD

Area/Locality/Taluka Country* India ▾

Pin Code* 500018 Proof of Identity* Photo Credit Card ▾

State/Union Territory* Telangana ▾

Proof of Address* Ration Card ▾

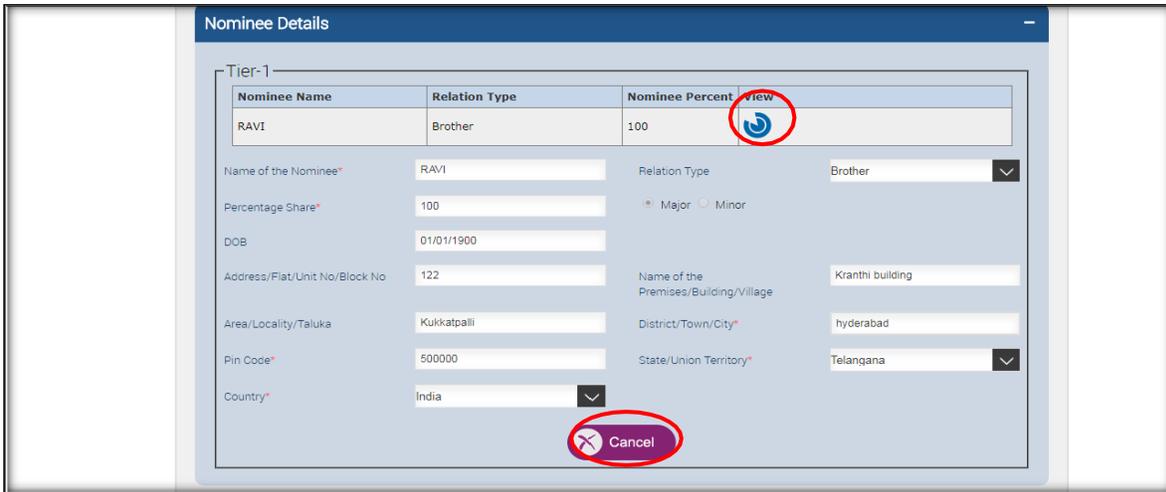
Other documents* Select all Proof of Identity Proof of Address Cancelled cheque /Bank Certificate /Copy of

View Signature/Photo* View Document

Subscriber needs to provide one of the details (Aadhaar Number of claimant / PAN of claimant)

Figure 38

Nodal Office will then verify then Nominee details as shown below



Nominee Name	Relation Type	Nominee Percent	view
RAVI	Brother	100	

Name of the Nominee* RAVI
 Percentage Share* 100
 DOB 01/01/1900
 Address/Flat/Unit No/Block No 122
 Area/Locality/Taluka Kukkatpalli
 Pin Code* 500000
 Country* India

Relation Type Brother
 Major Minor
 Name of the Premises/Building/Village Kranthi building
 District/Town/City* hyderabad
 State/Union Territory* Telangana

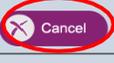
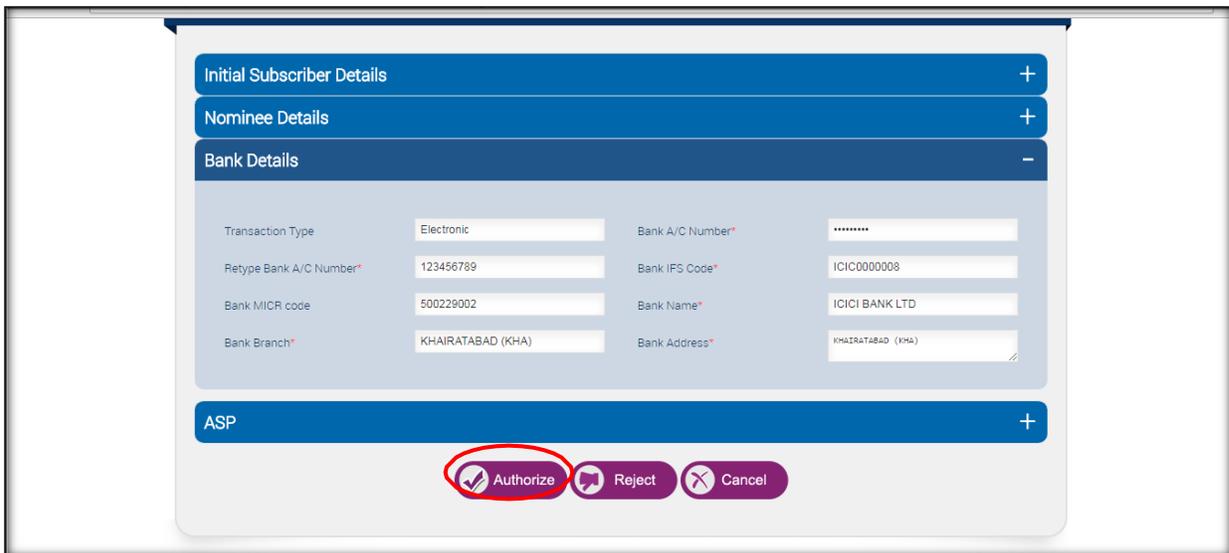


Figure 39

On clicking Next button nodal office will verify the Bank details of subscriber capture by Maker ID as shown below In case of Government employees only - The “Checker” User has to confirm the bank account details provided in the Withdrawal form with the bank account details available with them in which the last salary was credited as per record.



Transaction Type Electronic
 Retype Bank A/C Number* 123456789
 Bank MICR code 500229002
 Bank Branch* KHAIRATABAD (KHA)

Bank A/C Number*
 Bank IFS Code* ICICI0000008
 Bank Name* ICICI BANK LTD
 Bank Address* KHAIRATABAD (KHA)

ASP



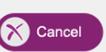


Figure 40

Nodal Office will then verify then ASP details as shown below

ASP
—

Family member Details for providing annuity as chosen by the Subscriber*

Sr No.	Details	Name	PAN	Aadhar	DOB
1	Spouse	MANOHAR	ASLPB2541B		07/07/1977

Before attaining superannuation attaining 60 years of age(atleast 50 days before attaining retirement age/60 years)

a) Would you like to have normal Withdrawal YES NO OR

b) Would you like to defer full Withdrawal YES NO OR

c) Would you like to defer Lump sum amount till 70 years YES NO OR

d) Would you like to defer annuity purchase for 3 years from date of retirement YES NO OR

e) Would you like to withdraw full amount(if less than 2 lakh) YES NO

Total corpus 1,33,03,500.03

Lump sum share %* 60 Annuity purchase share %* 40

#Please provide the percentage of corpus that you wish to opt for purchase of annuity and lump sum withdrawals:

Corpus opted for lump sum withdrawal	Corpus opted for purchase of annuity	Total (100%)
79,82,100.01	53,21,400.02	1,33,03,500.03

Annuity Frequency* Monthly ▼ Annuity Service Provider Name* ICICI Prudential Life Insurance ▼

Annuity Service Provider Scheme Name* Life & Last Survivor with 100% ▼ [Annuity Quotes](#)

Declaration by the Claimant *

I hereby declare and state that all the details provided in the form 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 that may arise due to incorrect bank account details provided by me. Further, I authorize the National Pension System Trust(NPST)/ CRA to share information pertaining to my withdrawal application with the Annuity Service Providers for arranging the purchase of annuity as is mandatory under NPS.

Authorize

 Reject

 Cancel

Figure 41

On verification of all details by using checker ID nodal office will authorize the request.

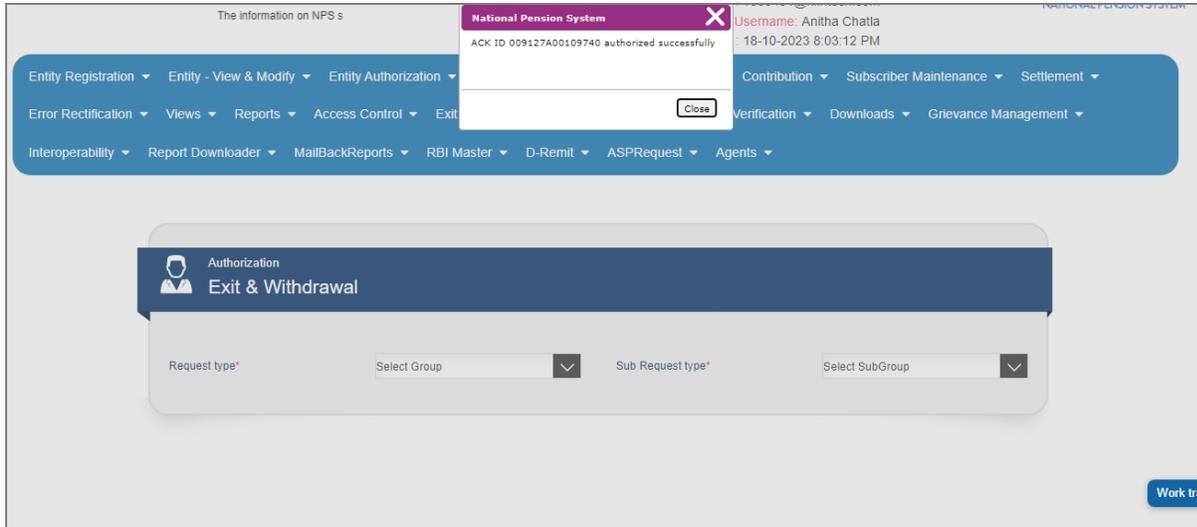


Figure 42

If Checker finds some incorrect details, User can reject the request. In case of rejection, rejection reason is mandatory.

Once the User authorizes the Withdrawal request in CRA system, request will be placed in the CRA system for redemption of units. Units will be redeemed from the PRAN, and funds will be transferred to the bank details provided in the Withdrawal request. In case of superannuation, Withdrawal request will be executed in the CRA system after the date of retirement of subscriber. In case of Premature Exit/death, request will be executed on next day of authorization of Withdrawal request

The Nodal Office Official has to physically attest the Withdrawal Form along with other KYC documents. The Nodal Office will then attach covering letter and sends the Withdrawal docket to below address for storage purpose only:

*Central Recordkeeping Agency, KFin Technologies Ltd
 Selenium Tower B Plot Nos. 31 & 32 Financial District
 Nanakramguda Serilingampally Mandal
 Hyderabad – 500032
 Toll Free Number 1800 208 1718*

9. Online form submission by the Subscriber:

Another option for online submission would be where the subscriber would login to the CRA using his/her User ID and I-PIN and key in the details and submit the Withdrawal request online. Thereafter, he/she has to print the form and send it to the Nodal Office along with the enclosures, for further processing. The Nodal Office, on verification would 'confirm' the request online, in the CRA system. These steps are explained below in detail:

- a. In case of Superannuation/attainment of 60 years, exit before the age of Superannuation/attainment of 60 years, the subscribers can initiate Withdrawal requests in the CRA system which shall subsequently have to be verified by the Nodal Office (PAO/DDO) in CRA system.
- b. The NPS subscribers, after capturing their Withdrawal request in the CRA system, will submit the Withdrawal Form along with the required documents (please refer Annexure IV) and annuity purchase form (if applicable) to their mapped Nodal Office.
- c. Nodal Office is required to verify the subscriber signature; KYC Documents submitted, authorize the physical Withdrawal Form, authorize the request in the CRA system and forward the duly authorized physical Withdrawal Form along with the supporting documents to KCRA for storage purpose only.
- d. In case of Withdrawal on death of the subscriber, only the Nodal office can raise online Withdrawal request. The nominee(s)/Legal heir(s) should submit only the physical form with enclosures, to the Nodal Office.
- e. If subscriber wishes to raise the Withdrawal request in Online module (in case of Superannuation/Premature exit), Claim ID is mandatory. 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. In case of exit due to Premature exit, Nodal Office has to generate the Claim ID for a subscriber to enable them to submit the online request. If Nodal Office initiates the Withdrawal request on behalf of subscriber, Claim ID is not mandatory.

The following steps should be followed by the subscriber for submitting his/her claim online:

Capturing of withdrawal request by subscriber online under e NPS

The subscriber will visit our CRA system (<https://nps.kfintech.com>).

Subscriber Login NPS

PRAN
Enter User Name

Password
Enter Password [Generate/Reset password?](#)

Enter Captcha *
Captcha

Don't have an account? [Sign Up](#)

Figure 43

User will provide the PRAN and Password provided for submitting the online Withdrawal request.

Subscriber Login NPS

PRAN
400090056138

Password
..... [Generate/Reset password?](#)

Enter Captcha *
XXD67

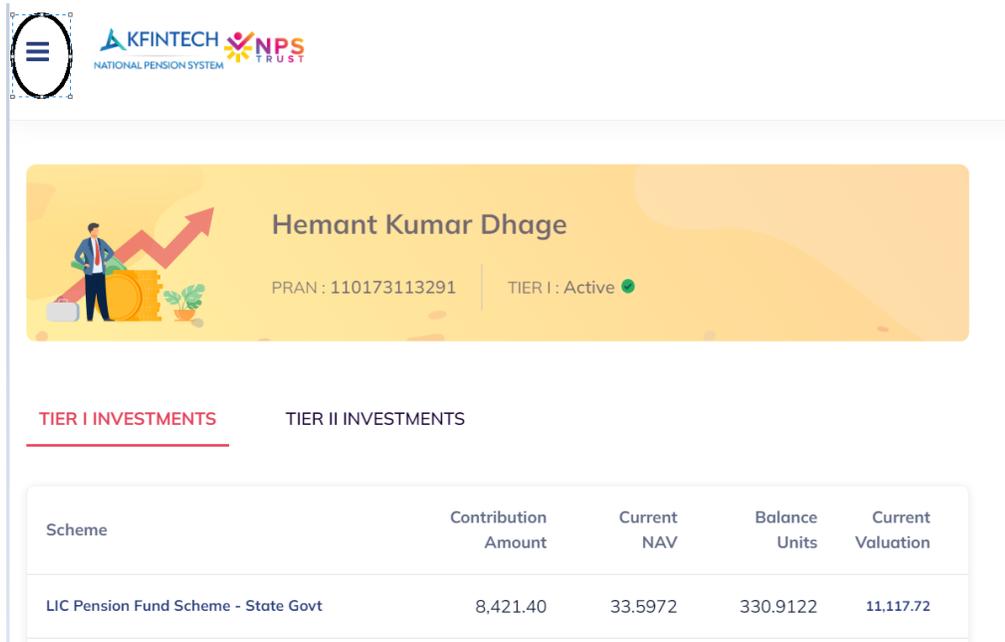
Don't have an account? [Sign Up](#)

We're Online!
How may I help you?

Figure 44

After Login the subscriber will be able to view the personal details like Name, PRAN and scheme

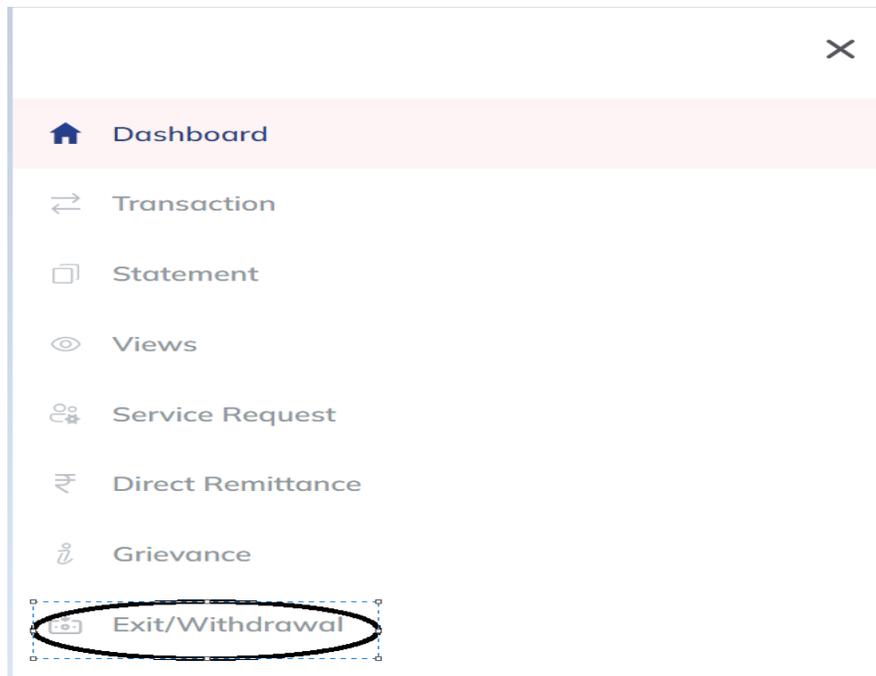
details as shown below and click on menu button which is shown in three lines.



Scheme	Contribution Amount	Current NAV	Balance Units	Current Valuation
LIC Pension Fund Scheme - State Govt	8,421.40	33.5972	330.9122	11,117.72

Figure 45

After clicking on menu button, click on Exit /Withdrawal menu.



- Dashboard
- Transaction
- Statement
- Views
- Service Request
- Direct Remittance
- Grievance
- Exit/Withdrawal

Figure 46

After logging in the CRA site, the subscriber will click on the menu 'Exit & Withdrawal' and then

on the sub-menu where the types of withdrawal has to be selected by the User.

Withdrawal type & percentage of Withdrawal allocation: The subscriber will select the Withdrawal type and percentage of Withdrawal allocation and submit the request. (Refer to conditions for maximum Withdrawal percentage etc.). Subscriber will be shown pop-up if he is eligible for complete Withdrawal.



Figure 47

Subscribers will be able to view the all details pertaining to superannuation such as PRAN, Subscriber Name, Claim ID, Total Corpus, Withdrawal choice, Lumpsum Share, Annuity Purchase Share and Annuity details as shown below.

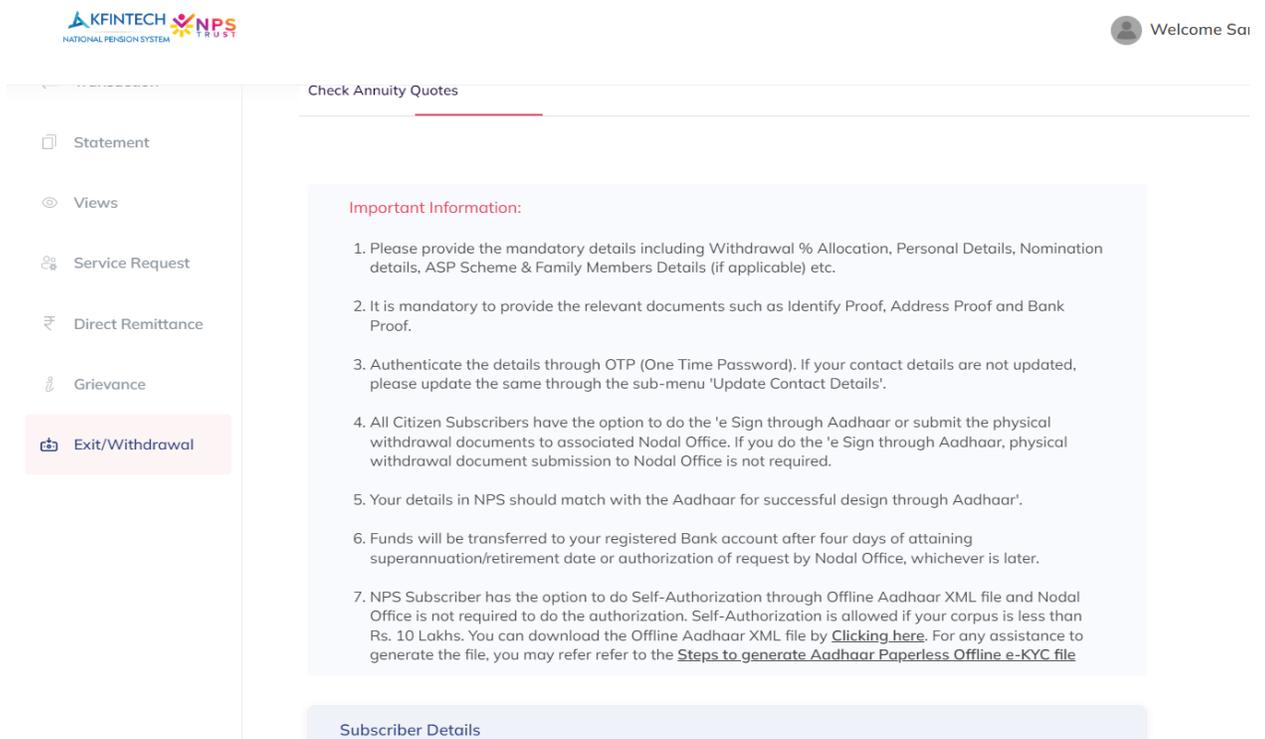


Figure 48

Office is not required to do the authorization. Self-Authorization is allowed if your corpus is less than Rs. 10 Lakhs. You can download the Offline Aadhaar XML file by [Clicking here](#). For any assistance to generate the file, you may refer refer to the [Steps to generate Aadhaar Paperless Offline e-KYC file](#)

Subscriber Details

PRAN	Subscriber's Name: *	ClaimID:
400010020861	Rajasekharan Nikhil	009126A00116519

Note:

If you wish to change the Bank details, please raise separate request through providing subscriber modification form to POP (Point Of Presence).

Note : If you change bank details, exit and withdrawal request can be executed only after 30 days from the date of change of bank details. (30 days gestation period) (applicable for all sectors).

Total Corpus:
₹
187700.21

Figure 49

Subscribers need to select the withdrawal choice.

Withdrawal Choice *

Full withdrawal ▾

- Select
- Full withdrawal
- Buy Annuity

Select ▾

Proof of Identity *

Select ▾

Figure 50

Annuity Frequency *

Select

Annuity Service Provider Name *

Select

Annuity Service Provider Scheme Name *

Select

Address Proof (POA) *

Select

Proof of Identity *

Select

Subscriber Sector *

AL

Figure 51

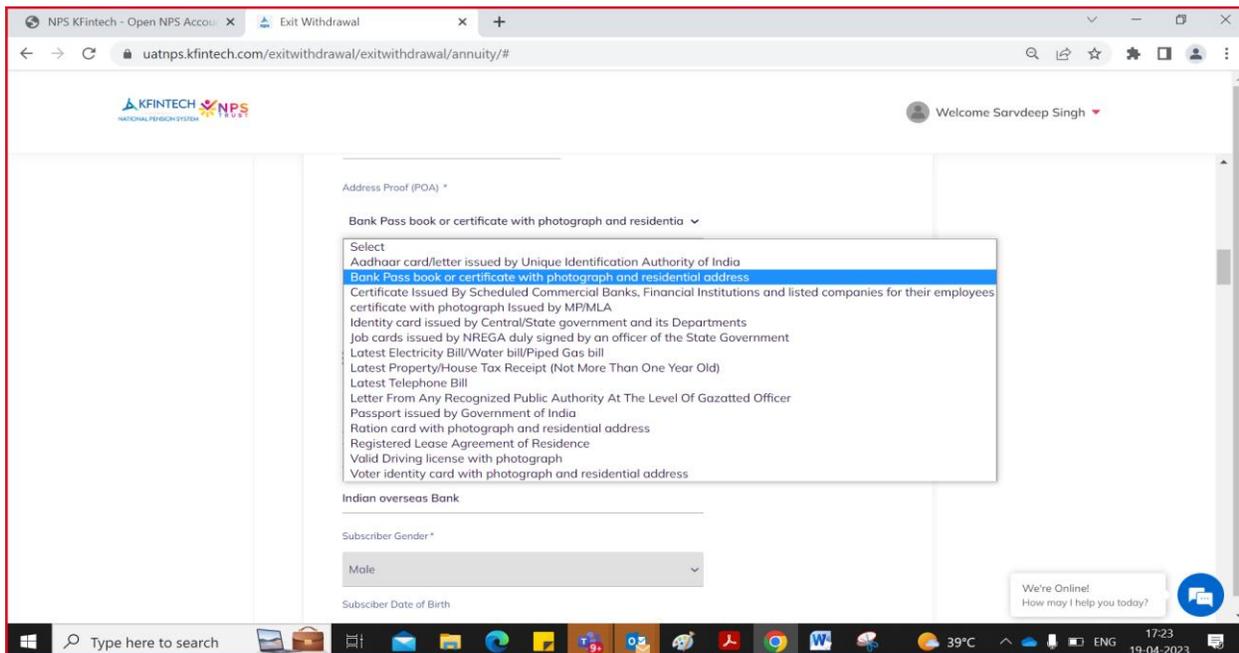


Figure 52

Please submit the Aadhaar copy only after redacting the first eight digits of Aadhaar Number (as highlighted in red blocks in below sample image).



Figure 53

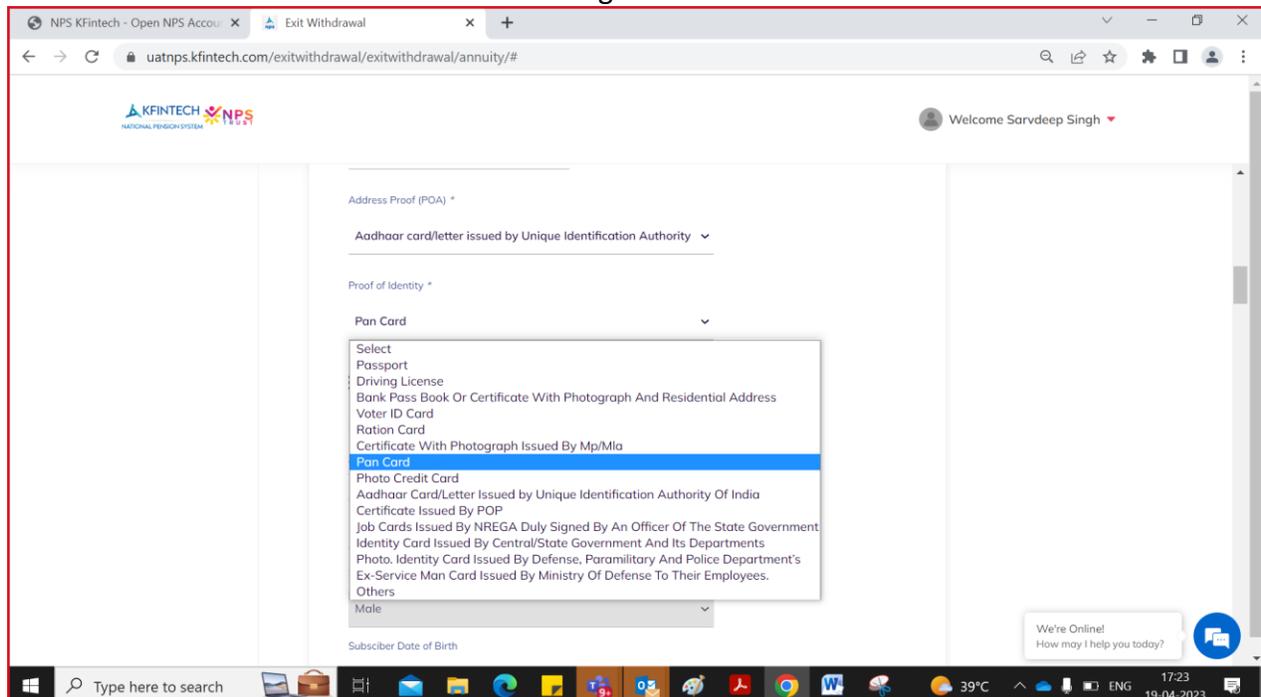


Figure 54

Click on three lines.

The screenshot shows a registration form with the following fields:

- Proof of Identity *
Pan Card
- Subscriber Sector *
AL
- Organization Name
Indian overseas Bank
- Subscriber Gender*
Male
- Subscriber Date of Birth
14/10/1958
- Date of Retirement

A yellow box with three horizontal lines is highlighted on the left side of the form, indicating where to click.

Figure 55

After clicking on three lines, check the all checkboxes then click on proceed button.

The screenshot shows a modal dialog box with the following content:

Please select all check boxes to proceed further

- Proof of Identity*
- Proof of Address*
- Cancelled cheque /Bank Certificate /Copy of passbook with the claimant photograph*
- ePRAN Card / Copy of PRAN Card*
- PAN card*

Below the checkboxes is a blue button labeled "Proceed".

Figure 56

Select the Marital Status.

Father's Name *

SAVANTA RAM

MaritalStatus *

Married

SpouseName *

geeta

Spouse DOB (DD/MM/YYYY) *

05/01/1985

Spouse Gender*

Female

Aadhaar

Subscriber PAN *

ALSPS0809A

Figure 57

Select Marital Status.

Father's Name *	SAVANTA RAM
MaritalStatus *	Select ▼
Aadhaar	
Subscriber PAN *	ALSPS0809A
CKYC Number	
Are you a Politically Exposed Person*	Select ▼
Are you related to a Politically Exposed Person*	Select ▼
Do you have any history of conviction under any criminal proceedings in India or abroad?*	Select ▼
If Yes Please Specify*	

Figure 58

Subscriber's correspondence address will be displayed to the User

Select ▼

If Yes Please Specify *

Mobile Number *

X9515610873X

Phone No

111111111111

Email *

dinesh.rajasekharan@kfintech.com

Line 1: *

FLAT NO.701 BLDG 19BREGENCY ESTATE

Line 2

DOMBIVLI EAST

DOMBIVLI EAST

District *

THANE

PIN Code *

421201

State *

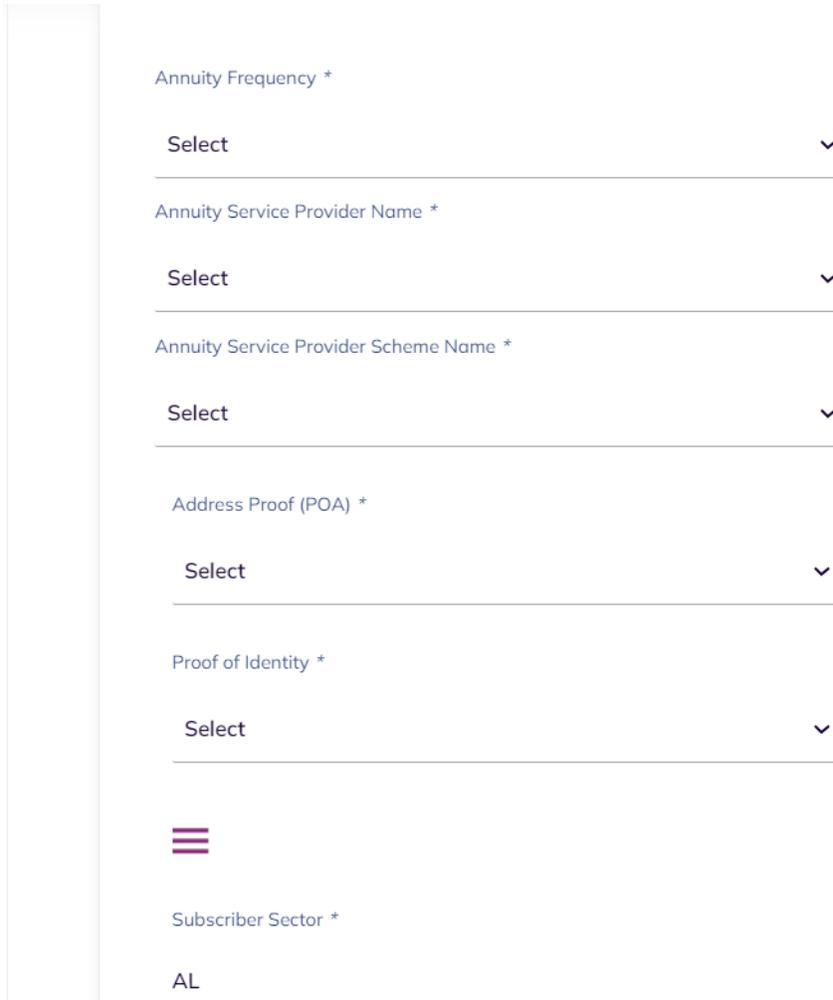
Maharashtra ▼

Country *

India ▼

Figure 59

Annuity Service Provider (ASP) Selection: User will select an ASP and ASP scheme for the ASPs empaneled by PFRDA under NPS.



Annuity Frequency *

Select ▼

Annuity Service Provider Name *

Select ▼

Annuity Service Provider Scheme Name *

Select ▼

Address Proof (POA) *

Select ▼

Proof of Identity *

Select ▼

☰

Subscriber Sector *

AL

Figure 60

Bank Details: If subscriber's bank details are present in the CRA system, it will be displayed to the subscriber. Subscribers will click on confirm and proceed if bank details available in CRA records are updated. If a User wants to change the address details, then User has to use the option 'Subscriber Maintenance' for change of details. If bank details are already updated then while submitting during exit processing, bank details will be validated using penny drop services along with name matching i.e. name as per CRA and name as per Bank account. If the verification is successful the user will be allowed to proceed further otherwise request will not be accepted.

In case of Government employees, the Subscriber should mandatorily provide the bank details where subscriber last salary was credited as per employment records to which funds will be transferred after redemption of units. The details should be as per the salary records maintained by the nodal office where last salary was credited.

Subscriber will be able to only view the bank details and verify the same for the Transfer of withdrawal amount.

Bank Details

Account Number *	IFSC Code *	Bank Name
007601520642	ICIC0000076	ICICI BANK LTD
Bank Branch Name	Bank Address	MICR Code
MUMBAI	..	

Note:

If you wish to change the Bank details, please raise separate request through providing subscriber modification form to POP (Point Of Presence).

Note : If you change bank details, exit and withdrawal request can be executed only after 30 days from the date of change of bank details. (30 days gestation period) (applicable for all sectors).

Figure 61

Nomination Details: If the Nomination details of the subscriber are available in CRA system, it will be displayed to the subscriber. The subscriber will click on the edit Button and will provide the complete Nomination details.

User can add nominee by clicking the option Add Nominee as shown in below screen. User can add maximum 3 Nominees under single account which is Tier 1 and Tier 2.

Nominee Details - Tier 1

Nominee Details - 1
Remove

Full Name *

URMILACHHEDISONI

Relationship *

Spouse ▼

Major / Minor *

Major ▼

Date of Birth (DD/MM/YYYY)

DD/MM/YYYY 📅

Age *

Figure 62

Subscriber has to provide Family member details under option Annuity Service Provider (ASP)

Family Member Details

Note: Fill Atleast One Family member Details *

Sr.No	Details	Name	Aadhaar Number	PAN	DOB
1	Spouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="DD/MM/YY"/>
2	Dependent Mother	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="DD/MM/YY"/>
3	Dependent Father	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="DD/MM/YY"/>
4	Child	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="DD/MM/YY"/>

Add Child

Figure 63

4	Child	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="DD/MM/YY"/>
---	-------	----------------------	----------------------	----------------------	---------------------------------------

Add Child

Request Authentication Through OTP

Please verify the request through OTP before final submission *

Generate OTP

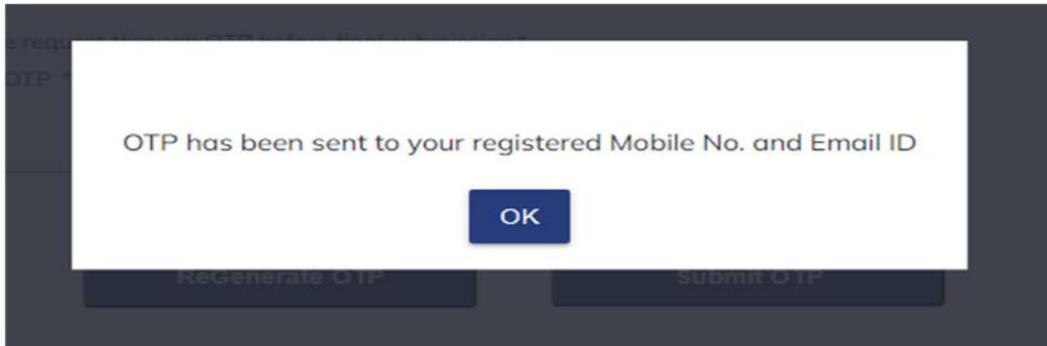
Note : Subscriber who is mapped to POP NPS Online will be charged exit processing fees of 0.125 % of the total NPS Corpus (minimum amount of Rs 125/- and maximum up to Rs 500/-) by POP Bank. Subscriber is requested to maintain adequate balance in their Bank Account to pay exit processing fee to POP Bank. This fee will be charged by the POP Bank only when POP Bank has successfully verified the Exit request and it will not be charged for the rejected request.

Submit

Reset

Figure 64

Subscriber clicking on 'Generate OTP' button to generate the OTP. Subscriber gets the OTP on his registered mobile number and email ID.



Request Authentication Through OTP

Please verify the request through OTP before final submission*

Please Enter OTP *

558794

Note : Subscriber who is mapped to POP NPS Online will be charged exit processing fees of 0.125 % of the total NPS Corpus (minimum amount of Rs 125/- and maximum up to Rs 500/-) by POP Bank. Subscriber is requested to maintain adequate balance in their Bank Account to pay exit processing fee to POP Bank. This fee will be charged by the POP Bank only when POP Bank has successfully verified the Exit request and it will not be charged for the rejected request.

Submit

Reset

Figure 65

Subscriber Entered the OTP and it's verified by system.

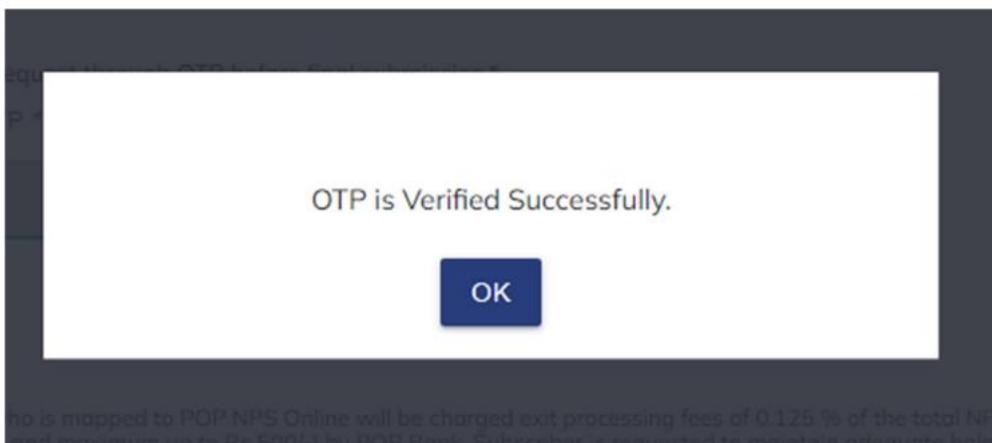


Figure 66

Once User clicks Submit, the details are saved in CRA system and acknowledgment number is provided along with the option to download the withdrawal form in PDF format.

Users can also e-sign the withdrawal form through clicking option esign or else subscriber can go with 2F (self-authentication by OTP)

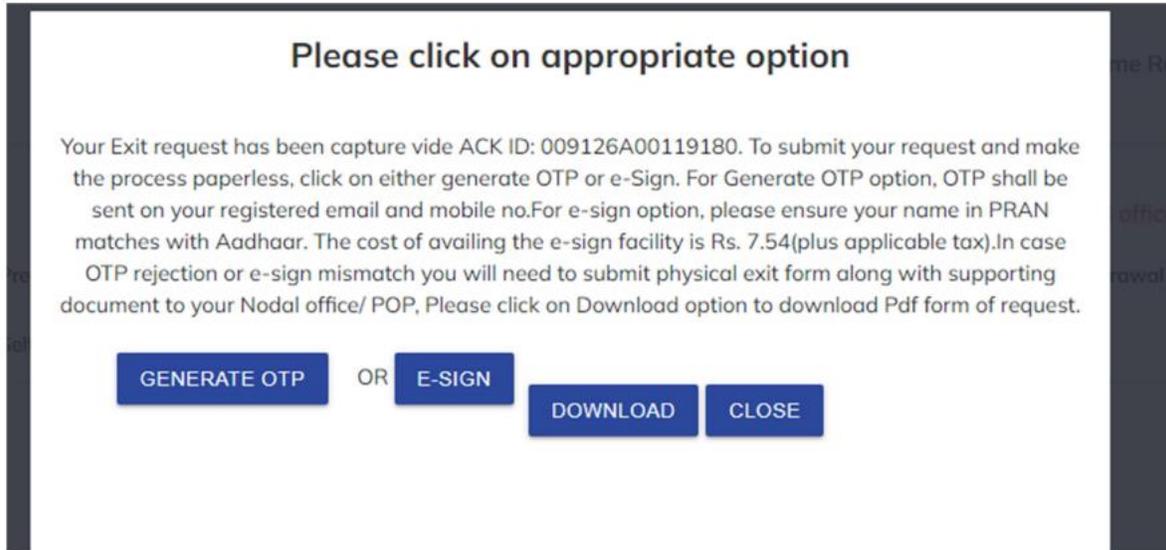


Figure 67

If subscriber want to go with 2F then subscriber need to click on 'GENERATE OTP'.

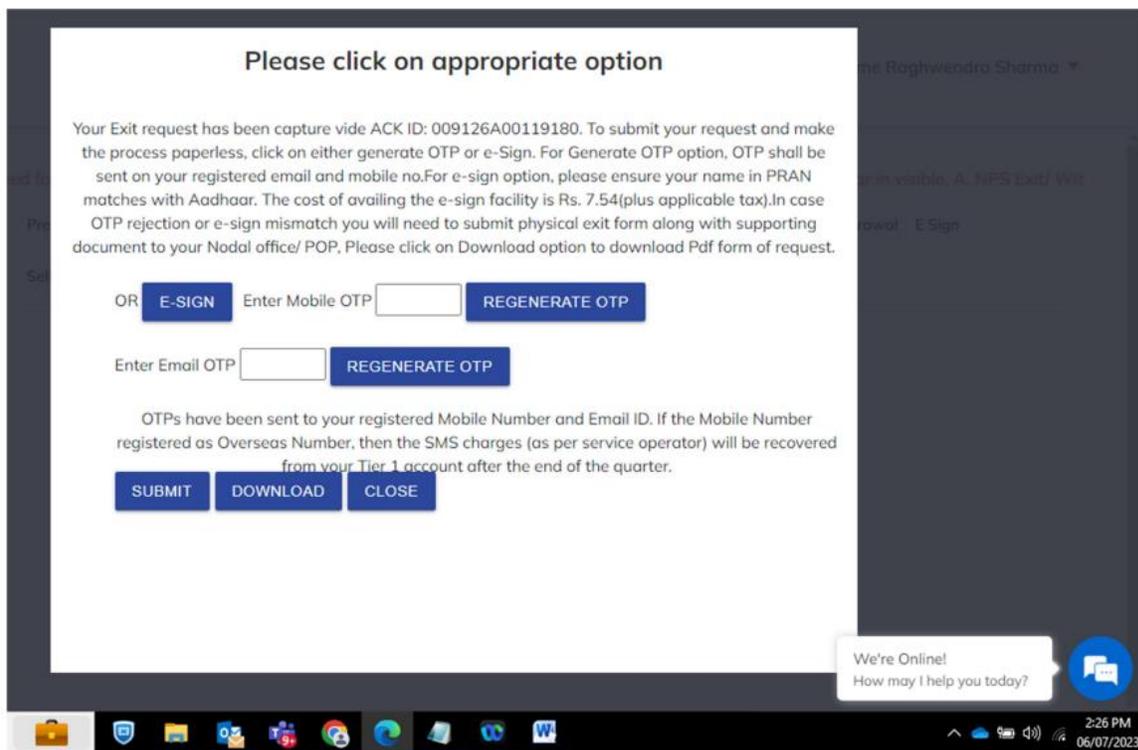


Figure 68

After clicking on that button subscriber will get two different OTP on his/her registered mobile number and registered email ID. Subscriber need to enter the both OTP in particular field.

Please click on appropriate option

Your Exit request has been capture vide ACK ID: 009126A00119180. To submit your request and make the process paperless, click on either generate OTP or e-Sign. For Generate OTP option, OTP shall be sent on your registered email and mobile no.For e-sign option, please ensure your name in PRAN matches with Aadhaar. The cost of availing the e-sign facility is Rs. 7.54(plus applicable tax).In case OTP rejection or e-sign mismatch you will need to submit physical exit form along with supporting document to your Nodal office/ POP, Please click on Download option to download Pdf form of request.

OR Enter Mobile OTP

Enter Email OTP

OTPs have been sent to your registered Mobile Number and Email ID. If the Mobile Number registered as Overseas Number, then the SMS charges (as per service operator) will be recovered from your Tier 1 account after the end of the quarter.

Figure 69

After clicking on Submit button, both OTP verified by system. If verified successfully, getting the below successful message.

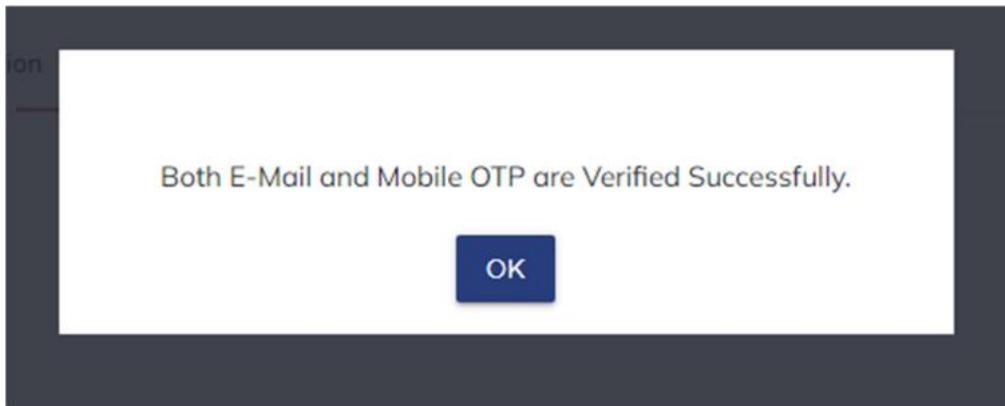


Figure 70

If subscriber clicks to the esign intimation is provided to the Subscriber informing that the esign charges are applicable and will be deducted from current quarter Tier 1 account.

If subscriber clicks to esign option, it is routed to esign service website as shown below. User has to provide Aadhar or Virtual ID and provide declaration and click request OTP.

ASP Name	Manch Technologies Pvt Ltd	Transaction ID	UKC:eSign:9894:20181128113237655
Organization	Manch Technologies Pvt Ltd	Date & Time	28/11/2018 11:32:45

Enter Aadhaar Number / Virtual ID: 323615911569

I hereby authorize NSDL e-Governance Infrastructure Limited (NSDL e-Gov) on behalf of Manch Technologies Pvt Ltd to

1. Use my Aadhaar / Virtual ID details (as applicable) for the purpose of availing of eSign from Manch Technologies and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.

2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) for the purpose of availing of eSign from Manch Technologies.

3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by NSDL e-Gov and the data will be stored by NSDL e-Gov till such time as mentioned in guidelines from UIDAI from time to time.

Request OTP Cancel

Figure 71

The USER will be receiving an OTP in the registered mobile number which has to be provided in the OTP column and click the submit option.

eSign Service

ASP Name	Manch Technologies Pvt Ltd	Transaction ID	UKC:eSign:9894:20181128113237655
Organization	Manch Technologies Pvt Ltd	Date & Time	28/11/2018 11:32:45

I hereby authorize NSDL e-Governance Infrastructure Limited (NSDL e-Gov) on behalf of Manch Technologies Pvt Ltd to

1. Use my Aadhaar / Virtual ID details (as applicable) for the purpose of availing of eSign from Manch Technologies and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.

2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) for the purpose of availing of eSign from Manch Technologies .

3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by NSDL e-Gov and the data will be stored by NSDL e-Gov till such time as mentioned in guidelines from UIDAI from time to time.

Enter OTP

[Resend OTP](#)

Submit Cancel

Figure 72

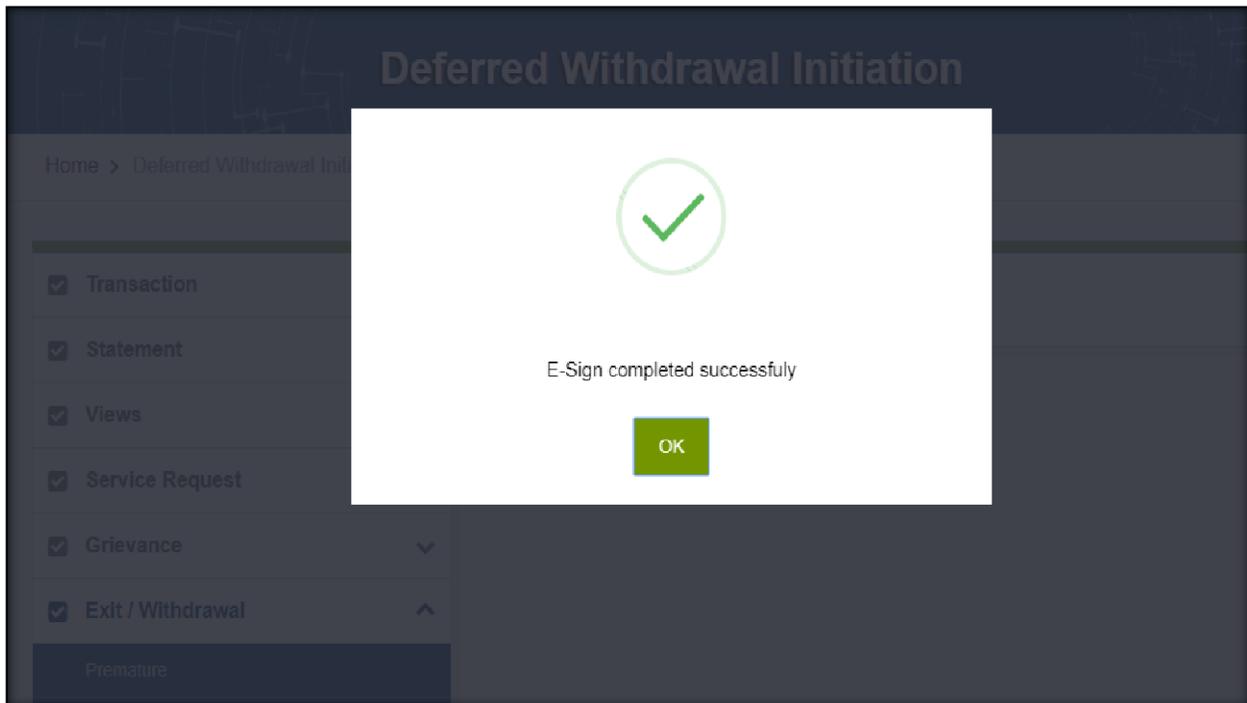


Figure 73

On submitting the request, a message will be shown to the Subscriber 'Details saved successfully'.

The subscriber has to perform the following activities

- Paste his/her photograph and self-attest it. Subscriber should provide his/her signature as per CRA records only.
- Subscriber is also required to sign the declarations in the Withdrawal Form.
- Get the witness signatures.
- Affix Revenue Stamp and Signature on the Advanced Stamp Receipt.

Verification of Withdrawal request in the CRA system by Nodal Office

Once the Nodal Office receives the physical request (auto-populated form and enclosures) from the subscriber, it will process the request after verifying that the document is properly filled and supporting documents are in place. After verification, the Nodal Office first User will submit the Withdrawal request online. For Government Sector, the DDO or the PAO (Central Govt.)/DTO (State Govt.) can perform this function.

The steps for doing this are given below:

Nodal Office User (with "Maker" ID) will login into the CRA system (<https://cra.kfintech.com>) as

per steps 1 mentioned above in this document.

Once Nodal Office User will click the menu 'Exit' and will click the sub-menu 'Verify Withdrawal Initiation'.

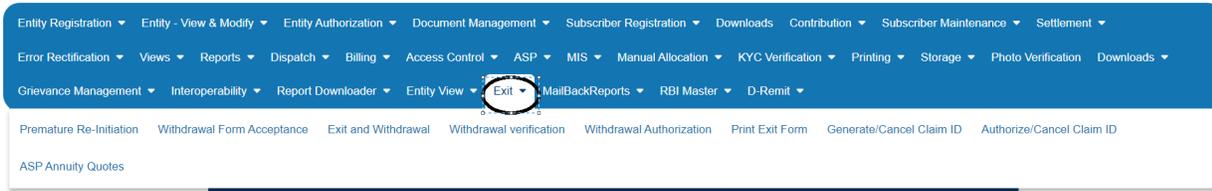


Figure 74



Figure 75

User will select the Sub Request Type as: Superannuation.

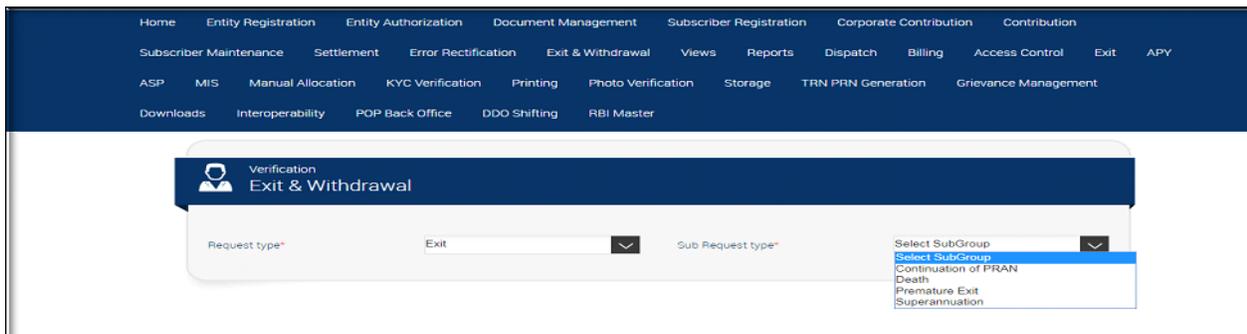


Figure 76

On Selection of sub request type, the entire pending request will be shown to the User.

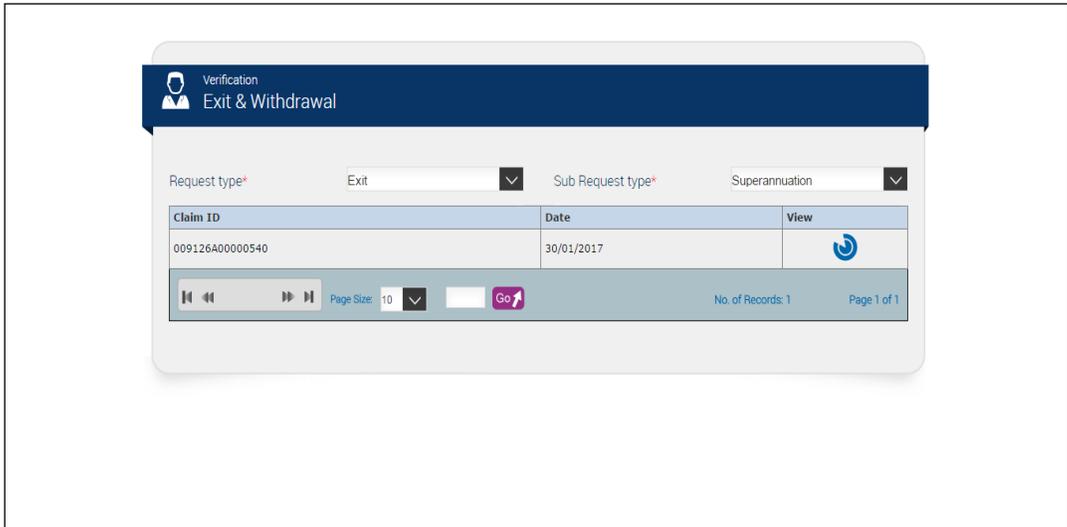


Figure 77

Nodal office will click on 'View' Button to view the details captured by subscriber.

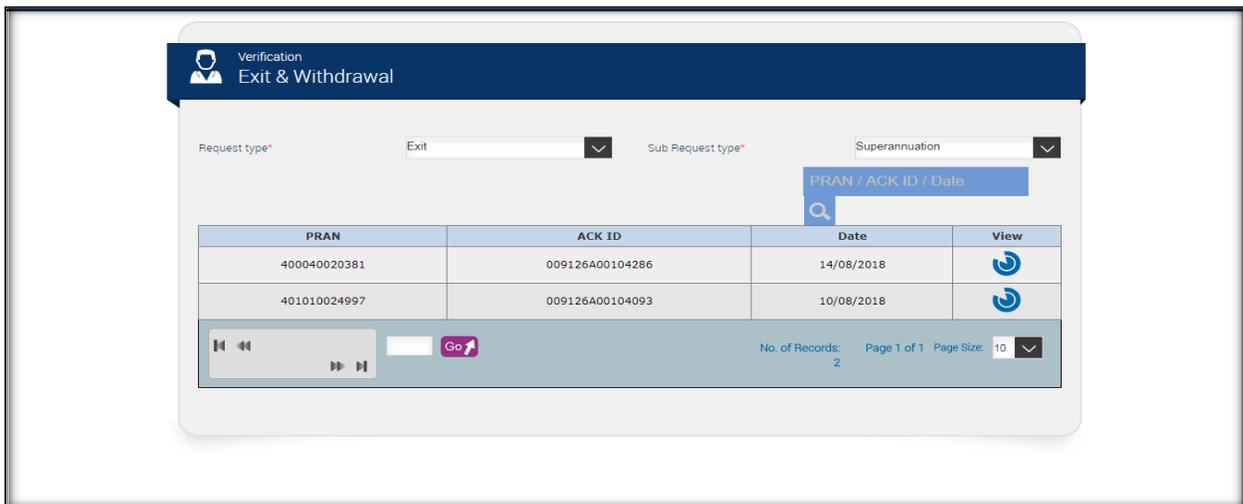


Figure 78

On clicking the 'View' Button to verify the details captured by subscriber.

👤
Initiate
Exit and Withdrawal

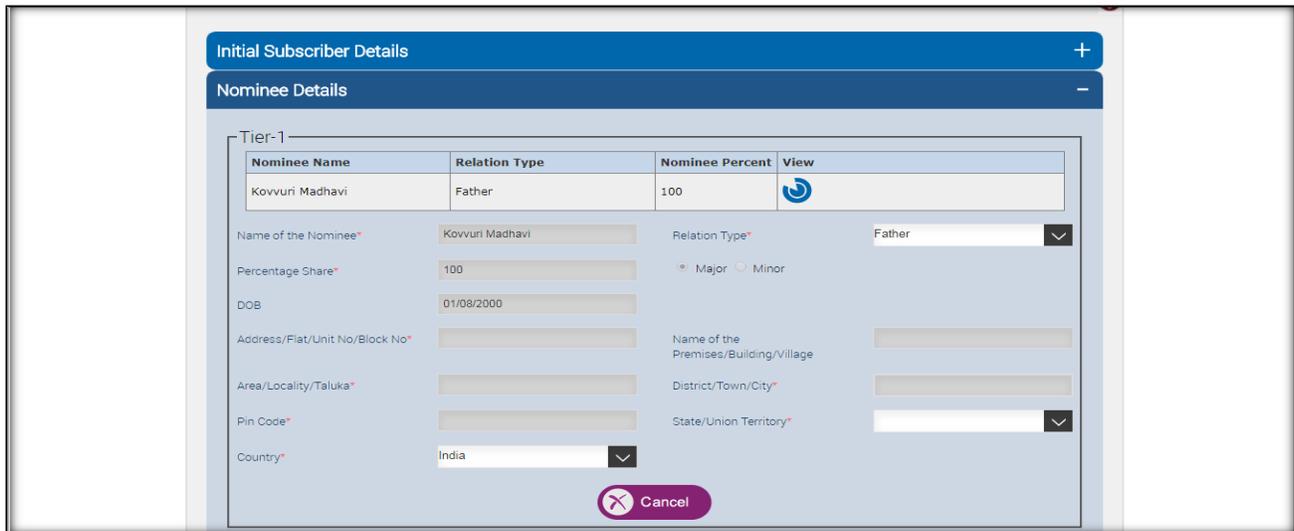
Initial Subscriber Details

Request type* Exit	Sub Request type* Superannuation
PRAN* 400040020381	Subscriber Sector* CP
Organization Name* Uma and Co	Receipt Number*
Subscriber Name* Kovvuri Srikanth Reddi	Claim ID* 009126A00104214
Subscriber Gender* Female	Maiden Name
Father's Name* K B Reddy	Marital Status* Unmarried
Date of Retirement/attaining 60/65 years of age* 24/01/2019	Subscriber Date of Birth* 24/01/1959
Aadhaar No	PAN* aaapi4006c
CKYC Number	Are you a Politically Exposed Person(PEP)* No

Are you related to a Politically Exposed Person(PEP)* No	Do you have any history of conviction under any criminal proceedings in India or abroad* No
Mobile Number* 7111111111	Alternate Contact Number
Mail ID abc@kavy.com	Flat / Unit No. Block no.* G 603, Rainbowvistas rockgarden
Premises / Building/ Village IDL Road	Area / Locality/ Taluka
District/Town/City* HYDERABAD	Pin Code* 500018
Country* India	State/Union Territory* Telangana
Proof of Identity* Photo Credit Card	Proof of Address* Ration Card
Other documents* <ul style="list-style-type: none"> <input type="checkbox"/> Select all <input checked="" type="checkbox"/> Proof of Identity <input checked="" type="checkbox"/> Proof of Address <input checked="" type="checkbox"/> Cancelled cheque /Bank Certificate /Copy of passbook with the claimant photograph <input checked="" type="checkbox"/> Original PRAN Card/Affidavit for non-submission of PRAN Card 	View Signature/Photo* Upload Document: 📄 Upload

Figure 79

After verifying the Initial details, User will click on 'Next' button to verify the Nominee details as shown below



Nominee Name	Relation Type	Nominee Percent	View
Kovvuri Madhavi	Father	100	

Name of the Nominee* Relation Type*

Percentage Share* Major Minor

DOB

Address/Flat/Unit No/Block No* Name of the Premises/Building/Village

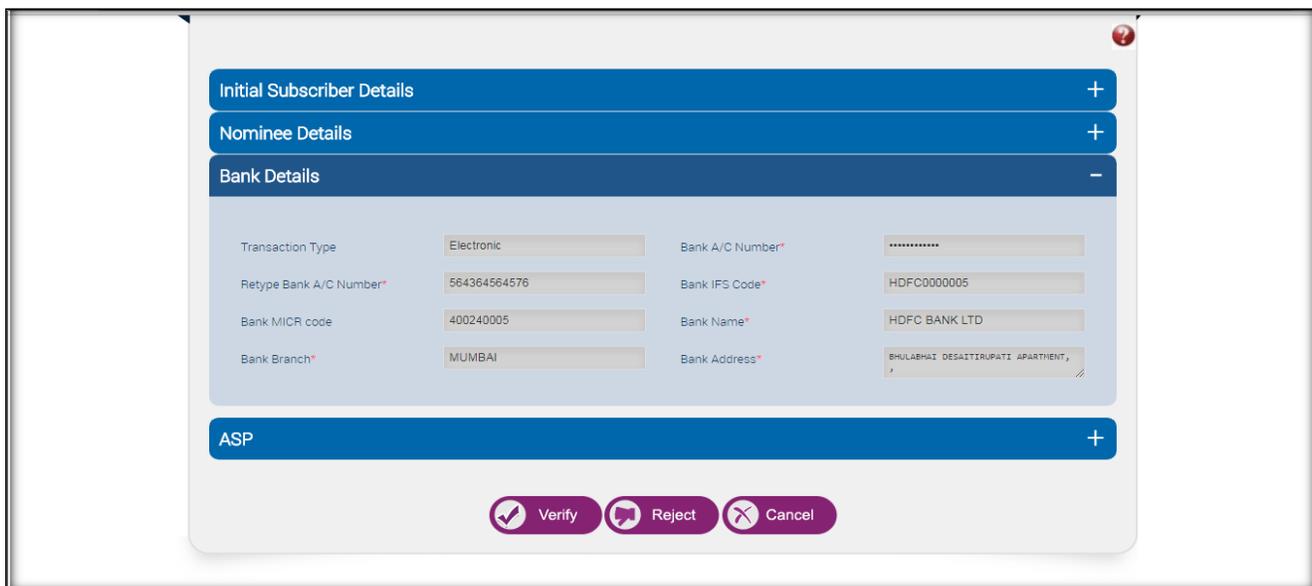
Area/Locality/Taluka* District/Town/City*

Pin Code* State/Union Territory*

Country*

Figure 80

After verifying the Nominee details , User will click on 'Next' button to verify the Bank details as shown below In case of Government employees - The Nodal Office User will check for Bank account details provided by the subscriber as available with the records of nodal office for crediting subscriber's salary.



Transaction Type Bank A/C Number*

Retype Bank A/C Number* Bank IFS Code*

Bank MICR code Bank Name*

Bank Branch* Bank Address*

ASP

Figure 81

After verifying the Bank details, User will click on 'Next' button to verify the ASP details as shown below:

ASP
—

Family member Details for providing annuity as chosen by the Subscriber*

Sr No.	Details	Name	PAN	Aadhar	DOB
1	Spouse	SANCHITA PAL			19/11/1965

Before attaining superannuation attaining 60 years of age(atleast 50 days before attaining retirement age/60 years)

a) Would you like to have normal Withdrawal YES NO OR

b) Would you like to defer full Withdrawal YES NO OR

c) Would you like to defer lump sum amount till 70 years YES NO OR

d) Would you like to defer annuity purchase for 3 years from date of retirement YES NO OR

e) Would you like to withdraw full amount(if less than 2 lakh) YES NO

Total corpus 1,02,735.63

Figure 82

Lump sum share %*
Annuity purchase share %*

#Please provide the percentage of corpus that you wish to opt for purchase of annuity and lump sum withdrawals:

Corpus opted for lump sum withdrawal	Corpus opted for purchase of annuity	Total (100%)
0	0	32,559.26

Annuity Frequency Please select ▼ Annuity Service Provider Name* No Data Found ▼

Annuity Service Provider Scheme Name* No Data Found ▼

Declaration by the Claimant: *

I hereby declare and state that all the details provided in the form 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 that may arise due to incorrect bank account details provided by me. Further, I authorize the National Pension System Trust(NPST)/ CRA to share information pertaining to my withdrawal application with the Annuity Service Providers for arranging the purchase of annuity as is mandatory under NPS.

Verify
 Reject
 Cancel

Figure 83

On submitting the request, the details of the subscriber will be verified for the withdrawal request captured in CRA system.

The Nodal Office should notify the subscriber in case of any modification carried out or any request rejected.

Authorization of Withdrawal Request by Nodal Office

After the online request is initiated by the Nodal Office User with “Maker” ID, the Nodal Office User with “Checker” ID will authorize the request captured in the CRA system. For Government Sector, the PAO (Central Govt.)/DTO (State Govt.) will perform this “Checker” level activity.

On capturing the withdrawal request by using Maker ID , Nodal office Another User will Authorize the withdrawal request by Checker ID provided by CRA .

Another Nodal Office User (with “Checker” ID) will visit our website <https://cra.kfintech.com> and login as per steps 1 mentioned above in this document.

On Login, Nodal office will click on menu button and have to select ‘Exit & Withdrawal’.

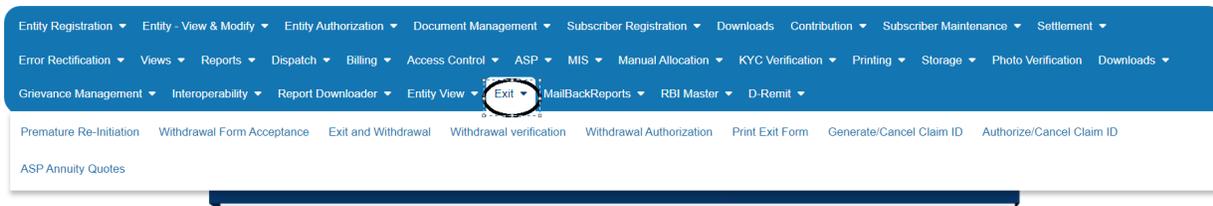


Figure 84

User will click on ‘Withdrawal Authorization’ option to authorize the request.

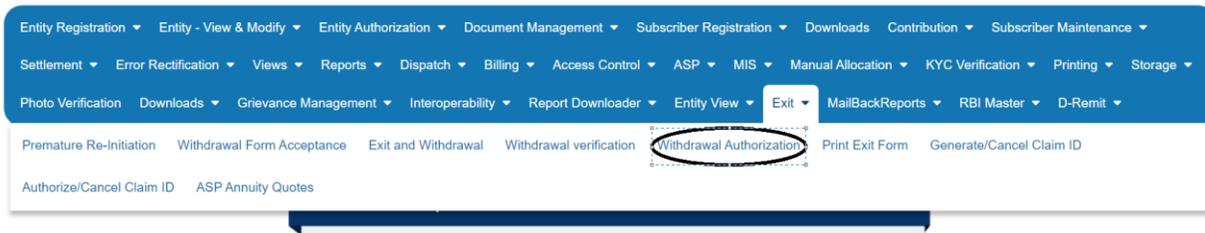


Figure 85

User will select the ‘Request Type’ and ‘Sub-Request Type’.

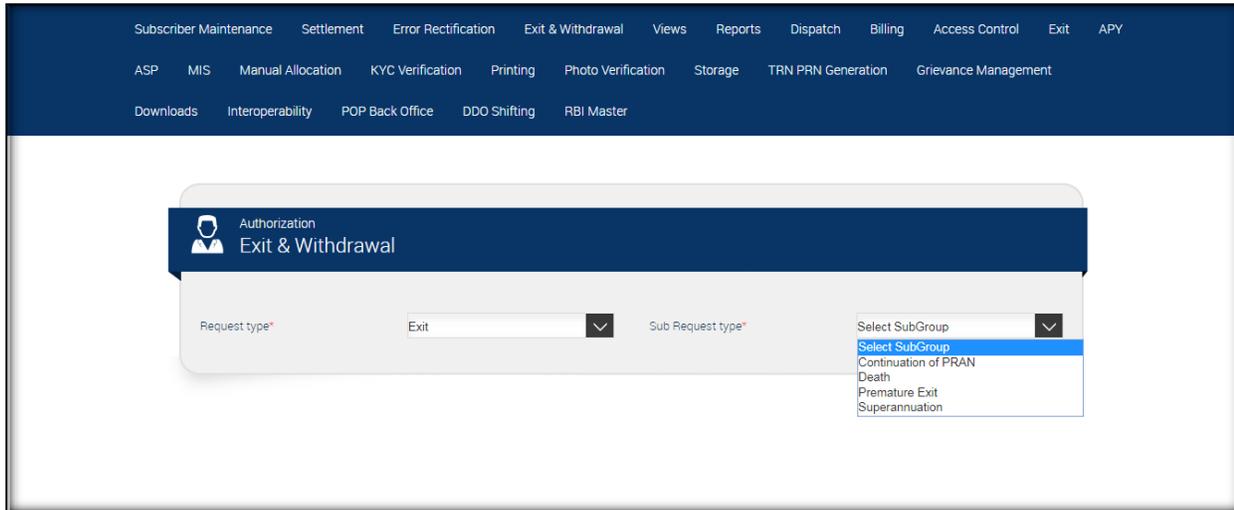


Figure 86

The entire pending request for the specified 'Sub Request Type' will be shown to the User. Nodal officer will click on the hyperlink 'Claim ID' to view the details of the Subscriber captured by maker.

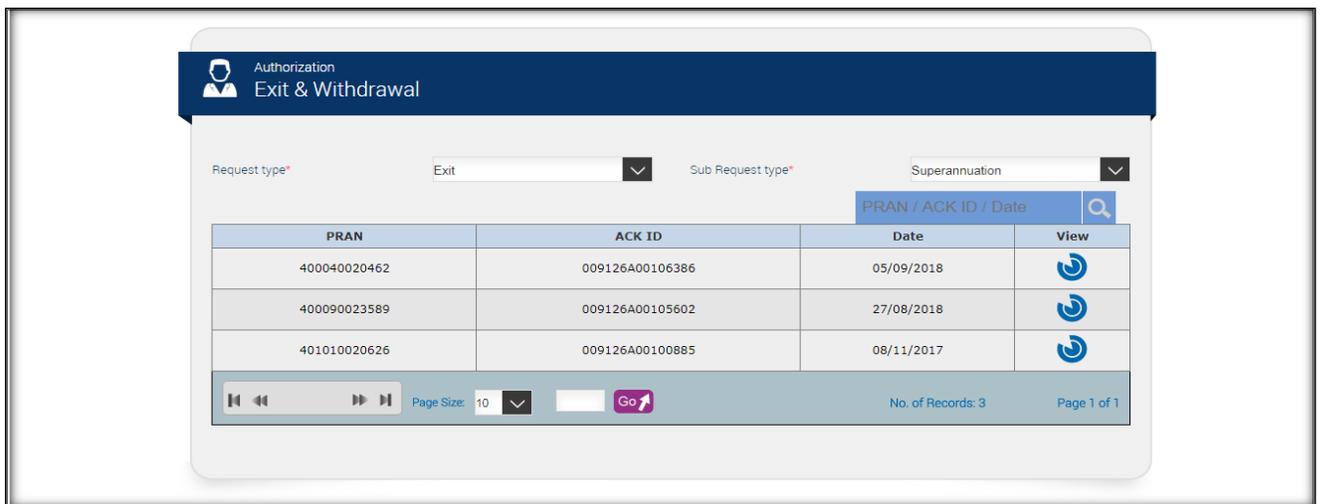


Figure 87

On clicking the hyperlink, details captured by the Nodal Office will be shown. On clicking the 'Next' Button, User will verify the Subscriber Details as shown below.

Authorization
Exit & Withdrawal

Initial Subscriber Details

PRAN*	400040020462	Subscriber Sector*	AL
Organization Name*	UTI Asset Management Company Ltr	Receipt Number	1410063370000001
Subscriber Name	Ravi	Claim ID	009126A00104130
Subscriber Gender*	Male	Maiden Name	
Father's Name	KUMAR B	Marital Status*	Unmarried
Spouse Name		Spouse Gender*	Please select
Date of Retirement/attaining 60/65 years of age*	16/01/2019	Subscriber Date of Birth*	16/01/1959
Aadhaar No		PAN*	bdupc9164p
CKYC Number		Are you a Politically Exposed Pension(PEP)*	No
Are you related to a Politically Exposed Pension(PEP)*	No	Do you have any history of conviction No under any criminal proceedings in India or abroad*	No

Contact Number	9901899899	Alternate Contact Number	7722114458
Mail ID	abc@karvy.com		
Flat/Unit No. Block no.	302	Premise/Building/Village	RAVI ESTATES
Area/Locality/Taluka	CHANDANAGAR	District/Town/City	HYDERABAD
Pin Code*	503202	Country*	India
State/Union Territory*	Telangana	Proof of Identity*	Pan Card
Proof of Address*	Electricity Bill/Waterbill		
Other documents*	<input type="checkbox"/> Select all <input type="checkbox"/> Proof of Identity <input checked="" type="checkbox"/> Proof of Address <input checked="" type="checkbox"/> Cancelled cheque /Bank Certificate /Copy of		
	View Signature/Photo*	View Document: View	

Subscriber needs to provide one of the details (Aadhaar Number of claimant / PAN of claimant)

Figure 88

Nodal office will then verify the Nominee Details as shown below.

Nominee Details

Tier-1

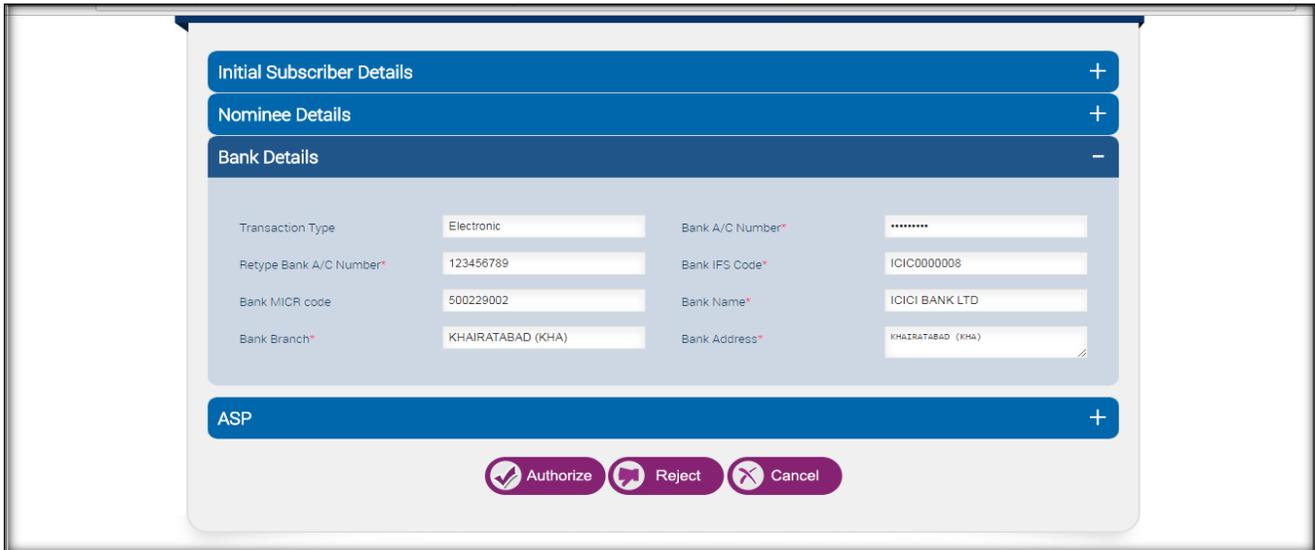
Nominee Name	Relation Type	Nominee Percent	View
RAVI	Brother	100	

Name of the Nominee*	RAVI	Relation Type	Brother
Percentage Share*	100	Major <input checked="" type="radio"/> Minor <input type="radio"/>	
DOB	01/01/1900		
Address/Flat/Unit No./Block No	122	Name of the Premises/Building/Village	Kranthi building
Area/Locality/Taluka	Kukatpalli	District/Town/City*	hyderabad
Pin Code*	500000	State/Union Territory*	Telangana
Country*	India		

Cancel

Figure 89

On clicking Next button nodal office will verify the Bank details of subscriber capture by Maker ID as shown below In case of Government employees only - The “Checker” User has to confirm the bank account details provided in the Withdrawal form with the bank account details available with them in which the last salary was credited as per record.



Initial Subscriber Details			
Nominee Details			
Bank Details			
Transaction Type	Electronic	Bank A/C Number*	*****
Retype Bank A/C Number*	123456789	Bank IFS Code*	ICIC0000008
Bank MICR code	500229002	Bank Name*	ICICI BANK LTD
Bank Branch*	KHAIRATABAD (KHA)	Bank Address*	KHAIRATABAD (KHA)
ASP			

Figure 90

ASP
—

Family member Details for providing annuity as chosen by the Subscriber*

Sr No.	Details	Name	PAN	Aadhar	DOB
1	Spouse	MANOHAR	ASLPB2541B		07/07/1977

Before attaining superannuation attaining 60 years of age(atleast 50 days before attaining retirement age/60 years)

a) Would you like to have normal Withdrawal YES NO OR

b) Would you like to defer full Withdrawal YES NO OR

c) Would you like to defer Lump sum amount till 70 years YES NO OR

d) Would you like to defer annuity purchase for 3 years from date of retirement YES NO OR

e) Would you like to withdraw full amount,(if less than 2 lakh) YES NO

Total corpus 1,33,03,500.03

Lump sum share %* Annuity purchase share %*

#Please provide the percentage of corpus that you wish to opt for purchase of annuity and lump sum withdrawals:

Corpus opted for lump sum withdrawal	Corpus opted for purchase of annuity	Total (100%)
79,82,100.01	53,21,400.02	1,33,03,500.03

Annuity Frequency* Annuity Service Provider Name*

Annuity Service Provider Scheme Name* [Annuity Quotes](#)

Declaration by the Claimant *

I hereby declare and state that all the details provided in the form 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 that may arise due to incorrect bank account details provided by me. Further, I authorize the National Pension System Trust(NPST)/ CRA to share information pertaining to my withdrawal application with the Annuity Service Providers for arranging the purchase of annuity as is mandatory under NPS.

Authorize
 Reject
 Cancel

Figure 91

On verification of all details by using checker ID nodal office will authorize the request.

Home Entity Registration Entity Authorization Do National Pension System Corporate Contribution Contribution

Subscriber Maintenance Settlement Error Rectification Dispatch Billing Access Control Exit APY

ASP MIS Manual Allocation KYC Verification TRN PRN Generation Grievance Management

Downloads Interoperability POP Back Office DDO Shifting RBI Master

Authorization

Exit & Withdrawal

Request type* Sub Request type*

Figure 92

76

Once the User authorizes the Withdrawal request in CRA system, request will be placed in the CRA system for redemption of units. Units will be redeemed from the PRAN and funds will be transferred to the bank details provided in the Withdrawal request. In case of superannuation, Withdrawal request will be executed in the CRA system after the date of retirement of subscriber. In case of Premature Exit/death, request will be executed on next day of authorization of Withdrawal request

The User will reject the request in case there is any mismatch or details are not proper. In case of rejection, reason is mandatory.

The Nodal Office Official has to attest the Withdrawal Form along with other KYC documents. The Nodal Office will then attach a covering letter and send the Withdrawal docket to KCRA for storage purposes only.

Authorized of Withdrawal request by Nodal Office

After the online request is initiated by the Nodal Office User with “Maker” ID, the Nodal Office User with “Checker” ID will authorize the request captured in the CRA system. For Government Sector, the PAO (Central Govt.)/DTO (State Govt.) will perform this “Checker” level activity.

On capturing the withdrawal request by using Maker ID, Nodal office Another User will authorize the withdrawal request by Checker ID provided by CRA.

Another Nodal Office User (with “Checker” ID) will visit our website <https://cra.kfintech.com> login as per the steps 1 mentioned above in this document.

On Login Nodal office will click on menu ‘Exit’.

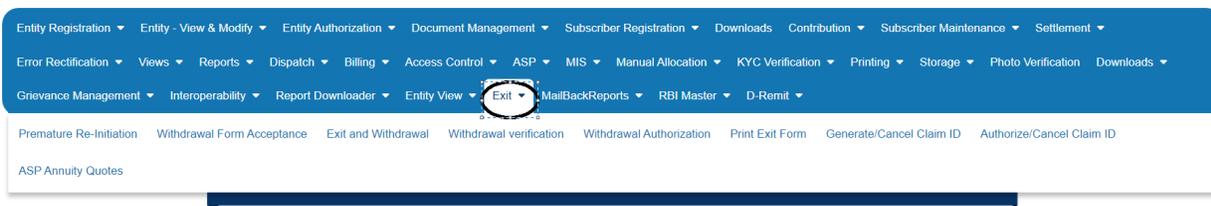


Figure 93

User will click on ‘Withdrawal Authorization’ option to authorize the request.

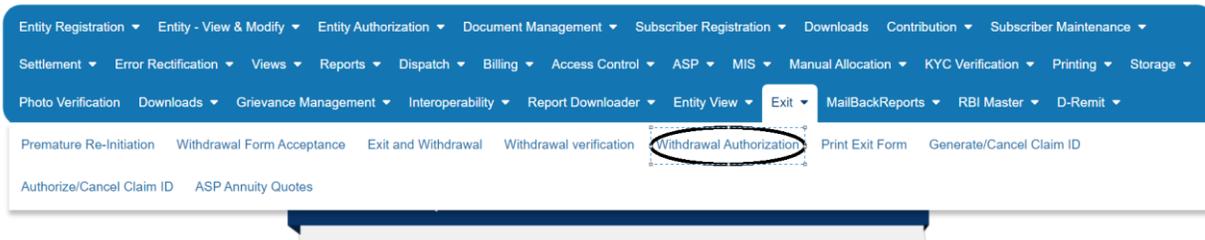


Figure 94

User will select the 'Request Type' and 'Sub-Request Type'.

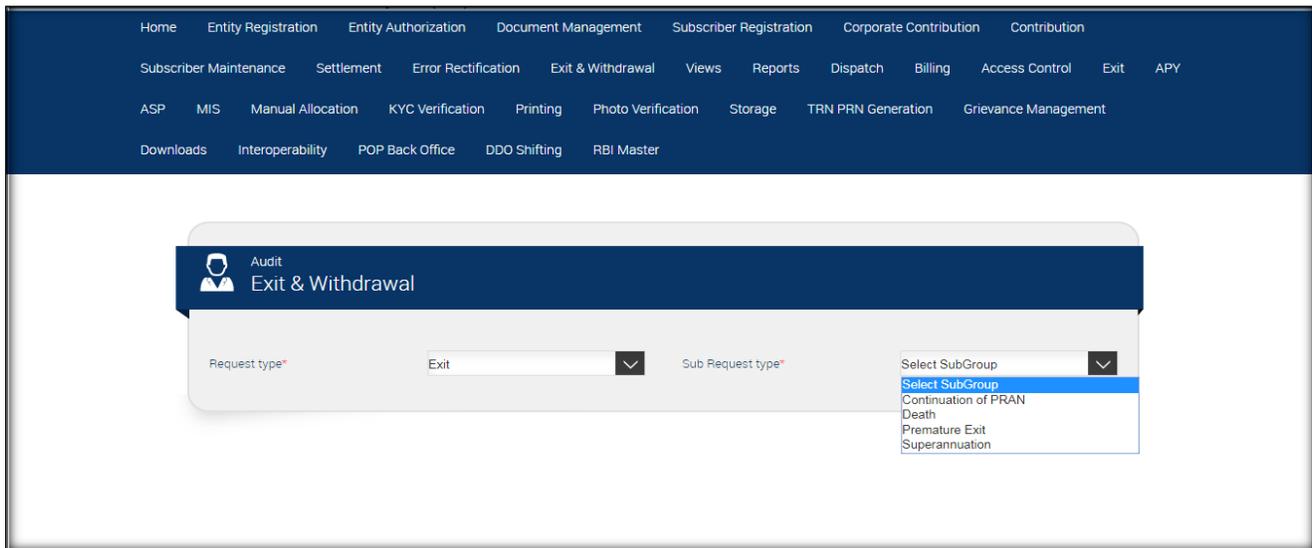


Figure 95

The entire pending request for the specified 'Sub Request Type' will be shown the User. Nodal officer will click on the hyperlink 'Claim ID' to view the details of the Subscriber captured by maker.

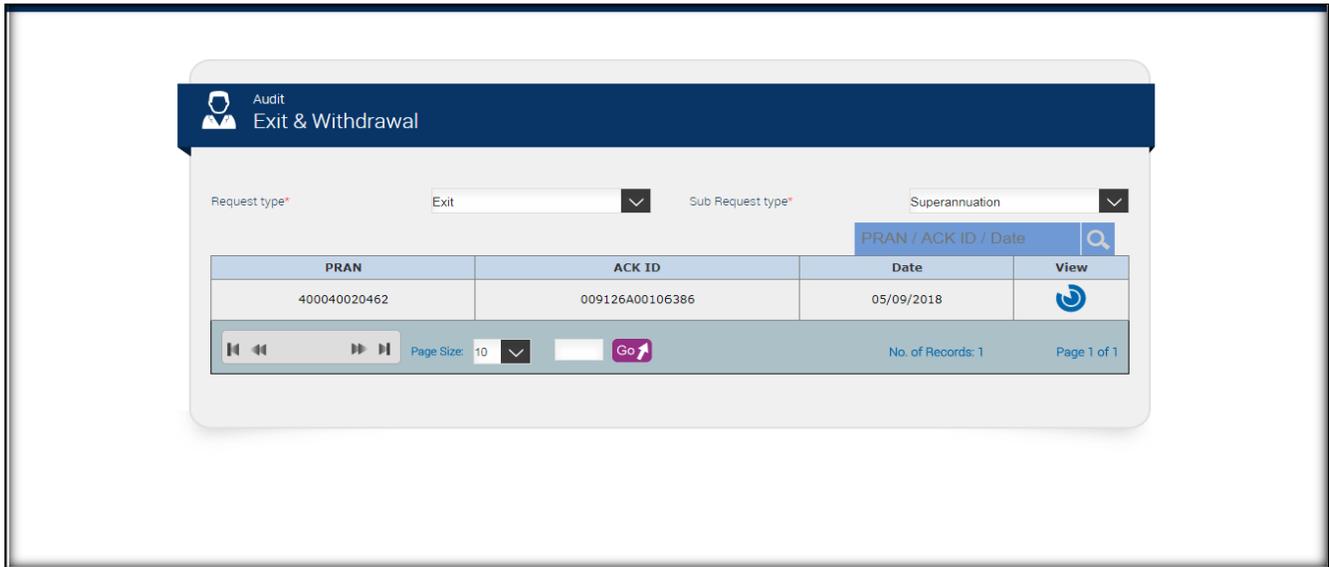


Figure 96

On clicking the View, details captured by the Nodal Office will be shown.

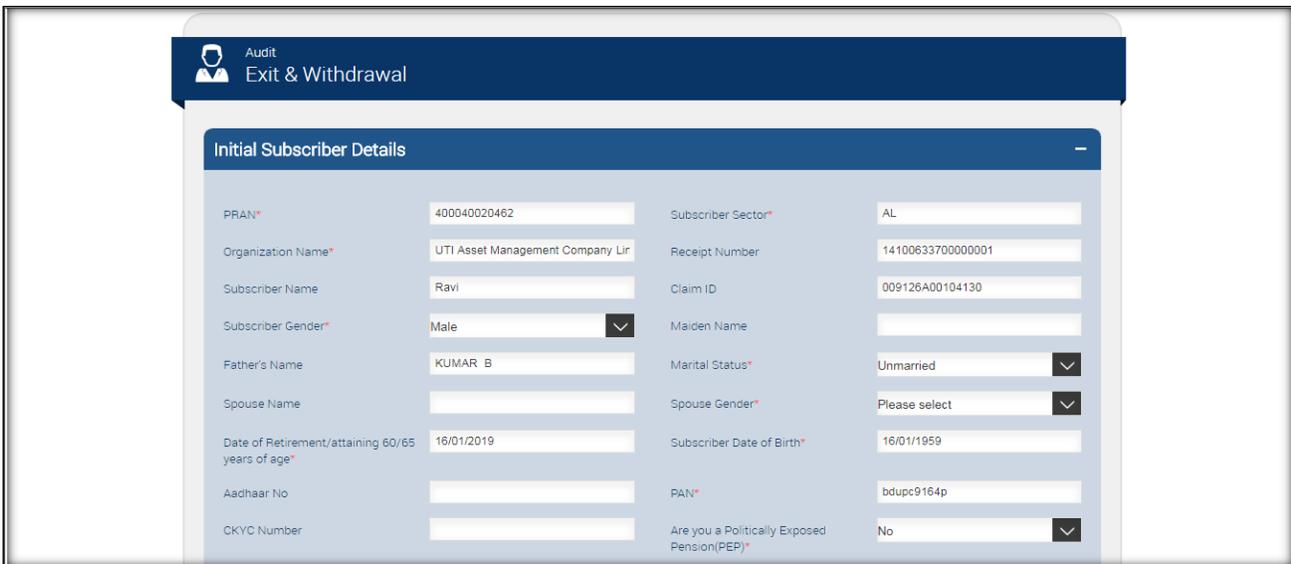


Figure 97

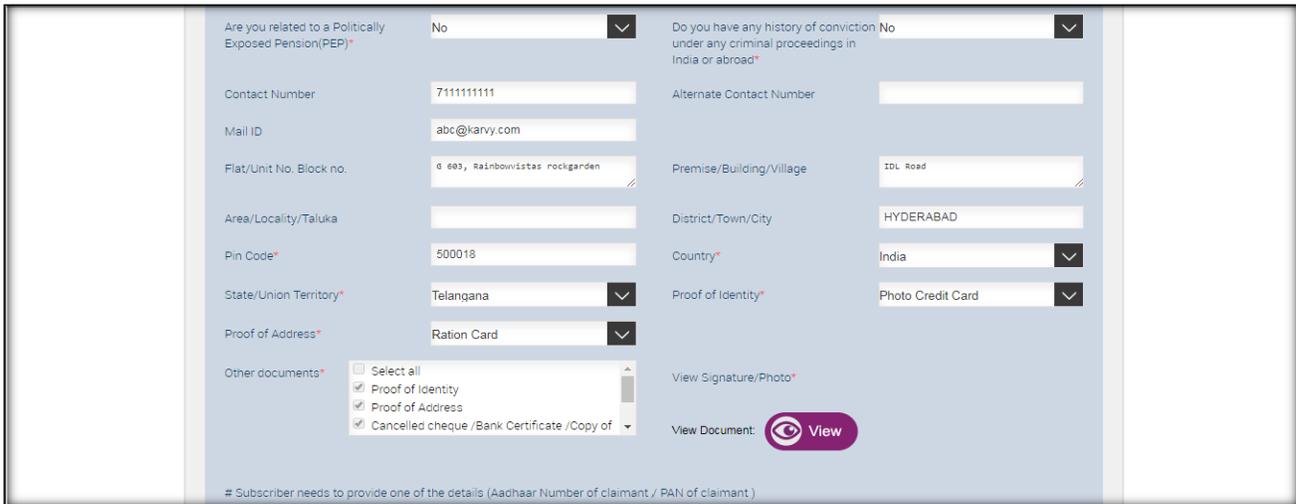
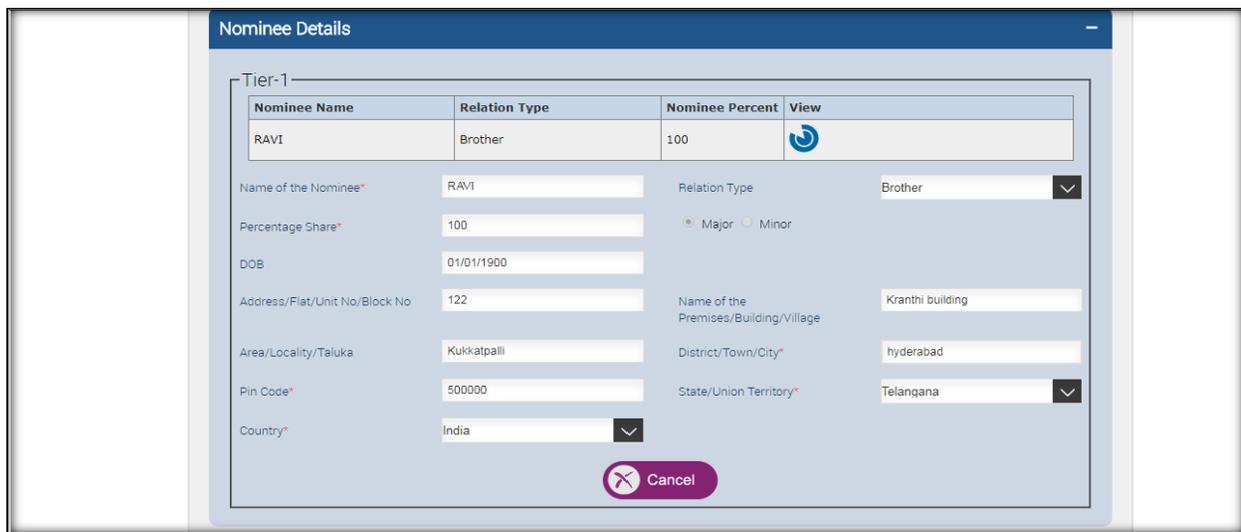


Figure 98

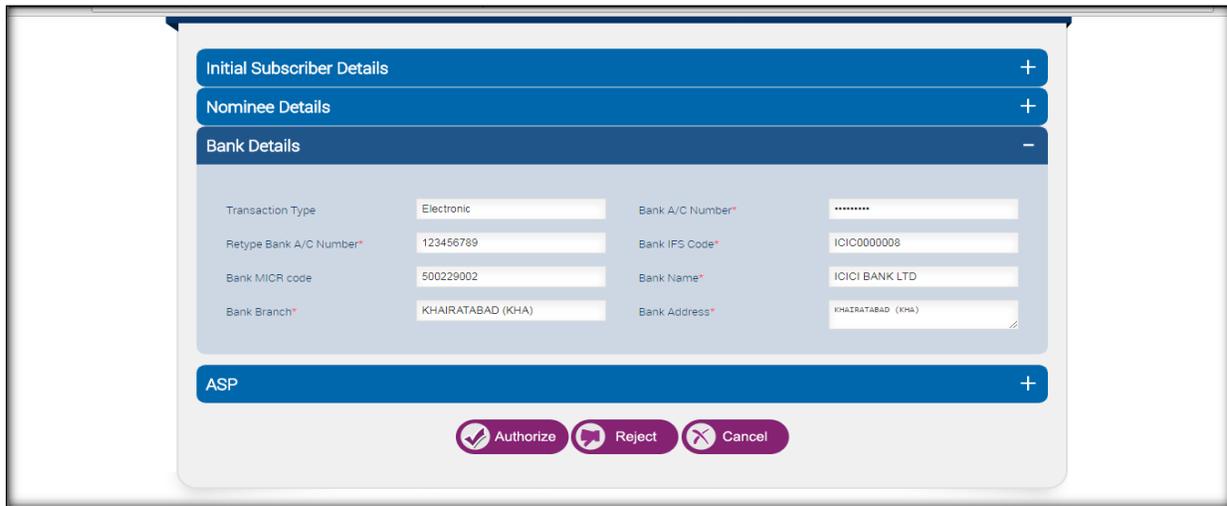
Nodal Office will then verify then Nominee details as shown below



Nominee Name	Relation Type	Nominee Percent	View
RAVI	Brother	100	

Figure 99

On clicking Next button nodal office will verify the Bank details of subscriber capture by Maker ID as shown below In case of Government employees only - The “Checker” User has to confirm the bank account details provided in the Withdrawal form with the bank account details available with them in which the last salary was credited as per record.



Initial Subscriber Details +

Nominee Details +

Bank Details -

Transaction Type: Electronic | Bank A/C Number*: *****

Retype Bank A/C Number*: 123456789 | Bank IFS Code*: IIC0000008

Bank MICR code: 500229002 | Bank Name*: ICICI BANK LTD

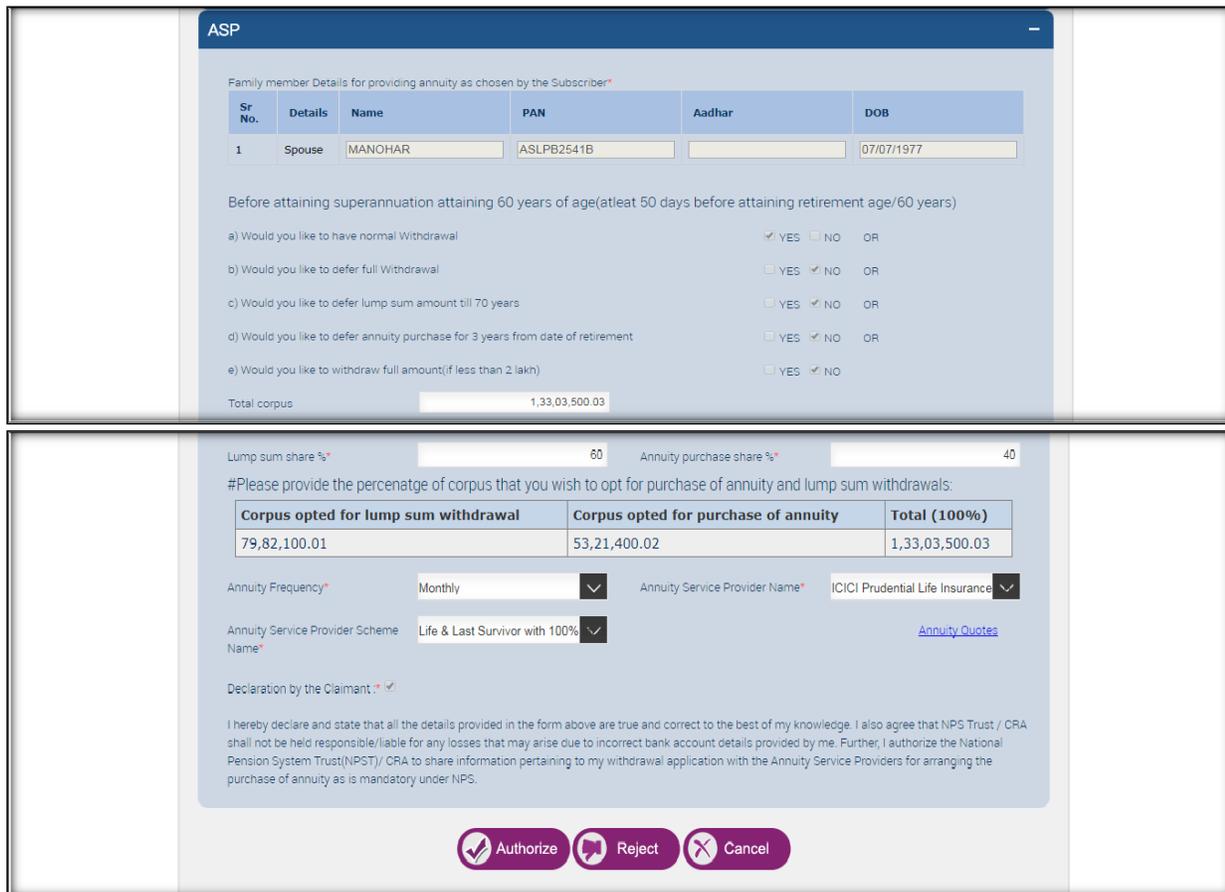
Bank Branch*: KHAIRATABAD (KHA) | Bank Address*: KHAIRATABAD (KHA)

ASP +

Authorize | Reject | Cancel

Figure 100

Nodal Office will then verify then ASP details as shown below



ASP -

Family member Details for providing annuity as chosen by the Subscriber*

Sr No.	Details	Name	PAN	Aadhar	DOB
1	Spouse	MANOHAR	ASLPB2541B		07/07/1977

Before attaining superannuation attaining 60 years of age(atleast 50 days before attaining retirement age/60 years)

a) Would you like to have normal Withdrawal YES NO OR

b) Would you like to defer full Withdrawal YES NO OR

c) Would you like to defer lump sum amount till 70 years YES NO OR

d) Would you like to defer annuity purchase for 3 years from date of retirement YES NO OR

e) Would you like to withdraw full amount(if less than 2 lakh) YES NO

Total corpus: 1,33,03,500.03

Lump sum share %*: 60 | Annuity purchase share %*: 40

#Please provide the percentage of corpus that you wish to opt for purchase of annuity and lump sum withdrawals:

Corpus opted for lump sum withdrawal	Corpus opted for purchase of annuity	Total (100%)
79,82,100.01	53,21,400.02	1,33,03,500.03

Annuity Frequency*: Monthly | Annuity Service Provider Name*: ICICI Prudential Life Insurance

Annuity Service Provider Scheme Name*: Life & Last Survivor with 100% | [Annuity Quotes](#)

Declaration by the Claimant: *

I hereby declare and state that all the details provided in the form 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 that may arise due to incorrect bank account details provided by me. Further, I authorize the National Pension System Trust(NPST)/ CRA to share information pertaining to my withdrawal application with the Annuity Service Providers for arranging the purchase of annuity as is mandatory under NPS.

Authorize | Reject | Cancel

Figure 101

On verification of all details by using checker ID nodal office will authorize the request.

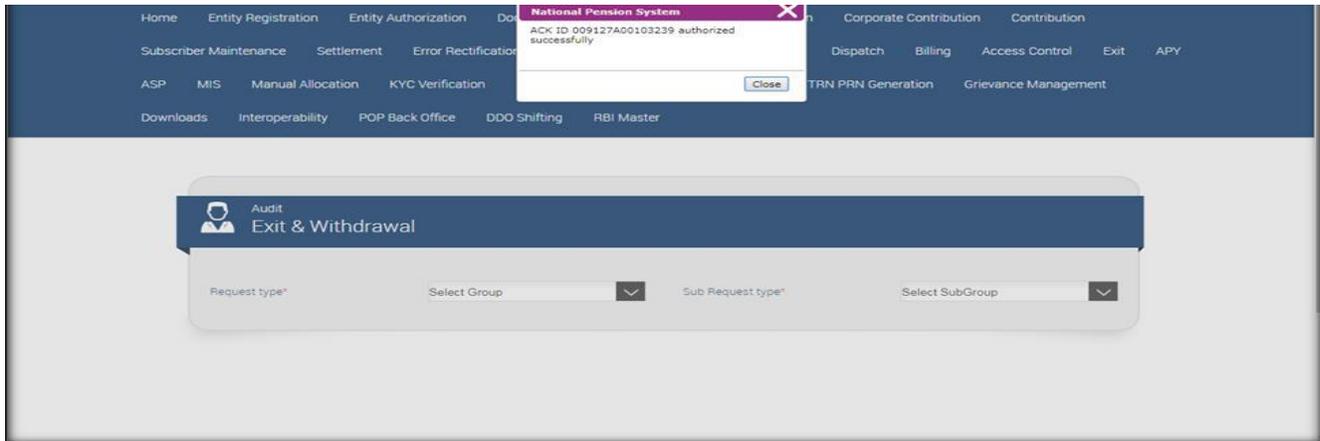


Figure 102

If Checker finds some incorrect details, User can reject the request. In case of rejection, rejection reason is mandatory.

Once the User authorizes the Withdrawal request in CRA system, request will be placed in the CRA system for redemption of units. Units will be redeemed from the PRAN and funds will be transferred to the bank details provided in the Withdrawal request. In case of superannuation, Withdrawal request will be executed in the CRA system after the date of retirement of subscriber. In case of Premature Exit/death, request will be executed on next day of authorization of Withdrawal request

The Nodal Office Official has to physically attest the Withdrawal Form along with other KYC documents. The Nodal Office will then attach covering letter and sends the Withdrawal docket for storage purpose only:

10. Receipt of Withdrawal Request by CRA – Online form submission:

Once the online Withdrawal claim request is initiated and authorized by the Nodal Office, a request will be placed in the CRA system and acknowledgement number will be automatically generated. CRA will issue necessary instructions to the PFM, Trustee Bank for transfer of funds to subscriber/claimant's bank account. The physical forms pertaining to these cases will be sent by the Nodal Office to the KCRA for storage purposes only.

11. Deferment of Withdrawal request

A subscriber who is going to attain the age of 60 or superannuation, can choose to defer his Withdrawal. The option of deferment will not be available to subscribers who have voluntarily opted to continue to contribute beyond the age of 60 or superannuation. There are three types of deferment:

- 1 Deferment of Withdrawal of lump sum
 - 2 Deferment of purchase of Annuity
 - 3 Deferment of both lump sum and annuity
- a) A subscriber exiting NPS on account of Superannuation can opt for deferring the Withdrawal of his/her lump-sum share (maximum 60%) until he/she attains the age of 70.
 - b) Subscribers exiting NPS on account of Superannuation can defer purchase of Annuity for a maximum period of 3 years.
 - c) In such cases, the subscriber should intimate his or her intention to do so in writing in the specified form, to his/her Nodal Office, at least fifteen days before the attainment of age of superannuation.
 - d) Subscriber can also raise the deferment request in CRA system by using his/her User ID and I-PIN and OTP. The subscriber has to provide his mobile number, POP, while submitting the request.
 - e) Upon receipt of such intimation, the Nodal Office will verify the request and initiate and authorize the request online in the CRA system, using "Maker & Checker" concept.

11.1 Capturing of Deferment Request by Nodal office

Nodal Office User will login in the CRA system (<https://cra.kfintech.com>) to capture the Deferment request as per steps 1 mentioned above in document.

After login in CRA system, User will Click on Menu 'Exit'.

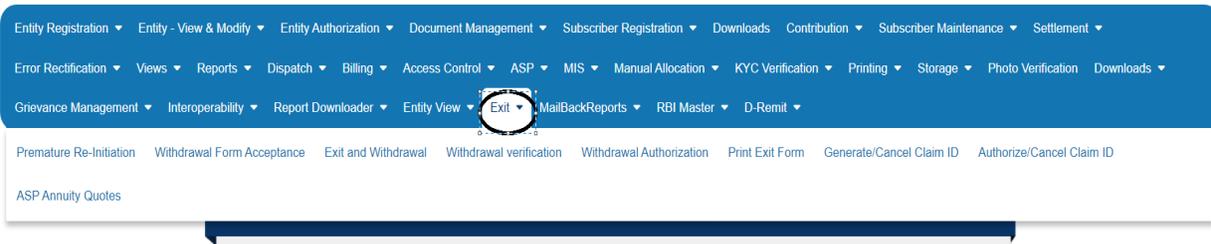


Figure 103

User will select the 'Request Type' and 'Sub-Request Type'.

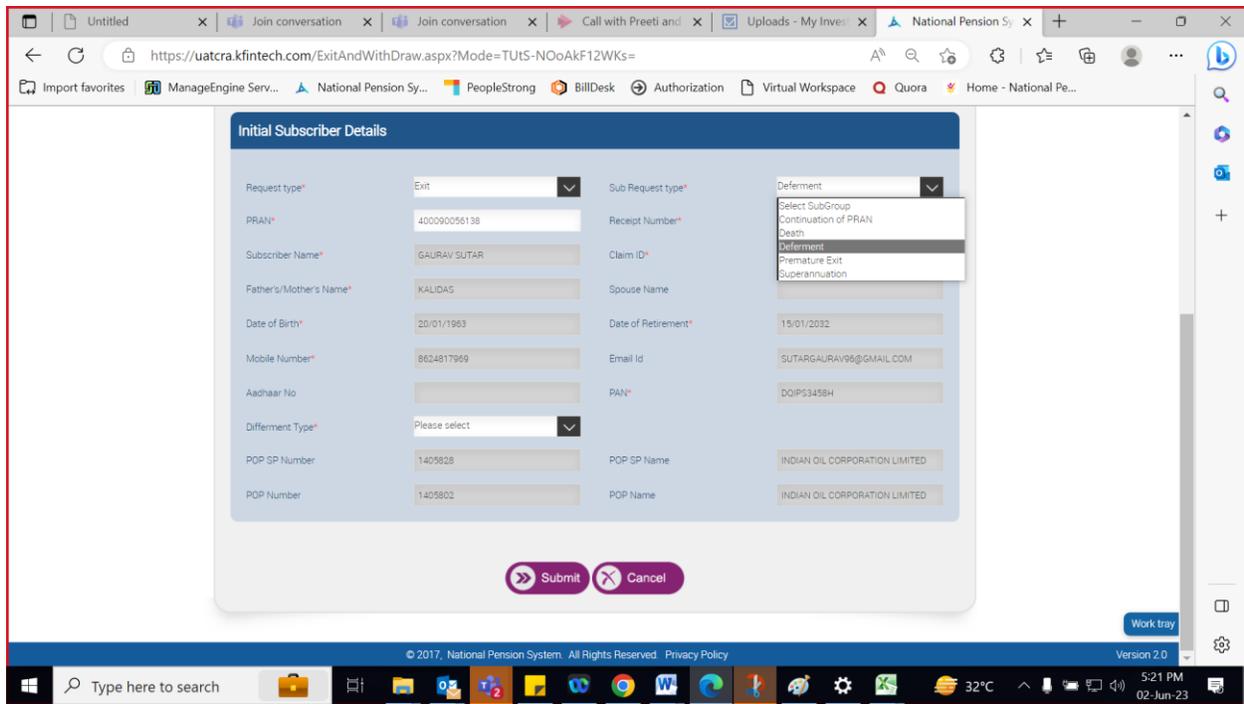


Figure 104

User will provide the PRAN and subscriber's details will be auto-populated.

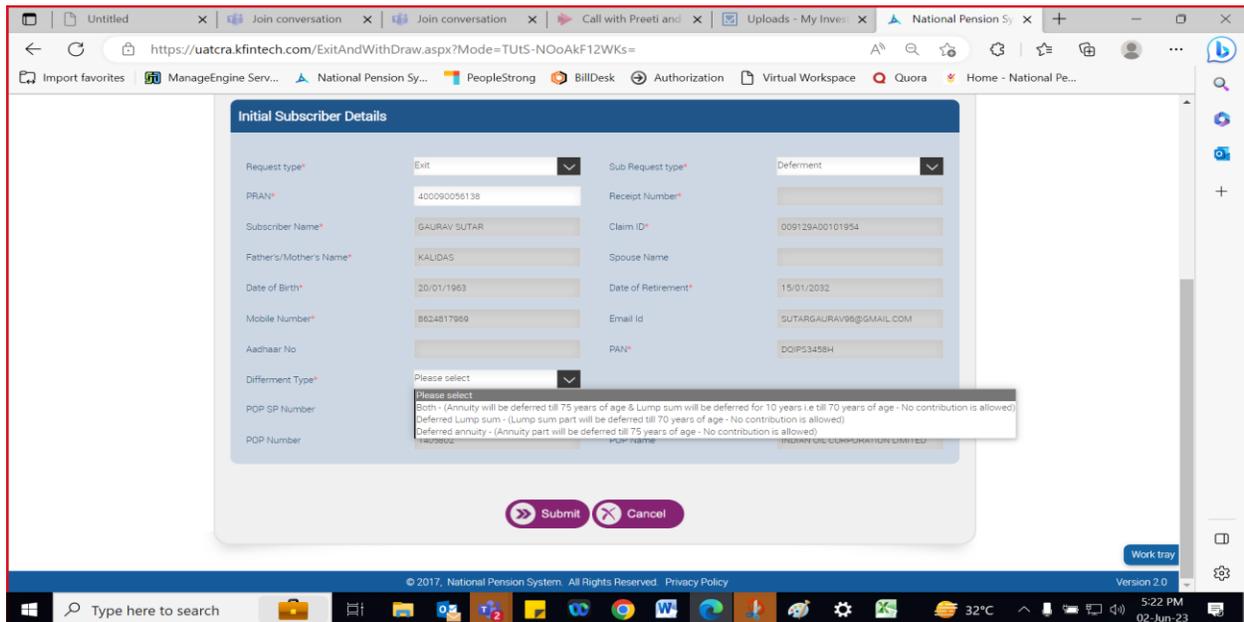
Initial Subscriber Details

Request type*	Exit	Sub Request type*	Deferment
PRAN*	400090056138	Receipt Number*	
Subscriber Name*	GAURAV SUTAR	Claim ID*	009129A00101954
Father's/Mother's Name*	KALIDAS	Spouse Name	
Date of Birth*	20/01/1963	Date of Retirement*	15/01/2032
Mobile Number*	8624817969	Email Id	SUTARGAURAV96@GMAIL.COM
Aadhaar No		PAN*	DQIP53458H
Deferment Type*	Please select	POP SP Number	1405828
		POP SP Name	INDIAN OIL CORPORATION LIMITED
		POP Number	1405802
		POP Name	INDIAN OIL CORPORATION LIMITED

Submit
Cancel

Figure 105

User will also provide the Deferment Type. Deferment Type can be Lump-sum, Annuity or Lump-sum and Annuity. Select the Deferment type and submit the request.



The screenshot shows the web browser interface with the 'Initial Subscriber Details' form. A tooltip is visible over the 'Deferment Type' dropdown menu, listing the following options:

- Both - (Annuity will be deferred till 75 years of age & Lump sum will be deferred for 10 years i.e till 70 years of age - No contribution is allowed)
- Deferred Lump sum - (Lump sum part will be deferred till 70 years of age - No contribution is allowed)
- Deferred annuity - (Annuity part will be deferred till 75 years of age - No contribution is allowed)

Figure 106

11.2 Authorization of Deferment Request

Nodal Office User will login the CRA system (<https://cra.kfintech.com>) as per steps 1 mentioned above in this document.

On Login Nodal office will click on menu 'Exit'.

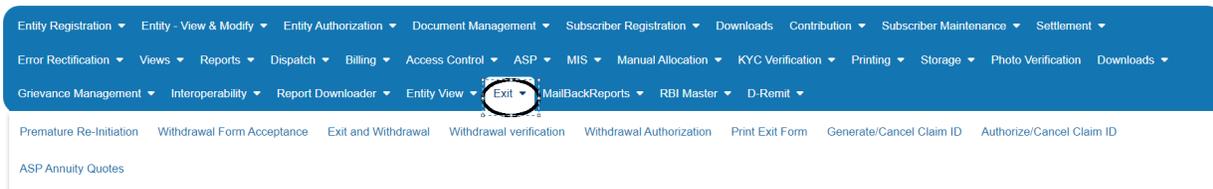


Figure 107

User will click on 'Withdrawal Authorization' option to authorize the request.

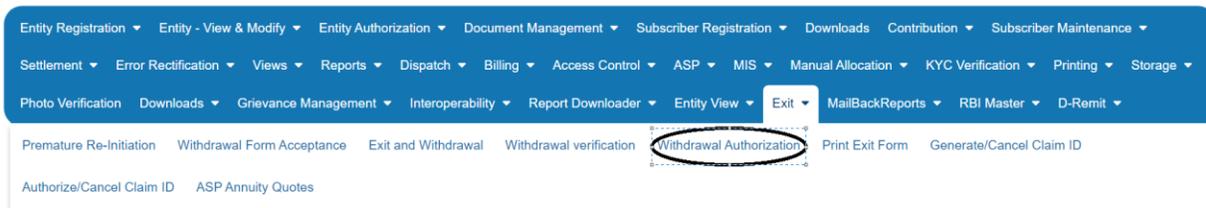


Figure 108

User will select the 'Request Type' as 'Exit' and 'Sub-Request Type' as 'deferment'.

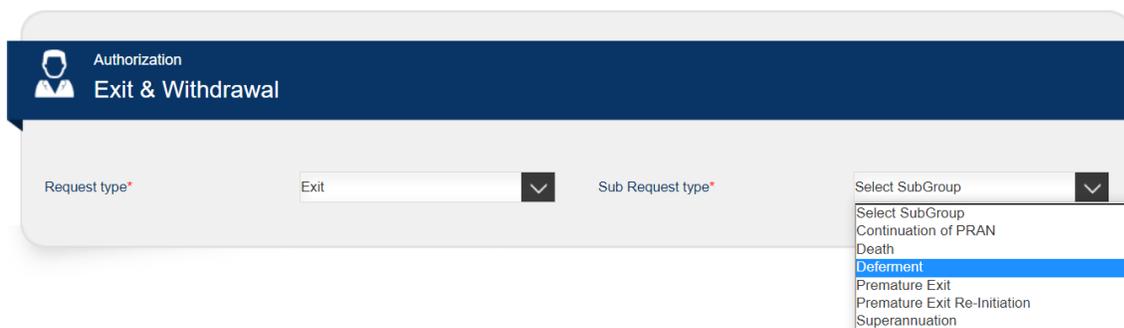
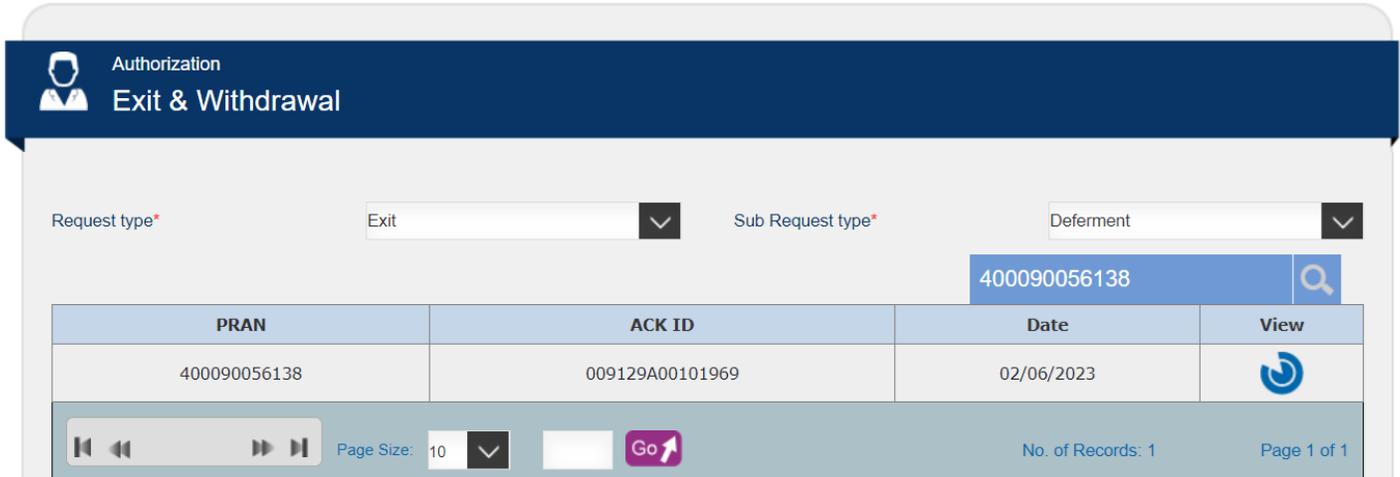


Figure 109

The entire pending request for the specified 'Sub Request Type' will be shown the User. Nodal officer will click on the hyperlink 'Claim ID' to view the details of the Subscriber captured by maker.



Authorization
Exit & Withdrawal

Request type* Exit Sub Request type* Deferment

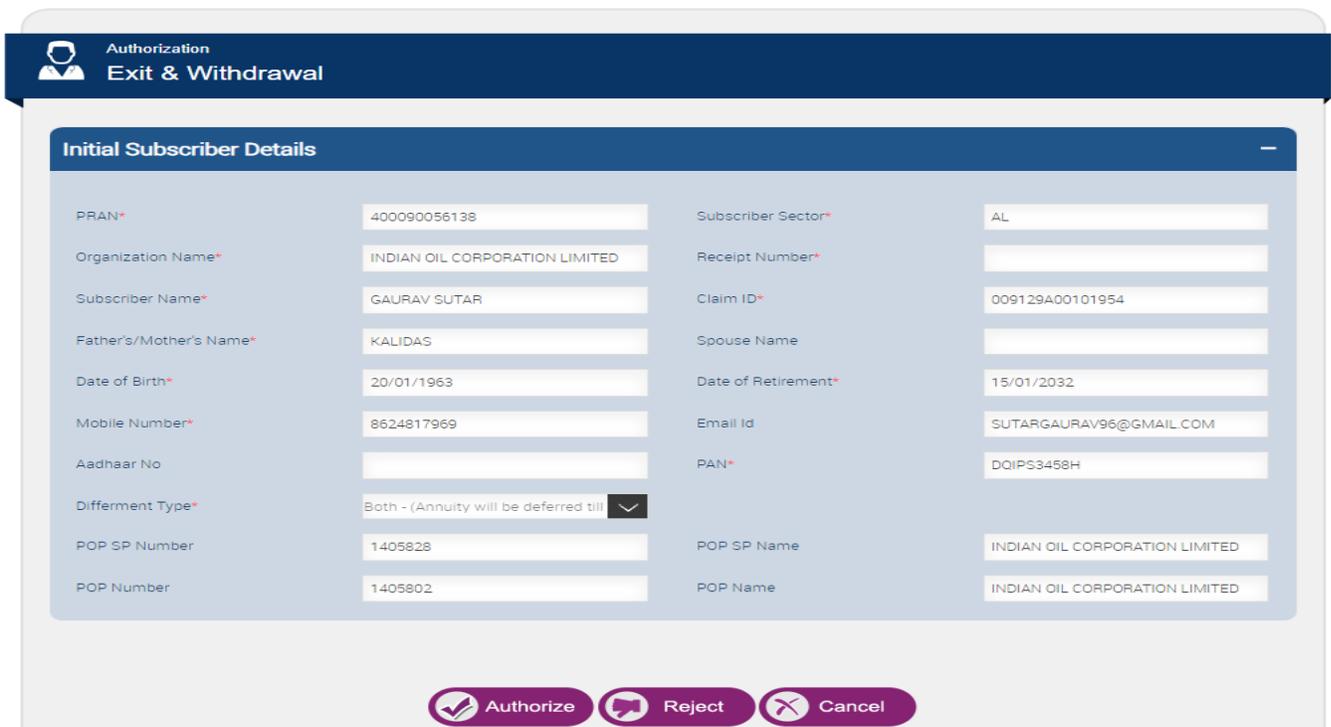
400090056138

PRAN	ACK ID	Date	View
400090056138	009129A00101969	02/06/2023	

Page Size: 10 No. of Records: 1 Page 1 of 1

Figure 110

On clicking the View, details captured by the Nodal Office will be shown.



Authorization
Exit & Withdrawal

Initial Subscriber Details

PRAN*	400090056138	Subscriber Sector*	AL
Organization Name*	INDIAN OIL CORPORATION LIMITED	Receipt Number*	
Subscriber Name*	GAURAV SUTAR	Claim ID*	009129A00101954
Father's/Mother's Name*	KALIDAS	Spouse Name	
Date of Birth*	20/01/1963	Date of Retirement*	15/01/2032
Mobile Number*	8624817969	Email Id	SUTARGAURAV96@GMAIL.COM
Aadhaar No		PAN*	DQIPS3458H
Differment Type*	Both - (Annuity will be deferred till)		
POP SP Number	1405828	POP SP Name	INDIAN OIL CORPORATION LIMITED
POP Number	1405802	POP Name	INDIAN OIL CORPORATION LIMITED





Figure 111

After verifying the details, Nodal Office User will authorize the request and acknowledgment number will be provided to the User.

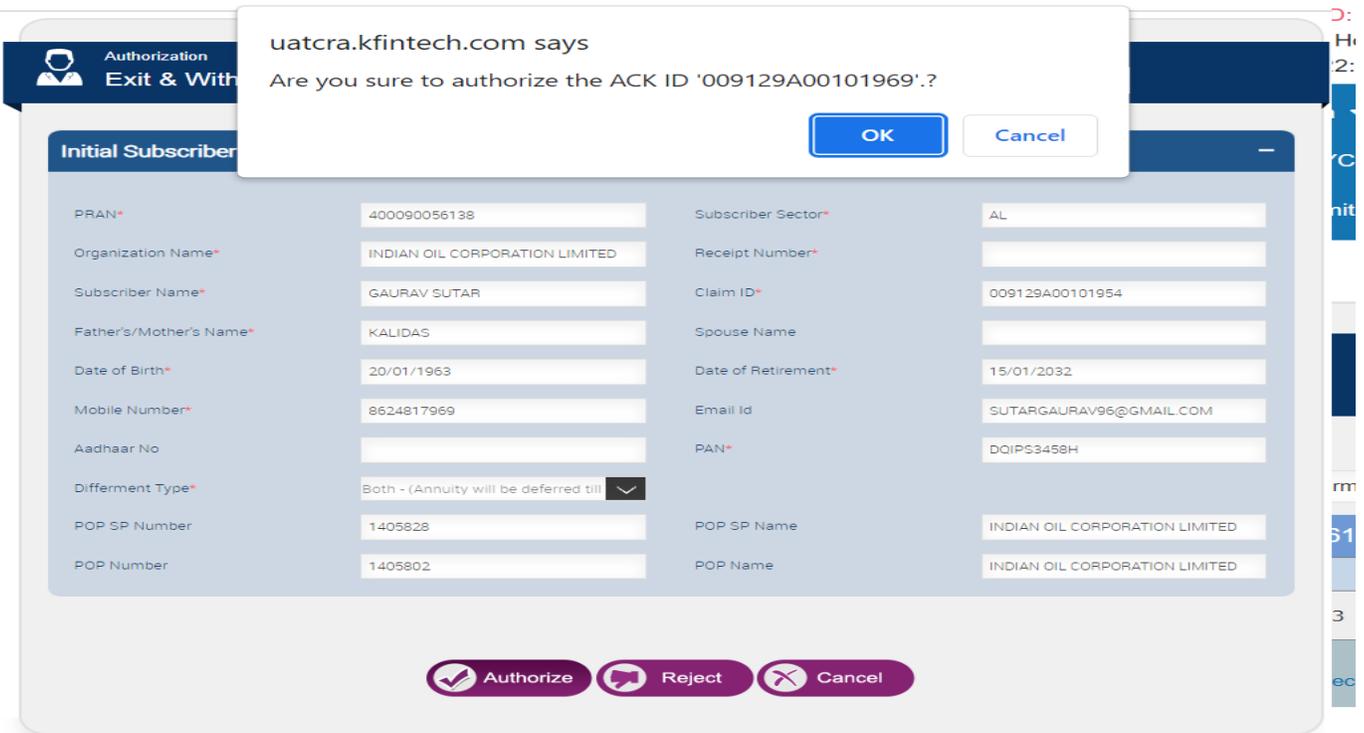


Figure 112

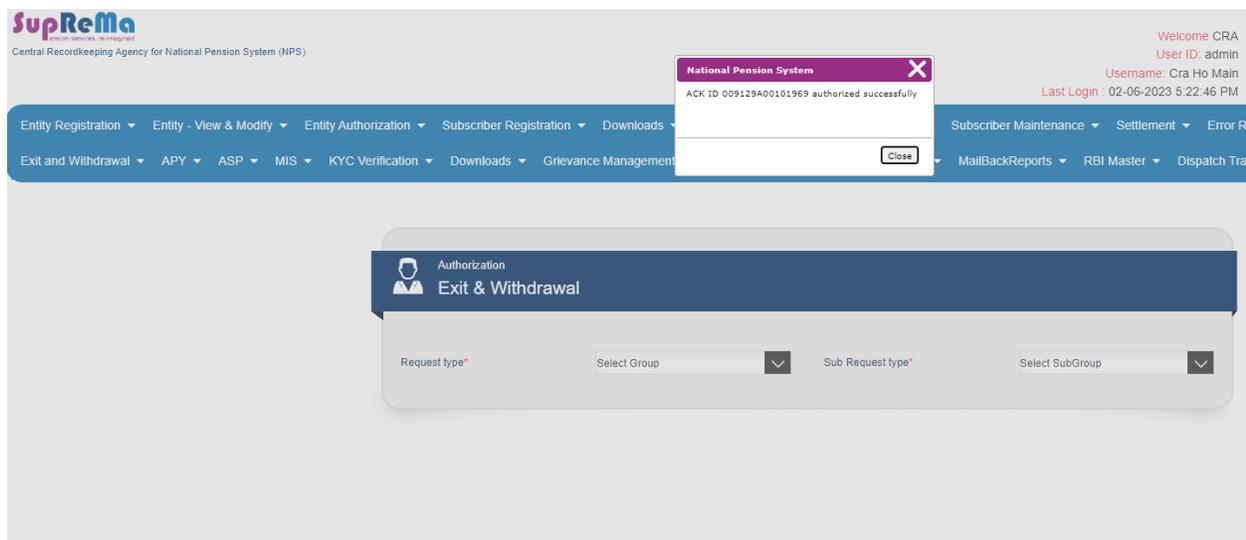


Figure 113

- Thereafter, the request will be validated by the CRA system, and the deferment will be given effect in the subscriber's PRAN, in the CRA system.

- In case of deferment of Withdrawal of lump sum, the subscriber should agree to bear the maintenance charges of the Permanent Retirement Account, including the charges payable to the central recordkeeping agency, pension fund, Trustee Bank or any other intermediary, as maybe applicable from time to time.
- In case the subscriber wishes to withdraw his lump-sum in future, he can make a request to the Nodal Office, who will initiate & authorize the request online in the CRA system.
- In case the subscriber wishes to purchase the annuity in future, he can make a request to the Nodal Office, who will initiate & authorize the request online in the CRA system.
- For Government subscribers, where a subscriber opts for deferment of purchase of Annuity, if the death of the subscriber occurs before such due date of purchase of an annuity after the deferment, the annuity shall mandatorily be purchased by the spouse (if any) providing for:
 - i. Annuity for the life of the spouse
 - ii. On demise of the spouse, return of purchase price of the annuity - to be used for purchase of annuity (at a premium rate prevailing at the time of such purchase) for other family members in the order of
 - living dependent mother of the deceased subscriber and
 - Living dependent father of the deceased subscriber. (until all are covered)

Thereafter, the purchase price to be returned to the surviving children or legal heirs of the subscriber.

- If the subscriber is a,
 - i. Central Govt. /State Govt. subscriber, he has to select a POP for the mapping of PRAN afterretirement. If subscriber is not selecting any POP, he will be mapped under eNPS.
 - ii. Direct Corporate model subscriber (where CHO/CBO is uploading the contribution), he has to select a POP for the mapping of PRAN. If is not selecting any POP, he will be mapped under eNPS.
 - iii. Indirect Corporate model subscriber (where POP is uploading the contribution), he will be mapped to the current POP.

UOS subscriber will continue to be mapped with the current POP.

12. Continuation of subscription beyond the age of 60 years

- ❑ A subscriber can continue to subscribe to the National Pension System beyond the age of sixty years or the age of superannuation, so specified, by intimating in writing, the age until which he would like to contribute to his pension fund (such age should not exceed 70 years).
- ❑ In such cases, the subscriber should intimate his or her intention to do so in writing in the specified form, to his/her Nodal Office, at least fifteen days before the attainment of age of superannuation.
- ❑ Upon receipt of such intimation, the Nodal Office will verify the request and initiate and authorize the request online in the CRA system, using “Maker & Checker” concept.
- ❑ Thereafter, the request will be validated and incorporated in the CRA system.
- ❑ However, he/she can exit at any time after the age of 60 even if he/she has given any such intimation. He/she can exit by making a request to the Nodal Office, who will verify the request and initiate & authorize the request online in the CRA system.
- ❑ Option of deferment of purchase of annuity/lump-sum will not be available to subscribers who have voluntarily opted to continue to contribute beyond the age of 60 or superannuation.
- ❑ When a subscriber opts for continuing to subscribe to Tier I account beyond the age of 60 years or superannuation, the same position continues for Tier II account also. Such subscribers will have access to all the normal facilities like access to CRA System, change of PFM/scheme etc.
- ❑ If the subscriber is a,
 - i. Govt. subscriber and Direct Corporate model subscriber (where CHO/CBO is uploading the contribution), he has to select a POP for the mapping of PRAN. If is not selecting any POP, he will be mapped under eNPS.
 - ii. Indirect Corporate model subscriber (where POP is uploading the contribution), he will be mapped to the current POP.
 - iii. UOS subscriber will continue to be mapped with the current POP.

12.1 Capturing of Continuation of PRAN Request by POP/CBO

POP/CBO Office User will login in the CRA system (<https://cra.kfintech.com>) as per steps 1 mentioned above in this document.

After login in CRA system, User will Click on Menu 'Exit'.

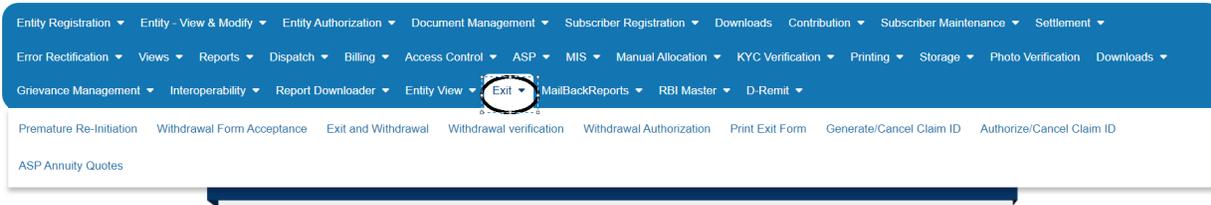


Figure 114

User will select the 'Request Type' Exit and 'Sub-Request Type' Continuation of PRAN

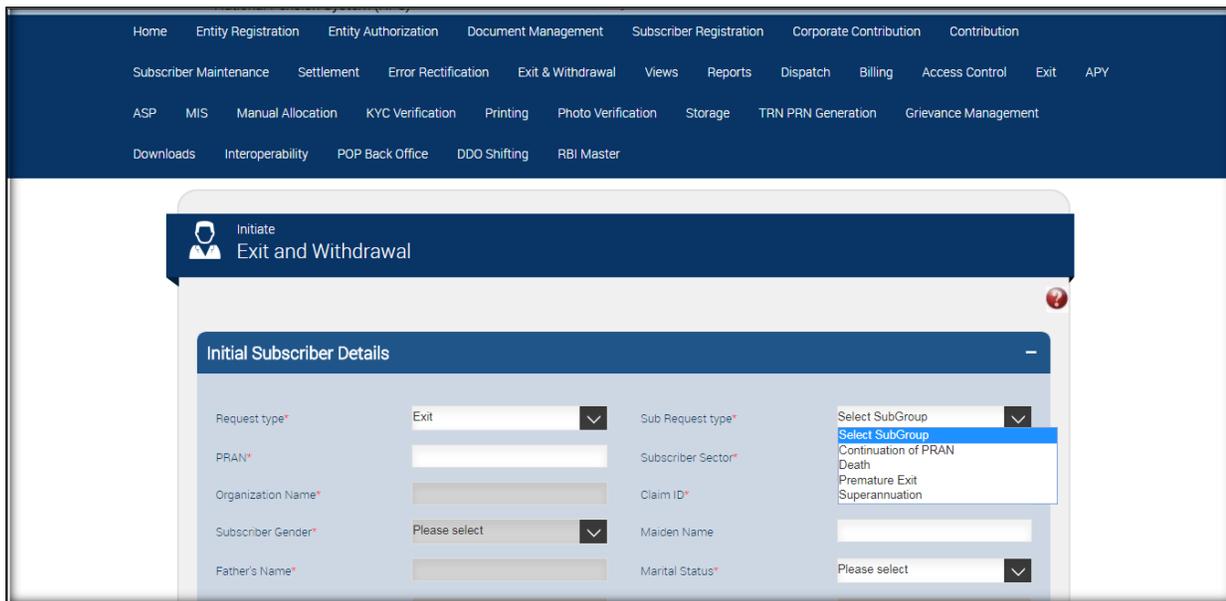


Figure 115

On selection of 'Exit' and sub request type as 'Continuation of PRAN '. User will provide the PRAN and subscriber's details will be auto-populated.

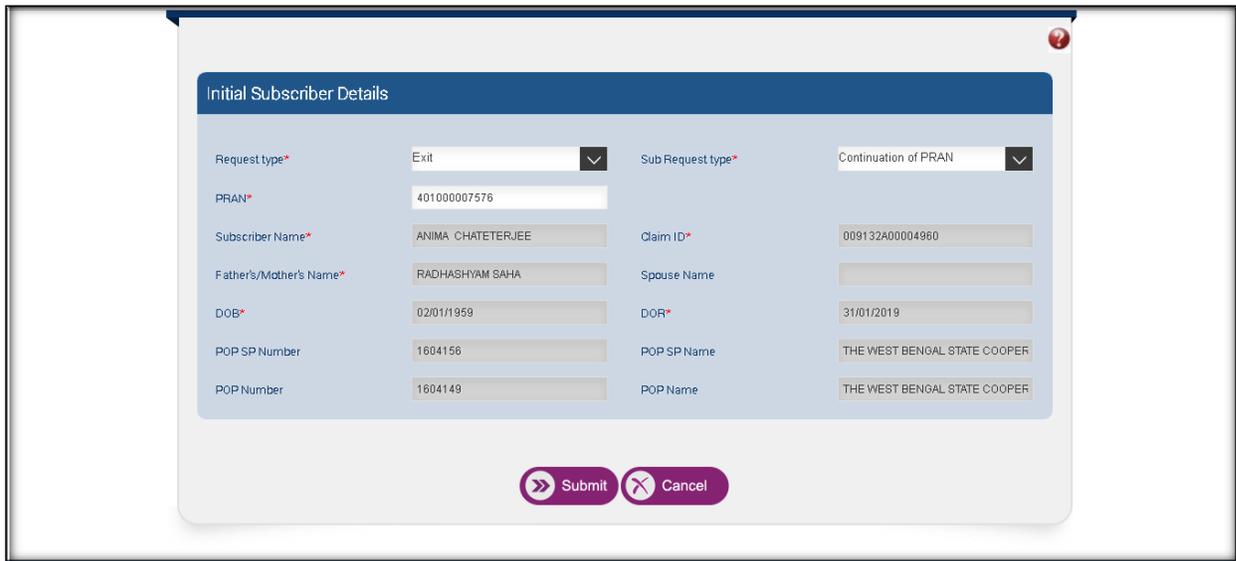


Figure 116

On clicking the 'Submit' button, the Continuation of PRAN request will be captured in the CRA system and an Acknowledgement Number will be generated. User should note down the Acknowledgement Number generated.

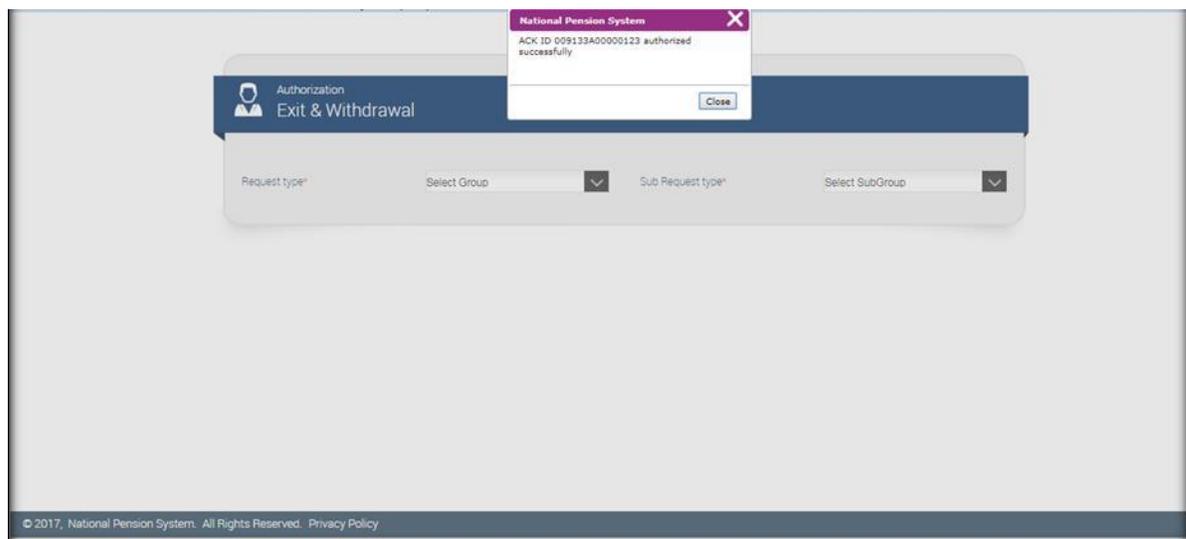


Figure 117

12.2 Authorization of Continuation Of PRAN

POP (Point Of Presence) User will login the CRA system (<https://cra.kfintech.com>) as per steps 1 mentioned above in this document.

After login in CRA system, User will click on Menu and select an option Exit and withdrawal

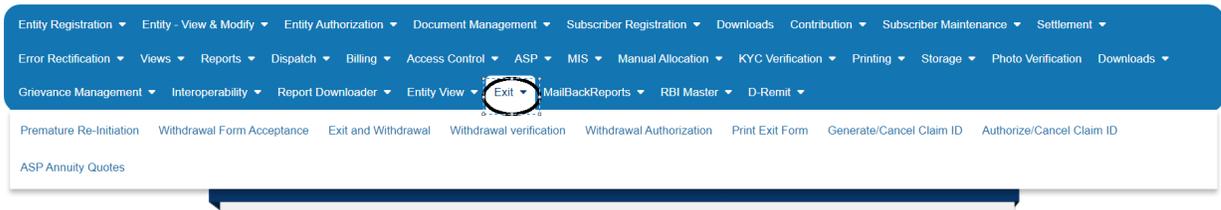


Figure 118

User will select the 'Request Type' Exit and 'Sub-Request Type' Continuation of PRAN

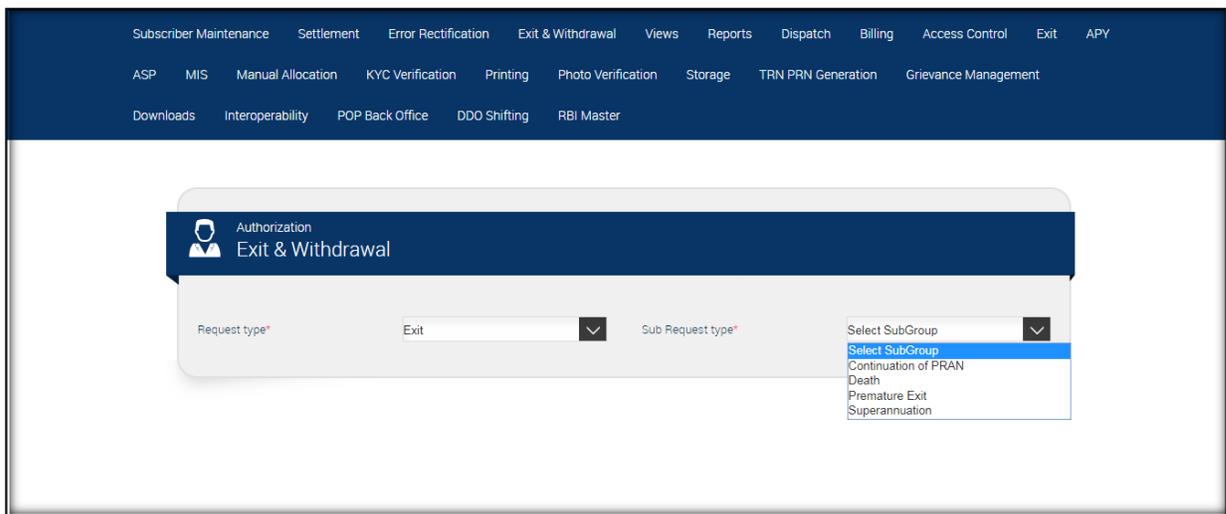


Figure 119

The entire pending request for the specified 'Sub Request Type' will be shown the User. Nodal officer will click on the hyperlink 'Claim ID' to view the details of the Subscriber captured by maker.

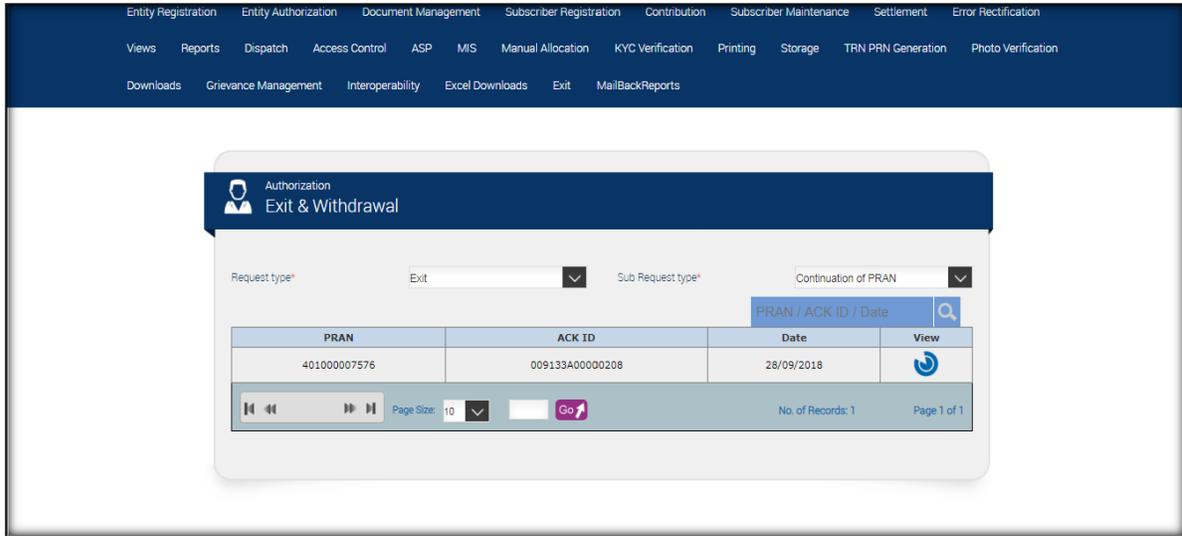


Figure 120

On clicking the View, details captured by the POP Office will be shown.

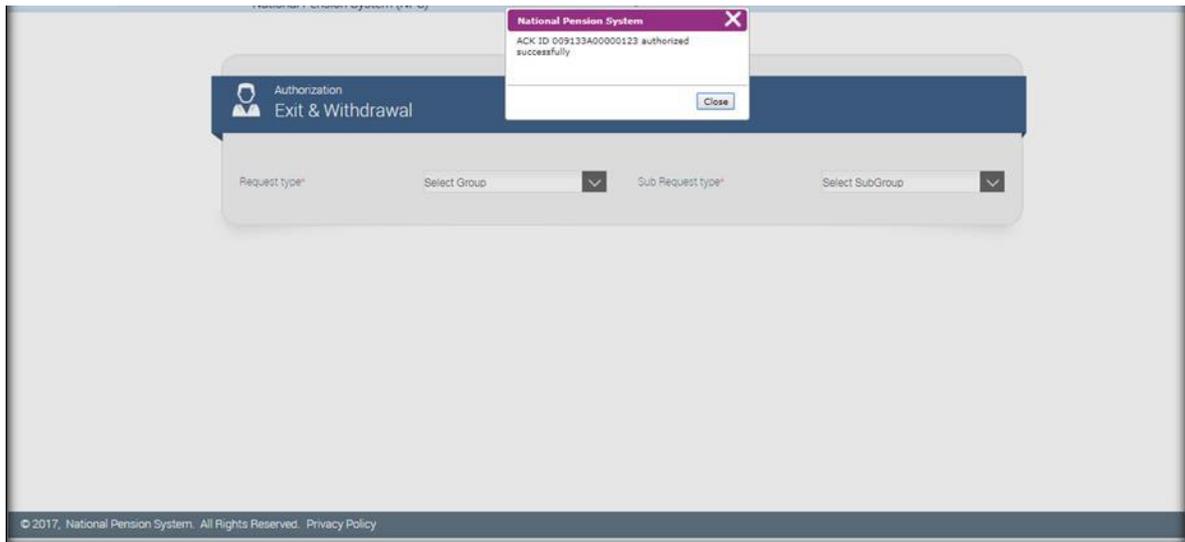
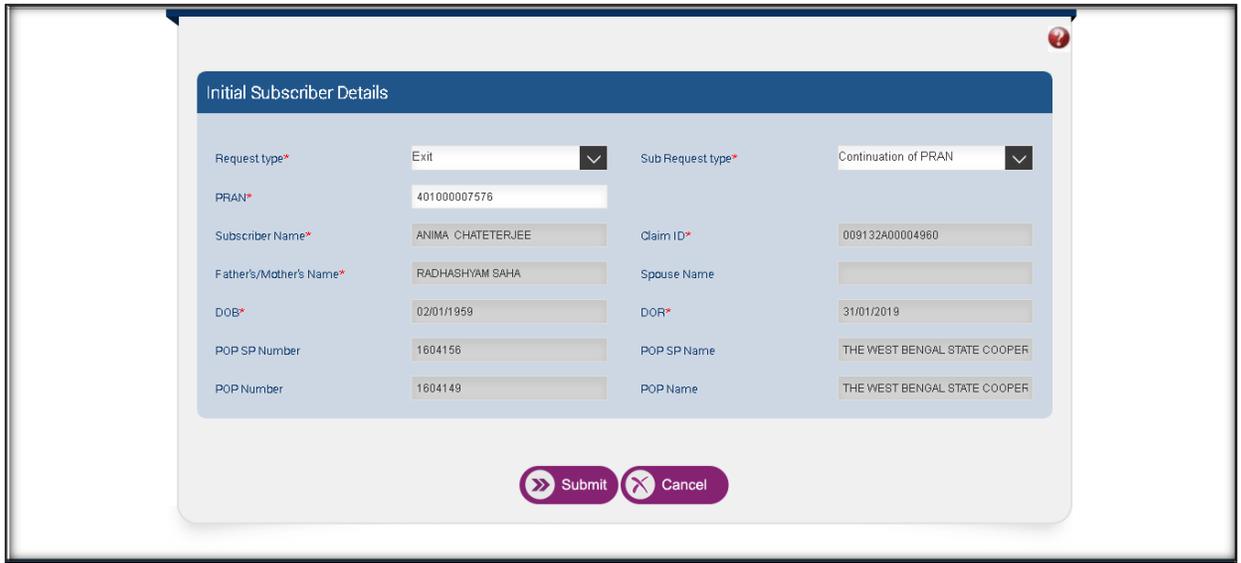


Figure 121

After verifying the details, POP Office User will authorize the request and acknowledgment number will be provided to the User.



Initial Subscriber Details			
Request type*	Exit	Sub Request type*	Continuation of PRAN
PRAN*	401000007576		
Subscriber Name*	ANIMA CHATETERJEE	Claim ID*	009132A0004960
Father's/Mother's Name*	RADHASHYAM SAHA	Spouse Name	
DOB*	02/01/1959	DOR*	31/01/2019
POP SP Number	1604156	POP SP Name	THE WEST BENGAL STATE COOPER
POP Number	1604149	POP Name	THE WEST BENGAL STATE COOPER

Figure 122

13. Partial Withdrawal

For 'ALL' Subscribers (Central/State Govt. / All citizens & corporate subscribers), partial Withdrawal of up to 25% of the subscriber's contribution (not Employer's contribution) is allowed, as per the following guidelines:

- a. A subscriber shall be permitted to withdraw accumulations not exceeding twenty-five percent of the contributions made by such subscriber as on the date of submission of the Withdrawal form (i.e., not from 'Employer's contribution) in certain cases. For example, subscriber has contributed Rs. 1,00,000 and Govt. has also contributed Rs. 1,00,000 in subscriber's PRAN. The current value on investment is Rs. 2,00,000. Subscribers can withdraw Rs. 25,000 (1,00,000 X 25%) as Partial Withdrawal.
- b. Such Withdrawal is allowed only for a maximum of 3 times during the entire tenure of subscription under the NPS.
- c. The subscriber shall have been in the National Pension System at least for a period of last three years from the date of his or her joining. (CG/SG/Corporate subscriber date of joining to be taken for three years. For UOS, date of PRAN activation to be taken).
- d. Request for Withdrawal should be submitted by the subscriber in the prescribed form, along with relevant documents. Where a subscriber is suffering from any illness, the request for Withdrawal may be submitted, through any family member of such subscriber.
- e. Such Withdrawal should be for any of the following reasons:

- i. For Higher education of his or her children including a legally adopted child
- ii. For the marriage of his or her children, including a legally adopted child
- iii. For the purchase or construction of a residential house or flat in his or her ownname or in a joint name with his or her legally wedded spouse.
- iv. For establishment of own venture or any start-up
- v. For skill development/re-skilling or any other self-development activities
- vi. To meet medical and incidental expenses arising out of the disability orincapacitation suffered by the subscriber
- vii. For treatment of specified illnesses: if the subscriber, his legally wedded spouse, children, including a legally adopted child or dependent parents suffer from any specified illness, which shall comprise of hospitalization and treatment in respect ofthe following diseases:
 - (i) Cancer; (ii) Kidney Failure (End Stage Renal Failure); (iii) Primary Pulmonary Arterial Hypertension; (iv) Multiple Sclerosis; (v) Major Organ Transplant; (vi) Coronary Artery Bypass Graft;(vii) Aorta Graft Surgery; (viii) Heart Valve Surgery; (ix) Stroke; (x) Myocardial Infarction(xi) Coma; (xii) Total blindness; (xiii) Paralysis; (xiv) Accident of serious/ life threatening nature (xv) any other critical illness of a life threatening nature as stipulated in the circulars, guidelines or notifications issued by the Authority from time to time.
- f. If subscriber is opting for second Withdrawal, amount will be calculated as follows:

Subscriber has contributed Rs. 10,000 and Govt. has also contributed Rs. 10,000 in subscriber's PRAN. Current value on investment is Rs. 25,000. Subscriber can withdraw Rs. 2,500 (10000 X 25%) as Partial Withdrawal. If subscriber wants a second Partial Withdrawal, amount will be calculated as follows:

Particulars	Rs.
Subscriber contribution	10,000.00
Govt. contribution	10,000.00
Total Contribution	20,000.00
Partial Withdrawal (25%) (<i>1st Withdrawal</i>)	2,500.00
Investment made after Withdrawal	15,000.00
Total subscriber Contribution made after investment	25,000.00
Partial Withdrawal already done	2,500.00

Eligible amount (25,000-2,500)	22,500.00
Maximum Withdrawal allowed (25%)	5,625.00

13.1 Capturing of Partial withdrawal request

One user of the Nodal Office (with “Maker” User) will visit our website (<https://cra.kfintech.com>) as per steps 1 mentioned above in this document.

After login, Nodal office will click on menu ‘Exit’ option for capturing the withdrawal request.

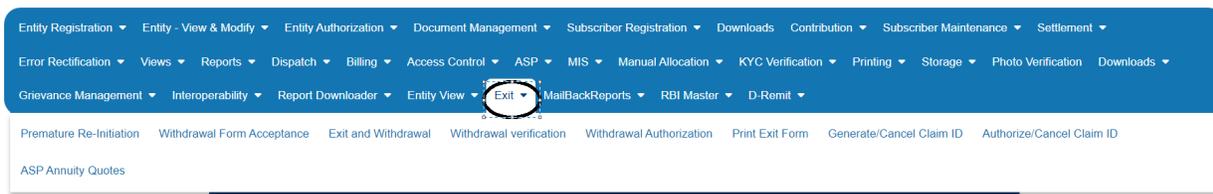


Figure 123

User will click on sub-menu ‘Exit and Withdrawal’.

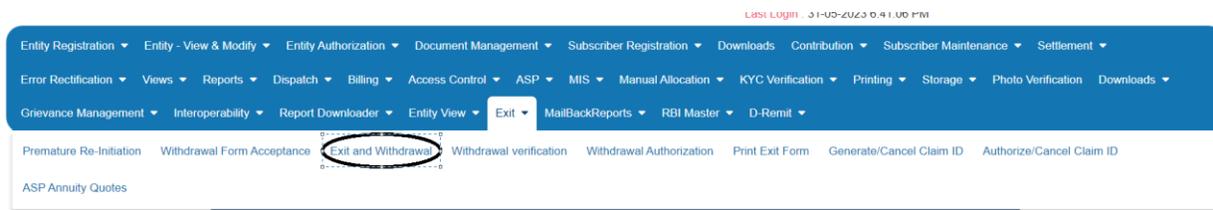
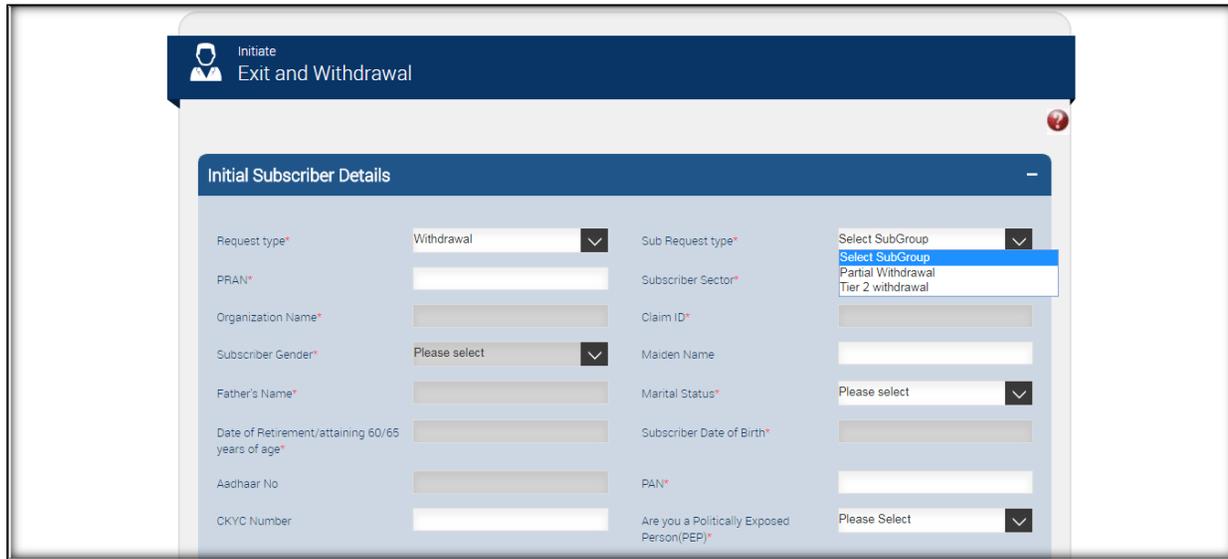


Figure 124

User will select the ‘Request type’ as ‘Withdrawal’ and ‘Sub Request type’ as ‘Partial Withdrawal’.

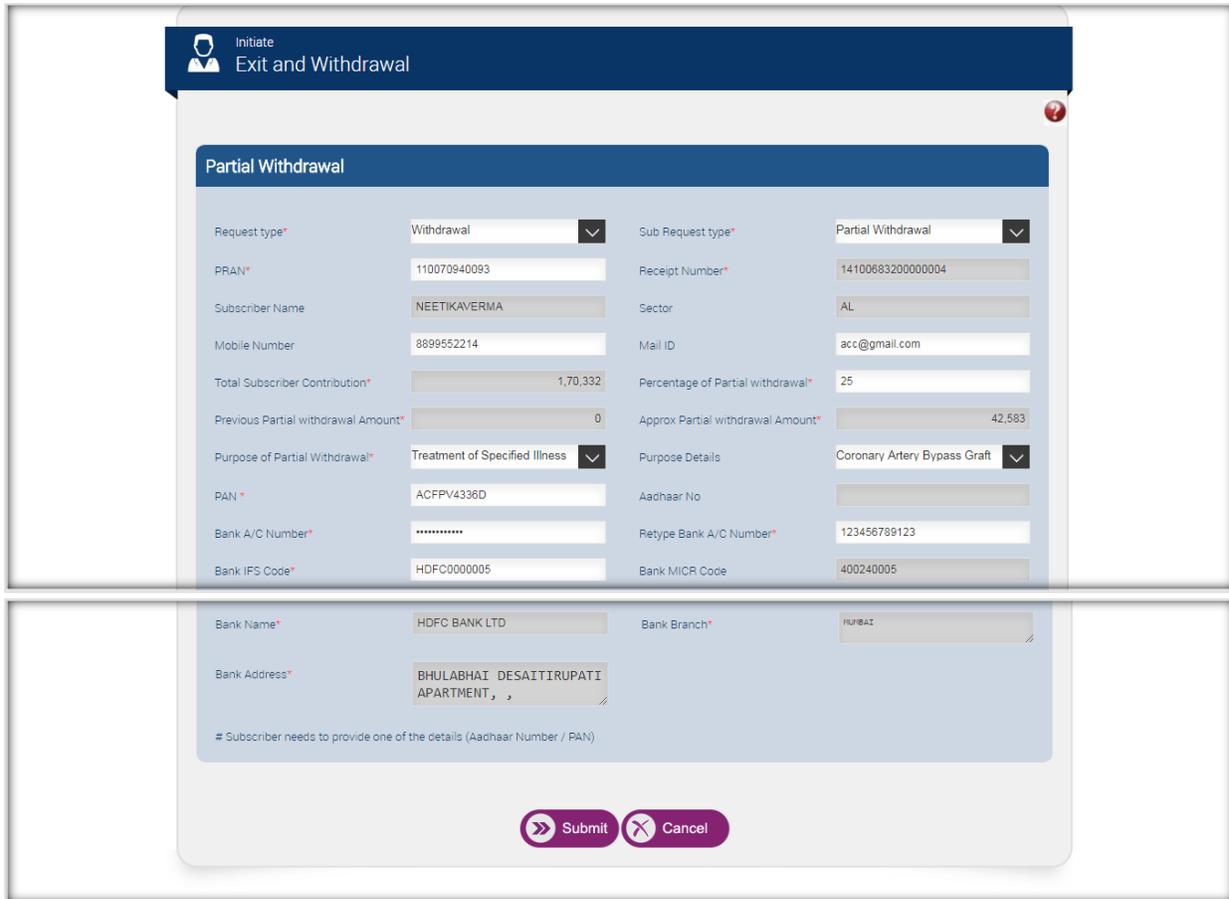


The screenshot shows a web form titled "Initiate Exit and Withdrawal". The main section is "Initial Subscriber Details". The form contains the following fields:

- Request type*: Withdrawal (dropdown)
- Sub Request type*: Select SubGroup (dropdown with open menu showing "Select SubGroup", "Partial Withdrawal", and "Tier 2 withdrawal")
- PRAN*
- Organization Name*
- Subscriber Sector*
- Subscriber Gender*: Please select (dropdown)
- Claim ID*
- Father's Name*
- Maiden Name
- Marital Status*: Please select (dropdown)
- Date of Retirement/attaining 60/65 years of age*
- Subscriber Date of Birth*
- Aadhaar No
- PAN*
- CKYC Number
- Are you a Politically Exposed Person(PEP)*: Please Select (dropdown)

Figure 125

Nodal office will enter the PRAN of the subscriber and details such as Subscriber Name, Date of Birth, Date of attaining 60 years etc. will be shown to the User. User will provide the bank details of the subscriber and also provide the % of Partial Withdrawal.



Initiate Exit and Withdrawal

Partial Withdrawal

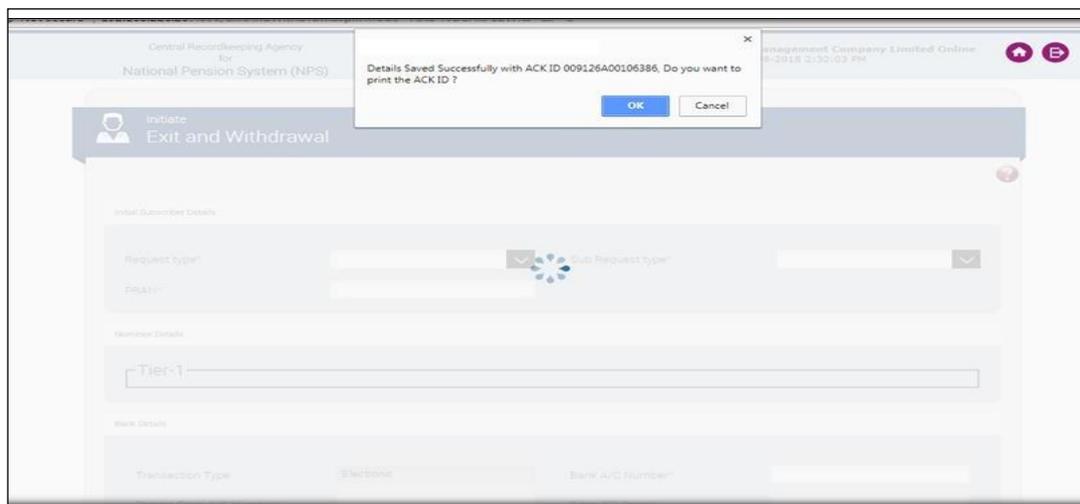
Request type*	Withdrawal	Sub Request type*	Partial Withdrawal
PRAN*	110070940093	Receipt Number*	14100683200000004
Subscriber Name	NEETIKAVERMA	Sector	AL
Mobile Number	8899552214	Mail ID	acc@gmail.com
Total Subscriber Contribution*	1,70,332	Percentage of Partial withdrawal*	25
Previous Partial withdrawal Amount*	0	Approx Partial withdrawal Amount*	42,583
Purpose of Partial Withdrawal*	Treatment of Specified Illness	Purpose Details	Coronary Artery Bypass Graft
PAN *	ACFPV4336D	Aadhaar No	
Bank A/C Number*	*****	Retype Bank A/C Number*	123456789123
Bank IFS Code*	HDFC0000005	Bank MICR Code	400240005
Bank Name*	HDFC BANK LTD	Bank Branch*	HUBBAI
Bank Address*	BHULABHAI DESAITIRUPATI APARTMENT, ,		

Subscriber needs to provide one of the details (Aadhaar Number / PAN)

Submit **Cancel**

Figure 126

On clicking the 'Submit' button, the request will be captured in the CRA system and an Acknowledgement Number will be generated. User should note down the Acknowledgement Number generated.



Central Recordkeeping Agency for National Pension System (NPS)

Initiate Exit and Withdrawal

Initial Subscriber Details

Request type* [] Sub Request type* []

PRAN* []

Nominee Details

Tier-1 []

Bank Details

Transaction Type [] Bank A/C Number* []

Details Saved Successfully with ACK ID 009126A00106386, Do you want to print the ACK ID ?

OK **Cancel**

Figure 127

13.2 Authorization of Partial withdrawal request

Another Nodal Office User (with “Checker” ID) will visit our website (<https://cra.kfintech.com>) and login as per steps 1 mentioned above in this document.

On Login Nodal office will click on menu ‘Exit’.

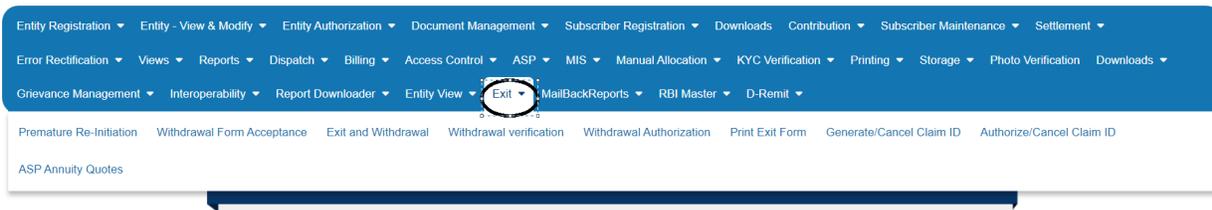


Figure 128

User will click on ‘Withdrawal Authorization’ option to authorize the request.

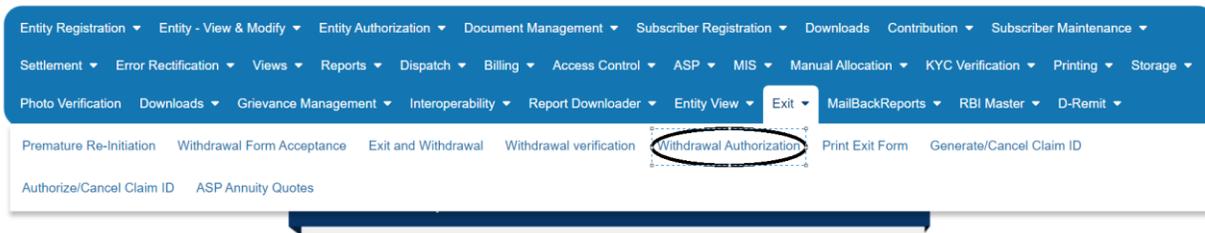


Figure 129

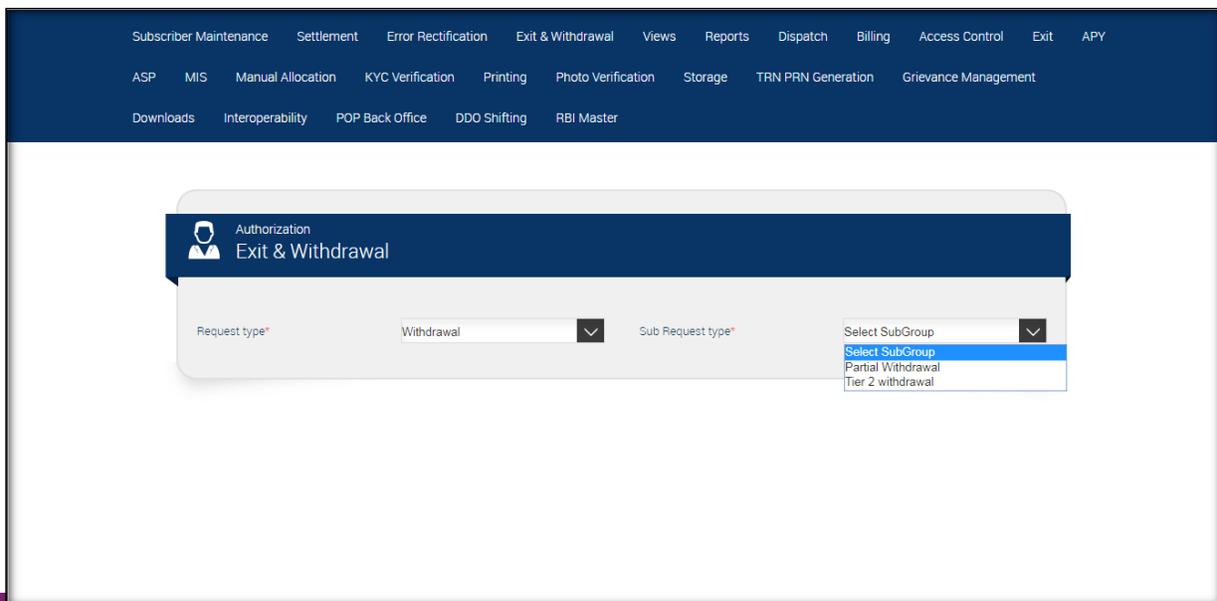


Figure 130

User will select the 'Request Type' and 'Sub-Request Type'. The entire pending request for the specified 'Sub Request Type' will be shown the User. Nodal officer will click on the hyperlink 'Claim ID' to view the details of the Subscriber captured by maker.

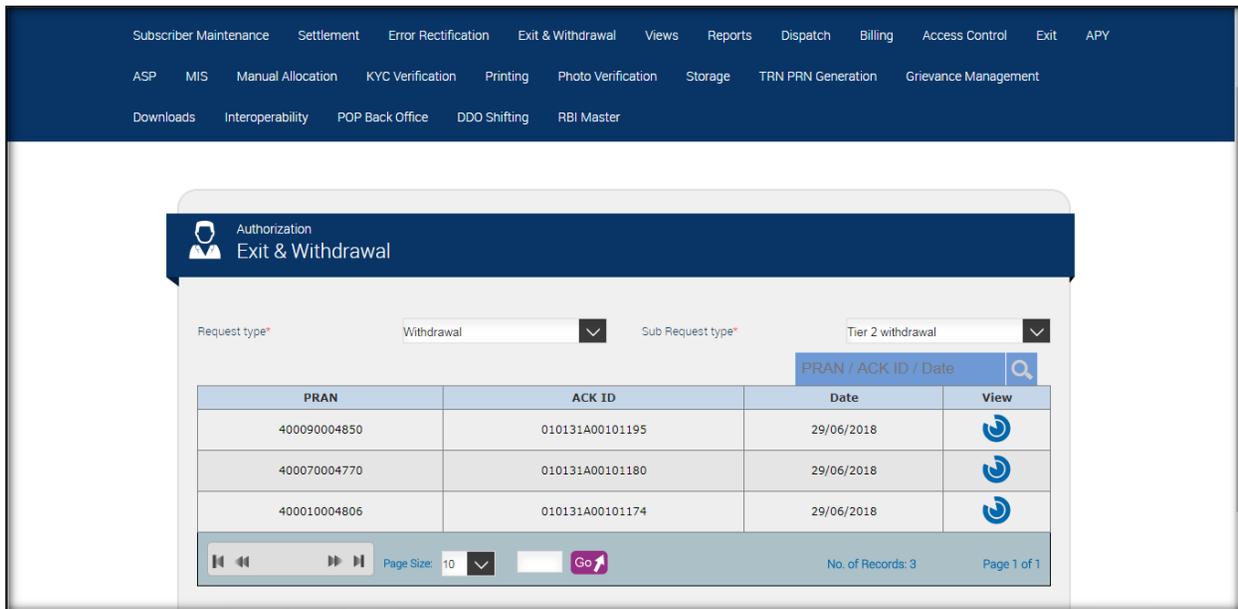


Figure 131

On clicking the hyperlink, details captured by the Nodal Office will be shown. User will check all the details and will authorize the request.

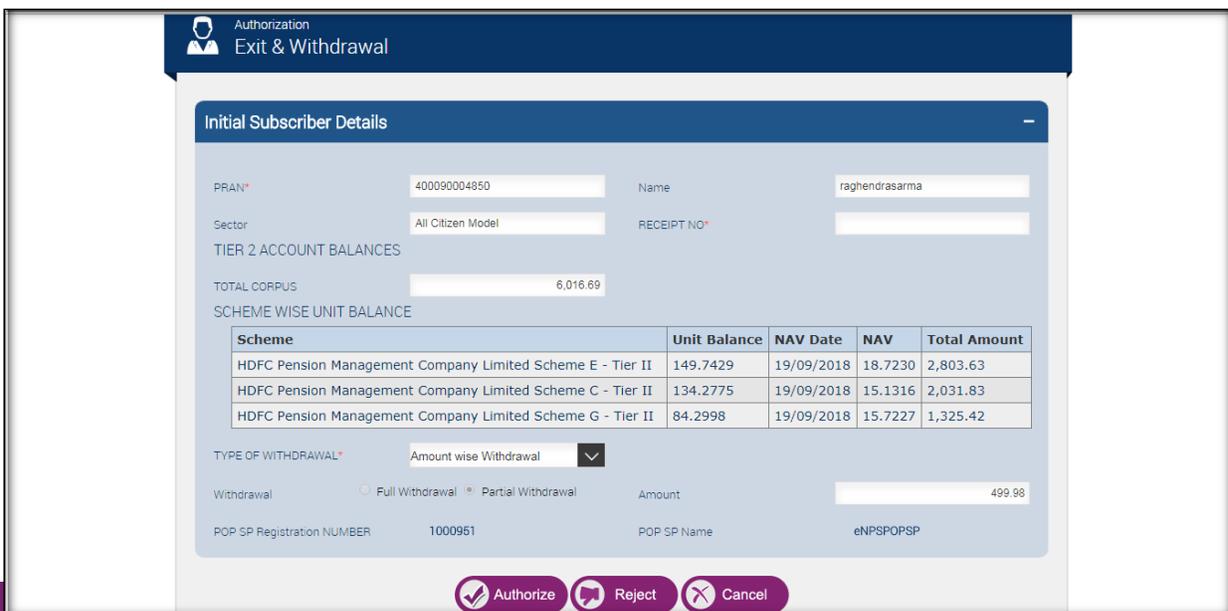


Figure 132

On verification of all details by using checker ID nodal office will authorize the request.

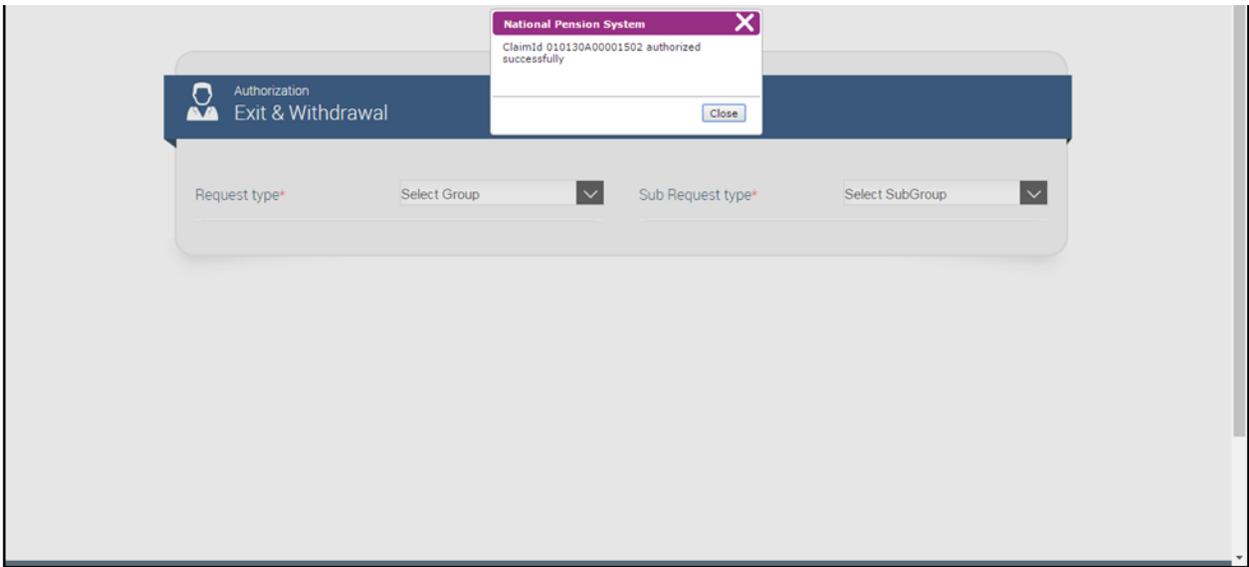


Figure 133

13.3 Partial Withdrawal request initiated by subscriber

Subscriber login to NPS account

Subscriber Login NPS

PRAN

Enter User Name

Password

Enter Password [Generate/Reset password?](#)

Enter Captcha *

Captcha

[Login](#) [Reset](#)

Don't have an account? [Sign Up](#)

Figure 134

Click on menu button which reflecting in three lines.



Hemant Kumar Dhage
PRAN : 110173113291 | TIER I : Active ✔

TIER I INVESTMENTS TIER II INVESTMENTS

Scheme	Contribution Amount	Current NAV	Balance Units	Current Valuation
LIC Pension Fund Scheme - State Govt	8,421.40	33.5972	330.9122	11,117.72

Figure 135

Click on Exit/Withdrawal menu.

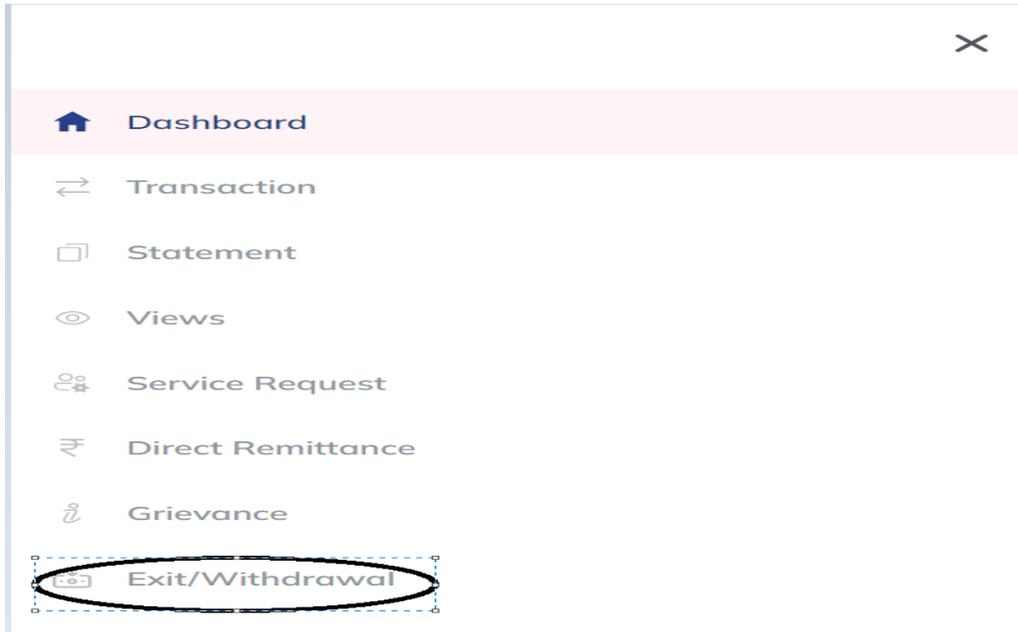


Figure 136

Click on partial withdrawal option. Details will be automatically flowed.

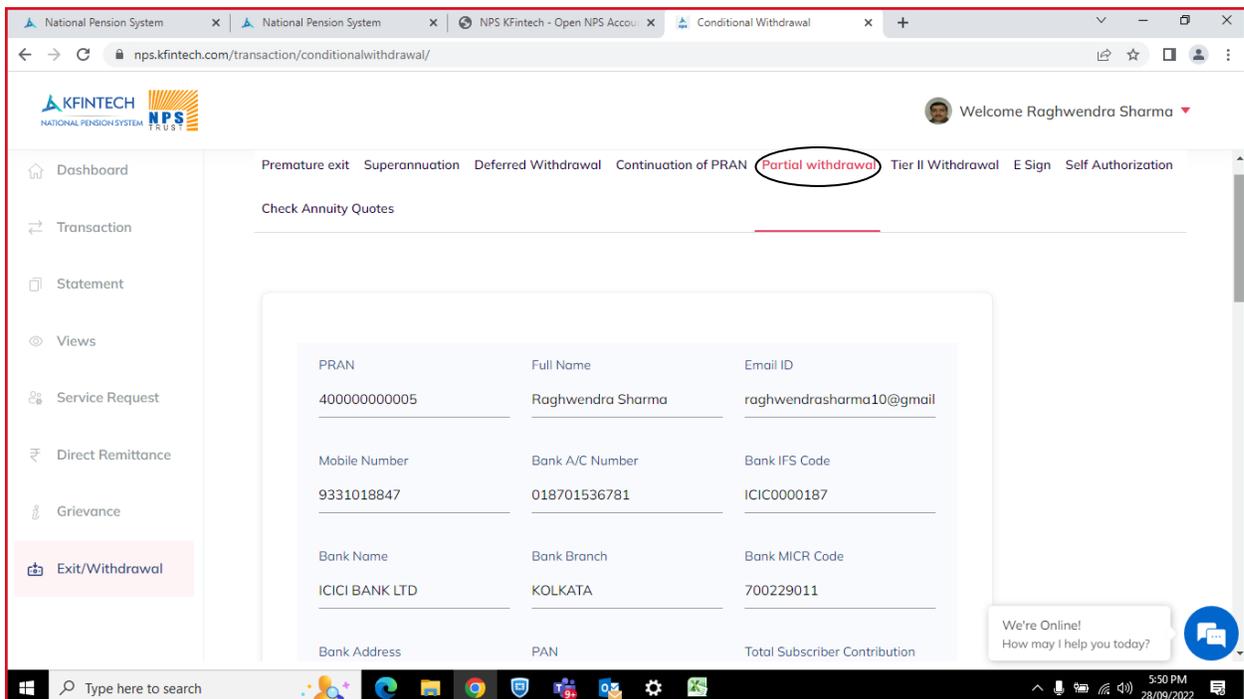


Figure 137

Select the 'Type of Withdrawal' and enter the 'percentage of partial withdrawal'

The screenshot shows a web browser window with the URL `nps.kfintech.com/transaction/conditionalwithdrawal/`. The page header includes the KFINTECH logo and the text "Welcome Raghendra Sharma". The main form area contains the following fields:

- Type of Withdrawal *
Percentage Wise Partial Withdrawal
- Partial withdrawal Amount *
750.00
- Percentage of Partial Withdrawal *
25
- Previous Partial withdrawal Amount *
0.00
- Approx Partial withdrawal Amount *
750.00
- Purpose of Partial Withdrawal *

A chatbot bubble in the bottom right corner says "We're Online! How may I help you today?". The Windows taskbar at the bottom shows the time as 3:31 PM on 28/09/2022.

Figure 138

Select the 'Purpose of Withdrawal'. Check the checkbox for the submit then click on submit button.

This screenshot shows the same form as Figure 138, but with the following changes:

- The "Purpose of Partial Withdrawal *" dropdown menu is now set to "Higher Education".
- A checkbox is checked, with the text: "I submit the request for partial withdrawal and the amount thus withdrawn shall be utilized for the purpose of declared reasons as specified by PFRDA exit regulations. I am fully responsible and accountable to spend the amount thus withdrawn for the stated reason."
- At the bottom of the form, there are two buttons: "Submit" and "Reset".

The chatbot bubble and Windows taskbar are also visible, showing the same time and date as in Figure 138.

Figure 139

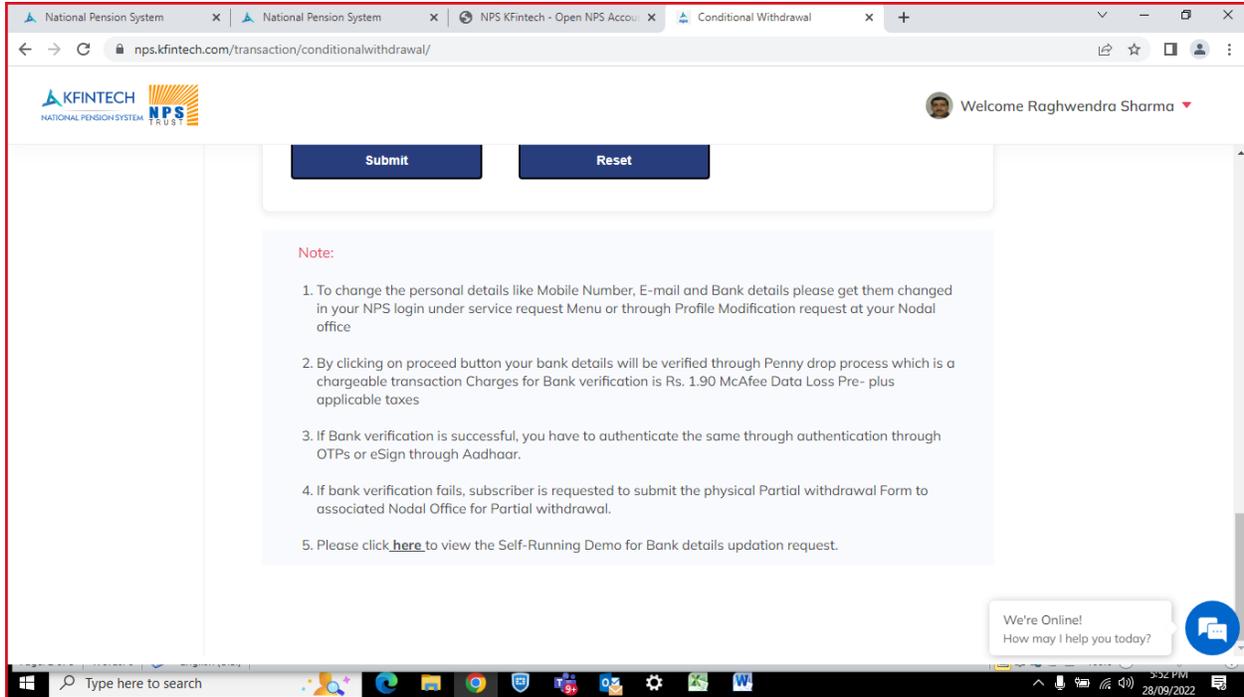


Figure 140

Now it will be started the Penny drop verification for the bank details verification through the eSign and OTP authentication. Click on proceed button.

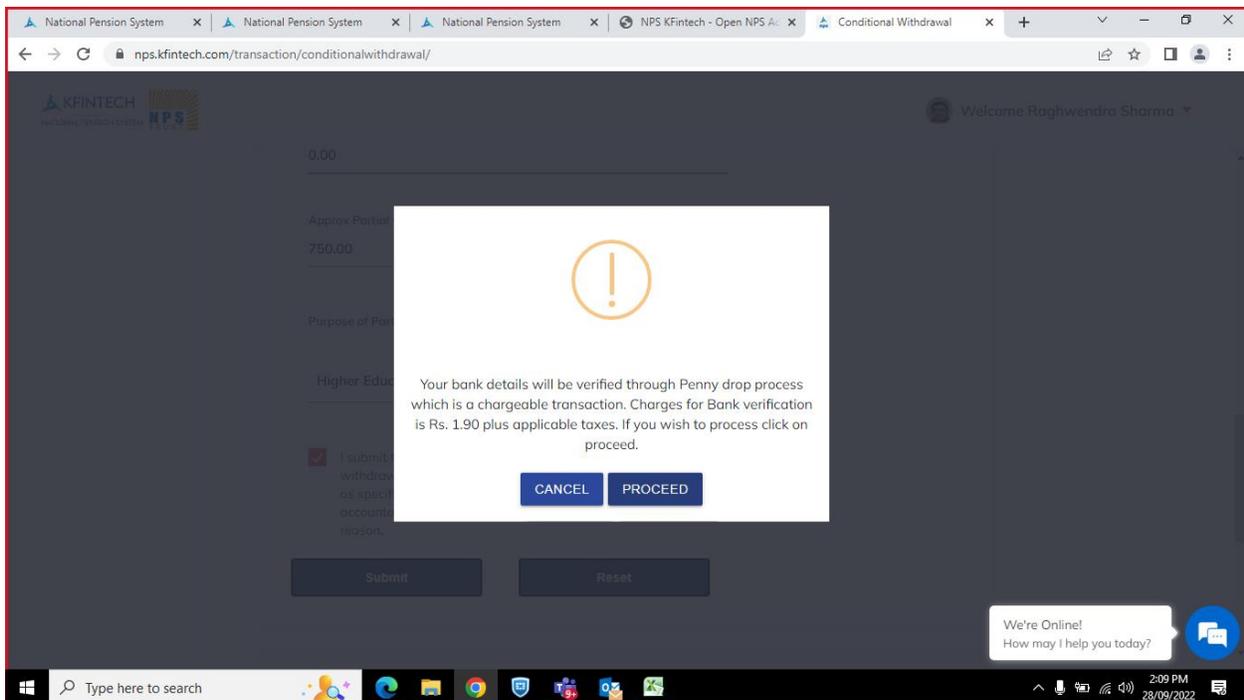


Figure 141

Click on Esign through Mobile/Email OTP to proceed further

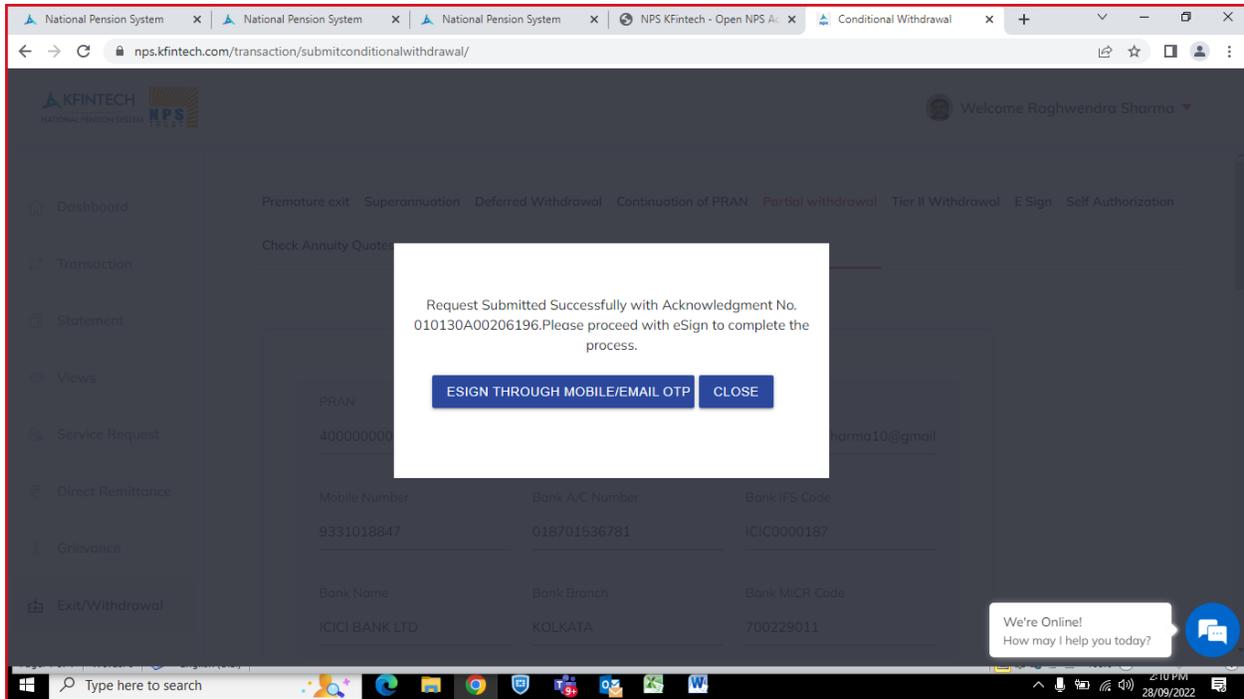


Figure 142

OTP sent on register email id / Mobile number.

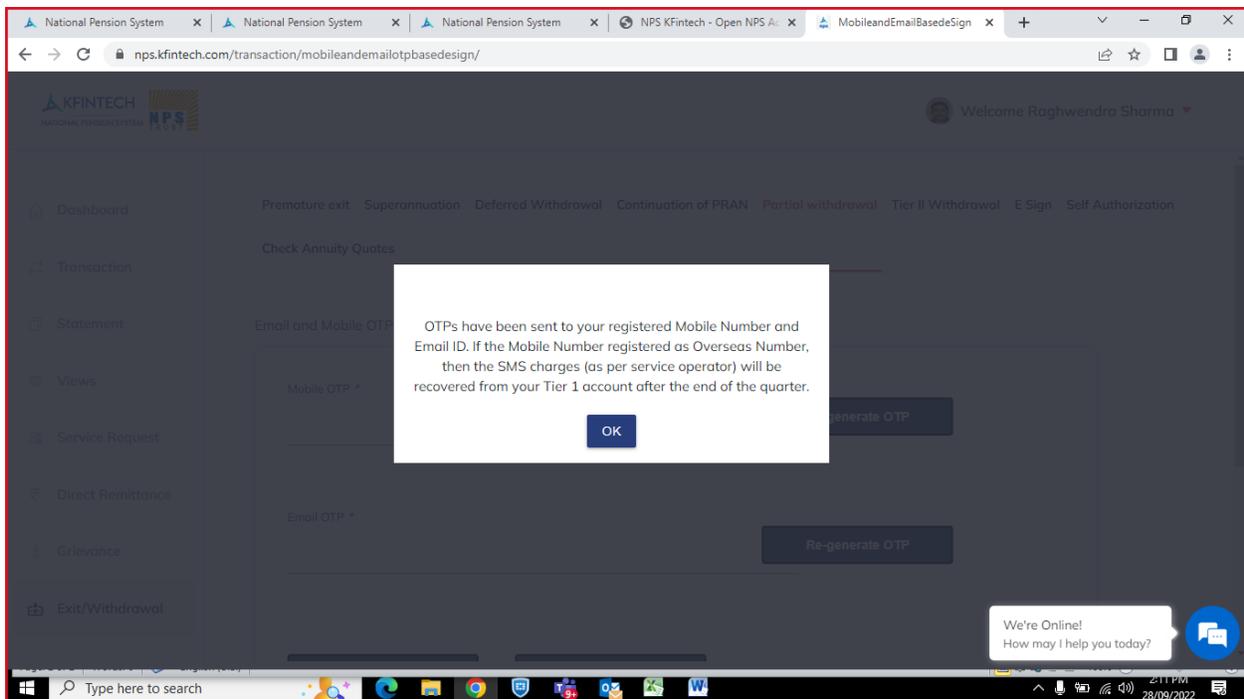


Figure 143

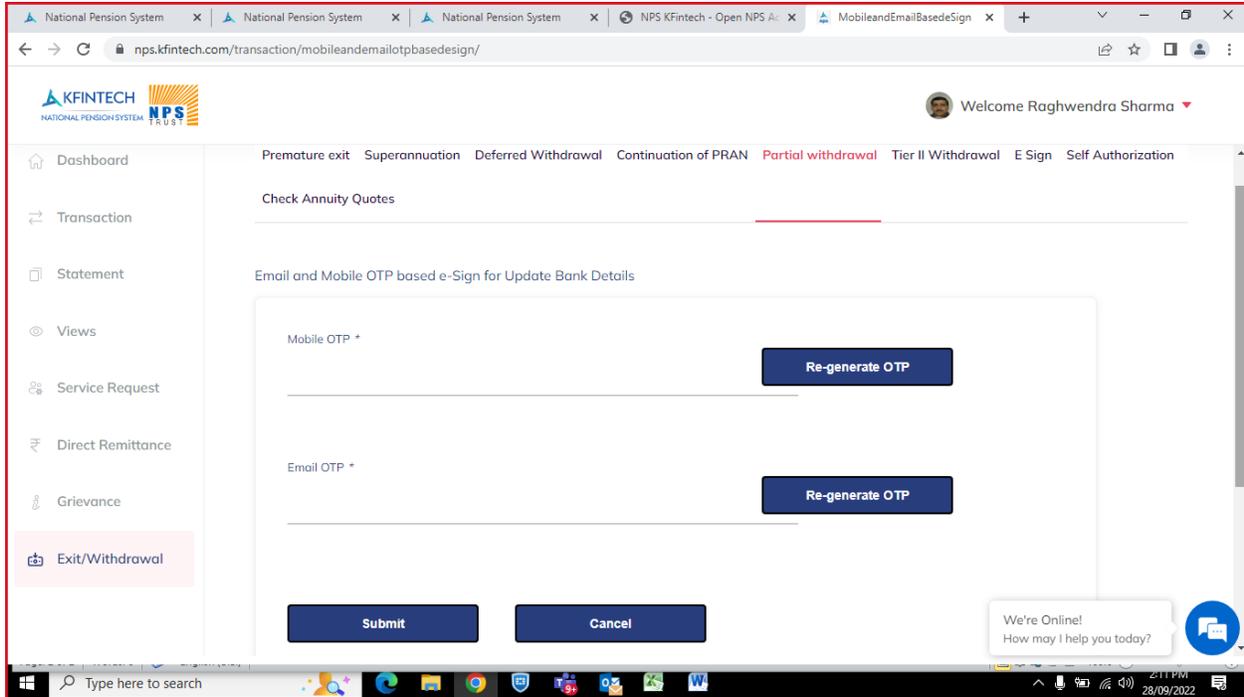


Figure144

Enter the OTP and click on submit.

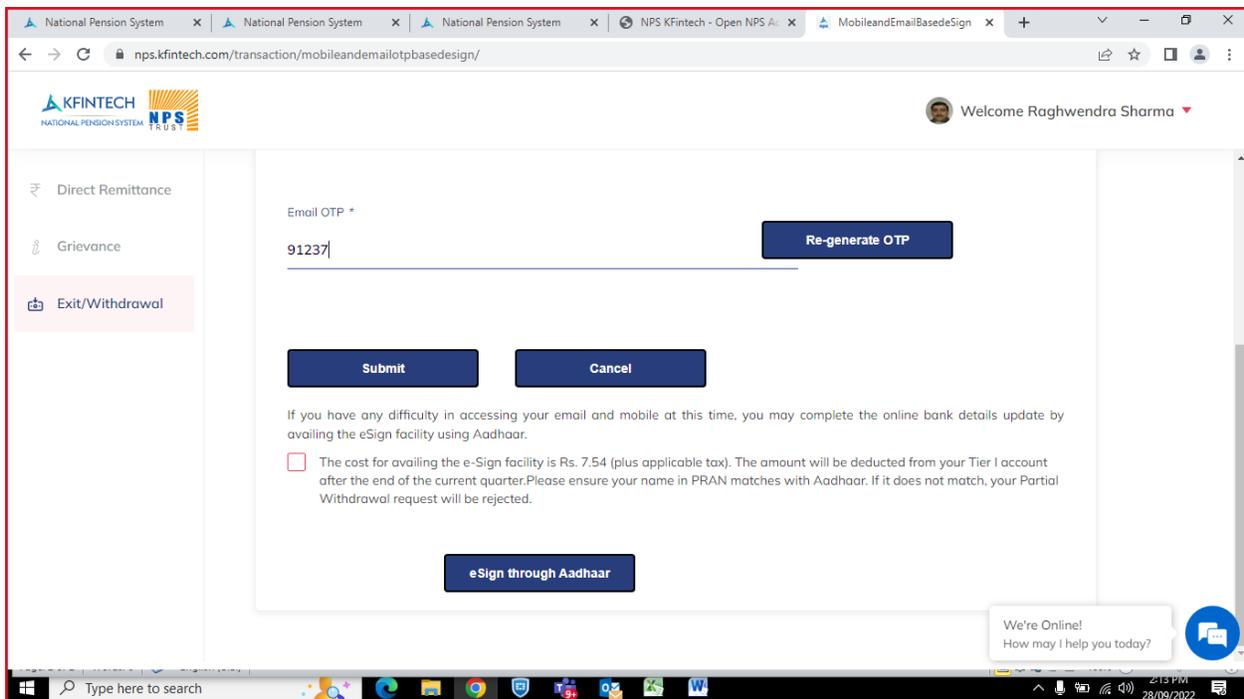


Figure 145

Once OTP entered and submitted, authentication completed successfully. Click on download button to download the partial withdrawal form.

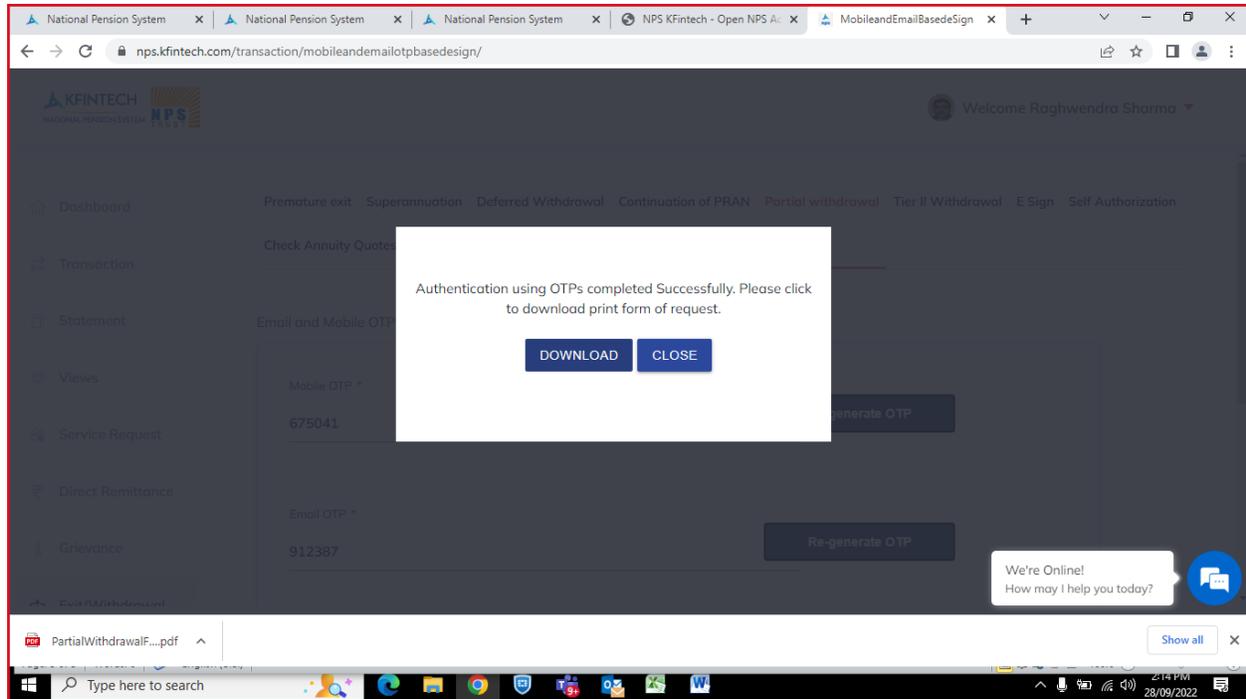


Figure 146

Once request is accepted in system, the same will be available for authorization to associated nodal office. Nodal office users can login into CRA system and authorize the request.

14. Withdrawal from Tier II account

For ALL Subscribers (Central/State Govt., All citizens & corporate subscribers):

- i. A subscriber having a valid and active Tier-II account of the Permanent Retirement Account can withdraw the accumulated wealth either in full or part, at any time. There shall be no limit on such Withdrawals as long as the account has sufficient amount of accumulated pension wealth to take care of the applicable charges and the Withdrawal amount.
- ii. In order to withdraw from Tier II account, the Subscriber needs to submit a duly filled UOS-S12 to the associated POP-SP. On T+2 days, (T being the date of processing) the funds are transferred from the Trustee Bank to Subscriber's bank account as registered in the CRA system and the onus of tax payment on the Withdrawal lies with the Subscriber since NPS system does not deduct any tax at source.
- iii. If the request is entered and authorized in CRA system by the POP/POPSP before Pay-in, then it goes for same day's processing, or else it goes for the next business day. The redemption amount may vary due to the variation of NAV. Units are redeemed based on the NAV declared at the end of the processing day.
- iv. Form UOS-S12 can be downloaded from the CRA website www.cra.kfintech.co.in.
- v. Tier-II account shall stand automatically closed at the time of exit of the subscriber from the National Pension System, even if an application so specified for the purpose has not been

received from the subscriber, and the accumulated wealth in such account shall be transferred to the bank account provided by the subscriber, while submitting his application for exit from the National Pension System.

- vi. Subscriber has the option to withdraw the funds by providing amount or units for redemption.

14.1 Capturing the Tier II withdrawal request

One user of the Nodal Office (with “Maker” User) will visit our website www.cra.kfintech.com and login as per steps 1 mentioned above in this document.

After login, Nodal office will click on menu ‘Exit’ option for capturing the withdrawal request.

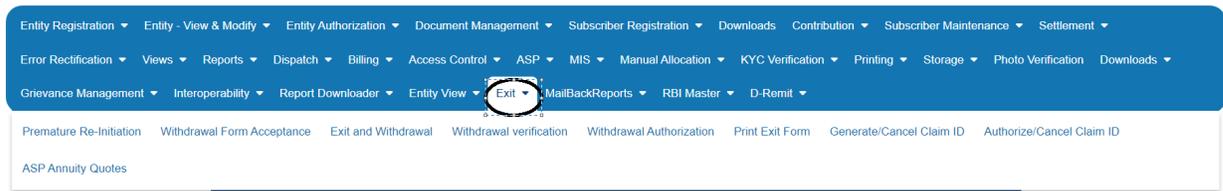


Figure 147

User will click on sub-menu ‘Exit and Withdrawal’.

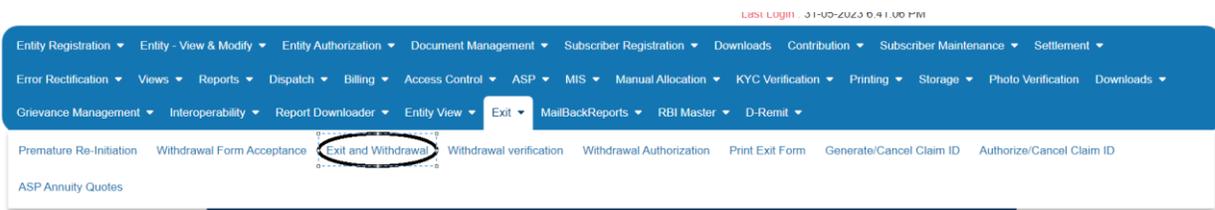
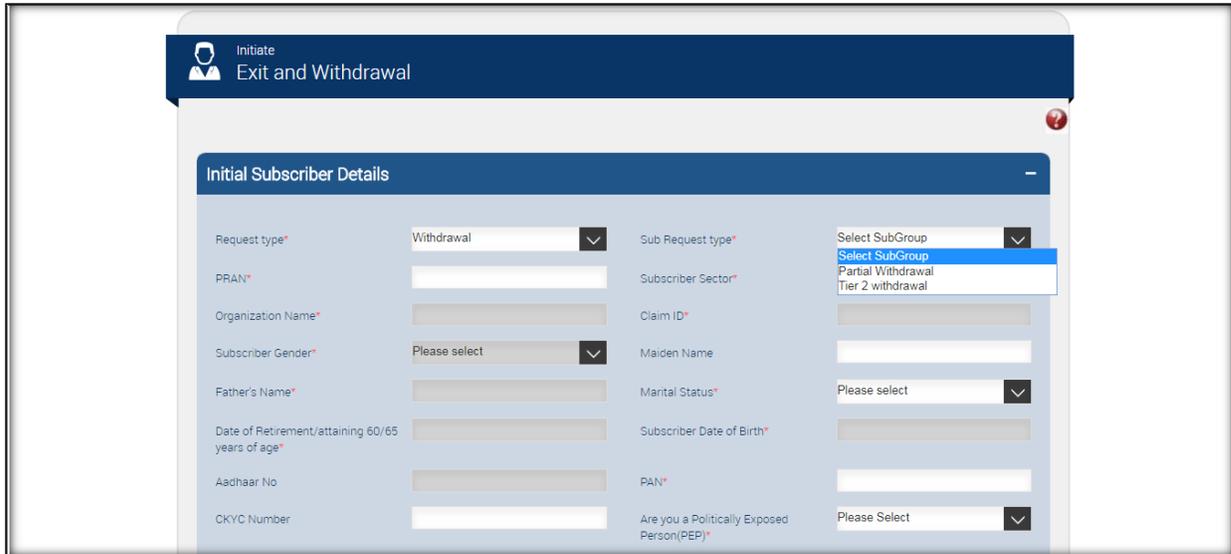


Figure 148

User will select the ‘Request type’ as ‘Withdrawal’ and ‘Sub Request type’ as ‘Tier II Withdrawal’ and provide the PRAN of the subscriber.



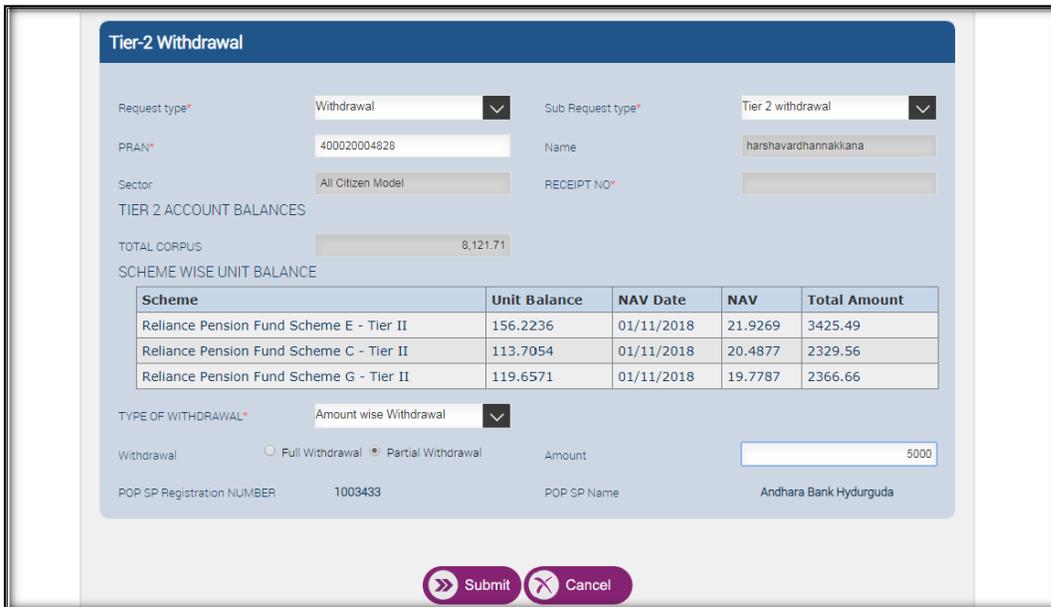
Initiate Exit and Withdrawal

Initial Subscriber Details

Request type* Sub Request type*
 PRAN* Subscriber Sector*
 Organization Name* Claim ID*
 Subscriber Gender* Maiden Name
 Father's Name* Marital Status*
 Date of Retirement/attaining 60/65 years of age* Subscriber Date of Birth*
 Aadhaar No PAN*
 CKYC Number Are you a Politically Exposed Person(PEP)*

Figure 149

On clicking the 'Next' Button, User need to capture the tier II withdrawal request details as shown below. User can withdraw the funds by providing scheme-wise units or by providing amount.



Tier-2 Withdrawal

Request type* Sub Request type*

PRAN* Name

Sector RECEIPT NO*

TIER 2 ACCOUNT BALANCES

TOTAL CORPUS

SCHEME WISE UNIT BALANCE

Scheme	Unit Balance	NAV Date	NAV	Total Amount
Reliance Pension Fund Scheme E - Tier II	156.2236	01/11/2018	21.9269	3425.49
Reliance Pension Fund Scheme C - Tier II	113.7054	01/11/2018	20.4877	2329.56
Reliance Pension Fund Scheme G - Tier II	119.6571	01/11/2018	19.7787	2366.66

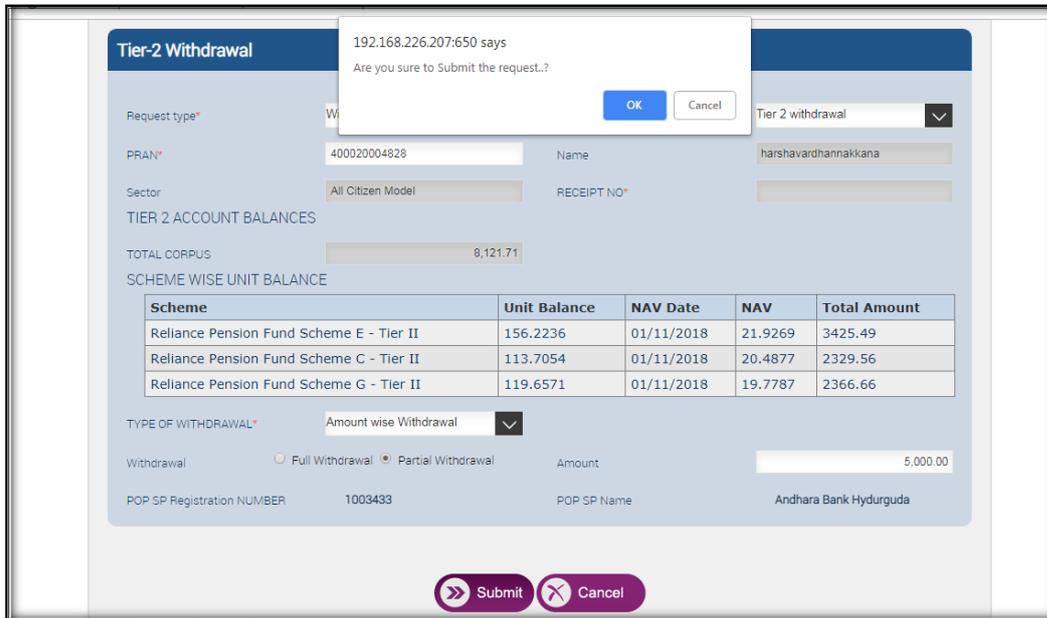
TYPE OF WITHDRAWAL*

Withdrawal Full Withdrawal Partial Withdrawal Amount

POP SP Registration NUMBER POP SP Name

Figure 150

On capturing the complete details for tier 2 withdrawal request, User will submit the request. System will generate and display the Acknowledgment Number to the User.



Tier-2 Withdrawal

192.168.226.207:650 says
Are you sure to Submit the request.?

Request type* Tier 2 withdrawal

PRAN* Name

Sector RECEIPT NO*

TIER 2 ACCOUNT BALANCES

TOTAL CORPUS

SCHEME WISE UNIT BALANCE

Scheme	Unit Balance	NAV Date	NAV	Total Amount
Reliance Pension Fund Scheme E - Tier II	156.2236	01/11/2018	21.9269	3425.49
Reliance Pension Fund Scheme C - Tier II	113.7054	01/11/2018	20.4877	2329.56
Reliance Pension Fund Scheme G - Tier II	119.6571	01/11/2018	19.7787	2366.66

TYPE OF WITHDRAWAL*

Withdrawal Full Withdrawal Partial Withdrawal Amount

POP SP Registration NUMBER POP SP Name

Figure 151

14.2 Authorization of Tier II withdrawal request:

After capturing the Tier II withdrawal request, User will login as per steps 1 mentioned above in this document.

User will authorize the request by visiting the menu 'Exit and Withdrawals' and sub-menu 'Withdrawal Authorization'.

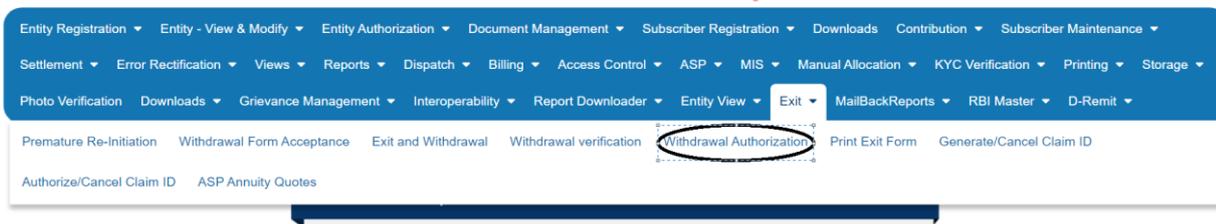


Figure 152

The entire pending request will be shown to the User.

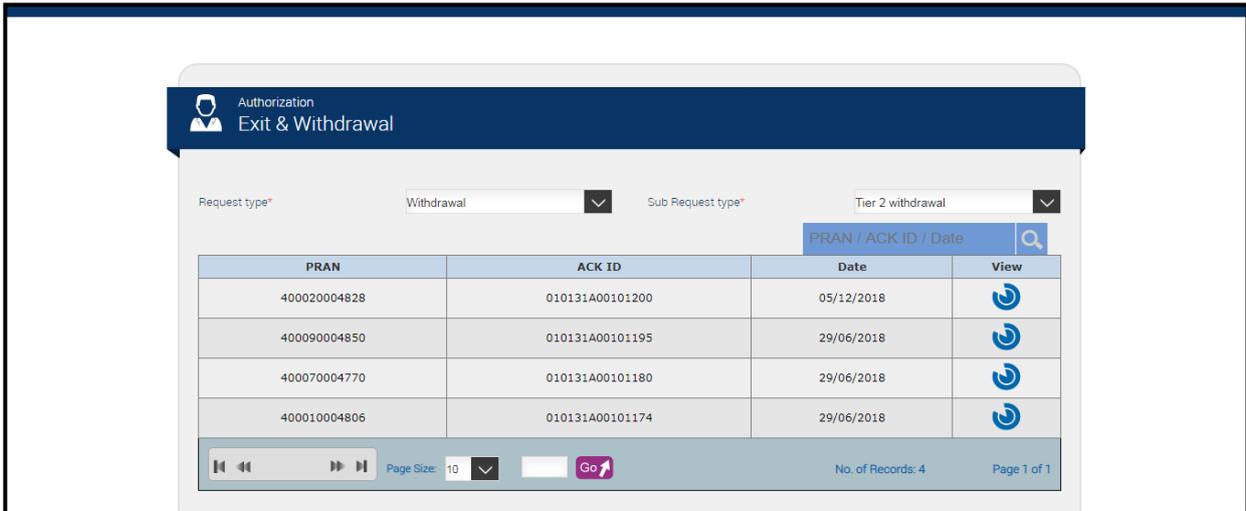


Figure 153

User will click on View button to view and authorize the request.

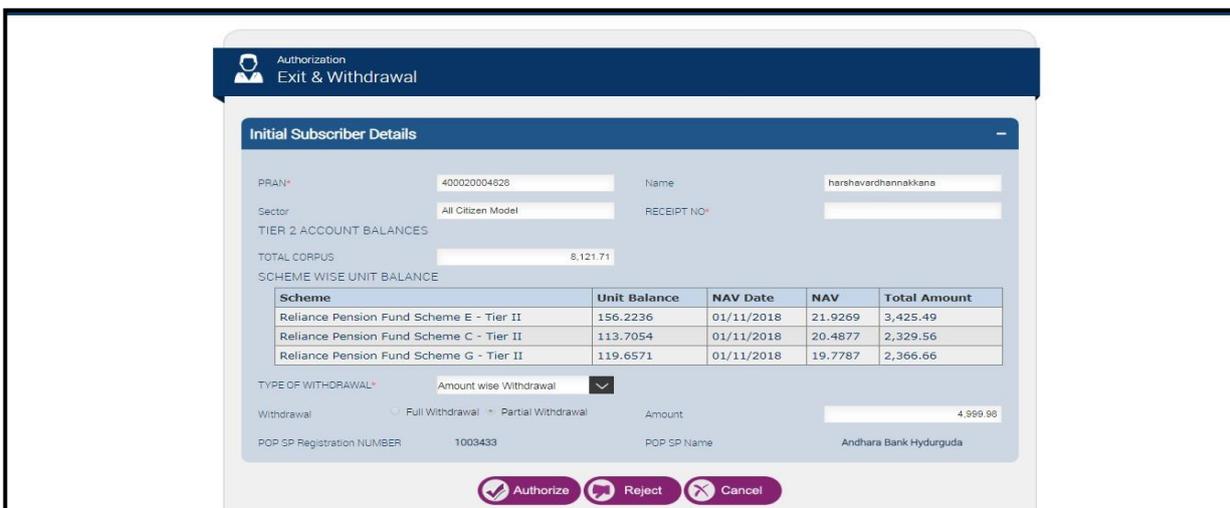
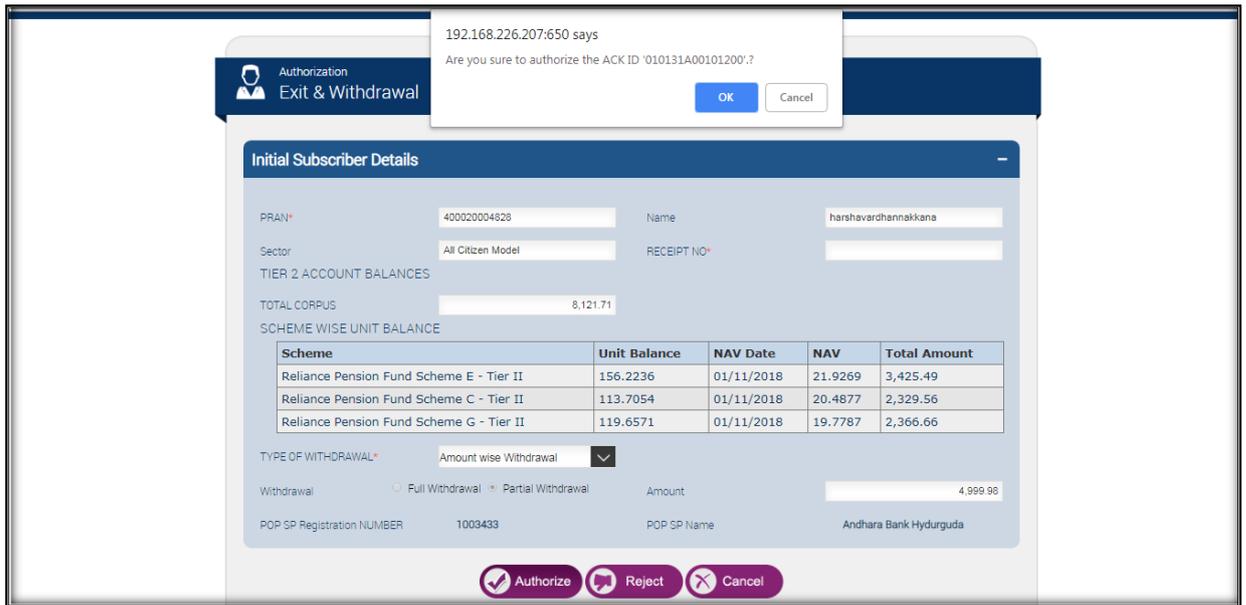


Figure 154

User will click on 'Authorize' button to authorize the request. Confirmation Pop-up will be shown to the User.



192.168.226.207:650 says
Are you sure to authorize the ACK ID '010131A00101200'?

Authorization
Exit & Withdrawal

PRAN* 400020004628 Name harshaverdhannakkana
Sector All Citizen Model RECEIPT NO*
TIER 2 ACCOUNT BALANCES
TOTAL CORPUS 8,121.71
SCHEME WISE UNIT BALANCE

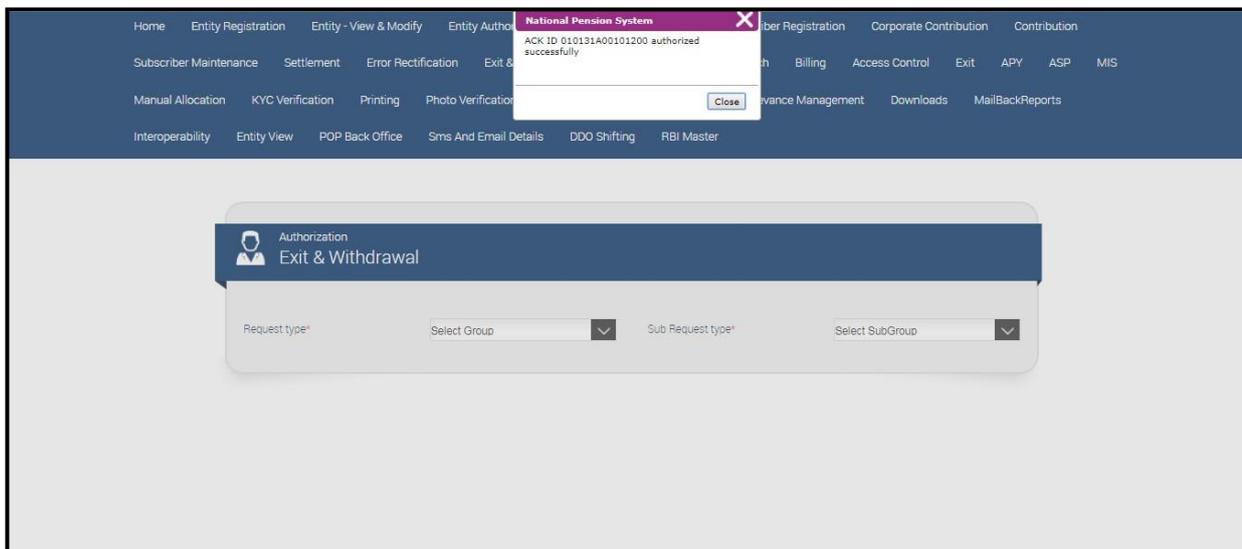
Scheme	Unit Balance	NAV Date	NAV	Total Amount
Reliance Pension Fund Scheme E - Tier II	156.2236	01/11/2018	21.9269	3,425.49
Reliance Pension Fund Scheme C - Tier II	113.7054	01/11/2018	20.4877	2,329.56
Reliance Pension Fund Scheme G - Tier II	119.6571	01/11/2018	19.7787	2,366.66

TYPE OF WITHDRAWAL* Amount wise Withdrawal
Withdrawal Full Withdrawal Partial Withdrawal Amount 4,999.98
POP SP Registration NUMBER 1003433 POP SP Name Andhara Bank Hydruguda

Authorize Reject Cancel

Figure 155

Once User click on 'ok' button, request will be successfully authorized in CRA system.



Home Entity Registration Entity - View & Modify Entity Autho National Pension System ber Registration Corporate Contribution Contribution
Subscriber Maintenance Settlement Error Rectification Exit & Withdrawal Billing Access Control Exit APY ASP MIS
Manual Allocation KYC Verification Printing Photo Verification Ack ID 010131A00101200 authorized successfully
Interoperability Entity View POP Back Office Sms And Email Details DDO Shifting RBI Master Success Management Downloads MailBackReports

Authorization
Exit & Withdrawal

Request type* Select Group Sub Request type* Select SubGroup

Figure 156

15. Withdrawal due to family pension being paid to the family members of a deceased subscriber

Clause 6(e) of the PFRDA (Exits and Withdrawals under NPS) Regulations 2015 provides that: “If the subscriber or the family members of the deceased subscriber, upon his death, avails the option of additional relief on death or disability provided by the Government, the Government shall have right to adjust or seek transfer of the entire accumulated pension wealth of the subscriber to itself. The subscriber or family members of the subscriber availing such benefit shall specifically and unconditionally agree and undertake to transfer the entire accumulated pension wealth to the Government, in lieu of enjoying or obtaining such additional reliefs like family pension or disability pension or any other pensioner benefit from such Government authority”.

The process to be followed in such cases is given below:

- a. The family members/subscribers who is/are availing Family Pension will submit the No Objection Certificate (Annexure II) to the concerned Nodal Office.
- b. Nodal Office will authenticate the same.
- c. Nodal Office shall fill the declaration form (Annexure I) & provide necessary authentications.
- d. Nodal Office (first User) will login into the CRA system to select the option that the family pension is being/has been granted to the family members of the deceased subscriber or to the subscriber.
- e. Nodal Office will enter the details of family members/subscriber(s) to whom family pension is being given, in the CRA system. (Details as provided in Annexure II)
- f. A new field – Nodal Office bank detail will be enabled. Nodal Office will provide its bank details as per the Nodal Office declaration form (Annexure I).
- g. Nodal Office (First User) will enter the complete details and ‘submit’.
- h. Nodal Office (Second User) will authenticate and authorize the said request. Claim ID will be generated on successful submission of Withdrawal request.
- i. Nodal Office will have the option to print the online form. Nodal Office will dispatch both the forms (Annexure I & Annexure II) duly filled & attested to the CRA.
- j. On receipt of the above documents, the CRA will initiate the Withdrawal request in the CRA system.
- k. The accumulated pension wealth of the deceased subscriber or of the subscriber (in case of disability) for whom the Withdrawal request is raised, will be transferred to the Nodal Office bank account after the subsequent settlement cycle is run.

16. Instructions to PFM, TB and ASP

Once the Withdrawal claim is processed in the CRA system, the CRA system will send instructions to:

- The Pension Fund Managers, for the transfer of funds to the Trustee Bank
- The Trustee Banks:
 - For receipt of the same,
 - For transfer of 'lump sum Withdrawal' amount to the Subscriber's Bank Account and
 - For transfer of the amount to be invested in annuities, to the concerned ASPs.

Transfer of funds from PFM to TB & from TB to ASP will be a part of the daily settlement process, described in detail in the SOP for Contribution and Settlement process.

The Trustee Bank will intimate the details of credit of the lump-sum Withdrawal to the Subscriber's account, to the CRA, which would be updated in the CRA website. The subscriber can view the credit details on checking for the status of his Withdrawal request.

17. Closure

CRA will send intimation to the Subscriber and the Nodal Offices (DDO/PAO/POP/POP-SP) on settlement of the claim, with full details.

- a. E-mail to the subscriber on rejection/acceptance of request by Nodal Office.
- b. Email to the subscriber if Nodal Office has edited the details captured by subscriber.
- c. E-mail to Subscriber intimating the Fund Transfer Details of the credit remitted to Claimant/ASP bank account.
- d. Subscriber and the Nodal Office/POP/POP-SP will have the option to check the Withdrawal status, from the CRA Website www.cra.kfintech.co.in.
- e. In case of rejection of Withdrawal request, reason for rejection will be made available in the website www.cra.kfintech.co.in (for status check by the subscriber) and email will be sent to the subscriber regarding the same.
- f. In case of Withdrawal on Superannuation or Premature Exit, where the lump sum amount has been withdrawn and paid to the subscriber and the balance portion is still lying in his/her account, waiting for transfer to ASP, the account is "Frozen"- to prevent any further transactions in it. In case of complete closure of account (i.e., all the accumulated wealth is either returned lump-sum to the subscriber or transferred to his Annuity), the PRAN will be de-activated in the CRA system.

-----X-----