

Sr.No	Govt Sector - DDO
1	<p>What types of Withdrawals are allowed under the National Pension System?</p> <p>As per Pension Fund Regulatory & Development Authority As per Pension Fund Regulatory & Development Authority (Exits and Withdrawals from National Pension System) Regulations, 2015, following Withdrawal categories are allowed:</p> <p><u>1.Upon Normal Superannuation –</u></p> <p>a. 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 is paid as lump sum to the subscriber.</p> <p>b. In case the total corpus in the account is less than Rs. 2 Lakhs as on the Date of Retirement, the Subscriber can avail the option of complete Withdrawal.</p> <p><u>2.Upon Death –</u> a. 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 is paid as a lump sum to the Subscriber.</p> <p>b. In case the total corpus in the account is less than Rs. 2 Lakh as on the Date of Resignation the Subscriber can avail the option of complete Withdrawal.</p> <p><u>3.Exit from NPS Before the age of Normal Superannuation –</u></p> <p>a. 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 is paid as a lump sum to the Subscriber.</p> <p>b. In case the total corpus in the account is less than Rs. 1 Lakh as on the Date of Resignation the Subscriber can avail the option of complete Withdrawal.</p>
2	<p>Whether Nodal Office can submit physical Withdrawal request of the underlying NPS subscribers?</p> <p>No. W.e.f. April 1, 2016, PFRDA has made it mandatory for all the Nodal Offices to raise the Withdrawal request online using the 'Online Withdrawal' module available in CRA system. Physical Withdrawal request submitted by the Nodal Offices will not be processed by CRA.</p> <p>Online withdrawal request can be initiated by the Subscribers using I-PIN provided to them. Such request need to be verified and authorized by the mapped Nodal Office. In case subscriber is not able to initiate online Withdrawal request, Subscriber can submit the physical withdrawal form along with the required documents to the DDO based on which DDO will initiate online withdrawal request online on behalf of the subscriber.</p>
3	<p>Can DDO capture the withdrawal request ?</p> <p>Yes. DDOs can capture withdrawal request by logging into CRA system (www.cra-nsdl.com).</p> <p>Withdrawal request captured by DDO will have to be authorised by the associated Nodal Offices (PAO/DTO)</p>
4	<p>How to raise online Withdrawal request?</p> <p>Following procedure is to be followed for filling online withdrawal form:</p> <p>Capturing of Withdrawal request:</p> <ol style="list-style-type: none"> 1) DDO User to Login to CRA website (www.cra-nsdl.com) using password (I-PIN) 2) User to click on option "Initiate Withdrawal request" under "Exit Withdrawal request" Menu 3) User to enter mandatory details such as PRAN of the Subscriber, category of withdrawal, date of superannuation/resignation/death of the subscriber, Fund allocation percentage towards withdrawal and annuity (only in case of Superannuation and Pre-Mature exit), bank details, nominee details etc. 4) User will also select Annuity Service Provider (ASP) and Annuity Scheme as indicated by the subscriber in the withdrawal form. 5) User to select type of documents submitted as ID Proof, Address proof and Bank Proof. 6) User to submit these details for successful initiation of online Withdrawal request. 7) User to click on submit for successful initiation of online withdrawal request <p>Self Running Demo for capturing Withdrawal request online is available on CRA Corporate website (www.nnsdra-nsdl.co.in)</p>

5	<p>What is the role of DDO before capturing and authorizing the Withdrawal request online?</p> <p>In case subscriber is not able to raise Withdrawal request online, he/she will have to submit physical withdrawal form to the respective DDO. DDO shall ensure that physical withdrawal form along with the required documents are obtained from the subscriber. DDO shall perform verification checks, such as, whether name is mentioned, photograph is attached, signature is present, self attested KYC documents are submitted and other mandatory fields are properly filled etc. before capturing Withdrawal Request online on behalf of the subscriber.</p>
6	<p>What is the procedure to be followed by DDO after initiating online Withdrawal request?</p> <p>Once online Withdrawal request is initiated by DDO, following procedure to be followed:</p> <ol style="list-style-type: none"> 1) Check whether Withdrawal form has been completely filled up by the subscriber/claimant 2) Check whether Required documents have been attached by the Subscriber/claimant 3) Attest the Withdrawal form & the KYC documents (Proof of Identify, Proof of Address and bank Proof) 4) Take printout of the online withdrawal form affix photograph and signature of the Subscriber/claimant on the same. 5) Attest other documents which are part of the online Withdrawal form such as Request cum Undertaking in case of complete withdrawal, KYC certification etc. 6) Submit Withdrawal form along with required documents to associated Nodal Office (PAO/DTO) for further processing.
7	<p>Where are the Withdrawal forms available to the subscribers?</p> <p>Withdrawal forms are available on the NSDL-CRA Corporate Website (http://www.npscra.nsdl.co.in). Subscriber can also send an e-mail to npsclaimassist@nsdl.co.in or info.cra@nsdl.co.in to get the Withdrawal forms on their e-mails.</p>
8	<p>Which are the documents to be submitted by DDO to the associated Nodal Office (PAO/DTO) in case of Superannuation & Pre-mature Exit ?</p> <p>Following documents are to be submitted by DDO along with the completely filled Withdrawal form for Superannuation & Pre-mature Exit:</p> <ul style="list-style-type: none"> •Covering Letter of DDO •KYC documents (Address and Photo-Id proof) duly attested by DDO •Bank Proof ('Original Cancelled Cheque' or 'Bank Certificate' on Bank Letterhead having Subscriber's name, bank account no. and IFSC or self attested 'Copy of Bank Passbook' having Subscriber's photograph, Name, Bank Account Number and IFSC). •Request Cum Undertaking Form (RCU) if subscriber is eligible for Complete Withdrawal

9	<p>Which are the documents to be submitted by DDO to the associated Nodal Office (PAO/DTO) while requesting for Withdrawal due to death of a subscriber?</p> <p>Following documents are to be submitted by DDO along with the completely filled Withdrawal form:</p> <ul style="list-style-type: none"> •Covering Letter from DDO •KYC documents (Address and Photo-Id Proof) of claimants duly attested by DDO •Bank Proof ('Original Cancelled Cheque' or 'Bank Certificate' on Bank Letterhead having Claimant's Name, Bank Account No.and IFSC) or self attested 'Copy of Bank Passbook' having Claimant's photograph, Name, Bank Account No.and IFSC •Copy of Death Certificate (Issued by the Office of Registrar of Birth & Death) duly attested by DDO •If Death Certificate submitted is in language other than English/Hindi then DDO need to submit an Additional Certificate as per the PFRDA specified format in lieu of translation. •In case Nomination details of the subscriber are not available in the CRA records, a legal heir certificate OR a certified copy of family member's certificate issued by Executive Magistrate is required to be submitted indicating the relationship of the claimant with the deceased subscriber. •If any of the legal heirs are not claiming the pension funds, then Relinquishment deed needs to be submitted from that person/s (except the Claimant) on a Stamp paper of Rs. 100/-along with the KYC documents (Photo ID proof and Address proof) duly attested by the mapped DDO. •Also an Indemnity bond on stamp paper of Rs. 100/- needs to be obtained from the claimant stating the responsibility for claiming on behalf of all the legal heirs. •Death IRA compliance certificate if the subscriber's PRAN is Non-IRA compliant. •No Objection Certificate (NOC) regarding non payment of family pension/disability pension to the family member of the deceased subscriber
10	<p>In case of death of any NPS Subscriber who had nominated two nominees (one major and second minor), can the claim be made by the major claimant only?</p> <p>Withdrawal form needs to be submitted by all the nominees registered in CRA system. In case the nominee is a minor, Withdrawal form has to be submitted by the guardian along with the birth proof of the minor.</p>
11	<p>What is an Exit Claim ID and what is its relevance?</p> <p>In case of Superannuation, Exit Claim ID is generated 6 months before the Date of Retirement. It enables Nodal Office (PAO/DTO) or Subscriber to make any changes (like DOB, address etc.) in the system until one day before Date of Retirement. Withdrawal request can not be raised without generation of Claim ID</p> <p>In case of Pre-mature Exit, the Subscriber need to contact the Nodal Office (PAO/DTO) for generation of Claim ID for Withdrawal of NPS funds.</p> <p>Generation of Claim ID is not required to process death online withdrawal request. Nodal Office (PAO/DTO) can directly raise the withdrawal request for death cases.</p>
12	<p>Can a Non-IRA (Non – Individual Retirement Account) compliant Subscriber submit Withdrawal request?</p> <p>No. Subscriber need to be IRA Compliant for submitting Withdrawal request in case of Superannuation/Premature Exit. DDO will have to first Form - S1 (Subscriber Registration Form) to CRA through associated Nodal Office (PAO/DTO) to convert Subscriber to IRA Compliant before capturing online withdrawal request. DDO will not be able to capture online Withdrawal request for Non -IRA subscriber.</p> <p>However, in case of exit due to death, Subscriber need not be IRA Compliant. DDO can capture the online request even though subscriber is non IRA Compliant.</p>
13	<p>Can a Subscriber claim for 100% Withdrawal in case of Superannuation and Pre-mature Exit?</p> <p>In case of Pre-mature Exit, 100% is allowed if the total corpus is below Rs.1,00,000. However, in case of Superannuation, a Subscriber can claim 100% Withdrawal if the total accumulated corpus is less than Rs. 2,00,000 at the time of Superannuation.</p>

14	<p>How one can check the status of Withdrawal request?</p> <p>Withdrawal status can be checked through the 'Limited access View' functionality which is available at CRA website (www.cra-nsdl.com).</p> <p>DDO can also check the status under the menu 'Exit Withdrawal Request'>>'Withdrawal request status view' by logging into website (www.cra-nsdl.com).</p>
15	<p>What are the conditions for Partial withdrawal?</p> <ol style="list-style-type: none"> 1) Subscriber should be in NPS system for 10 years 2) Withdrawal amount will not exceed 25% of the contributions made by subscriber 3) Withdrawal is allowed only against the specified reasons- <ul style="list-style-type: none"> - Higher education of children - Marriage of children - Construction of house - For treatment of specified illnesses 4) Withdraw can happen maximum of three times during the entire tenure of subscription 5) Gap of at least five years is required between the two partial withdrawals
16	<p>How can a subscriber apply for Partial withdrawal</p> <p>Subscriber can capture the Partial Withdrawal Request in CRA system (www.cra-nsdl.com) using I-PIN. If subscriber has initiated the Withdrawal request in CRA system, Nodal Office (PAO/DTO) is required to 'Verify' and 'Authorize' the Withdrawal request using I-PIN provided to Nodal Office (PAO/DTO). Nodal Office can also initiate the Partial Withdrawal request on behalf of subscriber as per below procedure:</p> <ol style="list-style-type: none"> 1. Nodal Office (PAO/DTO) will initiate the Withdrawal request in CRA system by clicking sub-menu 'Initiate Conditional Withdrawal' under 'Transaction' menu. 2. Nodal Office (PAO/DTO) is required to authorize the request in CRA system through another User ID by selecting option 'Authorize Request' and sub-menu 'Authorize Conditional Withdrawal Request'
17	<p>Where one can enquire about the Withdrawal procedure?</p> <p>Nodal Office (PAO/DTO), DDO and Subscribers can send an e-mail to info.cra@nsdl.co.in or npsclaimassist@nsdl.co.in for any query.</p>
18	<p>How does a Subscriber / Claimant receive the Withdrawal proceeds?</p> <p>The Withdrawal proceeds are credited electronically to the bank account of the Subscriber/Claimant (as per the bank details provided in the Withdrawal form).</p>
19	<p>Whether Withdrawal proceeds can be provided through Cash or Demand Draft?</p> <p>No, Withdrawal proceeds are credited electronically to the bank account of the Subscriber/Claimant, as the case maybe. It is necessary for the Subscriber /Claimant to have a bank account.</p>
20	<p>What is Annuity?</p> <p>In the context of NPS, Annuity refers to the monthly sum received by the Subscriber from the Annuity Service Provider (ASP). A percentage of the pension wealth as decided by the Subscribers (minimum 40% & 80% is to be invested with ASP in case Withdrawal is due to Superannuation & Pre-mature Exit respectively) is utilized for purchase of Annuity from the ASP.</p>
21	<p>What is the process for purchasing Annuity by Subscriber?</p> <p>Subscriber has to contact the ASP of his/her choice and complete the necessary formalities. List of ASPs along with contact details is available on CRA website (www.npscra.nsdco.in).</p>

22	<p>What happens to the Tier II corpus of a Subscriber when exiting from NPS?</p> <p>The units available in the Tier II account of the NPS Subscriber (for Subscriber holding a Tier II account) who has submitted a Withdrawal request for Tier I at CRA (provided the request stands approved from the concerned authority) are redeemed along with the Tier I balance. The funds redeemed are transferred to the account provided by the Subscriber in the Withdrawal form.</p>
23	<p>What is a Deferred Lump-sum Withdrawal?</p> <p>Subscribers exiting NPS on account of Superannuation can opt for deferred Withdrawal of their lump sum share (maximum 60%) to a maximum period of 10 years or 70 years of age (whichever is earlier). However, the same has to be informed in writing atleast 15 days before the attainment of age of superannuation to the National Pension System Trust or an intermediary or entity authorized by the Authority for this purpose</p>
24	<p>What is a Deferred Annuity?</p> <p>Subscribers exiting NPS on account of Superannuation can opt for deferred withdrawal of their Annuity Share (minimum 40%) for a maximum period of 3 years. However, the same has to be informed in writing atleast 15 days before the attainment of age of superannuation to the National Pension System Trust or an intermediary or entity authorized by the Authority for this purpose</p>
25	<p>If Nodal office is paying family pension to claimant, what is the process to be followed?</p> <p>If Nodal office is paying Family pension to the family Members of the deceased subscriber, accumulated NPS Corpus of the subscriber will be transferred to the Nodal Office/Government. Nodal Office to refer PFRDA guidelines issued vide circular No. PFRDA/24/Exit/1 dated May 26, 2016 in this regard.</p> <p>As per the guidelines issued, in such cases Nodal office is required to submit the following documents in the prescribed format:</p> <ol style="list-style-type: none"> 1) Annexure I - Declaration by Nodal Office 2) Annexure II - No objection for settlement of accumulated pension wealth in NPS.
26	<p>How much Annuity will the subscriber received</p> <p>Indicative annuity quotes from all the ASP is available at the following link https://npscra.nsdl.co.in/annuity-service-providers.php. However to know the exact annuity amount subscriber may visit the concerned ASP's webiste empanelled by PFRDA.</p>