

Pension Fund Regulatory and Development Authority

File No. 8/21/2010-PFRDA

Interim Instructions for Uploading Offices for processing withdrawals requests for the retired employees arising out of the superannuation of the Central/State government employees

NPS subscribers from Government sector, on superannuation (retirement), can exit from NPS and claim withdrawal of their pension corpus. The subscribers are allowed to withdraw maximum 60% of the accumulated savings (pension wealth) and mandatorily to invest minimum 40% of pension wealth to purchase a life annuity from any Annuity Service Provider (ASP) appointed by PFRDA. Subscribers also have an option to purchase annuity for an amount greater than 40%.

PFRDA is now in the process to appoint ASPs. As mentioned above, the maximum amount that can be withdrawn is 60% of the total corpus. Till such time the ASPs are appointed, as an interim measure, the amount allocated by the subscriber for annuity will remain invested in the CRA system under the same PRAN. *Once the ASPs are appointed by PFRDA, the subscribers can fill separate form to purchase annuity.*

At present, the withdrawal process is under development in CRA. Till such time the system is ready, withdrawal of the funds on account of superannuation (retirement) will be handled manually by CRA. Accordingly, following process is required to be followed by the PAOs/DTO (hereafter referred as PAO):

1. The PAO shall collect duly filled withdrawal Form (Annexure A) from the subscriber through the concerned Drawing and Disbursing Office (DDO). Accordingly, PAOs may issue necessary guidelines to the concerned DDOs for accepting and verifying withdrawal forms of the subscribers.
2. The PAO shall accept the withdrawal request only for the subscribers associated with it and shall ensure that the PRAN provided by the Subscriber is in the active status in the CRA system.
3. The PAO shall ensure that the form is submitted only for the superannuated subscribers upon attainment of normal age of superannuation.

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4. The PAO shall carry out following checks while accepting withdrawal requests from the DDO offices:
- a. The original PRAN card is provided by the subscriber. PAO shall collect notarized affidavit as per the format prescribed if the PRAN card is not provided/available.
 - b. The supporting documents such as proof of identity and proof of address are provided by the subscriber. The list of the documents, as mentioned by PFRDA, which can be collected as proof is provided in Annexure B. PAO shall verify that these documents are as part of KYC verification norms as prescribed by PFRDA. It will be the sole responsibility of the PAO to verify the genuineness of the documents submitted by the subscribers.
 - c. All mandatory data fields have been filled by the applicant. PAO office should not accept withdrawal form with any incomplete details.
 - d. The photograph is properly self attested by the subscriber.
 - e. The withdrawal form is duly signed by the subscriber either by putting his signature or thumb impression (Left hand thumb impression for Male and Right hand thumb impression for Female).
 - f. PAO shall ensure that the address provided by the applicant is complete i.e., all data fields including name of the city, state and pin code are provided. Such information should be verified from the address proof submitted by the applicant.
 - g. A cancelled cheque or Bank Certificate duly authorized by the issuing bank is provided by the subscriber. The PAO shall also ensure that the bank details provided by the subscriber in the withdrawal form are matching with the copy of cheque or bank certificate.
 - h. PAO shall ensure that the percentage allocation provided by the subscriber for withdrawal and for annuity is correct as well as that the allocation to annuity is not less than 40%.

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- i. The subscriber has provided pre-signed receipt acknowledging the receipt of the proceed under NPS.
5. Withdrawal after attaining the age of 60 years or the age of retirement as prescribed by the Central/State government applicable to the subscriber is termed as normal withdrawal. It is responsibility of the PAO to ensure that the age of retirement is correct and as per the respective government guidelines.
6. PAO should check that the date of retirement as well as withdrawal form is duly certified by the DDO.
7. Withdrawal request forwarded by PAO will overwrite the subscriber's details (such as bank details, date of retirement etc.) which are captured at the time of submission of S1 form.
8. In case a PAO forwards PRAN which is not mapped to it the request will not be processed. Further, any PRAN which is part of the Exception cases (like part of duplicate PPAN and additional PRAN) will not be processed.
9. The PAO shall submit a written request for withdrawal to CRA containing the following details apart from sending in all the documents (in original) discussed above.
 - a. The written request will have following details
 - b. Active PRAN of the subscriber
 - c. Name of the subscriber
 - d. Subscriber full address with pin code
 - e. Date of retirement
 - f. The percentage allocations details for Annuity and Withdrawal
 - g. Complete Bank details such as Bank Account Number, Bank Name, Bank Branch, Bank Address, Pin Code, IFS code & MICR Code
10. On receipt of the request from PAO, CRA shall verify the details and if everything is correct, CRA will process the request in CRA system manually.
11. On successful processing of request, CRA will instruct the PFMs to transfer the funds to Trustee Bank.

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12. The %ge of corpus for withdrawal (as mentioned in the PAO letter) will be transferred to the subscriber's bank account, subject to 60% cap. In case the %ge corpus to be withdrawn has been provided as more than 60%, withdrawal request will be rejected and will not be processed.
13. The Trustee Bank will directly credit the funds to subscriber account electronically.
14. The %ge of corpus to buy annuity (as mentioned in the PAO letter) will remain in the CRA system.
15. Only the withdrawal amount as opted by the subscriber will get transferred to the subscriber whereas the pension wealth allocated to annuity will remain in the CRA system till appointment of ASPs by PFRDA.
16. It is to be noted that to start the annuity process, subscriber should follow the procedure laid down by the ASP. Separate guidelines will be issued in this regard.
17. The PAO should forward the request to the following address:

Request for Withdrawal of Funds for Superannuation

Exception Handling Cell

Central Recordkeeping Agency

NSDL, 4th floor, 'A' Wing, Trade World, Kamala Mills Compound,

Senapati Bapat Marg, Lower Parel, Mumbai - 400 013