

O/o The Director of Treasuries and Accounts,
Andhra Pradesh, Amaravati @ Ibrahimpatnam.

Cir. Memo. No. F2/3058/2013

Dated 19/06/2020

Sub: **NATIONAL PENSION SYSTEM** – Contributory Pension Scheme –
Online Functionality for processing of Family Pension Withdrawal
requests- Instructions – Issued.

- Ref: 1). This office Cir. Memo. No. F2/3058/2013, Dated 01/08/2018 of
DTA, AP, Amaravati @ Ibrahimpatnam.
- 2). This office Cir. Memo. No. F2/3058/2013, Dated 20/03/2019 of
DTA, AP, Amaravati @ Ibrahimpatnam.
- 3). Mail received from NSDL-CRA, Mumbai, Dated 05/06/2020.

*_*_*

Attention of all the Deputy Directors of District Treasuries in the State; and the Assistant Treasury Officer, Andhra Pradesh Capital Region Treasury, Amaravati @ Ibrahimpatnam is invited to the reference in 01st cited, this office has been issued guidelines with a condition to remit back the entire corpus amount to the Government for the opt and avail the benefit of family pension, Retirement / Death Gratuity to the State Government employees, who have joined Government service on or after 01/09/2004 and covered under National Pension System.

In ref 2nd cited, this office has issued the guidelines to all the Treasury Officers / PAOs and directed to furnish Annexure.I and Annexure.II along with bank account statement to NSDL-CRA authorities in Physical mode, which are enclosed to this office circular memo 1st cited, wherever, the family pension / invalidation pension is applicable and they are also directed "**NOT**" to process such withdrawal in online.

In this regard, the NSDL-CRA authorities has informed this office in ref 3rd cited that, a new module has been developed in the CRA System, to **facilitate online functionality to the Nodal Offices for processing the family pension withdrawal cases.** The Nodal Office is required to initiate online request and authorise the same in the CRA system only (No Physical mode of withdrawal is permitted).

The brief steps to be followed by the Nodal Offices for initiating online family pension / invalidation pension in CRA system are as follows (Relevant screen shots enclosed for

guidance):

- (i). *Submission of Physical Annexure II by Claimant to Nodal Office through associated DDO.*
- (ii). *Filling up of Annexure I by Nodal Office*
- (iii). *Verification & Attestation of Physical Annexures I & II by Nodal Office*
- (iv). *Initiation of request by Nodal Office in the CRA System through One User ID*
- (v). *Authorization of request by Nodal Office in the CRA system through another User ID*
- (vi). *Submission of Annexure I & II along with covering letter to CRA by Nodal Office for storage purpose*
- (vii). *In case of Tier I Voluntary Contribution/Tier II account, Nodal Office shall also collect, Annexure III (Enclosed) from Claimant and submit to CRA after due verification & authorisation.*

Further, certain points was also prescribed by NSDL CRA prior to initiation of request are as follows;

- (i) *At the time of initiation of request, Nodal Office bank details are non-editable* (ii) *Bank details which are available in CRA records will be displayed to the User* (iii) *Amount will be transferred to Nodal Office bank account which is registered in CRA system*
- (iv) *If Nodal Office bank details are not registered in CRA, then User will not be allowed to initiate withdrawal request. User is required to update bank details in CRA system and then initiate withdrawal request*
- (v) *Gestation period of 30 days is applicable after addition/updation of bank details in CRA system*

Hence, the Deputy Directors of District Treasuries in the State are requested to take necessary action to communicate these instructions to all the Divisional Sub Treasuries / Sub Treasuries / Drawing and Disbursing Officers under their jurisdiction.

Encl: As mentioned above

To

HANUMANTHA RAO BEZWADA LAKSHMI
Director of Treasuries and Accounts.

Signature Not Verified

Digitally signed by BEZAWADA LAKSHMI HANUMANTHA RAO
Date: 2020.06.19 16:54:35 IST
Reason: Approved

01). All the Deputy Directors of District Treasuries in the State (**through FTP**), with a request **to direct the District Treasury Officers / Assistant Treasury Officers / Sub Treasury Officers to communicate the same to the Drawing and Disbursing Officers under their jurisdiction**

02). The Pay and Accounts Officer, Sri Anjaneya Towers, D. No. 7-57, I Floor, C-Block, VTPS Road, Ibrahimpatnam, Vijayawada - 521456, Andhra Pradesh, **with a request to communicate the same to all the Drawing and Disbursing Officers under their jurisdiction.**

Copy to the following Unit Offices (**through FTP**):-

01). the Joint Director (Accts), O/o the Director General of Police, Amaravati @ Mangalagiri.

02). the Chief Accounts Officer (Accts),

a.) O/o the Commissioner & Director of Agriculture, Amaravati @ Guntur.

b.) O/o the Commissioner of Collegiate Education, Amaravati @ Prasadampadu.

c.) O/o the Commissioner & Director of School Education, Amaravati @ Ibrahimpatnam.

03). the Assistant Director, Directorate of Treasuries and Accounts, Amaravati @ Ibrahimpatnam.

04). the Accounts Officer (Accts),

a.) O/o the Director General & Inspector General of Prisons, Amaravati @ Vijayawada.

b.) O/o the Commissioner of Printing, Stationery & Store Purchases, Amaravati @

c.) O/o the Commissioner of Civil Supplies, Amaravati @ Gollapudi.

d.) O/o the Commissioner of Social Welfare, Amaravati @ Vijayawada.

e.) O/o the Commissioner of Information & Public Relations, Amaravati @ Vijayawada.

f.) O/o the Commissioner of Tribal Welfare, Amaravati @ Vijayawada.

g.) O/o the Commissioner of Employment & Training, Amaravati @ Vijayawada.

h.) O/o the Commissioner of Horticulture, Amaravati @ Guntur.

i.) O/o the Commissioner of Fisheries, Amaravati @ Vijayawada.

j.) O/o the Director of Backward Classes Welfare, Amaravati @ Vijayawada.

k.) O/o the Director of National Cadet Corps, Guntur.

l.) O/o the Director of Intermediate Education, Amaravati @ Guntur.

m.) O/o the Director of Public Health & Family Welfare, Amaravati @ Gollapudi.

n.) O/o the Director of Medical Education, Amaravati @ Vijayawada.

o.) O/o the Director of Andhra Pradesh Police Academy, Secunderabad.

05). the Assistant Accounts Officer (Accts),

a.) O/o the Controller, Legal Metrology, Amaravati @ Vijayawada.

b.) O/o the Director of Animal Husbandry, Amaravati @ Vijayawada.

c.) O/o the Director of Industries, Amaravati @ Vijayawada.

06). the Junior Accounts Officer (Accts),

a.) O/o the Director of Tourism, Amaravati @ Vijayawada.

b.) O/o the Director of Youth Services, Amaravati @ Vijayawada.

c.) O/o The Director of Juvenile Welfare, Correctional Services & Welfare of Street Children, Amaravati @ Vijayawada.

07). all the Resource Persons of NPS at District Treasuries in the State for their personal attention and to educate the treasury officers under their jurisdiction.

Copy to the Stock File / Spare (05).

Withdrawal in case of Family / Disability Pension:

Bank Details in case of Voluntary Contribution & Tier II Withdrawal:

Bank Details of the Claimant/Subscriber:

Name of the Claimant/Subscriber*: _____

Relationship with the Subscriber*: _____

Address*: _____

Bank Account No*: _____

Bank Name*: _____

Branch Name*: _____

Bank Address*: _____

Bank Pincode*: _____

Bank IFS Code*: _____

MICR Code: _____

Claimant/Subscriber Signature*: _____

Place: _____

Date: _____

*indicates mandatory field

Nodal Office Declaration:

The bank account details of the Claimant/Subscriber as provided in bank details section have been checked and verified and the same can be accepted for payment.

We have collected Cancelled Cheque/Bank Certificate/Copy of Bank Passbook for the bank details submitted.

Stamp & Signature of DDO		
Date:	Name of the DDO	
Place:	Regn No:	

Countersigned by DTO/PAO/CDDO/DTA/PRAO

Stamp & Signature of DTO/PAO/CDDO/DTA/PRAO		
Date:	Name of the DTO/PAO/CDDO/DTA/PRAO	
Place:	Regn No:	



NSDL

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NSDL e-GOVERNANCE INFRASTRUCTURE LIMITED

STANDARD OPERATING PROCEDURE (SOP)

Online Processing of Family Pension Withdrawal Request by Nodal Office

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1. Abbreviations

Abbreviation	Expansion
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Office
DTO	District Treasury Office
DTA	Directorate of Treasuries & Accounts
Legal Office	PAO/PRAO/DTO/DTA registered under NPS
NPS	National Pension System
PAO	Pay and Accounts Office
PFDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
PRAO	Principal Accounts Office

2. Preface:

As per Regulation 6 e of Pension Fund Regulatory and Development Authority (PFRDA) Exit Regulations, 2015 & amendments thereto, 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 pensionary benefit from such Government authority.

As per the guidelines stipulated by PFRDA, for processing Family Pension Withdrawal requests, the Nodal Offices are required to submit the following two forms:

Annexure I - It is a declaration to be provided by Nodal Office stating Subscriber's name, Subscriber's PRAN, name of the person receiving family pension and relationship with the Subscriber. In the declaration, Nodal Office is also required to provide their bank account details such as Beneficiary name, Account Number, Bank Name, Branch Name and IFS Code.

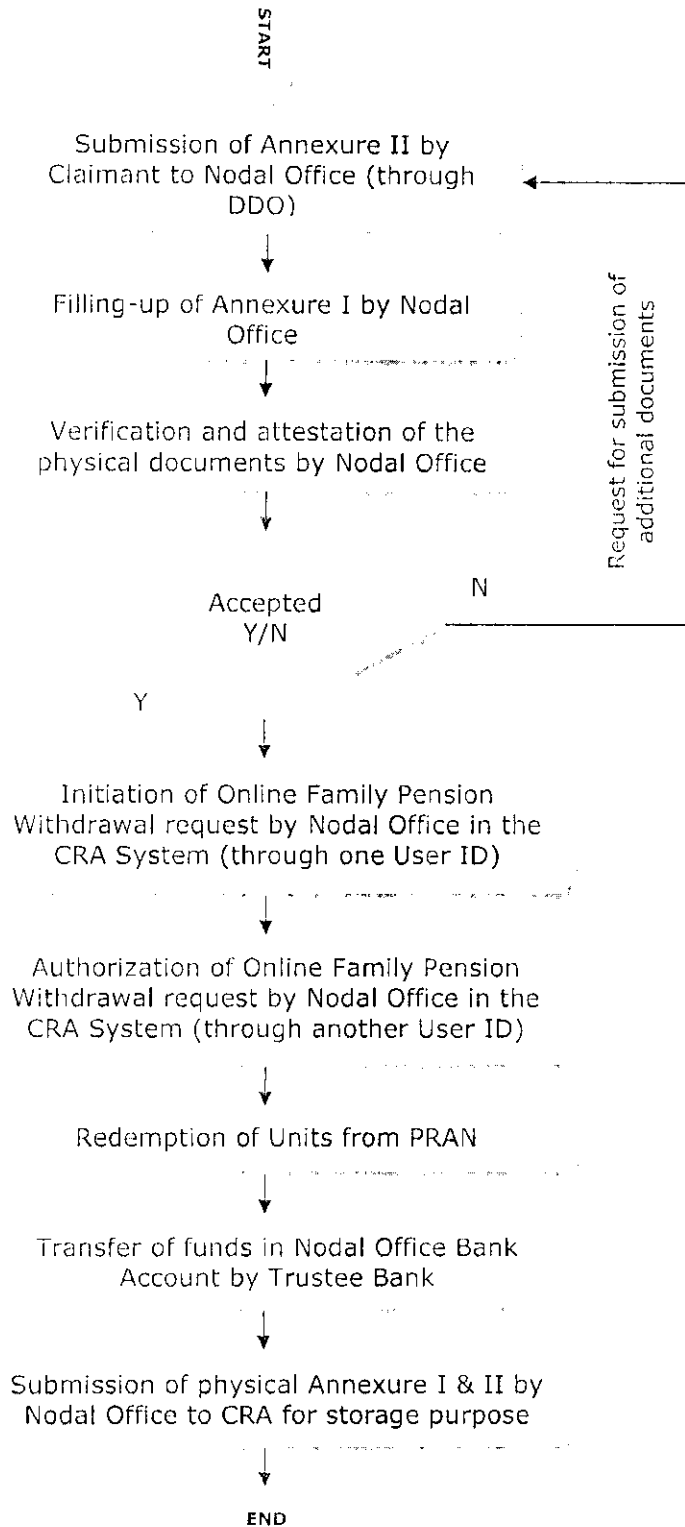
Annexure II - It is a No Objection Certificate to be obtained from Claimant for transfer of Subscriber's NPS corpus to Nodal Office bank account. The annexure contains information such as name of the person receiving family pension, relationship with the Subscriber, pension payment order (PPO) no & date and Claimant contact details.

In addition, if there is any voluntary contributions in Subscriber's Tier I account and/or contributions in Tier II account at the time of processing of Family Pension withdrawal request, then voluntary contribution amount of Tier I and/or Tier II contributions will be paid to the person who is receiving Family Pension. In such case, Claimant is required to submit duly filled **Annexure III** (which contains Claimants bank account details) along with bank proof to Nodal Office for processing. It is the responsibility of the Claimant to distribute Voluntary Contribution amount and/or Tier II amount to legal heir/s. If there are more than one claimant/nominee/legal heir claiming the voluntary contribution amount of Tier I and/or Tier II contributions (other than claimant receiving family pension, then Nodal Office shall forward such family pension withdrawal cases to CRA for processing.

To facilitate the Nodal Offices to process the family pension withdrawal cases, an online functionality has been developed in the CRA system. The Nodal Office is required to initiate online request and authorise the same in the CRA system. This document contains the Standard Operating Procedure (SOP) to be followed by Nodal Offices for processing family pension withdrawal cases online in the CRA system.

It is responsibility of Nodal Office to verify & authorise all the above Annexures [Annexure I, Annexure II & Annexure III (if applicable)] and related documents before processing online request in the CRA system.

3. Process Flow – Processing of Family Pension Withdrawal Requests



4. Procedure for Processing Online Family Pension Withdrawal requests

Brief steps for initiation Family Pension Withdrawal requests are provided below:

- **Initiation of request by Nodal Office:**

- ✓ Submission of Physical Annexure II & III (In case of voluntary contribution and/or Tier II account) by Claimant to Nodal Office through associated DDO
- ✓ Filling up of Annexure I by Nodal Office
- ✓ Verification & Attestation of Physical Annexures I, II & III (In case of voluntary contribution and/or Tier II account) by Nodal Office
- ✓ Initiation of request by Nodal Office in the CRA System through One User ID
- ✓ Authorization of request by Nodal Office in the CRA system through another User ID
- ✓ Submission of Annexure I, II and III (In case of voluntary contribution and/or Tier II account) along with covering letter to CRA by Nodal Office for storage purpose

- **Points to be noted by Nodal Office prior to initiation of withdrawal request:**

- ✓ At the time of initiation of request, Nodal Office bank details are non-editable
- ✓ Bank details which are available in CRA records will be displayed to the User
- ✓ Amount will be transferred to Nodal Office bank account which is registered in CRA system
- ✓ If Nodal Office bank details are not registered in CRA, then User will not be allowed to initiate withdrawal request. User is required to update bank details in CRA system and then initiate withdrawal request
- ✓ Gestation period of 30 days is applicable after addition/updation of bank details in CRA system

The detailed procedure to be followed by the Nodal Offices for processing Online **Family Pension Withdrawal requests** in the CRA system is provided below:

5. Steps to initiate Online Family Pension Withdrawal request in CRA System by Nodal Office

Nodal Office User needs to access CRA System www.cra-nsdl.com using one User ID & Password as given below in **Figure 1**.

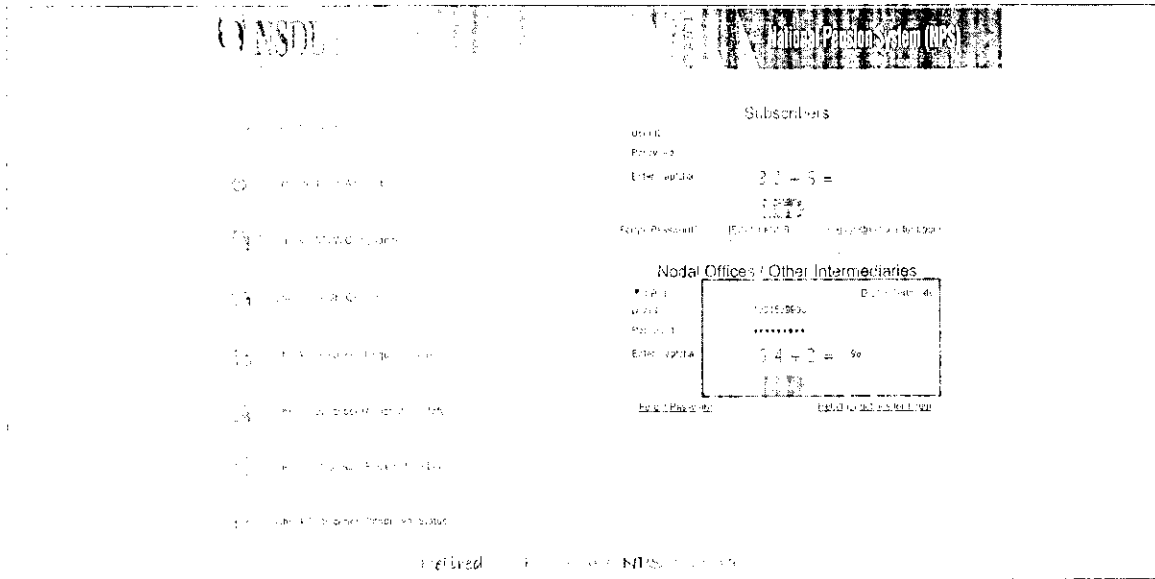


Figure 1

On successful login, User needs to click on Menu "Exit Withdrawal Request" and select sub menu "Family/Disability Pension" as given below in **Figure 2**.

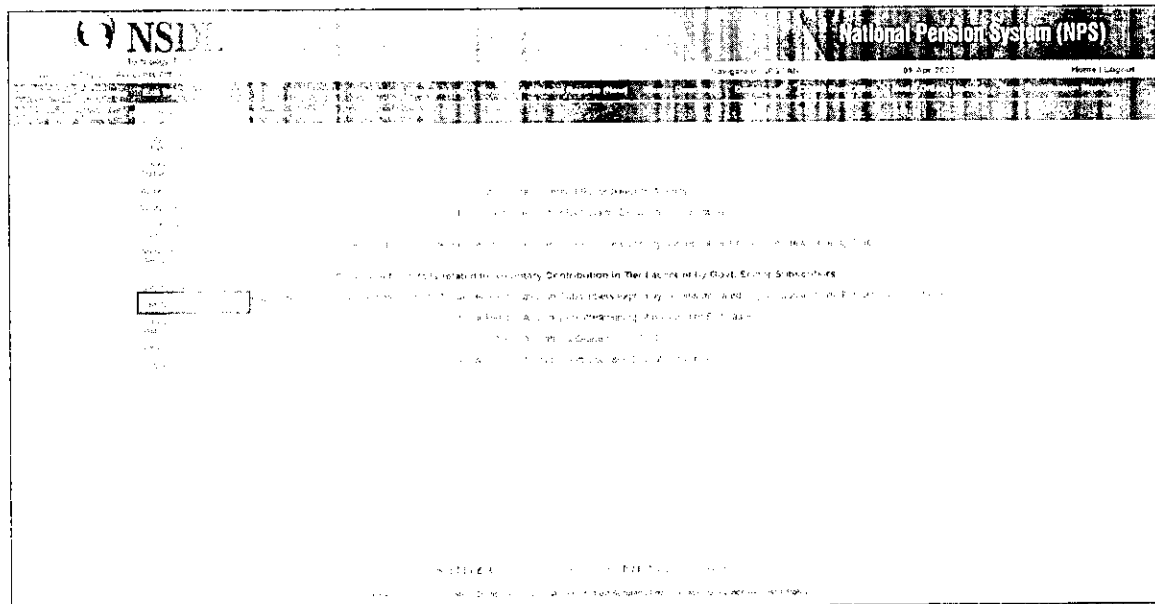


Figure 2

User needs to enter PRAN of the Subscriber for whom withdrawal request is required to be processed. User needs to select the withdrawal type as **"Withdrawal Due to Family Pension"** and then click on submit button as given below in **Figure 3**.

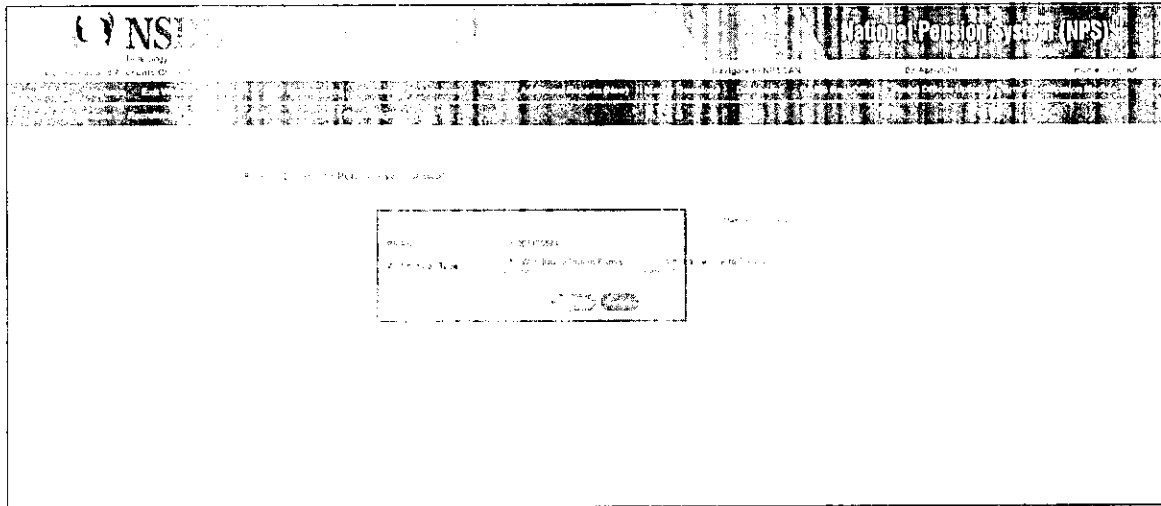
The screenshot shows the NSDL National Pension System (NPS) website interface. At the top, there is a header with the NSDL logo and 'National Pension System (NPS)'. Below the header, there is a navigation menu. The main content area displays a form for withdrawal requests. A red box highlights the 'PRAN' field and the 'Withdrawal Type' dropdown menu, which is currently set to 'Withdrawal Due to Family Pension'. A 'Submit' button is visible at the bottom of the form.

Figure 3

User needs to fill-up the information of claimant as per Annexure II (i.e. details of person who is receiving Family Pension) such as Name, Address, PPO Number, Relationship, Contact detail and Email ID. Further, User also needs to accept the relevant declarations. After ticking the declarations, User needs to click on "Submit" button. Please refer below **Figure 4**.

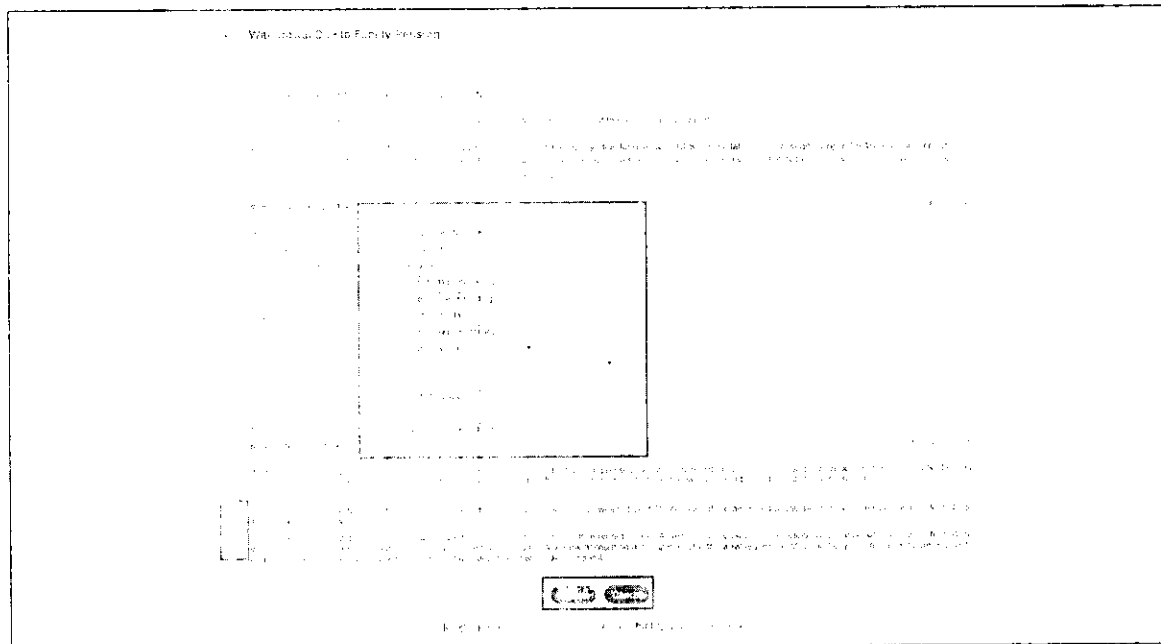
The screenshot shows the NSDL National Pension System (NPS) website interface for the 'Withdrawal Due to Family Pension' form. The form is titled 'Withdrawal Due to Family Pension'. It contains several sections for entering claimant information: 'Name of Claimant', 'Address of Claimant', 'PPO Number', 'Relationship', 'Contact Detail', and 'Email ID'. A red box highlights the 'Submit' button at the bottom of the form.

Figure 4

At this stage, details as per Annexure I will be displayed to the User. Name of the person receiving family pension and relationship with the Subscriber will be auto displayed to the User. Further, Nodal Office bank details which are available in CRA records will be displayed. On authorization of withdrawal request by Nodal Office, funds will be transferred to this bank account.

In case, Nodal Office wants to receive proceeds in another bank account, then Office is required to update bank details in CRA records. Kindly note that gestation period of 30 days is applicable once Bank details are added/updated in CRA records.

Further, User also needs to select declarations. On selection of declarations, User needs to click on "Submit" button. Please refer below **Figure 5**.

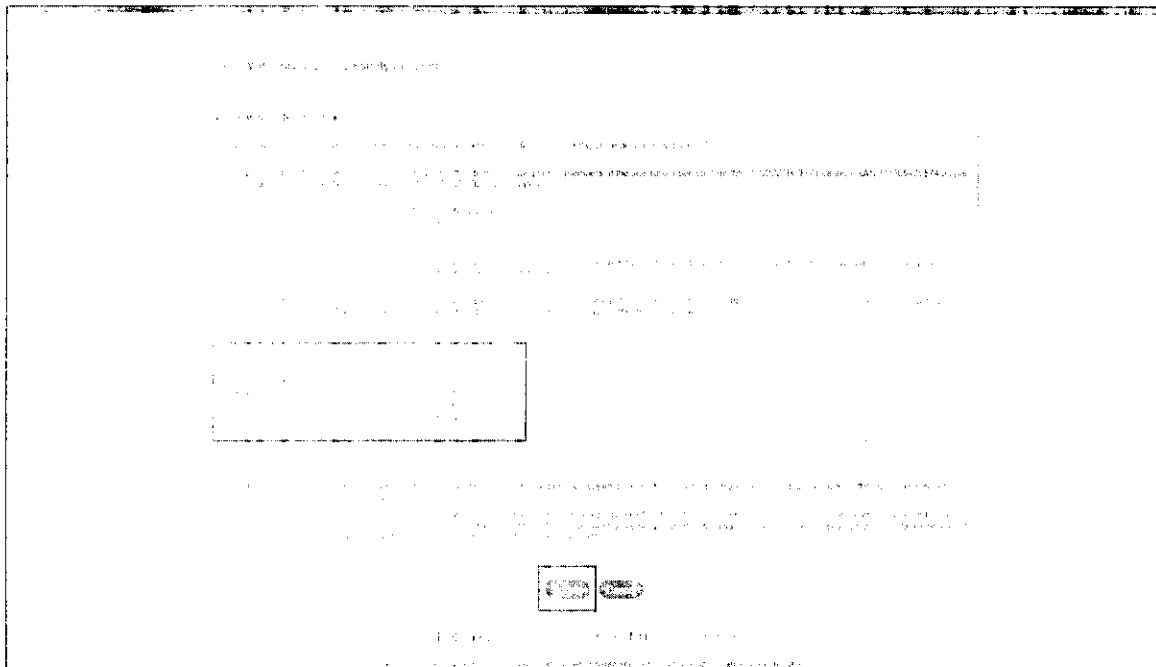


Figure 5

In case Subscriber is having Tier II account and/or PRAN contains voluntary contributions by the Subscriber, then voluntary contributions & Tier II amount will not be transferred to Nodal Office. This amount will be transferred to the Claimant. Hence, in such PRANs (with Tier II and/or voluntary contributions) only, below mentioned additional page will be displayed to the User.

At this stage, User is required to enter bank account details of the Claimant like Account Number, Bank Name, bank IFS Code etc. as per Annexure III submitted. Please refer below **Figure 6**.

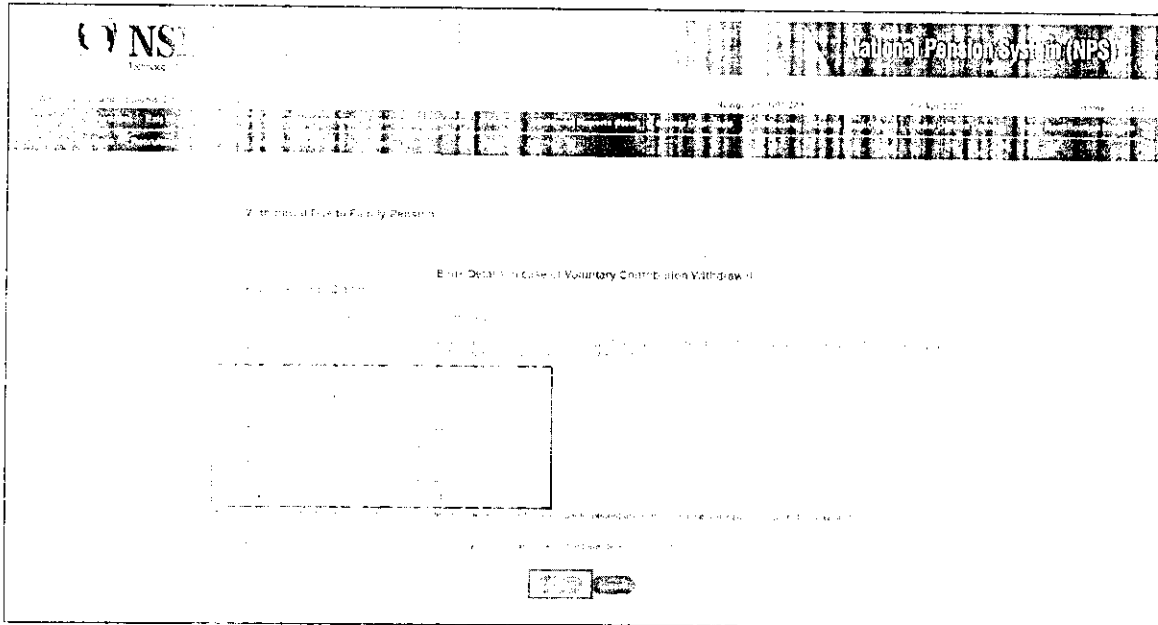


Figure 6

At this stage, details entered by the User are displayed for confirmation. User needs to click on "Confirm" button to complete withdrawal process as given below in **Figure 7**

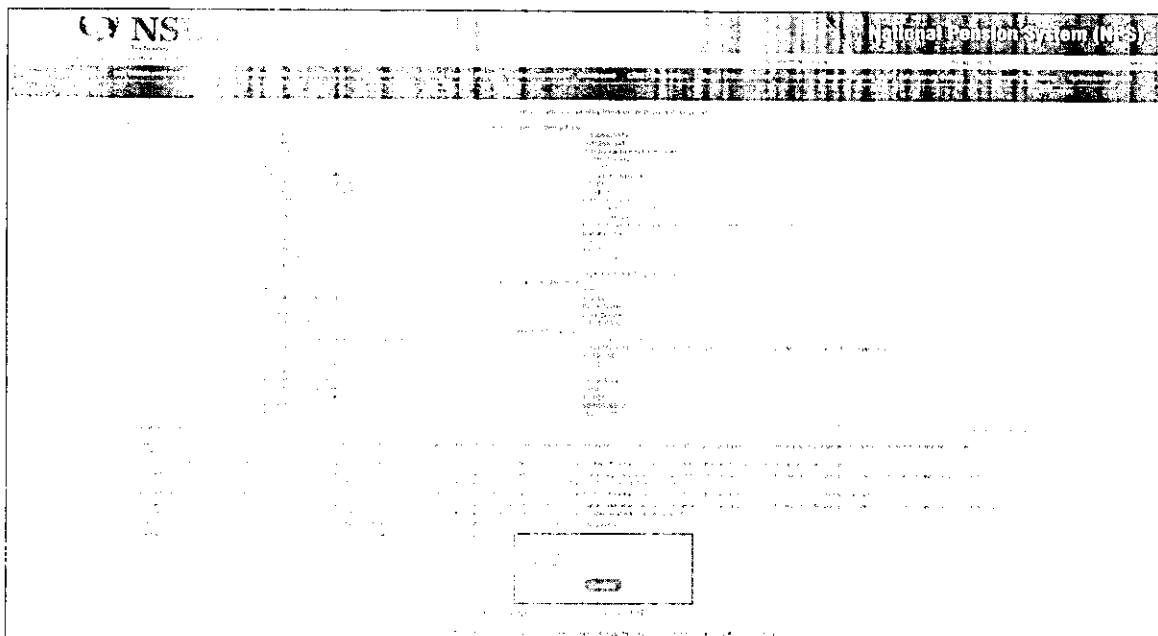


Figure 7

Once User clicks on "Confirm" button, withdrawal request gets captured in CRA and an Acknowledgement Number is generated. At this stage, an option is provided to the User to view & download system generated Withdrawal Form. Further, status of the request is also displayed. Refer below **Figure 8**.

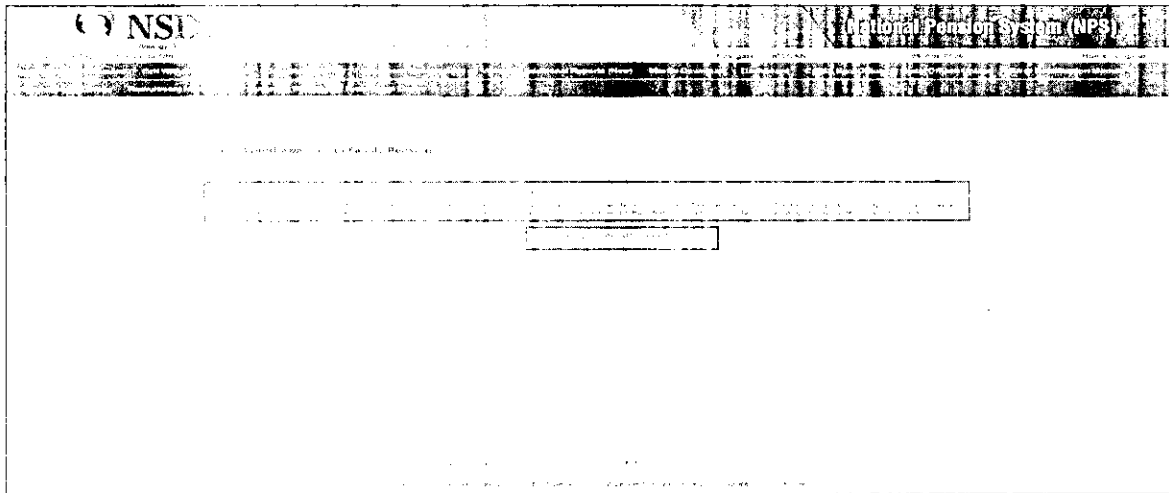


Figure 8

Once request is captured, Nodal Office needs to authorize the same in the CRA system with another User ID.

6. Steps to Authorize Online Family Pension Withdrawal request in CRA System by Nodal Office

Nodal Office User needs to access CRA System www.cra-nsdl.com using another User ID and Password as given below in **Figure 9**.

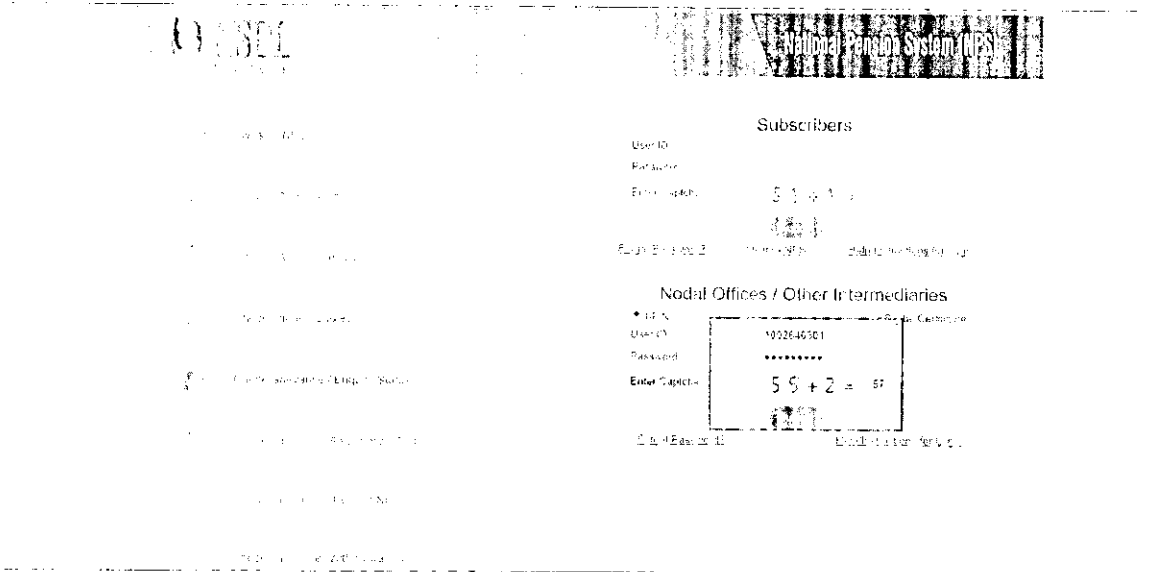


Figure 9

User needs to click on Menu **“Authorize Request”** and select sub menu **“Authorize Family /Disability Pension Request”**. Please refer below **Figure 10**.

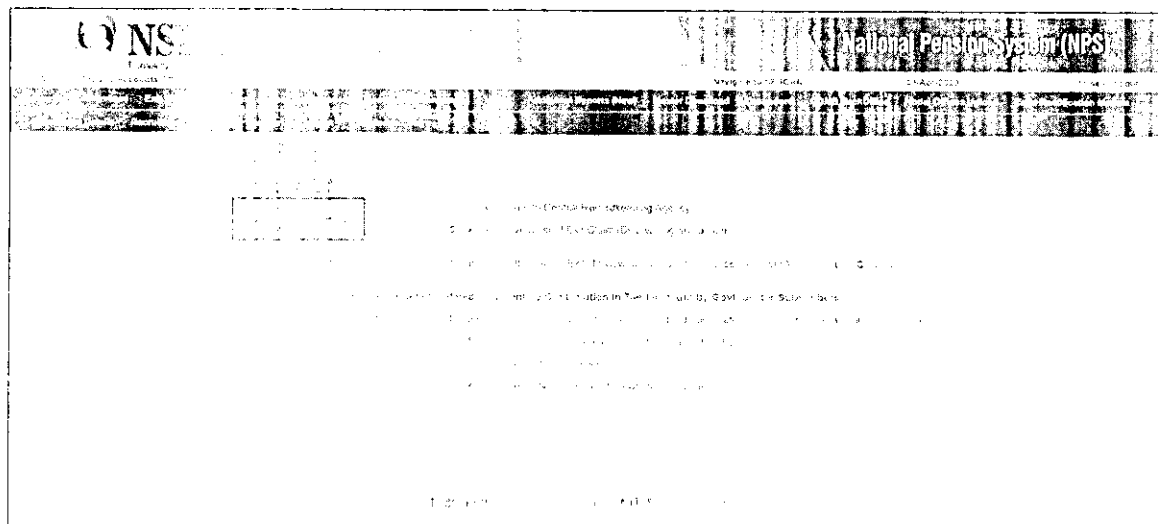


Figure 10

At this stage, User needs to enter PRAN of the Subscriber and select Withdrawal type as "Withdrawal Due to Family Pension". Then User needs to click on "Search" Button to search request. Please refer below **Figure 11**.

Figure 11

At this stage, a table is displayed to the User containing Acknowledgment Number, PRAN, status, Request Date and Captured By. User needs to click on Hyperlink provided on Acknowledgment Number to view and verify details captured at the time of initiation of withdrawal request. Please refer below **Figure 12**.

Acknowledgment Number	PRAN	status	Request Date	Captured By
[Hyperlink]				

Figure 12

If details entered are not correct, User needs to click on "Reject" radio button and click on "Submit" button. In case of rejection of request, Reason for Rejection is mandatory. If details entered are correct, User needs to click on "Submit" button to complete the process. Please refer below **Figure 13**.

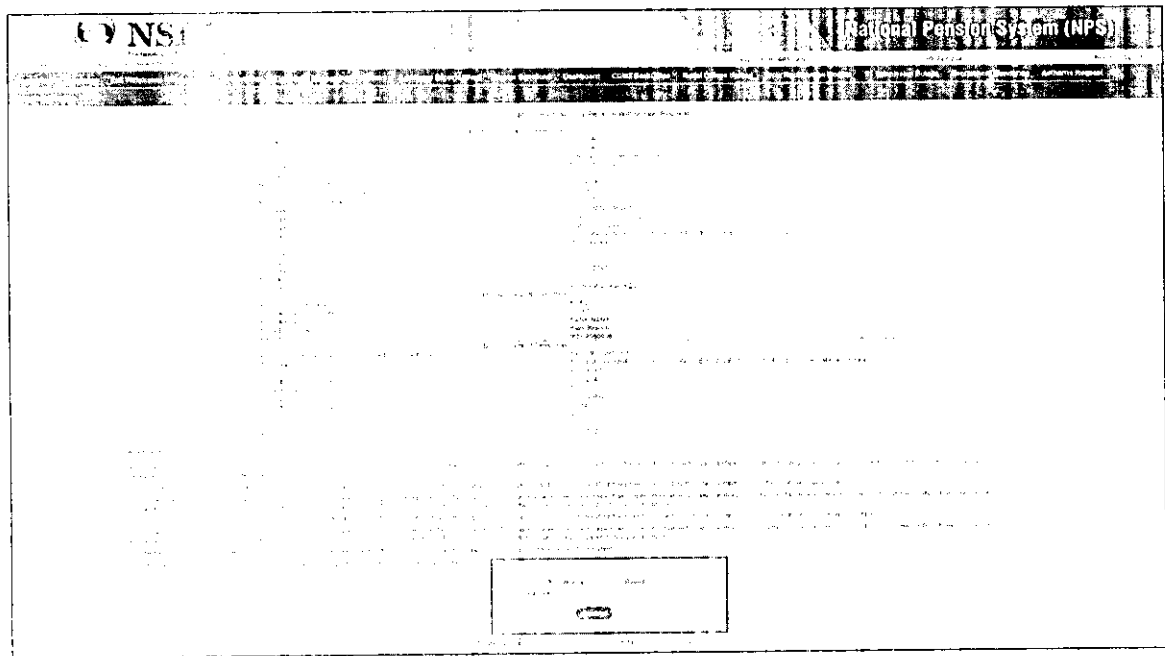


Figure 13

Once request is authorized in CRA, a confirmation window is displayed to the User as given below in **Figure 14**. Further, an option is also available to the User to view & download system generated Withdrawal Form.

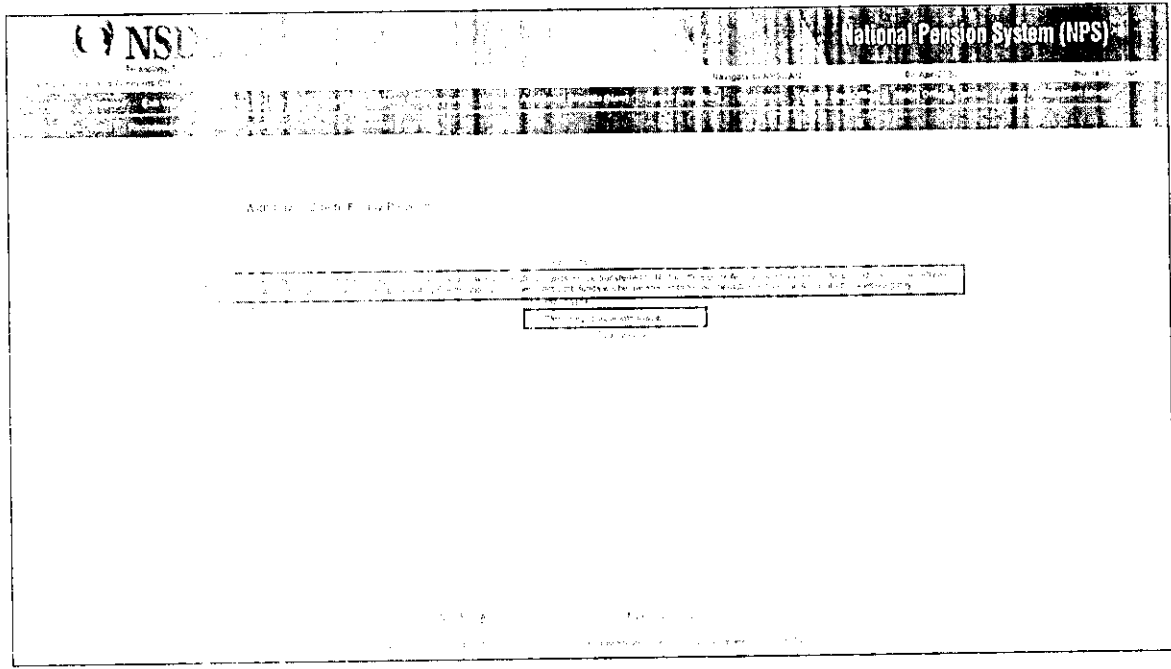


Figure 14

On authorization of Family Pension withdrawal request successfully, funds will be transferred to Nodal Office Bank Account / Claimant bank account (in case of voluntary contribution and/or Tier II account) on 4th working day. The Nodal Office is required to submit physical documents (Annexure I, II & III (if applicable) to CRA for storage purpose.
