



**भारतीय डाक विभाग/ DEPARTMENT OF POSTS, INDIA**  
**मुख्य पोस्टमास्टर जनरल का कार्यालय/ OFFICE OF THE CHIEF POSTMASTER GENERAL**  
**ओडिशा परिमंडल, भुवनेश्वर/ODISHA CIRCLE, BHUBANESWAR – 751001**

No. FS/52-26/AML Rlg/2021/Ch-I(Sub)	Dated at Bhubaneswar the e-signed date
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To

All SSPOs/SPOs, Odisha Circle

Sub: Advisory regarding ensuring PAN details match with Account Holder's Name - reg.

Ref: Directorate e-mail dated 11.02.2026.

Please find enclosed herewith the copy of PMLA Division advisory regarding PAN details mismatch with Account Holder's Name which is self-explanatory for information, guidance and necessary action. In this regard, it is requested to disseminate this advisory to all field units under your jurisdiction and ensure strict compliance on following points.

- i. The name appearing in the OVD shall be treated as the official customer name for identification, verification, CDD, and name-screening purposes.
- ii. PAN/Form 60 is mandatory for onboarding of customers and PAN must be verified from the issuing authority.
- iii. During CIP, it must be ensured that the PAN belongs to the same customer undergoing identification.
- iv. Customers must submit updated documents within 30 days in case of any change in previously submitted documents.

Due priority may kindly be accorded.  
 Encl: As above

Digitally signed by  
 Javed Khan  
 Date: 24-03-2026  
 09:55:40

(जावेद खान / Javed Khan)  
 सहायक निदेशक (एसबी/एफएस/पीबीआई) /Asst. Director (SB/FS/PBI)  
 मुख्य पोस्टमास्टर जनरल का कार्यालय / O/o - the Chief P.M.G.  
 ओडिशा सर्कल, भुवनेश्वर-751001 / Odisha Circle, Bhubaneswar-751001

Copy to:

- i. The PMsG, Sambalpur/Berhampur Region for kind information and necessary action.
- ii. Office copy.

-sd/-

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**Advisory for ensuring that PAN number matches with the Account holder's name**

FIU is in receipt of reports from various Reporting Entities (REs) wherein multiple instances of complete mismatch between the name of the account holder as reported by the REs and the name appearing on the PAN card have been observed.

Reporting Entities have repeatedly asserted that PAN is not considered an Officially Valid Document (OVD) for the purpose of opening a bank account, and that there are genuine instances where certain variations in the names may exist.

FIU-India had accordingly provided a fuzzy match of the name along with a "Submit with Exception" feature to allow Principal Officers, in exceptional situations, to submit such genuine cases, assuming that the required due diligence had been done by them and that time was of essence while submitting these reports.

However, post an internal review, FIU-India observed that REs were filing junk reports using the "Submit with Exception" feature. Entities such as "dummy" and "Sale" were being reported and in many cases name of the entity reported was totally different from the name in PAN.

FIU-India referred the issue to RBI, and accordingly the following advisory is being issued to all Reporting Entities:

- i. The name of a customer in the Officially Valid Document (OVD) is the 'name' for the purpose of identification and verification of customer's identity (CIP), Customer Due Diligence (CDD) and other related procedures, including name-screening against the designated lists. (Ref. definition of OVD in paragraph 5(1)(xiv), Chapter VI (on CDD, Ongoing and Enhanced Due Diligence), etc. of RBI (Commercial Banks – KYC) Directions, 2025)
- ii. As regards PAN, for onboarding of any type of customer (individuals, sole proprietary firms, and legal entity customers), the obtention of PAN or Form 60 from customer is a mandatory part of CIP. Further, wherever PAN is obtained, the same needs to be verified by the Regulated Entity (RE) from the issuing authority. These requirements are in accordance with PML Rules, and Income Tax Rules 1962. (Ref. Chapter VI, paragraph 17 (10), and 76 of the said KYC Directions)
- iii. Therefore, it is clear that REs during CIP need to ensure that the PAN belongs to the same customer who is undergoing CIP.
- iv. Further, in terms of paragraph 42(6) of the said KYC Directions, and as per the clause (9B) under Sub-rule 9(9) of PML Rules, 2005, REs need to inform customer that in case of any update in the documents (submitted at the time of opening of account), the customer shall submit updated documents within 30 days from such update to RE.
- v. All Reporting Entities must strictly adhere to these provisions. In exceptional and genuine cases, Principal Officers are requested to reach out to the concerned Vertical head, AD(ISMG) and FIU Helpdesk, along with a detailed description of the issue for further support.