

FNo 01-21/2021-PCO/PMLA
Government of India
Ministry of Communication
Department of Posts

Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated 24.02.2026

To

All Nodal Officers

**Subject: Capture of valid mobile/contact numbers at the time of CIF creation and
update during re-KYC – reg.**

Sir/Madam,

This is regarding instances wherein random, dummy, or non-genuine mobile numbers have been captured in the Mobile Number/Contact Number field of account holders at the time of Customer Information File (CIF) creation, as well as cases where such details were not updated during re-KYC, resulting in deficiencies in customer data.

2. It has been observed that while searching for mobile numbers 7011111111, 7400000000, 8700202158, 8800131313, 9212121212, 9212212121, 9289898989, 9400000000 as identifiers in connection with an alert received from FIU-IND, approximately **11,000** accounts across various Circles were identified as having the same mobile number recorded. This indicates widespread deficiencies in the capture and verification of customer KYC details at the time of account opening.

3. The above instance reflects incorrect capturing and maintenance of customer information, which adversely affects regulatory compliance, investigation processes, and timely and accurate reporting to FIU-IND.

4. Therefore, Circles are requested to ensure that only verified and genuine customer data (including mobile numbers), are captured in Finacle at the time of CIF creation, in compliance with KYC norms. Further, Circles shall review and update the mobile/contact details of all accounts listed in the attached Excel file, pertaining to their respective jurisdictions.

5. The above exercise may be completed within the stipulated timeframe, and compliance confirmation may be furnished to this office accordingly.

This issues with the approval of DDG (PCO & PMLA)


(Sameer Kumar Tuli)
Assistant Director (PMLA)

Copy to:-

1. ADG (CBS), Dak Bhawan, to issue suitable directions to all Circles to ensure that only valid, genuine data including mobile/contact numbers of account holders are captured at the time of CIF creation strictly after due verification and in accordance with KYC guidelines.