

**7/85/2012-BOA**  
Government of India  
Ministry of Finance  
Department of Financial Services

Jeevan Deep Building, Sansad Marg,  
New Delhi, dated the 7<sup>th</sup> May, 2012

To

**CEOs of all Public Sector Banks**

**Subject :- Campaign to update Know Your Customer (KYC) and CBS data**

Sir,

Annual Financial Inspection Report (AFI) of RBI has indicated that the KYC data is less than perfect with Public Sector Banks. This data is entered at the branch level. Therefore, it is necessary to have a drive to get this data entered and updated at branches.

Please work out a campaign on this by issuing appropriate advice to all branches for updating each and every account. The status of updation must be monitored centrally by the corporate headquarters of the bank. This task need to be completed by 30.6.2012. Please nominate an MD/ED to oversee it and communicate the name to Shri Pravin Rawal, Deputy Secretary, (BOA) at [dirboa-dfs@nic.in](mailto:dirboa-dfs@nic.in).

2. There is a need to update the CBS database of customer with CBS in all banks. This will help us in promoting alternate channels.

Seeing the importance, it is necessary that all public sector banks should work out a schedule to update the database. As a part of schedule, each Branch Manager be held responsible to update the database of customers having account in his/her branch by a fixed date.

3. A separate internal audit shall be carried out by the Internal Audit Team of the banks for which methodology should be got approved by the management by using CBS experts. This must involve a certain percentage of verification of customers by reaching out to them.

4. The Nodal Officer from DFS would be Shri Pravin Rawal, Deputy Secretary, (BOA).

Yours faithfully,



(M.M.Dawla)

Under Secretary to the Government of India

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Copy to : All Govt. Nominee Directors on the Boards of Public Sector Banks  
Copy for information to PPS to S(FS), PS To AS(FS), PS to all JS, PS to all Dir./DS  
Copy to Shri D.S.Malik, Adl.DG (Publicity, Ministry of Finance), PIB, North Block, New Delhi.

**Campaign to update KYC and CBS data - Nominated Nodal Officers**

S.No.	Name of the Bank	Officer Nominee (Mr. /Ms)	Contact of Nominee
1..	Allahabad Bank	T.R. Chawla, ED	033-22102262; 22420877 Fax :22131598 09748384000 Email- edc@allahabadbank.in
2.	Andhra Bank	K.K. Misra, ED	040-22251855 (O) 22254753 Fax :22254753 Email:- ed2sect@andhrabank.co.in
3.	Bank of Baroda	N.S. Srinath, ED	022-66985801; 669985826 Fax : 26525746 09619938548 Email:- ed.srinivas@bankofbaroda.com
4.	Bank of India	M.S. Raghavan, ED	022-66684802 096199997380 Fax : 666884486Email:- ed.raghavan@bankofindia.co.in
5.	Bank of Maharashtra	C.V.R. Rajendran, ED	020-25535572,25512267 Email;- ed@mahabank.co.in
6.	Canara Bank	Ms. Archana Bhargava	080-22213176;22234280 Fax : 22293516 Email:- edsct@canarabank.com
7.	Central Bank of India	R.K. Dubey, ED	082-22874143; 66387811 09833028082 Email:- rkdubey@centralbank.co.in
8.	Corporation Bank	Amar Lal Daultani, ED	0824-2423221 Fax : 2440832 07259954444 Email;- edsecald@corpbank.co.in
9.	Dena Bank	Ashok Dutt, ED	022-26545779 Email:- akdutt@denabank.co.in
10.	IDBI	K.C.Jain, ED	022-22161604;66552021 Fax : 22189212 09821046253 Email:- kc.jani@idbi.co.in
11.	Indian Bank	Rajiv Rishi, ED	044-28134599; Fax :28134255 Email:ed2sec@indian-bank.com
12.	Indian Overseas Bank	A.D.M. Chavali, Ed	044-28411041; 28519503 Fax : 28520823 Email;- admchavali@jobnet.co.in
13..	Oriental Bank of Commerce	V.Kanan, ED	0124-4126558 (O) 4126553(D) Fax : 4126571 Email:- ed@obc.co.in
14.	Punjab National bank	Smt. Usha Ananthsubramanian,	26196484 Fax :26198959 Email:- ed@pnb.co.in
15.	Punjab & Sind Bank	P.K.Anand, ED	011-25721435; 25824037 9560086655

			Fax : 25769170 Email:- ed@psb.org.in
16.	Syndicate Bank	M.Anjaneya Prasad, ED	080-22264809 Fax : 22201474 09449862122 Email:- edsecesyndicatebank.co.in
17.	Uco Bank	S.Chandrasekharan, ED	033-22350367; 22356547 09831060665 Email:edsec2.calcutta@ucobank.co.in
18.	Union Bank of India	S.S. Mundra, ED	022-22043611 9167042271 Fax : 22829595 Email:- ed@unionbankofindia.com
19.	United Bank of India	Deepak Narang, ED	033-22487523; 22485853 9831170009 Fax : 22487853 Email:- ed@unitedbank.co.in
20.	Vijaya Bank	H. Narayan Shetty, GM (Planning)	080-25580978; 25584066 Fax : 25585646 Email:- narayanshettyh@vijayabank.co.in
21.	State Bank of India	Rajeev Kumar Seth, CGM(BO)	022-22850935 Email:- cgm.bo@sbi.co.in
22.	State Bank of Bikaner & Jaipur	Arun Bisaria, CGM	0141-5101644; 2227353 9950157000 Email:- cgm@sbbj.co.in
23.	State Bank of Patiala	Ravi Jha, GM (Operations)	0175-2300501 Email:- gmop@sbp.co.in
24.	State Bank of Hyderabad	Mukund Tripathi, General Manager	Email ID : 'sbhgmmsme@sbhyd.co.in
25.	State Bank of Mysore	Ms. Hamsini Menon, MD	080-22251855 (O) 22251570 (D) Fax : 22254753 Email:-cgm@sbm.co.in
26.	State Bank of Travancore	Rajani Kanta Naik, DGM	0471-2358050 0984693720 Email:- dgmcompliance@sbt.co.in