

**CENTRAL REGISTRY OF SECURITISATION ASSET
RECONSTRUCTION AND SECURITY INTEREST OF INDIA
(CERSAI)**

CENTRAL KYC RECORDS REGISTRY OPERATING GUIDELINES

Version 1.3

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The Government of India vide their Notification dated November 26, 2015 authorised the Central Registry of Securitisation Asset Reconstruction and Security Interest of India (CERSAI), set up under sub-section (1) of Section 20 of the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (54 of 2002), to act as and to perform the functions of the Central KYC Records Registry under the said rules, including receiving, storing, safeguarding and retrieving the KYC records in digital form of a “client”, as defined in clause (ha) of sub-section (1) of Section 2 of the Prevention of Money-Laundering Act, 2002. The Central Government have also amended the Prevention of Money-laundering (Maintenance of Records) Rules, 2005 vide Notification dated 7th July, 2015 for the purpose of establishment of Central KYC Records Registry.

As per Prevention of Money-laundering (Maintenance of Records) Amendment Rules, 2015, Rule 9:-

(1A), every reporting entity shall within ten days after the commencement of an account-based relationship with a client, file the electronic copy of the client’s KYC records with the Central KYC Records Registry.

(1B) The Central KYC Records Registry shall process the KYC records received from a reporting entity for de-duplicating and issue a KYC Identifier for each client to the reporting entity, which shall communicate the KYC Identifier in writing to the client.

(1C) Where a client, submits a KYC Identifier to a reporting entity, then such reporting entity shall retrieve the KYC records online from the Central KYC Records Registry by using the KYC Identifier and shall not require a client to submit the same KYC records or information or any other identification documents or details, unless:-

- (i) there is a change in the information of the client as existing in the records of Central KYC Records Registry;
- (ii) the current address of the client is required to be verified;

- (iii) the reporting entity considers it necessary in order to verify the identity of or address of the client, or to perform enhanced due diligence or to build an appropriate risk profile of the client.

(1D) A reporting entity after obtaining additional or updated information from a client under sub-rule (1C), shall as soon as possible furnish the updated information to the Central KYC Records Registry which shall update the existing KYC records of the client and Central KYC Records Registry shall thereafter inform electronically all reporting entities who have dealt with the concerned client regarding updation of KYC record of the said client.

The Operating Guidelines in the regard are as under:

I. Definitions

In these guidelines, unless the context otherwise requires, the terms defined herein shall bear the meanings assigned to them below –

- a) “Act” means the Prevention of Money Laundering Act, 2002.
- b) “Rules” means Prevention of Money Laundering (Maintenance of Records) Rules, 2005.
- c) “Central KYC Records Registry” (CKYCRR) means a reporting entity defined under 2(1) - (ac) of the Rules.
- d) “Reporting Entity” means an entity defined under clause (wa) of sub-section (1) of section 2 of the Act.
- e) Customer means a “Client” as defined under clause (ha) of sub-section (1) of section 2 of the Act.
- f) “KYC” means the due diligence procedure prescribed by the regulator for identifying and verifying the proof of address, proof of identity and compliance with rules, regulations, guidelines and circulars issued by the regulator or any other statutory authority under the Act from time to time. “KYC identifier” means a unique identifier for the customer

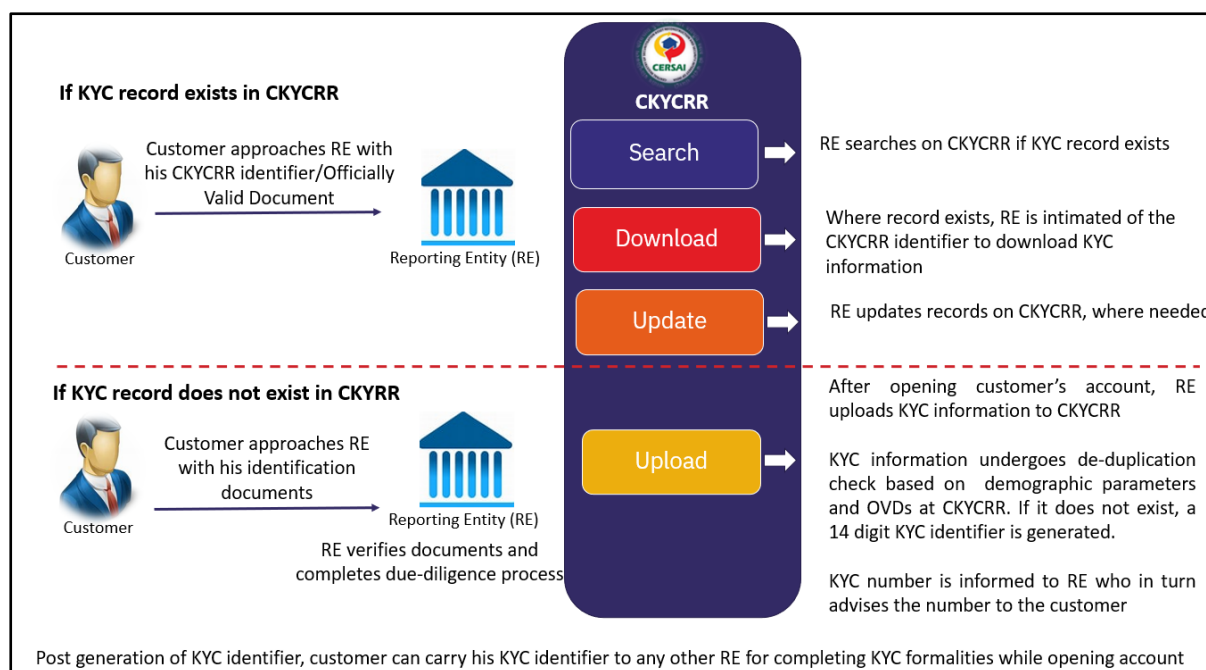
generated by the Central KYC Records Registry and notified to the reporting entities.

- g) Regulator in consultation with the Central Govt and the Central KYC Records Registry may issue guidelines to be followed by RE's for filing KYC records with CKYCRR. All other words and expressions used but not defined in these guidelines shall have the same meaning as have been assigned to them under the Act or the Prevention of Money laundering (Maintenance of Records) Rules, 2005 or any statutory modification or re-enactment thereto, as the case may be.

II. Overview of the role of CKYCRR in the KYC process

The objective of setting up the CKYCRR was to have a Centralised Repository of KYC records of customers in the financial sector (across the Regulated Entities of all the Financial Sector Regulators viz RBI, SEBI, IRDAI & PFRDA) with uniform KYC norms and inter-usability of KYC records across the financial sector to reduce the burden of producing KYC documents and getting those verified any time when the customer creates a new financial relationship with a financial entity.

Since the operationalisation of CKYCRR, clients need to submit their KYC details only once with any of the reporting entities of RBI, SEBI, IRDAI and PFRDA at the time of account opening. Thereafter, they are assigned a unique CKYC Identifier which can be used by the client when they are establishing an account-based engagement with any other reporting entity. There will be no need for reporting entities to repeat the KYC process in case the client's KYC record is already registered with CKYCRR, as the KYC record can be easily retrieved in an electronic format from the Registry.



When the customer approaches the reporting entity, the following steps can be used to perform seamless account opening using the KYC record from CKYCRR.

Step 1 and 2: Search and Download

The CKYC Search function allows the reporting entities to check if a KYC record is already registered on CKYCRR. The search may be performed on the basis of the 14-digit CKYC identifier or a valid ID number of an Officially Valid Document (OVD).

If the KYC record is already registered in CKYCRR, then the reporting entity can retrieve the KYC records online from the CKYCRR by using the CKYC Download function. The client is not required to submit the same KYC documents or information or any other additional identification documents or details, unless the KYC record requires to be modified due to some change in the information of the client and/or the reporting entity considers it necessary for enhanced due diligence.

Step 3: Update

In case of changes or differences in the details of a client available in the KYC record, then the reporting entity can initiate a CKYC Update request in CKYCRR. To initiate an update request, the reporting entity will need to have the latest KYC record of the

customer. When a record is updated, all the institutions linked* to the KYC record in CKYCRR will be notified through a system report of the update to the KYC record.

(* Reporting entities who have either uploaded or downloaded a record in CKYCRR are considered to have an account-based relationship with the client and are therefore linked to the KYC.)

Upload of KYC records that are not registered in CKYCRR

The reporting entities can use the CKYC Upload function to register the CKYC record in CKYCRR where the client's record is not available in the Registry.

Post the generation of the CKYC identifier, the reporting entity shall communicate the same to the client in writing.

III. Functions and Obligations of Central KYC Records Registry

The Central KYC Records Registry shall have the following functions and obligations:

- a) Shall have a secure electronic connectivity with the registered reporting entities. The web address of Central KYC Records Registry portal is <https://www.ckycindia.in>
- b) Shall have a secure data transmission link with the ID issuing authorities wherever feasible and use such electronic data, as permitted, and preserve it with the Central KYC Records Registry.
- c) Shall be responsible for electronically (i) storing (ii) safeguarding and (iii) retrieving the Know Your Customer (KYC) records and making such records available online to reporting entities or Director.
- d) Information updated about a customer shall be disseminated by Central KYC Records Registry to any reporting entity that avails the services of the Central KYC Records Registry in respect of the customer.
- e) The services of the Central KYC Records Registry will be available on payment of prescribed fee, in advance.

- f) Shall process the KYC records received from a reporting entity for de-duplication and issue a unique KYC Identifier for each client to the reporting entity.
- g) Ensure that the integrity of the electronic systems for records is maintained and accessible at all material times.
- h) Take all precautions necessary to ensure that the electronic Know Your Customer (KYC) records are not lost, destroyed or tampered with and that sufficient back up of electronic records is available at all times at a different place.
- i) Take all reasonable measures to prevent unauthorized access to its KYC database.

IV. Functions and obligations of the reporting entity

The reporting entity shall have the following functions and obligations:

- a) Reporting entities shall be required to register with the Central KYC Records Registry in accordance with the processes and instructions issued.
- b) While commencing an account-based relationship, reporting entity shall verify the identity of the customer and perform the initial due diligence of the customer.
- c) Where a customer submits a KYC Identifier to a reporting entity, then such reporting entity shall download the KYC records from the Central KYC Records Registry by using the KYC Identifier and shall not require a customer to submit the documents again unless
 - i) There is a change in the information of the customer as existing in the records of Central KYC Records Registry.
 - ii) The current address of the client is required to be verified.
 - iii) The reporting entity considers it necessary in order to verify the identity or address of the client, or to perform enhanced due diligence or to build an appropriate risk profile of the client.

- d) The reporting entity shall not use the KYC data of a customer obtained from the Central KYC Records Registry for purposes other than verifying the identify or address of the client and shall not transfer KYC records or any information contained therein to any third party unless authorised to do so by the client or by the Regulator or by the Director.
- e) The reporting entity which performed the last KYC verification or sent updated information in respect of a client shall be responsible for verifying the authenticity of the identity or address of the client.

The prescribed fee is payable by the reporting entity for each type of transaction and Central KYC Records Registry will collect such fees from the reporting entities, in advance.

V. Operating Guidelines to the Reporting Entities

- a) Central KYC Records Registry application can be accessed by registered/authorised institutions or other notified institutions under the Prevention of Money Laundering Act or rules framed by the Government of India or any Regulator (RBI, SEBI, IRDA and PFRDA) thereunder.
- b) Every reporting entity has to register itself on the Central KYC Records Registry portal (<https://www.ckycindia.in>) with 2 Primary Users (Institutional Admins (IA users)) who in turn can create more users (makers and checkers).

A. Registration

Registration process entails the following:

- i. Entry of the requisite details on the registration screen by the Nodal Officer/Authorised Signatory of the reporting entity and online submission of the same.
- ii. Upon submission, reference ID will be generated and an email, containing the pre-filled application form, shall be sent to Nodal

Officer/ Authorised Signatory's registered email ID. Reporting entity can check the current registration status on the CKYC Portal by the reference number generated.

- iii. The reporting entity shall have to register on the testing portal and perform adequate testing, as per published guidelines, of all the CKYC functionalities available. The reporting entity shall then submit the testing checklist online on the testing portal. The checklist shall be verified and testing completion signoff shall be provided by Central KYC Records Registry.
- iv. Post testing completion, duly signed form along with following supporting documents shall be sent to Central KYC Records Registry CERSAI:
 - Duly Signed institution registration form
 - Regulator License/Certificate/Notification
 - PAN Card of the entity
 - Corporate Identification Number (in case regulator issues multiple licenses to an entity)
 - Registration Certificate (In case of Co-operative Banks/societies)
 - Authorization letter by Competent Authority for Admin users (should be signed by the authorized signatory/nodal officer etc.)
 - Certified copy of photo identity card of the Admin users issued by the institution
 - Certified copy of the proof of the identity of the Admin users issued by the institution (in case photo ids are not issued by the institution to employees, a letter duly signed by the authorized signatory mentioning the same would be required along with the photographs of the admin users)
 - Testing completion signoff/approval mail copy

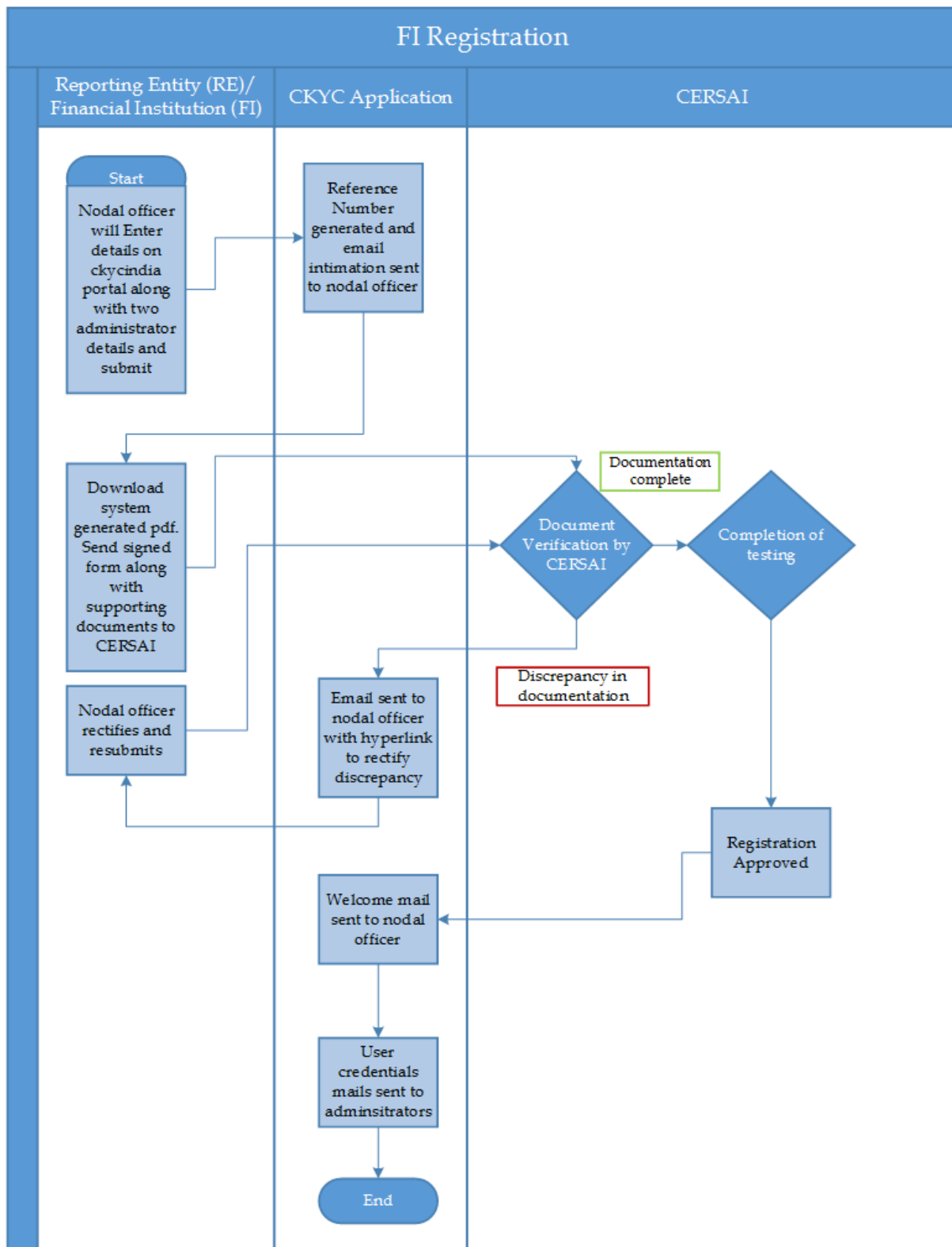
Note: In case, the present registered office address is different from the one mentioned on the licence /certificate/registration copy, provide the latest CIN copy or an address proof with the present address.

After verification of the documents, Central KYC Records Registry 's administrator will authorize the request for registration of entity.

- i. In case of discrepancies, Registry's administrator shall put the request on hold. Reporting entities shall make necessary amendments to the application request and resubmit the same for verification. In such cases, additional documents/fresh document set shall be furnished by the reporting entity as required.
- ii. Upon successful registration, user credentials will be emailed to the Admin and Co-Admin users.
- iii. The CKYC institution code and virtual account number (VAN) shall be sent to the nodal officer's registered email id.

User ID and a link for generation of password will be provided to the users on their registered email. For password generation, the reporting entity admin user will be required to click on the link provided in e-mail. The link will redirect the user to the screen for password generation / reset where the user has to enter the registered mobile number. Upon authentication of the mobile number, an OTP will be sent to the user via SMS which needs to be entered on the screen and then the user may reset the password.

The process flow for financial institution registration has been illustrated on the next page.



Access hierarchy:

The Admin / Co-admin users of the institutions may create Maker/Checker users as per their institution's requirement. There are three levels of users:

- Institution
 - Admin
 - User
- Region
 - Admin
 - User
- Branch
 - Admin
 - User

All activities e.g. creation/deactivation of users, creation/updation of KYC records, fee payments etc. require Maker-Checker process.

Digital Signature:

- a) Every reporting entity can have access to the CKYCRR portal through digital signature.
- b) Digital signature issued should match the user name as mentioned at the time of user creation.
- c) Digital signature is validated each time login is attempted.
- d) Type of Digital Signature required is Class II or Class III.

SFTP Access:

SFTP access is provided to Reporting entities to upload/download files over a secure connection.

B. Upload of KYC Record

- a) The data captured as per the common KYC template is to be uploaded on the Central KYC portal along with the scanned copy of the supporting documents (PoI/PoA). For an individual record, the photograph is to be cropped separately and uploaded. Uploading of cropped signature is optional.

- b) The specifications for scanning the supporting documents and photograph are stated below:

1. Document should be scanned with a resolution of 150-200 DPI.
2. Photograph must be passport size, in colour.
3. Dimensions of the photograph - 200 x 230 pixels.
4. Maximum size of photograph permitted is 100kb.
5. File size (Maximum Limit): 350kb for individual KYC record and 5Mb for legal entity KYC record.
6. Acceptable file format is '.tif', '.tiff', '.pdf', '.jpeg', '.jpg'.

To ensure that the quality of images in CKYCRR are of a high standard, reporting entities are to ensure that only scanned images of the original photograph and OVD documents are uploaded to CKYCRR.

These guidelines are also communicated under the 'Notification' tab on CKYC portal [Scanning of photograph and OVDs to be uploaded on CKYCR Registry.](#)

- c) The reporting entity can bulk upload the KYC details and scanned images. Images for each record will be required to be zipped separately.
- d) The entity should ensure adequate internet bandwidth for bulk upload. Bulk upload is provided via SFTP. For bulk upload of size less than 20 MB the Central KYC front-end application may also be used. Based on validations, a response file will be generated. This file will contain the success records, error records and download records. The response file is available for download from the Central KYC application.

C. Search and Download of KYC record

- a) Reporting entity can search for the record by entering CKYC identifier or by entering a valid ID type and number.
- b) Reporting entity can download single / bulk records by entering CKYC identifier and an authentication factor (viz. date of birth (incorporation) / mobile number/pincode + year of birth).

- c) Reporting entity shall obtain download consent from the customer every time the CKYC record is being downloaded from Central KYC Records Registry. This consent form shall be retained with the reporting entity.

Refer to [Download Consent Notification](#) link under the 'Notification' tab of Central KYC Records Registry portal for Download Consent form format.

D. Update of KYC record

In case of change of existing information of a customer (including minor turning major) in the records of Central KYC Records Registry, a reporting entity will initiate an update request.

- a) The updated data along with the scanned copy of the supporting document, where required, will be uploaded on the Central KYC Records Registry portal.
- b) In order to initiate an updation request, the reporting entity will need to have the latest KYC record of the customer.
- c) On updation of a KYC record at the Central KYC Records Registry, all linked entities (institutions that have either uploaded or downloaded the KYC record for that particular KYC record), will receive an electronic update notification of KYC record. The entities can download the last updated record of the customer.

E. Multiple correspondence addresses

Central KYC Records Registry will enable linkage of multiple correspondence addresses.

An individual can fill Annexure-A1 for multiple addresses and submit the details to the reporting entity which in turn will initiate the update request on the Central KYC application.

F. Processing of Records at Central KYC Records Registry

De-duplication: The KYC data uploaded on the Central KYC Records Registry will go through de-duplication process on the basis of the demographics and identity details submitted. The de-dupe process uses normaliser algorithm and custom Indian language phonetics.

1. Where an exact match exists for the KYC data uploaded, the reporting entity will be provided with the KYC identifier for downloading the KYC record.
2. Where a probable match exists for the KYC data uploaded, the record will be flagged for reconciliation and necessary decision by the reporting entity.

Reconciliation of Probable match:

- a) Central KYC Records Registry will provide the probable match cases to the reporting entities for reconciliation and resolution.
- b) Where the reporting entity confirms the KYC record as an exact match, it will need to download the existing KYC record of the customer.
- c) Where the reporting entity confirms the KYC record as a 'no match', it shall be forwarded for processing and a unique KYC identifier will be generated for the record.
- d) The reporting entity will have to resolve the probable matches within 7 calendar days, beyond which the record will be withdrawn by the Central KYC Records Registry. However, the same can be uploaded as a new record, if 'no match' is found.

The reporting entity is required to sensitise their staff to meticulously follow the guidelines issued to avoid action under the CKYC guidelines of their respective organisation and have accountability policy in place in this regard.

G. KYC Identifier

- a) A 14-digit unique KYC identifier will be generated for new customer records and notified to the reporting entity.
- b) For “Small Accounts” the KYC identifier will additionally have a prefix “S”.
- c) For “Simplified Measures Accounts” the KYC identifier will additionally have a prefix “L”.
- d) For “OTP based E-KYC Accounts” the KYC identifier will additionally have a prefix “O”.
- e) For “Minor Accounts” the KYC Identifier will additionally have a prefix “M”.

The reporting entity may display the CKYC identifier of the customer in the mobile banking app & internet applications and printing of the same in passbook, account statement, policies etc (with masking) to create awareness among customers regarding CKYC. The Reporting Entity may also display banner in their offices/branches/website to create awareness among the staff as well as customers.

To download the format of CKYC banner, refer [Creating awareness regarding CKYCR](#) link under the Communiques’ tab of Central KYC Records Registry portal.

H. Fees

- a) Reporting entities can avail services of Central KYC Records Registry on payment of prescribed fee, in advance.
- b) For every service availed, the requisite amount will be deducted from the advance payment made. If the available balance is insufficient, the reporting entity will not be able to avail the services until the balance is replenished.
- c) To make the advance payment, the reporting entity will be required to generate the proforma invoice through the Central KYC application. The

reporting entity is required to make an advance payment through NEFT/RTGS in CERSAI's bank account and mention the system generated proforma invoice reference number as the remark.

- d) Upon confirmation of the payment receipt from the bank, wallet balance will be updated, and a payment receipt will be generated. TDS at the prevalent rates will be applicable.
- e) Reporting entity will be intimated when the balance goes below the prescribed limit set by them. The reporting entity user can download / print the usage details till the previous day.
- f) The tax invoice for the services utilised during the month will be generated and provided by the fifth day of the next month.

VI. Reports

- a) Central KYC application shall provide reports including dashboards, access trail and audit trail.

Administration	Operational	Accounts
<ul style="list-style-type: none">• Log Report• Access Trail• User Master• Institution Master	<ul style="list-style-type: none">• MIS Dashboard• Bulk Upload• Unsolicited Updates	<ul style="list-style-type: none">• Ledger• Funds Usage statement

1. Log Report

Log report provides the details of the users of the reporting entity who have logged into the Central KYC application, for a specified period of time.

2. Access Trail

Access trail report provides an admin user, the pages accessed by the users created under his hierarchy on the Central KYC application.

3. User Master

User Master provides the details of the users under the reporting entity for the purposes of accessing Central KYC application.

4. Bulk Upload

Using this report, admin user can view the current status along with the count of records for each uploaded batch.

5. Dashboard

Institution Admin User can view the summary of all uploaded KYC records for a specified time period.

6. Update Notification

This report provides the notifications for the updates done on a KYC record that is linked to the reporting entity, for a specified time period.

7. Ledger

This provides the summary of the payments made and utilised for the transactions on the Central KYC Records Registry.

8. Funds Usage Statement

This provides a detailed statement of the opening balance, payments made, TDS released, usage and closing balance for a particular month.

VII. Retention of Records

Central KYC Records Registry shall ensure retention of the Know Your Customer (KYC) records in an electronic format for a period specified by the rules and shall ensure that the retrieval of the information is facilitated within stipulated time period.

VIII. Grievance Redressal Mechanism

Central KYC Records Registry shall provide for the grievances of reporting entities to be redressed in a timely and appropriate manner and ensure records are maintained for such resolution.

Stage 1

For Reporting Entities and Public: Contact our helpdesk with your queries

Helpdesk	Contact
Call us from Monday to Saturday between 8.00 a.m. to 8.00 p.m.	022-61102592 022 50623300
Email us at	helpdesk@ckycindia.in

For Reporting Entities: In case of queries with respect to registration and modification of the entities for CKYCRR Registry you may contact the under mentioned official:

Sh. Anupam Shah Senior Manager CKYCRR Registry	011-24664607 anupam_s@cersai.org.in
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Model Timelines - We will respond to you within 2 business days

Stage 2

If the resolution you receive does not meet your expectations, please write your complaint to our Complaint Redressal Officer with all previous correspondence and ticket number at:

Ms. Seema Singh Chief Manager, CKYCRR Registry	011-24664617 seema_singh@cersai.org.in
Ms. Sangita Dwivedi Assistant General Manager, CKYCRR Registry	011-24664620 sangita_dwivedi@cersai.org.in

Model Timelines - We will respond to you within 7 business days

Stage 3

If you are still not satisfied with the resolution you receive, please write with your grievance to our Customer Service Head with all the previous correspondence and ticket number at:

Customer Service Head	Contact
Sh. Vijendra Pal Singh Deputy General Manager, CKYCRR	01124664610 vijendra_singh@cersai.org.in
Chief Operating Officer	coo@cersai.org.in

Model Timelines - We will respond to you within 5 business days

Grievance Redressal matrix of the reporting Entities wherein they face issues with respect to the TDS/GST:

In case of queries of reporting entities related to TDS/GST which could not be resolved by the helpdesk, the reporting entities may write to the under named officials:

Sh. Arup Chakraborty Assistant General Manager CERSAI	01124664623 arup_chakraborty@cersai.org.in
Sh. Deepak Kumar Deputy General Manager	01124664606 dgmitaa@cersai.org.in; deepak_kumar@cersai.org.in

Model Timelines- We will respond to you within 5 business days

If in case the grievances of the reporting entities are still unresolved, they may write to the compliance officer as under:

Ms. Ridhima Sethi Compliance Officer CERSAI	01124664609 ridhima_sethi@cersai.org.in
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Model Timelines- We will respond to you within 5 business days.
