

Date: 04th Oct-2024

Dear Business Associates,

It has been observed that still many branches/BAs do not follow process while processing a new account opening application through CBOS and e-KYC, resulting in higher rejections and delay in processing.

It is our constant endeavour to make the account opening process simpler, faster and seamless for customers below probable rejections needs to be checked before submission of account for verification.

Top KYC Rejections with Probable solutions			
Sr. No.	Rejection reason	Issue	Solutions
Top Physical Scan KYC Rejections			
1	Details mismatch on proof and KYC with system	Client details mismatch with data entered in system v/s Proof given by client or details filled in form with Proof given	All the client personal details should be matched with provided proof, data entered in system and with details fill in the KYC form
2	Required details missing on KRA page	Incomplete form filled and required mandatory details missing on KRA page	In KRA page all the details marked as mandatory which needs to correctly filled and should be match with given proof by client.
3	Required documents/KYC pages not uploaded	Mandatory page not uploaded in system for verification	User has to upload min. required pages of KYC form and documents in system for verification. Details of mandatory pages available in CBOS system. Path : All page PDF and take cursor on (i) help button to get the detail list
4	Holder signature mismatch with KRA and proof	Client vet signature not match with given proof	As per the requirement of physical KYC client signature in form should be match with any of the signature proof provided by client. Signature proof can be accepted as PAN, Valid Driving License, Valid Passport and if any of the given document is not available client should take signature verified from the bank.
5	Required Minor stamp on Proof /KYC page	Client has not provided MINOR stamp on KYC Page	Client can either affix stamp for Minor or else hand written "On Behalf Of Minor (Name)" under the guardian signature
6	Required holder counter signature	Client signature not given near correction, whitener or over written	Client authentication required against any type of correction in the form like whitener used, correction or over written
7	Required colour Aadhaar copy with self attestation and IPV stamp with details	Given Aadhaar copy is in black and white without client self attestation and IPV	Upload colour copy of Aadhaar card with client self attestation and IPV of Branch or Franchises staff.
8	Aadhaar No. Masking	1st 8 digit of Aadhaar no. not masked	1st 8 digit of Aadhaar No. should be masked properly. Below client photo Aadhaar No. mentioned also should be masked.
Top e-KYC Rejection			
1	Client Name Mismatch on Bank Proof	Client name differ with uploaded bank proof	Client name should be match with uploaded bank proof
2	Name mismatch on Aadhaar with pan site	Client name differ in Aadhaar and PAN	Client name on Aadhaar should be match with PAN Name or ITD name
3	Bank Proof Not Clear	Details like Bank Name, Account Holder Name, Account No., IFSC not clearly visible in uploaded bank proof	On uploaded Bank proof Bank Name, Account Holder Name, Account No., IFSC should be clearly visible to verifier.
4	Bank account number and IFSC mismatch with proof	Entered bank account no. mismatch with Bank Proof uploaded	Ensure bank account no. and IFSC entered in system should match with given bank proof. Also system is giving pop up message at user level where there is mismatch in bank account no. or IFSC, would you like to process YES or NO. User has click on NO and correct the bank account no. or IFSC in system
5	Aadhaar copy not clear	Uploaded Aadhaar copy not clear and details not visible	Clear copy of Aadhar copy should be upload with all details visible clearly. 1st 8 digit of Aadhaar No. also should be masked properly. Below client photo Aadhaar No. mentioned also should be masked.
6	Details mismatch with proof and system	Client details mismatch with data entered in system v/s Proof given by client	All the client personal details should be matched with provided proof and system.
7	Bank logo/stamp not available on proof	Bank logo and Bank stamp not available in uploaded bank proof	On Bank proof Bank Logo should required it logo is not available then Bank official should attested with Bank Seal. Specially this happens in Bank Passbook.
8	Details not printed on Bank Proof	Details like Bank Name, Account Holder Name, Account No., IFSC not available in uploaded bank proof	On uploaded Bank proof Bank Name, Account Holder Name, Account No., IFSC should be available to verifier.