

SB Order No. 02/ 2024

F. No. CBS-25/3/2024-FS-DOP  
Govt. of India  
Ministry of Communications  
Department of Posts  
(FS Division)

Dak Bhawan, New Delhi – 110001  
Dated: 07.05.2024

To

All Head of Circles / Regions

Subject: Online PAN verification functionality in Finacle CBS System – Reg.

Madam / Sir,

As you are aware that Online PAN Verification functionality was implemented in Finacle CBS System w.e.f. 25.01.2022 and a detailed SOP was circulated vide SB Order No. 02/2022 dated 25.01.2022.

2. For the purpose of PAN validation, CBS system is integrated with the system of M/s. Protean e-Gov Technologies Ltd (Formerly NSDL). Based on the responses received from Protean system, PANs are validated in Finacle. This system was in place till 30.04.2024.

3. However, with effect from 01.05.2024, changes have been made in the Protean system with respect to PAN validation. Accordingly, Protean system has been mandated by Income Tax Department to provide the following responses, which is a regulatory compliance to be met by Department of Posts:

Response Item	Responses
PAN status from NSDL	Existing and Valid, Fake, Deactivated, Deleted, Record Not Found, etc.
Name	Y / N (Matched or Not Matched)
Date of Birth	Y / N (Matched or Not Matched)
Aadhaar to PAN linking status	Y / R / NA – (Operative / Inoperative PAN / Non-individual PANs)

4. Accordingly, at the time of validation of PAN through CCRC menu or CMRC menu in Finacle, the following data/information entered / available in CIF will be sent to Protean System for validation.

- i. PAN Number
- ii. Name (Concatenation of First Name, Middle Name and Last Name)
- iii. Date of Birth



5. The following appropriate changes in Finacle are under development, which will not allow manual intervention in future:

(i). System, to restrict the acceptance of PANs in case of the following responses.

Response Item	Response
PAN status from NSDL	Other than Existing and Valid
Name	N - Not Matched
Date of Birth	N - Not Matched

(ii). System, to set the TDS Table code value to apply higher rate of TDS in case of Inoperative PAN response, with respect to Aadhaar to PAN linking status.

6. Till Finacle level validation/changes are made in the system as mentioned in para 5 above, the Counter PA/Postmaster/Supervisor should perform the following actions in accordance with the responses of the PAN verification as under:

Sl. No.	Response	Action to be performed by Counter PA / Postmaster/Supervisor
1.	If the PAN status is 'E' - Existing and Valid	PAN may be accepted.
2.	If the PAN Status is 'E' and Name status is 'N - Not Matched'	PAN shall not be accepted as valid PAN.
3.	If the PAN Status is 'E' and if the DOB status is 'N - Not Matched'	PAN shall not be accepted as valid PAN.
4.	If the PAN Status is 'E' and if the Aadhaar - PAN status is 'NA - Non-individual PANs'	PAN shall not be accepted as only individual can open the account under National Small Savings Schemes.

It is accordingly conveyed that till the changes mentioned in para 5 are made in Finacle System, the concerned staff in Post Offices shall perform the actions mentioned in para 6 above scrupulously, without any fail.

7(a) Further, it should be ensured that the valid PANs are mandatorily accepted from the depositor on the date of happening of any of the following events, in accordance with the provisions in Rule 6 of Government Savings Promotion General Rules 2018 amended vide notification No. G.S.R. 238(E) circulated vide SB Order No. 8/2023 dated 03.04.2023.

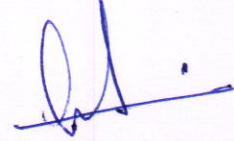
- (i) the balance at any point of time in the account exceeds fifty thousand rupees; or
- (ii) the aggregate of all credits in the account in any financial year exceeds one lakh rupees; or
- (iii) the aggregate of all withdrawals and transfers in a month from the account exceeds ten thousand rupees;

(b) In such cases where the conditions stated in para (a) are not applicable, the depositors should not be insisted to submit PAN mandatorily at the time of opening of account. Account may be opened on obtaining Form-60 which should be replaced with PAN by the Depositors, within a period of two months from the date of happening of any of the events mentioned in para (a) above, whichever is the earliest.



8. Circles are requested to issue necessary orders in this regard to ensure that these instructions are followed by all post offices till Fiancle level changes are deployed. The revised instructions will be issued in due course once the Finacle level changes are made in system. Meanwhile circle may monitor that these instructions are strictly adhered to.

This is issued with the approval of Competent Authority.



**(A. Venkateshwar Reddy)**  
Asst. Director General (FS-II)

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10. All General Managers (Finance) / Directors Postal Accounts / DDAP
11. The Under Secretary, MOF (DEA), NS-II Section, North Block, New Delhi.
12. The Joint Director & HOD, National Savings Institute, ICCW Building, 4 Deendayal Upadhyay Marg, New Delhi-110002.
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