

CENTRAL KYC RECORDS REGISTRY

CKYC/2025/15

Date: November 13, 2025

To: All entities registered with Central KYC Records Registry (CKYCRR)

Dear Sir / Madam,

Sub: New module to deactivate records on CKYCRR

This is to announce that based on discussions held in meeting with stakeholders held on 11.02.2025 and in other meetings for formulation of module and process flow to deactivate duplicate records on CKYCRR, a new module has been rolled out to manage the deactivation of duplicate KYC records that are observed in Central KYC Records Registry. The module is designed to help reporting entities (REs) in reporting, merging and deactivating duplicate KYC records.

For each duplicate case reported under this module, the earliest record will be retained while the later record will be categorized as duplicate and marked for deactivation. The case will be sent to the RE that uploaded the duplicate record for verification and upon their confirmation, CKYCRR will merge the two records (additional information only) and deactivate the duplicate record. The steps are provided in detail in the Annexure to this communicate.

Reporting entities are requested to familiarise themselves with the new workflow and use the module to deactivate any identified duplicate KYC records.

For any questions or clarifications, please reach out to the helpdesk.

For and on behalf of **Central KYC Records Registry**

Helpdesk Contact Details:

Email: helpdesk@ckycindia.in

Phone: 022 61102592 / 022 50623300

Annexure

Deactivation process

I. Steps for reporting duplicate cases for deactivation:

1. Login to CKYC application (IA, IRA or IBA)
2. Select **KYC Management** menu, click on **Bulk file upload** option
3. Select **Bulk Deactivation** from drop down and upload request bulk file as per prescribed format. The file structure is available in the “File structure and samples” folder under the Download section of the CKYCRR website
4. Post successful upload, checker must approve the file using the **Bulk Upload Authorization** option under “KYC Management”
5. Post checker approval, a response file with reference IDs for each case reported will be made available on the **Bulk Upload Response** page under “KYC Management”

II. Steps for verifying and confirming duplicate cases by RE that uploaded the duplicate records:

1. Login to CKYC application (IA, IRA or IBA)
2. Select **KYC Management** menu, click on **KYC Deactivation Maker** menu
3. Review the case and confirm to proceed with the deactivation of the duplicate KYC record
4. Checker must approve the decision using the **KYC Deactivation Checker** menu
5. Post checker approval, the additional details available in the KYC record to be deactivated will be merged into the KYC record that will be retained. The status of the duplicate record will then be updated to KYC deactivated
6. The cases pending action can be tracked using the **MIS Dashboard** under the **Logs and Reports** menu

Note:

- i. Only the RE that uploaded the duplicate record can confirm its deactivation
- ii. REs linked to the deactivated record will be automatically linked to the retained KYC record and receive the download of the retained records post merging in the **SFTP response folder** as well as the **Bulk upload response** menu on the application
- iii. The update to the retained record due to the merger process will be informed to all linked entities through the “Update notification” mechanism of CKYCRR