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State Banks' Staff Union (Kerala Circle)

(Affiliated to All India State Bank of India Staff Federation)
Reg. No. 01-36-2000

Circular No.116/26
To All Unit Secretaries

State Bank of India
Local Head Office
Poojappura
Thiruvananthapuram-695 012

Dear Comrade, Date 26.10.2026

RE-KYC MIGRATION TO LCPC – ENGAGEMENT OF OUTSOURCED PERSONNEL FOR HANDLING SENSITIVE CUSTOMER DATA AND SHARING OF OFFICIALS' LOGIN CREDENTIALS

We reproduce hereunder the full text of letter No.1682/26 dated 26th October, 2026 addressed to the Circle Development Officer, State Bank of India, Local Head Office, Thiruvananthapuram, the contents of which are self explicit.

Yours comradely,

(Akhil S)
General Secretary

"We appreciate the efforts taken by the Circle Management to complete the migration of Re-KYC documents to LCPC, Ernakulam, in compliance with the observations made by the Reserve Bank of India.

It has been reported by the Units that outsourced personnel, including Seva Sarathi and housekeeping staff, as well as daily-wage employees, are being engaged by various Regional Business Offices (RBOs) to carry out Re-KYC work at branches.

We wish to draw your attention to recent reports by various government agencies regarding the alleged exposure of Personally Identifiable Information (PII) belonging to 3,897 SBI customers on the dark web. The information reportedly exposed includes customers' names, date of birth, mobile numbers, email addresses, residential addresses and other sensitive personal details.

We also wish to bring to your notice a serious issue reported from certain branches. The login IDs and passwords of bank officials are being shared with outsourced employees, including housekeeping staff, to enable them to carry out Re-KYC work using the Bank's systems. Sharing the login credentials of officials with outsourced personnel is a serious breach of security. It also makes it difficult to identify the

person who has actually carried out a particular activity in the system. In the event of any unauthorised activity, the officials concerned may also be held accountable.

At a time when reports of customers' personal data being available on the dark web have raised serious concerns, the Bank is also observing Computer Security Awareness initiatives to educate employees on the importance of protecting information and maintaining system security. Engaging outsourced personnel to handle sensitive customer data and sharing the login credentials of bank officials with them are contrary to the very objectives of these initiatives. Such practices defeat the purpose of the Bank's efforts to promote computer security awareness and protect customer information.

We would also like to draw your attention to the Bank's extant instructions on the General Guidelines for Monitoring Outsourced Employees Engaged at Operating Units, issued vide e-Circular No. RB&O/DMD (Ops.-CM)/TPM/VM (Non-IT)/1/2026-27 dated 07.04.2026, and the Bank's Policy on Outsourcing (Non-IT) dated 26.11.2025.

We request you to issue immediate instructions to all RBOs and branches to stop engaging outsourced and daily-wage personnel for handling Re-KYC documents and customer data. Sharing of officials' login credentials with outsourced personnel should also be strictly prohibited. The entire Re-KYC process should be carried out only by authorised bank employees, following the Bank's prescribed guidelines and security procedures.

We request your immediate intervention to put an end to these practices and safeguard the confidential information of our customers and the security of the Bank's systems."

STATE BANKS' STAFF UNION (KERALA CIRCLE) ……ZINDABAD
ALL INDIA STATE BANK OF INDIA STAFF FEDERATION……ZINDABAD
NATIONAL CONFEDERATION OF BANK EMPLOYEES……ZINDABAD
UNITED FORUM OF BANK UNIONS……ZINDABAD
INQUILAB……ZINDABAD