


Steps to be followed for updation of mobile number on the portal

1. Click on **“ENQUIRY”** button.
2. Enter your PACL Certificate number and Captcha.
3. Click on  icon next to the Mobile number displayed on screen.
4. Enter your PAN number.
The PAN number should be the same which the applicant had provided while filing his claim for refund on the portal.
5. Enter new Mobile number.
6. Enter the Captcha and click on **“GENERATE OTP”**.
7. If the entered PAN number is different from the one which the applicant had provided while filing his claim for refund on the portal, verification will fail and a message will be displayed on screen - **“Please enter valid PAN number”**. In this case, no OTP shall be generated. Repeat Step 4 and click on **“GENERATE OTP”**.
8. An OTP shall be sent to the new mobile number.
9. Enter the OTP and click on **“VERIFY”**.
10. Upon successful verification, mobile number shall be updated in the system and a message will be displayed on screen - **“Mobile Number Updated Successfully”**. Further, an SMS shall be sent to the old number stating - **“Your new mobile number has been successfully updated in your PACL claim application.”**