Proforma for online reporting of opening closure merger shifting conversion change in status of Banking Outlets and Offices

Statement for Reporting of Information on Full/Part Time Banking Outlets (BOs) (Brick & Mortar Branch[1] or Fixed-Point Business Correspondent (BC) outlet[2])/Offices/Other Fixed Customer Service Points (CSPs) i.e. other than BOs like ATMs, Cash Deposit Machines, Other Customer Services, etc. - Opened/Closed/Conversion, etc.
(Applicable for All Banks and All India Financial Institutions)

1. Bank/Institution Details[3] :   System Driven
2. Action for Reporting   :   Addition (Opening of new banking Outlet/unit, etc.) ☐

                                Opened   ☐
                                Planned[4]   ☐

                OR   Updation   ☐
                        Updating of existing Information   ☐
                        Closure   ☐
                        Permanent Closed   ☐
                        Merged   ☐
                        Conversion   ☐

3. If proforma is for updating information
    3.1. Part-I Code of updating   : _____
          [Banking Outlet (Full/ Part-time), Administrative/Back Office (7 digits), NAIOs[5], ATMs, Other Fixed CSPs (16 digits)]

    3.2. Effective Date of Change   :   ☐☐/☐☐/☐☐☐☐
                                    Day Month Year

4. For Conversion[6]
    4.1.   Conversion From   : To be selected from database
    4.2.   Conversion To   : To be selected from database
    4.3.   Part-1 Code   :
    4.4.   Conversion Date   : ☐☐/☐☐/☐☐☐☐
                                      Day Month Year

5. For addition of a new Banking Outlet, then:

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[1] Manned by bank staff
[2] Including Access Points of Payments Banks
[3] Depends on login credentials. Bank Code, Bank Name, Bank Category and Bank Group will be displayed in read only mode by the system.
[4] In case of Planned, it is mandatory to select location till 'Revenue Center'.
[5] Non-Administratively Independent Offices
[6] Conversion from Brick & Mortar (B&M) Branch/Fixed Point BC outlet/Office/NAIO to Fixed Point BC outlet/B&M Branch/Office/NAIO or vice versa

5.1. If B&M Branch (Staffed by bank) ☐

    5.1.1. Domestic Banking Unit ☐ / Overseas Banking Unit ☐

5.2. If fixed point BC outlet ☐

    5.2.1. Corporate BC ☐/ Individual BC ☐

    5.2.2. Base/controlling branch Part-I Code, if applicable ☐☐☐☐☐☐☐

    5.2.3. IBA Registration Number: _____

6. For addition of a new Office[7],

   6.1. Domestic Office Unit ☐ / Overseas Office Unit ☐

   6.2. Administrative (including Head/ Regional/ Zonal/ etc.) Office ☐

   6.3. Training Centre ☐

   6.4. Back Office

    6.4.1. Central Processing Centres (CPCs) (including Loan/ Deposit/ other liability/ Cheque book issuing, new account opening etc.) ☐

    6.4.2. Service Branches ☐

    6.4.3. Asset Recovery Branches ☐

   6.5. Treasury Branch Office ☐

   6.6. Forex Office ☐

   6.7. Any Other ☐ (Please specify) _____

   6.8. Part-I code of the base branch/office, if applicable : ☐☐☐☐☐☐☐

7. If NAIOs:

   7.1. Extension Counter[8] ☐

   7.2. Satellite Office[9] ☐

   7.3. Exchange Bureau ☐

   7.4. Representative Office ☐

   7.5. Call Centre ☐

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[7] For each type of office, bank will be required to submit separate proforma.
[8] For applicable categories of bank (foreign banks, RRBs, cooperative banks), may be reported here. For commercial bank, there is no extension counter as they fulfil the criteria of Banking Outlet.
[9] For applicable categories of bank (foreign banks, RRBs, cooperative banks) may be reported here. For commercial bank, there is no satellite offices as they fulfil the criteria of Banking Outlet.

7.6. Other ☐ (Please specify) _____

7.7. Part-I code of the base BO/office : ☐☐☐☐☐☐☐

8. If other Fixed Location CSPs then

   8.1. Mode of service

      8.1.1. Electronic services ☐

         8.1.1.1. ATMs ☐

         8.1.1.2. Cash Recycler Machine (CRM) ☐

         8.1.1.3. Bunch Note Acceptor Machine (BNAM)/

            Cash Deposit Machines (CDMs) ☐

         8.1.1.4. Electronic Kiosks ☐

         8.1.1.5. E-lobby ☐

         8.1.1.6. Other ☐   (Please specify)

      8.1.2. Manual Services ☐

         8.1.2.1. Other Customer Services ☐

      8.1.3. Onsite ☐ / Off-site ☐

   8.2. Part-I code of the base BO/office, if applicable : ☐☐☐☐☐☐☐

9. Details of banking outlets/offices/CSPs

   9.1. Name   : _____
         (of Banking Outlet/ Office/NAIO/Other Fixed CSPs)

   9.2. Applicable Category : General Permission   ☐
                        With Authorisation/ Approval/License[10] ☐

   9.3. If approval/ authorisation or Post-facto authorisation, then
         License/ Authorisation Letter Number: _____

   9.4. Date of License/ Authorisation Letter   :   ☐☐/☐☐/☐☐☐☐
         (See explanation)   Day Month Year

   9.5. If it is a case of Re-validation[11] of License/ Authorisation

      9.5.1. The reference number   : _____

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[10] For banks requiring license/permission (SCBs not having general permission, RRBs, Co-operative banks, etc.).
[11] Applicable to banks requiring license/authorisation

9.5.2. Date of Re-validation : ☐☐/☐☐/☐☐☐☐
Day Month Year

9.6. Date of Opening (Actual/ Planned) : ☐☐/☐☐/☐☐☐☐
Day Month Year

9.7. Part-I code of the linked currency chest (BO/Office), if not functioning as a Currency Chest : ☐☐☐☐☐☐☐

10. Magnetic Ink Character Recognition (MICR) Code : ☐☐☐ ☐☐☐ ☐☐☐

11. Indian Financial System Code (IFSC) : ☐☐☐☐ ☐ ☐☐☐☐☐☐

12. Bank's Internal System(CBS) Code : ☐☐☐☐☐☐☐☐☐☐☐☐

13. Location details

13.1. Country : To be selected from database

13.2. State : To be selected from database

13.3. District : To be selected from database

13.4. Sub-District : To be selected from database

13.5. Revenue Centre: To be selected from database Display population range group from database

13.6. Address

13.6.1. Address 1 : _____

13.6.2. Address 2 : _____

13.6.3. Name of the Post Office : _____

13.6.4. Pin Code : ☐☐☐☐☐☐

13.7. Geo-coordinates

13.7.1. Longitude (upto 6 decimal place) ☐☐☐☐☐☐☐☐

13.7.2. Latitude (upto 6 decimal place) ☐☐☐☐☐☐☐☐

13.8. Communication Details:
13.8.1. Name (in case of fixed point BC outlets):_____

13.8.2. Tel. No./ Telex No.   :   □□□□□□□□□□
(For landline, include STD Code)

13.8.3. Mobile No.:   □□□□□□□□□□

13.8.4. Fax No. (with STD Code)   :   □□□□□□□□□

13.8.5. E-mail Address   :   _____

14. Working Days/ Hours

    14.1.   Full Time □   OR

    14.2.   Part Time □

Days	Timings	
	From	**To**
All Days □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.
Monday □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.
Tuesday □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.
Wednesday □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.
Thursday □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.
Friday □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.
Saturday □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.
Sunday □	□□:□□ Hrs.	□□:□□ Hrs. and
	□□:□□ Hrs.	□□:□□ Hrs.

15. Additional centres served by Banking Outlets (Hub and Spoke model):

Multiple Selections from Centre Database

16. Service Offered (multiple selections may be made under each category as relevant)

    16.1.   Customer services offered at Banking Outlet □
        16.1.1.   General banking   □
        16.1.2.   Personal banking including housing/consumer durable/vehicle finance □
        16.1.3.   Fully electronic customer self-service branch, manned □

16.1.4. Locker Facility ☐
16.1.5. Money Transfer Facility ☐
16.1.6. Currency Chest ☐
16.1.7. Small coin depot ☐
16.1.8. Specialised Finance branch ☐
    16.1.8.1. Agriculture finance ☐
    16.1.8.2. MSME finance ☐
    16.1.8.3. Other Corporate finance ☐
16.1.9. Foreign exchange business ☐
16.1.10. Capital market / investment banking services ☐
    16.1.10.1. Merchant / Mercantile Banking ☐
    16.1.10.2. Share Trading & Dmat Services ☐
    16.1.10.3. Mutual Fund[12] Products/ Services ☐
16.1.11. Insurance Services ☐
    16.1.11.1. Life[13] ☐
    16.1.11.2. Non-life ☐
16.1.12. Government business ☐
    16.1.12.1. Public provident fund (PPF) account ☐
    16.1.12.2. Pension accounts ☐
    16.1.12.3. Franking services ☐
    16.1.12.4. Tax Collection ☐
16.1.13. Any Other ☐ Please Specify _____

16.2. Specialised administrative / back office activities handled by Office, if any
    16.2.1. Treasury ☐
    16.2.2. Forex treasury ☐
    16.2.3. Forex Office ☐
        16.2.3.1. A Category ☐ OR
        16.2.3.2. B Category ☐
    16.2.4. Government business, pension, ☐
    16.2.5. Currency chest ☐
    16.2.6. Small coin depot ☐
    16.2.7. Asset recovery / reconstruction ☐
    16.2.8. Clearing and payment services ☐
    16.2.9. Processing centres (deposits, loans, trade finance, forex, cheques etc.) ☐
    16.2.10. Administrative activities (HO / ZO / TC / AO) ☐
    16.2.11. Any Other ☐ Please Specify _____

17. If B&M Branch/ Office[14] is doing forex activity, then :

    17.1. Authorised Dealer Category : A ☐ B ☐ C ☐

    17.2. Date of Authorisation : ☐☐/☐☐/☐☐☐☐
                                    Day Month Year

    17.3. In the case of 'C' Category office,
          Part-I code of forex transaction settling

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[12] Unit linked plans should be treated under Mutual Funds.
[13] Includes health insurance and other similar products related to life.
[14] Offices doing authorised dealer activities with customer interface will be considered as Banking Outlets.

`A' or `B' Category B&M Branch/Office: □□□□□□□

18. Other Attributes
      18.1.   If Other Fixed Location CSPs - Electronic Services
                      18.1.1.   Manned   □
                      18.1.2.   Unmanned □

19. Remarks   :

20. Uniform Codes: Part-I (7/16 digits)   :   □□□□□□□□
    (To be generated by system)

21. Part-II (7 digits)   :   □□□□□□□
    (To be generated by system)

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INSTRUCTIONS FOR FILLING PROFORMA

I. Proforma should be submitted for

    a. Opening of new Banking Outlets (BOs) viz. Brick & Mortar (B&M) branch/fixed point BC outlet/ offices/NAIO/ other fixed customer service points (CSPs) i.e. other than BOs like ATMs, Cash Deposit Machines, Other Customer Services, etc.

    b. a planned banking outlet (B&M branch/ fixed point BC outlet) /offices/NAIO/ other fixed customer service points (CSPs) i.e. other than BOs like ATMs, etc. (in this case Part-I code will not be generated).

    c. for reporting change in status/postal address, closure/ merger/ conversion/ relocation / upgradation, etc. of existing banking outlet /offices/NAIO/ CSPs.

II. Uniform Code Number (UNC) comprises two parts as Part-I code and Part-II code of 7 digit each.

    a. **Part-I code** is defined as follows:

        i. for B&M branches/offices of commercial banks and All India Financial Institutions (AIFIs): **7** digits alphanumeric code of which:
- ❖ first three digits from the left stand for bank code
- ❖ next four digits stand for branch code

        ii. for branches/offices of state/district central co-op. banks, state/central land development banks. **7** digits alphanumeric code of which:
- ❖ first four digits from the left stand for bank code
- ❖ next three digits stand for branch code

        iii. for branches/offices of other co-op. banks, **7** digits alphanumeric code of which:
- ❖ first five digits from the left stand for bank code
- ❖ next two digits stand for branch code

        iv. Non-Administratively Independent Offices (NAIOs - temporary offices), such as stand-alone extension counter /satellite office/representative office/cash counter/ inspectorate/ collection counter/mobile office/Airport counter/ Hotel counter /Exchange Bureau: **16 digit** (Out of 16 character code first 5 places are reserved for Bank code (in case bank code is less than 5 digit, left places will be padded with 0) next 3 digit will be "NAI" and then alphanumeric for remaining 8 places. Each NAIO is linked to some independent BO for Part – I code of the base BO should be provided).

        v. ATMs, Other fixed Customer Service Points: **16 digits** (New BSR code of 16 characters to Fixed Point Business Correspondent outlet, ATMs/CSP (16 characters code which will consist of Bank Code, followed by string or "ATM" or "CSP" and then alphanumeric for remaining 8 places. Out of 16-character code first 5 places are reserved for Bank code, in case bank code is less than 5 digit left places will be padded with 0)

    b. **Part-II code** (of 7 digits alphanumeric code) irrespective of different categories of banks, is defined as follows:
- ❖ first three digits *from the left* stand for district code
- ❖ next three digits stand for revenue centre code within the district
- ❖ Last single digit stands for population range code

III. However, Proforma for Temporary Office opened at the site of a fair/exhibition, etc. should not be submitted.

IV. All the banks including Public Sector Banks should generate Part-I and Part-II code through system only after submitting the complete proforma. No bank can pre-assign the Part-I code.

V. Upgradation of a NAIO into a full-fledged B&M branch/office or vice-versa will be treated as conversion. Accordingly, proforma for conversion should be filled in the application. After conversion, old record will be closed and new Part-I code will be generated for new unit.

VI. Banks will be solely responsible for updating their information in the system.

VII. Once the information is submitted, cannot be deleted. It can only be updated with the history remaining in the system.

VIII. Relationship between population range code and population group code is shown below:

Last digit of Part II of the Uniform Code Number (Population Range code)	Population range	Tier	Population Group	Population Group Code
1	Up to 4999	6	*Rural*	*1*
2	5000 to 9999	5		
3	10,000 to 19,999	4	*Semi-Urban*	*2*
4	20,000 to 49,999	3		
5	50,000 to 99,999	2		
6	1,00,000 to 1,99,999	1	*Urban*	*3*
7	2,00,000 to 4,99,999	1		
8	5,00,000 to 9,99,999	1		
9	10 lakhs and above	1	*Metropolitan*	*4*

EXPLANATIONS OF ITEMS IN PROFORMA

Item No.1:

Depends on login credentials. Bank Code, Bank Name, Bank Category and Bank Group will be displayed in read only mode by the system.

Item No. 2:

To be chosen from dropdown menu for addition of new or updating of existing one.

Item No. 3.1 & 3.2:

If proforma is for updating information in the existing unit based on Part-I code unit may be selected and as per requirement information may be updated with effective date of change.

Item No. 4:

Based on Part-I code, unit may be selected, and conversion process for converting BO to office, BO to NAIO or office to NAIO or vice-versa should be made and effective date of conversion should be mentioned.

Item No. 5.1 & 5.2:

If proforma is for new Banking Outlet, i.e. B&M Branch or fixed-point BC outlet, type of banking outlet need to be selected.

Item No. 5.1.1:
Whether B&M branch is domestic or overseas, needs to be selected

Item No. 5.2.1:
Whether fixed point BC outlet is Corporate or Individual, needs to be selected

Item No. 5.2.3:
IBA Registration Number, if available, need be provided.

Item No. 5.3:
For **fixed point BC outlet** base / controlling BO Part-I Code, if applicable, need to be mentioned.

Item No. 6:
If proforma is for new office, type of Office needs to be selected from 6.2, 6.3, 6.4 6.5, 6.6. If any other type of, not mentioned here, then 6.7 is to be selected and details of its activity need to be mentioned. If Administrative office, mentioned in 6.2, performing any activity mentioned in 6.3,6.4,6.5 or 6.6 then 6.2 is to be selected and accordingly, activities performed by them need to be selected in 16.2.

Item No.7
If proforma is for new NAIO, correct type of NAIO must be selected from 7.1, 7.2, 7.3, 7.4, 7.5, 7.6. For each type of NAIO separate proforma must be submitted. If any other type of NAIO not mentioned here, then 7.7 needs to be selected and details of the NAIO & its activity needs to be mentioned.

NAIO are Offices for which separate books of accounts are not maintained and not required to submit BSR returns to RBI. Name of the base BO/office and its Uniform Code Numbers are to be provided with which the accounts of NAIO(s) will be maintained.

Item No.7.8:
Part-I code of the base BO/office is to be mentioned.

Item No. 8:
If proforma is for new other Fixed Location CSP, type of Fixed Location Customer Service Points (CSPs) needs to be selected from.

Item No. 8.1:
Mode of service through which services are provided. Electronic (8.1.1) or Manual (8.1.2) needs to be selected.

Item No.8.1.1.1, 8.1.1.2, 8.1.1.3, 8.1.1.4 & 8.1.1.5:
If mode of service, Electronic (8.1.1) is selected then type of electronic service need to be selected from ATM (8.1.1.1), CRM (8.1.1.2), CDM (8.1.1.3), Electronic Kiosk (8.1.1.4), E-lobby (8.1.1.5). For each type of electronic service, separate proforma must be submitted.

Item No. 8.1.1.6:
If electronic Fixed Location CSP performing any other activity not mentioned here, then other (8.1.1.6) needs to be selected and details of its activity should be mentioned.

Item No. 8.1.2.1:
If Fixed Location CSP delivering services through manual mode, then item no. 8.1.2.1 needs to be selected.

Item No.8.1.3:
Whether Fixed Location CSP is Onsite / Off-site, correct position needs to be ticked.

Item No.8.2:
Part-I code of the base BO/office is to be mentioned, if applicable.

Item No.9.1:
The name of the Banking Outlet/Office/NAIO/ Other Fixed Location CSPs is to be written.

Item No.9.2:
If bank is having permission to open Banking Outlet/Office/NAIO/ Other Fixed Location CSPs under General Permission, system will automatically select and such banks need not be fill 9.3, 9.4, 9.5, and 9.6. Otherwise "With Authorisation / Approval / License" should be selected.

Item No.9.3:
The Licence / Authorisation number, if already available (as obtained from concerned Central / Regional Office of RBI) is to be written, otherwise the same should be updated later.

Item No.9.4:
The exact date of Licence / Authorisation is to be written.

Item No.9.5 & 9.6:
In case the BO /office/NAIO/ Other Fixed Location CSPs is opened after expiry of one year of authorisation or date prescribed by RBI from the date of issuing of licence, please indicate whether licence was re-validated or not and if revalidated please mention the reference number and date of re-validation.

Item No.9.7:
Part-I code of the linked currency chest (BO/Office) is to be mentioned, if it is not functioning as a Currency Chest.

Item No.10:
Magnetic Ink Character Recognition (MICR) Code of the Banking Outlet/office/NAIO/ Other Fixed Location CSP is to be mentioned.

Item No.11:

Indian Financial System Code (IFSC) of the Banking Outlet/office/NAIO/ Other Fixed Location CSP is to be mentioned.

Item No.12:

Bank's Internal System (CBS) Code of the Banking Outlet/office/NAIO/ Other Fixed Location CSP is to be mentioned.

Item No.13.1, 13.2, 13.3, 13.4 & 13.5:

Name of Country, State, District, Sub-District and Revenue Centre should be selected from the drop-down menu. In case of overseas Banking Unit, only Name of Country is mandatory.

Item No.13.6.1 & 13.6.2:

Detailed address should be written for both domestic as well as overseas banking unit.

Item No.13.6.3 & 13.6.4:

Name of the Post Office and its Pin Code to be written for domestic banking unit.

Item No.13.7:

Geo-coordinates i.e. Longitude and Latitude (up to 6 decimal place) to be written.

Item No.13.8.1:

In case of fixed point BC outlet, name of the person functioning as fixed-point BC shall be given. In case of Banking Outlet/office/NAIO designation of the In-charge of Banking Outlet/office/NAIO shall be given.

Item No.13.8.2, 13.8.3,13.8.4 & 13.8.5:

Landline number, including STD code, Mobile number, Fax number (if any), and E-mail ID shall be given.

Item No.14:

Whether banking unit is Full Time OR Part Time needs to be selected and time during which it is open shall be mentioned for each day.

Item No.15:

Additional centres served by the banking unit need to be selected from drop-down menu. Corresponding to each centre, state, district and sub-district also need to be selected.

Item No.16.1:

Services offered by the Banking Outlet (B&M branches / fixed point BC outlet) need to be selected. Multiple selections may be made in case it is offering more than one service. If any other services offered by it, which is not mentioned here then 16.1.13 also needs to be selected and its detail description should also be mentioned.

Item No.16.2:

Services offered by the office need to be selected. Multiple selections may be made in case it is offering more than one service. If any other services are offered by it, which is not mentioned here then 16.2.11 also need to be selected and its detail description should also be mentioned.

Item No.17:

If B&M Branch / Office is doing forex activity {must have already selected Foreign exchange business (16.1.9) or Forex Office (16.2.3)} then must mention Authorised dealer category in 17.1 and give date of authorisation in 17.2.

Item No.17.3:

In case Authorised Dealer Category "C" is selected in 17.1 then Part-I code of its link office must be mentioned.

Item No.18:

Other Attributes

Item No.18.1:

If proforma is for Other Fixed Location CSPs – Electronic Services (8.1.1), whether it is manned or unmanned is to be mentioned.

Item No.18.2:

In case of fixed point BC outlet, Indian Banking Association (IBA) Registration Number of the BC needs to be mentioned.

Item No.19:

If anything is left for sharing with RBI or any other additional information, this must be given in detail.

Item No.20:

Part-I will be generated by the system

Item No.21:

Part-II will be generated by the system

Note: For further clarification contact or write to:
The Director
Bank Branch Statistics Division
Department of Statistics and Information Management
Reserve Bank of India, Central Office
C-9, 6th floor, Bandra-Kurla Complex
Bandra (East), Mumbai - 400051.

Guidelines for Commercial Banks on the use of CISBI

The Reserve Bank has been using the Master Office File (MOF) system for maintaining the information database on locational and business activity details of all banking outlets / offices as reported by banks in terms of extant branch authorisation circulars issued by the regulatory departments [*i.e.,* the Department of Banking Regulations (DBR) and the Department of Co-operative Banks Regulations (DCBR)] in RBI. The Basic Statistical Returns (BSR) codes (Part-I & Part-II) are allotted through the MOF system. It is also used for providing information on 'branch locator' under the *Database of Indian Economy (DBIE)* portal (https://dbie.rbi.org.in) on the RBI website, which is widely used by banks/general public.

Consistent with the needs of branch licencing and financial inclusion policies as well as the need for requisite coverage of additional dimensions/features in a secure manner, the MOF system is being replaced by a new web-based "***Central Information System for Banking Infrastructure (CISBI)***". The Bank Branch Statistics Division (BBSD) in the Department of Statistics and Information Management (DSIM), Central Office, Reserve Bank of India would be the nodal unit for CISBI and would co-ordinate with other RBI Departments, banks, AIFIs and stakeholders.

Under the new system, information related to Bank, Banking Outlet [Brick & Mortar (B&M) Branch and Fixed-Point Business Correspondent (BC) Outlet], Office, NAIOs, other fixed Customer Service Points (CSPs) (*e.g.,* ATMs, Other Customer Services) must be submitted in CISBI. The new system has several enhancements such as: (a) coverage of overseas branches of Indian banks, co-operative banks, ATMs, AD-category, fixed-point banking correspondents (BCs) outlets and centres served under hub-spoke model; (b) geo-coordinates of outlets; (c) mapping of multiple bank-codes (BSR, IFSC and MICR); (d) bank-level information on approval/license/facilities and (f) scalability with new business models .For accessing CISBI, each bank is allotted two types of user IDs: (i) "Bank Admin ID" and (ii) "Bank User ID". RBI (DSIM-BBSD) will create single "Bank Admin ID" for each bank, who in turn can themselves create multiple "Bank User IDs". Banks can update information related to their bank by using "Bank Admin ID" and can report new banking outlet or can report any change in status/address, closure/merger/conversion/ shifting/relocation/upgradation, etc. of existing banking outlets/offices/NAIOs/ CSPs by using both the IDs. However, only "Bank Admin ID' (and not "Bank User ID") can make changes in the information related to their Bank.

Commercial banks will be able to submit proforma on their own to CISBI and get the information validated and approved. For getting "Bank Admin ID", a bank should provide an authorised email ID on which RBI (DSIM-BBSD) can forward "Bank Admin ID" and its password in two different emails. A new bank seeking reporting access to CISBI, should contact RBI (DSIM-BBSD) for this purpose.

1. For opening an account in CISBI and providing bank code, the bank's request letter should provide details of the bank's nodal person, an email ID for receiving the login credentials and certain basic documents as follows:

    A. **For Foreign Banks**
        a. Certificate of Incorporation from Registrar of Companies;
        b. License/ Authorization to carry on banking business from DBR, RBI, CO along with covering letter (containing terms & conditions);
        c. A letter of commencement of business in India;

        d.   A copy of Memorandum of Association;

        e.   A copy of Articles of Association; and

        f.   All the documents from the list of commercial Banks and in addition to that a certificate of bank confirming capital infusion of US $ 25 million.

B. For Other Commercial Banks

        a.   Certificate of Incorporation from Registrar of Companies;

        b.   License/ Authorization to carry on banking business from RBI (DBR) along with its covering letter (containing terms & conditions);

        c.   A letter of commencement of business in India;

        d.   Press release by DBR regarding commencement of business;

        e.   A copy of Memorandum of Association; and

        f.   A copy of Articles of Association.

2. Based on the documents, as mentioned above, RBI(DSIM-BBSD) will open an account of the bank in CISBI system by filling its "Basic Details" in the system.

3. System will generate the "Bank Admin ID" and will automatically send email notification of "Bank Admin ID" and its Password (in two separate emails) to the designated email ID of the bank.

4. Bank should login on the CISBI portal (https://cisbi.rbi.org.in) using its allotted "Bank Admin ID" and change the allotted password on the first login.

5. Bank should fill all information pertaining to their bank including license details, address of registered office, head office, corporate office, authorised official for CISBI reporting, etc. and contact details of Chairman, CMD, MD, compliance officers, authorised official for CISBI reporting, etc. Then submit and publish the information in CISBI.

6. After submission of the complete information related to their bank CISBI will generate Bank-code and Bank Working Code.

7. After getting the Bank / Bank Working Code, banks can create "Bank User ID" for its internal users. Management of "Bank User ID" will remain the responsibility of the Bank.

8. Banks can submit the information related to their new banking outlet as per the proforma by login through "Bank Admin ID" or "Bank User ID".

9. For reporting any change in the existing information, banks should edit the existing information and indicate the effective date of change.

10. Banks can also use the facility to access/ download the data related to their bank.

11. "Instructions for Filling Proforma" are given in Annex II.

12. Bank must reset the password in every three months. In case, their password expires or it is forgotten, they can login in CISBI and (a) Use "Bank Admin ID" to reset the password for "Bank User ID" and (b) contact CISBI helpdesk for resetting the password of "Bank Admin ID".

13. **Nil Report**: Nil report will show the status of the bank in CISBI, *i.e.*, total number of functioning banking outlet/s (B&M branch/fixed point BC outlets), offices, NAIO and other fixed Customer Service Points (CSPs) (ATMs, Other Customer Services, etc.) as on last day of the month and total number of newly-opened and closed banking outlet/s during the month. Report will be generated from CISBI itself and bank will authenticate that their information in CISBI is correct and updated. If a bank finds any difference in the "Nil Report" generated by CISBI and their actual status, they should first update the information in CISBI by opening or closing or converting the banking channels, then generate "Nil Report" and submit it through CISBI only (No hard copy is required).

14. Banks shall submit, "NIL Report" for every month within one week of the reference date (i.e. by 7th of the next month).