Draft Reserve Bank of India (Small Finance Banks - Branch Authorisation) Directions, 2025

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Reserve Bank of India (Small Finance Banks - Branch Authorisation) Directions, 2025

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In exercise of the powers conferred by Section 23 and Section 35 A of the Banking Regulation Act, 1949 the Reserve Bank of India ('RBI') being satisfied that it is necessary and expedient in the public interest to do so, hereby issues the Directions hereinafter specified.

Chapter I - Preliminary

A. Short Title and Commencement

1. These Directions shall be called the Reserve Bank of India (Small Finance Banks - Branch Authorisation) Directions, 2025.

2. These directions shall come into force with immediate effect.

B. Applicability

3. These Directions shall be applicable to Small Finance Banks (hereinafter collectively referred to as 'banks' and individually as a 'bank').

C. Definitions

4. In these Directions, unless the context states otherwise, the terms herein shall bear the meanings assigned to them below:

(1) **'Administrative Office'** or **'Controlling Office'** means a corporate, regional, zonal, or any other office, by whatsoever name called, that exercises control or oversight functions on units / Banking Outlets / Offices falling under its jurisdiction and undertakes internal administrative functions including oversight of bank's own staff and carries out no banking or business transactions. Direct interface with customers is not permitted.

(2) **'Back Office(s)'** means a Central Processing Centre (CPC) or an Office, by whatever name called, that exclusively attends to functions such as data processing, processing of loans, verification and processing of documents, issuance of cheque books, demand drafts etc. on requests received from other Banking Outlets and carries out other functions incidental to banking business. Direct interface with customers is not permitted.

(3) '**Banking Outlet**' is a fixed point service delivery unit, manned by either bank's staff or its Business Correspondent where services of acceptance of deposits,

encashment of cheques / cash withdrawal, or lending of money are provided for a minimum of four hours per day for at least five days a week. It carries uniform signage with name of the bank and authorisation from it, contact details of the controlling authorities and complaint escalation mechanism. The bank should have a regular off-site and on-site monitoring of the 'Banking Outlet' to ensure proper supervision, 'uninterrupted service' except temporary interruptions due to telecom connectivity, etc. and timely addressing of customer grievances. The working hours/days need to be displayed prominently.

A Banking Outlet which does not provide delivery of service for a minimum of four hours per day and for at least five days a week will be considered a '**Part-time Banking Outlet**'.

Explanations:

(i) Extension Counters, Satellite Offices, Part-shifted Branches, Ultra Small Branches and Specialised Branches, subject to their satisfying the definition given above, shall be treated as independent 'Banking Outlets' or 'Part-time Banking Outlets', as the case may be.

(ii) ATMs, E- lobbies, Bunch Note Acceptor Machines (BNAM), Cash Deposit Machines (CDM), E- Kiosks and Mobile Branches will not be treated as 'Banking Outlets'. Point of Sale (PoS) terminals where limited cash withdrawal facility is allowed by banks in terms of extant instructions without having an arrangement with the concerned entities as 'business correspondents' will not be considered as 'Banking Outlets'.

(4) **'Digital Banking'** refers to present and future electronic banking services provided by a bank for the execution of financial, banking and other transactions and/or orders / instruments through electronic devices / equipment over web sites (i.e. online banking), mobile phones (i.e. mobile banking) or other digital channels as determined by the bank, which involve significant level of process automation and cross-institutional service capabilities running under enhanced technical architecture and differentiated business model / strategy.

(5) **'Digital Banking Unit' (DBU)** means a specialised fixed point business unit / hub housing certain minimum digital infrastructure for delivering digital banking

products & services as well as servicing existing financial products and services digitally, in both self-service and assisted mode, to enable customers to have cost effective / convenient access and enhanced digital experience to / of such products and services in an efficient, paperless, secured and connected environment with most services being available in self-service mode at any time, all year round.

(6) '**Digital Banking Segment'** for the purpose of disclosure under Accounting Standard 17 (AS-17), is a sub-segment of the existing 'Retail Banking' Segment which will be sub-divided in to (i) Digital Banking and (ii) Other Retail Banking. The business involving digital banking products acquired by DBUs or existing digital banking products would qualify to be clubbed under this segment.

(7) **'Digital banking products and services'** mean those financial products / services whose designs and fulfilments have nearly end-to-end digital life cycle with the initial customer acquisition / product delivery necessarily taking place digitally through self-service or assisted self-service.

(8) '**Unbanked Rural Centre**' (URC) is a rural (Tier 5 and 6) centre that does not have a CBS-enabled 'Banking Outlet' for carrying out customer based banking transactions.

5. All other expressions, unless defined herein, shall have the same meaning as have been assigned to them under the Banking Regulation Act, 1949 or the Reserve Bank of India Act, 1934 or any statutory modification or re-enactment thereto, or Glossary of Terms published by RBI or as used in commercial parlance, as the case may be.

Chapter II – Role of Board of Directors

A. Board Approved Policy

6. A bank shall put in place separate Board-approved policies for the following:

   (i) Opening, merging, shifting, conversion and closure of Banking Outlets for strict compliance with these directions, in letter and spirit as prescribed in paragraphs 8 to 22.

(ii) Opening of Mobile Branches, Administrative Offices, Back Offices, Call Centres, Mobile Automated Teller Machines (ATMs), Cash Deposit Machines (CDMs) / Bunch Note Acceptor Machines (BNAMs), etc. as prescribed in paragraphs 23 to 25 and 28 to 35 respectively.

(iii) Acquisition of accommodation on lease / rental basis by a bank for its use as specified in paragraphs 26 and 27.

(iv) Opening and operating of Digital Banking Units as prescribed in paragraphs 36 to 52.

(v) Engagement of Business Correspondents (BCs) with the objectives of adequate oversight of the BCs as well as provision of services to customers, putting in place an effective complaints redressal system as prescribed in paragraphs 53 to 75.

(vi) Offering Doorstep Banking services including selection of agents and payment of fee / commission, charges, if any, to be levied on the customer, etc. as prescribed in paragraphs 76 to 89.

B. Key responsibilities

7. The Board of a bank shall fulfill the following responsibilities:

(1) Banking Outlets

(i) The Board shall ensure regular off-site and on-site monitoring system of the 'Banking Outlet' to ensure proper supervision, 'uninterrupted service' and timely addressing of customer grievances.

(ii) The Board shall regularly review and monitor the transactions in the Banking Outlets to see that banking services are being transacted in these outlets and more specifically the target customers for financial inclusion are getting the banking facilities in unbanked rural centres.

(iii) The Board shall set internal targets for financial inclusion.

(iv) The Board shall undertake quarterly review of submission of data to RBI and the progress made in capturing of data on centre-wise and tier-wise customer accounts and transactions (Type and number of accounts,

deposits received, advances made, remittances processed, outstanding balances, etc.).

(2) Digital Banking Units (DBUs)

(i) The board shall ensure provisions of regular on-site and off-site monitoring system covering all aspects of the guidelines.

(ii) The Board or a Committee of the Board shall review the progress and key performance indicators of digital banking services including that of DBU separately at suitable periodicity. The review shall cover both business and risk aspects of the segment.

(3) Business Correspondent Model (BC)

(i) The Board shall examine the issue of allowing BCs to handle deposit and payment transactions of various credits, remittance, overdraft and other products of bank.

(ii) The Board shall review the operations of BCs at least once every six months with a view to ensuring that requirement of prefunding of Corporate BCs and BC Agents should progressively taper down with the passage of time as specified in paragraph 72.

(iii) The Board of a bank shall review the position of payment of remuneration of BCs and shall also lay down a system of monitoring by the top management of the bank.

(4) Doorstep Banking

(i) The Board shall review the operation of doorstep banking facility on a half-yearly basis, during the first year of its operation and subsequently on an annual basis.

Chapter III – Banking Outlet Authorisation

A. Banking outlets

A.1 General permission

8. Financial inclusion being the overarching objective of banking expansion and in view of the operational flexibility being given to banks, a scheduled bank is permitted to open Banking Outlets in Tier 1 to Tier 6 centres without having the need to obtain permission from RBI in each case, unless otherwise specifically restricted. However, a bank from which general permission has been withdrawn shall require prior approval as specified in paragraphs 17 below.

Explanation: The policy covers the opening of 'Banking Outlets' in all Tiers as defined on the basis of population as per Census 2011. The tier-wise and population group-wise classification of centres is provided below.

Table 1

Details of tier-wise classification of centres based on population

i) Classification of centres (tier-wise)	**Population (as per 2011 Census)**
Tier 1	1, 00,000 and above
Tier 2	50,000 to 99,999
Tier 3	20,000 to 49,999
Tier 4	10,000 to 19,999
Tier 5	5,000 to 9,999
Tier 6	Less than 5000
ii) Population-group wise classification of centres	
Rural Centre	Population up to 9,999
Semi-urban centre	from 10,000 to 99,999
Urban centre	from 1, 00,000 to 9,99,999
Metropolitan centre	10,00,000 and above

9. The opening of 'Banking Outlets' during a financial year shall be subject to the conditions given below:

(i) At least 25 percent of the total number of 'Banking Outlets' opened during a financial year shall be opened in Unbanked Rural Centres (URCs), as defined

in paragraph 4(8) above.

(ii) A 'Part-time Banking Outlet', opened in any Centre, will be counted and added to the denominator as well as numerator on pro rata basis for computing the requirement as well as the compliance with the norm of opening 25 percent Banking Outlets in URCs.

Illustrations:

The prescribed period for Banking Outlet is 4 hours per day for 5 days (minimum of 20 hours spread over 5 days) this will remain constant denominator. For ensuring that fairly regular service is available to customers, a maximum of 4 hours per day will be counted.

Example 1

- A banking outlet works for 2 hours for 2 days
- Multiplying 2 x 2= 4 hours out of 20 prescribed hours.
- It will be counted 0.2 (4/20) outlet.
- It would be added to the denominator (if opened in any centre / any tier) and in the numerator (if opened in URC).

Example 2

- A banking outlet works for 6 hours for 3 days
- Max. benefit allowed: 4 hours per day
- Hence 4 x 3 = 12 so 12/20 = It will be equal to 0.6 outlet.

Example 3

- Total no. of Banking Outlets (Full time) opened - 100
- Opened in URCs (Full time) – 30
- Opened in URCs (Part time Banking Outlet) - 2 outlets working for 6 hours for 3 days in URCs. Max. Benefit allowed: 4 hours per day
- Hence 4 x 3 = 12 so 12/20 = It will be equal to 0.6 = 06*2 = 1.2 outlets.
- For computation of 25% URC,

- Total outlets opened = 100+1.2 = 101.2
- Opened in URC = 30+1.2 =31.2
- URC % = 31.2/101.2*100 = 30.83% (Complies with the norm)

(iii) 'Banking Outlet' / 'Part-time Banking Outlet' opened in any Tier 3 to Tier 6 centre of North-Eastern States and Sikkim as well as in any Tier 3 to 6 centre of Left-wing Extremism (LWE) affected districts as notified by the Government of India from time to time, shall be considered as equivalent to opening a 'Banking Outlet'/ 'Part-time Banking Outlet', as the case may be, in a URC. A list of 38 LWE affected districts in 9 States as identified by the Government is provided below.

Table 2
Left-wing Extremism (LWE) affected districts

Andhra Pradesh 1. Alluri Sitaramraju Chhattisgarh 2.Bastar 3.Bijapur 4.Dantewada 5.Dhamtari 6.Gariyaband 7.Kanker 8.Kondagaon 9.Mahasamund 10.Narayanpur 11.Rajnandgaon 12.Sukma 13.Kabirdham 14.Mungeli 15. Mohalla-Manpur-Ambagarh chowki, 16. Khairgarh-Chhuikhadan-Gandai Jharkhand 17.Giridih 18.Gumla 19.Latehar 20.Lohardaga 21.West Singhbhum	Kerala 22.Wayanad 23. Kannur Madhya Pradesh 24.Balaghat 25.Mandla 26.Dindori Maharashtra 27.Gadchiroli 28.Gondia Odisha 29.Bolangir 30.Kalahandi 31.Kandhamal 32.Malkangiri 33.Nabrangpur 34.Nuapada 35.Rayagada Telangana 36.Bhadradri-Kothagudem 37.Mulugu West Bengal 38.Jhargram

As the overall objective of these guidelines is enabling expansion of banking facilities in these underbanked / underserved centres, each banking outlet opened, irrespective of the banked / unbanked status of the Centre, will be reckoned as having been opened in a URC.

(iv) A full-fledged 'brick and mortar' branch (i.e. 'Banking Outlet' manned by bank's employee) opened in a rural (Tier 5 and 6) centre which is already being served by a fixed point BC outlet by any bank shall also be eligible to be treated as equivalent to opening a 'Banking Outlet' in a URC. In other words, the first fixed point BC outlet of a bank as well as the first 'brick and mortar' branch of any bank opened in a URC will be reckoned for computing compliance with the 25 percent norm.

(v) A 'Banking Outlet' opened in a rural (Tier 5 and 6) centre which is served by only a Banking Outlet of a Payments bank shall also be eligible to be treated as equivalent to opening a 'Banking Outlet' in a URC. In other words, the first 'Banking Outlet' by a Payments bank opened in a URC will be reckoned for computing compliance with the 25 percent norm.

(vi) The time given to a bank for opening an outlet in a URC is one financial year. If a bank fails to adhere to the requirement of opening 25 percent Banking Outlets in a year, appropriate penal measures, including restrictions on opening of Tier 1 Banking Outlets, may be imposed.

10. To encourage banks to open / frontload more number of Banking Outlets in URCs, a bank shall be allowed to carry forward the benefit of the 'Banking Outlets', if any, opened in excess of the requirement specified in paragraph 9(i) above, for a period of next two years. No extension to avail the benefit shall be allowed.

11. To enable a bank to have information for identifying a URC, the State Level Banker Committee (SLBC) shall play a constructive and proactive role. The SLBC shall compile and have an updated list of all URC in the State which shall be displayed on its website. This list will facilitate banks to choose / indicate the place where it wishes to open a 'Banking Outlet.' The bank shall inform and coordinate with the SLBC Convenor bank to earmark the centre identified by it. If a bank fails

to open the banking outlet in the prescribed period of one year as per paragraph 9(vi) above, the SLBC convenor bank may indicate the centre as available for other banks to open a Banking Outlet. The non-member banks of the SLBC, may also refer to the website and keep the SLBC Convenor bank informed of the centres identified by them.

12. If a bank proposes to undertake government business at any of the Banking Outlets / part-time banking outlets, it shall require prior approval of the Government authority concerned as also of Department of Government and Bank Accounts, Central Office, RBI. The application for the same shall be made using the *Pravaah* portal (https://pravaah.rbi.org.in).

A.2 Merger / closure / shifting / conversion of banking outlets

13. A bank may shift, merge or close all 'Banking Outlets' (except rural outlets and sole semi-urban outlets) at its discretion.

14. Any rural 'Banking Outlet' as well as a sole semi urban 'Banking Outlet' shall require approval of the District Consultative Committee (DCC) / District Level Review Committee (DLRC) for merger, closure and shifting outside a revenue centre. However, conversion of any rural or sole semi-urban Banking Outlet into a full-fledged brick and mortar branch i.e., a Banking Outlet manned by bank's employee and vice versa would not require such approval. While merging / closing / shifting / converting a rural or a sole semi urban 'Banking Outlet', the bank and DCC / DLRC shall ensure that the banking needs of the centre continue to be met.

15. A bank shall also ensure that customers of the Banking Outlet, which is being merged / closed / shifted are informed well in time so as to avoid inconvenience to them. Further, the bank shall ensure that it continues to fulfill the role entrusted to these 'Banking Outlets' under the Government sponsored programmes and Direct Benefit Transfer Schemes.

16. A bank shall further ensure that 'Banking Outlets' are shifted within the same or to a lesser population category, i.e., semi urban 'Banking Outlets' to semi urban or rural centres and rural 'Banking Outlets' to other rural centres.

A.3 Opening of banking outlets – prior authorisation

17. A bank from which general permission has been withdrawn, shall obtain prior authorisation of Department of Regulation, Central Office (DoR, CO), RBI for opening all its branches (i.e. Banking Outlet manned by bank's employee). Further, in respect of its Banking Outlets manned by Business Correspondent, the bank shall also approach RBI for authorisation except for outlets opened in Tier 5 and 6 Centres. The bank shall submit its Annual Banking Outlet Expansion Plan (ABOEP) with the consolidated details of proposals for opening of all banking outlets as per Proforma given in Annex I. All the applications relating to branch authorisation shall be made using the *Pravaah* portal (https://pravaah.rbi.org.in).

18. A bank shall ensure that all the proposals conform to the guidelines contained in the above paragraphs applicable to the bank not requiring approval. On approval of the consolidated proposal, individual proposals for opening new Banking Outlets at specific centres, for which prior permission is required from RBI, shall be submitted in the prescribed Form VI (**Annex II**) in terms of Rule 12 of the Banking Regulation (Companies Rules), 1949, to the DoR, CO for approval using the *Pravaah* portal (https://pravaah.rbi.org.in). The ABOEP and any other proposals required to be submitted to RBI in this regard should have the approval of the Board of Directors of the bank or such other authority to which powers have been delegated by the Board of the bank. The bank shall ensure that an authenticated / certified copy of such approval is invariably submitted along with these proposals.

19. The validity of any authorisation granted shall be one year from the date of the issue of the letter of authorisation / permission. No extension in validity period of the authorisation shall be allowed. However, in case a bank is unable to open a particular branch due to genuine reasons during the validity period of one year, it may approach DoR, CO, before expiry of validity period of authorisation for extension of time for a further period not exceeding one year. At centres where the bank fails to open a branch within the validity period of the authorisation i.e. one year (or within the extended time of another year, as the case may be), the permission granted would automatically lapse and if the bank is still interested in

opening the branch at that centre, it shall include it as a fresh proposal in the next ABOEP.

A.4 Extended timelines for Small Finance Banks (SFBs)

20. In order to provide an enabling environment to preserve the advantages of the MFI / NBFC structure of Small Finance Banks (SFBs) and with a view to further financial inclusion, SFBs are being allowed a time of 3 years from the date of commencement of business, to align their banking network with the extant guidelines. Till such time, the existing structures may continue and would be treated as 'Banking Outlets' though not immediately reckoning for the 25 per cent norm.

21. Nevertheless, during this period of 3 years, for all the Banking Outlets opened or converted from the existing MFI branches in a year, they will have to open 25 percent Banking Outlets in unbanked rural centres in the same year. For this purpose, Banking Outlets converted from existing MFI branches means, such of the existing NBFC / MFI branches where it intends to conduct banking business of accepting deposits, allowing encashment of cheques / withdrawals besides carrying out the current lending activities.

22. At the end of three years from the date of their commencement of business, all SFBs should have opened in URCs, at least 25 percent of their total Banking Outlets failing which penal measures including restrictions on further expansion by such banks will be considered and imposed, as deemed appropriate. With a view to bring all entities on a level playing field, this dispensation is applicable to all the existing banks that were NBFCs / MFI earlier as well as NBFC / MFI entities that may apply for bank licence in future.

A.6 Mobile Branches

23. A bank is allowed to open / operate mobile branches in all Centres. These mobile branches shall not be considered as Banking Outlets.

A.7 Administrative Offices, Back Offices and Call Centres

24. A bank having general permission shall not require prior permission from RBI for setting up Administrative Offices (Head / Regional / Zonal Offices etc.), Training

Centres, Back Offices (Central Processing Centres (CPCs) / Service Branches), Treasury Branches and Call Centres, etc. However, a bank from which general permission has been withdrawn, shall obtain prior approval of DoR, CO for all categories of offices viz. Administrative Offices (Head / Regional / Zonal Offices, etc.), Training Centres, Back Offices (Central Processing Centres (CPCs) / Service Branches), Treasury Branches and Call Centres, etc. Applications for the same shall be made using the *Pravaah* portal (https://pravaah.rbi.org.in).

25. A bank shall ensure that the back offices do not have any direct interface with customers for them to be not considered as Banking Outlets.

A.9 Acquisition of Accommodation on Lease / Rental basis

26. While the norms and procedures for acquisition of accommodation on lease / rental basis by a bank for its use is left to be determined by the bank itself, it shall ensure that its Banking Outlets are not functioning from premises unauthorised in law. Further, the bank shall ensure that the legitimate grievances of owners of property leased to the bank are examined at appropriately senior level in the bank and expeditious action taken to redress such grievances.

27. While acquiring premises for opening of a Banking Outlet, a bank shall ensure that the location of the Banking Outlet complies with the local norms / laws of Municipal Corporation / Nagar Palika / Town area authority / Village Panchayat or any other competent authority.

B. Off-site/Mobile Automated Teller Machines (ATMs), Cash Deposit Machines (CDMs) / Bunch Note Acceptor Machines (BNAMs)

B.1 ATMs

28. A bank is allowed to set up onsite / offsite Automated Teller Machines (ATMs) at centres / places identified by it, including Special Economic Zones (SEZs). Such ATMs shall not be reckoned as ‘Banking Outlets’ as defined in paragraph 4(3) above.

29. The business transacted at the Off-site ATM shall be recorded in the books of the respective branch / base branch / Centralised Data Centre.

30. The bank is permitted to post suitable staff member(s) to provide guidance to the customers using the services of these outlets.

31. The bank shall make adequate stand-by arrangements for meeting the cash requirements of the ATM.

32. The bank shall ensure that only properly sorted and examined notes are put into circulation through the ATM.

33. Third party advertisement on the ATM screens / Network, such as display of products of other manufacturers / dealers / vendors is not permitted. However, there is no objection to the bank utilising the ATM screens for displaying its own products.

34. The ATMs installed in SEZs shall deal in Indian Rupee (₹) only.

B.2 CDMs / BNAMs

35. A bank is permitted to install CDMs / BNAMs at centres / places identified by it without having the need to take permission from RBI in each case, subject to following conditions:

    (i) CDMs / BNAMs may be installed at any place identified by the bank with adequate security arrangements.

    (ii) CDMs / BNAMs shall not return any note which is suspect / counterfeit to the customer.

    (iii) An audit trail of transactions shall be available to enable reporting of counterfeit notes detected.

    (iv) The bank is permitted to post suitable staff member(s) to provide guidance to the customers using the services of these outlets.

    Explanation: Such CDMs / BNAMs shall not be reckoned as 'Banking Outlets' as defined in paragraph 4(3) above.

Chapter IV – Digital Banking Units (DBUs)

A. Opening of DBUs – General Permission

36. A scheduled bank with past digital banking experience is permitted to open DBUs in Tier 1 to Tier 6 centres, unless otherwise specifically restricted, without having the need to take permission from RBI in each case.

37. The DBUs of a bank shall be treated as Banking Outlets as defined in paragraph 4(3) above. For the purpose of compliance with regulatory requirements on opening of Banking Outlets during a financial year, the DBUs will be treated as opened in a centre from where the bank is proposing to source more than 51 percent of customers and 51 percent of business or the physical location of DBU.

B. Infrastructure and Resources

38. Each DBU shall be housed distinctly, with the separate entry and exit provisions and separate boundary from the existing Banking Outlet, if any. They will be separate from an existing Banking Outlet with formats and designs most appropriate for digital banking users.

39. For front-end or distribution layer of digital banking, each bank shall choose suitable smart equipment, such as Interactive Teller Machines, Interactive Bankers, Service Terminals, Teller and Cash Recyclers, Interactive Digital Walls, Document uploading, self -service card issuance devices, Video KYC Apparatus, secured and connected environment for use of own device for digital banking, Video Call / Conferencing facilities, to set up an DBU. These facilities can be insourced or outsourced while complying with relevant regulatory guidelines.

40. The back-end including the Core Banking System and other back office related information systems for the digital banking products and services can be shared with that of the incumbent systems with logical separation. Alternatively, a bank can adopt more core-independent digital-native technologies offering better scalability, flexibility in creating new / reusable digital environments through continuous development / software deployment and interconnectivity specifically for this business segment, based on their digital strategy.

41. If the digital banking segment of the bank uses an API layer (integration layer) to connect with external third-party application providers, the same shall be tested in an isolated / test environment before being integrated to the bank's core systems backed by comprehensive risk evaluation and adequate documentation.

42. A bank is free to adopt an in-sourced or out-sourced model for operations of the digital banking segment including DBUs. The outsourced model shall specifically comply with the relevant regulatory guidelines on outsourcing contained in the Reserve Bank of India (Small Finance Banks – Managing Risks in Outsourcing) Directions, 2025.

43. As the purpose of DBUs is to optimally blend digital infrastructure with 'human touch', remote or in situ assisted mode arrangements in right proportion should be planned and put in place by the bank.

44. The establishment of DBUs shall be part of the digital banking strategy of a bank. The operational governance and administrative structure of the DBUs shall be aligned with that of the Digital Banking Segment of the bank. A DBU shall be headed by an officer / executive having qualification, training, and sufficient experience in handling such digital banking segment. The bank shall, however, ensure that the scale / grade of the officer / executive is commensurate with the DBU status as a Banking Outlet, its design, format and the objective. The officer / executive can be designated as the DBU - Chief Operating Officer (COO) or D-CCO.

C. Cyber Security

45. In addition to ensuring physical security of the infrastructure of the DBU, a bank shall also ensure adequate safeguards for cyber security of the DBUs.

D. Products and Services

46. Each DBU shall offer certain minimum digital banking products and services. Such products shall be on both liabilities and assets side of the balance sheet of the digital banking segment. Digitally value-added services to conventional products would also qualify as such. The DBUs are expected to migrate to more structured and custom made products, from standard offerings by use of its hybrid and high quality interactive capabilities.

Explanation: An illustrative list of minimum bouquet of products / services and self-service fulfilment services that can be offered in the DBU is given below. However, the bank has the freedom to offer any other digital product or service in addition to the minimum bouquet to cater to the specific needs of the service area. Any product or service that can be provided digitally through internet banking or mobile banking can be provided in the DBU. Any product or service which the bank is not permitted to offer as per the provisions of Banking Regulation Act 1949, as amended from time to time, shall not be offered by the DBU.

D.1 Minimum Products and Services to be offered by DBUs

47. **Liability Products and services:** (i) Account Opening: Saving Bank account under various schemes, Current account, Fixed deposit and Recurring deposit account; (ii) Digital Kit for customers: Mobile Banking, Internet Banking, Debit Card, Credit card and mass transit system cards; (iii) Digital Kit for Merchants: UPI QR code, BHIM Aadhaar, POS, etc.

48. **Asset Products and services:** (i) Making applications for and onboarding of customer for identified retail, MSME or schematic loans. This may also include end to end digital processing of such loans, starting from online application to disbursal; (ii) Identified Government sponsored schemes which are covered under the National Portal.

49. **Digital Services:** (i) Cash withdrawal and Cash Deposit only through ATM and Cash Deposit Machines respectively- no physical cash acceptance / disbursal across counters; (ii) Passbook printing / Statement Generation; (iii) Internet Banking Kiosk which may also include facilities to provide all / majority of services available on internet banking including indent and issuance / processing of Cheque Book request, receipt and online processing of various standing instructions of clients;(iv) transfer of funds (NEFT / IMPS support); (v) updation of KYC / other personal details, etc.; (iv) Lodging of grievance digitally and acknowledgement thereof and also tracking of resolution status; (v) Account Opening Kiosk; (vi) Kiosk with e-KYC / Video KYC; (vii) Digital onboarding of customers for schemes such as Atal Pension Yojana (APY); Insurance

onboarding for Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Pradhan Mantri Suraksha Bima Yojana (PMSBY).

E. Digital Banking Customer Education

50. In addition to onboarding of customers in a fully digital environment, various tools and methods shall be used by DBUs to offer hands-on customer education on safe digital banking products and practices for inducting customers to self-service digital banking services. This effort has to be clearly translated to incremental digital penetration of the financial services a DBU is catering to and the progress shall be monitored. The district where the DBU is located will be the catchment area for the purpose.

F. Digital Business Facilitator / Business Correspondent

51. A bank shall have the option to engage digital Business Facilitator / Business Correspondents in conformance with relevant regulations contained under Chapter IV to expand the virtual footprint of DBUs i.e., the areas served by them.

G. Customer Grievance Redressal

52. A bank shall ensure adequate digital mechanism to offer real time assistance and redress customer grievances arising from business and services offered by the DBUs directly or through Business Facilitators / Correspondents.

Chapter V – Business Facilitator / Business Correspondent Model

A. Eligibility

53. With the objective of ensuring greater financial inclusion and increasing the outreach of the banking sector, a bank is permitted to use the services of intermediaries in providing financial and banking services through the use of Business Facilitator / Business Correspondent Model as per the directions contained in this chapter.

B. Guidelines for engaging business facilitator

54. Under the 'Business Facilitator' model, a bank may use the services of intermediaries such as:

(i) NGOs / SHGs

(ii) Farmers Clubs

(iii) Cooperatives

(iv) Community based organisations

(v) IT enabled rural outlets of corporate entities

(vi) Post Offices

(vii) Insurance agents

(viii) Well functioning Panchayats

(ix) Village Knowledge Centres

(x) Agri Clinics

(xi) Agri Business Centres

(xii) Krishi Vigyan Kendras

55. Depending on the comfort level of a bank for providing facilitation services, such services may include (i) identification of borrowers and fitment of activities; (ii) collection and preliminary processing of loan applications including verification of primary information / data; (iii) creating awareness about savings and other products and education and advice on managing money and debt counselling; (iv) processing and submission of applications to banks; (v) promotion and

nurturing Self Help Groups / Joint Liability Groups; (vi) post-sanction monitoring; (vii) monitoring and handholding of Self Help Groups / Joint Liability Groups / Credit Groups / others; and (viii) follow-up for recovery.

C. Guidelines for engaging Business Correspondents (BCs)

56. A scheduled bank may engage Business Correspondents (BCs), subject to compliance with the guidelines contained in this Chapter.

57. Due diligence shall be carried out on the individuals / entities to be engaged as BCs prior to their engagement. The due diligence exercise may, inter alia, cover aspects such as (i) reputation / market standing, (ii) financial soundness, (iii) management and corporate governance, (iv) cash handling ability and (v) ability to implement technology solutions in rendering financial services.

58. Every retail outlet / sub-agent of BC shall be attached to and be under the oversight of a specific Banking Outlet manned by bank's employee designated as the base Banking Outlet.

C.1 Eligible individuals / entities

59. A bank may engage the following individuals / entities as BCs:

(1) Individuals like retired bank employees, retired teachers, retired government employees and ex-servicemen, individual owners of kirana / medical / Fair Price shops, individual Public Call Office (PCO) operators, agents of Small Savings schemes of Government of India / Insurance Companies, individuals who own Petrol Pumps, authorised functionaries of well-run Self Help Groups (SHGs) which are linked to banks, any other individual including those operating Common Service Centres (CSCs);

(2) NGOs / MFIs set up under Societies / Trust Acts and Section 8 Companies;

(3) Cooperative Societies registered under Mutually Aided Cooperative Societies Acts / Cooperative Societies Acts of States / Multi State Cooperative Societies Act;

(4) Post Offices;

(5) Companies [other than Non-Banking Financial Companies (NBFCs)]

registered under the Indian Companies Act, 1956 with large and widespread retail outlets; and

(6) Non-deposit taking NBFCs (NBFCs-ND), subject to the following conditions:

(i) It shall be ensured that there is no comingling of bank funds and those of the NBFC-ND appointed as BC;

(ii) There shall be a specific contractual arrangement between the bank and the NBFC-ND to ensure that all possible conflicts of interest are adequately taken care of; and

(iii) The bank shall ensure that the NBFC-ND does not adopt any restrictive practice such as offering savings or remittance functions only to its own customers and forced bundling of services offered by the NBFC-ND and the bank does not take place.

C.2 Interoperability in BC Model

60. While a BC may be a BC for more than one bank, at the point of customer interface, a retail outlet or a sub-agent of a BC shall represent the bank which has appointed the BC. However, interoperability is permitted at the retail outlets or sub-agents of BCs (i.e. at the point of customer interface), provided the technology available with the bank, which has appointed the BC, supports interoperability, subject to the following conditions:

(i) the transactions and authentications at such retail outlets or sub-agents of BCs are carried out on-line;

(ii) the transactions are carried out on Core Banking Solution (CBS) platform; and

(iii) the bank follows the standard operating procedures advised by the Indian Banks' Association (IBA).

C.3 Procedure for engaging BCs

61. The terms and conditions governing the contract between the bank and a BC shall be carefully defined in written agreements and subjected to a thorough legal vetting. While drawing up agreements, the bank shall strictly adhere to

instructions contained in the Reserve Bank of India (Small Finance Banks – Managing Risks in Outsourcing), Directions 2025. The bank shall be fully responsible for the actions of the BCs and their retail outlets / sub agents.

C.4 Scope of activities

62. The activities to be undertaken by the BCs shall be within the normal course of banking business. The scope of activities of a BC may include (i) identification of borrowers; (ii) collection and preliminary processing of loan applications including verification of primary information/data; (iii) creating awareness about savings and other products and education and advice on managing money and debt counselling; (iv) processing and submission of applications to banks; (v) promoting, nurturing and monitoring of Self Help Groups / Joint Liability Groups / Credit Groups / others; (vi) post sanction monitoring; (vii) follow-up for recovery, (viii) disbursal of small value credit; (ix) recovery of principal / collection of interest; (x) collection of small value deposits; (xi) sale of micro insurance / mutual fund products / pension products / other third party products (xii) receipt and delivery of small value remittances / other payment instruments and (xiii) distribution of banknotes and coins.

C.5 KYC Norms

63. KYC and AML procedures, as laid down in the Reserve Bank of India (Small Finance Banks – Know Your Customer) Directions, 2025 shall be followed in all cases. The bank may, if necessary, use the services of the BC for preliminary work relating to account opening formalities. However, ensuring compliance with KYC and AML norms under the BC model shall be the responsibility of the bank. BCs may also be used for Updation / Periodic Updation of KYC.

C.6 Customer confidentiality

64. A bank shall ensure the preservation and protection of the security and confidentiality of customer information in the custody or possession of BC.

C.7 Information Technology Standards

65. A bank shall ensure that equipment and technology used by the BC are of high standards.

C.8 Distance Criterion

66. The distance between the place of business of a retail outlet / sub-agent of BC and the base Banking Outlet shall ordinarily not exceed 30 kms in rural, semi-urban and urban areas and 5 kms in metropolitan centres. In case there is a need to relax the distance criterion, the District Consultative Committee (DCC) / State level Bankers Committee (SLBC) could consider and approve relaxation on merits in respect of under-banked areas, etc.

67. With a view to providing operational flexibility to the bank and in view of the technological developments in the banking sector, it has been decided to remove the stipulation regarding distance criteria. The bank shall, however, while formulating the Board approved policy for engaging BCs, keep in mind the objectives of adequate oversight of the BCs as well as provision of services to customers while deciding how to modify extant distance criteria.

C.9 Payment of commission / fee

68. A bank shall pay reasonable commission / fee to the BC, the rate and quantum of which may be reviewed periodically. The agreement with the BC shall specifically prohibit them from charging any fee to the customers directly for services rendered by them on behalf of the bank. Commission structure or incentive mechanism shall be devised in a manner that mere increase in the number of clients served or the transaction volume does not drive the commission. The remuneration shall combine fixed and variable parts dependent, inter-alia, on some indication or measure of customer satisfaction. Some part of the variable remuneration could be deferred or clawed back in case of deficiency of service.

69. A bank (but not its BCs) is permitted to collect reasonable service charges from the customers in a transparent manner.

C.10 Transactions put through BC

70. As engagement of intermediaries such as Business Facilitators / Correspondents involves significant reputational, legal and operational risks, due consideration

shall be given by banks to those risks. The bank shall adopt technology-based solutions for managing the risk, besides increasing the outreach in a cost effective manner. The transactions shall normally be put through ICT devices (handheld device/mobile phone) that are seamlessly integrated to the Core Banking Solution (CBS) of the bank. The transactions shall be accounted for on a real time basis and the customers shall receive immediate verification of their transactions through visuals (screen based) or other means (debit or credit slip).

71. In formulating the schemes on BC, the bank shall, inter alia, be guided by the recommendations made in Chapter III of the Khan Group Report as also the Reserve Bank of India (Small Finance Banks - Managing Risks in Outsourcing), Directions 2025 The arrangements with the BC shall specify:

(i) Suitable limits on cash holding by intermediaries as also limits on individual customer payments and receipts;

(ii) Issuing a receipt on behalf of the bank as acknowledgment for cash collected from the customer;

(iii) All off-line transactions are accounted for and reflect in the books of the bank by the end of the day; and

(iv) The responsibility of the bank to the customer for acts of omission and commission of the BC in all agreements / contracts with the customer.

(v) The issue of allowing BCs to handle deposit and payment transactions of various credits, remittance, overdraft and other products of bank shall also be examined by the Board. Complaints redressal system in this regard shall also be laid down by the Board.

(vi) As the cash handled by BCs is the bank's cash, the responsibility for insuring this cash shall rest with the bank.

C.11 Internal Control & Monitoring

72. A bank shall carry out a detailed review of the performance of various BCs engaged by it at least once in a year and it shall monitor the activities of BCs through its Controlling Offices and also through various fora under Lead Bank

Scheme i.e. (SLBC, DCC, DLRC). The internal control mechanism in the bank shall include visit to BCs and interface with customers at periodical intervals. The Board shall review the operations of BCs at least once every six months with a view to ensuring that requirement of prefunding of Corporate BCs and BC Agents should progressively taper down with the passage of time. Ideally in all normal cases, the prefunding shall progressively come down in such a manner so as to reach around 15 percent of the limits fixed for each BC / CSP in case of deposits and 30 percent in case of Bank Guarantees, etc. in two years from the time a BC starts operations.

C.12 Consumer Protection Measures

73. A bank shall take all measures to protect the interests of the customers. Some such safeguards are outlined below:

(1) The retail outlet / sub-agent of the BC shall be personally introduced to the members of public by the bank officials in the presence of village elders and government functionaries in a public meeting so that there is no misrepresentation / impersonation.

(2) The products and processes shall be approved by the bank and the BC shall not introduce any product / process without the approval of the bank.

(3) Each retail outlet / sub-agent shall post a sign in local language (vernacular) indicating their status as service providers for the bank as also disclose the name of the BC, the telephone number, email id of the base Banking Outlet / controlling office of the bank and the Banking Ombudsman and the fees for all services available at the outlet.

(4) Financial services offered by the retail outlets / sub-agents of the BC shall not be tied to the sale of any product of such company.

(5) The charges for offering various services shall be indicated in a brochure and made available at the retail outlets / with the sub-agents.

(6) The bank shall develop suitable training modules in the local language(s) in order to provide proper attitudinal orientation and skills to the BCs / sub-agents.

(7) As a measure of social audit, there could be periodic block level meetings where members of public are invited along with the BCs operating in the area as also the linked branch managers to express their difficulties and to obtain feedback. Lead District Manager (LDM) of the lead bank could attend such meetings in the district to get direct feedback and provide such feedback to the controlling offices.

(8) The bank shall have necessary Business Continuity Plan (BCP) in place to ensure uninterrupted service in case the agency arrangement with the BCs / subagents is terminated.

(9) In case a company is engaged as BC by more than one bank, it shall be ensured that the customer database and account details are kept separate and there is no co-mingling of data.

C.13 Redressal of Grievances

74. Grievance Redressal Machinery shall be constituted within the bank for redressing complaints for services rendered by the BCs and be given wide publicity through electronic and print media. The name and contact number of designated Grievance Redressal Officer of the bank shall also be made known and widely publicised. The designated officer shall ensure that grievances of customers are redressed promptly. The grievance redressal procedure of the bank and the time frame fixed for responding to the complaints shall be placed on the bank's website. If the complaint was rejected wholly or partly by the bank, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the bank received the complaint, the complainant will have the option to approach RBI Ombudsman for redressal of grievance/s.

C.14 Customer Education

75. Since financial literacy and customer education forms an important part of the business strategy and the commitment by a bank adopting the BC model, the bank may scale up its efforts substantially towards educating its clientele in their respective vernacular languages regarding the benefits of banking habit. Information regarding BCs engaged by the bank may be placed on the banks'

website. The Annual Report of the bank shall also include the progress in respect of extending banking services through the BC model and the initiatives taken by the bank in this regard. The bank may also use print and electronic media (including in the vernacular language) to give wide publicity about implementation of the BC model.

Chapter VI – Doorstep Banking

A. Eligibility and guidelines

76. A scheduled bank bank is permitted to offer Doorstep Banking facilities to its customers (including individuals, Corporate, PSUs, Government Departments, etc.), with the approval of its Board in accordance with the guidelines issued by RBI from time to time.

77. A bank shall take into account the various risks that may arise on account of offering doorstep banking services to customers directly or through agents and take effective steps to manage the same. The bank shall specifically consider prescribing cash limits for their agents and customers in this regard.

B. Services to be offered

78. A bank may offer the following banking services to its customers at their doorstep:

(i) Pick up of cash

(ii) Pick up of instruments

(iii) Deliver cash / draft at the doorstep of the individual customers either against cheques received at the counter or requests received through any secure convenient channel such as phone banking / internet banking

C. Modalities of Delivery

79. A bank may deliver doorstep banking services through:

(1) its own employees; or

(2) its Agents

Provided that, where a bank engages the services of Agents for delivery of services, it shall ensure that:

(a) the policy approved by the Board lays down the broad principles for selection of Agents and payment of fee / commission etc.

(b) principles enumerated in the Reserve Bank of India (Small Finance Banks - Managing Risks in Outsourcing), Directions 2025 an are complied with; and

(c) suitable steps are taken to educate its 'Agents' to enable them to detect forged and mutilated notes so as to avoid frauds and disputes with the customers.

D. Delivery process

80. Cash collected from the customer shall be acknowledged by issuing a receipt on behalf of the bank.

81. Cash collected from the customer shall be credited to the customer's account on the same day or next working day, depending on the time of collection.

82. The customer shall be informed of the date of credit by issuing a suitable advice.

83. Cash delivery services cannot be provided against telephonic request.

84. Delivery of demand draft shall be done by debit to the account on the basis of requisition in writing / cheque received and not against cash or instruments collected at the doorstep.

E. Risk Management

85. It shall be ensured that the agreement entered into with the customer does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control. The services shall be seen as a mere extension of banking services offered at the branch and the liability of the bank shall be the same as if the transactions were conducted at the branch. The agreement shall not provide any right to the customer to claim the services at his doorstep.

F. Transparency

86. Charges, if any, to be levied on the customer for doorstep services shall be incorporated in the policy approved by the Board and shall form part of the agreement entered into with the customer. The charges shall be prominently indicated on brochures offering doorstep services.

G. Other conditions

87. A bank shall offer doorstep services to only those customers in whose case proper KYC procedures, as laid down in the Reserve Bank of India (Small

Finance Banks – Know Your Customer) Directions, 2025 have been followed. Further, it shall ensure that

(i) services are offered at either the residence or office of the customer, the address of which shall be clearly and explicitly mentioned in the agreement;

(ii) the agreement / contract with the customer clearly specifies that the bank will be responsible for the acts of omission and commission of its 'agent';

(iii) the facility is not restricted to any particular client / customer or class of customers; and

(iv) restrictions imposed by Section 10(1)(b)(ii)(b) of the Banking Regulation Act, 1949, are complied with while making payments for the services outsourced.

H. Redressal of Grievances

88. A bank shall constitute an appropriate Grievance Redressal Machinery internally for redressing complaints about services rendered by its 'agents'. The name and telephone number of the designated Grievance Redressal officer of the 'bank' shall be made available to the customers including on the bank's website. The designated officer shall ensure that genuine grievances of customers are redressed promptly.

89. If a complaint is rejected wholly or partly by a bank, and the complainant is not satisfied with the reply; or the complainant has not received any reply within 30 days after the bank received the complaint, the complainant will have the option to approach RBI Ombudsman for redressal of grievance/s.

Chapter VII - Information Reporting

A. Banking outlets / branches / offices / Customer Service Points (CSPs) etc.

90. A bank shall provide information in a single Proforma (**Annex III**) online on Central Information System for Banking Infrastructure (CISBI) portal (https://cisbi.rbi.org.in). The instructions for submission of new Proforma online are given in Annex IV. The system allots Uniform Code Number (UCN) / Basic Statistical Return (BSR) code / Authorised Dealer (AD) code to bank branches / offices / NAIOs / CSPs. The CISBI portal contains the relevant circulars, user manuals and other relevant documents to facilitate reporting.

91. RBI has provided login credentials to Nodal Officers of banks for submitting their information in CISBI. Access to CISBI may also be sought by making e-mail request at mcisbi@rbi.org.in. A bank shall submit information on CISBI portal as per guidelines given in the Annex V and thereafter bank / BOs / bank branch / office / NAIO / other fixed CSPs i.e. other than BOs like ATMs, Cash Deposit Machines, Other Customer Services. etc., codes would be allotted by CISBI after due validations.

92. It is further advised that CISBI also has provision to maintain complete bank level details (e.g., bank category, bank-group, bank code, type of licence issued, registration details, area of operation, addresses of offices, contact details of senior officials, etc.) and history of all the changes with time stamp.

93. A bank shall submit immediately, and in any case not later than one week, the information relating to opening, closure, merger, shifting and conversion of banking outlets / bank branches / Offices / ATMs / NAIO, etc. online through CISBI portal to RBI.

B. Digital Banking Units (DBUs)

94. A bank shall report the Digital Banking Segment as a sub-segment within the existing 'Retail Banking Segment' in the format as specified under the Reserve Bank of India (Small Finance Banks - Financial Statements: Presentation and Disclosures), Directions, 2025.

Explanation: Digital banking products / services applicable to segments other than ‘Retail Banking’ need not be reported at this stage.

95. Performance update with respect to DBU shall be furnished in a pre-defined reporting format to Department of Supervision, RBI on monthly basis and in a consolidated form in Annual Report of the bank.

96. A bank shall furnish information relating to opening, closure, merger or shifting of DBUs to RBI online through Central Information System for Banking Infrastructure (CISBI) portal.

Chapter VIII - Repeal and other Provisions

A. Repeal and saving

97. With the issue of these Directions, the existing Directions, instructions, and guidelines relating to branch authorisation as applicable to Small Finance Banks stand repealed, as communicated vide notification dated XX, 2025. The Directions, instructions, and guidelines repealed prior to the issuance of these Directions shall continue to remain repealed.

98. Notwithstanding such repeal, any action taken or purported to have been taken, or initiated under the repealed Directions, instructions, or guidelines shall continue to be governed by the provisions thereof. All approvals or acknowledgments granted under these repealed lists shall be deemed as governed by these Directions.

B. Application of other laws not barred

99. The provisions of these Directions shall be in addition to, and not in derogation of the provisions of any other laws, rules, regulations, or directions, for the time being in force.

C. Interpretations

100. For the purpose of giving effect to the provisions of these Directions or in order to remove any difficulties in the application or interpretation of the provisions of these Directions, the RBI may, if it considers necessary, issue necessary clarifications in respect of any matter covered herein and the interpretation of any provision of these Directions given by the RBI shall be final and binding.

Annex I

Format for Annual Banking Outlet Expansion Programme (ABOEP):

Consolidated Proposal*

PART A (Opening of a place of business)*	Proposed in Unbanked Rural Centre (i)	Proposed in NE states, Sikkim, LWE affected District (Tier 3 to Tier 6 Centres only) (ii)	Brick & Mortar branches proposed in rural centres only having a BC outlet (iii)	Banking outlet proposed in rural centres only having a banking outlet of a Payments Bank (iv)	Proposed in areas except (i) (ii) & (iii) and (iv)	Total proposed to be opened during the year (total of 1 to 5)
	1	2	3	4	5	6
Banking Outlet						
Part Time Banking Outlet						
inistrative office						
Back Office						
Centralised Processing Cell						
Call centres						
thers (pls specify)						
TOTAL						

***Details of the Revenue Centre along with Tier Classification to be annexed.**

PART B (Merger / Shifting / Closure of a place of business)

	Proposed to be merged	Proposed to be shifted	Proposed to be closed	Details of the revenue center along with tier classification
Banking Outlet				
Part Time Banking Outlet				
Total				

Annex II

FORM VI (to be submitted in electronic format only)

Form of application for permission to open a new place of business or change the location (otherwise than within the same city, town or village) of an existing place of business under section 23 of the Banking Regulation Act, 1949 – Banking Regulation (Companies) Rules, 1949, Rule 12, form VI.

[Rule 12] (Section 23)

Address: _____

_____

_____

Date: _____

_____

Department of Regulation
Reserve Bank of India
Central Office
Mumbai

Dear Sir,

We hereby apply for permission to *open a new place of business/change the location at _____ of an existing place of business from _____ to _____ in terms of section 23 of the Banking Regulation Act, 1949. We give below the necessary information in the form prescribed for the purpose.

Yours faithfully,

Signature _____

1.	Name of the banking company:	
2.	Proposed office: - (Give the following information)	
	(a) Name of city/town/village: (in case the place is known by more than one name, the relative information should also be furnished)	
	(b) Name of locality/location:	
	(c) Name of:- (i) Block : (ii) Tehsil : (iii) District : (iv) State :	
	(d) Status of the proposed office :	
	(e) The distance between the proposed office and the nearest existing bank office together with the name of the bank and that of the centre/locality	
	(f) Names of the bank and the number of their offices functioning within a radius of 5 kms together with the names of centres where these are functioning @	
3.	Previous applications : (Give particulars of applications, if any, previously made to the Reserve Bank in respect of the proposed place of business)	
4.	Reason for the proposed office:- (State detailed reasons for the proposed office and give statistical and other data, as under, which may have been collected for the proposed office) (i) Population of the place : (ii) Particulars of the command area @:- (i.e. the area of operation of the proposed office) (a) Approximate radius of the command area: (b) Population : (c) Number of villages in the command area: (iii) The volume and value of agricultural, mineral and industrial production and imports and exports of the area of operation of the proposed office as under:	

Commodity	Production		Imports		Exports	
	Volume	Value (`)	Volume	Value (`)	Volume	Value (`)
1	2	3	4	5	6	7

(iv) If there are schemes for agricultural, mineral or industrial same development give details of the same and their probable effect on the volume and value of the present production, imports and exports.

(v) If the existing banking facilities are considered inadequate, give reasons

(vi) Prospects:

(Give, as under, an estimate of the minimum business which the banking company expects to attract at the proposed place of business within 12 months)

(a) Deposits:

(Amount in thousand of ₹)

(b) Advances:

(Amount in thousands of ₹)

5. Change of location of an existing office

(Give the exact location of the office which is proposed to be closed and of the place to which it is proposed to be shifted giving particulars of the new location as in items (2), (3), (4)).

6 Expenditure:

(State the amount already spent or proposed to be spent on staff, premises, furniture, stationery, advertising, etc., in connection with the proposed office. Also state the minimum income which the banking company expects to earn at the proposed office within 12 months) *Estimate of annual Expenditure

Particulars	**Amount ( )**
a)	Establishment Charges
b)	Stationery & Miscellaneous
c)	Rent & Building
d)	Interest to be paid on deposits
e)	Interest on borrowed from H.O. on funds _____@___%
TOTAL	

Estimated annual Income

a) Interest on advances (`) :

b) Commission (`) :

c) Exchange (`) :

	d) Interest on funds lent to H.O. (`) :	
7.	Other particulars : (Any additional facts which the banking company may wish to adduce in support of its application)	

*The portion not applicable to be struck off.

@The information need be furnished only in the case of applications for centres with a population of less than one lakh.

NB:

1. The words 'office' and 'offices', wherever they occur in this form, include a place or places of business at which deposits are received, cheques cashed, moneys lent or any other form of business referred to in sub-section (1) of section 6 of the Act is transacted.

2. Item (5) to be replied to if the application is for changing the location of an existing place of business.

3. If a banking company is unable or unwilling to supply full details in respect of any of the items, reasons for the omission may be given.

4. The information asked for in items (2), (3), (4), (5) and (6) is to be given separately for each office where the application relates to the opening of or changing the location of more than one office.

5. In the case of change of the location of ‘administrative office’ where no banking business is transacted or proposed to be transacted (such as ‘Registered Office, Central Office or Head Office’) only an application in the form of a letter need be submitted, indicating the reasons for the change.

Annex III

Proforma

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.

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 : ☐☐/☐☐/☐☐☐☐

[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

Day Month Year

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

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] 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 a Small Finance 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 Small Finance Banks, there is no satellite offices as they fulfil the criteria of Banking Outlet.

7.3. Exchange Bureau ☐

7.4. Representative Office ☐

7.5. Call Centre ☐

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: _____

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

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 : _____

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 : _____

[11] Applicable to banks requiring license/authorisation

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 ☐

[12] Unit linked plans should be treated under Mutual Funds.
[13] Includes health insurance and other similar products related to life.

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
`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)

[14] Offices doing authorised dealer activities with customer interface will be considered as Banking Outlets.

Annex IV

Instructions For Filling Proforma

1. 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.

2. 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: 7 digits alphanumeric code of which:

- first three digits from the left stand for bank code
- next four digits stand for branch code

ii) 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).

iii) 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

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

4. 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.

5. 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.

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

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

8. 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 4,999	6	***Rural***	***1***
2	5,000 to 9,999	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 / Licence’ 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 revalidation.

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 dropdown 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.

Annex V

Guidelines on the use of CISBI

I. 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 department [i.e., the Department of Regulations (DoR)] 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.

II. 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.

III. 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 / licence / 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.

IV. The bank 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:

i) Certificate of Incorporation from Registrar of Companies;
ii) Licence / Authorisation to carry on banking business from RBI (DoR) along with its covering letter (containing terms & conditions);
iii) A letter of commencement of business;
iv) Press release by DoR regarding commencement of business;
v) A copy of Memorandum of Association; and
vi) 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 licence 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 IV**.

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).