



भारतीय रिजर्व बैंक

RESERVE BANK OF INDIA

RBI/2013-14/666

DBOD.No.CID.BC.127/20.16.056/2013-14

June 27, 2014

All Commercial Banks (excluding RRBs)
All India Notified Financial Institutions and
All Credit Information Companies.

Dear Sir / Madam

Data Format for Furnishing of Credit Information to Credit Information Companies and other Regulatory Measures

A Committee to Recommend Data Format for Furnishing of Credit Information to Credit Information Companies (Chairman: Shri Aditya Puri) was constituted by the Reserve Bank of India (RBI). The Report of the Committee was placed on RBI's website on March 22, 2014 inviting comments on the recommendations of the Committee. A copy of the Report of the Committee is attached for reference. (<http://rbi.org.in/scripts/PublicationReportDetails.aspx?UrlPage=&ID=763>)

2. On examination of the recommendations of the Committee and the comments/suggestions received, it has been decided to implement the following recommendations with modifications, wherever appropriate:

- i. Creating Awareness about Credit Information Report (CIR): With a view to appreciating the benefits accruing to banks/FIs arising out of better screening of loan applicants and usage of CIR in credit appraisal, Credit Information Companies (CIC) should regularly hold workshops for banks/FIs, in association with Indian Banks' Association (IBA) or Micro Finance Institutions Network (MFIN), as the case may be. [[Recommendation 8.7](#)]
- ii. Credit Information Reports (CIRs) / Credit Bureau Usage in all Lending Decisions and Account Opening: Banks/FIs should include in their credit

appraisal processes/loan policies, suitable provisions for obtaining CIRs from one or more CICs so that the credit decisions are based on information available in the system. In this context, as commercial borrowers' data is not adequately populated with the CICs, to start with, banks/FIs may institute board approved policies for credit bureau usage in all lending decisions and account opening to retail borrowers/consumer borrower segment. [[Recommendation 8.9](#)]

- iii. Populating Commercial Data Records in Databases of all CICs: Presently, the databases of CICs are not adequately populated with commercial borrowers' data. A roadmap in regard to CICs populating their databases in respect to corporate borrowers is required to be laid out. For this purpose, banks/FIs are advised to report data in respect of their corporate borrowers to the CICs in a timely manner with immediate effect and CICs should populate their databases with commercial data records within six months. Therefore, after a period of six months, banks/FIs should also start using data available with the CICs in respect of commercial / corporate borrowers, under a Board approved policy. [[Recommendation 8.8](#)]
- iv. Standardisation of Data Format: With a view to streamlining the process of data submission by banks/FIs to CICs, it has been decided to standardise the formats for data submission by the banks/FIs to the CICs. The data format as per Annex I should be taken as the base for standardisation of data format for consumer and commercial borrowers. In respect of Micro Finance Institution (MFI) segment, data format as per Annex II should be taken as the base for standardisation. These formats should be put in use by the banks/FIs for reporting to CICs with immediate effect. The data format would be a non-proprietary reporting format and henceforth would be known as "Uniform Credit Reporting Format". The segment viz. consumer, commercial, and MFI will be denoted appropriately in parentheses, for example, "Uniform Credit Reporting Format (Consumer)". These should be uniformly adopted by the banks/FIs and CICs. [[Recommendation 8.10 \(a\)](#)]
- v. Technical Working Group: It has been decided to constitute a Technical Working Group comprising of representatives from Scheduled Commercial Banks (a member each from a Public Sector Bank, a Private Sector Bank and a Foreign Bank), Urban Cooperative Banks, Regional Rural Banks (RRBs), All India Notified Financial Institutions, CICs, NBFCs, HFCs, IBA and MFIN to

institutionalise a continuing mechanism for reviewing and making changes where necessary to the data formats. This Working Group should review the data formats periodically, say once a year, and suggest modifications to the same. It would frame rules on all data fields for various data formats, viz. consumer, commercial and MFI. The data formats after finalisation by the Group will be submitted to RBI for approval. In order to implement the recommendations relating to the Technical Working Group, CIBIL will act as the convenor of the Group and take the lead to operationalize the recommendation. To start with, the Working Group may take up, on a priority basis, changes in the commercial borrower segment, where there is an urgent need to capture data required for sharing of information among member banks/FIs under consortium/multiple banking arrangements and to aid in implementation of the instructions at paragraph 2 (iii) above. The Working Group should also incorporate the additional fields as detailed in Annex III. [[Recommendations 8.10 \(b\)](#) and [8.11](#)]

- vi. Rectification of Rejected Data: CICs should share with banks/FIs the logic and validation processes involved in data acceptance so that instances of data rejection can be minimised. The reasons for rejection need to be parameterised and circulated among the banks/FIs concerned. Rejection reports should be made simple and understandable so that they can be used for fixing reporting and data level issues. Banks/FIs should rectify the rejected data and upload the same with the CICs within seven days of receipt of such rejection report. [[Recommendation 8.15](#)]
- vii. Data Quality Index: A common Data Quality Index would assist banks/FIs in determining the gaps in their data and also move towards improving their performance over a period of time. In addition, they would also be able to rank their own performance against that of their peers and identify their relative position. [Annex 6](#) of the Report contains a draft Data Quality Index as agreed upon by all the CICs giving different parameters for assessing the data submitted by the banks/FIs. CICs and banks/FIs may adopt this Data Quality Index for assessing the quality of data submissions and make efforts towards improving data quality and minimising data rejections, within a time period of six months. [[Recommendation 8.16](#)]
- viii. Credit Score: To facilitate the understanding and interpretation of credit scores in an easy and consistent manner, it is advised that the CIBIL method of

calibrating credit score from 300 to 900 be adopted by the other CICs also, within a time period of six months, so that they have a common classification of Credit Scores. [[Recommendation 8.17](#)]

- ix. Standardising Format of Credit Information Report (CIR): It is not considered necessary to standardise the format of the CIR as such differentiation is essential to promoting competition in the market. However, CICs should standardise the CIR terminology and also have some mandatory key fields. This would provide some comparability for the users between CIRs received from two or more CICs. The detailed aspects of a standardised CIR are furnished in Annex IV. [[Recommendation 8.18\(a\)](#)]
- x. Best Practices for Banks/FIs: Every bank/FI should take into account the best practices as detailed in Annex V while formulating or reviewing the policy and procedure under the Credit Information Companies (Regulation) Act, 2005 (CICRA) with the approval of their Board of Directors. [[Recommendation 8.25](#)]
- xi. Best Practices for Credit Information Companies: CICs should also take into account best practices as detailed in Annex VI and put in place a system for consumer complaint redressal with the approval of their Board of Directors. Such policy may be displayed on their websites. [[Recommendation 8.26](#)]

3. The other recommendations of the Committee would be further examined before taking a decision on their implementation. Banks/FIs and CICs are advised to implement the instructions contained in this circular, as per the time schedule indicated.

Yours faithfully,

(Sudarshan Sen)
Chief General Manager

Uniform Credit Reporting Format for Consumer and Commercial Borrowers

A. Consumer Bureau

| Segments | Fields | | | | | | |
|------------------|--------------------------------------|---|--------------------------------|-----------------------------|-----------------------------|--------------------------------|---------------------------|
| Header | Reporting Member / Processor User ID | Reporting Member / Processor Short Name | Cycle Identification | Date Reported and Certified | Reporting Password | Authentication Method | Member Data |
| Name | Consumer Name | Date of Birth | Gender | | | | |
| ID | ID Type | ID Number | Issue Date | Expiration Date | | | |
| Telephone | Telephone Number | Telephone Extension | Telephone Type | | | | |
| Email | E-Mail ID | | | | | | |
| Address | Consumer Address | State Code | PIN Code | Address Category | Residence Code | | |
| Account | Current/New Reporting Member Code | Current/New Member Short Name | Current/New Account Number | Account Type | Ownership Indicator | Date Opened/ Disbursed | Date of Last Payment |
| | Date Closed | Date Reported and Certified | High Credit/ Sanctioned Amount | Current Balance | Amount Overdue | Number of Days Past Due | Old Reporting Member Code |
| | Old Member Short Name | Old Account Number | Old Account Type | Old Ownership Indicator | Suit Filed/ Willful Default | Written-off and Settled Status | Asset Classification |
| | Value of Collateral | Type of Collateral | Credit Limit | Cash Limit | Rate Of Interest | Repayment Tenure | EMI Amount |
| | Written-off Amount (Total) | Written-off Amount (Principal) | Settlement Amount | Payment Frequency | Actual Payment Amount | Occupation Code | Income |
| | Net/Gross Income Indicator | Monthly/Annual Income Indicator | | | | | |

B. Commercial Bureau

| Segments | Fields | | | | | | |
|---------------------|-------------------------------|-----------------------------|--|------------------------|-----------------------------|-------------------------------|------------------------|
| Header | Member ID | Previous Member ID | Date of Creation & Certification of Input File | Reporting / Cycle Date | Information Type | Filler | |
| Borrower | Member Branch Code | Previous Member Branch Code | Borrower s Name | Borrower Short Name | Company Registration Number | Date of Incorporation | |
| | PAN | CIN | TIN | Service Tax # | Other ID | Borrower s Legal Constitution | Business Category |
| | Business/ Industry Type | Class of Activity 1 | Class of Activity 2 | Class of Activity 3 | SIC Code | Sales Figure | Financial Year |
| | Number of Employees | Credit Rating | Assessment Agency / Authority | Credit Rating As On | Credit Rating Expiry Date | Filler | |
| Address | Borrower Office Location Type | Borrower Office DUNS Number | Address Line 1 | Address Line 2 | Address Line 3 | City/Town | District |
| | State/Union Territory | Pin Code | Country | Mobile Number(s) | Telephone Area Code | Telephone Number(s) | Fax Area Code |
| | Fax Number(s) | Filler | | | | | |
| Relationship | Relationship DUNS Number | Related Type | Relationship | Business Entity Name | Business Category | Business / Industry Type | Individual Name Prefix |
| | Full Name | Gender | Company Registration Number | Date of Incorporation | Date of Birth | PAN | Voter ID |
| | Passport Number | Driving Licence ID | UID | Ration Card No | CIN | DIN | TIN |
| | Service Tax # | Other ID | Percentage of Control | Address Line 1 | Address Line 2 | Address Line 3 | City/Town |
| | District | State/Union Territory | Pin Code | Country | Mobile Number(s) | Telephone Number(s) | Telephone Area Code |
| | Fax Number(s) | Fax Area Code | Filler | | | | |

| Segments | Fields | | | | | | |
|-----------------------------|---------------------------------|---------------------------------------|--|---|-----------------------------------|-----------------------------------|--|
| Credit Facility | Account Number | Previous Account Number | Facility / Loan Activation / Sanction Date | Sanctioned Amount/ Notional Amount of Contract | Currency Code | Credit Type | Tenure / Weighted Average maturity period of Contracts |
| | Repayment Frequency | Drawing Power | Current Balance / Limit Utilized /Mark to Market | Notional Amount of Outstanding Restructured Contracts | Loan Expiry / Maturity Date | Loan Renewal Date | Asset Classification |
| | Asset Classification Date | Amount Overdue / Limit Overdue | Overdue Bucket 01 (1 – 30 days) | Overdue Bucket 02 (31 – 60 days) | Overdue Bucket 03 (61 – 90 days) | Overdue Bucket 04 (91 – 180 days) | Overdue Bucket 05 (Above 180 days) |
| | High Credit | Installment Amount | Last Repaid Amount | Account Status | Account Status Date | Written Off Amount | Settled Amount |
| | Major reasons for Restructuring | Amount of Contracts Classified as NPA | Asset based Security coverage | Guarantee Coverage | Bank Remark Code | Wilful Default Status | Date Classified as Wilful Default |
| | Suit Filed Status | Suit Reference Number | Suit Amount in Rupees | Date of Suit | Dispute ID No. | Transaction Type Code | Filler |
| Guarantor | Guarantor DUNS | Guarantor Type | Business Category | Business / Industry Type | Guarantor Entity Name | Individual Name Prefix | Full Name |
| | Gender | Company Registration Number | Date of Incorporation | Date of Birth | PAN | Voter ID | Passport Number |
| | Driving Licence ID | UID | Ration Card No | CIN | DIN | TIN | Service Tax # |
| | Other ID | Address Line 1 | Address Line 2 | Address Line 3 | City/Town | District | State/Union Territory |
| | Pin Code | Country | Mobile Number(s) | Telephone Area Code | Telephone Number(s) | Fax Area Code | Fax Number(s) |
| | Filler | | | | | | |
| | | | | | | | |
| Security | Value of Security | Currency Type | Type of Security | Security Classification | Date of Valuation | Filler | |
| Dishonour of Cheques | Segment Identifier | Date of Dishonour | Amount | Instrument / Cheque Number | Number of times dishonoured | Cheque Issue Date | Reason for Dishonour |
| | Filler | | | | | | |
| File Closure | Number of Borrower Segments | Number of Credit Facility Segments | Filler | | | | |

Uniform Credit Reporting Format for Micro Finance Institution (MFI) Segment

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|------------------|----------------|--------------------------|-----------------------|---------------|--|--|
| 1 | Member | Segment Identifier | A/N | 6 | Required | Must contain the value "CNSCRD" to identify the Member Segment. |
| 2 | Member | Member Identifier | A/N | 35 | Required | Customer ID |
| 3 | Member | Branch Identifier | A/N | 30 | Required | |
| 4 | Member | Kendra/Centre Identifier | A/N | 30 | Required | |
| 5 | Member | Group Identifier | A/N | 20 | Required when present | This is a required field if Loan Category is T01 or T02 |
| 6 | Member | Member Name 1 | A/N | 100 | Required | |
| 7 | Member | Member Name 2 | A/N | 50 | Required when present | |
| 8 | Member | Member Name 3 | A/N | 50 | Required when present | |
| 9 | Member | Alternate Name of Member | A/N | 30 | Required when present | |
| 10 | Member | Member Birth Date | D (DDMM CCYY) | 8 | Required | |
| 11 | Member | Member Age | N | 3 | Required | |
| 12 | Member | Member's age as on date | D (DDMM CCYY) | 8 | Required | Provide either of the below: 1. Date on which Member Age (field 11) is calculated by lender 2. Date on KYC document from which Member Age (field 11) is calculated by lender |
| 13 | Member | Member Gender Type | A/N | 1 | Required | Enumerated: F - Female M - Male |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|----------------------------|----------------|--------|---------------------------------|--|
| 14 | Member | Marital Status Type | A/N | 3 | Required | Enumerated: M01 - Married M02 - Separated M03- Divorced M04 - Widowed M05 - Unmarried M06 - Untagged |
| 15 | Member | Key Person's name | A/N | 100 | Required | |
| 16 | Member | Key Person's relationship | A/N | 3 | Required | Enumerated: K01 - Father K02 - Husband K03- Mother K04 -Son K05 -Daughter K06-Wife K07-Brother K08-Mother-In-law K09-Father-In-law K10-Daughter-In-law K11-Sister-In-law K12-Son-In-law K13-Brother-In-law K15 -Other |
| 17 | Member | Member relationship Name 1 | A/N | 100 | Required | |
| 18 | Member | Member relationship Type 1 | A/N | 3 | Required | Enumerated: K01 - Father K02 - Husband K03- Mother K04 -Son K05 -Daughter K06-Wife K07-Brother K08-Mother-In-law K09-Father-In-law K10-Daughter-In-law K11-Sister-In-law K12-Son-In-law K13-Brother-In-law K15 -Other |
| 19 | Member | Member relationship Name 2 | A/N | 100 | Required | |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|----------------------------|----------------|--------|---------------------------------|--|
| 20 | Member | Member relationship Type 2 | A/N | 3 | Required | Enumerated: K01 - Father K02 - Husband K03- Mother K04 -Son K05 -Daughter K06-Wife K07-Brother K08-Mother-In-law K09-Father-In-law K10-Daughter-In-law K11-Sister-In-law K12-Son-In-law K13-Brother-In-law K15 -Other |
| 21 | Member | Member relationship Name 3 | A/N | 100 | Required | |
| 22 | Member | Member relationship Type 3 | A/N | 3 | Required | Enumerated: K01 - Father K02 - Husband K03- Mother K04 -Son K05 -Daughter K06-Wife K07-Brother K08-Mother-In-law K09-Father-In-law K10-Daughter-In-law K11-Sister-In-law K12-Son-In-law K13-Brother-In-law K15 -Other |
| 23 | Member | Member relationship Name 4 | A/N | 100 | Required | |
| 24 | Member | Member relationship Type 4 | A/N | 3 | Required | Enumerated: K01 - Father K02 - Husband K03- Mother K04 -Son K05 -Daughter K06-Wife K07-Brother K08-Mother-In-law K09-Father-In-law K10-Daughter-In-law K11-Sister-In-law K12-Son-In-law K13-Brother-In-law K15 -Other |
| 25 | Member | Nominee Name | A/N | 100 | Required | |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|------------------------------------|----------------|--------|---------------------------------|--|
| 26 | Member | Nominee relationship | A/N | 3 | Required | Enumerated: K01 - Father K02 - Husband K03- Mother K04 -Son K05 -Daughter K06-Wife K07-Brother K08-Mother-In-law K09-Father-In-law K10-Daughter-In-law K11-Sister-In-law K12-Son-In-law K13-Brother-In-law K15 -Other |
| 27 | Member | Nominee Age | N | 3 | Required | |
| 28 | Member | Voter's ID | A/N | 20 | Required when present | |
| 29 | Member | UID | A/N | 40 | Required when present | |
| 30 | Member | PAN | A/N | 15 | Required when present | |
| 31 | Member | Ration Card | A/N | 20 | Required when present | |
| 32 | Member | Member Other ID 1 Type description | A/N | 20 | Required when present | Provide type of ID provided if ID is other than Voter ID, UID, PAN or Ration Card |
| 33 | Member | Member Other ID 1 | A/N | 30 | Required when present | |
| 34 | Member | Member Other ID 2 Type description | A/N | 20 | Required when present | Provide type of ID provided if ID is other than Voter ID, UID, PAN or Ration Card |
| 35 | Member | Member Other ID 2 | A/N | 30 | Required when present | |
| 36 | Member | Other ID 3 Type | A/N | 20 | Required when present | Provide type of ID provided if ID is other than Voter ID, UID, PAN or Ration Card |
| 37 | Member | Other ID 3 Value | A/N | 30 | Required when present | |
| 38 | Member | Telephone Number 1 type Indicator | A/N | 3 | Required when present | Enumeration: P01-Residence P02-Company P03- Mobile P04-Permanent P07-Other P08-Un tagged |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|-----------------------------------|----------------|--------|---------------------------------|--|
| 39 | Member | Member Telephone Number 1 | A/N | 15 | Required when present | If landline, affix STD Code |
| 40 | Member | Telephone Number 2 type Indicator | A/N | 3 | Required when present | Enumeration: P01-Residence P02-Company P03- Mobile P04-Permanent P07-Other P08-Un tagged |
| 41 | Member | Member Telephone Number 2 | A/N | 15 | Required when present | If landline, affix STD Code |
| 42 | Member | Poverty Index | N | 20 | Required when present | |
| 43 | Member | Asset ownership indicator | A/N | 1 | Required when present | Enumeration: Y- Yes N- No |
| 44 | Member | Number of Dependents | N | 2 | Required when present | |
| 45 | Member | Bank Account - Bank Name | A/N | 50 | Required when present | Provide bank in which borrower is maintaining Savings Bank A/C |
| 46 | Member | Bank Account - Branch Name | A/N | 50 | Required when present | Provide branch name in which borrower is maintaining Savings Bank A/C |
| 47 | Member | Bank Account - Account Number | A/N | 35 | Required when present | Provide Savings Bank A/C number |
| 48 | Member | Occupation | A/N | 50 | Required when present | |
| 49 | Member | Total Monthly Family Income | N | 9 | Required | |
| 50 | Member | Monthly Family Expenses | N | 9 | Required | |
| 51 | Member | Member's Religion | A/N | 3 | Required when present | Enumeration: R01 - Hindu R02 - Muslim R03 - Christian R04 - Sikh R05 - Buddhist R06 - Jain R07 - Bahai R08 - Others R09 - Religion not stated |
| 52 | Member | Member's Caste | A/N | 30 | Required when present | |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|---------------------------------|----------------|--------|---------------------------------|---|
| 53 | Member | Group Leader indicator | A/N | 1 | Required when present | Enumeration: Y- Yes N- No U- Untagged |
| 54 | Member | Centre Leader indicator | A/N | 1 | Required when present | Enumeration: Y- Yes N- No U- Untagged |
| 55 | Member | Dummy | A/N | 30 | Required when present | Reserved for future use |
| 56 | Address | Segment Identifier | A/N | 6 | Required | Must contain the value "ADRCRD" to identify the Address Segment. |
| 57 | Address | Member's Permanent Address | A/N | 200 | Required | House No, Street Name, Locality Name, City / Village |
| 58 | Address | State Code (Permanent Address) | N | 2 | Required | Must be a code as defined in Appendix A |
| 59 | Address | Pin Code (Permanent Address) | N | 10 | Required | Provide complete 6 digit PIN Code |
| 60 | Address | Member's Current Address | A/N | 200 | Required | House No, Street Name, Locality Name, City / Village |
| 61 | Address | State Code (Current Address) | N | 2 | Required | Must be a code as defined in Appendix A |
| 62 | Address | Pin Code (Current Address) | N | 10 | Required | Provide complete 6 digit PIN Code |
| 63 | Address | Dummy | A/N | 30 | Required when present | Reserved for future use |
| 64 | Account | Segment Identifier | A/N | 6 | Required | Must contain the value "ACTCRD" to identify the Account Segment. |
| 65 | Account | Unique Account Reference number | A/N | 35 | Required | This field will not change even if the Account number in MFI system changes. This field must be consistent on each submission basis to avoid duplication of information. |
| 66 | Account | Account Number | A/N | 35 | Required | |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|---------------------------------------|----------------|--------|---------------------------------|---|
| 67 | Account | Branch Identifier | A/N | 30 | Required | |
| 68 | Account | Kendra/Centre Identifier | A/N | 30 | Required | |
| 69 | Account | Loan Officer for Originating the loan | A/N | 30 | Required | |
| 70 | Account | Date of Account Information | D (DDMM CCYY) | 8 | Required | |
| 71 | Account | Loan Category | A/N | 3 | Required | Enumeration: T01- JLG Group T02- JLG Individual T03 - Individual |
| 72 | Account | Group Identifier | A/N | 20 | Required when present | This is a required field if Loan Category is T01 or T02 |
| 73 | Account | Loan Cycle-id | A/N | 30 | Required when present | Indicate whether the borrower is taking the first, second or third loan within the same lender |
| 74 | Account | Loan Purpose | A/N | 20 | Required | |
| 75 | Account | Account Status | A/N | 3 | Required | Enumeration: S01 - Loan Submitted S02 - Loan Approved - Not yet disbursed S03 - Loan Declined S04 - Current S05 - Delinquent S06 - Written Off S07 - Account Closed S15 - Cancelled |
| 76 | Account | Application date | D (DDMM CCYY) | 8 | Required when present | |
| 77 | Account | Sanctioned Date | D (DDMM CCYY) | 8 | Required when present | |
| 78 | Account | Date Opened/Disbursed | D (DDMM CCYY) | 8 | Required | |
| 79 | Account | Date Closed (if closed) | D (DDMM CCYY) | 8 | Required when present | This is required if account status is S07 |
| 80 | Account | Date of last payment | D (DDMM CCYY) | 8 | Required when present | |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|-----------------------------------|----------------|--------|---------------------------------|---|
| 81 | Account | Applied For amount | N | 9 | Required when present | |
| 82 | Account | Loan amount Sanctioned | N | 9 | Required | |
| 83 | Account | Total Amount Disbursed (Rupees) | N | 9 | Required | |
| 84 | Account | Number of Instalments | N | 3 | Required when present | Original Loan tenure |
| 85 | Account | Repayment Frequency | A/N | 3 | Required when present | Enumeration: F01- Weekly F02 - Biweekly F03 - Monthly F04- Bimonthly F05- Quarterly F06- Semi annually F07-Annually F08-Single Payment Loan (bullet / balloon) F10-Other |
| 86 | Account | Minimum Amt Due/Instalment Amount | N | 9 | Required | Provide amount payable in a single instalment |
| 87 | Account | Current Balance (Rupees) | N | 9 | Required | Provide principal outstanding |
| 88 | Account | Amount Overdue (Rupees) | N | 9 | Required | |
| 89 | Account | DPD (Days past due) | A/N | 3 | Required when present | Enumeration: 000 = 0 payments past due (current account) with Positive Balance 001 to 999 = Number days past due. If an account is above 999 days, mark as 999 XXX = No payment history available for this month |
| 90 | Account | Write Off Amount (Rupees) | N | 9 | Required when present | |
| 91 | Account | Date Write-Off (if written-off) | D (DDMM CCYY) | 8 | Required when present | |

| Field No. | Segment | Field Name | Character Type | Length | Required/ Required when present | Comments |
|-----------|---------|-----------------------------------|----------------|--------|---------------------------------|--|
| 92 | Account | Write-off reason (if written off) | A/N | 20 | Required when present | Enumeration: X01- First Payment Default X02-Death X03-Willful Default Status X04-Suit Filed, Wilful Default Status X09-Untagged X10 - Not Applicable |
| 93 | Account | No. of meetings held | N | 3 | Required when present | |
| 94 | Account | No. of meetings missed | N | 3 | Required when present | |
| 95 | Account | Insurance Indicator | A/N | 1 | Required when present | Enumeration: Y- Yes N- No |
| 96 | Account | Type of Insurance | A/N | 3 | Required when present | Enumeration: L01 - Life Insurance L02 - Credit Insurance L03 - Health/Medical Insurance L04 - Property Insurance L05 - Liability Insurance L10 - Other |
| 97 | Account | Sum Assured/Coverage | N | 10 | Required when present | |
| 98 | Account | Agreed meeting day of the week | A/N | 3 | Required when present | Enumeration: MON - Monday TUE - Tuesday WED - Wednesday THU - Thursday FRI - Friday SAT - Saturday SUN - Sunday |
| 99 | Account | Agreed Meeting time of the day | A/N | 5 | Required when present | Should be in HH:MM format |
| 100 | Account | Dummy | A/N | 30 | Required when present | Reserved for future use |

Changes in Data Format

[Recommendations 8.10, 8.11, 8.12 (b), 8.13 (c), and 8.15]

The Technical Working Group [please see paragraph 2 (v) of the circular] of banks, All India Notified Financial Institutions, CICs, NBFCs and HFCs, in association with IBA/MFIN, should review the data format periodically, say once a year and suggest modifications to the same. To start with, the Working Group may take up on priority basis changes required in the commercial segment and also in the following areas:

- i. Additional Fields in Data Format: Annex 5 of the Report contains certain additional fields for inclusion in data format (field names and their benefits). Accordingly, except for priority sector indicator field, other fields may be incorporated in the consumer data format. For vehicles, only vehicle make and registration number would be compulsory and not the chassis number. The registration number of property registered with Central Registry of Securitisation Asset Reconstruction and Security Interest of India (CERSAI) needs to be added by the CICs. [Recommendation 8.10 (b)]
- ii. Compromise Settlements: Data formats should include cases where compromise settlements have taken place and the reason for such compromise settlements. [Recommendation 8.10 (c)]
- iii. Detailed Product Classification: Banks/FIs should report detailed product classification to the CICs, e.g., car loans, commercial vehicles and construction equipment vehicles, under auto loans. CICs should also include the same in their reports to the banks/FIs. [Recommendation 8.10 (d)]
- iv. Information Regarding Relationship/Guarantor: Banks/FIs should capture certain information pertaining to relationship/guarantor fields of the Corporates viz. the Business category/type, Mobile/Telephone number, State/PIN-code/Country in their Core Banking Solutions/System and report the same to the commercial bureau of the CICs. [Recommendation 8.10 (e)]
- v. Members of Self Help Groups (SHG): Credit information on individual members of SHGs is critical to establish their credit history which would in turn foster growth of credit to the sector and promote financial inclusion. Therefore,

- banks/FIs may obtain data on individual members of SHGs and start reporting the same to CICs within six months. [Recommendation 8.10 (f)]
- vi. Cross Reporting: Guidelines for cross reporting, e.g., where individual is borrower and corporate is co-borrower, or vice versa, should be clearly intimated by CICs. The formats have fields to incorporate the data where consumer data will be reported in the consumer bureau and co-borrower will be reported in commercial bureau. [Recommendation 8.10 (h)]
 - vii. Reporting Days Past Due: Banks/FIs are mandated to report Days Past Due (DPD), for the credit facilities extended by them to consumers and corporates, while reporting to the CICs. [Recommendation 8.10 (i)]
 - viii. Treatment of Part Instalment Due: Banks/FIs are required to submit data as it is while qualitative information on what filters to apply based on amount and period could be done by the specified users and others who make use of the data. [Recommendation 8.10 (j)]
 - ix. Income Data: Income data of the borrowers under the consumer bureau may continue to be reported by the banks/FIs to the CICs. [Recommendation 8.10 (k)]
 - x. Identification Numbers: In the commercial segment, corporate identification number (CIN) and credit history of the directors of the company (based on DIN number) should be reported by the banks/FIs to the CICs and included by the CICs in their reports. [Recommendation 8.10 (l)]
 - xi. Software for Reporting: RBI is generally in agreement that there should be only one format for uploading and reverting reject data from the CIC as conversions/reconversions between formats like Excel/TUDF/Notepad, etc., during the process of furnishing data create validation issues. However, the Technical Working Group [please see paragraph 2 (v) of the circular] of banks, CICs, NBFCs, etc. may further deliberate on this issue and make suitable suggestions, if considered necessary to RBI in this regard. [Recommendation 8.10 (m)]
 - xii. Written-off and Settled Status of Accounts: While reporting their credit data, banks/FIs should use 'settled' status for denoting only specific situations where due to financial inability to repay as per original terms and conditions, either a principal or an interest waiver or both is provided to the customer. Banks/FIs need to be aware of such a situation prior to extending fresh credit to such a customer. Cases of wrong debits or contested charges should not be reported

by banks/FIs as 'settled' but as 'disputed' as per the new field suggested for inclusion in the data format at Annex 5 of the Report. [Recommendation 8.12 (b)]

- xiii. Major Reasons for Restructuring: This field in the commercial data format helps in understanding whether the restructuring of loan of the borrower was due to external/extraneous factors such as external environment, general downturn in economy, etc., or company / borrower specific issues such as change in management, performance of promoters, etc. [Recommendation 8.13 (c)]
- xiv. Minimum of One Identifier Field in Data: Data submitted by banks/FIs should be populated with at least one of the identifier fields, viz., PAN Card No., Passport No., Driving Licence No., Voter ID Card No., Aadhaar No., Telephone number, etc. [Recommendation 8.15]

Aspects of a Standardised Credit Information Report (CIR)

[Recommendation 8.18]

It is not considered necessary to standardise the format of the CIR as such differentiation is essential to promoting competition in the market. However, CICs should standardise the CIR terminology and also have some mandatory key fields. This would provide some comparability for the users between CIRs received from two or more CICs. However, the following aspects may be looked into by the CICs while preparing the CIR:

- i. Reporting Co-borrower and Guarantor: CIC should report co-borrower and guarantor details in the CIRs. This will facilitate deciding on the extent of exposure a bank/FI can consider on an entity. CIR should also give details for the loans availed by the customers in their capacity as borrower/co-borrower/guarantor.
- ii. Reporting Loans Declined: Information relating to loans declined in previous periods to customers/individuals need not be reported by CICs as such information could be prejudicial to the interests of the customer if a rejection in one bank/FI were to be used as a ground to reject the same customer in another bank/FI.
- iii. Unique Identity: CICs may provide a single CIR for one borrower even if the firm/person has more than one address by utilising a unique identification number such as PAN/Aadhaar No. provided by the bank/FI.
- iv. Information on Mortgage of Properties: Information on mortgages of properties is presently not being shared in the consumer bureau format. Banks/FIs may share this data with the CICs which would help them enrich their database.
- v. Multiple Borrowings: In the case of multiple borrowings of the same customer, involving both current and past accounts, information on various accounts may be provided in the order of live accounts, closed accounts and overall position of NPA /wilful default/suit filed status, with limits and liability for each account.
- vi. Linking Consumer and Commercial Reports: It is advised that commercial reports may capture the names of directors/ guarantors/ partners/ proprietor. CICs, while furnishing credit information report on borrowers who have some credit history stored in consumer, commercial and MFI databases, should

- include borrowers' history from all these databases giving comprehensive and complete credit history of the borrowers so that a financial institution could easily gauge the overall indebtedness of the borrowers to the lenders (banks/FIs/NBFC-MFIs/NBFCs, etc.).
- vii. Viewing Account Updates: CICs should provide a special 'view' / 'read-only' access to members to view account level updates in their database through a front-end interface. This would help banks/FIs to confirm or upload account updates / correction request and also in speedy resolving of discrepancies in the CIRs. Necessary steps may be taken to put in place a full-fledged online data correction mechanism as is available in some countries. CICs may make efforts to operationalise such a structure in India at the earliest and in any case within a period of one year, in the interest of customer service.
 - viii. Disclosing Disputed Information in CIRs: CIRs should also provide appropriate disclosures if any information contained therein has been disputed and the matter has not been satisfactorily resolved. If the customer so desires, his/her comment could also be added to the CIR. Certain fields pertaining to consumer dispute viz. dispute code, dispute description, dispute date and consumer comments on disputes (listed in Annex 5 of the Report) may be included in the CIR.
 - ix. Rectifying Wrong Information in CIRs: Banks/FIs as well as CICs should have arrangements in place to receive customer requests for rectification of data in CIRs. As a good practice to maintain high data quality, all erroneous data should be corrected at the source by the bank/FI that originally submitted the data. The CIC should not change borrower data unless the bank/FI submitting the data has rectified it at the source to obviate the risk of updated data being overwritten by erroneous data in the next submission cycle by the banks/FIs.
 - x. Corrected CIRs: In the case of any correction being carried out in the CIR, the CIC may provide a free copy of the corrected report to whom the report had been issued during the previous six months. However, the cost of the CIR may be borne by the members of CICs, if they are responsible for the inaccurate data.

Best Practices for Banks/FIs

[Recommendations 8.25, 8.31 and 8.34]

Every bank/FI should take the following best practices into account while formulating or reviewing the policy and procedure under the CICRA with the approval of their Board of Directors:

- i. Banks/FIs should ensure that the records submitted to CICs are updated regularly and that no instances of repayment, including that of the last instalment, are left unreported.
- ii. Instances of non-updation of repayment information could be avoided by centralising the issue of NOCs and providing information to CICs.
- iii. All banks/FIs should have nodal officers for dealing with CICs.
- iv. Customer grievance redressal should be given top priority especially in respect of complaints relating to updation/alteration of credit information.
- v. Grievance redressal in respect of credit information should be integrated with the existing systems for grievance redressal. Aspects relating to customer grievances pertaining to credit information may also be an integral part of customer service policy of banks/FIs.
- vi. Banks/FIs should abide by the period stipulated under CICRA and the Rules and Regulations framed thereunder in respect of updation, alteration of credit information, resolving disputes, etc. Procedure prescribed under Rule 20 and 21 of the Credit Information Companies Rules, 2006 in this regard should be adhered to. Deviations from stipulated time limits should be monitored and commented upon in the periodical reports/reviews put up to the Board/Committees of Board on customer service.
- vii. Updation of credit information should take place on a monthly basis or at such shorter intervals as may be mutually agreed upon between the bank/FI and the CIC.
- viii. All banks/FIs should give full customer information to the CICs. For instance, identifier information like PAN No., Aadhaar No., Voters ID Card No., etc., is not provided by banks/FIs for all records.
- ix. Banks/FIs should mandate the usage of CIRs in their credit appraisal process.

- x. First time borrowers' loan applications should not be rejected just because they have no credit history.
- xi. Banks/FIs and CICs should ensure that the credit records of borrowers are regularly updated by banks/FIs and that issues such as where repayment of the last instalment of a loan does not get reported does not arise. [Recommendation 8.31]
- xii. With a view to decreasing court cases involving banks/FIs and CICs, complaints need to be addressed by them on an urgent basis. Banks/FIs and CICs should have a structured process of complaint redressal for which a Consumer Protection Committee under the Board should be constituted. [Recommendation 8.34]

Best Practices for Credit Information Companies

[Recommendations 8.26, 8.27, 8.28, 8.29, 8.30, 8.31, 8.32 and 8.34]

CICs should take following best practices into account and put in place a system for consumer complaint redressal with the approval of their Board of Directors. Such policy may be displayed on their websites.

- i. CICs should abide by the period stipulated under the CICRA and the Rules and Regulations framed thereunder in respect of updation, alteration of credit information, resolution of disputes, etc. Procedure prescribed under Rules 25 and 26 of the CIC Rules, 2006 in this regard should be adhered to. Deviations from stipulated time limits should be monitored and commented upon in the periodical reports/reviews put up to the Board/Committees of Board on customer service. [Recommendation 8.26(a)]
- ii. CICs should have a structured and systematic process for redressing customer grievance redressal. [Recommendation 8.26(b)]
- iii. CICs should have a nodal officer for dealing with customer complaints. [Recommendation 8.26(c)]
- iv. CICs should have a system for conducting root cause analysis for complaints. [Recommendation 8.26(d)]
- v. Following a dispute regarding a CIR, if it is established that the reason for the dispute lies with the CIC itself or with the information provided by a member bank/FI to the CIC, the CIC may provide a free copy of the same type of CIR to the customer after correction of the credit information. [Recommendation 8.26(e)]
- vi. Data on complaints may be compiled by CICs on a quarterly basis. A quarterly review on complaints may be put up to the Board of Directors. [Recommendation 8.26(f)]
- vii. Updation of credit information should take place on a monthly basis or at such shorter intervals as may be mutually agreed upon between the bank/FI and the CIC. [Recommendation 8.26(g)]
- viii. In respect of commercial data, there are only limited records in the database especially for the newer CICs. The CICs may prepare an action plan and

- populate the database with historic data to improve their capabilities in the area. [Recommendation 8.26(h)]
- ix. Training should be organised by the CICs for member institutions on understanding the formats, importance of data reporting and how to improve data acceptance ratio. [Recommendation 8.26(i)]
 - x. Safeguards in respect of data usage in terms of Rule 27 of the Credit Information Companies Rules, 2006 by specified users should be built into in the agreements with the specified users. [Recommendation 8.26(j)]
 - xi. Whenever CIRs on the same borrower are accessed by more than one Credit Institution simultaneously, within a period of one month, an alert may be provided by the CIC to all the banks/FIs/Credit Institutions who have drawn the reports to avoid multiple financing for the same purpose/to avoid fraudulent transactions. [Recommendation 8.27]
 - xii. Alerts on borrowers who are changing their addresses/office are to be indicated to other credit grantors without disclosing the name of the banks/FIs. [Recommendation 8.28]
 - xiii. Behaviour pattern of the borrowers, viz., frequency of loans obtained, frequency of banks/FIs approached, etc., may be provided as a separate value added product by CICs. [Recommendation 8.29]
 - xiv. Customisation of reports as per the specific requirement of a specified user may be done as a separate value added product by CICs which are not already doing the same. [Recommendation 8.30]
 - xv. Banks/FIs and CICs should ensure that the credit records of borrowers are regularly updated by banks/FIs and that issues such as where repayment of the last instalment of a loan does not get reported does not arise. [Recommendation 8.31]
 - xvi. All CICs should be ISO 27001:2013 certified for Information Security. [Recommendation 8.32]
 - xvii. With a view to decreasing court cases involving banks/FIs and CICs, complaints need to be addressed by them on an urgent basis. Banks/FIs and CICs should have a structured process of complaint redressal for which a Consumer Protection Committee under the Board should be constituted. [Recommendation 8.34]
