



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA  
www.rbi.org.in

RBI/2019-20/81

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October 11, 2019

The Chief Executive Officer  
All Primary (Urban) Co-operative Banks /  
All State Co-operative Banks /  
All District Central Co-operative Banks

Madam / Dear Sir,

**Revision in Proforma and Reporting of Bank / Branch details under the Central Information System for Banking Infrastructure (CISBI)**

Please refer to our circulars [UBD.CO.LS.Cir.No./43/07.01.000/2006-07 dated May 09, 2007](#) and RPCD.CO.RF.No.BC.9/07.06.00/2005-06 dated July 06, 2005 on Branch Banking Statistics – Submission of Quarterly Returns – Revision of Proformae I & II.

2. The Reserve Bank maintains the directory of all bank branches / offices / Non-Administratively Independent Offices (NAIOs) / Customer Service Points (CSPs) in India, [known as the “Master Office File” (MOF) system], which is updated based on Proforma-I and Proforma-II, submitted by banks through e-mail. The system allots Basic Statistical Return (BSR) code / Authorised Dealer (AD) code to bank branches / offices / NAIOs / CSPs.

3. Consistent with the needs of branch licencing and financial inclusion policies as well as the need for requisite coverage of additional dimensions / features, a new reporting system, viz., **Central Information System for Banking Infrastructure (CISBI)** (<https://cisbi.rbi.org.in>), has been web-deployed to replace the legacy MOF system.

4. Under the new system, all co-operative banks are required to submit their information in a single Proforma (Annex-I) online on CISBI portal, as compared with the earlier system of submitting Proforma-I & Proforma-II separately through e-mail. The instructions for submission of new Proforma online are given in Annex-II. All the past information reported by banks has been migrated to CISBI and additional information should be reported in CISBI henceforth.

सहकारी बैंक विनियमन विभाग, केंद्रीय कार्यालय, सी-7, पहली/दूसरी मंज़िल, बांद्रा कुर्ला संकुल, बांद्रा पूर्व, मुंबई - 400 051

फोन: 022 - 26578300/ 26578100 ; फैक्स: 022 - 26571117 ; ई-मेल: [cgmdcbrco@rbi.org.in](mailto:cgmdcbrco@rbi.org.in)

Department of Co-operative Bank Regulation, Central Office, C-7, 1<sup>st</sup>/ 2<sup>nd</sup> Floor, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051

Phone: 022 – 26578300/ 26578100; Fax: 022 - 26571117; E-mail: [cgmdcbrco@rbi.org.in](mailto:cgmdcbrco@rbi.org.in)

**हिंदी आसान है, इसका प्रयोग बढ़ाइए—**

चेतावनी: रिज़र्व बैंक द्वारा ई-मेल, डाक, एसएमएस या फोन कॉल के जरिए किसी की भी व्यक्तिगत जानकारी जैसे बैंक के खाते का ब्याँर, पासवर्ड आदि नहीं माँगी जाती है। यह धन रखने या देने का प्रस्ताव भी नहीं करता है। ऐसे प्रस्तावों का किसी भी तरीके से जवाब मत दीजिए।

Caution: RBI never sends mails, SMSs or makes calls asking for personal information like bank account details, passwords, etc. It never keeps or offers funds to anyone. Please do not respond in any manner to such offers.



The CISBI portal contains the relevant circulars, user manuals and other relevant documents to facilitate reporting.

5. The Reserve Bank has provided login credentials to Nodal Officers of banks for submitting their information in CISBI. Access to CISBI can also be sought by making e-mail request at [mofbsd@rbi.org.in](mailto:mofbsd@rbi.org.in). Banks should submit information on CISBI portal as per guidelines given in the Annex-III, and thereafter bank branch / office / NAIO / CSP codes would be allotted by CISBI after due validations. In case of status change, banks need to edit only the relevant part. All co-operative banks should **submit immediately and in any case not later than one week**, the information relating to opening, closure, merger, shifting and conversion of bank branches / offices / NAIOs / CSPs online through CISBI portal.

6. To ensure correctness of data on CISBI, in the last week of every month, banks shall generate a 'NIL Report' in CISBI for position as on last day of the previous month, indicating the total number of functioning branches, offices, NAIOs, CSPs; and submit it through CISBI after authenticating its correctness. Banks can also use the facility to access / download the data related to them.

7. 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 license issued, registration details, area of operation, addresses of offices, contact details of senior officials, etc.) and history of all the changes with time stamp. After gaining first time access of the system, banks shall ensure to submit correct and updated Bank Level information in all the fields where submission / updation rights are available with the bank. After initial submission of information on CISBI portal, a one-time confirmation stating that "Correct and updated Bank level information has been submitted on CISBI" shall be sent by banks to the concerned Regional Office of Department of Co-operative Bank Supervision within one month of issuance of this circular. Any subsequent changes in the bank level information shall be submitted for updation on the CISBI portal on immediate basis by the banks.

8. These instructions are being issued in supersession of all the instructions issued on the subject so far.

Yours faithfully,

(Mala Sinha)  
General Manager-In-Charge

Encl: As above

Proforma**Statement for Reporting of Information on Bank Branches, Offices, NAIOs<sup>1</sup> (Extension Counters, Satellite Offices, etc.), Customer Service Points (ATMs etc.) - Opened / Closed / Conversion etc. - Applicable to all Co-operative Banks**

1. Institution Details<sup>2</sup> : System Driven
2. Action for Reporting : Addition (Opening of new banking /branch/office/NAIOs etc.)

Opened   
Planned<sup>3</sup>

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 : \_\_\_\_\_  
(Branch, Administrative/Back Office (7 digits), NAIOs, ATMs, and Other Fixed CSPs (16 digits))

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

4. For Conversion<sup>4</sup>

4.1. Conversion From :   
4.2. Conversion To :   
4.3. Part-1 Code : \_\_\_\_\_  
4.4. Conversion Date : //  
Day Month Year

5. For addition of a new Branch, then:

- 5.1. If Branch (Staffed by bank)
- 5.1.1. Domestic Banking Unit  / Overseas Banking Unit
- 5.2. If fixed location BC<sup>5</sup>

<sup>1</sup>Non-Administratively Independent Offices

<sup>2</sup> Depends on login credentials. Bank Code, Bank Name, Bank Category and Bank Group will be displayed in read only mode by the system.

<sup>3</sup> In case of Planned it is mandatory to select location till 'Revenue Center'.

<sup>4</sup> Conversion from Branch/Office/ /NAIO to Branch/Office/NAIO

<sup>5</sup> Not applicable for Co-operative Banks

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<sup>6</sup>,

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

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

7.2. Satellite Office

7.3. Exchange Bureau

7.4. Representative Office

7.5. Call Centre

7.6. Part Shifted Administrative/ Back Offices

7.7. Other  (Please specify) \_\_\_\_\_

7.8. Part-I code of the base branch/office :

8. If other Fixed Location CSPs then

\_\_\_\_\_

<sup>6</sup> For each type of office, bank will be required to submit separate proforma.

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 (BNAMs)/  
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. Customer Service Center (CSC)
- 8.1.3. Onsite  / Off-site

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

9. Details of branch/office/NAIOs/CSPs

9.1. Name : \_\_\_\_\_  
(of Branch/ Office/NAIO/Other Fixed CSPs)

9.2. Applicable Category: General Permission   
With Authorisation/ Approval/Post facto authorisation<sup>7</sup>

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

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

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

9.5.1. The reference number : \_\_\_\_\_

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

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<sup>7</sup> For banks requiring license/permission (SCBs not having general permission, RRBs, Co-operative banks, etc.).

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

9.7. Part-I code of the linked currency chest (Branch/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 :

13.2. State :

13.3. District :

13.4. Sub-District :

13.5. Revenue Centre:

13.6. Address

13.6.1. Address 1 : \_\_\_\_\_

13.6.2. Address 2 : \_\_\_\_\_

13.6.3. Name of the Post Office : \_\_\_\_\_

13.6.4. Pin Code :

13.7. Geo-coordinates

13.7.1. Longitude (upto 6 decimal place)

13.7.2. Latitude (upto 6 decimal place)

13.8. Communication Details:

13.8.1. Name : \_\_\_\_\_

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 <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.
Monday <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.
Tuesday <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.
Wednesday <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.
Thursday <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.
Friday <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.
Saturday <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.
Sunday <input type="checkbox"/>	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs. and
	<input type="text"/> : <input type="text"/> Hrs.	<input type="text"/> : <input type="text"/> Hrs.

15. Additional centres served by bank branch (Hub and Spoke model)<sup>8</sup>:

Multiple Selections from Centre Database

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

- 16.1. Customer services offered at bank branch (Full/Part time) 
  - 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

<sup>8</sup> Not applicable for Co-operative Banks

- 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 & D-mat Services
  - 16.1.10.3. Mutual Fund<sup>9</sup> Products/ Services
- 16.1.11. Insurance Services 
  - 16.1.11.1. Life<sup>10</sup>
  - 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. Other  Please Specify \_\_\_\_\_

16.2. Specialised administrative / back office activities handled by Office, if any

- 16.2.1. Treasury
- 16.2.2. Forex treasury
- 16.2.3. Forex Office 
  - 16.2.3.1. A Category  OR
  - 16.2.3.2. B Category
- 16.2.4. Government business, pension,
- 16.2.5. Currency chest
- 16.2.6. Small coin depot
- 16.2.7. Asset recovery / reconstruction
- 16.2.8. Clearing and payment services
- 16.2.9. Processing centres (deposits, loans, trade finance, forex, cheques etc.)
- 16.2.10. Administrative activities (HO / ZO / TC / AO)
- 16.2.11. Other  Please Specify \_\_\_\_\_

17. If Branch/ Office<sup>11</sup> 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 Branch/Office :

18. Other Attributes

<sup>9</sup> Unit linked plans should be treated under Mutual Funds.

<sup>10</sup> Includes health insurance and other similar products related to life.

<sup>11</sup> Offices doing authorised dealer activities with customer interface will be considered as branches.

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)

**Instructions for Filling Proforma**

- I. Proforma should be submitted for
  - a. opening of new bank branch / Offices / NAIOs / other fixed customer service points (CSPs) like ATMs etc.)
  - b. for reporting change in status / postal address, closure / merger/ conversion / relocation / upgradation, etc. of existing bank branch /offices / NAIOs / CSPs.
- II. Uniform Code Number (UCN) 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 branches / offices of commercial banks and other financial institutions: **7** digits alphanumeric code of which:
      - ❖ first three digits from the left stand for bank code
      - ❖ next four digits stand for branch code
    - ii. for branches / offices of state / district central co-op. banks, state / central land development banks: **7** digits alphanumeric code of which:
      - ❖ first four digits from the left stand for bank code
      - ❖ next three digits stand for branch code
    - iii. for branches / offices of other co-op. banks, state financial corporations and tours, travels, finance & leasing companies: **7** digits alphanumeric code of which:
      - ❖ first five digits from the left stand for bank code
      - ❖ next two digits stand for branch code
    - iv. Non-Administratively Independent Offices (NAIOs - temporary offices), such as stand-alone extension counter / satellite office/ representative office / cash counter / inspectorate / collection counter / mobile office / Airport counter / Hotel counter / Exchange Bureau: **16 digit** [Out of 16 character code first 5 places are reserved for Bank code (in case bank code is less than 5 digit left places will be padded with 0) next 3 digit will be "NAI" and then alphanumeric for remaining 8 places]. Each NAIO is linked to some independent branch called base branch, Part-I code of base branch should also be provided while applying for NAIOs.
    - v. ATMs, FBCs, Other fixed Customer Service Points: **16 digits** [New BSR code of 16 characters to Fixed Location Business Correspondent, ATMs/CSP (16 characters code which will consist of Bank Code, followed by string "FBC" 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 centre code within the district
    - ❖ Last single digit stands for population range code
- III. However, Proforma for Temporary Office opened at the site of a fair / exhibition, etc. should not be submitted.
- IV. All the banks including Public Sector Banks should generate Part-I and Part-II code through system only after submitting the complete proforma. No bank can pre-assign the Part-I code.

- V. Upgradation of an NAI0 into a full-fledged branch/office or vice-versa will be treated as conversion. Accordingly, proforma for conversion should be filled in the application. After conversion old record will be closed and new Part-I code will be generated for new unit.
- VI. Banks will be solely responsible for updating their information in the system.
- VII. Once the information is submitted cannot be deleted. It can only be updated with the history remaining in the system.
- VIII. Relationship between population range code and population group code is shown below:

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

## **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 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 branch to office, branch to NAI0 or office to NAI0 or vice-versa should be run and effective date of conversion should be mentioned.

### **Item No. 5.1:**

If proforma is for addition of a new Branch

**Item No. 5.2:**

Not applicable for Co-operative Banks

**Item No. 6:**

If proforma is for new office, type of Office need 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 need to be selected and details of the NAIO & its activity need 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 branch/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 branch/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) need 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) need 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 8.1.1.6 need 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 need to be selected.

**Item No.8.1.3:**

Whether Fixed Location CSP is Onsite / Off-site, correct position need to be ticked.

**Item No.8.2:**

Part-I code of the base branch/office is to be mentioned, if applicable.

**Item No.9.1:**

The name of the branch/Office/NAIO/ Other Fixed Location CSPs is to be written.

**Item No.9.2:**

If bank is having permission to open branch/Office/NAIO/ Other Fixed Location CSPs under General Permission system will automatically select and such banks need not be fill 9.3, 9.4, 9.5, and 9.6. Otherwise with Authorisation / Approval / License to be ticketed.

**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 update later.

**Item No.9.4:**

The exact date of Licence / Authorisation is to be written.

**Item No.9.5 & 9.6:**

In case the branch/office/NAIO/ Other Fixed Location CSPs is opened after expiry of one year of authorization or date prescribed by RBI from the date of issuing of licence, please indicate whether licence was re-validated or not and if revalidated please mention the reference number and date of re-validation.

**Item No.9.7:**

Part-I code of the linked currency chest (Branch/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 branch/office/NAIO/ Other Fixed Location CSP is to be mentioned.

**Item No.11:**

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

**Item No.12:**

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

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

Name of Country, State, District, Sub-District and Revenue Centre should be selected from the drop-down. 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-coordinate i.e. Longitude and Latitude (up to 6 decimal place) to be written.

**Item No.13.8.1:**

In case of branch/office/NAIO designation of the In-charge of branch/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 need 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 branches need to be selected. Multiple selections may be made in case it is offering more than one services. If any other services offered by it, which is not mentioned here then 16.1.13 also need 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 services. If any other services 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 Branch / Office is doing forex activity {must have already selected Foreign exchange business (16.1.9) or Forex Office (16.2.3)} then must mentioned 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.19:**

If anything 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 after approval of DCBR / DCBS

**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 - 400 051.**

## **Guidelines for Co-operative Banks on the use of CISBI**

The Reserve Bank has been using the Master Office File (MOF) system for maintaining the information base on locational and business activity details of all bank branches / offices as reported by banks in terms of extant branch authorisation circulars issued by the regulatory departments [*i.e.*, the Department of Banking Regulations (DBR) and the Department of Co-operative Banks Regulations (DCBR)] in RBI. The Basic Statistical Returns (BSR) codes (Part-I & Part-II) are allotted through the MOF system.

2. 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 replaced by a new web-based “**Central Information System for Banking Infrastructure (CISBI)**”. The Bank Branch Statistics Division (BBS) in the Department of Statistics and Information Management (DSIM), Reserve Bank of India would be the nodal unit for CISBI and would co-ordinate with other RBI Departments, banks, other financial institutions and stakeholders.

3. Under the new system, information related to Bank, Branches, Office, NAIOS, other fixed customer service points (CSPs) (*e.g.*, ATMs, etc.) must be submitted in CISBI. For accessing CISBI, each bank is allotted two types of user IDs: (i) “Bank Admin ID” and (ii) “Bank User ID”. RBI(DSIM-BBS) will create single “Bank Admin ID” for each bank, who in turn would create multiple “Bank User IDs”. Banks can update information related to their bank by using “Bank Admin ID” and can report new branches/offices/NAIOS/CSPs or can report any change in status / address, closure / merger / conversion / relocation / upgradation, etc. of existing branches / 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.

4. All the co-operative banks have to submit the above information in CISBI which will be validated and published by RBI. For getting “Bank Admin ID”, a bank should provide an authorised email ID on which RBI(DSIM-BBS) can forward “Bank Admin ID” and its password in two different emails. A new bank seeking reporting access to CISBI, should contact RBI(DSIM-BBS) with a request letter providing details of the bank’s nodal person, an email ID for receiving the login credentials and certain basic documents as under:

- a. Certificate of incorporation from the Registrar of Co-operative Societies / Central Registrar of Co-operative Societies.
- b. License / Authorization to carry on banking business from RBI.
- c. A letter of commencement of business in India.
- d. The Press release by RBI regarding commencement of business.
- e. A copy of registered Bye Laws.

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

6. System will generate the “Bank Admin ID” and will automatically send email notification of “Bank Admin ID” and its Password (in two separate emails) on the designated email ID of the bank.
7. 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.
8. Bank should fill all other information pertaining to the bank and submit on the CISBI portal. RBI will validate and publish the information in CISBI.
9. After submission of the complete information related to the bank, CISBI will generate Bank-Code and Bank Working Code.
10. After getting the Bank / Bank Working Code, the bank can create “Bank User ID” for its internal users. Management of “Bank User ID” will remain the responsibility of the bank.
11. Banks can submit the information related to their new branch/office/NAIOs/CSPs as per the proforma by login through “Bank Admin ID” or “Bank User ID”.
12. For reporting any change in the existing information, banks should edit the existing information and indicate the effective date of change.
13. Banks can also use the facility to access/ download the data relating to them.
14. “Instructions for Filling Proforma” are given in Annex II.
15. Banks must reset the password every three months. In case the password expires, or it is forgotten, they can login on 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”.
16. All the changes will be reflected in the system and accordingly will go in the database only after the approval of RBI.
17. **Nil Report:** Nil report will show the status of the bank in CISBI, *i.e.*, total number of functioning branches /offices/NAIOs/other fixed customer service points (CSPs) (ATMs etc.) as on last day of the month as well as opened/closed during the month. Report will be generated from CISBI itself and banks will authenticate that the information in CISBI is correct and updated. If a bank finds any difference in the “Nil Report” generated by CISBI and the actual status, it should first update the information in CISBI, then generate “Nil Report” and submit it through CISBI. **(No hard copy is required).**
18. In the last week of every month, co-operative banks shall generate ‘NIL Report’ for position as on last day of previous month, authenticate it and submit on CISBI. For example, ‘NIL Report’ for the month of June 2019 shall be generated and submitted in the last week of July 2019.