



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA



[www.rbi.org.in](http://www.rbi.org.in)

RBI/2023-24/62

DoR.FIN.REC.39/20.16.056/2023-24

September 20, 2023

All Commercial Banks (including Small Finance Banks, Local Area Banks and Regional Rural Banks)  
All Primary (Urban) Co-operative Banks/State Co-operative Banks/ Central Co-operative Banks  
All-India Financial Institutions (Exim Bank, NABARD, NHB, SIDBI and NaBFID)  
All Non-Banking Financial Companies (including Housing Finance Companies)  
All Asset Reconstruction Companies  
All Credit Information Companies

Dear Sir/ Madam,

**Data Quality Index for Commercial and Microfinance Segments by Credit Information Companies**

Please refer to our [circular DBOD.No.CID.BC.127/20.16.056/2013-14 dated June 27, 2014](#), *inter alia* setting out a common Data Quality Index (DQI) for assessing the quality of data submissions by Credit Institutions (CIs) to Credit Information Companies (CICs) and improving the same over a period of time. Currently, the DQI is being used for data submitted under the consumer segment.

2. With a view to enable further implementation of DQI, it has been decided that CICs shall prepare DQIs for Commercial and Microfinance segments also as per [Annex I](#) and [II](#), respectively. CICs shall provide the DQIs for Commercial and Microfinance segments to all CIs latest by March 31, 2024.

3. Further, CICs are advised as under:

(i) CICs shall provide DQIs for Commercial and Microfinance segments in the form of numeric scores on a monthly basis to all member credit institutions.

(ii) DQI scores for Commercial and Microfinance segments shall be provided at CI and file level. The DQI scores for Commercial and Microfinance segments at CI level shall be computed as weighted average of file level DQI scores of commercial and microfinance segment respectively of that CI.

(iii) CICs shall compute industry level DQIs for each of the three reporting segments<sup>1</sup> as weighted average of the CI level DQI in their respective category (e.g. Public Sector Banks, Private Sector Banks, Foreign Banks, Co-operative Banks, RRBs, NBFCs etc.) on monthly basis. Further, a half yearly Industry Benchmark shall be calculated as a rolling average of preceding six months Industry level DQI score of respective category of CIs.

(iv) CICs shall provide reasons for decline in score to each CI, if its (a) CI level score has declined over the previous month or (b) CI level score is lower than the half yearly industry benchmark.

(v) CICs shall provide monthly data of CI level DQI and industry level DQI of all segments to Department of Supervision, Reserve Bank of India, Central Office at half yearly intervals as on September 30 and March 31 each year, for information and monitoring purposes.

4. CIs are advised to undertake half yearly review of the DQI for all segments to improve the quality of the data being submitted to CICs. Corrective steps taken on the above issues along with a report on the same shall be placed before its top management by each CI for review within two months from the end of that half-year.

Yours faithfully

(J. P. Sharma)  
Chief General Manager

Encl: Annex I and II

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<sup>1</sup> Viz. Consumer, Commercial and Microfinance segments

Commercial Data Quality Index					
S. No.	Parameters	Total Weightage	Attributes	Measurement Criteria	Individual Attribute Weightage
1	Address	15	Address	Minimum length 5 (total number of letters of the alphabet/characters) and junk not allowed [words like 'Same as above', 'null', '#NA', 'zzzzz', 'none', 'abcde', only special characters (such as \$, * etc.) are not allowed]	3
			City	Valid city/town/district of India	3
			Pin Code	Valid 6 digit post code applicable for the State	3
			State	State Code as per Data Submission Guide	3
			Telephone	Valid phone with STD Code or Mobile Number	3
2	Borrower	20	Business Category	Catalogue values in Data Submission Guide excluding 07 (Others)	2
			CIN / PAN / TIN / Service Tax	Atleast 1 Valid Identifier, PAN Format check / TIN / Service tax number as per MCA / NSDL approved Format	10
			Class of Activity	Class of Activity/Occupation as per RBI handbook of BSR	2
			Industry Type	Valid Business/Industry type as per Data Submission Guide excluding 11 (Others)	2
			Legal Constitution	Accurate mapping as per Data Submission Guide	4
3	Relationship	20 or 30 (if guarantor segment information is not reported)	Address	Minimum length 5 (total number of letters of the alphabet/characters) and junk not allowed [words like 'Same as above', 'null', '#NA', 'zzzzz', 'none', 'abcde', only special characters (such as \$, * etc.) are not allowed]	2 or 3 (3 if guarantor segment information is not reported)
			City	Valid city/town/district of India	2 or 3 (3 if guarantor segment information is not reported)
			PAN/CIN/Passport /DIN	Valid PAN / CIN / Passport /Directors Identification Number	5
			Pin Code	Valid 6 digit post code applicable for the State	2 or 3 (3 if guarantor segment information is not reported)
			State	State Code as per Data Submission Guide	2 or 3 (3 if guarantor segment information is not reported)

			Relationship + Related Type	Quality to be performed in line with the RBI circular dated October 14, 2021 on mandatory reporting of Related Party. Valid Catalogue value excluding 60 (Others) in context of legal constitution; All Related party have a relationship with the Borrower. This Relationship value is based on the legal constitution of the Borrower. For example: For Legal constitution 11 (Private Ltd ), the Allowed Relationship values in RS Segments are 10 – Shareholder, 11–Holding Company , 12 - Subsidiary company , 51- promoter director, 52 – Nominee Director, 53- independent director, 54- Director Since resigned, 56- Other Director. Relationship type Data Quality would be evaluated as per data submission Guide	5 or 10 (10 if guarantor segment information is not reported)
			Telephone	Valid phone with STD Code or Mobile Number	2 or 3 (3 if guarantor segment information is not reported)
4	Guarantor	10 (In case member is not reporting Guarantor for atleast 1 trade, then the GS Segment weightage will be 0. The 10% weightage will be added in the Relationship segment)	Address	Minimum length 5 (total number of letters of the alphabet/characters) and junk not allowed [words like 'Same as above', 'null', '#NA', 'zzzzz', 'none', 'abcde', only special characters (such as \$, * etc.) are not allowed]	3
			City	Valid city/town/district of India	2
			PAN/CIN/Passport /DIN	Valid PAN / CIN / Passport /Directors Identification Number	3
			Pin Code + STATE Code	Valid 6 digit post code applicable for the State code furnished. Both to be valid	2
5	Credit Facility	35	Credit Type	Valid Credit Type as per Data Submission Guide excluding 9999 (Others)	8
			Asset Classification /DPD	Accurate Reporting of all Asset Class (SMA 0,1,2; Doubtful-1,2,3 ) or Valid DPD Reporting	8 or 11 (11 for entities on whom extant instructions on Wilful Defaulter is not applicable)
			Facility / Loan Activation / Sanction Date	Valid Date (DDMMYYYY) + applicable cross validation with Reporting Date for quality	3
			Suit Filed	Suit Filed Related Data Reporting	3
			Wilful Default	Reporting of Wilful default as per data submission Guide	3 or 0 (0 for entities on whom extant instructions on Wilful Defaulter is not applicable)
			Account Status	Reporting of Account Status as per data submission Guide	10
<b>Total Score</b>					<b>100</b>

Microfinance Data Quality Index		
CATEGORY	Validation	Score
<b>Demographic Parameters</b>		
Name	<b>Availability which satisfies all conditions:</b> a) Minimum 2 tokens b) 1 token with minimum 2 letters of the alphabet c) No numerals present	<b>10</b>
DOB / Age	<b>Availability which satisfies all conditions:</b> a) If DOB is shared then date format should be DDMMYYYY; b) If Age is provided then it needs to be numeric value except Zero	<b>7</b>
Identifier: Voter ID (VID)/PAN/CKYC	<b>Availability of ANY ONE identifier which satisfies ALL respective conditions:</b> <u>PAN:</u> a) Should be 10 in length b) First 5 and last character should be alphabets c) The 4 <sup>th</sup> character has to be either P or H d) The 6 <sup>th</sup> to 9 <sup>th</sup> character should be numerals <u>Voter ID :</u> a) Should be between 8 – 16 in length after CIC removes the special characters b) First 2 / 3 digits should be alphabets <u>CKYC:</u> a) Should be 14 in length b) Should be all numeric	<b>8</b>
Phone Number	<b>Availability of mobile number which satisfies all conditions:</b> a) Should be minimum 10 numerals in length b) The first digit needs to start with 6,7,8 and 9 c) Mobile number straight descending/ascending sequence (E.g., 8765432/2345678) or same digits (E.g., 2222222) not allowed	<b>7</b>
Address	<b>At least one address of the borrower should meet all the below conditions:</b> <u>Address line:</u> a) Minimum length of 5 character <u>State code:</u> a) Submission as per catalogue value <u>Pin code:</u> a) Should be 6 numeric in length b) Exclude cases of all digits of same number (0 to 9) c) Exclude sequence (E.g., 123456, 456789) d) Exclude cases where last 3 digits are numeric 'ZERO'	<b>8</b>

Total Monthly Family Income	Availability for all accounts opened on or after April 01, 2022, Numeric value except zero with a maximum cap of Rs. 25000/= as per Master Direction on Regulatory Framework for Microfinance Loans Directions, 2022 dated March 14, 2022 issued by RBI and amended from time to time	5
Key Person Name and Relationship	At least 1 key person and relationship	5
<b>Trade Parameters</b>		
Loan Category	Submission as per catalogue values	5
Date Opened/Disbursed	Availability in DDMMYYYY and cannot be future date	5
Total Disbursed Amount	Availability of Numeric value except zero and in compliance with the Master Direction on Regulatory Framework for Microfinance Loans Directions, 2022 dated March 14, 2022 issued by RBI and amended from time to time	5
Minimum Amt Due/Instalment Amount	Availability for all accounts opened on or after April 01, 2022, Numeric value except zero with a maximum cap of Rs. 12500/= as per Master Direction on Regulatory Framework for Microfinance Loans Directions, 2022 dated March 14, 2022 issued by RBI and amended from time to time	5
Current Balance Amount	Numeric value and can be reported as numeric 'Zero', if there is no balance	5
Repayment Frequency	Submission as per catalogue values except "Other"	5
Account status	Submission as per catalogue values	5
DPD (Days past due)	Submission as per catalogue values	5
Number of Instalments	Numeric value except zero	2
<b><u>Account level data conflict</u></b> <u>Parameters to be checked</u> a) Account has amount overdue > 0 but DPD = 0 or blank b) Account has amount overdue = 0 but DPD > 0 or blank c) Account status delinquent and DPD = 0 or amount overdue = 0 d) Account status Active and Current balance = 0 or blank e) Account status Closed and (Current Balance > 0 or DPD > 0 or Amount overdue > 0) f) Current Balance / disbursed amount / Amount overdue / Minimum amount due is Negative g) Account status is Closed, and Closed date is Invalid or Blank	In case a single validation is not met among the list of validations in this category for a loan, then the score for the specific loan would be treated as "0". This means all loans must be evaluated against all validation rules in this category and any failure to meet a single rule for those specific loans will lead to loss of the score for that specific loan.	8

<p>h) Closed date is reported, and account status is other than {S06-Written Off, S07-Account Closed, S09-Restructured &amp; Closed, S10-Settled, S11-Post Write Off Settled, S12-Post Write Off Closed}</p> <p>i) Account status is S06- Written Off, S11-Post Write Off Settled, S12-Post Write Off Closed and Write-off amount / Write-off date is not provided</p>		
<b>Total Score</b>		<b>100</b>