

Annex- III: Operational guidelines to be observed by CICs while entering into a membership agreement with entities eligible to become SU under clause (j) of Regulation 3 of CIC Regulations

The Credit Information Companies (CICs) while entering into a membership agreement with SU under clause (j) of Regulation 3 of the Credit Information Companies Regulations, 2006 (as amended from time to time) shall incorporate, *inter alia*, the following provisions in the contract/agreement:

1. The SU shall ensure adherence to all the requirements prescribed under the CICRA, 2005 and the Rules and Regulations made therein, and the Directions issued by RBI from time to time.
2. The SU shall undertake an audit of its Information Systems (IS) by a CISA certified auditor on a half yearly basis and the report of the same shall be submitted to CICs. The scope of IS audit or role of appointed IS auditor would be to examine adherence of the SU to the relevant provisions of the CICRA, CIC Rules, CIC Regulations (as amended from time to time), and the Directions issued by RBI from time to time. The IS audit reports and the review undertaken by the CIC shall be shared with the supervisory team of RBI.
3. The SU shall process and store the credit information in India.
4. The SU shall store the credit information received from the CICs only for a limited time period of six months or till such time the credit information is required to be retained to satisfy the purpose for which it was intended, whichever is earlier and thereafter, the stored credit information shall be deleted.
5. The SU shall set up the grievance redressal system which shall be prominently displayed on its website with contact details of officials along with escalation matrix (in vernacular language and/or in English).