



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

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RBI launches the Survey on Retail Payment Habits of Individuals

The Reserve Bank has launched a [Survey on Retail Payment Habits of Individuals \(SRPHi\)](#). The survey will cover a sample of 6,000 individuals from different socio-economic background across six cities, viz., Delhi, Mumbai Kolkata, Chennai, Bengaluru and Guwahati. The survey seeks qualitative responses from individuals on their payment habits. The findings may provide some idea about awareness and usage habits of digital payment products.

M/s Sigma Research & Consulting Pvt. Ltd., New Delhi has been engaged to conduct the fieldwork of the survey on behalf of the Reserve Bank. For this purpose, selected individuals will be approached by the agency for providing their response. Those individuals, who are not approached by the agency, can also participate in this survey by downloading the [survey schedule](#) using the link mentioned below. The filled-in survey schedule may be mailed by January 31, 2019 as per contact details given below. In case of any query/clarification, kindly contact at the following address:

The Director, E-Commerce and New Age Survey Division, Department of Statistics and Information Management, Reserve Bank of India, C-8, 2nd Floor, Bandra-Kurla Complex, Bandra (East), Mumbai-400051; Phone: 022-2657 8365, 022-2657 8100/8300/8500/8700 Extension 7762; Please [click here](#) to send email. The survey schedule is placed in the Bank's website www.rbi.org.in under the head '[Forms](#)' (available in the 'More Links' at the bottom of the home page) and sub-head '[Survey](#)'.

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