Reserve Bank of India

AML Section, Department of Regulation
Central Office, Mumbai

Corrigendum - Survey on satisfaction level of customers onboarded using CKYC ID, Mumbai

Tender number: 2026_RBI_292286_1

A reference is invited to the captioned Tender document, which was uploaded on the CPP Portal on September 29, 2026.

2. In the above context, it is informed that, para number 3.b.i of Section III in the tender document is revised as follows –

Sl. No.	Existing Para	Revised Para
(i)	Existing para no. 3.b.i of Section III of Tender Document: "The survey should cover 9,000 customers pertaining to select banks. The survey shall cover at least 15 interviews per branch for 568 branches. A breakup of branches would be provided to the selected bidder."	Revised para no. 3.b.i of Section III of Tender Document: "The survey should cover 9,000 customers pertaining to select banks. The survey shall cover **maximum 20** interviews per branch to cover 9,000 customers.

3. This corrigendum will form part of the bid document.

4. All other terms, conditions, and specifications of the bid document will remain unchanged.

5. The above clarification is issued for the information of all prospective bidders.

Chief General Manager
Reserve Bank of India
Department of Regulation
Central Office
Mumbai