



विनियमन विभाग / DEPARTMENT OF REGULATION
सीओडी - व्यवसाय आचार समूह / COD - Business Conduct Group
धनशोधन निवारण अनुभाग / AML Section

Minutes of the Pre-Bid Meeting – Survey on satisfaction level of customers onboarded using CKYC ID (E-tender No.: [2026 RBI 292286 1](#))

Pre-bid meeting of the captioned tender was convened as per schedule on October 01, 2026, via Webex.

The pre-bid meeting was attended by following officials from the RBI and the intending bidders:

S. No.	Name and Designation
1.	Shri Sirin Kumar (GM, DOR)
2.	Shri Balram Chaudhary (AGM, DOR)
3.	Shri Vishal Gusia (Manager, DOR)
4.	Shir Ayan Paul (Manager, DSIM)

S. No.	Name of the intending bidder	Name of the representative of the intending bidder
1.	Hansa Research	Shri Anil Rathod Shri Samir Singh
2.	IPSOS	Shri Gajanand Periwal

2. The queries raised by the participants during the meeting vis-à-vis the clarification given by the Bank are as under: -

S. No.	Question by agencies	Agency	Clarification/ Reply by RBI officials
1.	What shall be the sample size for the survey – 8520 or 9000?	IPSOS	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

2.	What is the region wise percentage to be covered for the sample to be well diversified?	IPSOS	25% each from Metropolitan, Urban, Semi-Urban, Rural areas
3.	Can the time required for training be extended from 5 days to 7 – 10 days?	IPSOS	5 days is sufficient for training
4.	Will the briefing for the survey be provided in virtual or physical mode?	IPSOS	Virtual, although some officials from the agency can also come for briefing in person at the RBI Office in Nariman Bhavan.
5.	Is the mode of conducting the survey going to be similar to that of Household survey or there is going to be involvement of branches?	IPSOS	Similar to Household survey
6.	Does the agency need to contact every person for the survey?	HANSA	Yes, contact numbers shall be provided and the agency can contact the persons for engaging them for survey.
7.	What is the number of customer data which shall be provided by RBI?	HANSA	Data of around 75,000 customers shall be provided to the agency

Certain other clarifications were sought/ provided by RBI officials:

- What is the approximate number of investigators to be engaged in the survey by the agency? – 140 investigators

- 5% of the survey data shall represent responses from live onboarding in some bank branches.

3. The survey agency was advised to handle the customer data in line with the DPDP guidelines.

4. Above clarifications are issued for the information for all intending bidders. Minutes of the pre-bid meeting shall form part of the tender. All other parts of the tender continue to remain unaltered. Submission of bid shall be construed to be in conformity to the tender document and amendments/ clarifications.

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