



बेटी बचाओ
बेटी पढ़ाओ

भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

RBI/2025-26/172

CO.DPSS.ODD.No.S1074/06-08-024/2025-2026

January 01, 2026

To

All Prepaid Payment Instrument (PPI) Issuers

Madam / Dear Sir,

Returns – Department of Payment and Settlement Systems – Submission in CIMS

Following the launch of the next generation datawarehouse of the Reserve Bank of India i.e. Centralised Information Management System (CIMS), it has now been decided to commence the reporting of the following returns in CIMS:

Sr. No.	Return Name	Return Code	Frequency
1	PPI Statistics	R100	Monthly
2	PPI Customer Grievances	R360	Quarterly

2. Accordingly, you are advised to submit the PPI Statistics return for the reporting period December 2025 onwards and the PPI Customer Grievances return for the reporting quarter December 2025 onwards, on the CIMS portal (<https://cims.rbi.org.in/#/login>), as per the reporting guidelines.

3. The Admin Users for each reporting entity have been created in CIMS. The login credentials for the users who will be submitting these two returns need to be created by the Admin Users of the respective entity.

4. As per the extant practice, the returns for every month should be submitted by the 7th of the succeeding month (i.e. return for December 2025 should be submitted by January 07, 2026). Further, the returns for every quarter should be submitted by the 10th of the succeeding month (i.e. return for December 2025 quarter should be submitted by January 10, 2026). This is issued under Section 12 read with Section 19 of the Payment and Settlement Systems Act, 2007. Non-compliance with the instruction will be liable to penal action.

Yours faithfully,

(Saurabh Nath)
Chief General Manager

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हिंदी आसान है, इसका प्रयोग बढ़ाइए