

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:2479  
ANSWERED ON:23.08.2013  
COMPLAINTS AGAINST CIBIL QUESTION  
Nishad Capt.(Retd.) Jainarayan Prasad;Ram Shri Purnmasi

**Will the Minister of FINANCE be pleased to state:**

- (a) whether the Government has taken note that the Credit Information Bureau (India) Limited (CIBIL) is selling/forwarding the incomplete information of customers received by them from financial institutions and banks for making profits without the permission of the concerned customers;
- (b) if so, the details thereof and the reaction of the Government thereto;
- (c) the number of such disputed cases regarding providing false information received by the said Bureau during the last three years and the current year, State/UT-wise; `s
- (d) whether the Government has formulated or proposed to formulate any policy to check sale of information provided by financial institutions and banks without the permission of concerned customers; and
- (e) if so, the details thereof; and
- (f) the other remedial steps taken/being taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA)

(a) to (b): Cases of providing inaccurate Credit Information Reports by CIBIL are reported to the Reserve Bank of India (RBI). The Credit Information Companies (Regulation) Act, 2005 (CIC Act), under which CIBIL functions, has a provision for alterations/corrections or updation of credit information on borrower/client's request. The prescribed procedures are followed by Credit Information Companies for updation of the information on such request. However, RBI has no specific information regarding the sale of credit information for profit-making. No credit information is disclosed to any person other than its specified user and privacy principles are provided for collection, preservation, secrecy, sharing and usage of credit information etc.

(c): No such information is generated by the Data Reporting System of RBI.

(d) to (f): Section 17 of the CIC Act provides for collection (from members) and furnishing (to specified users) of credit information by credit information companies. The CIC Act provides statutory backing for sharing of credit information by Credit Institutions with credit information companies subject to conditions stipulated therein. Therefore, with CIC Act coming into force, the `consent clause` required from borrowers has become redundant.