



Financial Inclusion of the Persons with Disabilities

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The Department of Financial Services (DFS) has advised all Public Sector Banks, Insurance Companies and other financial institutions to facilitate communication with persons with hearing and speech impairments through the use of Indian Sign Language (ISL). This is in order to create an inclusive and accessible environment for Persons with disabilities (PwDs) and to ensure access to the financial services offered by these institutions.

Towards this end, organizations have been asked to use technology-enabled communication tools including Artificial Intelligence and to utilize the services of Volunteers from Civil Society Organizations catering to the special needs of the PwDs including Sign Language Interpretation, whenever required. DFS has also emphasized for sensitization and training of frontline staff to assist customers wishing to communicate through sign language.

NB/AD

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