



DFS reiterates its commitment towards promoting accessible and inclusive financial services for all citizens, including Persons with Disabilities (PwDs)

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On the occasion of Global Accessibility Awareness Day (GAAD) 2026, the Department of Financial Services (DFS), Ministry of Finance, Government of India, reiterates its commitment towards promoting accessible and inclusive financial services for all citizens, including Persons with Disabilities (PwDs). DFS has issued Accessibility Standards and Guidelines for the Banking and Financial Services Sector which prescribed standards for equitable access of financial services by the PwDs through physical modes, digital platforms or phygital mode.

DFS emphasizes that accessibility is not merely a compliance requirement, but an essential component of customer experience, digital inclusion, and equitable financial participation. By way of policy support and periodic trainings on the subject, Financial Institutions are encouraged to strengthen accessibility awareness to ensure accessibility integrated into every stage of service delivery and digital transformation. On this occasion, DFS appeals to all banks, financial institutions, and stakeholders to work collectively towards building a barrier-free and inclusive financial ecosystem where no customer is left behind.

NB/AD

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