



Indian Banks' Association

No. RB/PSNs/CIR/4153

December 18, 2017

The Chief Executives of All Member banks

Dear Sir/Madam,

Template for Bank Corporate Websites & Bankers' Guide

At the IBA Working Group meeting on Banking Facilities for Persons with Special Needs (PSNs) held on August 29, 2017 a need was felt on sensitizing staff on the services being offered for persons with special needs by the banks. The Working Group decided to have Template (web page) providing information about the services being offered in the banks for persons with special needs for placing the same on the individual banks website. The group also decided to have a Bankers' Guide [a compilation of all circulars, notifications issued by GOI, RBI & IBA] for customers with Special Needs as a reference book for the bankers.

This matter was placed before the IBA Managing Committee meeting held on 22nd September, 2017. The committee accorded its approval for circulation of template for Bank Websites along with Bankers' Guide after incorporating the suggestions. At the Working group meeting held on November 15, 2017 Model template and bankers' guide were finalized. The copies of the same are attached.

The template may be used as a Model document for the banks. Banks may provide a link to this page from its home page and name it appropriately such as "Inclusive Banking" or "Banking Facilities for Persons with Special Needs" or "Accessible & Inclusive Banking".

Yours faithfully,

D K Malhotra
Senior Advisor