



**Customer Care Centre  
HO: Sansad Marg, New Delhi**

CCC/CIR.No.03/2015  
January 15, 2015

**TO ALL OFFICES**

**CCC CIR.No.03/2015**

**REG: Providing banking facilities to Visually Impaired Persons**

In terms of guidelines conveyed vide RBI DBOD Master Circular on Customer Service 2014 under Para 10.3, **banks should ensure that all the banking facilities such as cheque book facility including third party cheques, ATM facility, Net Banking facility, locker facility, retail loans, credit cards, etc. are invariably offered to the visually challenged without any discrimination.**

A copy of the above referred Master Circular was circulated vide our circular letter no.02/2014 dated 22.7.2014 to all FGMs/Circle Offices for forwarding to all branches under their jurisdiction for its implementation.

The Honourable Court of Chief Commissioner for Persons with Disabilities vide its orders dated 2.1.2015 in the Case No.274/1102/2013 has instructed that all staff members of the Bank should be aware of norms/guidelines in an attempt to ensure that the persons with disabilities like visually impaired are not subjected to any unnecessary hassle and harassment and that they are able to avail of the banking facilities without discrimination on an equal basis with others.

FGMs/Circle Heads to ensure that all the staff members posted in the branches under their jurisdiction be made aware of norms/guidelines on the subject to ensure that the persons with disabilities like visually impaired are not subjected to any unnecessary hassle and harassment and that they are able to avail of the banking facilities without discrimination on an equal basis with others.

All incumbents are advised to guide/educate the staff in their branches appropriately to avoid complaints on this score.

**(J.K. Gupta)  
General Manager**