RBI/2013-14/608  
RPCD.CO.RRB.BC.No.103 /03.05.33/2013-14  
May 27, 2014

The Chairmen  
Regional Rural Banks

Dear Sir/Madam,

Need for Bank Branches / ATMs to be made accessible to persons with disabilities

Please refer to our circular RPCD.CO.RRB.BC.No.97/03.05.90-A/2008-09 dated April 21, 2009 on
the captioned subject, wherein Regional Rural Banks (RRBs) were advised to provide, inter alia,
ramps in all existing and future ATMs, and make at least one third of new ATMs installed as talking
ATMs with Braille keypads.

2. We have been receiving several suggestions from members of public through Government of
India and otherwise, on facilitating easy access to bank branches and ATMs by persons with
disabilities for undertaking day to day banking transactions. We have examined such suggestions.
As advised in the above circular, RRBs have to take necessary steps to provide all existing ATMs
/future ATMs with ramps so that wheel chair users / persons with disabilities can easily access
them. Care may also be taken to make arrangements in such a way that the height of the ATMs do
not create an impediment in their use by wheelchair users. However, in cases where it is
impracticable to provide such ramp facilities, whether permanently fixed to earth or otherwise, this
requirement may be dispensed with, for reasons recorded and displayed in branches or ATMs
concerned.

3. RRBs are also to take appropriate steps, including providing of ramps at the entrance of the bank
branches, wherever feasible, so that the persons with disabilities/wheelchair users can enter bank
branches and conduct business without difficulty. RRBs are advised to report the progress made in
this regard periodically to their respective Customer Service Committee of the Board and ensure
compliance.

4. Further, it has come to our notice that some of the RRBs have not made at least one third of the
new ATMs installed as talking ATMs with Braille keypads as advised vide circular referred to above.
It is, therefore, reiterated that RRBs should make all new ATMs installed from July 1, 2014 as talking
ATMs with Braille keypads. RRBs should lay down a road map for converting all existing ATMs as
talking ATMs with Braille keypads and the same may be reviewed from time to time by the Customer Service Committee of the Board.

5. In addition to the above, magnifying glasses should also be provided in all bank branches for the use of persons with low vision, wherever they require for carrying out banking transactions with ease. The branches should display a notice at a prominent place about the availability of magnifying glasses and other facilities available for persons with disabilities.

Yours faithfully,

(A.Udgata)
Principal Chief General Manager