

India's Talking ATM Mandate: Braille Keypads and Audio Guidance for Blind Bank Customers

Digital Inclusion · Good practice · India

Quality score: 68/100

Evidence strength: Moderate

Summary

Since 2009 India's central bank has required banks to serve blind customers on equal terms; a 2014 directive made it binding that every new ATM include audio guidance and a Braille keypad, after regulators found earlier advisories widely ignored.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-03

[Reserve Bank of India / Indian Banks' Association](#) — accessed 2026-09-03

[RBI circular: Talking ATMs with Braille keypads \(PDF\)](#) — accessed 2026-09-03

[XRCVC: Accessible ATMs in India — A Retrospective and Prospective View](#) — accessed 2026-09-03

[EYEWAY: RBI Guidelines for Persons with Disabilities](#) — accessed 2026-09-03

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