

PayU's Accessible Payments Checkout — India's First RBI-Mandated, Screen-Reader-Native Payment Gateway

Digital Inclusion · Good practice · India

Quality score: 36/100

Evidence strength: Cautionary / limited

Summary

PayU launched India's first RBI/BIS IS 17802-compliant checkout built for blind and low-vision users — full screen-reader navigation, adjustable contrast and text scaling — deployable by merchants with no integration changes. Launched August 2026; no usage data published yet.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	0/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-09-23

PayU India (Wibmo) — accessed 2026-09-23

BusinessToday — PayU's new accessible checkout — accessed 2026-09-23

Precedence Research — PayU accessible payments checkout — accessed 2026-09-23

CIOL — PayU launches accessibility-focused checkout — accessed 2026-09-23

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