

Indian Bank: Inclusive Banking for All

At Indian Bank, we are committed to creating a banking environment that is inclusive, accessible, and respectful of the diverse needs of our customers. We believe that every individual, including persons with Disability/Divyangjan and Senior citizens, should be able to access banking services with ease, independence, and dignity. Our efforts are focused on removing barriers and enhancing usability across all touchpoints.

Our Accessibility Commitment

Our Bank is dedicated to making its services accessible to all customers. This commitment is reflected in our infrastructure and service design, ensuring that banking is convenient and inclusive. We continue to improve accessibility across our network through thoughtful enhancements and customer-centric innovations.

Accessible Branches and ATMs

To support customers with Disability/Divyangjan/Senior citizens, we have made significant upgrades to our physical infrastructure. A total of 5,789 branches and 483 self-service touchpoints—including Offsite ATMs and E-lobbies have been made accessible with the provision of ramps and handrails. In addition, branches have been equipped with magnifiers to assist customers with visual impairments. Assistant Branch Managers are designated as Nodal Officers to assist customers with Disability/Divyangjan/Senior citizens.