

Chapter - V

Department of Financial Services

1. Organisations/Institutions/Regulators Under DFS

Under the administrative control of the Department of Financial Services (DFS), a total of 105 organizations fall into various categories, including Public Sector Banks, Public Sector Life Insurers, Public Financial Institutions, Regulators, Regional Rural Banks, DRTs/DRATs, CERSAI, Office of Custodian, Office of Special Court, and Court Liquidator. Below are the details of these organizations:

Public Sector Banks (12)

- State Bank of India
- Punjab National Bank
- Bank of Baroda
- Canara Bank
- Union Bank of India
- Bank of India
- Central Bank of India
- Indian Bank
- Bank of Maharashtra
- UCO Bank
- Punjab & Sind Bank
- Indian Overseas Bank

Public Sector Insurers (7)

- Life Insurance Corporation of India (LIC)
- General Insurance Corporation of India (GIC)
- The New India Assurance company limited
- United India Insurance Company Limited (UIICL)
- The Oriental Insurance Company Limited (OICL)
- National Insurance Company Limited (NIC)
- Agriculture Insurance Company of India Limited (AICIL)

Public Financial Institutions (7)

- National Bank for Agriculture and Rural Development (NABARD)
- Export -Import Bank of India (Exim Bank)
- India Infrastructure Finance Company Limited (IIFCL)
- National Bank for Financing Infrastructure and Development (NaBFID)
- Industrial Finance Corporation of India Limited (IFCI)
- National Housing Bank (NHB)
- Small Industrial Development Bank of India (SIDBI)

Regulators (3)

- Reserve Bank of India (RBI)
- Pension Fund Regulatory and Development Authority (PFRDA)
- Insurance Regulatory and Development Authority of India (IRDAI)

Regional Rural Banks (28)

- Andhra Pradesh Grameena Bank
- Arunachal Pradesh Rural Bank
- Assam Gramin Vikash Bank
- Bihar Gramin Bank
- Chhattisgarh Rajya Gramin Bank
- Gujarat Gramin Bank
- Sarva Haryana Gramin Bank
- Himachal Pradesh Gramin Bank
- Jammu and Kashmir Grameen Bank
- Jharkhand Rajya Gramin Bank

- Karnataka Grameena Bank
- Kerala Gramin Bank
- Madhya Pradesh Gramin Bank
- Maharashtra Gramin Bank
- Manipur Rural Bank
- Meghalaya Rural Bank
- Mizoram Rural Bank
- Nagaland Rural Bank
- Odisha Grameen Bank
- Puduvai Bharathiyar Grama Bank
- Punjab Gramin Bank
- Rajasthan Gramin Bank
- Tamil Nadu Grama Bank
- Telangana Grameena Bank
- Tripura Gramin Bank
- Uttar Pradesh Gramin Bank
- Uttarakhand Gramin Bank
- West Bengal Gramin Bank
- DRT, Cuttack
- DRT-1, Delhi
- DRT-2, Delhi
- DRT-3, Delhi
- DRT, Dehradun
- DRT-1, Ernakulam
- DRT-2, Ernakulam
- DRT, Guwahati
- DRT-1, Hyderabad
- DRT-2, Hyderabad
- DRT, Jabalpur
- DRT, Jaipur
- DRT-1, Kolkata
- DRT-2, Kolkata
- DRT-3, Kolkata
- DRT, Lucknow
- DRT, Madurai
- DRT-1, Mumbai
- DRT-2, Mumbai
- DRT-3, Mumbai
- DRT, Nagpur
- DRT, Patna
- DRT, Pune
- DRT, Ranchi
- DRT, Siliguri
- DRT, Visakhapatnam

DRTs (39)

- DRT-1, Ahmedabad
- DRT-2, Ahmedabad
- DRT, Allahabad
- DRT, Aurangabad
- DRT-1, Bengaluru
- DRT-2, Bengaluru
- DRT-1, Chandigarh
- DRT-2, Chandigarh
- DRT-3, Chandigarh
- DRT-1, Chennai
- DRT-2, Chennai
- DRT-3, Chennai
- DRT, Coimbatore

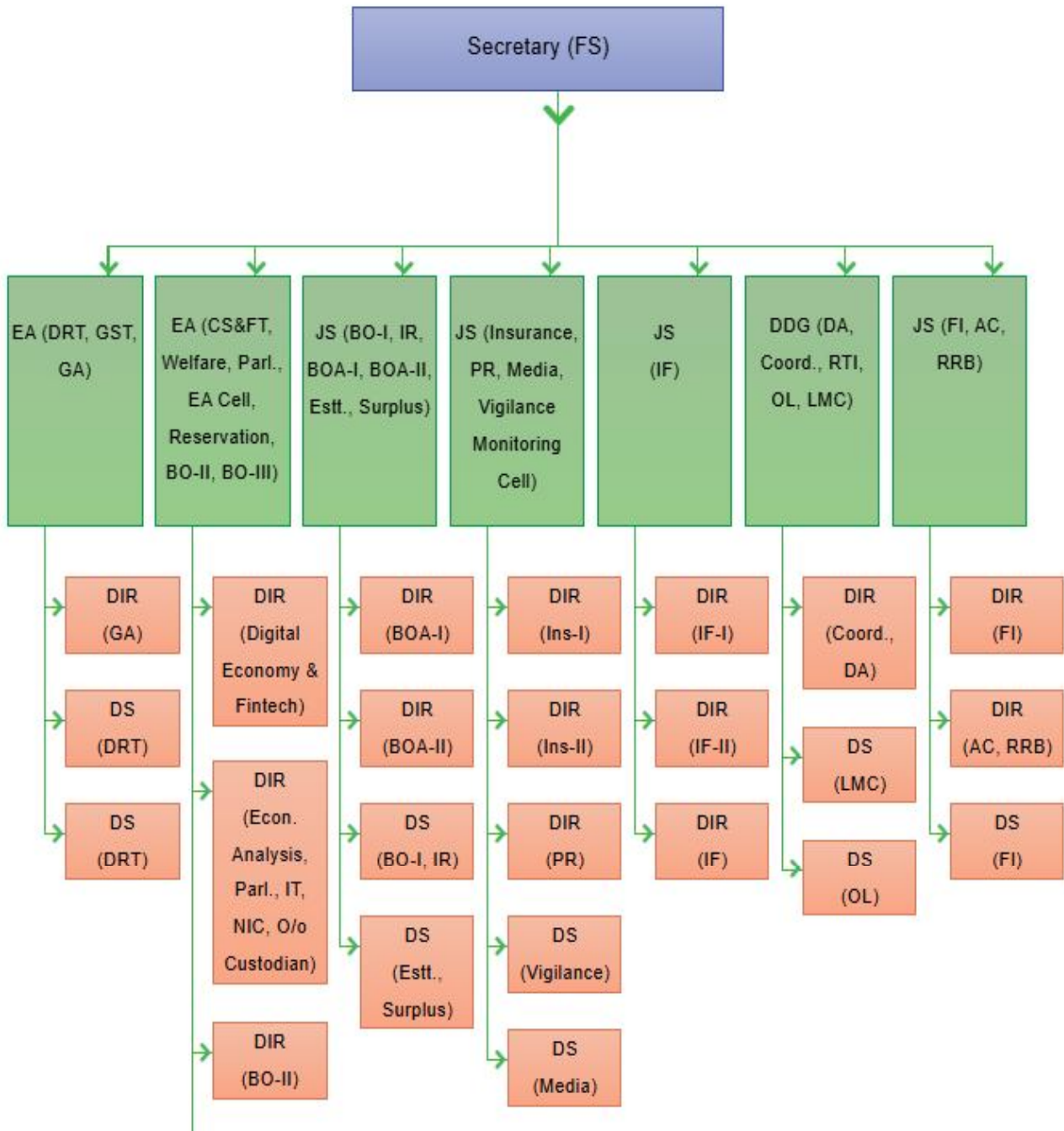
DRATs

- DRAT, Allahabad
- DRAT, Chennai
- DRAT, Delhi
- DRAT, Kolkata
- DRAT, Mumbai

2. Organisational Chart

The Department is headed by the Secretary (Financial Services) who is assisted by four Joint

Secretaries (JS), two Economic Advisers (EA) and a Deputy Director General (DDG). The organisational chart of the department is shown below:



3 Work Allocation among Sections

At present, following sections and cells are within this department. The work allocation is as follows:

Banking Operation-I (BO-I)

- Appointment/nomination of following positions on the Board of Reserve Bank of India and Public Sector Banks:
- Governor/Deputy Governors of Reserve Bank of India.
 - Non-executive Chairman on the Board of Nationalised Banks.
 - The Chairman and the Managing Director in State Bank of India.
 - The Managing Director and Chief Executive Officer and the Executive Director in Nationalised Banks.
 - Government Nominee Directors on the Board of Reserve Bank of India and Public Sector Banks.
 - Reserve Bank of India Nominee Director, workmen and non-workmen employee Directors on the Board of Nationalised Banks and State Bank of India.
 - CA Category Directors on the Board of Nationalised Banks.
 - Part-time non-official Directors/Directors on the Board of Reserve Bank of India, State Bank of India and Nationalised Banks.
 - Members on the Local Boards of Reserve Bank of India.
- All the HR related matters of whole-time Directors of Public Sector Banks — such as determination of salary, allowances and other terms and conditions including leave management, foreign tour, maintenance of annual performance appraisal reports, post retirement commercial employment etc.
- Pension policy and related issues of whole-time Directors of Public Sector Banks.
- Performance Linked Incentive Scheme for whole-time Directors and Senior Executives of PSBs.
- Sitting fee payable to Directors/Members of Reserve Bank of India and Public Sector Banks.
- Administration of the Nationalised Banks (Management and Miscellaneous Provisions) Scheme, 1970/1980.
- Administration of the State Bank of India Act, 1955 and the Banking Companies (Acquisition

and Transfer of Undertakings) Act, 1970 and 1980 in respect of the matters pertaining to Corporate Governance.

Banking Operation-II (BO-II)

- Administration of all Acts/Regulations/Rules related to Financial Systems like the Negotiable Instruments Act, 1881, the Chit Funds Act, 1982 and the Price Chits and Money Circulation Schemes (Banning) Act, 1978, etc., Banning of Unregulated Deposit Scheme Act, 2019
- Deposit Insurance and Credit Guarantee Corporation (DICGC), Act, 1961
- Coordination of work on matters related to Disaster management and crisis management.
- Payment and Settlement System Act, 2007
- Matters relating to Digilocker, wherein the proposal is to enable the updation of the address of the account-holder in banks
- Disposal of appeals received under section 9 of the Payment and Settlement Systems Act, 2007
- Factoring Regulation Act, 2011
- State Legislations – Protection of Interest of Depositors Acts of State Governments
- Matters relating to Multi-Level Marketing and Ponzi Schemes
- Setting up of IFSC – GIFT
- International Relations (Banking) / Bilateral issues
- International Cooperation in. WTO, RCEP, JCCII and CEPAs/CECAs/FTAs of India with bilateral and multilateral partners
- Matters relating to Financial Sector Development Council and its Sub-committees
- Matters relating to Central Economic Intelligence Bureau (CEIB)
- Matters relating to office of Court Liquidator, Kolkata
- Work relating to Government Agency Business
- Financial Action Task Force (FATF)
- Setting up of Currency Chest by banks in border districts (within 80 KMs of International Border)
- Rationalization of Bank Holidays / declaration of bank holidays under section 25 of the Negotiable Instruments Act, 1881
- Know Your Customer (KYC) all matters – AML and CFT matters.

Banking Operation-III (BO-III)

- Customer Service in Banks/FIs/Ins.
- All kinds of complaints/representations received from individual/ associations for redressal of their grievances in these institutions such as delay in clearance of cheques, non-payment/ non-issue of drafts, non-issue/ delay in issue of duplicate drafts, misbehavior/ rude behavior/ harassment on the part of staff of the Institution, non-settlement/ delay in settlement of deceased accounts, non-transfer/ delay in transfer of accounts from one office to another, non-opening/ delay in opening of new accounts, non-compliance with standing instructions of the customers, non-payment of term deposits before maturity, delay in payment to pensioners, including those related to credit cards, ATMs, etc.
- All kind of complaints received from DARPG/ DPG relating to Public/ Private Sector/Foreign Banks/FIs/Ins.
- All kinds of complaints received from MPs/ VIPs/ PMO against Private Sector & Foreign Banks
- Banking Customer Service
- Banking Ombudsman
- Coordination of PRAGATI meetings.

Banking Operation & Accounts-I (BOA-I)

- Preparation of annual consolidated review on the working of Public Sector Banks (PSBs) and laying it on the Tables of both Houses of Parliament.
- Pattern of accounting and final accounts in Public Sector Banks
- Study and analysis of the working results of PSU Banks
- Taxation matters of PSBs/ FIs
- Dividend payable to Central Government by PSBs
- Scrutiny of the annual financial reviews of PSBs conducted by RBI under Section 35 of the Banking Regulation Act, 1949 and follow up action
- Capital restructuring of PSBs (including restructuring of weak PSBs) and Government's contribution to share capital, public issue of banks
- Release of externally aided grants to ICICI Bank under USAID
- Disputes and arbitration between PSBs and between PSBs and other Govt. Departments/ PSEs

- Appointment of advocates in PSBs
- Residuary matters of Portuguese Banks in Goa
- Opening and shifting of administrative offices of banks
- All Policy matters related to Banking Operation such as Licensing, amalgamation, reconstruction, moratorium funds and acquisition of private sector banks
- Functioning of PSBs
- Notification regarding exemption from various sections of the Banking Regulation Act, 1949 and appointment of appellate authority to hear appeals under BR Act and Banking Companies (Acquisition and Transfer of Undertakings) Act of 1970 and 1980
- Administration of all Acts/ Regulations/ Rules related to Public Sector Banks, RBI and State Level Banks
- Laying of annual reports and audit reports etc., of PSBs in Parliament.

Banking Operation & Accounts-II (BOA-II)

- Credit Information Companies (CICs)
- Works relating to monitoring of NPAs and Recovery including compromises and OTS of all PSBs
- Parliament matters, VIP/PMO references, complaints and other matters relating to above works
- All matters related to NPA/Stressed Assets (other than Sectoral Stress), including relief measures by banks in area affected by natural calamities
- Stressed Assets Stabilization Fund (SASF)
- Audit of banks, appointment and fixation of remuneration of auditors of PSBs/FIs
- Bank guarantees, Letters of Credit and Letters of Undertaking / Comfort by PSBs and related complaints
- Citizen's Charter of PSBs/RBI
- Acquisition/ Leasing/ Renting/ Vacation of premises, Estate Officers under Public Premises Act, 1971
- Operation of foreign banks in India (including IDC and FDI Policy matters)
- Banking Sector Reforms (including EASE Index and PSB Reforms Agenda)
- NBFCs and Appellate Authority on NBFCs
- Operational risk management (other than

cyber-security and digital payments security), including frauds and fugitive offenders

- Administration of all Acts/Regulations/Rules related to NBFCs and CICs,
- Statement of Intent / Key Performance Indicators / Performance evaluation of whole-time Directors
- Insolvency Bankruptcy Code (IBC)
- Overseas branches of Indian banks.

Industrial Relations (IR)

- Service matters of PSBs including IDBI/ RBI
- Industrial Disputes Act matters, HR matters relating to PSBs and RBI Unions and Associations in the Banking Industry, Bipartite settlements of policy of transfer, promotion, and HRD in banks
- IB reports about political activities of bank employees
- Pay and Allowances of bank employees in overseas branches
- HR Reforms.

Agriculture Credit (AC)

- Credit flow to Agriculture and allied sectors
- Agricultural Debt Waiver and Debt Relief Scheme, 2008
- Matters relating to NABARD (including pension matters of NABARD), Agriculture Finance Corporation (except Service matters), State Legislations on the subject, Co-operative Banks (including Urban Co-operative Banks), external aided projects relating to rural/agriculture credit, appeals made by co-operative banks, financial assistance to persons affected by natural calamities, riots disturbances, etc. Bank credit to KVIC, handloom and handicraft sector
- Citizen Charter of NABARD
- Appointment of CMDs & Directors of NABARD
- Kisan Credit Card (KCC) Scheme
- Secretarial assistance to the designated appellate authority in regard to appeal by Urban Cooperative banks against cancellation of license by RBI.

Regional Rural Banks (RRB)

- Legislative matters with regard to RRB Act, 1976 and framing of rules there under
- Nomination of non-official directors on the Board of RRB, appointment of Chairman, Recommendation of RRBs, review of performance of RRBs, wage revision, manpower planning

- Laying of Annual Reports of all RRBs along with review thereof
- Formation of Staff Service Regulation and Promotion Rules for employees and officers of RRBs, IR matters of RRBs
- Citizen's Charter of RRBs
- Priority Sector Lending, Micro Finance and other related matters which includes lending to weaker sections including SC/ST, PM's New 15 Point Programme for the Welfare of Minorities, Credit to minorities, follow up action of Select Parameters recommended by Sachar Committee, DRI Scheme.

Insurance-I (Ins.-I)

- Corporate governance, appointment and service matters pertaining to public sector insurers and AICIL, Insurance Regulatory and Development Authority of India, Council of the Institute of Actuaries of India, Insurance Ombudsmen, Council of Insurance Ombudsmen, recruitment and the terms and conditions of agents of the Life Insurance Corporation of India, and insurance appointment related matters pertaining to Banks Board Bureau Administration of the Actuaries Act, 2006 and related matters.
- Matters of public entities relating to the Public Premises (Eviction of Unauthorized Occupants) Act, 1971
- Parliamentary, audit, right to information, court, arbitration and VIP reference related matters and dealing with matters referred through receipts or otherwise in respect of any of the items enumerated above or connected thereto.

Insurance-II (Ins.-II)

- Administration of the Insurance Act, 1938; Life Insurance Corporation Act, 1956; General Insurance Business (Nationalisation) Act, 1972; Insurance Regulatory and Development Authority Act, 1999 and related matters, other than those related to corporate governance, appointment and service matters or those relating to recruitment and the terms and conditions of agents of the Life Insurance Corporation of India
- Policy matters relating to insurance, and to this end, analysis of the trends and development in and the performance of the insurance sector and various bodies established by or under the said Acts

- Administrative matters pertaining to public sector insurers and Agriculture Insurance Corporation of India Limited (AICIL), other than governance, appointment and service matters
 - Assessment of capital requirements, divided payouts and performance of public sector insurance and AICIL
 - Social security schemes for insurance protection and other insurance schemes sponsored/ supported by the Government
 - Insurance Ombudsman Rules and administration thereof, other than corporate governance, appointment and service related matters pertaining to Insurance Ombudsman and the Council of Insurance Ombudsman
 - Foreign investment in insurance sector
 - Reforms in the sector and public sector insurers, including adoption of technology in insurance (except matters allocated to the Cybersecurity and FinTech Section)
 - Supporting the section in charge of international cooperation matters on insurance related aspects of international cooperation
 - Taxation matters relating to insurance sector
 - Matters relating to the industry, including those raised by industry bodies/ associations
 - Implementation of Law Commission Reports
 - All residual matters relating to insurance which are not enumerated specifically as an item of work allocated to either Insurance-I Section or Insurance-II Section
 - Parliamentary, audit, right to information, court, arbitration, VIP reference related matters and dealing with matters referred through receipts or otherwise in respect of any of the items enumerated above or connected thereto.
- (e) Stand Up India (SUPI) (Policy & implementation)
 - Work relating to financial inclusion, coordination with other sections, offices, institutions etc on Financial inclusion
 - Branch expansion of banks
 - Lead Bank Scheme and Service Area Approach
 - District and State Level Bankers' Committee (SLBC)
 - Regional imbalances of banking network, matters related to Business Correspondents/Business Facilitators, Mobile Banking etc.
 - Deployment of banking touchpoints/BCs/ATMs and Jan Dhan Darshak App (JDD) related issues
 - BC related policy matters including monitoring of their activities
 - Matters relating to Minimum deposit balance, cash handling & digital payment charges
 - Administrative matters of Mission Office
 - Banking matters Pradhan Mantri Jan Dhan Yojana (PMJDY), Mission Office
 - India Post Payment Banks (IPPB) and other payment bank related matters
 - Inter- State Zonal Council Meetings
 - Aspirational District, LWE and other interventions for financial inclusion by Government
 - Financial Literacy, Coordination with RBI on National Strategy for Financial Inclusion (NSFI)/ Financial Inclusion Advisory Committee FIAC)/ TGFIFL and related issues.
 - Matter related to 75 Blocks – DoNER program (SAMBHAV), SVAMITVA Scheme, Antyodaya program, AKAM 2.0, SVANidhi. PM Vishwakarma Scheme etc.

Financial Inclusion (FI)

- National Mission for Financial Inclusion (NRFI) related matters including monitoring of flagship schemes of DFS:
 - (a) Pradhan Mantri Jan Dhan Yojana (PMJDY) (Policy & implementation)
 - (b) Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) (Only implementation)
 - (c) Pradhan Mantri Suraksha Bima Yojana (PMSBY) (Only implementation)
 - (d) Pradhan Mantri Mudra Yojana (PMMY) (Policy & implementation)

Industrial Finance-I (IF-I)

- Administration of the Export-Import Bank Act-1981 and Scheme for financing Viable Infrastructure Projects (SIFTI) of IIFCL, Operational/Policy/ Budgetary matters relating to Exim Bank, IIFCL, IWRFC and IIBI Ltd.
- Matters related to IFCI Ltd, IDFC Ltd, winding up matter related of IIBI Ltd, and other related matters
- Board level Appointments-Whole Time Directors-IIFCL, EXIM, IFCI Ltd and their personnel matters
- Government Nominee Directors-EXIM Bank, IIFCL, IFCI Ltd. and IDFC Ltd.

- Non-Official Directors/Independent Director in -EXIM Bank, IIFCL and IFCI Ltd.
- Sector-specific matters like infrastructure, power, textiles, exports; steel, telecom, road, shipping (added) etc. matters related to sectoral issues
- Laying of annual reports of IIFCL, EXIM Bank, IFCI Ltd and Liquidator's report of IIBI Ltd. Before the parliament
- Matters related to Ratnagiri Gas and Power Pvt. Ltd (RGPPL)
- Citizen's Charter of EXIM Bank and IIFCL
- All matters related to resolution and registration issues of Asset Reconstruction Company (ARC) and to track the activities of the ARCs
- All matters related National Investment and Infrastructure Fund
- Appointment of Statutory Auditor in EXIM Bank
- Media and Publicity related matters of DFS
- Project Monitoring Group (PMG) Meeting
- Partial Credit Guarantee Scheme (PCGS)
- Joint Parliamentary Committee (JPC) (which enquired into irregularities in securities transactions)
- Disciplinary action against bank employees/ executives involved in irregularities in securities transactions.
- **Office of Custodian**
 - Establishment matters relating to Special Courts/Office of the Custodian
 - All issues pertaining to continuation of posts, budget matters of the O/o Custodian and Special Court including extension of the O/o Custodian and appointment of Custodian
- Appointment of Board Members of NCGTC.
- Laying of annual reports of SIDBI and NHB before the Parliament.
- Matters related to Account Aggregator Framework.
- Matters related to post winding up of Board for Industrial and Financial Reconstruction (BIFR) & Appellate Authority for Industrial & Financial Reconstruction (AAIFR).
- Matters related to Educational Loans.
- Mutual Credit Guarantee Scheme for MSMEs, Emergency Credit Line Guarantee Scheme (ECLGS), Loan Guarantee Scheme for COVID Affected Sectors (LGSCAS), Credit Guarantee Scheme for Microfinance Institutions (CGSMFI) and Credit Guarantee Fund Scheme for Factoring (CGFSF).
- Credit related matters with respect to Micro, Small and Medium Enterprises (MSMEs), Housing, Microfinance Institutions, Self-Help Groups (SHGs), Prime Ministers Employment Generation Programme (PMEGP), Trade Receivables electronic Discounting System (TReDS), Credit Assessment Model for MSMEs, matters related to Micro Credit Card and psbloansin59minutes portal.
- VIP/ PMO references, Audit Paras, Budget Announcements, Parliament Questions, Assurances, RTI requests/ appeals, Court Matters, General Grievances on the aforementioned matters.

Vigilance and Monitoring Cell

- Consultation with CVC/CTE
- Nomination of CVOs for PSBs/FIs/PSICs
- Correspondence with CBI
- Annual Action Plan on Anti-Corruption measures
- Investigation of cases of frauds by CBI & RBI
- Matters under Prevention of Corruption Act
- Preventive vigilance
- Vigilance systems and procedures in RBI/PSBs/ FIs and Insurance Companies PFRDA and IRADI/RBI
- Inquiry into complaints against GMs/EDs and CMDs of PSBs/FIs/PSICs/PFRDA and IRADI/ RBI and Vigilance Surveillance over them
- Major frauds in PSBs (in India and abroad)
- PMO references on anti-corruption measures
- Bank security, robberies & loss prevention in banks

Industrial Finance-II (IF-II)

- Administration of National Housing Bank Act, 1987.
- Administration of Small Industries Development Bank of India Act, 1989.
- Administration of State Financial Corporation Act, 1951.
- Operational and Policy matters relating to Small Industries Development Bank of India (SIDBI), National Housing Bank (NHB) and National Credit Guarantee Trustee Company Limited (NCGTC).
- Appointment and all personnel matters of Whole Time Directors in SIDBI and NHB.

- Sanction of prosecution in case of ED/CMDs
- War Book Matters
- Annual Reports of CVC
- Conduct Regulation in PSBs/FIs, employment after retirement regulations in PSBs
- CVC/CBI references relating to DRTs/DRATs
- Vigilance clearance, sanction of prosecution and any other matter of Board level appointees of PSBs, FIs, PSICs, PFRDA, IRDA and RBI
- Vigilance matters of Officials in DFS, Officers of Office of Custodian and Government Officials in DRTs/DRATs.

Cybersecurity and FinTech (IT)

- Matters relating to overall cybersecurity for the financial services sector and in the Department
- Coordination of FinTech and Deep Tech (artificial intelligence, big data, block chain, etc.) matters related to the financial services sector and the Department (including matters related to e-payments in the banking system)
- Matters relating to e-Governance in all FIs and e-Payments in banking system and computerisation of PSBs
- Promotion of digital payment including National Common Mobility Card (NCMC) scheme of MoHUA, Direct Benefit Transfer (DBT), Digital Payment Infrastructure (DPI), matter related to NPCI and its subsidiaries.
- Matters relating to Payment Regulatory Board (PRB) constitution and matters related to PRB.
- Incentive scheme for Promotion of RuPay Debit Cards and low-value BHIM-UPI transactions (person-to-merchant)
- Scorecard of banks for promotion of digital payments
- On-boarding of merchants on digital payment platforms
- Matters related to various modes of digital payments including UPI, BHIM - QR, RuPay Debit and Credit cards, IMPS, USSD, PoS, etc.
- Charges levied on various modes of payments including Merchant Discount Rate (MDR)
- Frauds related to various modes of digital payments including online frauds
- Matters related to app based digital payment and digital lending platforms except regulation
- Banking matters relating to digital payment platforms

- Coordination with NIC for the Department
- Management of the Department's website and web services

Debts Recovery Tribunals (DRT)

- Establishment of DRTs/DRATs under the Recovery of Debts due to Banks and Financial Institutions Act, 1993,
- Administration of Recovery of Debts and Bankruptcy (RDB) Act, framing or amending rules for implementing of the provisions of the Act,
- Filling up of the posts of Chairpersons, Presiding Officers, Registrars, Assistant Registrars, Recovery officers, and other posts in DRTs/DRATs
- Issuing clarifications/guidelines etc. on administrative matters/review,
- Progress and disposal of cases by DRT/DRATs,
- Budget provisions, monitoring, etc relating to DRTs/DRATs,
- Administration of SARFAESI Act, appointment of Registrar/MD & CEO, CERSAI, ease of doing business agenda- flowing from recent amendments
- CKYC matters under Prevention of Money Laundering Act, 2002,
- Policy matters relating to Central Registry of Securitisation Asset Reconstruction and Security Interest (CERSAI), a PSU, including the Central Registry under the SARFAESI Act, 2002.

Pension Reforms (PR)

- Reforms in the Pension Sector
- Policy matters with respect to NPS, Atal Pension Yojana and Swavalmban Scheme
- Administration of PFRDA Act, 2013
- Framing of rules under PFRDA Act, 2013
- Appointments of Chairperson and Board member of PFRDA, CVO in PFRDA, Budget and Funds of PFRDA and Legislative and policy prescriptions to PFRDA.
- Legislative and policy prescriptions to PFRDA

Parliament

- Collection, identification and marking of Parliament Questions, Notices, admitted Questions, and getting the files approved from the Minister
- Preparation of facts and replies for pads of Ministers

- Keeping track and record of pending Assurances, Special Mentions and References under 377 and other matters as mentioned in the Induction Material
- Presidential address to the Joint Session of Parliament
- Compilation and submission of material for Parliament Questions to other Ministries/ Departments
- Parliamentary Committee Matters.
- Staff Meeting of Secretary (FS)/ Senior Officers Meeting (SOM)
- Monitoring & Review of disposal of VIP references, PMO references, coordination of RBI pending matters
- Parliament Questions regarding VIP references
- Monthly DO letter to Cabinet Secretary from Secretary (FS)
- Updation of Induction Material for DFS; Co-ordination of VIP, PMO, President-Sectt.,etc, references involving more than two Divisions of DFS.

Welfare Section & Reservation Cell

- Matters relating to recruitment, promotion and welfare measures of SC/ST/OBC/PH and Ex-servicemen in Public Sector Banks/ Financial Institutions and Public Sector Insurance Companies (PSBs/FIs/PSICs)
- Matter of policy regarding reservation for these categories in PSBs/FIs/PSICs, reservation matters in RRBs etc.
- Inspection/examination of Reservation Roster for SCs/STs/OBCs in PSBs/FIs/PSICs, Assistance to the Liaison Officer for smooth functioning and discharging of his duties and responsibilities as Liaison Officer for SC/ST/OBC/EWS/PwD, preparation / maintenance of reservation roster of SC/ST/OBC/EWS/PwD for the proper secretariat of this Department, reply to Parliament Questions/ National Commission for SC/ST/OBC/PwD in respect of SC/ST/OBC/EWS/PwD staff of the Department, maintenance of data of SC/ST/OBC/EWS/PwD staff of the Department, submission of all reports/ information to other Ministries/ Departments/Parliamentary Committees, etc. in the related matters.

Establishment (Estt.)

- Matters pertaining to the Officers and Staff of DFS including RRs, appointment, ACRs, deputation (including abroad), training, IWSU, SIU, welfare, review of officers under FR 56(J), internal vigilance, staff grievances, pension, etc.
- Grant of various advances to officers and staff, payment of fees to advocates, settlement of medical claims and CGHS matters, family welfare programme.

Coordination (Coord.)

- Organisation of FM's meetings with CEOs of PSBs and regional consultative committee meetings

RTI Cell

- Single reference point to receive applications, appeals, complaints and decisions of the Central Information Commission;
- Replies of all the RTI Applications/ Appeals through the respective Section/CPIOs;
- Uploading of all complaints and decisions of CIC on the computerised diary system;
- Segregation of RTI applications/appeals pertaining to life and liberty and forwarding the same to the concerned CPIOs without delay so as to ensure action/response within the timeframe specified in the Act;
- Transfer of RTI applications not pertaining to this Department to concerned Public Authority;
- Coordination of this Department regarding;
- Proactive disclosures under Section 4 of the RTI Act, 2005;
- Systematic changes that can be introduced to reduce the number of queries on a particular area/process;
- Formulation of FAQs on information that can be accessed from the Department;
- Information dissemination through identified means;
- Maintaining lists of CPIOs, FAAs and link officers;
- Annual report of the CIC;
- Undertaking any other activity or supplementary function which is required under the provisions of the RTI Act as notified from time to time
- Preparation of the periodic monitoring reports regarding disposal of RTI requests/Appeals and compliance of CIC instructions.

General Administration (GA)

- Housekeeping/Security matters, cleanliness, stores, canteen, R&I, library,
- Staff Car Drivers, vehicles to the officers of DFS
- Purchase of Computer Hardware and maintenance of Computers, Printers and other equipment
- Maintenance of furniture and electricity items
- Logistic support for arranging farewell of staff of DFS
- Providing of Identity Cards to the Staff of DFS and CMDs/EDs/PROs of Public Sector Banks/ Financial Institutions/Insurance companies, etc.

Official Language

- Implementation of Official Language Policy of the Government
- Translation work relating to Parliament Questions
- Standing Committees, Minutes of the Meetings
- Hindi Teaching Scheme and other miscellaneous work as mentioned in induction material of DFS.

Reservation Cell

- Assistance to the Liaison Officer for smooth functioning and discharging of his duties and responsibilities as Liaison Officer for SC/ST/OBC/EWS/PwD, preparation / maintenance of reservation roster of SC/ST/OBC/EWS/PwD for the proper secretariat of this Department, reply to Parliament Questions/National Commission for SC/ST/OBC/PwD in respect of SC/ST/OBC/EWS/PwD staff of the Department, maintenance of data of SC/ST/OBC/EWS/PwD staff of the Department, submission of all reports/ information to other Ministries/Departments/Parliamentary Committees, etc. in the related matters.

Data Analysis (DA)

- Reserve Bank of India Credit Policy - Busy Season - Slack Season and selective credit control
- Financial sector assessment and sectoral credit analysis
- Banking Statistics regarding bank deposits and advances
- Deposits and advances of banks
- Rates of interest on bank deposits and advances
- Dissemination of results and important information relating to RBI, IBA, studies on banking reforms

- Analysis of other international reports relevant to banking sector in India
- Analysis of Reports of committees on Financial Sector Reforms etc.
- Management Information System - collection, collation of data relating to Banking Industry,
- Result Framework Document (RFD), Speeches of FM/MOS on different occasions
- Audit Paras
- UN e-Government Index & Digital Services
- Work related to committee of Financial Sector Statistics
- Coordination of budget proposals of DFS. Matters related to Budget Announcements, Output-outcome Monitoring Framework
- Sustainable Development Goals – Indicators pertaining to DFS.

GST Cell

- Overseas preparedness of all institutions under DFS to implement GST, to provide inputs to the " Banking, Financial and Insurance" Sectoral Group with reference to GST
- Other matters related to coordination, rollout and implementation of GST w.r.t institutions under administrative control of DFS etc.

Surplus Cell

- All service matters and day to day administrative matters related to surplus staff of AAIFR & BIFR including their redeployment
- Consultation with DoPT, handling of court cases of surplus staff, RTI and personal matters of surplus staff such as leave, retrial benefits, perks & allowances etc.

Legal Monitoring Cell

- Monitoring of court cases and follow-up with concerned Sections to effectively meet the timelines
- Management and updation of court cases of the Department on LIMBS portal and keeping track of court cases of the Department on the websites of Hon'ble Supreme Court/Hon'ble High Courts/ Hon'ble Central Administrative Tribunal etc.
- Receiving of court cases/correspondence related to court cases and their marking/distribution to concerned Sections
- Payment of legal bills and matters related to appointment of Central Government Standing Counsel for the Department

4. Developments in Banking Sector

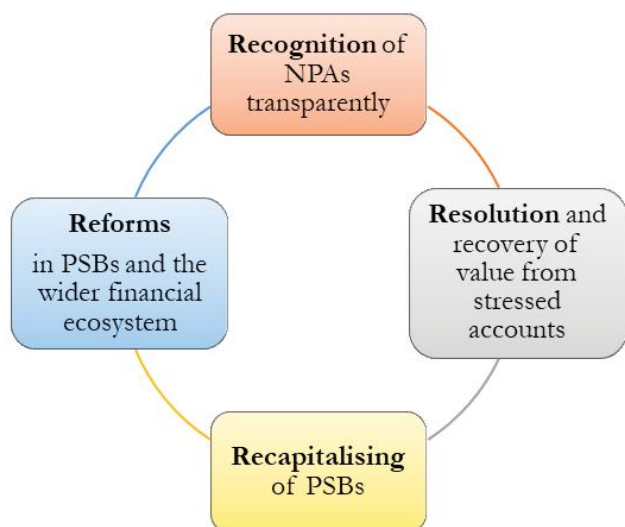
4.1 Overall condition of Banking Sector

The banking system in India, which evolved over several decades, is well established and has been serving the credit and banking needs of the economy. The banking ecosystem is providing impetus to economic growth and development of the country and catering to the specific and varied financial requirements of different customers and borrowers.

Government’s commitment to reforms in the financial sector was announced at “Retreat for Banks and Financial Institutions” called “Gyan Sangam” held in 2015. Later in Aug-2015, Government launched “Indradhanush” scheme for comprehensive framework to revamp and improve financial state of PSBs including capital infusion plan over four years, from FY2015-16 to FY2018-19

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Government implemented a comprehensive 4R’s strategy of Recognising NPAs transparently, Resolution and Recovery, Recapitalising PSBs, and Reforms in the financial system to address the challenges faced by PSBs.



Over the last decade the Government has undertaken an array of initiative to strengthened the Public

Sector Banks (PSBs) by improving existing processes across several domains, Enacting and modifying multiple legislature and setting-up comprehensive frameworks to address the challenges faced by PSBs.

The measures taken by the Government, include, inter alia, the following:

4.1.1 Credit discipline:

Enactment of the Insolvency and Bankruptcy Code, 2016

➤ The Insolvency and Bankruptcy Code, 2016 (IBC) has laid down a collective mechanism for resolution of insolvencies in the country by maintaining a delicate balance for all stakeholders to preserve the economic value of the entities and to complete the process in a time bound manner. It has:

- Empowered creditors of a Corporate Debtor;
- Led to behavioral change in the debtor-creditor relationship by shifting the focus from the 'Debtor in Possession' to a 'Creditor in Control' regime.

➤ Till September 2025, 8,659 corporate insolvency resolution process (CIRPs) are admitted at NCLT, out of which, CD was rescued in 3,865 cases. Out of this, resolution plans were approved in 1,300 cases wherein creditors have realised an aggregate amount of ₹ 3.99 lakh crore. The fair value and liquidation value of the assets available with these CDs, when they entered the CIRP, was estimated at ₹ 3.58 lakh crore and ₹ 2.35 lakh crore, respectively, as against the total claims of the creditors worth ₹ 12.31 lakh crore. The creditors have realised 170.09% of the liquidation value and 93.79% of the fair value (based on 1177 cases where fair value has been



estimated). The resolved CDs resulted in realisation of more than 32.44% as against the admitted claims. The haircut for creditors relative to the fair value of assets was around 6%, while relative to their admitted claims is around 67%.

- Furthermore, this realisation does not include the CIRP cost, and many probable future realisations such as equity, realisation from corporate and personal guarantees, funds infused into the CD including capital expenditure by the resolution applicants, and recovery from avoidance applications.

[source: Insolvency and Bankruptcy Board of India]

4.1.2 Recognition and resolution of stress:

a. Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002

Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) has been amended and it was provided for the District Magistrate / Chief Metropolitan Magistrate to pass orders for the purpose of taking possession of the secured assets by lenders within a period of thirty days from the date of application.

b. The Recovery of Debts and Bankruptcy Act, 1993

The Recovery of Debts and Bankruptcy Act, 1993 has been amended with the provision for three months imprisonment in case the borrower does not provide details of property/assets other than those properties/assets specified by the lender while filing the application to the DRT.

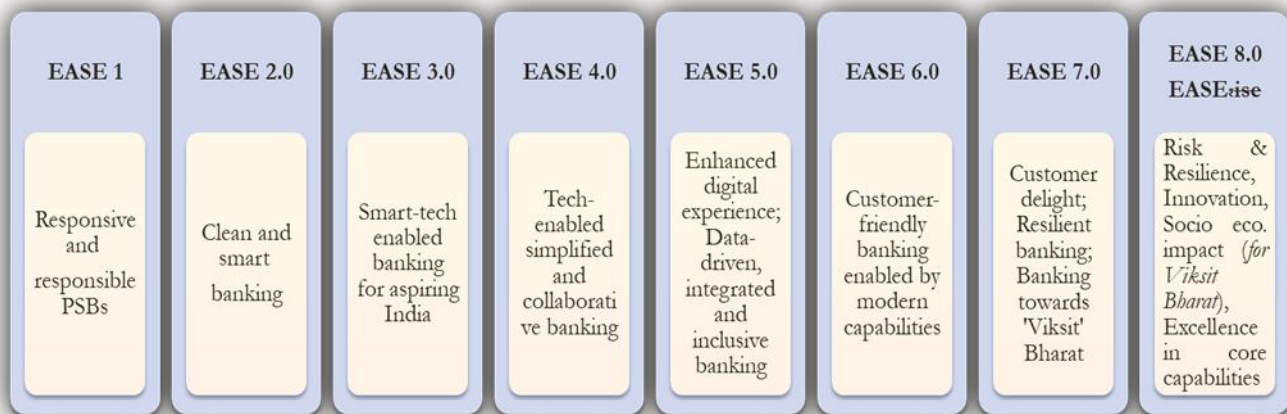
c. Debt Recovery Tribunal

Jurisdiction of Debt Recovery Tribunal (DRTs) was increased from ₹10 lakh to ₹20 lakh to enable the DRTs to focus on high value cases.

4.1.3 Enhanced Access & Service Excellence (EASE)

The EASE Reforms Agenda journey since 2018 has been instrumental in transforming PSBs from traditional, process-heavy institutions into digitally empowered, customer-centric, and resilient banks. Each phase of EASE has built upon its predecessor, aligning Indian banking with global standards of governance, technology, and sustainability.

Through EASE framework, an objective process of incremental reforms in sync with the evolving ecosystem has been institutionalized across PSBs. EASE Reforms Agenda, deeply ingrained in PSBs and a key priority for bank leadership, provides a common agenda accounting for requirements of all banks and reflects the industry priorities from short- and long-term perspectives.



The current EASE 8.0 (FY26) edition EASE is a comprehensive reform framework for PSBs covering risk resilience, digital and AI adoption, inclusive banking, sustainability, customer experience, and operational excellence. Its objective is to prepare PSBs as

future-ready, resilient, customer-centric institutions aligned with a vision of Government of India.

Driving Innovation for Business Process Re-Engineering & Customer Excellence, EASE 8.0

is anchored on four reform themes under the acronym

R.I.S.E.- Risk & Resilience, Innovation, Socio-economic Impact (Viksit Bharat), and Excellence comprising 16 reform indicators. As PSBs continue under EASE 8.0, they are poised to play a pivotal role in enabling the vision of Viksit Bharat @2047.

4.1.4 Governance in PSBs

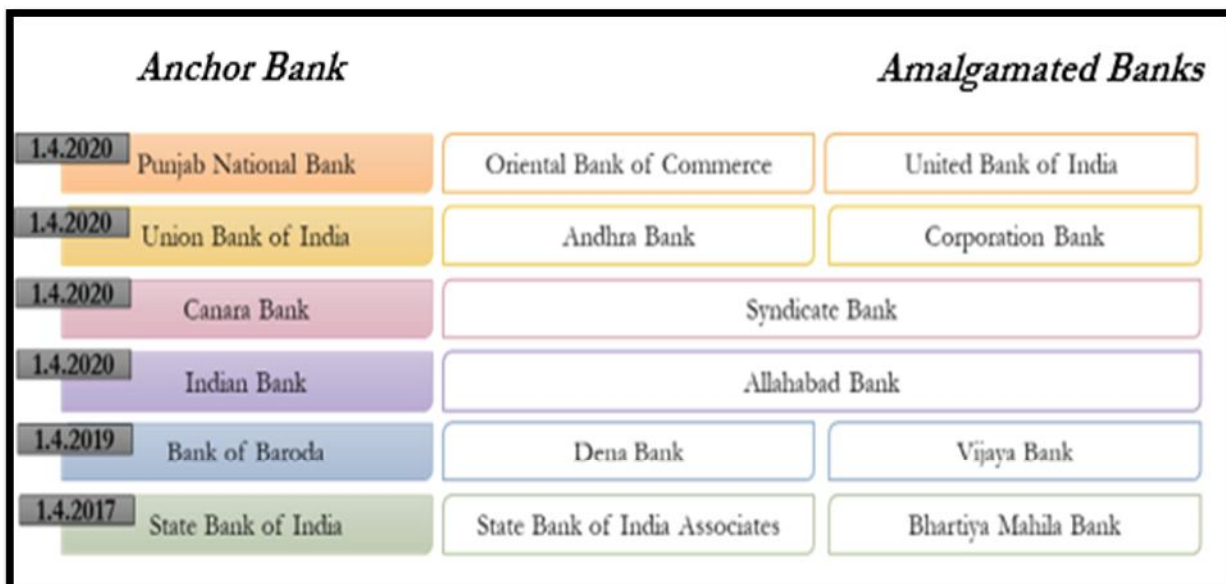
Governance in PSBs has been strengthened through:

- arm's length selection of top management through FSIB;
- introduction of non-executive chairmen in nationalised banks;
- widening talent pool and instituting performance-based extensions for MD;
- instituting appraisal by Boards of top management and NODs;

- with a view to widening the talent pool and aligning senior management appointments in PSBs with global best practices, all Managing Director & Chief Executive Officer (MD & CEO) posts in nationalised banks, one Managing Director (MD) post in the State Bank of India, and one Executive Director (ED) post in large nationalised banks have been opened for private sector candidates; and
- recruitment of CXOs viz., Chief Risk Officer, Chief Compliance Officer, Chief Economist from the market.

4.1.5 Consolidation of PSBs

Consolidation of PSBs, over the last decade has resulted in enhancing the efficacy of the banking sector by leveraging economies of scale and synergies.



The consolidation exercise has resulted in marked improvement in the financials and governance in these banks. Profits of PSBs have reached all time high and they continue to expand their reach to every nook and corner of the country. Their capital base has strengthened and their asset quality has improved. Banks are now

raising capital from the market instead of depending upon the Government for recapitalization.

4.1.5 National Asset Reconstruction Company Ltd.

- The details in respect of acquisition of assets are as under:

(Amounts in crore ₹)

Stage	No. of a/c	Amount involved	Purchase Amount	Govt. Guarantee issued
Acquired*	30	1,63,289	31,379	21,922
Offer made	4	7,530	-	-
Under evaluation (Due Diligence)	3	32,259	-	-
Total	37	2,03,078	31,379	21,922.74

* 2 accounts acquired as Resolution Applicant having total exposure of ₹ 32,815 crore at an acquisition amount of ₹ 5,555 crore.

- As on 03.12.2025, NARCL has already acquired 30 borrower entities, with an aggregate debt exposure of ₹ 1,63,289 crore. (Out of these 30 accounts, NARCL is acting as Resolution Applicant in 2 cases with total debt exposure of ₹ 32,815 crore). NARCL has informed that they have recovered ₹ 4,570 crores in 20 accounts, with ₹ 2,588 crore being recovered in FY 2025-26.

4.1.7 Initiatives during FY 2025-26:

The Banking Laws (Amendment) Act, 2025 has been notified to enhance governance standards, strengthen protection for depositors and investors, improve audit quality in PSBs, shift statutory reporting by banks to the RBI and streamline nomination processes for customer convenience.



4.1.7.2 PSB Manthan

The Department of Financial Services (DFS), Ministry of Finance, organised PSB Manthan 2025 12-13 September 2025, a two-day programme which was attended by senior leadership of Public Sector Banks along with regulators, industry experts, academicians, technologists, and banking practitioners.



The programme featured a fireside chat, and open house sessions, covering themes such as customer experience, governance, purposeful innovation, credit growth, risk management, workforce readiness, technology modernisation, and national priorities. Deliberations focused on reimagining customer journeys in a digital era, embedding governance and operational excellence, fostering purposeful innovation, ensuring sustainable credit growth, strengthening risk management frameworks, and developing an inclusive and future-ready workforce.

An important outcome of PSB Manthan 2025 was a shared sense of direction that emerged over the two days of deliberations. The discussions set near-term priorities around governance, customer service, technology, and credit delivery, while also outlining a long-term pathway for Public Sector Banks to align with sustainable growth and evolve into globally competitive institutions to realise the vision of Viksit Bharat 2047.

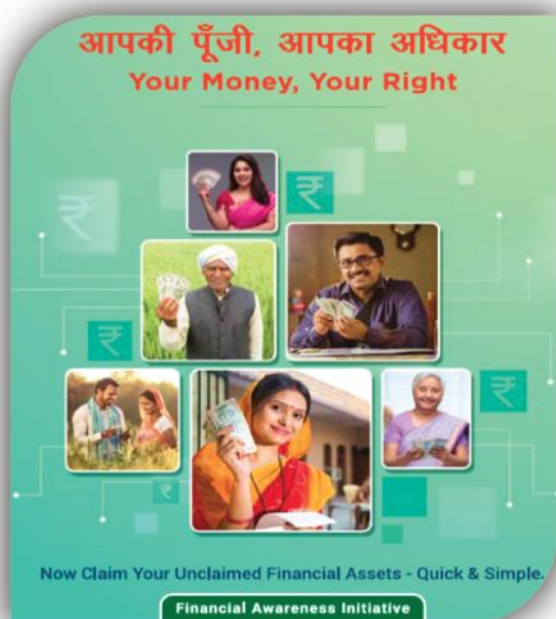
PSB Manthan 2025 reaffirmed that the future of Indian banking will be shaped by bold ambitions and transformative purpose, with Public Sector Banks playing a central role in advancing national priorities and aspiring to emerge as institutions of global standing.

PSB officially released report of PSB Manthan 2025 on 12th November 2025, outlining the Public Sector Banks' collective vision and roadmap towards Viksit Bharat @ 2047.

4.1.7.3 Your Money, Your Right Campaign:

The Government of India has launched a nationwide campaign titled “आपकी पूँजी, आपका अधिकार — Your Money, Your Right” to facilitate the settlement of unclaimed financial assets, including bank deposits, insurance, dividends, shares, mutual fund and pension, to their legitimate claimants.

The Campaign, launched on 4th October 2025 is built on the 3A Framework — Awareness, Accessibility and Action. This three-month drive (October–December 2025) is implemented across every State and Union Territory. To maximize outreach during the campaign, Standard Operating Procedures (SOPs), Frequently Asked Questions (FAQs), and awareness material in major regional languages—along with short video messages—have been widely disseminated. District-level camps are organized with on-ground digital demonstrations, helpdesks, and guided support to simplify the claims process.



The campaign entails collaborative participation of all major financial sector fund regulators—RBI, SEBI, IRDAI, PFRDA and IEPFA. Existing platforms such as RBI's UDGM (for unclaimed bank deposits), IRDAI's Bima Bharosa (for unclaimed insurance proceeds) and SEBI's MITRA (for unclaimed mutual funds) have empowered citizens to trace their unclaimed assets more efficiently.

4.1.7.4 Consolidation of guidelines for appointment of Whole-Time Directors in Public Sector Banks:

The Appointments Committee of the Cabinet (ACC) has approved the proposal of Department of Financial Services to revise and consolidate guidelines for appointment of Whole-Time Directors (WTDs) in Public Sector Banks (PSBs), in supersession of all earlier instructions in the matter. The earlier guidelines, issued since 2011, from time to time, were scattered across approximately 13 sets of instructions and lacked a unified structure, which often led to interpretational difficulties and procedural challenges in processing appointment proposals. The revised consolidated guidelines establish a uniform and comprehensive framework to ensure consistency, transparency and alignment with the evolving banking and governance landscape.

The guidelines introduce a standardised set of evaluation criteria applicable to each WTD position, thereby enhancing clarity, objectivity and procedural efficiency in appointments. Further, with a view to widening the talent pool and aligning senior management appointments in PSBs with global best practices, all Managing Director & Chief Executive Officer (MD & CEO) posts in nationalised banks, one Managing Director (MD)



post in the State Bank of India, and one Executive Director (ED) post in large nationalised banks have been opened for private sector candidates. The key provisions of the revised consolidated guidelines are as under:

- **Age and Residual Service:** The guidelines lay down the minimum age criteria and residual service requirements for appointment, extension of tenure, and re-appointment.
- **Date of Reckoning of Eligibility:** For all positions except Executive Directors, the guidelines provides that eligibility will be assessed based on the date the vacancy arises. For Executive Directors, eligibility will be determined as on the first day of April of the relevant financial year.
- **Educational Qualifications:** The guidelines prescribe a uniform minimum educational qualification of graduation for all positions.
- **Experience and Service Requirements:** The guidelines specify minimum experience requirements and lay down separate eligibility criteria for candidates from Public Sector Banks and for candidates from the private sector.
- **Selection Process:** The guidelines clearly lay down the selection process to be followed for appointing candidates to different positions.
- **Vigilance and Regulatory Clearances:** The guidelines mandate obtaining vigilance clearance from the Central Vigilance Commission in respect of candidates from the public sector and clearance from the Intelligence Bureau

in respect of candidates from the private sector. The guidelines also require mandatory consultation with the Reserve Bank of India for all appointments.

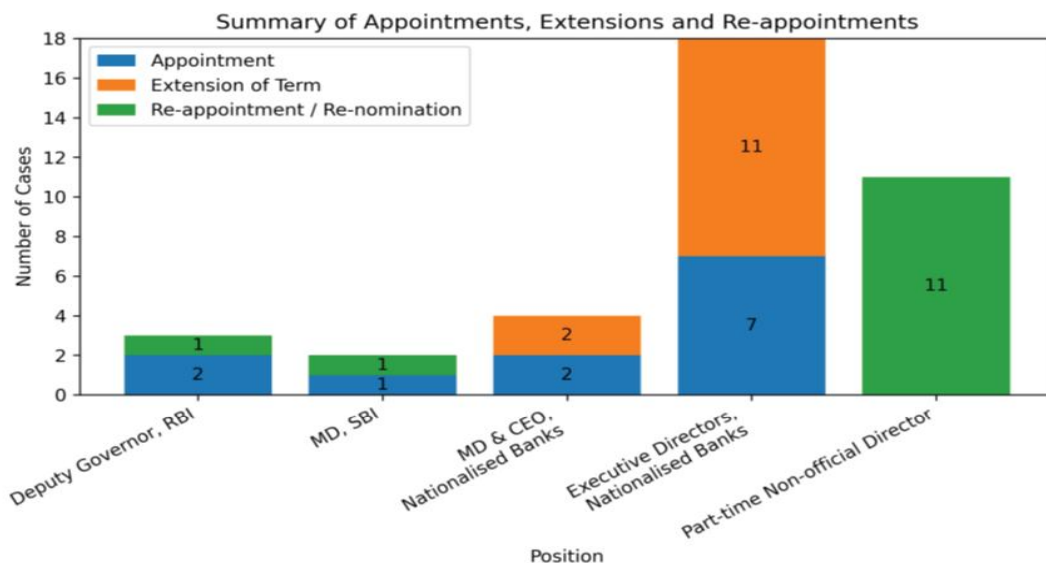
- **Term of office:** The guidelines provides for the term of office for all the positions in line with the existing provisions.
- **Salary and Conditions of Service:** The guidelines provide that the salary and other conditions of service shall be determined by the Central Government from time to time.
- **Validity of Panels:** The guidelines clearly stipulate the size of the panel, including the number of candidates on the waiting list, to be recommended by the Financial Services

Institutions Bureau (FSIB), as well as the validity period of such panels.

- **Additional Charge Arrangements:** The guidelines provide a specific mechanism for assigning additional charge in the event of a vacancy in the post of the executive head of a public sector bank, to ensure continuity of leadership during the interim period. This provision was not present in the earlier guidelines.
- **Penalty and Integrity Provisions:** The guidelines provide that a candidate shall be rendered ineligible in the event of having been awarded two or more major penalties. This provision is intended to uphold probity and ethical standards.

4.1.7.5 Appointment/extension of Deputy Governors of Reserve Bank of India and Board level Directors of Public Sector Banks:

(i)	Deputy Governor, RBI		
	Appointment	-	02
	Re-appointment	-	01
(ii)	Managing Director, SBI		
	Appointment	-	01
	Re-appointment	-	01
(iii)	MD & CEO, Nationalised Banks		
	Appointment	-	02
	Extension of Term	-	02
(iv)	Executive Directors, Nationalised Banks		
	Appointment	-	07
	Extension of Term:	-	11
(v)	Part-time Non-official Director		
	Re-nomination	-	11



4.1.7.6 Revision of sitting fee of Directors of Public Sector Banks:

Certain categories of directors on the Boards of Public Sector Banks are eligible to receive sitting fees for attending Board and committee meetings. The guidelines governing the payment of sitting fees were last revised in 2019. As per the guidelines issued in 2019, banks with a business mix of less than ₹10 lakh crore were permitted to pay sitting fees up to ₹40,000 per Board meeting and ₹20,000 per Board Committee meeting, subject to an overall annual cap of ₹15,00,000. For larger banks (₹10 lakh crore or higher business mix), the per-sitting fee for Board meetings was capped at the limit prescribed under the Companies Act, 2013 and the rules or regulations enacted thereunder, with the sitting fee for Board Committee meetings limited to half of the Board meeting fee, subject to an overall annual ceiling of ₹25,00,000.

The said guidelines had remained unchanged for several years. Over time, the impact of inflation and the evolution of the regulatory framework rendered the prescribed limits increasingly inadequate and less relevant. Accordingly, the guidelines were reviewed in October 2025, and the sitting fees were rationalised and made uniform across all public sector banks, in alignment with the provisions of the Companies Act, 2013 and the rules or regulations enacted thereunder. The following changes have accordingly been introduced:

- The overall annual ceiling on the payment of sitting fee has been removed for all the Public Sector Banks.
- Board of Directors of the respective Public Sector Banks have been authorised to determine the per-sitting fee, subject to the limits prescribed under the Companies Act, 2013 and the regulations enacted thereunder.

4.1.7.7 IBC Performance

Till September 2025, 8,659 corporate insolvency resolution process (CIRPs) are admitted at NCLT, out of which, CD was rescued in 3,865 cases. Out of this, resolution plans were approved in 1300 cases wherein creditors have realised an aggregate amount of ₹ 3.99

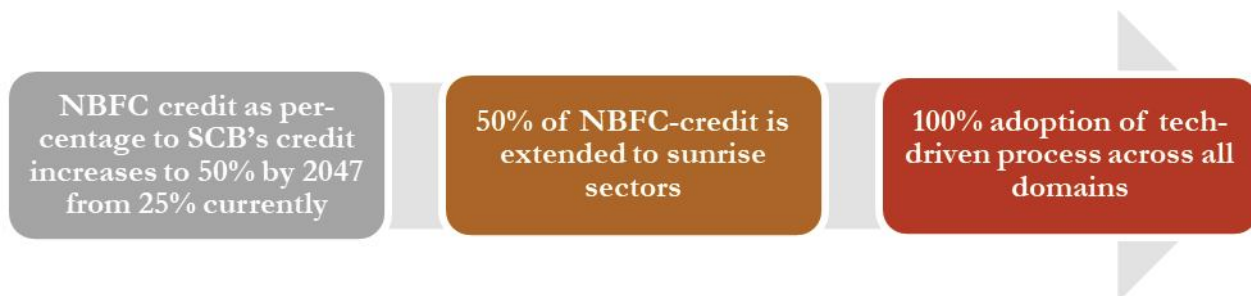
lakh crore. The fair value and liquidation value of the assets available with these CDs, when they entered the CIRP, was estimated at ₹ 3.58 lakh crore and ₹ 2.35 lakh crore, respectively, as against the total claims of the creditors worth ₹ 12.31 lakh crore. The creditors have realised 170.09% of the liquidation value and 93.79% of the fair value (based on 1177 cases where fair value has been estimated). The resolved CDs resulted in realisation of more than 32.44% as against the admitted claims. The haircut for creditors relative to the fair value of assets was around 6%, while relative to their admitted claims is around 67%. Furthermore, this realisation does not include the CIRP cost, and many probable future realisations such as equity, realisation from corporate and personal guarantees, funds infused into the CD including capital expenditure by the resolution applicants, and recovery from avoidance applications. **[source: website of the Insolvency and Bankruptcy Board of India]**

The Insolvency and Bankruptcy Code (Amendment) Bill, 2025 was introduced in Lok Sabha on 12.08.2025, in which this Department (DFS) has proposed several amendments to address the delay in admission, resolution and liquidation, value maximization for creditors and improving efficiency & transparency. The said Bill was referred to the Select Committee of Lok Sabha for examination and the Committee had submitted its final report on 17.12.2025.

DFS quarterly reviews the top twenty cases of PSBs having exposure more than ₹500 Crore which are pending for admission at NCLT. The top ten cases pending for resolution are also being monitored. As a result, 13 cases with exposure of more than ₹ 500 crores have been admitted/settled at pre-admission stage, under IBC, 2016.

4.1.7.8 Non-Banking Financial Companies (NBFC) Symposium

To facilitate collaborative dialogue on the role of NBFCs and Micro Finance Institutions (MFIs), DFS hosted 'NBFC Symposium 2025' in July 2025. Considering the strengthening role of NBFCs in the financial ecosystem, it is envisaged that—



To meet the aspiration, structural changes across all domain would require strengthened co-lending mechanism including shared platforms to leverage the capacity of commercial banks, enhanced role in financial inclusion by penetrating financially excluded segments, improved financials, enhanced corporate governance and resilience, and adoption of unified collaboration by fostering collaboration with FinTechs, AgriTechs, commercial banks, etc.

4.1.7.9 Overall condition of the banking sector

- The growth cycle of Indian banking system is on upwards trajectory across all parameters.

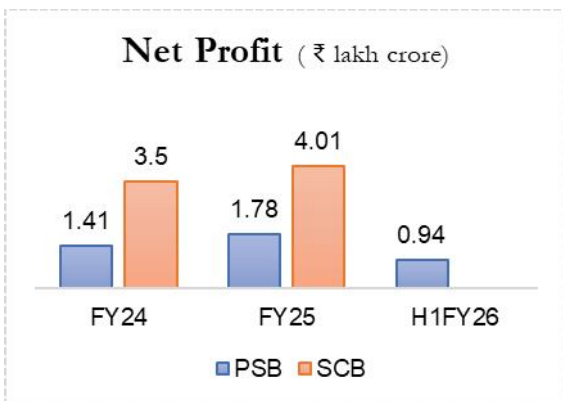
Credit flow to productive sectors of economy is growing at a good pace. The asset quality of scheduled commercial banks (SCBs) has continued to improve, with gross non-performing assets (GNPA) ratio and net non-performing assets (NNPA) ratio declining. The provisioning coverage ratio (PCR) of SCBs has steadily increased. The low slippage ratio, coupled with raising of capital from the market and net capital accretion through profits has helped banks to bolster their capital adequacy levels.

- The brief financial position of SCBs/PSBs are as under:

Parameters	Scheduled Commercial Banks						Public Sector Banks					
	Mar-15	Mar-18	Mar-23	Mar-24	Mar-25	*Sep-25	Mar-15	Mar-18	Mar-23	Mar-24	Mar-25	*Sep-25
Gross NPA (in ₹ lakh crore)	3.23	10.36	5.71	4.81	4.32	4.18	2.79	8.96	4.28	3.40	2.84	2.65
Gross NPA (%)	4.28	11.18	3.87	2.75	2.22	2.05	4.97	14.58	4.97	3.47	2.58	2.30
Net NPA (in ₹ lakh crore)	2.31	5.20	1.35	1.07	0.95	0.94	2.15	4.54	1.02	0.73	0.55	0.51
Net NPA (%)	3.13	5.94	0.95	0.62	0.50	0.48	3.92	7.97	1.24	0.76	0.52	0.45
PCR (%)	49.31	62.96	90.94	92.50	93.14	93.24	46.04	62.71	90.73	93.00	94.31	94.63
CRAR (%)	12.94	13.85	17.24	16.84	17.36	17.24	11.45	11.66	15.53	15.55	16.10	15.96

Source: RBI *provisional data for September 2025

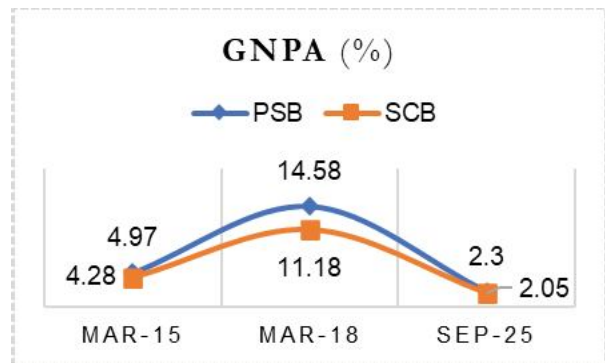
- (a) During FY 2024-25, SCBs have recorded **highest ever aggregate net profit** of ₹4.01 lakh crore. PSBs have also recorded highest ever aggregate net profit of ₹1.78 lakh crore during FY 2024-25. Further, the net profit of PSBs during the first half of FY 2025-26 was ₹0.94 lakh crore.



- (b) **Global Deposits and Global Advances of PSBs increased** from ₹71.95 lakh crore and

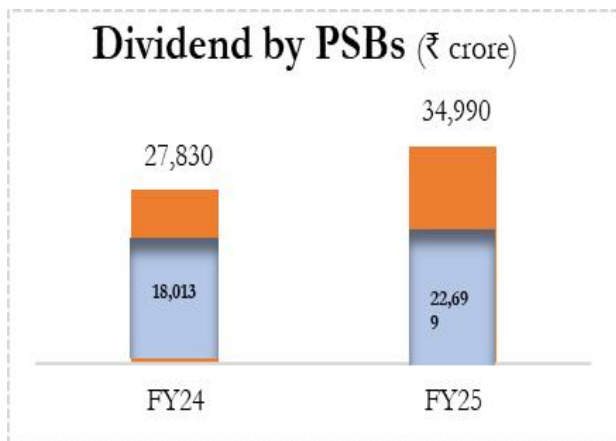
₹56.16 lakh crore in Mar-15 to ₹146.27 lakh crore and ₹114.85 lakh crore, respectively in Sep-25.

- (c) **Asset quality of PSBs improved** with GNPA and NNPA ratios declining to 2.30% and 0.45% in Sep-25 from 4.97% and 3.92%, respectively in Mar-15.



- (d) **Enhanced resilience** of PSBs with PCR increasing from 46.04% in Mar-15 to 94.62% in Sep-25.

- (e) Robust Capital adequacy with CRAR of PSBs improving to reach 15.96% in Sep-25 from 11.45% in Mar-15
- (f) PSBs declared dividend of ₹34,990 crore to shareholders (Gol share ₹22,699 crore) in FY 2024-25 against total dividend of ₹27,830 crore to shareholders (Gol share ₹18,013 crore) in FY 2023-24.



- (g) Enabled by implementation of comprehensive reforms, the financial health of PSBs has improved significantly, enhancing their ability to raise capital (in the form of both equity and bonds) from the market. PSBs have mobilised capital of ₹5.11 lakh crore from the market from FY 2014-15 to FY 2025-26 (till 30.9.2025).

4.2 Important decisions/Initiatives taken

4.2.1 The Department of Financial Services (DFS), Ministry of Finance, has undertaken several key initiatives towards good governance such as streamlining result declaration of recruitment examinations, steps to prevent impersonation and malpractices to ensure fairness and transparency, thereby enhancing public confidence in recruitment examinations process in banking industry. A brief detail of such initiatives is as under:

(a) Use of Aadhar Authentication by IBPS for Candidate Verification in Examinations:

The Department of Financial Services, Ministry of Finance, has notified the Institute of Banking Personnel Selection [a Public Examination Authority, under the Public Examination (Prevention of Unfair Means) Act, 2024] to use Aadhaar authentication (Yes/No and/or e-KYC), on a voluntary basis, for identity verification during its examinations and recruitment processes. This notification has been published subsequent to

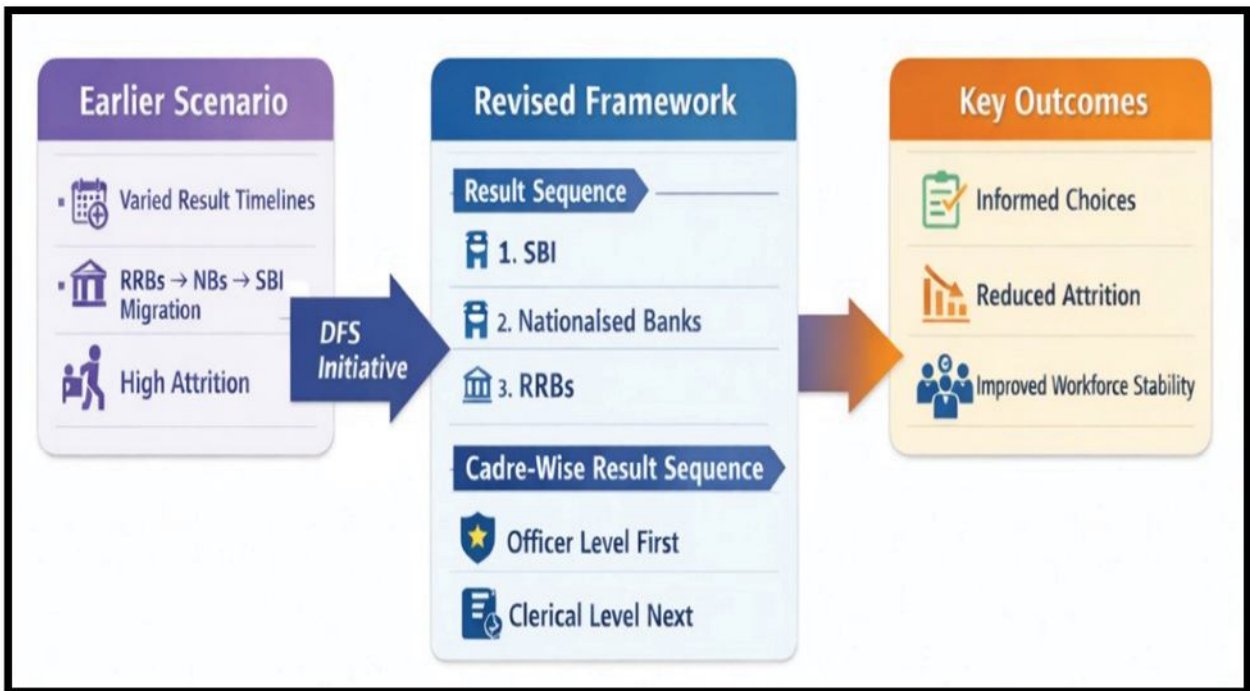
authorization by MeitY in consultation with UIDAI, under Rule 5 of the Aadhaar Authentication for Good Governance Rules, 2020. The initiative aims to enhance good governance, ensure fairness and transparency, prevent impersonation and malpractices, simplify identity verification, and strengthen trust in the Banking, Financial Services and Insurance Sector recruitment system.

(b) Streamlining Declaration of Results in Banking Recruitments:

The Department of Financial Services (DFS), Ministry of Finance, has undertaken several key initiatives aimed at streamlining the timelines for recruitment examinations and declaration of their results. This includes recruitment to State Bank of India (SBI), Nationalized Banks (NBs) and Regional Rural Banks (RRBs). Additionally, these initiatives seek to enhance transparency in examinations conducted by the Institute of Banking Personnel Selection (IBPS).

Recruitment in SBI, NBs and RRBs is conducted through the IBPS process, in accordance with the mandates of the respective banks. Typically, examinations for RRBs are administered prior to those for NBs and the SBI. The results are subsequently announced in a similar sequence. Nevertheless, a notable trend has emerged wherein newly recruited candidates frequently transition from RRBs to NBs, and subsequently to SBI. This migration has resulted in significant attrition within the banks and has posed operational challenges.

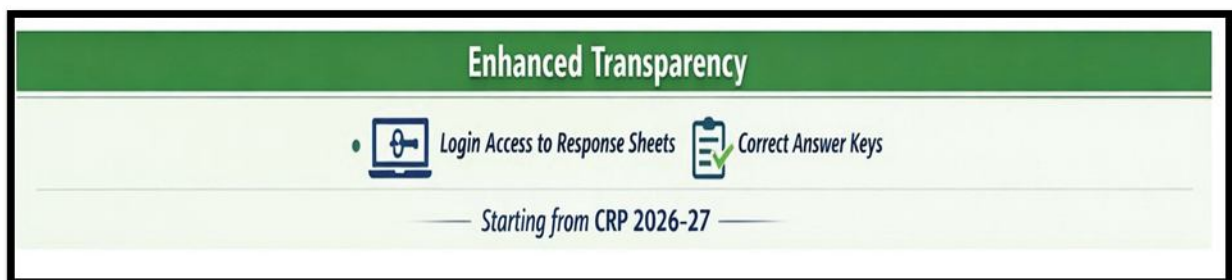
Taking cognizance of the above issue, the DFS reviewed the comprehensive process of recruitment examinations and the pattern of result declarations, advising the Indian Banks' Association (IBA) to implement a standardized and logical sequence for announcing recruitment results across all three categories of banks. Consequently, a revised framework has been established, which stipulates that results will now be announced first for the SBI, followed by NBs, and subsequently for RRBs. Additionally, results for all officer-level examinations within these categories will be declared initially, with clerical-level examination results announced subsequently in the same order.



This systematic sequencing is designed to assist candidates in expressing their preferences promptly and making well-informed decisions. This approach will enhance predictability for candidates, improve recruitment stability, substantially reduce industry attrition and enable more effective workforce planning across the banking sector.

(c) Enhanced Transparency in Banking Recruitment Examinations:

This Department took steps to enhance transparency in recruitment examinations. From the 2026–27 Common Recruitment Process cycle onwards, candidates appearing in examinations conducted by IBPS will be provided with login-based access to their response sheets and correct answer keys.



This initiative aligns recruitment practices in the banking sector with those followed by other major public recruitment agencies and strengthens transparency and fairness in the examination process. It will boost public confidence in banking recruitment systems.

4.2.2 Streamlining the promotion and transfer process in Public Sector Banks

The Department of Financial Services reviewed the promotion process followed by the Public Sector Banks (PSBs) and observed that the timelines vary across the banks as few PSBs initiate the process in the third

quarter and complete the process by March of each year whereas few PSBs complete the process only in May-June (first quarter of the FY) primarily due to delayed start of the promotion process.

Hence, in order to ensure minimize disruption during the final quarter of the financial year, to prevent the extension of the process beyond the specified timeline, and to maintain uniformity across banks, this Department has advised all PSBs to ensure completion of their respective promotion processes & declaration of the final results on or before 31st March of the selection year and to ensure that transfer exercise be completed before June every year. Further, banks have also confirmed the compliance of the same.

4.2.3 Timely updation of Regulations in Public Sector Banks

- (a) Consequent upon the signing of each Bipartite Settlement / Joint Note, necessary amendments are carried out in the respective Nationalized Banks' Employees' Pension Regulations (BEPR) to incorporate the provisions agreed upon in respect of the pensionary benefits of serving and retired employees. Thereafter, the amendments effected in the respective bank's BEPR of all Nationalized Banks are laid before both the Houses of Parliament, in accordance with the relevant statutory provisions.

In past, the process of effecting amendments to the respective banks' BEPR and laying the same before Parliament generally took a period of 6-8 years. However, in respect of the recent Bipartite Settlement signed on 08.03.2024, after examination of the proposals submitted by all Nationalized Banks, in consultation with the Legislative Department, M/o Law & Justice, the previous sanction of the Central Government was conveyed to these banks vide letters dated 24.09.2025. These amendments were subsequently published in the Official Gazette during October / November, 2025 and thereafter laid before both the houses of the Parliament in December, 2025 (Winter Session), thereby ensuring timely and efficient completion of the process.

Consequentially, the process - from conclusion of the BPS/Joint Note to publication in the Official Gazette and the subsequent laying of the Gazette Notifications before Parliament was accomplished within an unprecedented period of 18 months.

- (b) This Department had approved Chief General Manager (CGM) level posts in all Nationalized Banks (NBs). Further, conclusion of 12 Bipartite Settlement and signing of 9th Joint Note has happened on 8.3.2024. To give effect to this the Bank officers' Service Regulations (OSRs) were to be amended by NBs, which has been taken up in 2 Phases by this Department, as under:

Phase I – Since the CGM level posts was being introduced for the first time in five banks first namely, Bank of Maharashtra, Central Bank of India, Indian Overseas Bank, Punjab & Sind Bank and UCO Bank, this Department has taken up the required amendments with these banks first. Further, consequent to conclusion of 12

Bipartite Settlement and signing of 9th Joint Note, the revised pay scales of all the officers of banks along with other agreed provisions has to be incorporated in the OSRs of NBs.

Accordingly, consolidated proposals of above-mentioned amendments were considered by this Department. These proposals were examined in consultation with Legislative Department (LD), M/o Law & Justice. Approval of Central Government was conveyed to these banks vide letters dated 16.5.2025. These amendments were subsequently been published in the Official Gazette in May, 2025 and further laid in both the houses of the Parliament in August, 2025(Monsoon Session), in a timely and efficient manner.

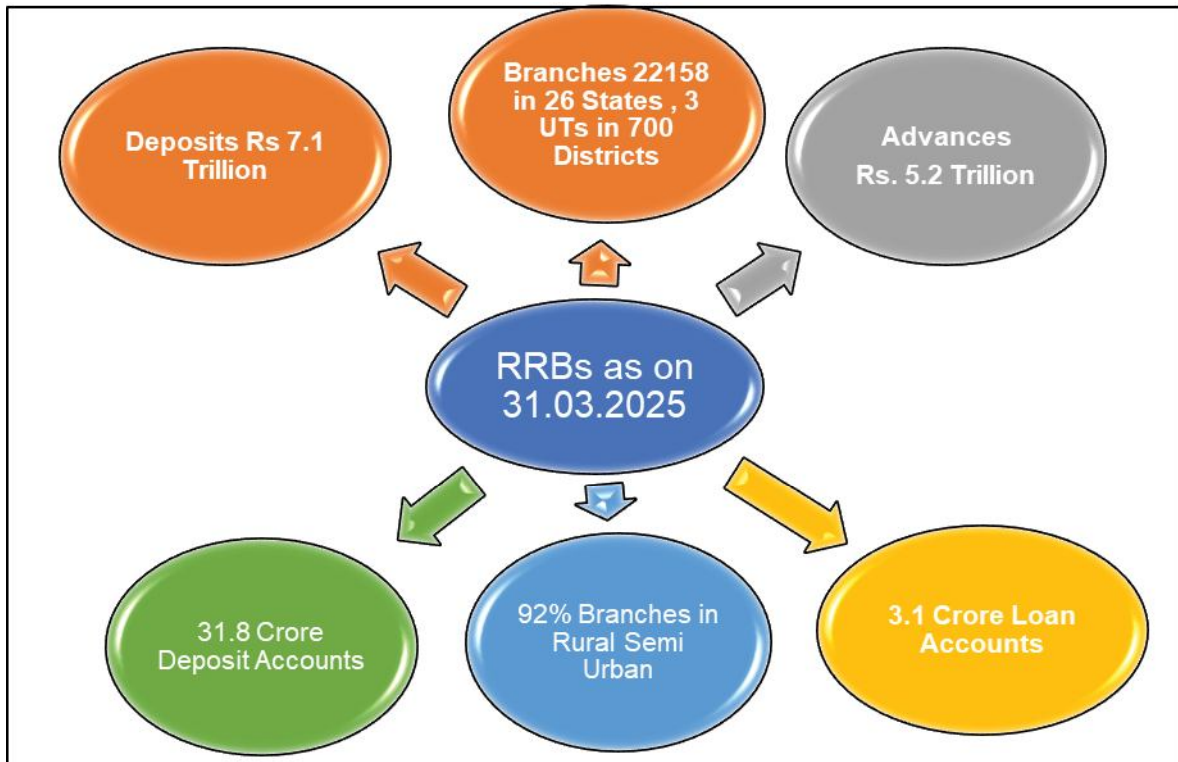
This year the whole exercise from the date of conclusion of the BPS/Joint Note till laying of the Gazette Notifications in the Parliament has been completed in record time period of 17 months. Previously, the same process took 48 months during the 11th BPS/8th Joint Note.

Phase II – Amendments in the remaining six banks, where CGM-level posts already exist, are being taken up under Phase II. The proposals received from Bank of Baroda, Bank of India, Canara Bank, Indian Bank, Punjab National Bank and Union Bank of India are currently under examination in the Department in consultation with LD. Thereafter, approval of the Hon'ble Finance Minister will be sought shortly.

4.3 Regional Rural Banks

The Regional Rural Banks (RRBs) were established under the RRBs Act, 1976 to create an alternative channel for credit dispensation to small and marginal farmers, agricultural laborers, socio-economically weaker section of population for development of agriculture, trade, commerce, small scale industry and other productive activities in rural areas. The RRBs are jointly owned by the Central Government, the concerned State Government and the Sponsor Banks with shareholding in the ratio of 50:15:35 respectively.

At present, 28 RRBs are operational through a network of 22,158 branches across 26 States and 3 Union Territories (Puducherry, Jammu & Kashmir and Ladakh), covering approx. 700 districts of the country.



This year 2025 marks an important milestone for RRBs as they complete 50 years of operations towards advancing financial inclusion and rural development.

4.3.1 Role of RRBs:

RRBs have a mandate to ensure rural development and foster financial inclusion. The contributions being made by RRBs as a whole at present, are briefly as under:

- Of the total loans extended by RRBs, over 85% of loans are extended to the priority sector, and about 66% is towards agriculture sector. Of the total loans, about 61% of them are extended to weaker sections of society.
- RRBs play a significant role in extending micro credit. They account for 31% of the SHG loan accounts and 25% of the loan amount to SHGs. Nearly 19% of total KCCs have been issued by the RRBs.
- Share of RRBs in total accounts/enrolments under Government Sponsored Schemes like PMJDY, PMJJBY, PMSBY, APY, etc. varies from 15% to 20%.
- 92% of the branches of RRBs are in rural and semi urban areas. RRBs have a share of 29% in the number of rural bank branches. In the rural areas of aspirational districts, RRBs have about 40% of the bank branches. Moreover, many RRBs have branches in remote areas and they are providing financial services to vulnerable sections.

- In rural areas, the share of deposit accounts of RRBs is about 25% and RRBs have the highest average balance in PMJDY accounts amongst all categories of banks. In North-eastern region, RRBs cater to the banking needs of about 38% of the rural people. As against the overall rural CD Ratio of 70% for all the Scheduled Commercial Banks, RRBs had a rural CD Ratio of 81% as on 31 March 2025.

4.3.2 Recapitalization Scheme:

The Government provides recapitalization to RRBs to help them meet the regulatory requirement of 9% CRAR (Capital to Risk Weighted Assets Ratio). Infusion of capital in RRBs is done with an aim to rejuvenate and revitalise the RRBs with sufficient growth capital to facilitate reinventing themselves as sustainably viable and self-sufficient financial institutions and for leading the growth process and the change in rural areas. The capital infusion is to help RRBs in technology adoption and to efficiently cater to the financial inclusion needs of the rural populace.

Further, the recapitalisation scheme is accompanied by operational and governance reforms under the broad ambit of Sustainable Viability Plan (SVP) with a well-defined implementation mechanism aimed at credit expansion, business diversification, NPA reduction, cost rationalisation, technology adoption, improvement in corporate governance etc.

4.3.3 Progress & Outcome:

- i. The last recapitalization support was provided to RRBs as a one-time upfront recapitalisation of ₹5,445 crore as Gol share, approved by Expenditure Finance Committee (EFC) in its meeting held on 11.10.2021, 75% of which i.e. ₹4,084 crore was infused into the RRBs during the FY 2021-22. The balance 25% of recapitalisation support of ₹1,361 crore as Gol share was to be infused during the year 2022-23, upon demonstrable improvement in the operational and governance reforms as per the Viability Plan.
- ii. Accordingly, each RRB prepared a 3-year Board approved Viability Plan in FY 2022-23 encompassing operational and governance reforms. The RRBs demonstrated a significant improvement in key financial indicators under the viability plan. Therefore, the balance amount of ₹1,361 crore was infused into the RRBs during the FY 2023-24 and 2024-25.
- iii. In this backdrop, the performance of RRBs has improved significantly during FY 2024-25. RRBs have been showing consistent improvement in their financial performance. The RRBs have increased their net profit from ₹3,219 crore in FY 2021-22 to ₹ 7571 Crore in FY 2023-24 and ₹6,820 crore in FY 2024-25. The Gross NPA reduced to 5.4% in FY 2024-25 from 9.1% in FY 2021-22. The Capital to Risk Weighted Assets Ratio (CRAR) improved from 12.7% in FY 2021-22 to all time high at 14.4% in FY 2024-25. Credit expansion led to an increase in consolidated CD ratio to 73.1%, which was the highest in over 35 years. The pace of technology adoption has increased as more RRBs have started rolling out digital services to their customers.

4.3.4 Important Developments in the context of RRBs in FY 2025-26:

4.3.4.1 Review of RRBs by Secretary, DFS

Secretary, Department of Financial Services, Ministry of Finance, reviewed performance of RRBs and the progress in implementation of Phase IV amalgamation process on 05 May 2025 in Mumbai.

4.3.4.2 Implementation of Phase-IV Amalgamation of RRBs:

In terms of section 23A of RRBs Act, 1976, Central Government, after consultation with NABARD,

the concerned State Government and the Sponsor Bank may amalgamate, in public interest, two or more RRBs in a State.

With a view to enable RRBs to minimize their overhead expenses, optimize the use of technology, enhance the capital base and area of operation and increase their exposure, Government of India (Gol) initiated structural consolidation of RRBs in FY 2004-05, which has resulted in reduction in the number of RRBs from 196 to 43 till FY 2020-21 through 3 phases of amalgamation.

In order to retain the USP of RRBs viz. the closeness to rural communities, and derive the benefits of scale efficiency and cost rationalisation, Government, on the guiding principle of "One State One RRB", has amalgamated 26 RRBs in 11 State/UTs w.e.f. 01.05.2025 thereby reducing the number of RRBs from 43 to 28.

The Phase IV amalgamation was executed through a robust institutional framework constituted by DFS, Gol comprising of:

- National Level Project Monitoring Unit (NLPMU): Constituted under the chairmanship of the Deputy Managing Director (DMD), NABARD, with representatives from the Department of Financial Services (DFS), Government of India, NABARD, and Sponsor Banks.
- State Level Monitoring Committees (SLMCs): Constituted under the chairmanship of Chief General Managers (CGMs) of NABARD Regional Offices, with members from Sponsor Banks, Regional Rural Banks (RRBs), and CBS/IT vendors.

Together, the NLPMU and SLMCs convened over 100 meetings to monitor progress, address challenges, and ensure seamless implementation of the amalgamation process. The integration of Core Banking System (CBS) and NPCI payment channels of the transferor RRBs were completed across all 11 States/UTs by 13th October 2025.

4.3.4.3 Common Branding & Logo Framework for RRBs

In order for enhanced visibility, branding and acceptance among public, Government has approved a Common Logo for all RRBs, thereby helping in promoting financial inclusion and economic growth in rural and remote areas of the country.



FINANCE & TRUST



LIFE & GROWTH



Upward Arrow (Symbol of Progress): Represents growth, development and advancement in rural economies.



Hands (Symbol of Nurturing): Conveys care, support, and a helping hand to rural communities.



Flame (Symbol of Enlightenment): Signifies warmth, knowledge, and empowering rural populations.

Further, to establish a unified identity for RRBs, reinforcing public trust by clearly positioning them as government-owned institutions, the GoI has approved the renaming of 6 RRBs, vide notification dated 23.10.2025 ensuring that all RRBs across the country now follows a uniform naming convention:

<Name of the State><Rural/Gramin in Local language><Bank>.

These reforms seek to build a strong brand that reflects rural inclusion, financial stability, and transparency. Standardized branding is expected to enhance operational efficiency, supports post-amalgamation cohesion, and improves market visibility and competitiveness in rural areas.

4.3.4.4 Bifurcation of assets and liabilities of APGVB

Andhra Pradesh Grameena Vikas Bank (APGVB) was operating across 21 districts in Telangana and 7 districts in Andhra Pradesh. During FY 2024–25, DFS, GoI approved a scheme for the bifurcation of APGVB's assets and liabilities between the two states. Pursuant to this approval, the bifurcation took effect from 01 January 2025. Consequently, the branches of APGVB located in Telangana were merged with Telangana Grameena Bank, while the bifurcated APGVB continued its operations in the 7 districts of Andhra Pradesh.

4.3.4.5 Constitution of Standing Consultative Committee (SCC) for RRBs

DFS, GoI vide letter dated 18 September 2025 has constituted a Standing Consultative Committee (SCC) for RRBs to serve as a structured forum for deliberation and resolution of policy related matters in HR, Service conditions, issues pertaining to recruitment and promotion, review of statutory provisions, draft policies, rules, regulations, directions, guidelines etc.

The SCC has been constituted under the Chairmanship of DMD, NABARD with representatives from DFS, GoI, Sponsor Banks and RRBs. The committee shall examine the issues referred to it by the DFS, GoI/ NABARD with prior consultation with DFS.

4.3.4.6 Transfer Policy in RRBs

With a view to promoting greater transparency and ensuring formulation of a uniform and non-discretionary transfer mechanism in RRBs, DFS, GoI issued revised guidelines vide letter dated 20 February 2025 to RRBs for framing a Transfer Policy in RRBs.

4.3.4.7 Government Nominee Directors

To improve the corporate governance structure in RRBs, Government has approved the appointment of Government nominee directors in all RRBs.

4.3.4.8 Viability Plan for RRBs

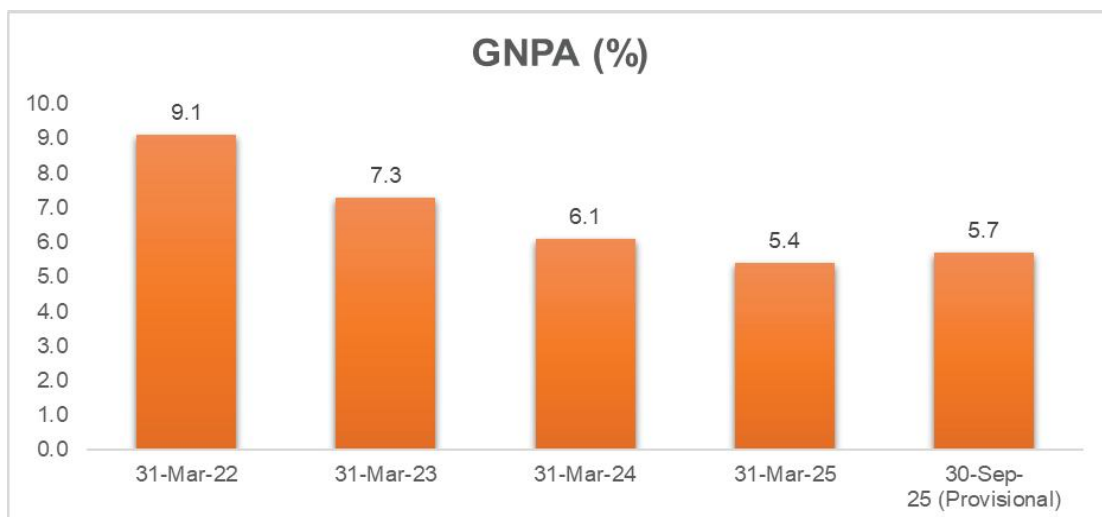
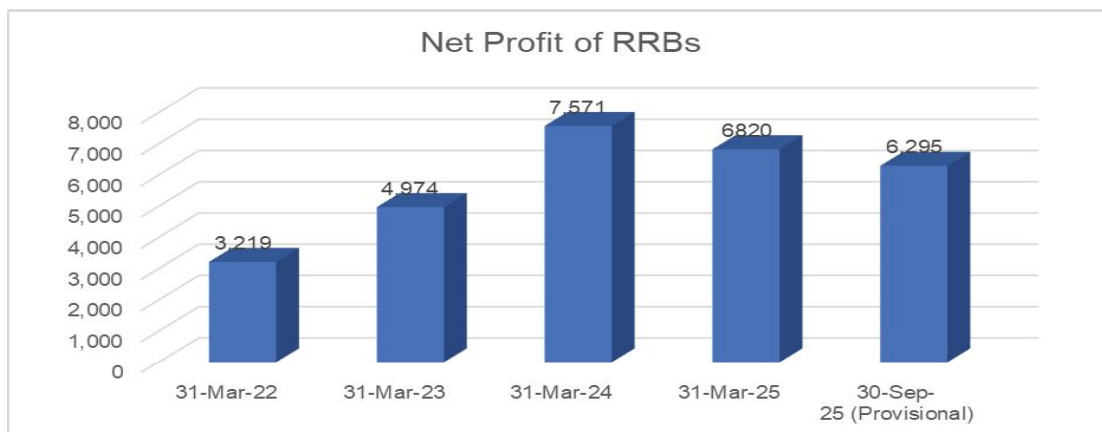
To institutionalize performance monitoring and strengthen governance reforms in RRBs, the Govt. has introduced a 3-year viability plan covering FY 2021-22 to FY 2024-25. In view of the emerging financial pressures and the continued need for sustained oversight, the plan is now in the process of being extended for a further period of three years upto FY 2027-28.

The extension aims to safeguard financial stability, improve operational efficiency, and ensure that RRBs remain aligned with national priorities in rural credit, digital inclusion and financial outreach.

4.3.5 Key Financial Parameters:

(Amount in ₹ crore)

Particulars	31-Mar-22	31-Mar-23	31-Mar-24	31-Mar-25	30-Sep-25 (Provisional)
No. of RRBs (No.)	43	43	43	43	28
Branch Network (No.)	21,892	21,995	22,069	22,158	22,179
Share Capital	14,880	17,232	19,042	19,303	19,303
Reserves	34,359	40,123	46,659	53,060	57,962
Deposits	5,62,538	6,08,509	6,59,815	7,13,800	7,20,000
Borrowings	73,881	84,712	92,444	92,268	81,155
Investments	2,95,665	3,13,401	3,19,099	3,21,213	3,00,281
Gross Loans & Advances O/s	3,62,838	4,10,738	4,70,109	5,21,913	5,50,509
No. of RRBs earning Profit	34	37	40	38	25
Amount of Profit (A)	4,116	6,178	7,796	8,018	6,546
No. of RRBs incurring Losses	9	6	3	5	3
Amount of Losses (B)	897	1,205	225	1,193	251
Net Profit of RRBs (A – B)	3,219	4,974	7,571	6,820	6,295
GNPA (Amount)	33,190	29,894	28,913	28,169	31,782
GNPA (%)	9.1	7.3	6.1	5.4	5.7



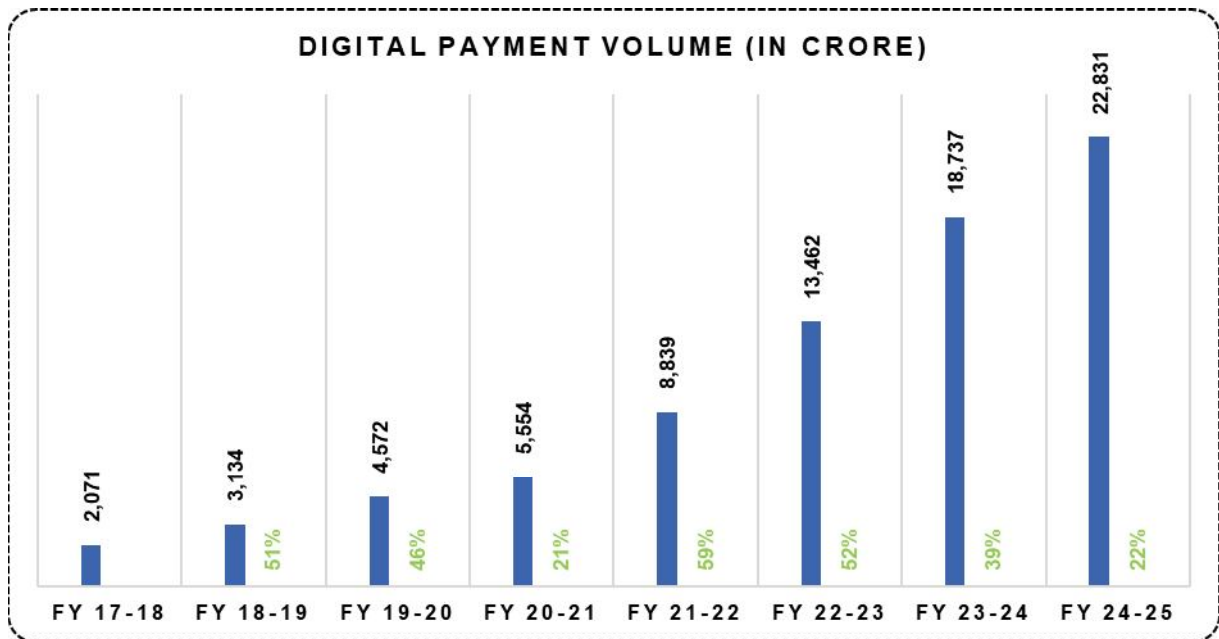
5. Digital Payments

The Government has been taking various initiatives for promotion of digital transactions in the country, especially the creation of digital public infrastructure (Aadhar, UPI, Account Aggregator Framework, Digi Locker, CBDC, ONDC etc.). The digital payment transactions in the country has seen tremendous growth, especially after FY 2013-14. As per ACI Worldwide Report 2024, around 49% of the global real-time payment transactions is happening in India. The digital payment transactions have grown from 2071 crore in FY 2017-18 to 22,831 crore in FY 2024-25. During the same period, the value of digital payment transactions has grown from ₹ 1,962 lakh crore to ₹ 3,509 lakh crore. In the current financial year till 14th December 2025, number of digital payment transactions stands at 19,040 crore and value stands at ₹ 2,181 lakh crore.

In July 2023, Promotion of Digital Payments has been transferred from MeitY to Department of Financial Services vide Cabinet Notification No.1/21/6/2023-Cab. dated 17th July 2023. Department of Financial Services is coordinating with various stakeholders for proliferation of digital payment ecosystem in the country.

5.1 Progress in Digital Payment Transactions :

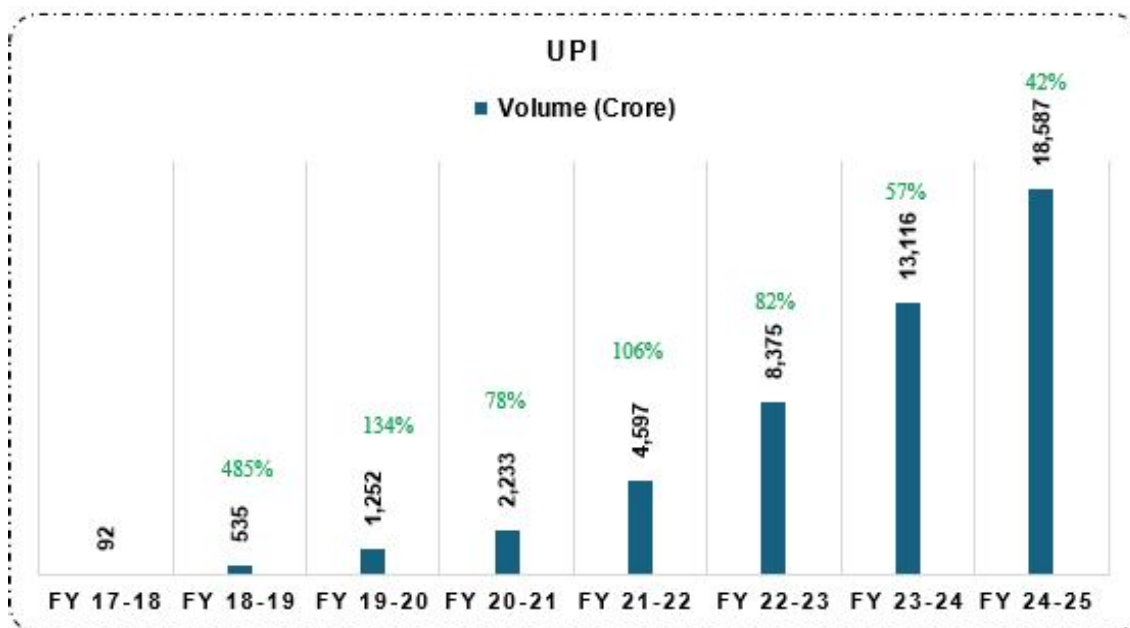
Digital payments have significantly increased in recent years as a result of coordinated efforts of the Government with all stakeholders. The digital payment transactions have grown from 2,071 crore in FY 2017-18 to 22,831 crore in FY 2024-25. During the same period, the value of digital payment transactions has grown from ₹ 1,962 lakh crore to ₹ 3,509 lakh crore. In the current financial year till 14th December 2025, number of digital payment transactions stands at 19,040 crore and value stands at ₹ 2,181 lakh crore.



- **Unified Payments Interface (UPI)** is an indigenous digital payment system which provides the facility of quick and easy payments from multiple bank accounts in a single mobile application. UPI has revolutionized digital payments in the country, UPI transactions have grown from 92 crore in FY 2017-18 to 18,587 crore in FY 2024-25. During the current financial year till 14th December 2025, number of UPI transactions stands at ₹ 16,518 crore.
 - The introduction of the UPI in FY 2016-17 has helped India establish itself as one of the global leaders in real-time payment systems and overall growth of digital transactions. As

per ACI Worldwide Report 2024, around **49%** of the global real-time payment transactions is happening in India.

- UPI has been the major driving force in the overall growth of digital payment transactions in the country accounting for **81%** of digital payment transactions in FY 2024-25 (till 31st December 2024).
- UPI transactions increased significantly from 1.31 billion (130.84 Crore) transactions per month in December 2019 to a staggering 20.46 billion (2,046 Crore) transactions per month in November 2025



➤ Internationalization of Digital Payments:

- India's indigenously developed UPI and RuPay cards are world class platforms for enabling digital payments. Government is making efforts to promote these products globally
- At present UPI is fully functional and live in 8 countries i.e. UAE, Bhutan, Nepal, Mauritius, France, Sri Lanka, Singapore and Qatar.
- RuPay cards acceptance is live in 6 countries i.e., Nepal, Bhutan, Mauritius, Singapore, UAE and Maldives.
- Further, a Task Force on Digital Public Infrastructure has been set up by the Government to oversee and accomplish India's G20 Presidency goals on digital public infrastructure and promoting innovative technology-based services such as UPI along with the governance frameworks.

5.2 Digital Payment Infrastructure

Coordinated efforts of ecosystem partners have led to an exponential growth in digital payments acceptance infrastructure in the country, increasing from **0.31 crore** as on March 2018 to **73.59 crore** as on September 2025

➤ Payment Infrastructure Development Fund (PIDF) Scheme:

RBI has, vide circular dated January 5, 2021, operationalized the Payments Infrastructure Development Fund (PIDF) Scheme from January 1, 2021, for a period of three years. On December 29, 2023, the scheme was further extended up to December 31, 2025. The objective of the Scheme is to encourage acquirers (banks and nonbanks) and merchants by subsidizing deployment of interoperable payment acceptance infrastructure in Tier-3 to Tier 6 centers with special focus on the North-Eastern states of the country and Union Territories of Jammu and Kashmir and Ladakh. The Scheme envisages creation of 30 lakh new touch points for digital payments every year. Since August 2021, eligible street vendors of the PM Street Vendor's AtmaNirbhar Nidhi (PM SVANidhi Scheme) in Tier-1 and Tier-2 centers have been included as beneficiaries of the PIDF Scheme. Further, now with the extension of the scheme, the beneficiaries of PM Vishwakarma Scheme, across the country, have been included as merchants for deployment under the PIDF Scheme since its inception. As on October 31, 2025, around 5.45 Crore digital touch points have been deployed through PIDF.

Deployment Status (as on 30.11.2025):

Location	Physical Devices	Digital Devices	Sound box Devices	Aadhar enabled biometric devices
Tier 3 & 4 Centres	7,50,463	1,50,38,223	32,34,410	8,493
Tier 5 & 6 Centres	8,41,018	2,31,84,394	63,76,871	47,346
North-eastern States	1,49,853	25,79,758	4,92,089	5,112
UTs of J&K and Ladakh	62,912	13,66,171	2,88,611	283
Tier 1 & 2 Centres (PM SVANidhi Scheme)	2,461	17,04,345	53,804	-
Tier 1 & 2 Centres (PM Vishwakarma Scheme)	38	12,836	23,761	-
Total	18,06,745	4,38,85,727	1,04,69,546	61,234
Total Touchpoints	5,62,23,252			

5.3 Incentive Scheme for RuPay and UPI:

- Promotion of digital payments is an integral part of the Government's strategy to clean and formalise the economy, mainstream savings into banks to energise investment, improve access to credit and provide wide-ranging benefits to the common man.
- As part of this policy thrust, with effect from 01.01.2020, no charge [including Merchant Discount Rate (MDR)] is payable on payments done using RuPay Debit Cards and BHIM-UPI. Further, Hon'ble Finance Minister, in her Budget Speech for FY2021-22 and FY2022-23, announced Government's intent to provide financial incentive to promote digital payment modes. Accordingly, "Incentive scheme for promotion of RuPay Debit Cards and low-value BHIM-UPI transactions (P2M)" were notified for FY2021-22, FY2022-23 and for FY2023-24. Under the scheme banks and other payment system operators and app providers are incentivized for RuPay Debit Card and low-value BHIM-UPI transactions (upto ₹ 2,000) (Person to Merchant). For FY2024-25, "Incentive scheme for low-value BHIM-UPI transactions (P2M)" has been implemented.
- For the scheme period FY 2021-22, the estimated outlay was ₹1,300 cr, which was enhanced to ₹1,450 cr. The total expenditure under the scheme, with actual expenditure upon payout of all committed liabilities thereunder, was ₹1,389 cr. The one-year scheme ended on 31.03.2022.
- For the scheme period FY 2022-23, the estimated outlay was ₹2,600 cr., with actual expenditure upon payout of all committed liabilities thereunder, was ₹2,210 cr. The one-year scheme ended on 31.03.2023.
- For the scheme period FY 2023-24, the estimated outlay was ₹3,500 cr, which was enhanced to ₹3,637 cr. The total expenditure under the scheme, with actual expenditure upon payout of all committed liabilities thereunder, was ₹3,631 cr. The one-year scheme ended on 31.03.2024.
- The scheme was successful in furthering growth in digital payments. BHIM-UPI transactions volume grew at CAGR of 70% i.e., from 2,233 crore in FY 2020-21 to 18,587 crore in FY 2024-25. Similarly, in value terms UPI transactions have grown at a CAGR of 59% i.e., from ₹41.03 lakh crore in FY 2020-21 to ₹260.57 lakh crore in FY 2024-25. However, RuPay Debit Card (PoS & Ecom) transaction volume declined by 24%, from 137 cr. in FY2021-22 to 59 cr. in FY 2024-25. This may be viewed in the context of the intense competition from BHIM-UPI which led to overall declining trend in Debit Card transactions over last year. The transactions using Debit Cards declined by 26% during the same period for debit card industry as a whole.
- For FY 2024-25, "Incentive scheme for promotion of low-value BHIM-UPI transactions (P2M)" was notified by the Department of Financial Services (DFS) for a period of one year, w.e.f. April 01, 2024, with an estimated outlay of ₹ 1,500 crores. As on 30.11.2025, the total actual expenditure incurred was ~₹ 1,046 crores.

5.4 Account Aggregator

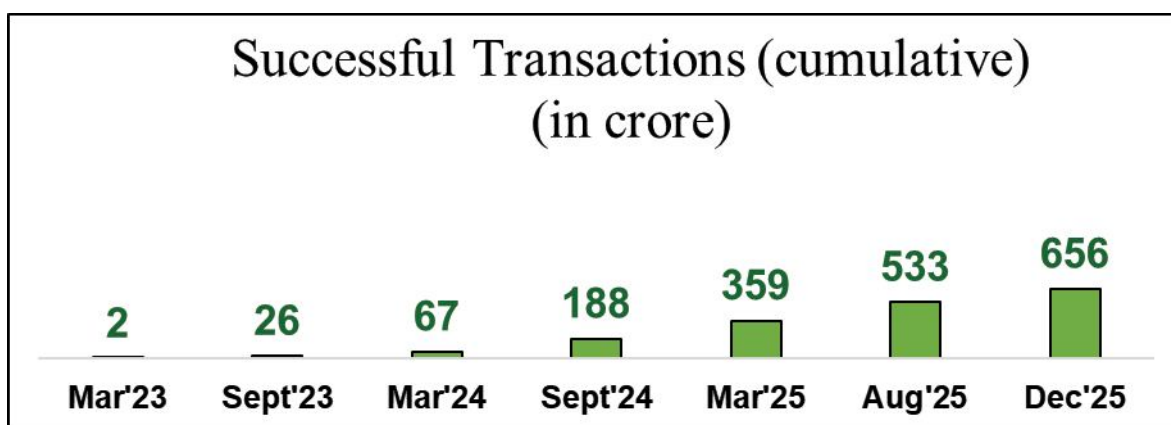
Account Aggregator (AA) is a Non-Bank Finance Company (NBFC) engaged in the business of providing the service of retrieving or collecting financial information pertaining to the customer. No financial information of the customer is retrieved, shared or transferred by AA framework without the explicit consent of the customer.

AA transfers data from one financial institution to another based on an individual’s instruction and consent. In this direction, Reserve Bank of India (RBI) has issued the Master Direction viz Non-Banking Financial Company (NBFC) – Account Aggregator (Reserve Bank) Directions, dated September 02, 2016.

Entities may enrol themselves on AA framework as Financial Information Provider (FIP) viz. bank, banking company, non-banking financial company, asset management company, depository, depository participant, insurance company, insurance repository, Central Recordkeeping Agency, GSTN, Clearing Corporation of India Limited and such other entity

as may be identified by RBI for the purposes of these directions, from time to time and as Financial Information User (FIU) which is an entity registered with and regulated by any financial sector regulator. At present, RBI has granted Certificate of Registration to seventeen companies as AA.

The RBI Circular inter alia provides guidelines on Process of Registration, Consent Architecture, Data Security, Technical Specifications, Sharing of Financial Information by Financial information Providers and Use of information by Account Aggregator and Financial Information User. In terms of usage, the AA framework has shown remarkable growth in adoption since its launch.



Though the ecosystem kicked off with lending as an anchor use case, personal finance management, income verification for F&O account opening, and financial underwriting for life insurance, have become prominent applications.

6. Financial Inclusion

6.1 Pradhan Mantri Jan Dhan Yojana (PMJDY)

With a view to increase banking penetration, promote financial inclusion and to provide at least one bank account per household across the country, a National Mission on Financial Inclusion (FI), known as Pradhan Mantri Jan Dhan Yojana (PMJDY) was announced on 15th August, 2014. The Scheme was formally launched on 28th August, 2014 at National level by the Hon’ble Prime Minister. Comprehensive financial inclusion of the excluded sections was proposed to be achieved by 14th August, 2018 in 2 Phases as under:

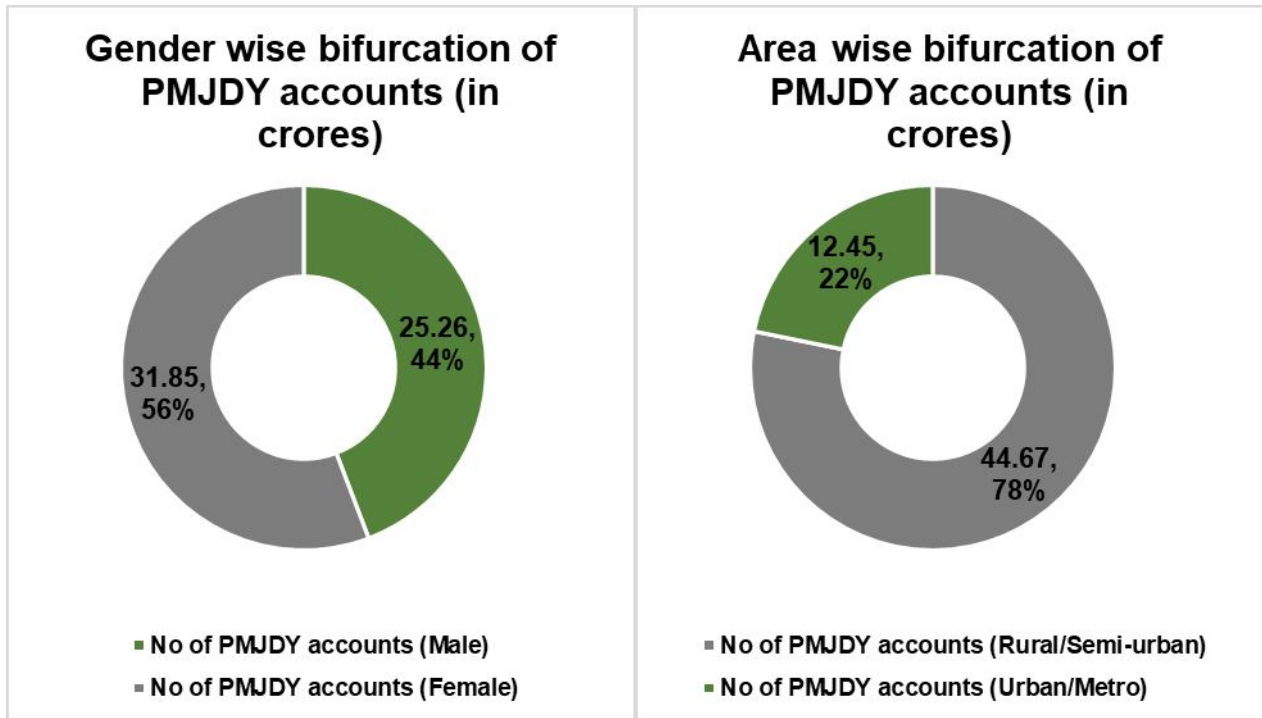
- Phase I (15th August, 2014 – 14th August, 2015):- Universal access to banking facilities in all areas, except those with infrastructural and connectivity constraints and providing basic banking accounts and RuPay Debit

card with inbuilt accident insurance cover of ₹ 1 lakh and organizing Financial Literacy Programmes.

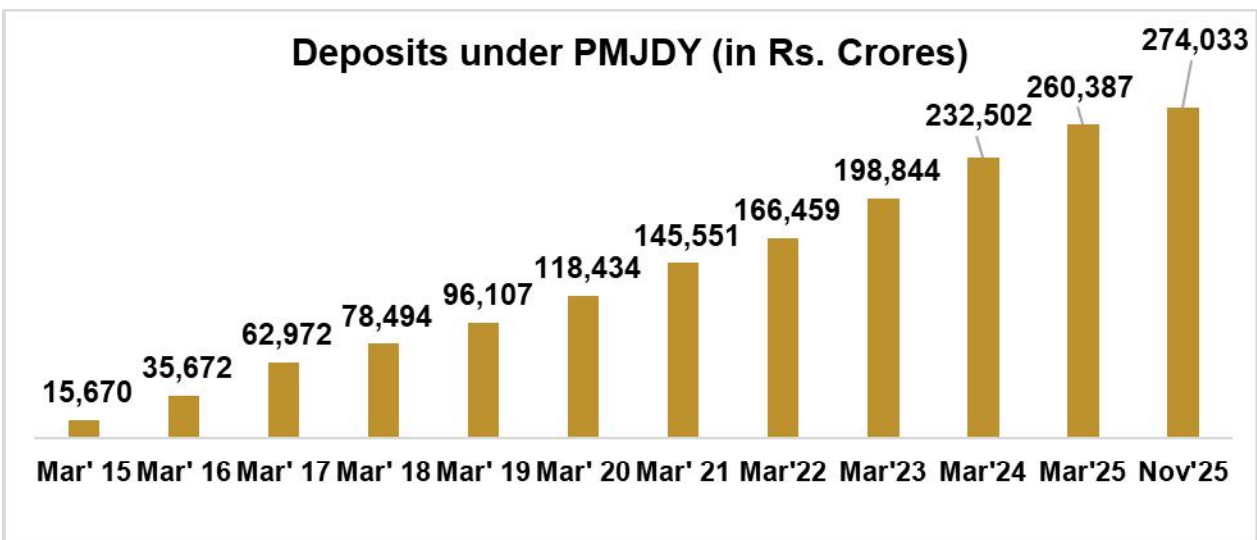
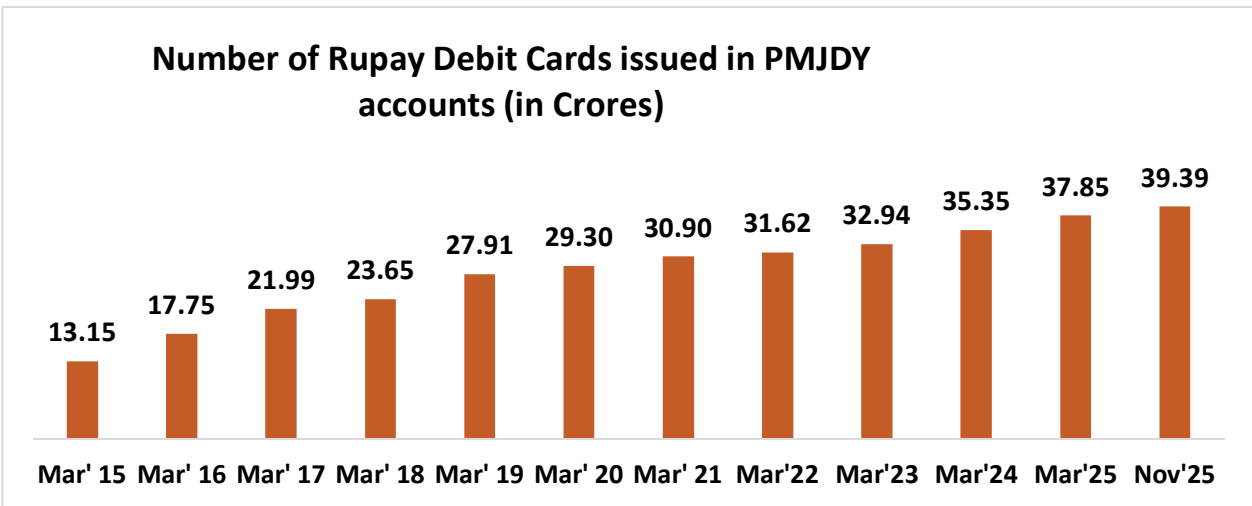
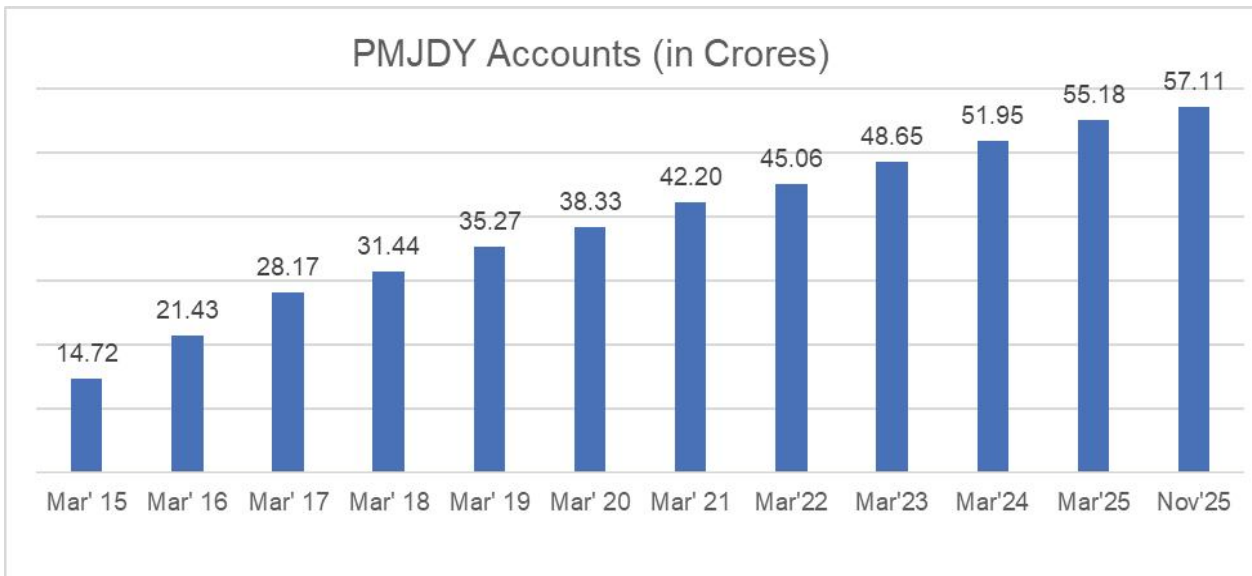
- Phase II (15th August, 2015 - 14th August, 2018):- Overdraft (OD) facility upto ₹5,000 to be given after six months of satisfactory operation/history. Creation of Credit Guarantee Fund for coverage of defaults in overdraft accounts and unorganized sector pension schemes like Swavlamban.
- Extension of PMJDY- PMJDY was extended beyond 14.8.2018 with the focus on opening of accounts shifting from “every household” to “every unbanked adult” while making the scheme more attractive with upward revision in: -
 - OD limit from ₹5,000 to ₹10,000;
 - accident insurance cover on RuPay card holders from ₹1 lakh to ₹2 lakh;
 - age limit for availing OD facility revised from 18- 60 years to 18-65 years; and
 - no conditions attached for OD up to ₹ 2000.

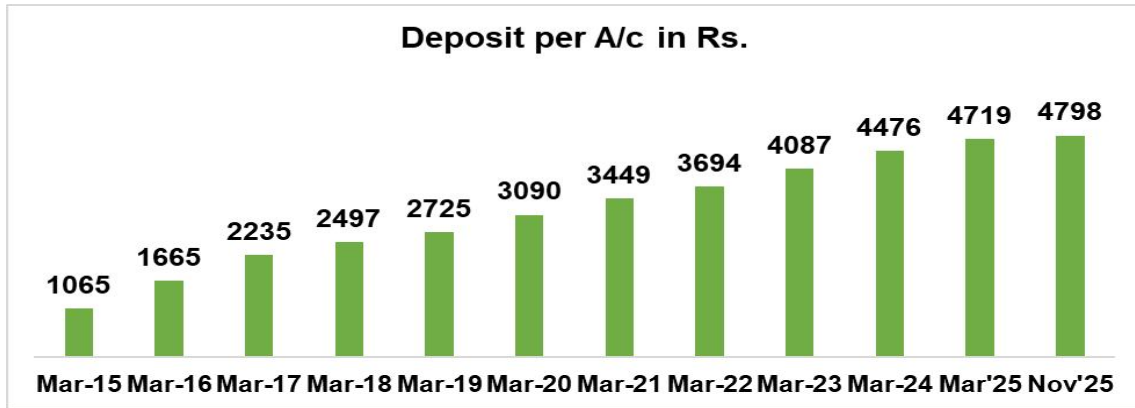
Performance of PMJDY

Major achievements of PMJDY are as under: (Numbers in Crore)						
As on	PMJDY Accounts (in crore)	No of PMJDY Accounts (Male)	No of PMJDY Accounts (Female)	No of PMJDY accounts (rural/ Semi-urban)	No of PMJDY Accounts (Urban/ Metro)	Deposits in PMJDY Accounts (in ₹ crores)
March'15	14.72	7.15	7.39	8.68	5.86	14,641
March'16	21.43	10.37	11.05	13.17	8.26	35,672
March'17	28.17	13.67	14.49	16.87	11.30	62,972
March'18	31.44	14.85	16.60	18.52	12.92	78,494
March'19	35.27	16.53	18.74	20.90	14.37	96,107
March'20	38.33	17.85	20.48	22.63	15.70	1,18,434
March'21	42.20	18.82	23.38	27.85	14.35	1,45,551
March'22	45.06	19.98	25.08	30.07	14.99	1,66,459
March'23	48.65	21.60	27.05	32.45	16.20	1,98,844
March'24	51.95	23.05	28.90	34.58	17.36	2,32,502
March'25	55.18	24.43	30.75	36.74	18.44	2,60,387
Nov'25	57.11	25.26	31.85	44.67	12.45	2,74,033



Major Trends under PMJDY





A total of 57.11 crore Jan-Dhan accounts have been opened till Nov'25 under PMJDY, with a deposit balance of ₹2,74,033 crores. The average deposit balance is approx. ₹4,798 per PMJDY account balance.

There are 31.85 crore (55.8%) women Jan-Dhan account holders, with about 44.67 crore (78.2%) accounts opened in rural and semi-urban areas.

Approximately 39.39 crore RuPay cards with an inbuilt accidental insurance of ₹2 lakh (Rs.1 lakh for accounts opened before 28.08.2018) coverage has also

been provided to PMJDY account holders.

Out of total operative accounts opened under PMJDY, 88.6 % have been seeded with Aadhaar number of the account holder on user consent basis, which has enabled interoperable and immediate Aadhaar based transactions, including for Direct Benefit transfer (DBT) through Aadhaar Payment Bridge.

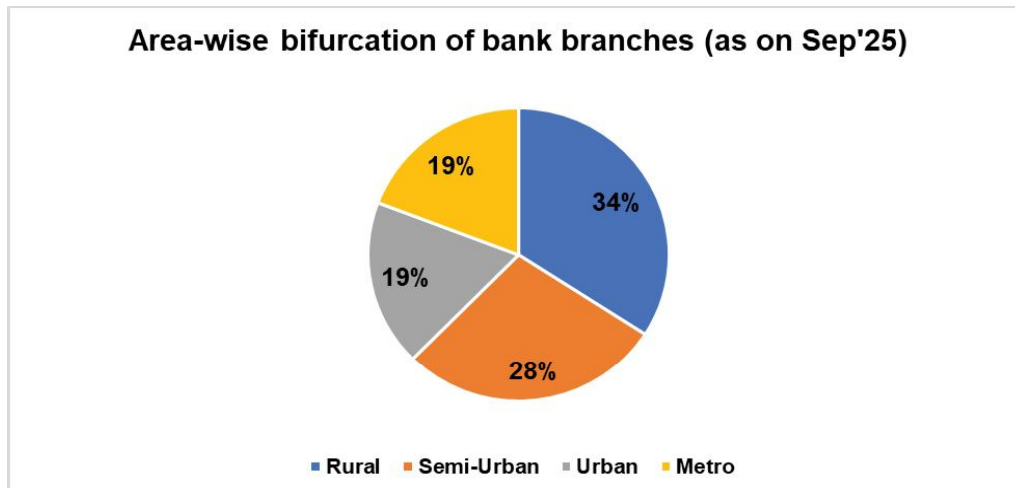
6.2 Banking Touch Points: The strength of bank branches and ATMs has been augmented over the years as indicated below:

Table 1: Number of bank branches of Scheduled

Commercial Banks:

	RURAL	SEMI-URBAN	URBAN	METROPOLITAN	TOTAL
Mar-17	49,860	38,931	25,103	26,530	1,40,424
Mar-18	50,860	39,616	25,458	26,536	1,42,470
Mar-19	51,609	41,031	26,399	27,157	1,46,196
Mar-20	52,382	42,213	27,318	28,133	1,50,046
Mar-21	52,651	42,441	27,446	28,055	1,50,593
Mar-22	53,204	42,443	27,433	28,181	1,51,261
Mar-23	54,244	43,745	28,021	29,057	1,55,067
Mar-24	55,213	45,101	29,083	30,319	1,59,716
Mar-25	56,080	46,405	30,047	31,343	1,63,875
Sep'25	56,406	46,875	30,356	31,782	1,65,419

Source: RBI



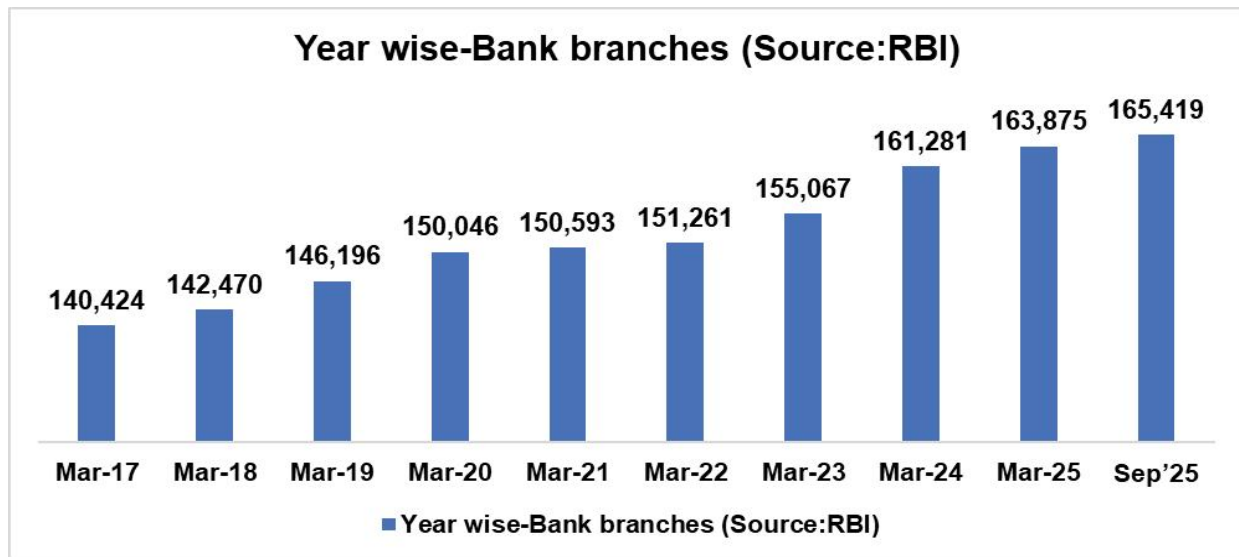
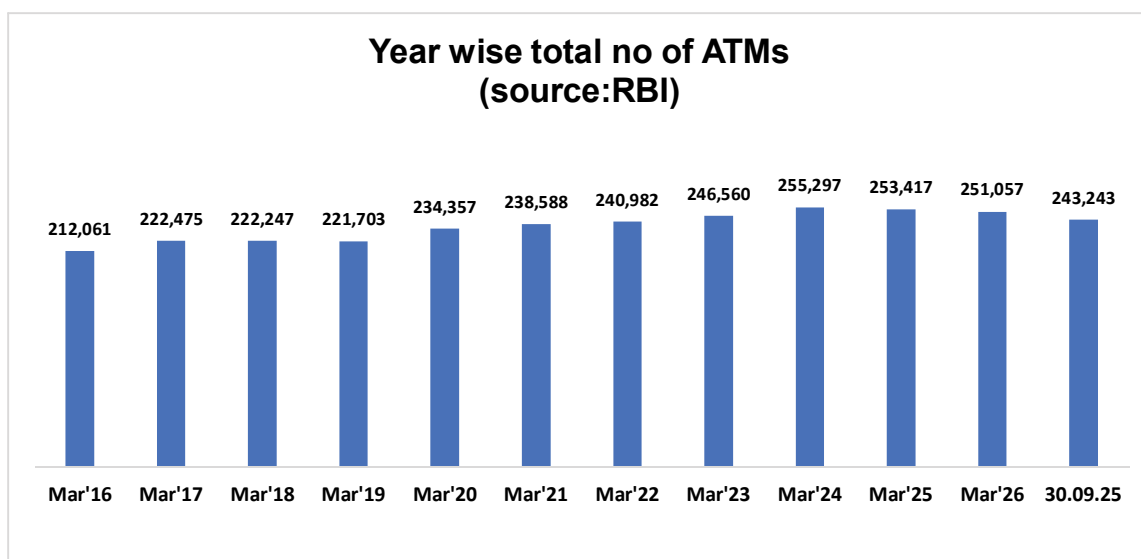


Table 2: Number of ATMs of Scheduled Commercial Banks (SCBs), Small finance Banks (SFBs), Payment Banks (PBs) and White Label ATM Operators

As on	Off-site ATMs*	On-site ATMs	Total ATMs*
31.03.2016	1,10,111	1,01,950	2,12,061
31.03.2017	1,12,666	1,09,809	2,22,475
31.03.2018	1,15,471	1,06,776	2,22,247
31.03.2019	1,15,323	1,06,380	2,21,703
31.03.2020	1,21,086	1,13,271	2,34,357
31.03.2021	1,22,983	1,15,605	2,38,588
31.03.2022	1,29,766	1,16,794	2,46,560
31.03.2023	1,31,684	1,23,613	2,55,297
31.03.2024	1,27,301	1,26,116	2,53,417
31.03.2025	1,19,734	1,31,323	2,51,057
30.09.2025	1,11,579	1,31,664	2,43,243

Source: RBI

* includes ATMs deployed by White Label ATM Operators

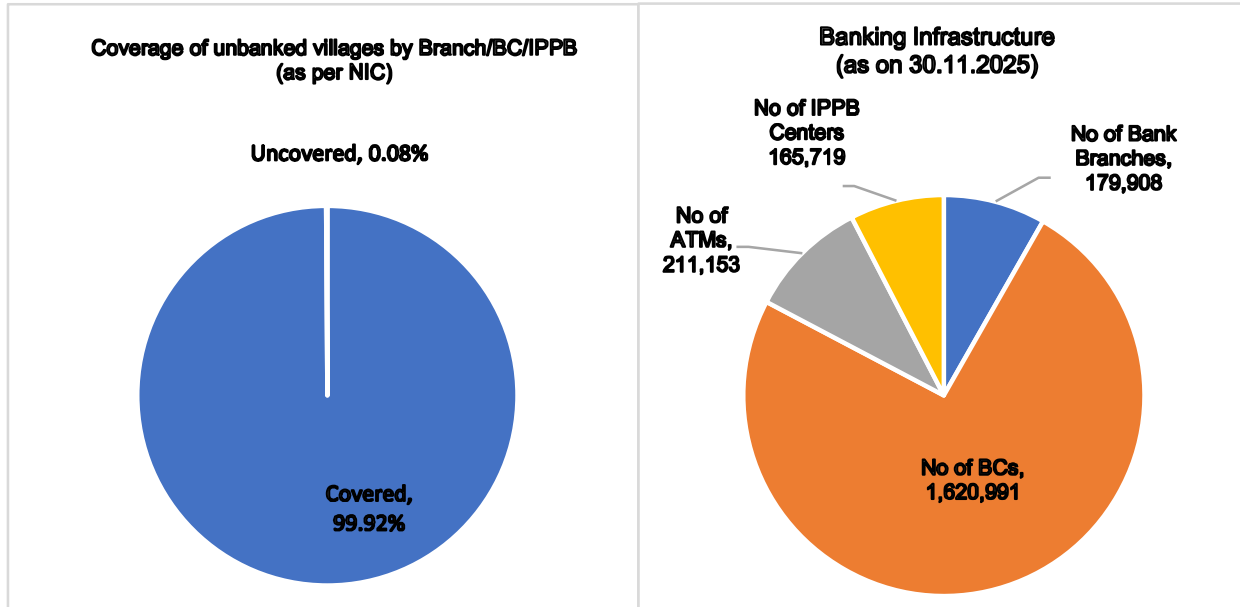


The number of card acceptance devices of Point of Sale (POS) has increased from 51.86 lakh in March 2020 to 123.17 lakh in Oct'25.

6.3 Jan Dhan Darshak App

A mobile application was launched to provide a citizen centric platform for locating banking touch points

such as bank branches, ATMs, Bank Mitras, Post Offices, etc. in the country. The web version of this application could be accessed at the link [http:// findmybank.gov.in](http://findmybank.gov.in). Banks/IPPB have been provided login credentials to upload the GIS location of their branches, Business Correspondents and ATMs on the app.



As per JDD app, as on 30.11.2025, there are 1.80 lakh branches, 17.87 lakh BCs (including 1.66 lakh IPPB-BCs) and 2.11 lakhs ATMs mapped by the banks. Further, as per data uploaded by the banks on JDD app, out of the 6.01 lakh (6,01,328) mapped villages on the app, 6.00 lakh (6,00,821) (99.92%) villages are having branch or BC within a distance of 5 kilometres.

6.4 Jan-Dhan Aadhaar Mobile (JAM)

A Jan Dhan Aadhaar Mobile (JAM) pipeline has been laid for linking of Jan-Dhan account with mobile number and Aadhaar. This is providing the necessary backbone for DBT flows, adoption of social security/pension schemes, facilitating credit flows, promoting digital payments, etc. It has provided the much-needed support for accelerating the pace towards achieving a digitalized, financially inclusive and an insured society. The instant transfer of Direct Benefits under various Government Schemes has been made possible through the JAM pipeline.

6.5 Digital Banking Units

The Hon'ble Prime Minister dedicated 75 Digital Banking Units (DBUs) in 75 districts of the country to commemorate the 75 years of independence of our country (Azadi Ka Amrit Mahotsav) on 16.10.2022. These DBUs set-up by 24 banks including Public, Private

Sector and Small Finance Bank, cover all the States and Union Territories of the country. The DBUs are to assist those who are not tech savvy to adopt digital banking and wherein the products and services will be offered to customers in 2 modes: Self Service Mode and Digital Assistance Mode.

Services being offered through DBU include banking facilities like the opening of savings accounts, balance checks, passbook printing, transfers of funds, investments in fixed deposits, loan applications, stop-payment instructions for cheques issued, applications for credit / debit cards, view statement of account, pay taxes, pay bills, make nominations, etc. The DBUs are also facilitating for onboarding to Government credit linked schemes through the Jan Samarth portal and end-to-end digital processing of small ticket MSME/retail loans.

As per data collected, more than 2.97 crore interventions (in r/o major activities) have taken place at all the 116 DBUs which have been set during the period 16.10.2022 to 30.11.2025.

6.6 Regional imbalances : Focused attention

Special focus is being given to 112 Aspirational Districts (ADs) wherein a Targeted Financial Inclusion Intervention Program (TFIIP) program has been launched to improve the performance of these Districts under Financial Inclusion (FI) parameters. DFS is also working on 'Mission Utkarsh' to improve the performance of the

10 selected Districts which are lagging behind on FI parameters.

6.7 Key Schemes

6.7.1. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) — The Scheme is available to people in the age group of 18 to 50 years having a Bank / Post office account who give their consent to join / enable auto-debit. Risk coverage under this Scheme is for ₹ 2 lakhs in case of death of the insured, due to any reason at an annual premium of ₹ 436/- which is to be auto-debited from the subscriber’s bank / Post office account.

6.7.2. Pradhan Mantri Suraksha Bima Yojana (PMSBY) — The Scheme is available to people in the age group of 18 to 70 years with a bank / Post office account who give their consent to join / enable auto-debit facility. The risk coverage under the Scheme is for ₹ 2 lakhs in case of accidental death or total permanent disability and ₹ 1 lakh for partial permanent disability due to accident at a premium of ₹ 20/- per annum which is to be deducted from the account holder’s bank / Post office account through ‘auto-debit’ facility

Key reforms in the implementation of schemes PMJJBY and PMSBY:

- Enrolment and claim forms for PMJJBY and PMSBY have been modified with a view to

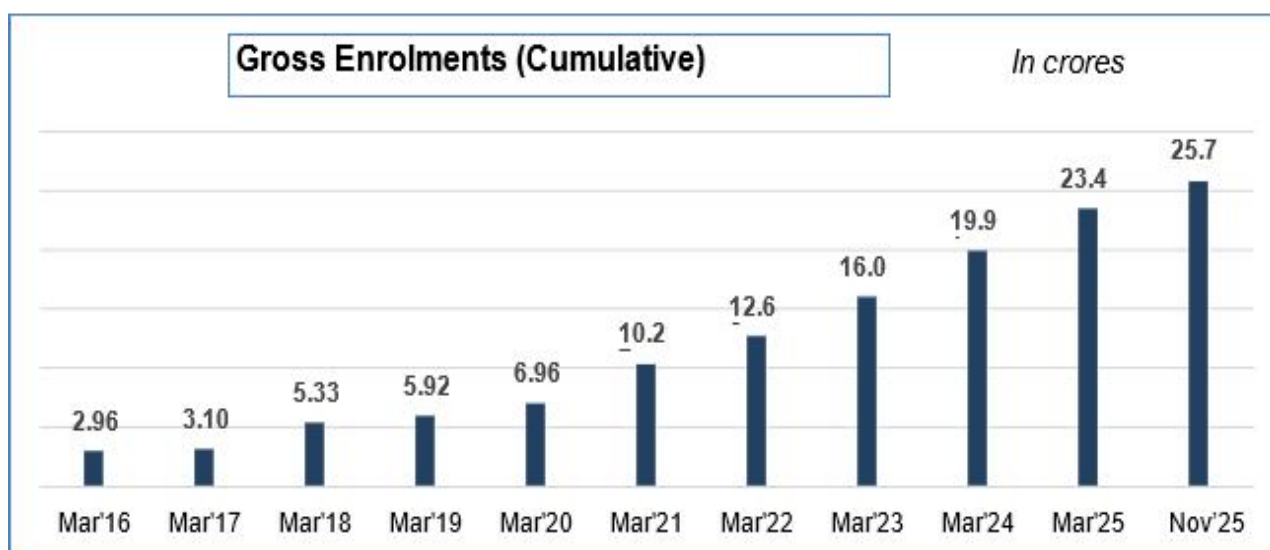
minimise pendency and ensure benefits to rightful claimants at the earliest.

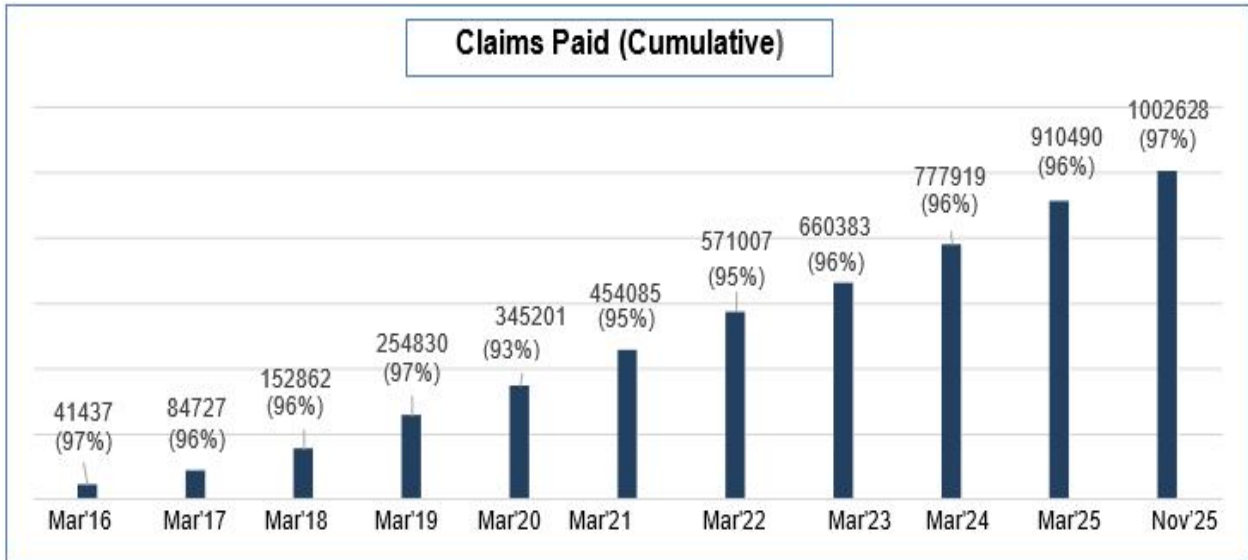
- Mobile number, email id and age of the nominee (or the appointee of a minor nominee) are now captured and in the event of an unfortunate incident, nominees are proactively informed of the benefit available and the claim process in English and regional language.
- Waiting period in case of claim of death cases under PMJJBY has been reduced from 45 days to 30 days with effect from 1st June, 2021 except for death due to an accident for which the claim is admissible from the date of joining this scheme.
- Banks have been requested to identify from their core banking solution (CBS), the existing subscribers who did not have sufficient balance in their accounts as on 31.5.2022 to enable auto debit of their premium and to inform them by SMS/ email about the revision in premium rates.
- Banks/ post office to forward claim documents electronically to their partner insurer’s designated app/email id within seven days of submission of the claim and insurers to settle claims within 7 days of receipt of claim documents.

Progress as on Nov 2025 is as under:

Scheme	Eligibility (Yrs)	Premium (p.a)	Enrollments (crore)	Claim Paid	Claims amount (crore)	Settlement Ratio (%)
PMJJBY	18 to 50	₹ 436	25.79	10,02,628	₹ 20,052.56	99.94%
PMSBY	18 to 70	₹ 20	55.32	1,70,608	₹ 3,388.40	97.05%

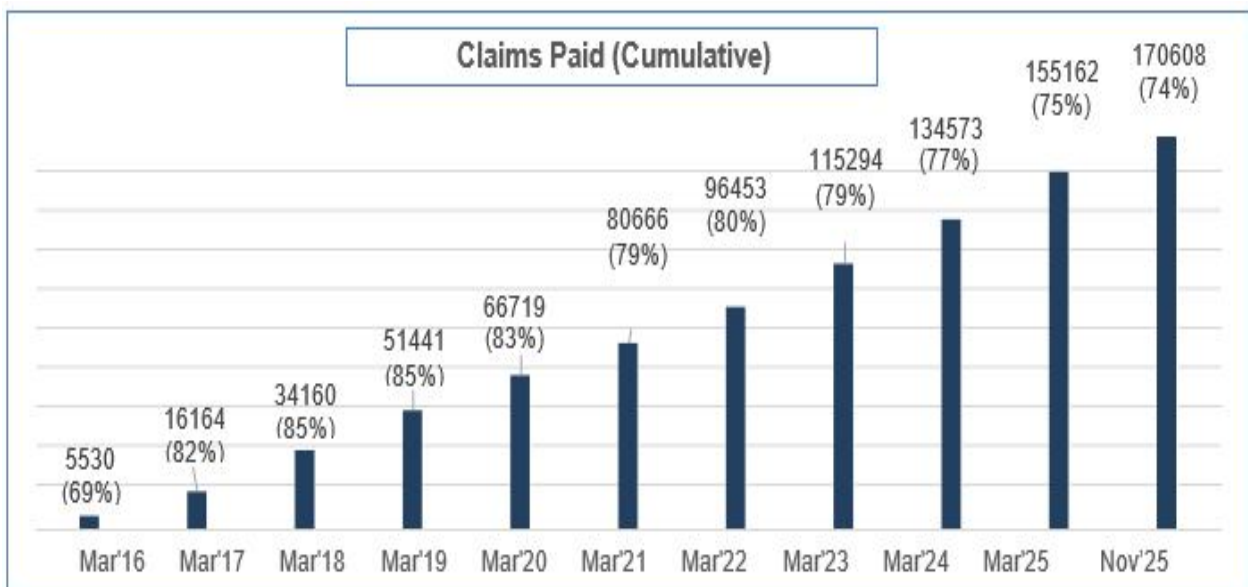
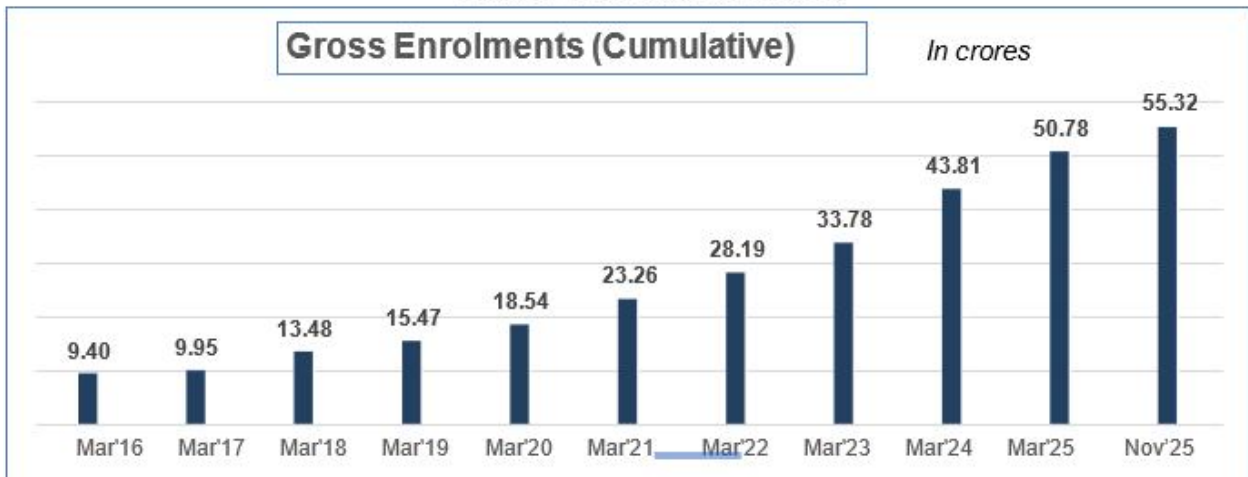
PMJJBY Trends as on Nov'25





Percentage reflects Cumulative Claims Paid Versus Cumulative Claims Reported

PMSBY Trends as on Nov'25



Percentage reflects Cumulative Claims Paid Versus Cumulative Claims Reported

6.7.3. Pradhan Mantri Mudra Yojana (PMMY)- The Scheme was launched on 8th April 2015 for financing income-generating small business enterprises in manufacturing, trading and service sectors, including activities allied to agriculture such as poultry, dairy, beekeeping, etc. Under PMMY, both Term loan and Working Capital requirements can be met. Loans under PMMY are extended through Member Lending Institutions (MLIs) viz; Banks, Non- Banking Financial Companies (NBFCs) & Micro Finance Institutions (MFIs).

- Categories: Shishu - upto ₹ 50,000/-, Kishor - above ₹ 50,000/- and upto ₹5.00 lakh, Tarun -above ₹5.00 lakh and upto ₹10.00 lakh, Tarun Plus- above ₹ 10.00 lakh and upto ₹ 20.00 lakh (for those entrepreneurs who have availed and successfully repaid previous loans under the 'Tarun' category w.e.f. 24.10.2024).
- The limit of Mudra loans under the PMMY has been enhanced from the current ₹10 lakh to ₹20 lakh. A new category, Tarun Plus, has been introduced for loans above ₹ 10 lakh and up to ₹ 20 lakh, specifically for entrepreneurs who have availed and successfully repaid previous loans under the Tarun category. Necessary Gazette Notification has been issued on 24.10.2024 of Guarantee coverage for PMMY loans up to ₹ 20 lakh which will be provided under the Credit Guarantee Fund for Micro Units (CGFMU).
- Collateral free loans upto ₹20 lakh
- Credit Guarantee Fund for Micro Units (CGFMU) was set up for guaranteeing loans extended to eligible micro units under PMMY by MLIs and overdraft loan amount sanctioned under Pradhan Mantri Jan Dhan Yojana (PMJDY) accounts. From FY 2020- 21 onwards, loans sanctioned to Self Help Groups (SHGs) between ₹10 lakh to ₹ 20 lakh are also eligible for coverage under CGFMU. The National Credit Guarantee Trustee Company Ltd. (NCGTC), a wholly-owned company of Government of India, constituted under the Companies Act, 1956 (2013) is the trustee of the Fund.
- As on 30.11.2025 the sanction amount covered under live guarantee is ₹5.60 lakh crore.

Achievements under Pradhan Mantri Mudra Yojana (PMMY) as on 10.01.2025

- More than 55.85 crore loans amounting to ₹37.57 lakh crore have been sanctioned since launch of

the Scheme. Approximately 21% of the total loans have been sanctioned to New Entrepreneurs.

- Approximate 68% loans of the total number of loans have been sanctioned to Women Entrepreneurs & 50% loans have been sanctioned to SC/ST/OBC categories of borrowers.
- Category-wise breakup: -

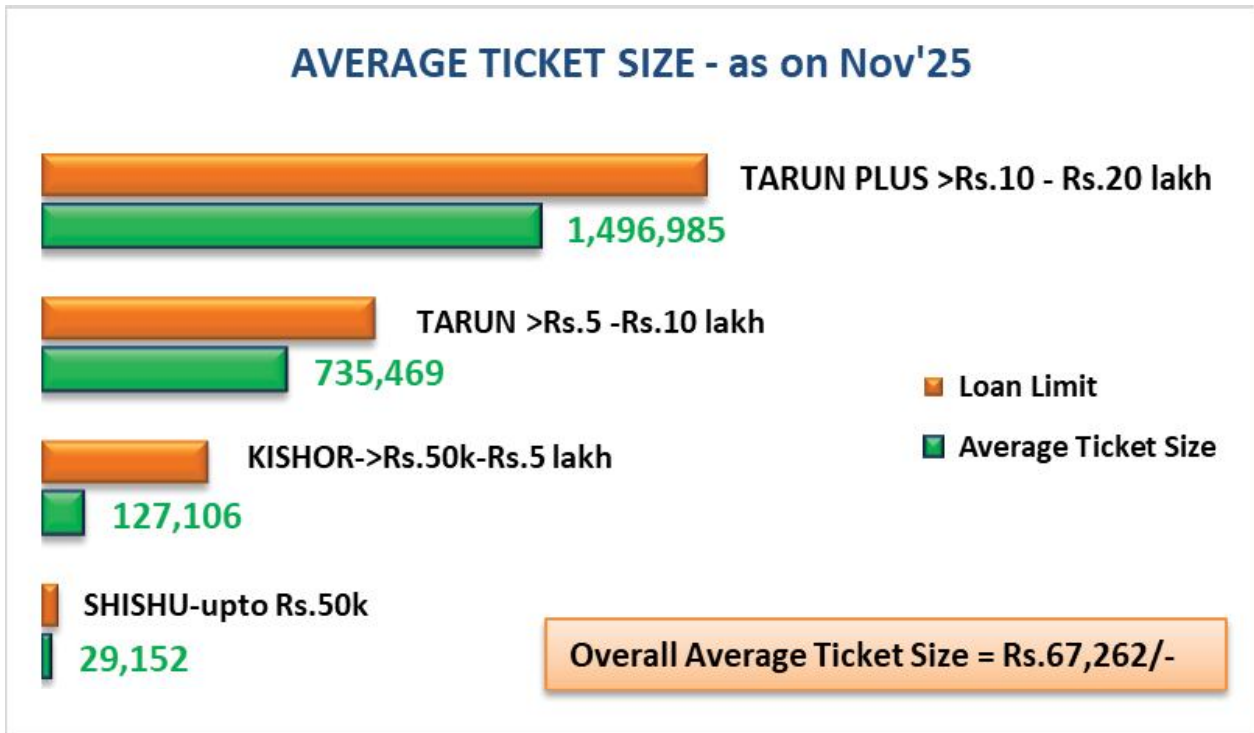
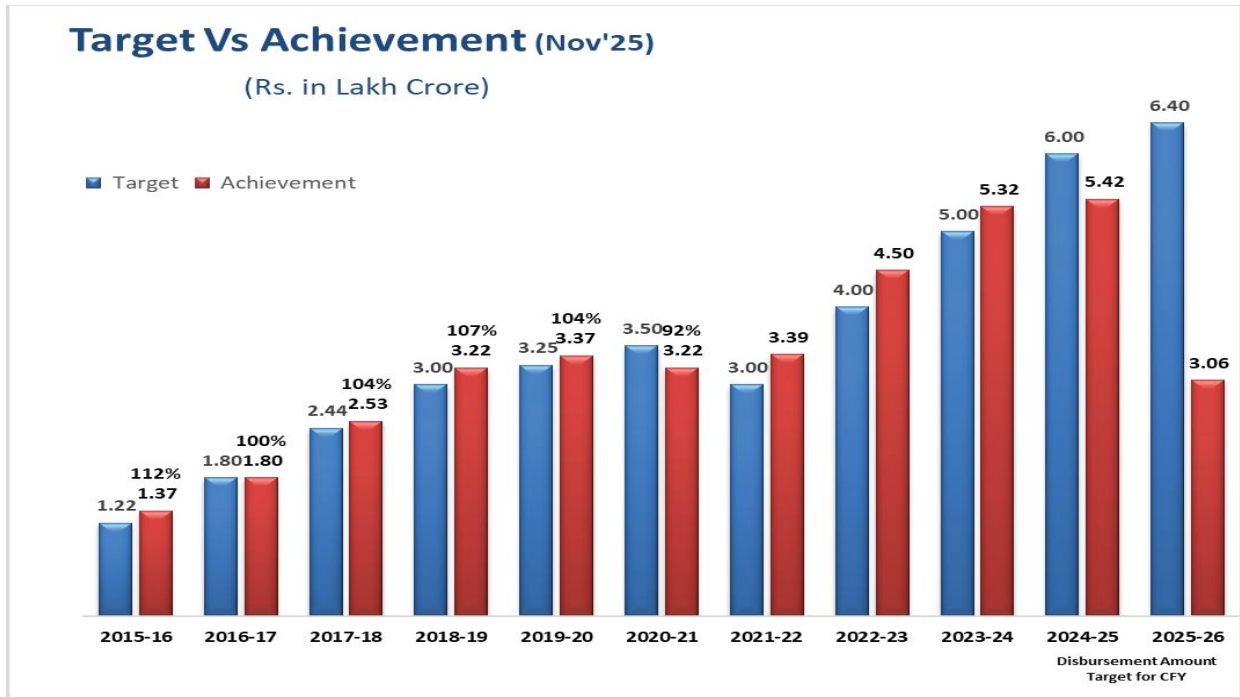
Category	No. of Loans (%)	Amount Sanctioned (%)
Shishu	76%	33%
Kishor	22%	42%
Tarun	2%	25%
Tarun Plus	-	-
Total	100%	100%

- Targets have been consistently met since inception of the Scheme, except for FY 2020-21 due to COVID- 19 pandemic.
- Year-wise sanction amount is as follows: -

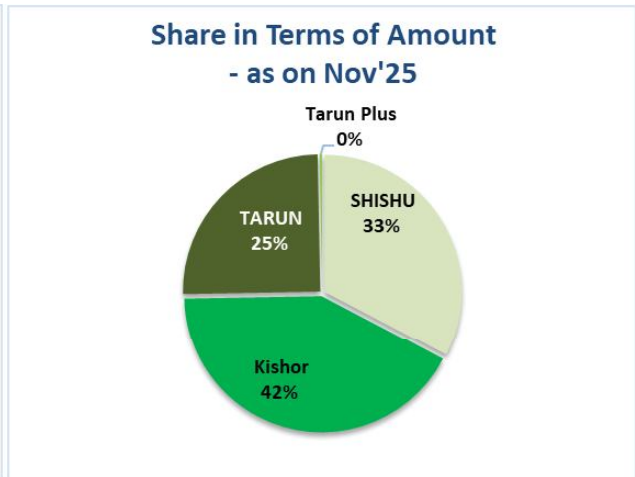
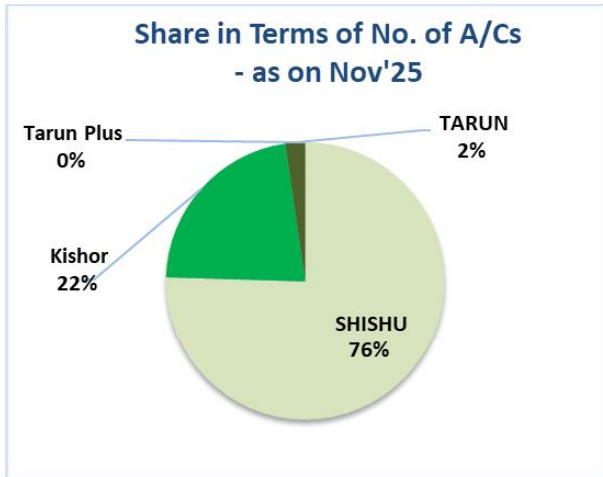
Year	No of Loans Sanctioned (in cr.)	Amount Sanctioned (₹ Lakh crore)
2015-16	3.49	1.37
2016-17	3.97	1.80
2017-18	4.81	2.54
2018-19	5.98	3.22
2019-20	6.22	3.37
2020-21	5.07	3.22
2021-22	5.38	3.39
2022-23	6.23	4.56
2023-24	6.67	5.41
2024-25	5.46	5.52
2025-26 (up to Nov'25)	2.54	3.15
Total	55.85	37.57

Consolidated achievements (as on Nov,2025)

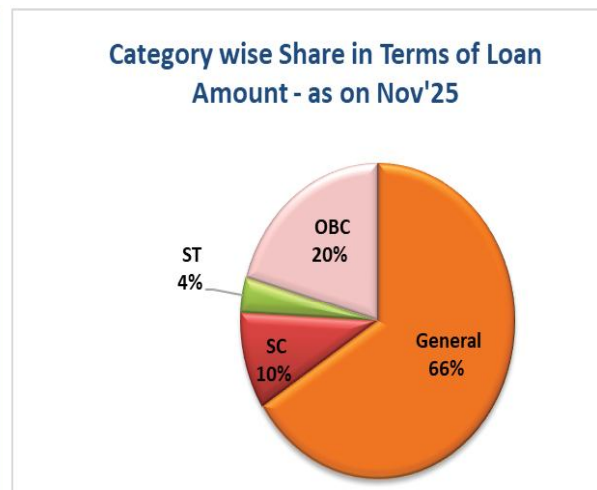
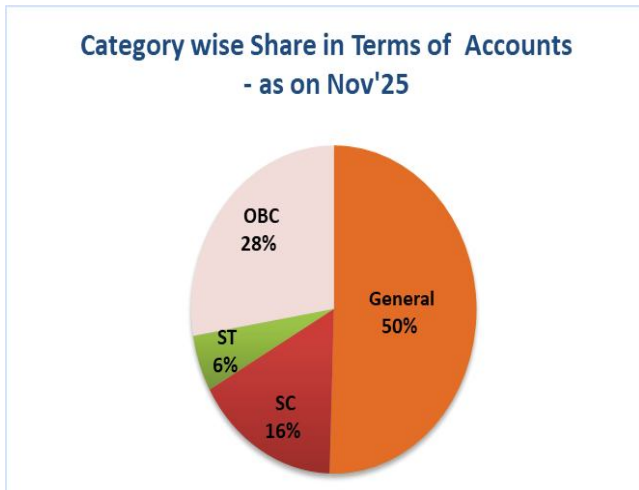
Achieving Targets, Attaining Excellence:



Scheme-wise Share (Based on Cumulative Data)

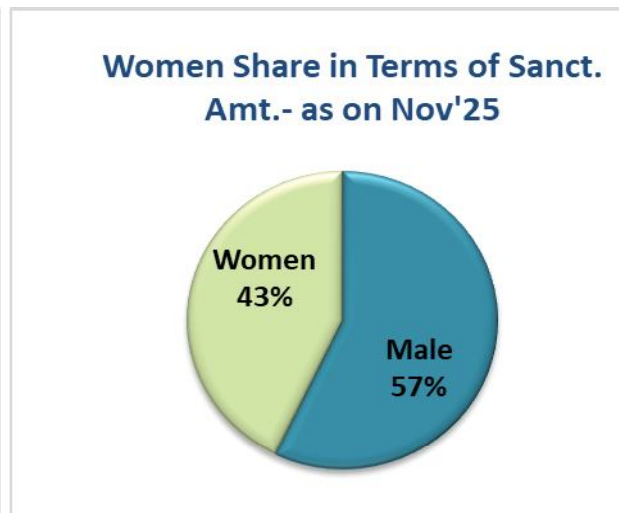
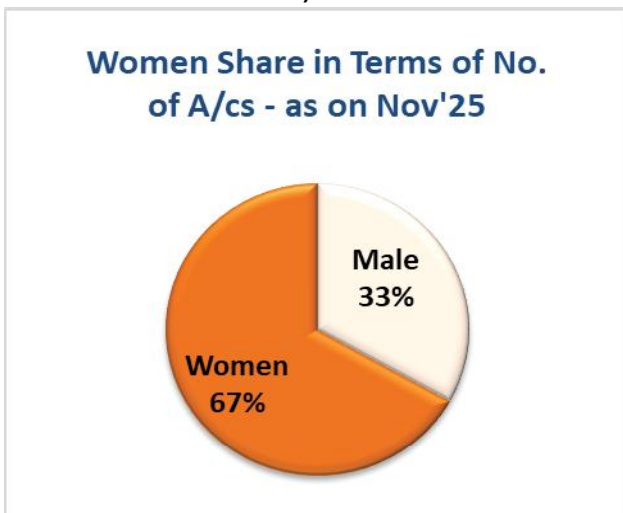


Category-wise Share (Based on Cumulative Data)



Empowering Enterprising Women Strengthening the Nation

(Based on Cumulative Data)



6.7.4. Stand Up India Scheme (SUPI)- The Stand-Up India Scheme launched on 5th April, 2016 aims to promote entrepreneurship among the Scheduled Caste/ Scheduled Tribe and Women by facilitating bank loans of value between ₹10 lakh and ₹1 crore to at least one SC/ ST borrower and one-woman borrower per bank branch of Scheduled Commercial Banks for setting up greenfield enterprises in trading, manufacturing and services sector.

In 2019- 20, the Stand-Up India Scheme was extended for the entire period coinciding with the 15th Finance Commission period of 2020-25. Pursuant to an announcement made by the Union Finance Minister in the Budget speech of FY 2021-22, the following changes have been made in the Stand-Up India Scheme

- The extent of margin money to be brought by the borrower has been reduced from 'upto 25%' to 'upto 15%' of the project cost. The Scheme envisages 'upto 15%' margin money which can

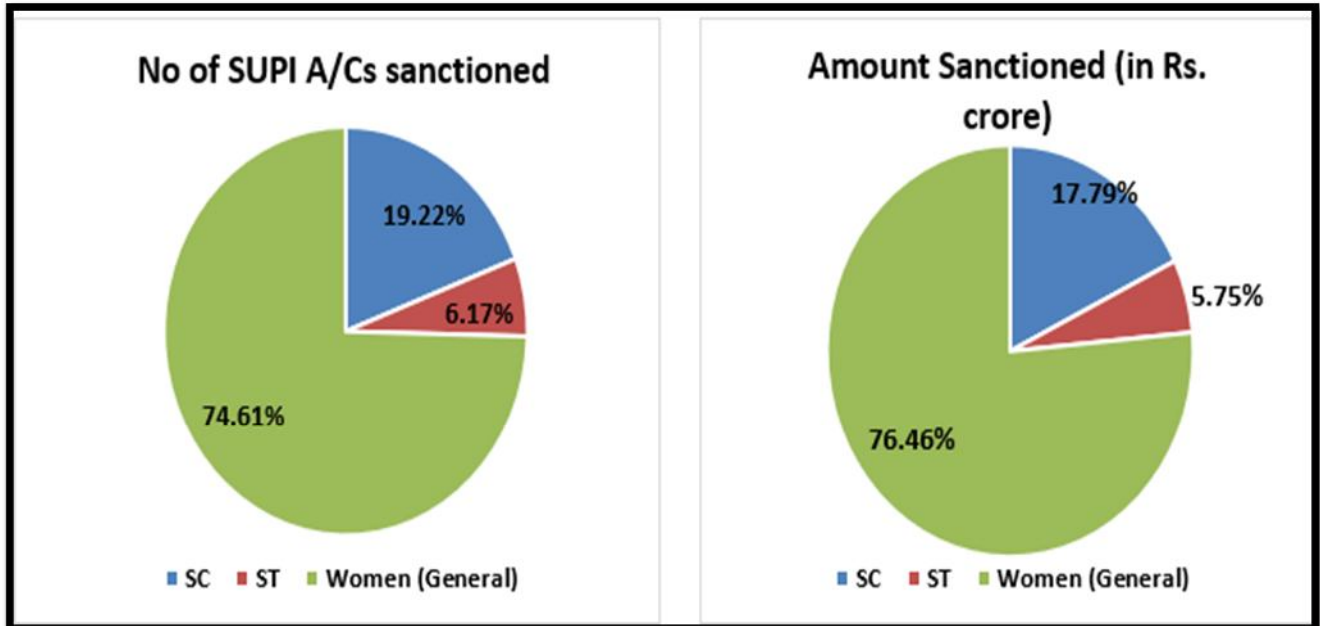
be provided in convergence with eligible Central/ State schemes. However, the borrower will continue to contribute at least 10% of the project cost as own contribution.

- Loans for enterprises in 'Activities allied to agriculture' e.g. pisciculture, beekeeping, poultry, livestock, rearing, grading, sorting, aggregation agro industries, dairy, fishery, Agri clinic and agribusiness centres, food & agro- processing, etc. (excluding crop loans, land improvement such as canals, irrigation, wells) and services supporting these, shall be eligible for coverage under the Scheme. The scheme was valid/ operational till mar'25.

As on 31.03.2025, a total number of SCs/STs and Women borrowers benefited under the Stand-Up India Scheme are as under.

(Amt. in ₹ crore)

SC		ST		Women (General)		Total	
No of A/ Cs	Sanctioned Amt.	No of A/Cs	Sanctioned Amt.	No of A/Cs	Sanctioned Amt.	No of A/Cs	Sanctioned Amt.
52,901	11,168.36	16,991	3,612.84	2,05,399	48,010.73	2,75,291	62,791.93



6.7.5. PM Street Vendor’s AtmaNirbhar Nidhi Scheme (PMSVANidhi)

The PM SVANidhi Scheme, a Central Sector Scheme, was launched in 01.06.2020 by the Ministry of Housing and Urban Affairs (MoHUA), with the aim to help street vendors restart their businesses which were adversely affected by the Covid-19 pandemic.

The scheme was originally launched for a period up to 31.03.2022 which was later extended till 31.12.2024. The Union Cabinet approved the “Restructuring and extension of the lending period beyond 31.12.2024 and the lending period has further been extended until March 31, 2030.

The Scheme will now be jointly implemented by MoHUA and DFS, with DFS being responsible for

facilitating access to loan/ credit cards through banks/ financial institution and their ground level functionaries.

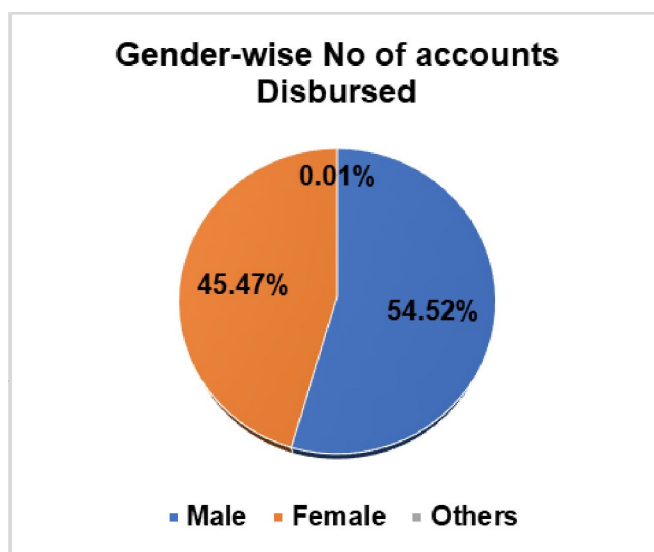
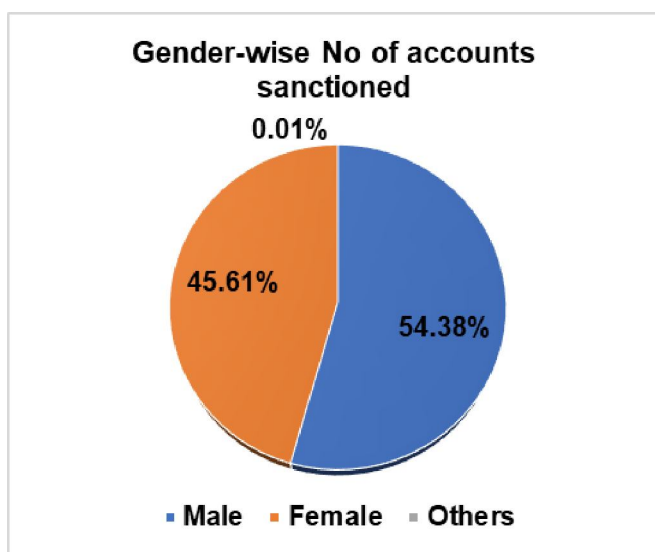
Salient Features of the restructured scheme:

- Enhancement of 1st tranche loan amount from ₹10,000 to ₹15,000 for 12 months and 2nd tranche loan from ₹20,000 to ₹25,000 for 18 months. The third tranche loan will remain at ₹50,000 for 36 months.
- To provide UPI linked RuPay Credit Card with a limit of ₹30,000 to PM SVANidhi beneficiaries who have repaid their 2nd loan.
- The Existing Credit Guarantee coverage for 1st

loan, 2nd loan and 3rd loan loans is 31.87%, 8.25% and 6% respectively will remain same for the tranches. The Card will have partial credit guarantee, with 75% risk sharing up to 20% NPA level.

- Interest Subsidy will remain the same @ 7%
- Cashback of ₹ 1 per digital transaction, maximum of ₹100 per month for 12 months (max. digital incentive of ₹1200/year) for every tranche of loan.
- Cashback of maximum ₹100 per quarter for 4 quarters, for conducting digital transactions on wholesale purchases of at least ₹2,000

Cumulative							
Applications Sanctioned	Male Sanctioned	Female Sanctioned	Others Sanctioned	Applications Disbursed	Male Disbursed	Female Disbursed	Others Disbursed
1,03,73,266	56,41,407	47,30,945	914	1,00,42,368	54,74,768	45,66,720	880



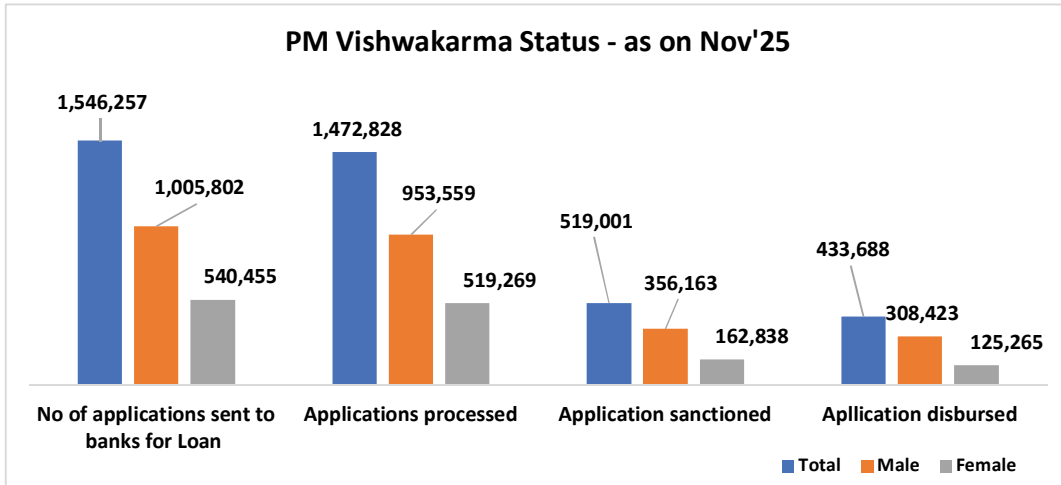
6.7.6. PM Vishwakarma Scheme

PM Vishwakarma Scheme, implemented by the Ministry of Micro, Small and Medium Enterprises (MSME), was launched on September 17, 2023. This scheme involves collaboration among Ministry of Micro, Small, and Medium Enterprises (MSME), Ministry of Skill Development and Entrepreneurship (MSDE) and Department of Financial Services (DFS) to provide end- to-end holistic support to traditional artists and craftspeople engaged in 18 identified trades through

access to skill training, collateral free credit, modern tools, market linkage support and incentive for digital transactions.

The DFS collaborates with financial institutions to streamline the loan application and disbursement processes and to ensure that artisans and craftspeople can easily access collateral-free loans. DFS also promotes the use of digital platforms to facilitate loan applications and disbursals.

As on Nov'25, 14.73 lakh applications have been sanctioned by banks. processed by banks of which 5.19 lakh loans have been

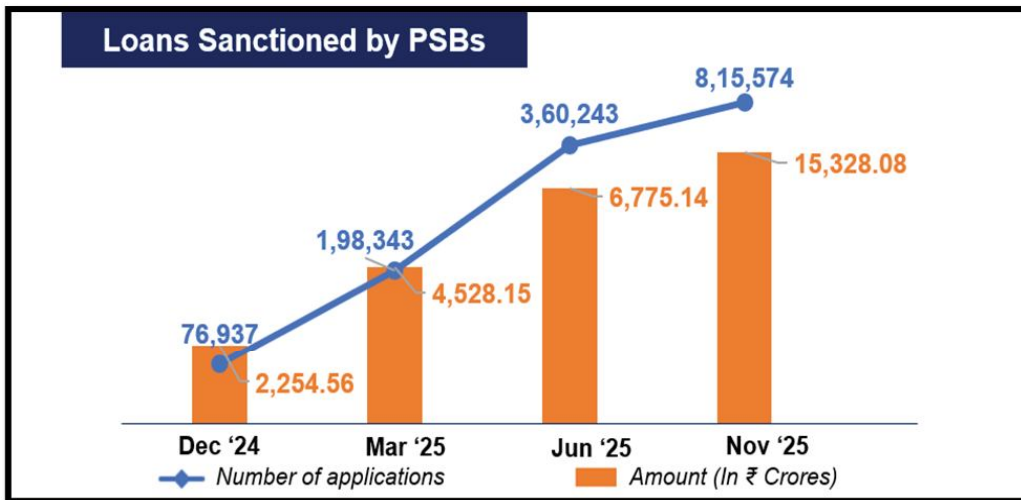


6.7.7. PM Surya Ghar Muft Bijlee Yojana:

- Prime Minister launched the 'PM Surya Ghar Muft Bijli Yojana' on 13th February, 2024 with an aim to solarize one crore households by providing free electricity up to 300 units every month.
- Under the scheme, subsidy upto ₹ 78,000/- is provided to beneficiaries installation of RTS upto

3 KW. Systems above 3 KW can be installed with subsidy capped at ₹ 78,000/-.

- Loan application are routed through Jan Samarth Portal in digital form and the same is integrated with National portal of MNRE.
- Latest progress under the scheme is as under:



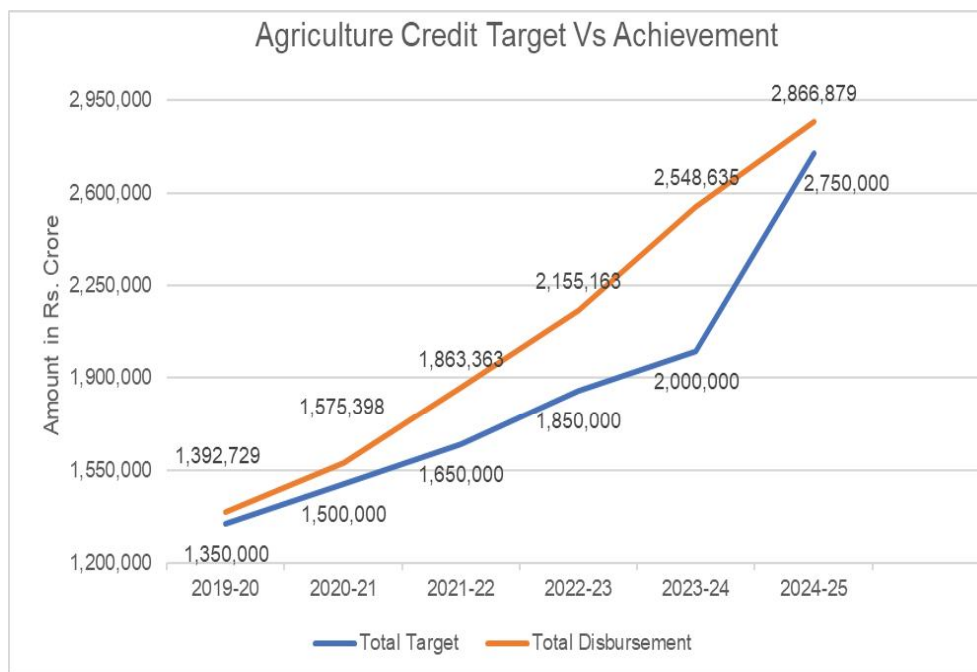
7. Agriculture Credit

In order to boost the agriculture sector with the help of effective and hassle-free agriculture credit, the Government has been fixing annual targets for ground level agriculture credit to be extended by Scheduled Commercial Banks, Regional Rural Banks (RRBs) and Cooperative Banks. An analysis of year-wise target and achievement under agricultural credit flow for the period 2019-25 reveals the sustained trend of actual

disbursement, surpassing the incremental annual targets year after year. As against the annual target of ₹27.50 lakh crore for 2024-25, agriculture credit disbursement stood at ₹28.67 lakh crore, registering 104% achievement. Further, over the past six years, disbursements have recorded a compound annual growth rate (CAGR) of 12.79%. Agriculture credit target for year 2025-26 has been set at ₹ 32.50 lakh crore with a sub-target of ₹ 5 lakh crore for Animal Husbandry, Dairying and Fisheries farmer. As on 30 September 2025, ₹14.94 lakh crore

was disbursed (Provisional) against the target of ₹32.50 lakh crore, registering 46% achievement. The trend in the

growth of Agriculture Credit Target vis-à-vis Achievement over last six years is captured in the graph below:-



Source: ENSURE portal of NABARD

7.1 Kisan Credit Card (KCC)

KCC scheme was introduced in 1998-99, as an innovative credit delivery mechanism that aims at adequate and timely credit support from the banking system to the farmers for their cultivation needs including the purchase of inputs in a flexible, convenient, and cost-effective manner. Banks have been advised to issue Kisan Credit Cards (KCC) to all eligible farmers. The KCC Scheme has since been simplified with facilities like one-time documentation, built in cost escalation in the limit and facility of ATM enabled debit card etc. Under the present guidelines of KCC, the limit is sanctioned for 5 years, and the beneficiaries have ease and flexibility in withdrawal and repayment.

Under the KCC scheme, Govt has approved interest subvention @1.5% on short term loans for agriculture and allied activities which is available on an overall limit of ₹3 lakh per annum and subject to a maximum sub-limit of ₹2 lakh per farmer involved in allied activities related to Animal Husbandry, Dairy, Fisheries, Bee Keeping etc. within the prescribed limit of ₹3.00 lakh availed. An additional interest subvention of 3% is provided to farmers on prompt repayment of loans, which effectively reduces the rate of interest to 4%.

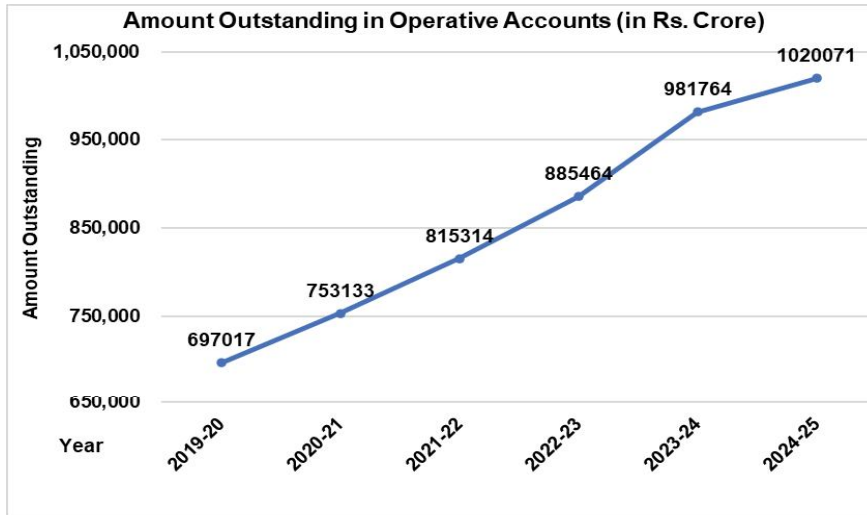
To enable universal access to Concessional Institutional credit, Government of India initiated a drive in Mission Mode from February 2020 for saturating all

PM-KISAN beneficiaries with Kisan Credit Card (KCC). While ensuring convenient and cost-effective credit delivery to farmers, the campaign was instrumental in boosting the rural economy and further accelerating agricultural production and allied activities, besides enhancing the income level of farmers.

In 2019, the facility of KCC has also been extended to animal husbandry and fisheries farmers in order to help them meet their working capital needs. Further, in order to cover animal husbandry and fisheries farmers under KCC, a special saturation drive in the form of weekly “District level Camp” was launched w.e.f. 15th November, 2021 for ensuring convenient and cost-effective credit delivery to the farmers and accelerating agriculture output.

The Nationwide AHDF KCC Campaign was extended from time to time till 31st March 2025. As on 30.09.2025, a total 47,80,225 KCCs have been sanctioned to Animal Husbandry, Dairy and Fisheries farmers under this campaign.

At present (as on 30.09.2025), there are 7.81 crore crore operative KCC accounts with a total outstanding loan of ₹10.39 lakh crore. The amount outstanding in operative accounts under Kisan Credit Card has consistently increased over last 5 years as under:-



7.2 Role of National Bank for Agriculture and Rural Development (NABARD) in Rural Financing & Development of Rural Economy.

NABARD, an apex development financial institution, was established in 1982, for providing and regulating credit and other facilities for the promotion and development of agriculture, small-scale industries, cottage and village industries, handicrafts and other rural crafts and other allied economic activities in rural areas with a view to promoting integrated rural development and securing prosperity of rural areas. Major functions of NABARD are Financial, Developmental and Supervision. Several funds such as Rural Infrastructure Development Fund (RIDF), Long Term Irrigation Fund (LTIF), Micro Irrigation Fund (MIF), Short Term Cooperative Rural Credit (Refinance) Fund, Short Term Regional Rural Bank (Refinance) Fund, Long Term Rural Credit Fund (LTRCF), etc are available with NABARD for creation of rural infrastructure and providing credit to the agriculture sector

7.3 Rural Infrastructure Development Fund (RIDF)

In the backdrop of declining public investment in agriculture and rural infrastructure, RIDF was instituted in NABARD during 1995-96 with an initial corpus of ₹2,000 crore with the main objective of providing loans to State Governments for completing ongoing rural infrastructure projects. Resources to the fund are contributed by Commercial Banks, Foreign Banks, Regional Rural Banks and Small Finance Banks in a proportion indicated by RBI, with respect to banks' shortfall in priority sector lending. The fund which started as a "last mile approach" to facilitate completion of ongoing irrigation, flood protection and watershed management projects during 1995-96, today covers as many as 39 activities, broadly classified under three categories, viz., (i) Agriculture and related sector (ii) Social Sector and (iii) Rural Connectivity. The annual allocation of funds towards RIDF has gradually

increased from ₹ 2,000 crores in 1995-96 to ₹ 35,000 crores in 2025-26.

The cumulative funding commitment, as on 31 October 2025 to 30 States/UTs stood at ₹ 6,02,711 crore (including Bharat Nirman) against which ₹ 4,92,385 crore have been disbursed as on 31 October 2025. Over the years, RIDF has emerged as a dependable source of public funding of impactful rural projects. Of the total RIDF loans sanctioned to State Governments under various tranches since 1995-96, 26% accounted for rural roads, 30% for irrigation, 21% for social sector, 13% for agriculture sector (other than irrigation) and 10% for rural bridges.

7.4 Long Term Irrigation Fund (LTIF)

The Government of India, through the Dept. of Water Resources, River Development and Ganga Rejuvenation, Ministry of Jal Shakti (earlier Ministry of Water Resources) has taken a major initiative to complete various stalled major/medium irrigation projects in the country, for which a Long-Term Irrigation Fund (LTIF) was set up in NABARD. As on 31 October 2025, sanctions have been accorded by NABARD under LTIF to the tune of ₹ 71,883 crores against 99 projects identified. Further, loan amount of ₹11,218 crores have been sanctioned for the Polavaram Irrigation project, ₹1,379 crores for North Koel Reservoir Project, ₹ 485 crores for Shahpur Kandi Dam and ₹ 826 crores for Relining of Sirhind and Rajasthan Feeder under LTIF, totaling the cumulative sanctions under LTIF to ₹ 85,791 crores. The cumulative amount released against sanction of 99 identified projects stood at ₹ 51,213 crores. Similarly, for Polavaram Irrigation project, North Koel Reservoir Project and Shahpur kandi Dam Project, cumulative releases stood at ₹10,650 crores, ₹721 crores and ₹ 207 crores respectively, totaling the cumulative releases under LTIF to ₹ 62,791 crores.

7.5 Micro Irrigation Fund (MIF)

Micro Irrigation Fund with a corpus of ₹5,000 crore has been operationalized from 2019-20 in NABARD with an objective to facilitate State Govts. Efforts are being made to mobilize additional resources for expanding coverage under micro irrigation and incentivizing its adoption beyond provisions of PMKSY-PDMC. From the year 2022-23, the PDMC scheme is being implemented under Pradhan Mantri-Rastriya Krishi Vikas Yojna (PM-RKVY). The continuation and augmentation of the Micro Irrigation Fund (MIF) by an additional ₹5,000 crore for the 15th Finance Commission period was approved by the Union Cabinet in its meeting held on 03 October 2024. The cumulative sanction and release under MIF as on 31 October 2025 stood at ₹4,854 crores and ₹4,074 crores respectively. This will facilitate expanding micro irrigation to an area of 24 lakh ha. involving 16 lakh farmers.

7.6 Short Term Cooperative Rural Credit STCRC (Refinance) Fund

STCRC (Refinance) Fund was set up in NABARD in 2008-09 with an initial corpus of ₹5,000 crores to provide Short Term refinance to cooperative banks so as to ensure increased and uninterrupted credit flow to farmers at concessional rate of interest. NABARD provides refinance to cooperative banks at an interest rate of 4.5 % per annum for crop loans up to ₹3.00 lakh, disbursed by cooperative banks at an interest rate of 7% per annum to ultimate borrowers. An allocation of ₹35000.00 crores has been made for the STCRC (Refinance) Fund during 2025-26. As on 18.11.2025, ₹ 25,939.29 crores have been utilised out of STCRC (Refinance) Fund during 2025-26.

During the current year, total Refinance disbursed by NABARD to Co-operative Banks amounts to ₹ 67,166.74 crores (as on 18.11.2025) including non-concessional ST refinance under Additional SAO and ST(Others). At the same time, the total number of KCC issued by cooperative banks stands at 3.49 Crores with total outstanding amount of ₹ 2,28,488.73 crores as on 31.10.2025.

7.7 Short Term Regional Rural Bank STRRB (Refinance) Fund

STRRB (Refinance) Fund was set up with an allocation of ₹10,000 crores in 2012-13, so as to enable NABARD to provide short term refinance to RRBs to meet their crop loan lending obligations. NABARD provides refinance to RRBs at an interest rate of 4.5% per annum for crop loans up to ₹3.00 lakh disbursed by RRBs at an interest rate of 7% per annum to ultimate borrowers. The allocation under STRRB Fund was at ₹7,500 crores during 2025-26. As on 18.11.2025, ₹ 5,517.01 crores have been utilised out of STRRB (Refinance) Fund during 2025-26.

During the current year total Refinance disbursed by NABARD to RRBs amounts to ₹ 21,508.51 crores as on 18.11.2025 including non- concessional ST refinance under Additional SAO and ST(Others). At the same time, the total number of KCCs issued by RRBs stands at 1.50 Crores with total outstanding amount of ₹ 2,08,794.93 crores as on 31.10.2025.

7.8 Long Term Rural Credit Fund (LTRCF)

This fund has been set up for the purpose of providing long term refinance support to Cooperative Banks and Regional Rural Banks for their lending towards investment activities in agriculture with a view to provide a fillip to capital formation in the sector. Government has allocated ₹8,000 crores fund under LTRCF during FY 2024-25. However, department has received ₹3,996.76 crore as deposits from contributing banks as on 30.11.2024. The same has been disbursed to Cooperative Banks and Regional Rural Banks under LTRCF during the financial year 2024-25 (as on 30.11.2024). Besides the above NABARD also provided non-concessional LT refinance to Cooperative Banks and Regional Rural Banks amounting ₹12,342.17 crore during FY 2024-25 (as on 31.11.2024).

8. Priority Sector Lending

The objective of priority sector lending (PSL) is to ensure that vulnerable sections of society get access to credit and to maintain adequate flow of resources to those segments of the economy which have higher employment potential which will help in making an impact on poverty alleviation. Thus, the sectors that impact large sections of the population, the weaker sections and the sectors which are employment-intensive such as agriculture and micro and small enterprises are part of the priority sector.

With this background, RBI has framed the Priority Sector Lending (PSL) guidelines to facilitate the flow of credit to these segments from banking system. Priority sector loans include loans to eight eligible categories- Agriculture, Micro, Small and Medium enterprises, Export Credit, Education, Housing Social Infrastructure, Renewable Energy and Others.

The revised guidelines on PSL were issued on March 24, 2025 after a comprehensive review of existing provisions considering feedback from stakeholders and included the following major changes:

- a) Enhancement of several loan limits, including housing, education loans for enhanced PSL coverage;
- b) Broadening of the purposes based on which loans may be classified under 'Renewable Energy';
- c) Expansion of the list of eligible borrowers under the category of 'Weaker Sections', along with removal of the existing cap on loans by UCBs to individual women beneficiaries.

The guidelines also specify targets of 40% for lending to PSL by Scheduled commercial Banks (SCBs) and targets of 75 % for lending to PSL by Regional Rural Banks (RRBs). Further, on June 20, 2025, the PSL target for Small Finance Banks (SFBs) and Urban Cooperative Banks (UCBs) were revised to 60%. higher. Within overall PSL, following sub-targets has been assigned for banks as percent to Adjusted Net Bank Credit (ANBC) or Credit Equivalent of Off-Balance sheet Exposures (CEOBE), whichever is higher, to be achieved by banks.:

Sub-targets:	
Agriculture	18%; out of which a target of 14 % is prescribed for Non-corporate farmers (NCFs), including 10% for Small and marginal farmers (SMFs)
Micro Enterprises	7.5 %
Advances to Weaker Sections	12 % for SCBs & 15% for RRBs

The performance of Scheduled Commercial Banks (SCBs) and Regional Rural banks (RRBS) in

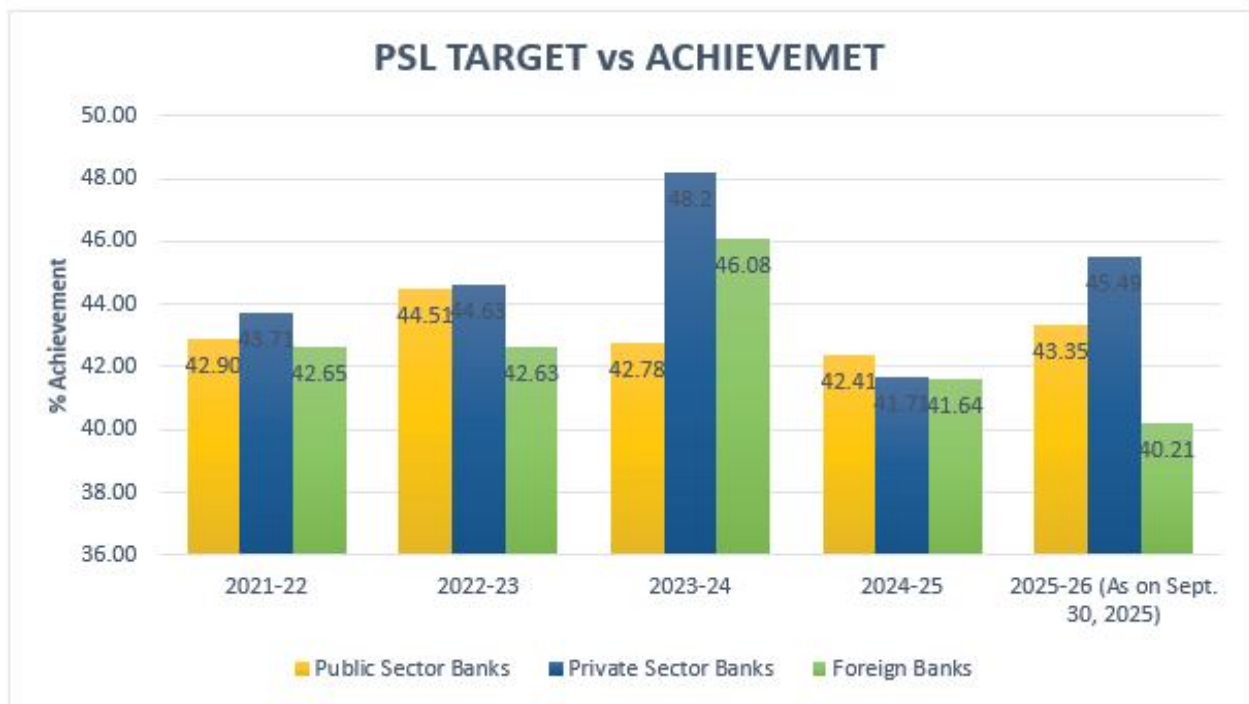
achievement of priority sector lending targets in the last five years given as follows:

(₹ crore)

Financial Year	Public Sector Banks	Private Sector Banks	Foreign Banks	Regional Rural Banks#
2021-22	26,49,180 (42.90)	16,85,806 (43.71)	2,08,107 (42.65)	2,45,481 (89.76)
2022-23	30,36,062 (44.51)	21,01,827 (44.63)	2,19,622 (42.63)	2,69,835 (95.72)
2023-24	34,01,407 (42.78)	26,09,386 (48.20)	2,78,694 (46.08)	2,89,336 (89.86)
2024-25	38,12,376 (42.41)	27,01,993 (41.71)	2,86,060 (41.64)	3,08,892 (88.44)
2025-26 (As on Sept. 30, 2025)	40,57,579 (43.35)	31,70,746 (45.49)	2,84,617 (40.21)	3,23,261 (95.90)

Note: Figures in parentheses are percentage to ANBC or credit equivalent of off-balance sheet exposure (CEOBE), whichever is higher. PSL target for SCBs is 40% whereas target for RRBs is 75%

Source: RBI



The performance of Scheduled Commercial Banks (SCBs) in achievement of priority sector lending targets over the recent years shows a sustained growth in credit in credit in absolute terms

by all banks. In fact, in FY 2025-26, all categories of banks, viz. Public Sector banks, private sector banks, foreign banks and RRBs have actually exceeded their PSL targets.

To reduce regional disparities in priority sector credit, a new incentive system has been introduced wherein districts are ranked by per-capita credit flow, so that incentives for low-credit districts and disincentive for high-credit districts have been put in place. From FY 2024-25, incremental priority sector credit in districts with per-capita PSL below ₹9,000 carries a higher weight of 125%, while districts with per-capita PSL above ₹42,000 receive a lower weight of 90%.

To ensure continuous flow of credit to priority sector, the compliance of banks in meeting the PSL targets is being monitored by RBI on a calendar quarter basis. Further, Banks having any shortfall in lending to priority sector have to allocate the shortfall amount as contribution to the Rural Infrastructure Development Fund (RIDF) established with NABARD and other similar funds being maintained by financial institutions like NABARD/ NHB/SIDBI/ MUDRA Ltd., as decided by the RBI in consultation with Department of Financial Services from time to time.

8.1 Education Loan

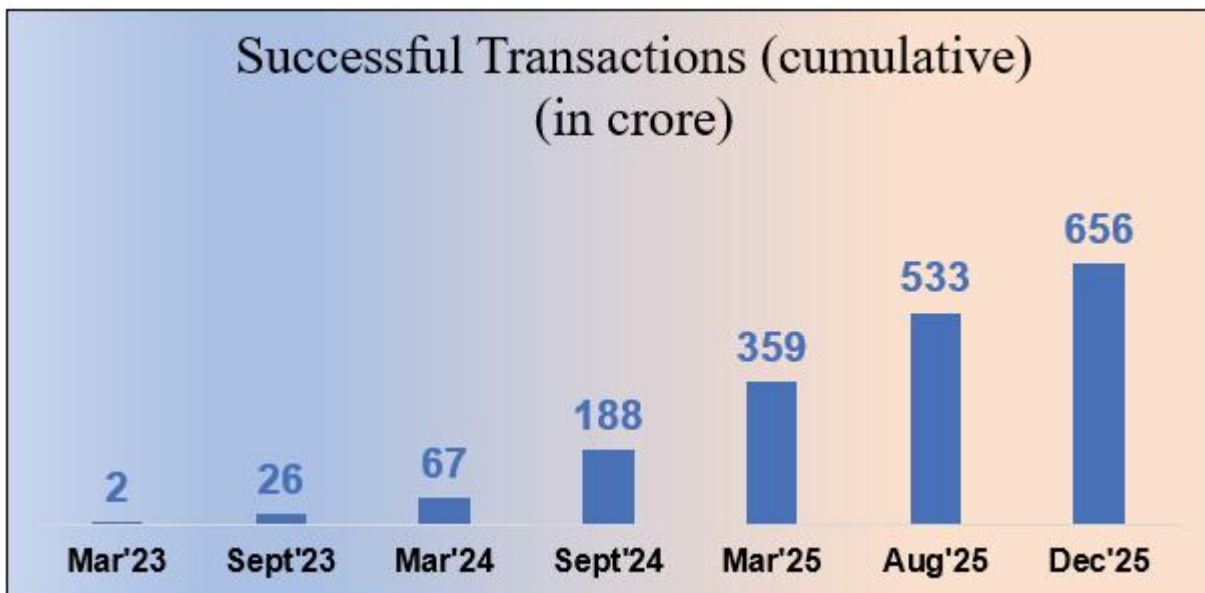
Every meritorious student should have access to bank credit to pursue higher education, if they so desire. Indian Banks' Association (IBA) had prepared the Model Educational Loan Scheme (MELS) and circulated to banks in the year 2001. The Scheme is for all students including students belonging to the economically weaker sections and those below the poverty line. Indian Nationals who

have secured admission to a higher education course in a recognized Institution in India or abroad through an entrance test/merit-based selection process are eligible for educational loans under the Scheme. The Scheme has been modified from time to time, based on the experience gained and feedbacks received during its implementation over the years. The scheme was last modified in June 2025. The main features of the revised Model Educational Loan Scheme are as under:

- i. The scheme provides need-based education loan.
- ii. No collateral security/third-party guarantee is required for loans amount up to ₹ 7.50 lakhs (in case of loans that are eligible for CSIS and/or Credit Guarantee coverage extended under the 'Credit Guarantee Fund Scheme for Education Loan' (CGFSEL).
- iii. No Margin for loans up to ₹ 4 lakhs.
- iv. Moratorium period is allowed up to study period plus one year in all cases.
- v. Repayment period (after moratorium) is available up to 15 years for all loans.

8.1.1. Performance of Education Loans

As informed by RBI, the total outstanding education loans of Public Sector Banks (PSBs) as on 31st March, 2021 stood at ₹ 72,726 crores and as on 31st March, 2025 stood at ₹ 1,16,786 crores.



Graph 1: Performance of educational loan

8.1.2. Pradhan Mantri Vidyalaxmi (PM-Vidyalaxmi) Scheme

Cabinet on 06.11.2024 has approved PM Vidyalaxmi scheme under the administrative control of

Department of Higher Education (DHE), which enables loans through banks to meritorious students so that financial constraints do not prevent any youth of India from pursuing quality higher education. A mission mode

mechanism will facilitate and enable education loans to meritorious students who get admission in the top 860 Quality Higher Educational Institutions in the country, which translates into a coverage to approximately 22 lakh students every year. The scheme enables meritorious students of these QHEIs to take collateral free, guarantor free education loans through a simple, transparent, student-friendly and entirely digital application process. A dedicated PM-Vidyalaxmi Portal is maintained to ensure overall implementation and monitoring of the scheme. The portal has the following features:

- i. A unified portal that allows student to apply for education loan digitally.
- ii. PM-Vidyalaxmi portal allows student to upload all the required documents for sanction of loan.
- iii. A simple 2-page application format for applying education loan
- iv. Facility for students to apply to multiple banks through common application for education loans;
- v. Facility for students to track the status of submitted application;
- vi. Facility for banks to download various reports for effective monitoring of the scheme.

The scheme also provides for 3% interest subvention on loans up to ₹ 10 lakh to a maximum of one lakh needy students in a year, where annual family income is less than ₹ 8 lakhs. This implies that, students who are not availing the benefits under CSIS or any other Central /State Government Scholarship or any other interest subvention scheme or Fee reimbursement shall be eligible for availing the benefit of 3% interest subvention under PM Vidyalaxmi scheme.

9. Insurance Sector

9.1 Overview

The insurance sector is crucial for citizens and the economy alike, providing individuals with protection from unexpected risks such as death, health crisis or property damage, thereby fostering financial security and peace of mind. This stability encourages entrepreneurship and investment, driving economic growth and job creation. Insurance mechanisms mitigate systemic risks, reducing the likelihood of widespread financial crisis and supporting the overall well-being of society. It provides long-term funds for infrastructure development and supports continuous economic transformation.

9.2 Public Sector Insurers

The Public Sector Insurance Companies operating in the sector are as follows:

1. Life Insurance Corporation of India

2. General Insurance Corporation of India – GIC Re (Re-Insurer)
3. The New India Assurance Company Limited
4. United India Insurance Company Limited
5. National Insurance Company Limited
6. The Oriental insurance Company Limited
7. Agriculture Insurance Company of India Limited— Specialised Insurer (Company floated by Public Sector general insurance companies along with NABARD)
8. ECGC Limited – Specialised Insurer (Government of India enterprise for export credit guarantee)

9.3 Legislative Framework governing the Insurance Sector

The policy formulation and administration of the following Acts are involved in the development of insurance sector in the country:

1. The Insurance Act, 1938
2. The Life Insurance Corporation Act, 1956
3. The General Insurance Business (Nationalisation) Act, 1972
4. The IRDA Act, 1999
5. The Actuaries Act, 2006

The Government promulgated an Ordinance namely - the Insurance Laws (Amendment) Ordinance, 2014 on December 26, 2014 to make amendments to the Insurance Act, 1938, the General Insurance Business (Nationalization) Act, 1972 and the Insurance Regulatory and Development Authority Act, 1999 in accordance with the Insurance Laws (Amendment) Bill 2008 as reported by the Select Committee of the Rajya Sabha. The Ordinance was replaced by the Insurance Laws (Amendment) Act, 2015. With the coming into force of the Insurance Laws (Amendment) Act, 2015, the foreign investment cap in an Indian Insurance Company has gone up from 26 per cent to 49 per cent with the safeguard of Indian ownership and control.

Further amendment in the Insurance Act 1938, was brought by promulgating the Insurance (Amendment) Act, 2021 enacted on March 25, 2021 by which the Government has further enhanced the FDI cap from 49% to 74% with certain conditions in the terms of Indian ownership and control. The Sabka Bima Sabki Raksha (Amendment of Insurance Laws) Bill 2025 has further raised FDI limit to 100%.

9.4 New entrants in the insurance industry

Since the opening up of this sector for private and foreign investment in the year 2000, the number

of participants in the insurance industry has gone up from seven (7) insurers (including the Life Insurance Corporation of India, four public sector general insurers, one specialized insurer and General Insurance Corporation as the national re-insurer) to seventy four (74) insurers as on March 31, 2025 operating in the life, general, health and reinsurance segments (including specialized insurers, namely Export Credit Guarantee Corporation Limited and Agricultural Insurance Company of India Limited).

As on March 31, 2025, there are 26 Life insurers including one in Public Sector, 25 general insurers including four in public sector, two specialized insurers in Public Sector, eight Stand-Alone Health Insurers (SAHI) and 13 reinsurers including one in Public Sector.

Registered Insurers and Reinsurers (As on 31.03.2025)

Type of Insurer	Public Sector	Private Sector	Total
Life Insurers	1	25	26
General	6	21	27
Standalone Health	0	8	8
Re-Insurer	1	12	13
Total	8	66	74

Source: IRDAI

9.5 Insurance related Social Security Schemes:

Alongside from the two primary Social Security Schemes - Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Pradhan Mantri Suraksha Bima Yojana (PMSBY) – the Pradhan Mantri Vaya Vandana Yojana (PMVVY) provides an insurance scheme specifically designed for citizens above 60 years of age.

9.5.1. Pradhan Mantri Vaya Vandana Yojana:

- Pradhan Mantri Vaya Vandana Yojana (PMVVY) is offered by the Life Insurance Corporation of India (LIC) and supported by the Government of India, to provide senior citizens of age 60 years or more an assured minimum pension for a term of 10 years, linked to the price at which they purchase the pension policy.

- Government of India bears the differential return, i.e. the difference between return generated by LIC and the assured return committed under the scheme as interest-gap subsidy on an annual basis.
- Maximum Investment allowed is ₹ 15,00,000.
- Under the scheme, a loan of up to 75% of the purchase price is allowed after completion of three policy years.
- As per LIC, 8.36 lakh subscribers (10.9 lakh policies) have benefited under the PMVVY scheme as on 31st March, 2025.
- The Scheme was valid up to 31st March 2023.
- Earlier to PMVVY, LICs’ Varishtha Pension Bima Yojana (VPBY) - Plan 161 and Plan 828 supported by the Government of India provided pension to senior citizens. As per LIC, 3.58 lakh subscribers (4.16 lakh policies) have benefited under the VPBY scheme as on 31st March, 2025.

9.6 Insurance Industry Statistics

Insurance coverage

Insurance coverage refers to the number of lives covered under insurance for life, health and other insurance categories. As per IRDAI report, during 2024-25, life insurers issued 270.22 lakh new policies under individual business and the General, health and specialised insurance companies have issued 3913.53 lakh policies.

The cumulative enrolment as on 29.10.2025 under Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) is 25.46 crore and under Pradhan Mantri Suraksha Bima Yojana (PMSBY) is 54.73 crore

Insurance Penetration and Insurance Density

The measure of insurance penetration and density reflects the level of development of insurance sector in a country. While insurance penetration is measured as the percentage of insurance premium to GDP, insurance density is calculated as the ratio of premium to population (measured in US\$ for convenience of international comparison).

	India (2001-02)	India (2024-25)	Malaysia (2024-25)	Thailand (2024-25)	China (2024-25)
Insurance Penetration (%)	2.7	3.7 (Life:2.7% Non- Life:1%)	5.3	5.1	4.2
Insurance Density (US\$)	11.5	97 (Life:72 & Non-Life: 25)	623	371	558

Source: Swiss Re, Sigma Report World Insurance Report (No.2/2025)

Globally insurance penetration and density in 2024-25 were 3.0% and USD 388 for the life segment and 4.3% and USD 555 for the non-life segment respectively. In 2024-25, the insurance density in India increased from 95 in 2023-24 to 97 in 2024-25.

The insurance penetration of Life Insurance sector in India is reduced from 2.8% in 2023-24 to 2.7% in 2024-25 and the same for Non-Life Insurance sector remained at 1% in both these years. As such, India's overall insurance penetration remained same at 3.7% in 2023-24 & 2024-25.

Premium underwritten for Life Insurance Industry 2024-25

	Market Share	New Business Premium	Renewal Premium	Total Premium
LIC	57.02%	₹ 2.27 lakh crores	₹ 2.62 lakh crores	₹ 4.89 lakh crores
Private Insurers	42.98%	₹ 1.71 lakh crores	₹ 2.26 lakh crores	₹ 3.97 lakh crores
Industry Total	100%	₹ 4.89 lakh crores	₹ 3.97 lakh crores	₹ 8.86 lakh crores

Source: IRDAI

General insurance industry including Health Insurance Business

The general insurance industry (including standalone health insurers) underwrote total direct premium of ₹ 3.08 lakh crores in India for the year 2024-25 as against ₹ 2.90 lakh crores in 2023-24, registering a growth rate of 6.19% as against 12.76% recorded in the previous year. The public sector general insurers (including specialized insurers) together contributed to 34.57% of the market share while the private sector general insurers contributed to the remaining 65.43%. The total premium underwritten outside the country by the three public sector insurers (except United India Insurance) and two private sector insurers (Care Health and ICICI Lombard) stood at ₹ 3,973 crores and ₹ 82.28 crores in 2024-25 respectively.

Sector	Premium (Rs crore) for 2024-25	Growth from 2023-24
PSU	95,252	5.54%
Private General Insurers	1,62,837	5.00%
Private Standalone Health Insurers (SAHI)	38,414	15.99%
Specialized Insurers	11,108	-0.92%
Industry Total	3,07,611	6.19%

Source: IRDAI Annual Report 2024-25

9.7 Life insurance industry

Post liberalization period has witnessed sharp growth in the insurance industry, more particularly in the life segment. Life insurance industry recorded a premium income of ₹ 8.86 lakh crores during 2024-25 as against ₹ 8.3 lakh crores in the previous financial year, registering a growth of 6.73%. The private sector life insurers have clocked a growth of 12.07% in premium, while the public sector life insurer recorded 2.75% growth in premium. Life Insurance Corporation of India (LIC) is the only life insurer underwriting business outside of India and collected a premium of ₹ 398.15 crores during 2024-25, from outside India.

One of the benefits of opening up of the insurance sector has been the extension of health cover to a wider cross-section of the society. Health insurance business is the largest segment with a contribution of 41.42% of the total premium in 2024-25 (40.29% contribution in 2023-24). Health Insurance Segment reported growth of 9.19% in 2024-25 (19.50% growth in 2023-24).

During the year 2024-25, the non-life insurance sector reported net profit of ₹ 13,154 crores compared to a net profit of ₹ 10,119 crores in 2023-24. The Profit after Tax for public sector companies was ₹ 798 crores as against profit of ₹ 157 crores in 2023-24, private sector general insurers had profit after tax of ₹ 8,150 crores as against ₹ 5,983 crores in 2023-24. Specialized insurers' net profit was at ₹ 3,444 crores as against ₹ 3,063 crores in 2023-24 and the net profit for standalone health insurers was at ₹ 762 crores in 2024-25 as against ₹ 915 crores in 2023-24.

9.8 Investments of the Insurance sector:

Insurers have been mandated to follow the pattern of investment, as required under IRDAI (Investment) Regulations, 2016. As on 31.03.2025, the investments made by the insurance industry stood at ₹ 74.44 lakh crores as against ₹ 67.57 lakh crores as on 31.03.2024 registering a growth of 10.14%. The share of Life Insurers, General Insurers and Reinsurers stood at 91.07%, 7.04% and 1.89% respectively. The contribution of public sector was 68.4%, while that of private sector was 31.6%.

	Insurance Sector (2022-23)	Insurance Sector (2023-24)	Life Insurers (2023-24)	Public sector Insurers (2023-24)
Total investments	₹ 67.57 lakh Crores	₹ 74.44 lakh Crores	91.07% of total investment	68.40% of total investments

9.9 Rural and Social Sector Business

The IRDAI (Obligations of Insurers to Rural and Social Sectors) Regulations, 2015 and IRDAI (Obligation of Insurer in respect of Motor Third Party Insurance Business) Regulations, 2015 have been reviewed and notified as IRDAI (Rural, Social Sector and Motor Third Party Obligations) Regulations, 2024 which came into effect from 1st April, 2024.

The revised regulations had specified Rural, Social and Motor Third-Party Business obligations for the year 2024-25 as under:

- a) **Rural Sector Obligations:** All General insurers (excluding stand-alone health insurers, AIC, and ECGC) shall collectively cover minimum 10 per cent of dwellings, shops, and vehicles under fire and motor insurance in minimum 25000 of Gram Panchayats
- b) **Social Sector Obligations:** All insurers—life, general, and stand-alone health insurers (excluding AIC and ECGC)—shall ensure that 10 per cent of lives will be covered under social sector as a proportion of total lives covered.
- c) **Motor Third Party Obligation:** Every General Insurer (other than stand-alone health insurers, AIC and ECGC) shall ensure minimum percentage increase, in number of Goods Carrying, Passenger Carrying Vehicles and Tractors (Miscellaneous segment) over last financial year separately for each category based on their respective Motor Third Party Insurance Market Share in the last financial year.

Under Rural Obligation, it is reported that all general insurers collectively have insured 1,61,525 dwelling & shops and 11,82,073 Vehicles for allocated Gram panchayats. 11 General Insurers have reported that they have not achieved social sector obligations for FY 2024-25. Under Passenger Carrying Vehicle and Tractor Category, 18 insurers have reported shortfall and under Goods carrying Vehicle Category, 17 insurers have reported shortfall.

The SAHI insurers have covered 166.60 lakh lives under social sector i.e., 20% of total lives covered during the year complying with social sector obligations. With respect to Rural Sector, SAHI insurers covered 17.76 lakh lives in health and 12.21 lakh lives under personal accident.

Micro insurance

Micro insurance being a low price-high volume business, its success and sustainability depends mainly on keeping the transaction costs down. In micro-insurance-life, the individual new business premium for the year 2024-25 was ₹ 359.05 crores through 9.32 lakh new policies and the Group new business premium amounted to ₹ 9,242.85 crores covering 1,364.48 lakh lives. There were 1,01,630 micro insurance agents attached to life insurers at the end of FY 2024-25. There were 706 micro insurance agents attached to general insurers and the number of policies stood at 26,097 with a gross domestic premium of ₹ 31.96 crores.

9.1 Initiatives/Steps taken by DFS:

- The Sabka Bima Sabki Raksha (Amendment of Insurance Laws) Act, 2025 has amended various provisions of the Insurance Act, 1938, the Life Insurance Corporation Act, 1956, and Insurance Regulatory and Development Authority Act, 1999, with a view to enhance citizens protection, deepen insurance penetration, accelerate growth and development of the insurance sector and to enhance the ease of doing business. The amendment raised the Foreign Direct Investment limit in Indian Insurance Companies from 74% to 100%. This will help in attracting stable and sustainable investment, facilitate technology transfer, enhance insurance penetration & social protection and help achieve goal of 'Insurance for All by 2047'
- The amendment also provides for creation of a Policyholders' Education and Protection Fund. For greater Policyholders' protection, Insurance Regulatory and Development Authority of India (IRDAI) is being granted the power of disgorgement of wrongful gains made by an insurer or intermediary. It will create a legal anchor for effective use of digital public infrastructure in insurance sector to ensure that policyholders' information is duly secured and protected
- To ensure uninterrupted service and support to policyholders and to promote ease of doing business, one-time registration of insurance intermediaries is proposed in the amendment. Further, the limit for seeking IRDAI approval

for transfer of shares of paid up equity capital, is being raised from the current 1% to 5% for insurance companies. The requirement of Net Owned Funds for foreign re-insurers is reduced from ₹ 5,000 crores to ₹ 1,000 crores to facilitate entry of more re-insurers, building greater re-insurance capacities in the country

- This department has been continuously reviewing the performance of PSGICs. With concerted efforts, the profit after tax of the four PSGICs has improved from ₹ 157 crores in 2023-24 to ₹ 798 crores in 2024-25.
- DFS in co-ordination with DIPAM has disinvested its equity stake to the extent of 3.39% in General Insurance Corporation of India by Offer for Sale of Equity Shares through the stock exchange mechanism on 4th and 5th September, 2024. A total of 594,32,385 Equity Shares (3.39% of the paid-up equity share capital of the Company) were sold raising approx. ₹ 2345.55 crores.
- This department in collaboration with the sector regulator IRDAI, is taking measures to monitor cyber security related issues in public sector insurance companies. DFS has requested IRDAI to conduct a regular review of the cyber security of insurance companies and intermediaries to align with up-to-date security mechanisms for prevention and monitoring of threats.
- With a view to address accessibility needs of persons with disabilities in respect of the facilities and services pertaining to Insurance Sector, DFS has formulated the “Accessibility Standards and Guidelines for infrastructure and services in Insurance Sector” in August 2024.
- This department is supporting MoRTH in implementing the Scheme for Cashless Treatment for Road Accident victims under Golden Hour, which is a welfare measure for saving the lives of road accident victims. Additionally, DFS is coordinating between MoRTH and insurance companies for timely contribution to Motor Vehicle Accident Fund. A total of ₹ 504 crores have been contributed by Insurance companies in “account for insured vehicles” as on December 2025.
- Insurance Surety Bonds (ISBs) are being envisaged to be a viable alternative/complement to Bank Guarantee (BG). In this regard, DFS has requested all Ministries to explore, adopt and promote the use of surety bonds in projects related to their ministries.

10. Pension Sector

Performance & achievements under key/flagship programmes (Tables at Annexure I)

10.1 Atal Pension Yojana (APY)

Atal Pension Yojana (APY) was launched on 9th May, 2015, with the objective of creating a universal social security system for all Indians, especially the poor, the under-privileged and the workers in the unorganised sector. It is open to all citizens of India between 18-40 years of age having a savings bank account in a bank or post-office. For better targeting of guaranteed pension to unorganised sector workers, an income tax payer shall not be eligible to join APY from 1st October, 2022. The subscriber under APY is required to make a monthly/quarterly/six monthly contribution of an amount determined by the amount of pension chosen and the age of joining the scheme. The subscriber shall receive a government guaranteed minimum pension of ₹ 1000 per month, ₹ 2000 per month, ₹ 3000 per month, ₹ 4000 per month or ₹ 5000 per month, after the age of 60 years until death, depending on the contribution chosen. The spouse of the subscriber shall be entitled to receive the same pension amount as that of the subscriber after the death of the subscriber. After the death of both subscriber and the spouse, the nominee of the subscriber shall be entitled to receive the pension wealth, as accumulated till age 60 of the subscriber.

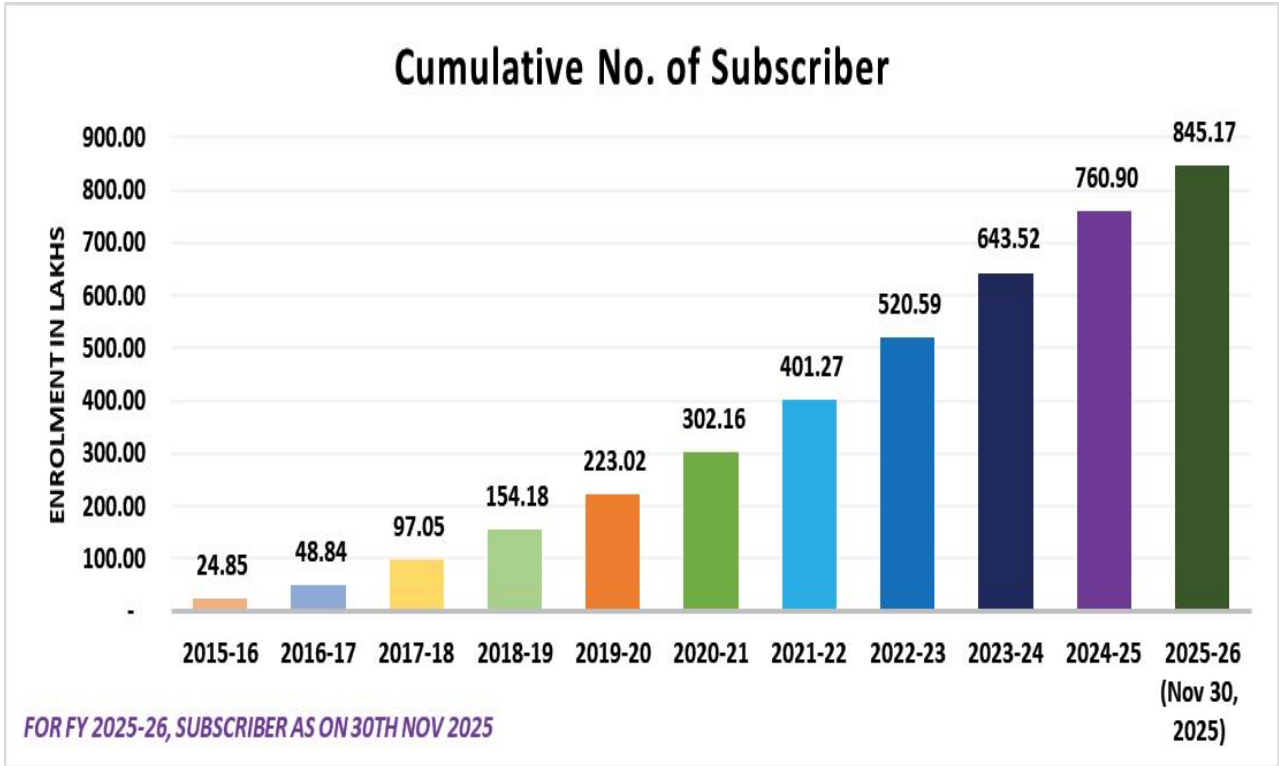
APY is being administered by the Pension Fund Regulatory and Development Authority (PFRDA) under the overall administrative and institutional architecture of the National Pension System (NPS). As on 30th November, 2025, the number of enrolments under APY is more than 8.45 crore with an AUM of ₹ 52,419.63 crores (including gap funding from GoI).

- Enrolment Figures: Total gross enrolments under APY have crossed 8.45 crores as of November 30, 2025. More than 84 lakh APY subscribers were enrolled in FY 2025–26 up to November 30, 2025. Public Sector Banks (PSBs) accounted for 5.89 crore accounts, while Regional Rural Banks (RRBs) accounted for 1.73 crore accounts of the total gross enrolments.
- Gender and Age Distribution (as of 30th November 2025): Female subscribers account for 4,10,44,015 (48.54%) of gross enrolments. The largest age group enrolled is between 21 to 25 years (27.60%, or 2,33,30,498 enrolments), followed by 26 to 30 years (24.14%).
- Pension Slab Preference: A vast majority (86.91%) of subscribers opted for the ₹1,000 pension slab, while 8.15% opted for the highest ₹5,000 pension slab.

- Asset Under Management (AUM) and Returns:
The total AUM under APY reached ₹52,419.63 crore as of November 30, 2025, up from

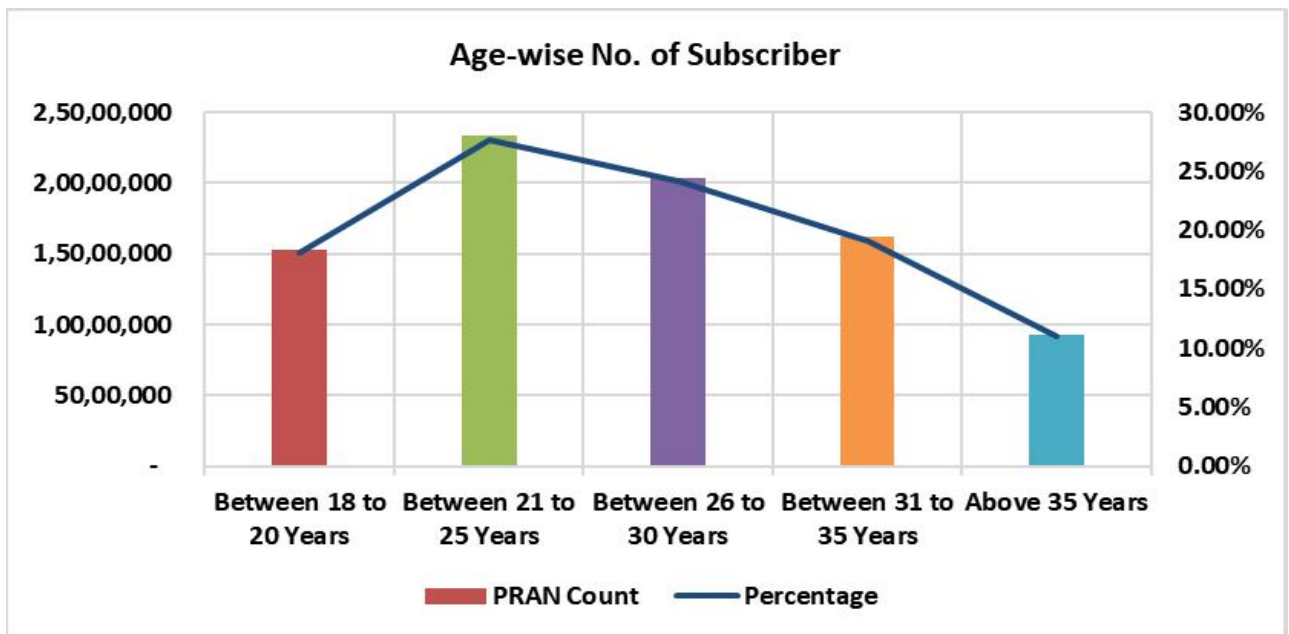
₹44,780.49 crore in FY 2024-25. The APY Scheme Returns stood at 9.00% since inception as of November 28, 2025.

Cumulative Gross Enrolments under APY as on 30.11.2025



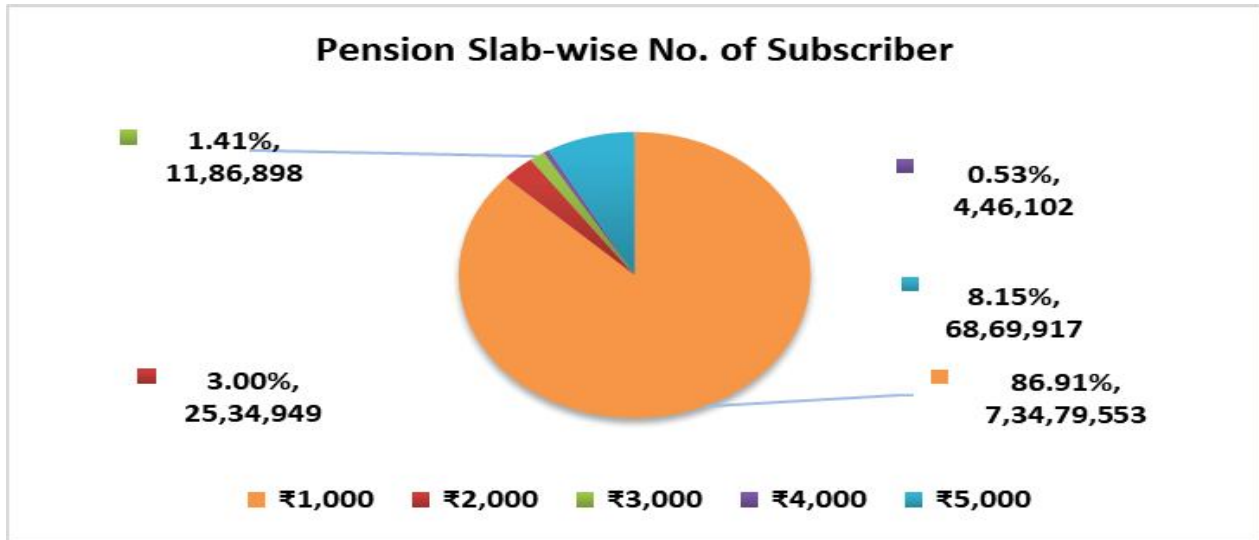
Source: Protean CRA

Age-wise gross subscribers under APY as on 30.11.2025



Source: Protean CRA

Pension slab wise no. of gross subscribers under APY as on 30.11.2025



Gender-wise gross subscribers under APY as on 30.11.2025:

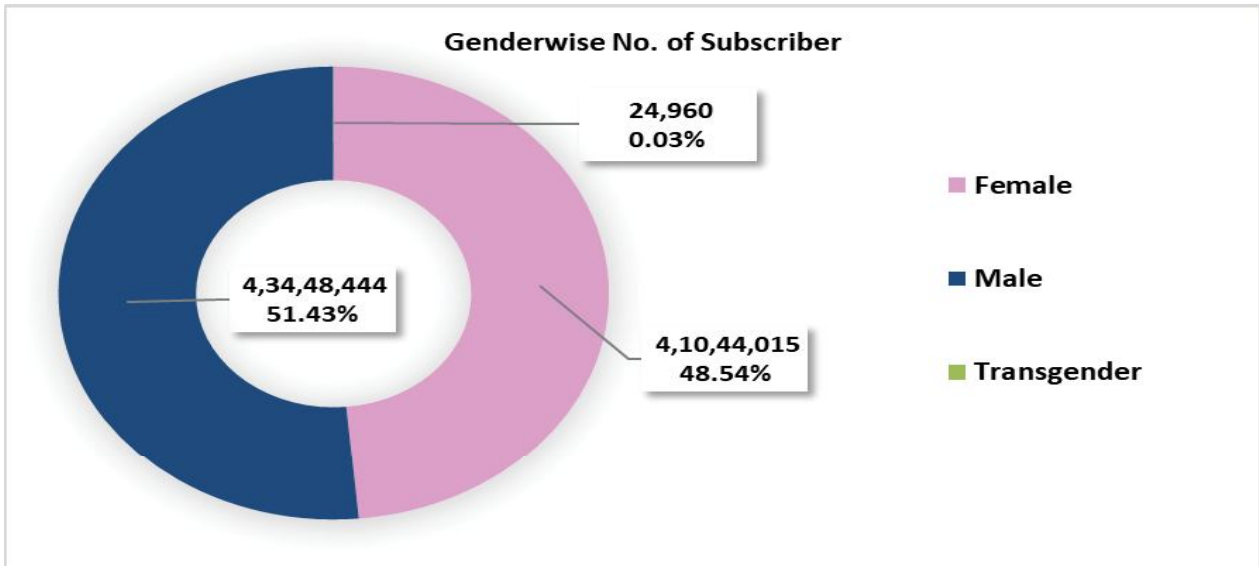
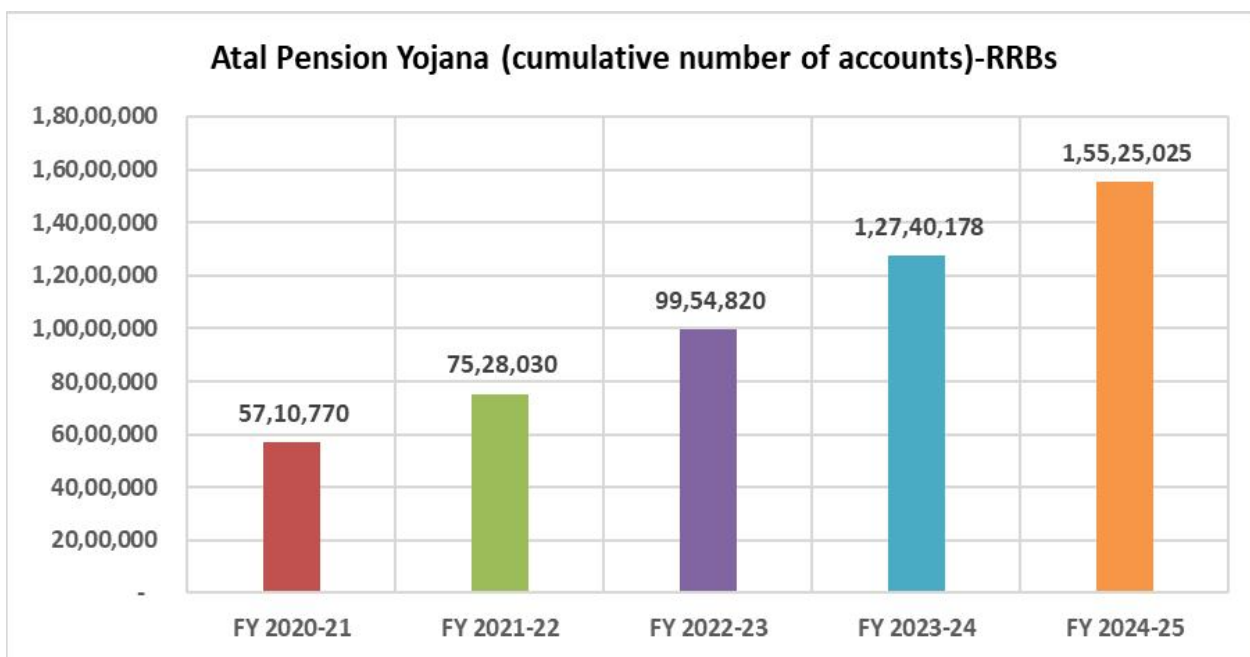


Table I: Performance under Financial Inclusion Schemes- Cumulative Accounts / Enrolments in Crore

S.No	Government Scheme	31-Mar-24			31-Mar-25			YoY Growth (%)	
		RRBs	All Banks	RRBs Share (%)	RRBs	All Banks	RRBs Share (%)	RRBs	All Banks
1	Atal Pension Yojana	1.27	6.44	19.72	1.55	7.60	20.39	22.04	18.01



10.2 Unified Pension Scheme (UPS)

The UPS was introduced as an option under the National Pension System (NPS) for Central Government employees via a notification dated January 24, 2025, designed to provide assured, inflation-indexed, and adequate retirement benefits within the existing NPS architecture. As a result of extensive outreach and publicity initiatives, over 1.22 lakh Central Government employees opted for UPS until November 30, 2025.

10.3 National Pension System (NPS)

The National Pension System (NPS) was introduced by the Government of India vide notification dated 22nd December, 2003, to replace the defined benefit pension system by defined contribution pension scheme in order to provide old age income security in a fiscally sustainable manner and to channelize small savings into productive sectors of the economy through prudential investments. It was made mandatory for all new recruits to the Government service (except armed forces) with effect from 01st January, 2004, and has also been rolled out for all citizens with effect from 01st May, 2009, on voluntary basis. NPS has been adopted by most State Governments and most of the Central and State autonomous bodies. Subsequently, the Pension Fund Regulatory and Development Authority (PFRDA) Act, 2013 was passed. The Scheme offers two types of accounts, namely Tier-I, which is the Pension account, and Tier-II account, which is a voluntary withdrawal account allowed with an active Tier-I account. Some features of NPS are listed below:

10.3.1 Architecture of NPS

NPS architecture consists of Points of Presence (PoPs) as collection and distribution arms, a Central Record keeping Agency (CRA) which maintains the data and records, Trustee Bank to manage the banking operations, Pension Fund (PFs) for generating and maximizing returns on investments of subscribers, Custodian to take care of the assets purchased by the Pension Funds and NPS Trust which holds the assets of subscribers for their benefit and oversees the investment operations.

10.3.2 Withdrawal under NPS

Subscribers can withdraw up to 25% of their own contributions with interval of four years & up to four times before age 60, and of three years after age 60.

10.4 Tax Benefits under NPS:

10.4.1 Tax Benefits under Income Tax Act, 1961 (Old regime)

- a. Section 80CCD (1): Employee contributions eligible for deduction up to:
 - 10% of salary (Basic + DA)
 - 20% of Gross Income for self-employed (Subject to ₹ 1.5 lakh limit under Section 80CCE)
- b. Section 80CCD (1B): Additional tax deduction of ₹ 50,000
- c. Section 80CCD (2): Employer contributions deductible up to:
 - 10% of salary for employees under Old Tax Regime

- 14% of salary for employees under New Tax Regime

- Maximum 60% of the total corpus at the time of exit is not treated as income.
- Partial Withdrawals are tax-exempt

10.4.2 Corporate Tax Benefits

- Employer contributions to NPS (up to 14% of salary, i.e., Basic + DA) are treated as a business expense and can be claimed as a deduction under Section 36(1)(iv)(a) of the Income Tax Act, 1961.

10.4.3 Tax Benefit on Transfer from Approved Superannuation Fund to NPS

To facilitate fund transfers from an approved superannuation fund to NPS, sub-clause (v) under section 10(13) of the Income Tax Act, 1961 provides tax exemption by not treating such transfer as the employee’s income for the relevant assessment year.

10.4.4 Tax Benefit on Exit from NPS

- Amount utilized for purchase of annuity on exit (minimum 40% mandatory) is not treated as income.
- Goods and Service Tax (currently 1.8%) is not applicable on annuity purchase.

As of November 30, 2025, the total AUM across all NPS sectors reached ₹15,94,909.57 crores, with a total subscriber count of 210.30 lakh. Corporate sector registrations crossed 22,957 with 3,138 new corporates onboarded in the current financial year, taking retirement coverage to millions of formal-sector employees.

10.5 NPS Vatsalya

NPS Vatsalya, launched on September 18, 2024, is a contribution-based saving-cum-pension scheme for minors that aims to secure their future and nurture a culture of savings.

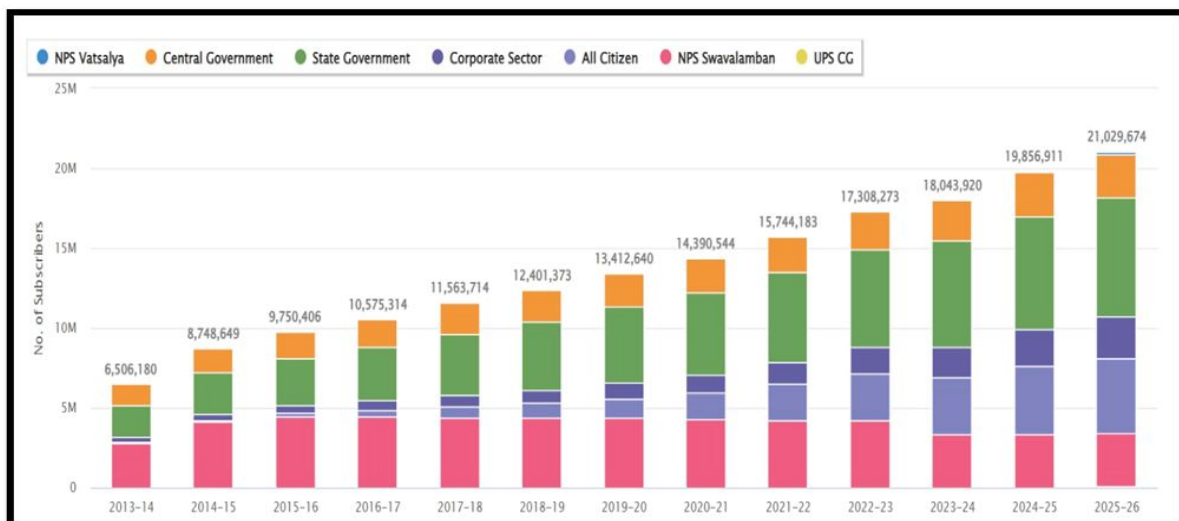
Performance (as of November 30, 2025): The scheme recorded 1,59,205 subscribers and an AUM of ₹215.95 Crore. The subscriber count includes 70,599 females and 88,558 males. The largest age group enrolled is 0-5 years (66,686 subscribers).

10.6 The status of NPS as on 30th November, 2025, is as under:

Sector		Number of subscribers (In Lakhs)	Asset under Management (₹ in Cr.)
Central Government		28.01	4,31,005.49
State Government		74.58	8,14,339.54
Non-Govt Sector	Corporate	25.97	2,62,915.92
	All Citizen Model	46.65	80,041.27
	Vatsalya	1.59	219.38
NPS Lite* (discontinued)		33.50	6,387.97
Total		210.30	15,94,909.57

*(No fresh registration permitted w.e.f. 1st April, 2015)

NPS Subscriber Base as on 30th Nov 2025



10.7 Significant policy decisions & initiatives for inclusive growth/public service delivery

10.7.1 Policy Decisions and Frameworks:

1. **Amendments to the PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015:** PFRDA notified the amendments to the PFRDA (Exits and Withdrawals under the National Pension System) Regulations, 2015, vide notification dated 12 December 2025, following stakeholder consultations. The amendments are aimed at enhancing subscriber flexibility and choice, while ensuring retirement income security.

The amendments provide for the maximum entry and exit age as 85 years, modify vesting period and remove the minimum subscription period for All Citizen Model subscribers. Exit provisions have been recalibrated providing structured payout options including Systematic Lump Withdrawal (SLW) and Systematic Unit Withdrawal (SUR). For lower corpus amounts (up to ₹12 lakh), subscribers can opt for complete withdrawal and/or along with SUR or annuity, while for higher corpus, annuity is mandatory with the lump sum portion taken as SLW or SUR with the option to avail 100% as annuity continues to be available for any corpus size. For exit upon superannuation/attaining 60 years/15-year vesting period, as applicable, the lump-sum and annuity proportion has been retained at 60:40 for government subscribers, while for non-government subscribers it has been revised to 80:20. Full withdrawal limit for premature exit has been stipulated at ₹5 lakh, and subscribers joining post age 60 are eligible for exit without requirement of vesting period.

The amendment also allows regulated financial institutions to provide financial assistance with lien marking on individual pension accounts within limits applicable to partial withdrawal. Partial withdrawals are permitted with interval of four years & up to four times before age 60, and of three years after age 60. Enabling provisions have also been added for the introduction of specific purpose schemes under NPS, while maintaining the overall retirement income objectives

2. **Multiple Scheme Framework (MSF):** Operationalised on October 1, 2025 (NPS Diwas), the MSF allows a subscriber, uniquely identified via PAN, to hold and manage multiple

schemes within the NPS through the PRAN at each Central Recordkeeping Agency (CRA). This new architecture enables Pension Funds (PFs) to design schemes tailored to specific subscriber profiles, such as self-employed professionals or digital economy workers, promoting inclusivity in pension. 25 schemes have been launched under this framework. till 30th November 2025, a total of 15,720 Subscribers invested to the various MSF schemes launched with a total AUM of approx. ₹ 20 Cr.

3. **Expansion and Rationalisation of Investment Choices:** The range of investment options for Central Government (CG) employees under NPS was expanded from four to six distinct choices. Two new Auto Choice options were introduced: The Life Cycle 75 (LC75), offering higher equity exposure, and the Balanced Life Cycle Fund (BLC), which maintains relatively higher equity later in life. Furthermore, PFRDA rationalised the nomenclature of Life Cycle Funds to better reflect their equity exposure and risk profile, promoting transparency and ease of selection.
4. **Unified Pension Scheme (UPS) Flexibility:** The Government of India introduced a 'One-time one-way Switch facility', allowing UPS subscribers to revert to NPS at any time during service (subject to time limits before retirement/superannuation). Crucially, the additional lump sum payment under UPS has been made fully tax-exempt.
5. **CRA Selection Choice:** PFRDA issued a Master Circular on September 15, 2025, granting subscribers voluntarily enrolling under NPS the choice of selecting their preferred CRA. For APY and NPS-Lite, the choice rests with the Point of Presence (PoP), but if the PoP integrates with multiple CRAs, both existing and new subscribers can select their preferred CRA.
6. **NPS Exit Policy Amendment:** A circular dated April 21, 2025, permits the closure of NPS accounts and complete withdrawal (without annuitization) for subscribers who have renounced Indian citizenship and do not hold an OCI card.
7. **CRA Charge Determination:** Following a Price Discovery Process (undertaken once every five years), PFRDA issued a circular on September 15, 2025, stipulating the revised charge structure for CRAs to ensure transparency and competitiveness.

8. **Amendments to the PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015:** The PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015, last amended in 2021, are currently being reviewed to reflect recent developments in the NPS architecture, including the introduction of Multiple Scheme Framework (MSF) for the Non-Government Sector. Stakeholder feedback highlighting the need for greater flexibility is also being factored into the amendment exercise.

10.7.2 Initiatives for Inclusive Growth and Outreach

1. To strengthen social security for workers in the informal and digital economy, PFRDA has launched NPS for Gig and Platform Workers. The initiative began with the onboarding of workers associated with Zomato and GoaMiles, marking a step towards extending pension benefits to this emerging workforce segment.
2. To increase the awareness among workforce involved in MSME, more than 50 outreach programs for NPS awareness will be conducted in coordination of consultancy firms. In addition to it, conferences are being organized on NPS in association with trade bodies.
3. With an aim to enhance NPS visibility and outreach among the general public, the Department has initiated large-scale awareness programs through engagement with several media partners. 50 such programs will be organised and it includes pre-event and post event local coverage through the media partner in all of these cities.
4. Training of employees of Point of Presence (PoP) is being conducted on regular basis.
5. ENRICH ELEVATE ENROL – TRIPLE “E” and NPS Diwas, NPS Game Changers campaigns were organized to encourage and honor the efforts of PoP officials who significantly contribute to NPS expansion.
6. Rural and FPO Outreach: PFRDA signed a Memorandum of Understanding (MoU) with NABARD during NPS Diwas 2025 to expand NPS access to 45,000 Farmer Producer Organisations (FPOs). Outreach programs are also being conducted in Tier II cities and mofussil towns, and PFRDA is engaging with Regional Rural Banks (RRBs) to focus on rural areas.
7. NPS Vatsalya Awareness: A nationwide drive titled “Children’s Financial Security Week: Promote Awareness & Savings with NPS Vatsalya” was organised from November 11 to

16, 2025, to promote awareness and financial literacy from a young age.

8. **Strengthening of KYC/AML/CFT framework:** PFRDA issued a Master Circular towards transitioning towards the risk-based KYC approach prevalent in industry, thus moving away from the previous “one-size-fits-all” model as announced in the Union Budget 2023-24. This streamlined framework leverages identifiers from the CKYCR, bank-issued KYC, and CBS-based verification to enable faster subscriber onboarding with minimal physical documentation. Furthermore, in compliance with recent Supreme Court directives, the circular mandates making the KYC process more accessible for Persons with Disabilities (PwDs) and individuals with special needs.
9. **Strengthening of Distribution channel-** To strengthen the distribution channel of NPS, PFRDA is engaging with Fintechs to increase penetration through online mode and Regional Rural Banks (RRBs) to focus on the rural areas. Furthermore, PFRDA has widened Pension Agent options for FPOs. This will expand both online and offline distribution channels, enabling a broader reach and onboarding of additional channels into the NPS ecosystem and has promulgated an incentive framework for FPOs through POPs under NPS.
10. **Revised Guidelines on Subscriber Onboarding:** With the core objectives of simplifying and standardizing the entire onboarding process for NPS, to make the SRF more inclusive and user-friendly and to ensure seamless digital subscriber registration across all available channels, PFRDA issued Revised Guidelines on Subscriber Onboarding and a Revised Subscriber Registration Form (SRF) in October, 2025.
11. **Atal Pension Yojana (APY) Outreach-** PFRDA scheduled 32 APY Outreach programs in FY 2025–26, conducting 24 such programs by November 30, 2025, in coordination with SLBCs and LDMs. These strategies for promotion are also discussed at Zonal strategy review meetings held in Mumbai, Kolkata, and Chennai. To enhance regional accessibility, a single one-pager APY Flyer was created in Hindi, English, and 21 other regional languages.
12. **Consultation Papers and Future Strategy:** PFRDA released two consultation papers in late 2025 addressing future strategy. The

first paper proposed three distinct schemes under the NPS framework, including Pension Scheme-2, an Assured Benefit scheme designed to provide a Target Pension with periodic inflation adjustments. PFRDA hosted a seminar on October 28th 2025 on the Consultation Paper at the Insurance Institute of India in Mumbai. The seminar generated rich discussions among the participants, focusing on the future roadmap for the NPS and the practical implementation of the proposals outlined in the Consultation. The second paper proposed the adoption of a dual valuation framework ('accrual' and 'fair market') for long-dated Government Securities in NPS/APY, aiming to depict stable pension wealth accumulation and reduce the impact of short-term interest rate volatility.

10.7.3 North-East Region & Sikkim Based Initiatives (Tables at Annexure I)

To enhance the outreach of APY across the North-East, PFRDA has undertaken outreach programmes in collaboration with regional stakeholders. During FY 2025–26, two major programmes were conducted in the North-Eastern Region, one in Itanagar in coordination with the LDM Itanagar, and another in Guwahati in coordination with SLBC Assam. These programs covered the need for pension, key features of APY including its triple benefits, and included presentation of awards and certificates to the best-performing LDMs and State Coordinators of the respective states, along with a review of state-wise progress. The sessions were attended by officials from PFRDA, RBI, NABARD, SRLMs, banks, BCs, SHGs, subscribers, and FLC members, ensuring comprehensive participation.

To strengthen localized communication, a dedicated one-page APY flyer has been developed in the key North-East languages listed under Schedule 22 i.e. **Assamese, Bengali, Bodo, Manipuri, Nepali, Khasi, Mizo, and Garo** and also in **English**, facilitating wider acceptance and understanding across the North East region.

Subscriber awareness programs were also conducted for the people of the North-East through PFRDA's empanelled training agency.

With the combined efforts of PFRDA and various stakeholders, APY gross enrolments in the North-Eastern States and Sikkim reached 26.77 lakh as on 30 November

2025. Out of these, 15.10 lakh are women enrolments, representing 56.40% of total enrolments in the region. This strong female participation highlights PFRDA's focused efforts in bringing more eligible women under the APY.

10.7.4 e-Governance activities

10.7.4.1 Digital Integration and Subscriber Access

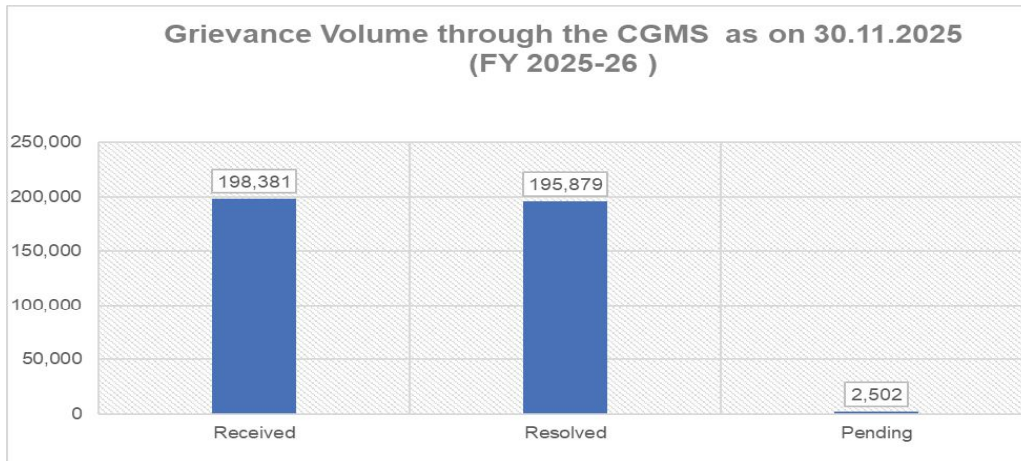
- 1. Bharat Connect Platform:** NPS accounts can accept contributions from individual investors via Bharat Connect-enabled platforms, including BHIM, PhonePe, MobiKwik, and Kotak Mahindra Bank (net banking).
- 2. Account Aggregator (AA) Framework Integration:** NPS is integrating with the AA framework, which facilitates the sharing of financial and other information in a real-time and data blind manner between regulated entities. This technology empowers NPS subscribers to have seamless and secure access to their NPS information and enables its portability in an encrypted form.
- 3. APY Online Onboarding:** Banks are encouraged to strengthen online distribution channels for APY onboarding, specifically through the e-APY portal and APY app using Aadhaar-authentication, and via banks' net-banking, mobile app, and web portals.

10.7.4.2 Grievance Redressal Mechanism (GRM)

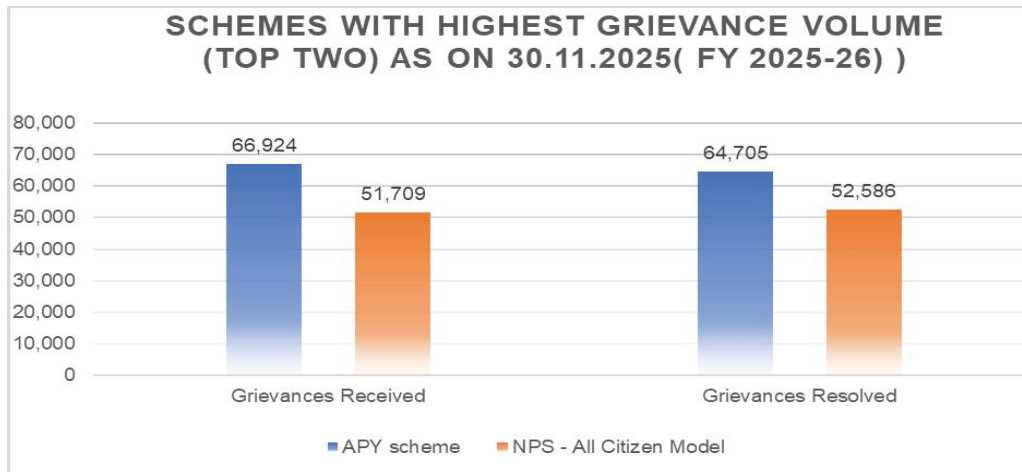
The Centralized Grievance Management System (CGMS), managed by Central Recordkeeping Agencies (CRAs), facilitates a system-driven grievance redressal mechanism for subscribers under NPS, APY and UPS.

- 1. Grievance Volume (FY 2025-26 as on 30.11.2025):** A total of 198,381 grievances were received through the CGMS portal in FY 2025–26, with 195,879 resolved. The highest number of grievances were received under the APY scheme (66,924 received, 64,705 resolved), followed by NPS - All Citizen Model (ACM) (51,709 received, 52,586 resolved).
- 2. Top Grievance Categories:** The top grievance categories received were Withdrawal Related (47,098), PRAN Card Related (41,542), and General query (35,732).

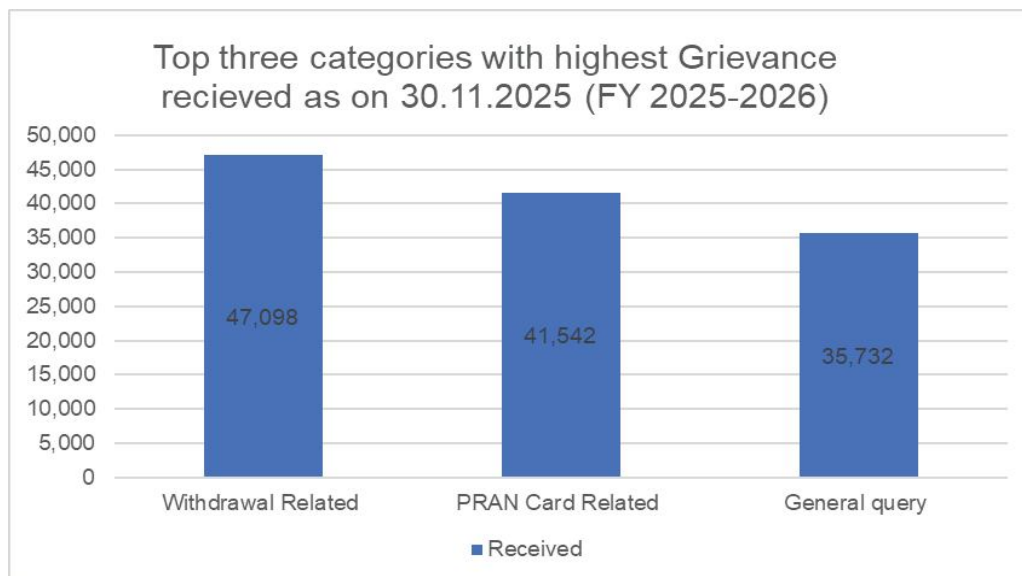
A. Grievance Volume through the CGMS as on 30.11.2025 (FY 2025-26)



B. Schemes with Highest Grievance Volume (Top Two) As On 30.11.2025 (FY 2025-26)



C. Top Three Categories with Highest Grievance received as on 30.11.2025 (FY 2025-2026)



A workshop was conducted by the Department of Financial Services (DFS) Ministry of Finance on 'Measures to Improve Grievance Redressal Mechanism' on 4.8.2025 at PFRDA, focusing on strengthening the grievance redressal mechanism under the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS), with specific emphasis on pension-related grievances pertaining to NPS, APY, and UPS. The workshop highlighted the importance of systematic data collection and indicator-based root cause analysis to identify recurring grievance categories and customer pain points. Key issues such as service delivery gaps, procedural delays, system-related challenges, and lack of awareness at intermediary levels were discussed. The deliberations aimed at improving monitoring, enhancing coordination among stakeholders, and enabling more effective, timely, and citizen-centric grievance resolution.

11. Financial Institutions

11.1 National Housing Bank

The National Housing Bank (NHB) is a development financial institution, established in 1988, under the National Housing Bank Act, 1987 (Central Act no. 53 of 1987). NHB operates as the principal agency to promote housing finance institutions and to provide financial and other support to such institutions. NHB's three broad functions are Supervision of Housing Finance Companies (HFCs), Financing and Promotion

& Development. NHB provides finance to the housing sector through two windows namely Refinance and Project Finance. NHB's business includes refinancing individual housing loans of HFCs, SCBs, Regional Rural Banks and Small Finance Banks (SFBs) and financing public agencies and public private partnerships for their housing projects.

The Urban Infrastructure Development Fund (UIDF) was initiated in the Union Budget of FY 2023-24 utilizing the priority sector lending shortfall. As on 30.11.2025, an amount of ₹30,000 crore has been allocated under UIDF, managed by the National Housing Bank (NHB). The primary objective of UIDF is to complement the urban infrastructure development initiatives of State Governments/UTs in Tier 2 and Tier 3 cities by offering a reliable source of financing. NHB has established normative allocation guidelines for States/UTs and implemented an automated system for efficient scheme execution. As on 30.11.2025, the Bank has sanctioned ₹13842.54 crore and disbursed ₹1,868.37 crore under UIDF.

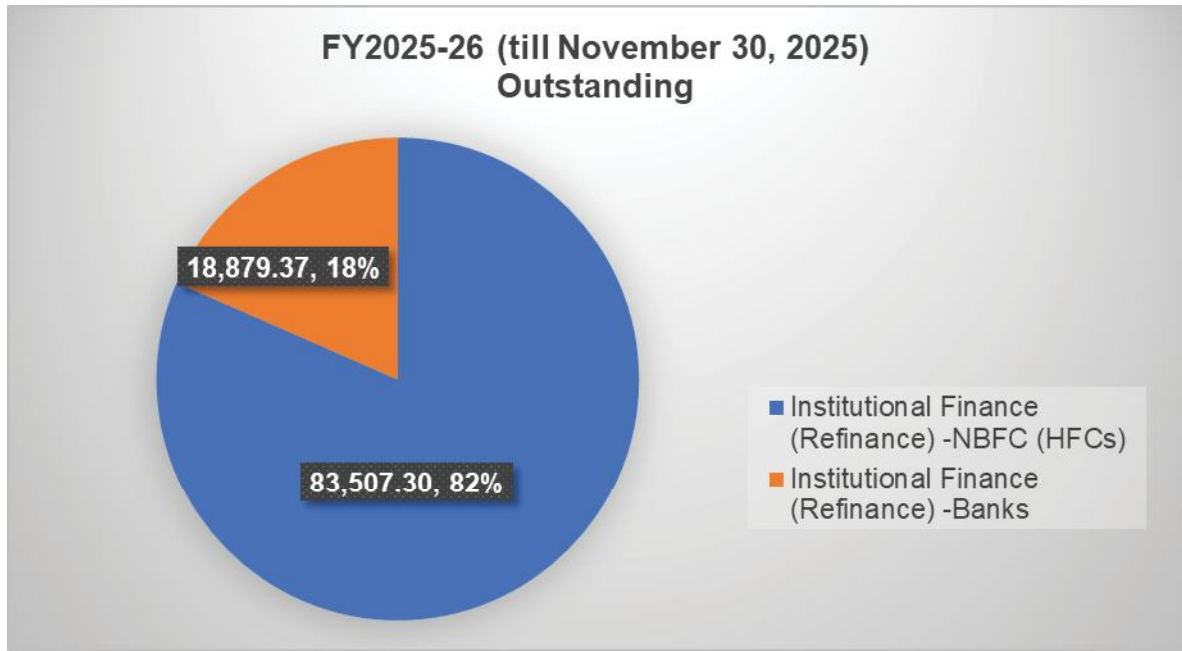
11.1.1 Refinancing

Till 30.11.2025, National Housing Bank has disbursed cumulative refinance of ₹ 4.33 lakh crore, out of which ₹ 59,368 crore has been disbursed under Affordable Housing Fund. The details of refinance activities undertaken by NHB during FY 2024-25 and FY2025-26 (till 30.11.2025) are as below:

(Rs. Crores)

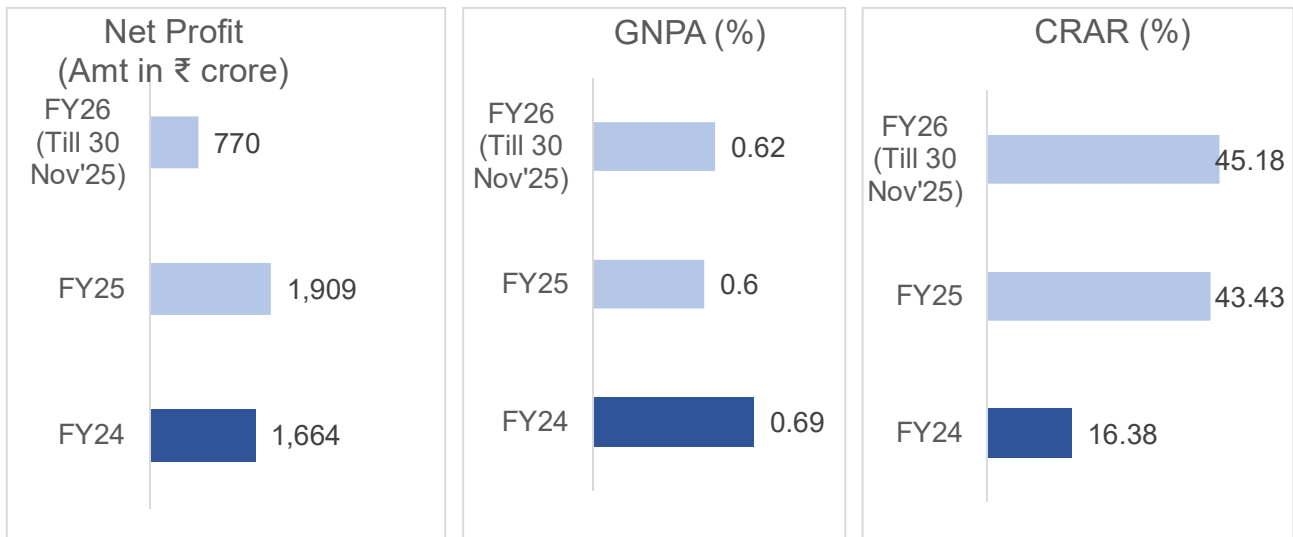
Business Groups	FY2024-25 (01.07.2024 – 30.06.2025)			FY2025-26 (01.07.2024 – till 30.11.2025)		
	Sanction	Disbursement	Outstanding as on 30.06.2025	Sanction	Disbursement*	Outstanding as on 30.11.2025
Institutional Finance (Refinance) -NBFC (HFCs)	28,168	27,266.40	86,440.55	23,618	9,387.85	83,507.30
Institutional Finance (Refinance) -Banks	8,366	5,042	21,472.89	4,250	509.00	18,879.37
Total	36,534	32,308.4	1,07,913.44	27,868	9,896.85	1,02,386.67

*figure includes disbursement from carried forwarded limit of last financial year.



11.1.2 Financial Highlights

- Bank posted a Net Profit of ₹ 770 crores for the period ended November 30, 2025 (July-November) with ROA of 1.59%, Return on NOF of 11.66% and Capital Adequacy Ratio (CRAR) of 45.18% as on 30.11.2025.
- Gross NPA ratio of the Bank stood at 0.62% as on 30.11.2025.
- Bank has disbursed a cumulative amount of ₹ 9,897/- crores till 30.11.2025 during the current financial year (July, 2025 – June, 2026).



11.2 Small Industries Development Bank of India (SIDBI) by way of

SIDBI, established under an Act of Parliament in 1990, is the Principal Financial Institution for promotion, financing and development of the Micro, Small and Medium Enterprises (MSMEs) and co-ordination of the functions of the various Institutions engaged in similar activities. SIDBI extends financial assistance to MSMEs

- a) Direct Finance through its branch network as also in partnership with other Institutions
- b) Indirect Finance/ Refinance through Banks (including SFBs), NBFCs, MFIs and other institutions by extending refinance/ resource support assistance against micro and small (MSE) loan portfolio of such institutions.

SIDBI is also engaged in various developmental and ecosystem building initiatives for the MSME sector in India, such as Cluster Level Interventions, Promotional & Development Initiatives, Government Scheme Management, Digital Innovations, Venture Capital Support, etc.

11.2.1 Financial Highlights

Overall portfolio is expected to grow as given below: (Amount in ₹ Crore)

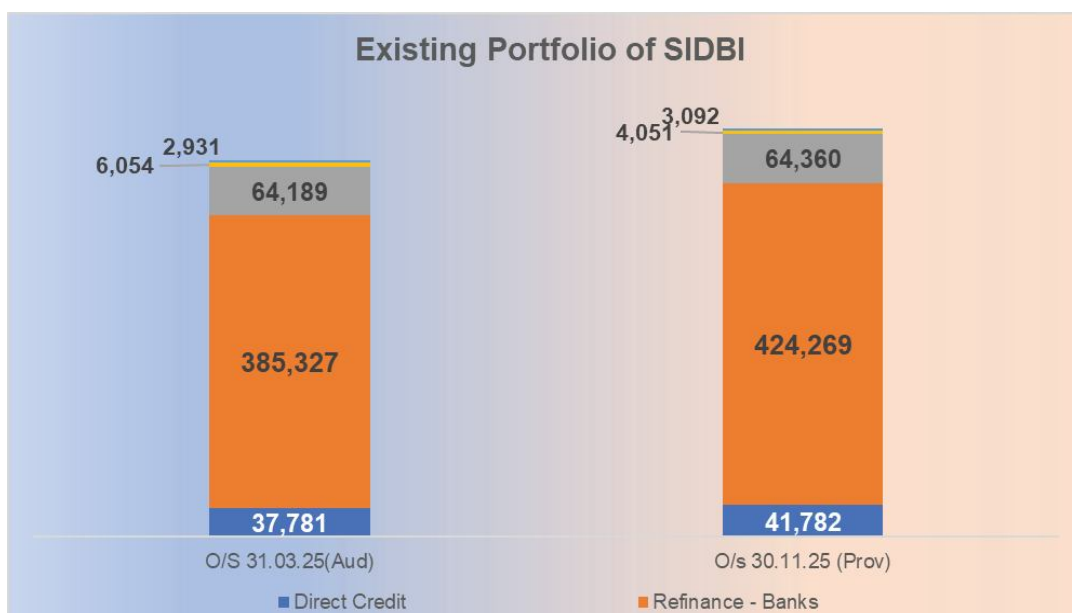
Business Groups (SIDBI)	O/S 31.03.25 (Audited)	O/s 30.11.25 (Provision)
Total	4,96,282	5,37,554

The Profit after Tax for FY 2024-25 and Gross NPAs as on March 31, 2025 of SIDBI stood at ₹4,811 crore and 0.04%, respectively.

11.2.2 Initiatives

The Bank has launched new products targeting MSMEs' evolving needs, including cashflow-based support for defence-related businesses, incentives for purchasing DG sets, modernization assistance for hospitality enterprises, and investment aid for agro-based industries.

SIDBI has also initiated a Development of Industry Associations (DIA) programme in industrial clusters across India. SIDBI continues to leverage technology to boost financial inclusion for MSMEs, focusing on improving credit access through digital initiatives.



The Profit after Tax for FY 2024-25 and Gross NPAs as on March 31, 2025 of SIDBI stood at Rs.4,811 crore and 0.04%, respectively.

11.3 Export - Import Bank of India (Exim Bank)

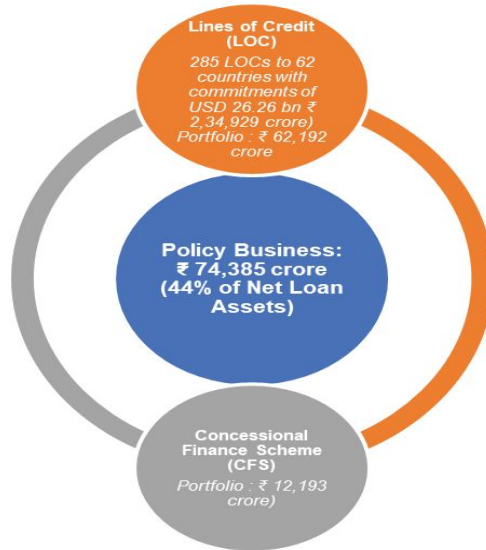
Exim Bank was established in 1982 for financing, facilitating and promoting India's international trade and investment, for functioning as the principal financial institution for coordinating the working of institutions engaged in financing export and import of goods and services with a view to promoting the country's international trade, and to function as a key policy-input provider to the Government of India (GoI).

Exim Bank offers a comprehensive range of lending and service / advisory programmes, aimed at aiding the globalisation efforts of Indian companies. Exim Bank especially distinguishes itself in the areas of Project Exports, Lines of Credit (LOCs) and Overseas Investment Finance (OIF) and Ubharte Sitaare Programme (USP),

which benefit a gamut of externally oriented Indian companies, including MSMEs. The Bank's Trade Assistance Programme (TAP) is also working towards addressing the trade finance gap to businesses, especially MSMEs, by providing an effective bridge between local banks in partner countries and banks in India.

India Exim Finserve IFSC Pvt. Ltd. is a subsidiary of Exim Bank set up in GIFT City. As on November 30th, 2025 the Exim Finserve has supported transactions with aggregate value of USD 31.10 mn (equ. ₹ 275 crore) covering 1,726 transactions (invoices) for exports to North America, Europe, Middle East and Southeast Asia and Australia supporting MSME exporters, based in Uttar Pradesh, Tamil Nadu, Goa, Maharashtra, Gujrat, Punjab and Delhi etc

A. Policy Business of the Bank (As on Nov,2025)



B. Commercial Business: (As on Nov,2025)



11.4 India Infrastructure Finance Company Limited (IIFCL)

IIFCL is a wholly-owned Government of India company set up in 2006 to provide long-term financial assistance to viable infrastructure projects. IIFCL has been registered with the Reserve Bank of India as a Non-Banking Finance Company – Infrastructure Finance Company (NBFC-ND-IFC) since September 2013. It is amongst the most diversified public sector infrastructure lenders in terms of eligible infrastructure sub-sectors and product offerings. IIFCL is also active in providing inputs and policy support in infrastructure financing space to the Government through various forums, with an aim to promote and develop world-class infrastructure in India.

IIFCL has set up three wholly-owned subsidiaries as under:

- a) IIFC(UK)
- b) IIFCL Projects Limited (IPL)
- c) IIFCL Asset Management Company Limited (IAMCL)

The organization gives overriding priority to Public-Private-Partnership (PPP) projects. IIFCL provides long term financing to viable infrastructure projects through a product mix of Direct Lending (SIFTI), Takeout Finance, Refinance and Credit Enhancement. Taking its developmental role further, IIFCL has in FY 2021-22 ventured into investment in Infrastructure Project Bonds and lending to Infrastructure Investment Trusts (InvITs).

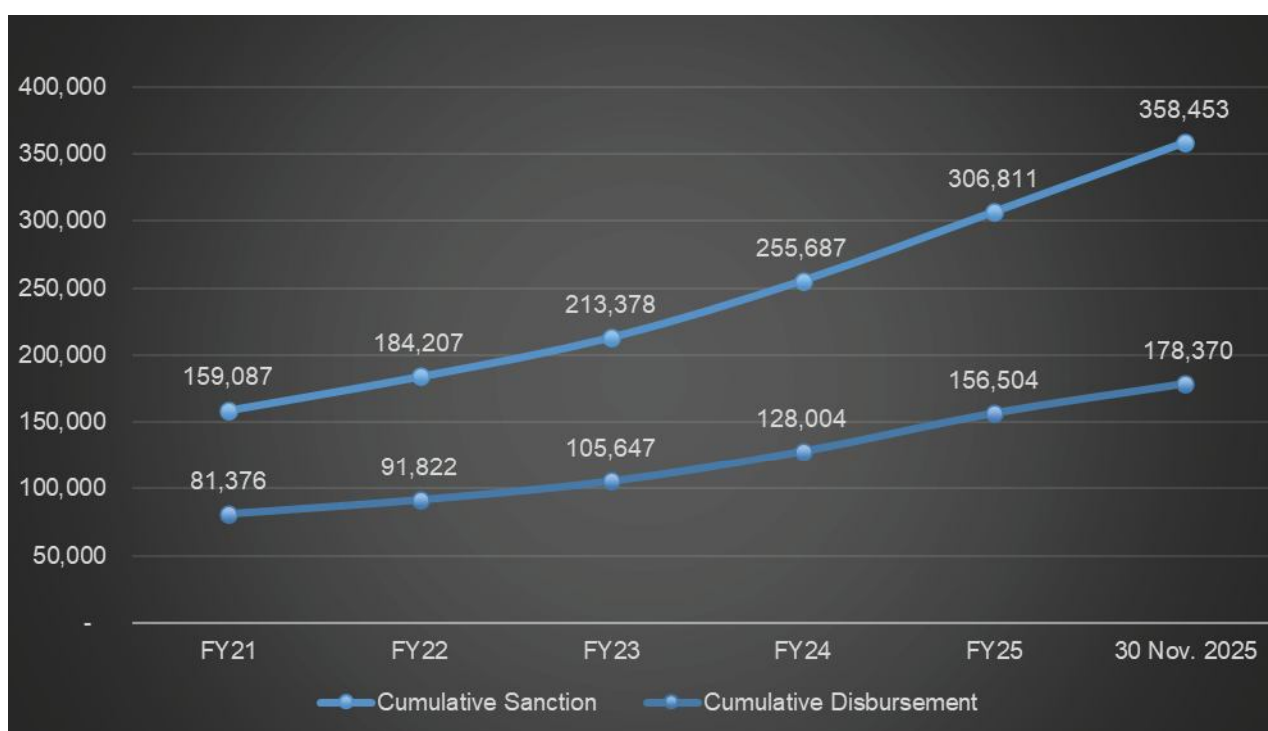


Fig.1 Sanctions and Disbursements as on 30.11.2025

On a standalone basis, as of 30th November, 2025, IIFCL has made cumulative gross sanctions of ₹ 3,58,453 crore to around 880 projects under Direct Lending, Takeout Finance, Refinance Schemes, InvITs, and investment in Bonds. This includes cumulative gross sanctions of ₹ 1,41,746 crores under direct lending. The company has made cumulative disbursements of ₹ 1,78,370 crores till 30th November, 2025. Since inception, 60% of IIFCL’s business has been done during the period from FY 2021 to Q2 FY 2026

IIFCL recorded an all-time high Profit after Tax (PAT) of ₹2,165 crores in FY 2024-25 and a PAT of ₹719 crores as on Q2 FY 2025-26. Further, IIFCL is targeting 20% of its disbursements in FY 2026 towards

green and sustainable financing, specifically within the renewable energy sector. In August 2024, IIFCL introduced a comprehensive Sustainable and ESG Financing Framework to facilitate the issuance of green bonds, along with a Green Finance Framework for their appropriate deployment.

11.5 National Bank for Financing Infrastructure and Development

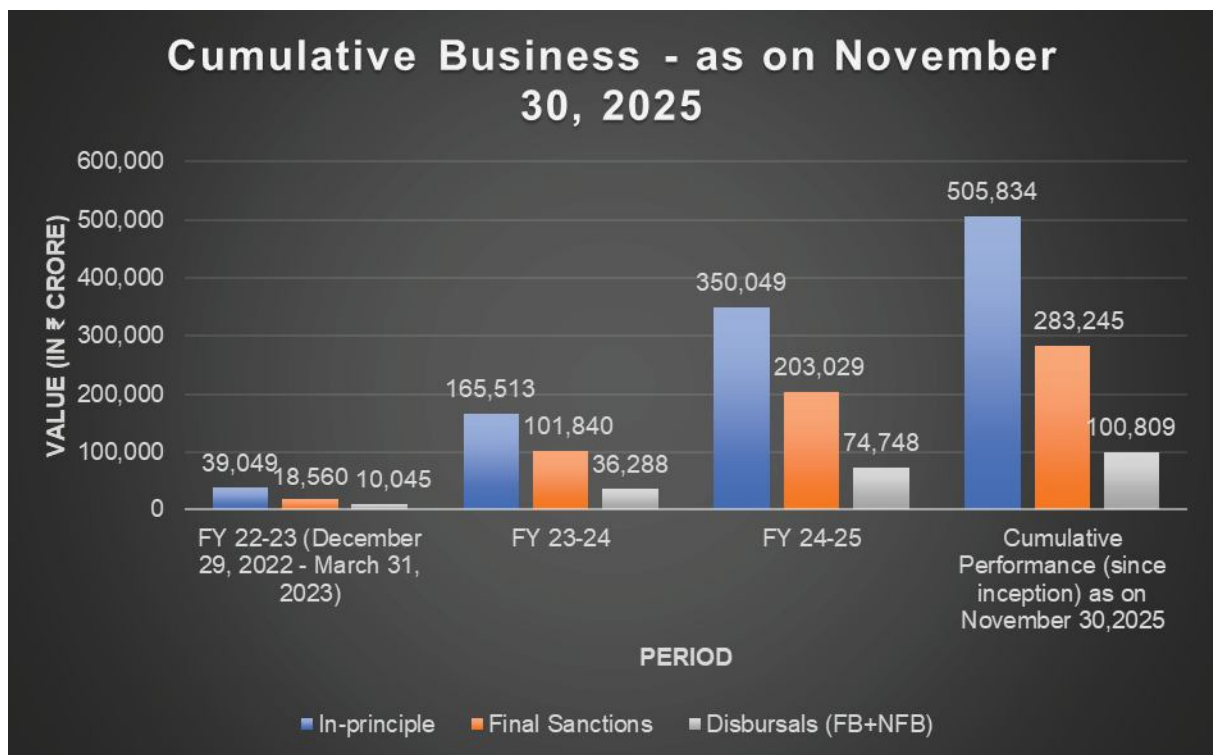
National Bank for Financing Infrastructure and Development (the ‘Institution’) has been set up as an infrastructure focused Development Financial Institution (DFI) under the National Bank for Financing Infrastructure and Development Act 2021, on March 28, 2021 to support

the development of long-term non-recourse infrastructure financing in India including the development of the bonds and derivatives markets necessary for infrastructure financing. The Institution was granted All India Financial Institution (AIFI) status by the RBI on March 8, 2022.

The Institution commenced its business operations on December 29, 2022, with its first loan disbursement. The Institution reported Net Profit After Taxes of ₹ 1,602 crore for FY 2024, ₹ 2,191 crore for FY 2025 and ₹ 1,486 crore, for the first six months of FY 2026 respectively. The Institution received Highest AAA (stable) domestic rating from ICRA, CRISIL, CARE and India Ratings. In FY 2024-2025, the Institution raised ₹ 16,851 crore (of which ₹ 3,911 crore had tenor of 20 years) and during the half year ended September

2025, the Institution has successfully raised ₹ 7,809 crore through bonds.

As of November 30, 2025, the Institution has accorded cumulative sanctions (since December 2022) of ~₹ 2,83,245 crore and cumulative disbursement of ~₹ 1,00,809 crore across sectors such as Roads, Renewables, Transmission and Distribution, Data centres, Hospitals, Education, and Social Commercial Sectors amongst others. Two-thirds of the sanctions are spread across long-term tenors ranging between 15-30 years. The Institution projects to accord cumulative sanctions of ~ ₹ 3,23,000 crore and cumulative disbursements of ~ ₹ 1,45,000 crore by end of FY 2025-2026.



Major achievement towards Developmental Mandate:

- i. The Institution launched the Partial Credit Enhancement (PCE) product on September 18, 2025. The aim is to catalyse the participation of insurance and pension funds in infrastructure financing and expand the investor base. Backstop guarantee facility from Multilateral Development Banks for risk sharing on PCE facility is under progress.
- ii. The Institution is offering Transaction Advisory Services (TAS) with focus on Public-Private Partnerships (PPP) projects facilitating creation of bankable project pipeline. The Institution has

been appointed as transaction advisor by Andhra Pradesh Capital Region Development Authority (APCRDA) on November 12, 2025, for providing advisory services related to urban infrastructure projects to undertake the development of Amravati City. The Institution also signed an MoU with Jammu & Kashmir Lake Conservation Authority (J&K LCMA) for providing advisory services for development of tourism projects near Dal Lake on Oct 24, 2025 and work has commenced.

- iii. A program based lending product for Urban Local Bodies (ULBs)/ Municipal Corporations

was launched by Institution in December 2024 for debt financing of Waste Management projects including Waste to Power, Waste to Biogas & Waste-water treatment. The contours of this product were presented to various participants, including Municipal corporations/ ULBs in the event scheduled on February 06, 2025.

- iv. The Institution is taking steps towards crowding in of investments through partnerships with various Multilateral Development Banks. The Institution is developing a Partial Debt Guarantee offering in collaboration with Asian infrastructure Investment Bank (AIIB) for loans that qualify under climate financing.
- v. Blended / Concessional Finance structures and engagement with the World Bank Group for development of Partial Credit Enhancement (PCE) product; MoU with International Finance Centre (IFC) for Co-Lending activities, Lol with Asian Development Bank for collaboration aimed at promoting climate resilience and supporting the improvement of urban and rural infrastructure.

11.6 The Industrial Finance Corporation of India (IFCI)

IFCI Limited (IFCI) was set up as a Statutory Corporation (“The Industrial Finance Corporation of India” now named as “IFCI Limited”) in 1948, as independent India’s first Development Financial Institution, for providing medium- and long-term finance to industry. In 1993, after repeal of the IFCI Act, IFCI became a Public Limited Company, registered under the Companies Act, 1956. IFCI is also registered as a Systemically Important, Non-Deposit Taking, Non-Banking Financial Company (NBFC-ND-SI) and is classified as NBFC-Middle Layer (NBFC-ML) as per Scale Based Regulatory (SBR) Framework with Reserve Bank of India (RBI). It is also notified as a Public Financial Institution (PFI) under Section 2(72) of the Companies Act, 2013. IFCI became a Government Company in April 2015 and as on date (30-11-2025), the shareholding of Gol stands at 72.57% of paid-up capital of IFCI. IFCI is a public limited company listed on BSE and NSE and has six number of subsidiaries, and one associate under its fold.

11.7 IFCI Limited also provides Government Advisory services and Corporate Advisory services. In Government

Advisory, IFCI is appointed as a Project Management Agency (PMA) for various Production Linked Incentive (PLI) schemes launched under the aegis of “Atmanirbhar Bharat” by the Government of India. These schemes are aimed at boosting domestic manufacturing and to attract large investment in the identified sectors. IFCI is also the Verifying & Monitoring Agency for various capital subsidy schemes. Under Corporate Advisory, IFCI is offering financial advisory, ESG advisory and other Project advisory services to the Corporate & Government sectors. IFCI is also the Nodal Agency for monitoring loans of Sugar Development Fund (SDF) since 1984.

11.8 New Initiatives

- Mutual Credit Guarantee Scheme for MSMEs (MCGS-MSME)

The government has launched MCGS-MSME, a government-backed initiative designed to help Micro, Small, and Medium Enterprises (MSMEs) access loans to grow their businesses. This scheme offers a credit guarantee, making it easier for MSMEs to obtain loans, especially for purchasing essential equipment and machinery. The Scheme provides credit guarantee cover to lenders (Scheduled Commercial Banks, All India Financial Institutions, NBFCs) for their term loans up to ₹100 crore to MSMEs for their projects involving purchase of equipment/machinery.

- **New Credit assessment model**

A New Credit assessment model has been launched for Micro, Small & Medium Enterprises. This credit assessment model leverages the digitally fetched and verifiable data available in the ecosystem and devise automated journeys for MSME Loan appraisal using objective decisioning for all loan applications and model-based limit assessment for both MSME borrowers. All the Public Sector Banks (PSBs) have the model live for MSME customers.

Among PSBs, State Bank of India has created IT enabled online Platform for Loan application by MSME units for their need-based credit requirements from Banks. Key Instruments/features and its impact (Customer satisfaction in various aspects) are as under:

Case Study: State Bank of India

State Bank of India was one the first public sector bank to create an end to end IT enabled online platform for loan application by MSME units for their need-based credit requirements.

Key Instruments/Features

- Instant in-principle sanction for MSME loans based on Digital footprints of the customer (GST, ITR, Bank A/c Statement, CIC reports etc.).
- Application sourcing is an end-to-end journey through Jan Samarth Portal for Mudra loans up to ₹ 10 Lacs and CLP Portal for loans above ₹10 lacs to ₹5 crores.
- Most of the due diligence shall be carried out digitally through various APIs.
- Average time taken for loan processing is 45-50 minutes for MSME loans up to ₹ 50 lacs.
- Minimal submission of physical papers/documents post clearance by BRE.
- It is an end-to-end journey with objective assessment of the request of the MSME clients on GO/NOGO model.

Impacts

- Need not visit branches for applying the loan. MSME promoters have the flexibility to apply for loan from anywhere on 24/365 basis.
- Uploading of the required documents is enabled and no necessity to submit hard copies for a sanction.
- Immediately on completion of loan application, the decision shall be conveyed to the applicant online, thereby improving the turnaround time.

- **Credit Guarantee Scheme for Exporters (CGSE)**

- Credit Guarantee Scheme for Exporters (CGSE) was made operational on 01.12.2025 to enable banks and financial institutions (Member Lending Institutions – MLIs) to extend additional financial assistance to Indian exporters during a period when they are facing certain headwinds and have to take measures to diversify their markets and enhance their global competitiveness.

- The objective of this proactive intervention is to incentivise MLIs to enhance credit flow and ensure timely liquidity to exporter-borrowers — particularly MSMEs — thereby strengthening their global competitiveness, facilitating the exploration of new markets, stabilisation of supply chains, supporting expansion of export activities, and promoting sustainable growth in international trade.

- **Features of the Scheme**

- Credit Support: Up to ₹20,000 crore in additional collateral-free working capital to eligible exporters
- Guarantee Coverage: 100% coverage through NCGTC to Member Lending Institutions
- Eligibility: Direct and indirect exporters, including MSME and non-MSME units

- Quantum: Up to 20% of sanctioned working-capital limits
- Tenor: 4 years, including 1-year moratorium
- Guarantee Fee: Nil
- Validity: Till 31 March 2026 or until ₹20,000 crore of guarantees are issued.

11.9 GST Sahay Project-

SIDBI, in association with Online PSB Loans Ltd (OPL) and iSPIRT, has developed a reference GST Sahay App using the Open Credit Enhancement Network (OCEN) and Account Aggregator (AA) frameworks for providing 'on tap' invoice-based financing (cash flow based) for small value credit to micro enterprises. The app journey is paperless and covers the entire credit life cycle from origination to repayment. It uses trade information from Goods and Services Tax Network (GSTN), Bank information through AA, Credit bureau status, etc., and also other components of India Stack like e-sign and e-stamping, e-NACH mandate, etc. to achieve paperless process. After RBI approval for adoption of GST Sahay app by Regulated Entities, SIDBI launched this App on 12.3.2024 for providing working capital to Jan Aushadhi Kendra and related stakeholders.

12. Special Court and Office of Custodian**12.1.1 Special Court**

The Special Court (Trial of Offences Relating to Transactions in Securities) Act, 1992 came into force

on 6.6.1992. The legislature sought to set up a Special Court through this Act for (a) speedy trial of offences, (b) immediate attachment and freezing of all assets of parties suspected to be involved in the scam and (c) a reasonable and equitable distribution of the property.

The Special Court, at present, has one Judge who is sitting High Court Judge on its strength. To support their day-to-day functioning, the office of the Special Court functions with a staff of 26 officials at various levels.

12.1.2 Office of the Custodian

To assist the Custodian in discharging the duties under the Special Court (TORTS) Act, 1992, at present there are two offices one at New Delhi and the other at Mumbai. The present sanctioned strength of the Office of the Custodian is 19 (including the post of Custodian). The charge of Custodian is presently held by a Joint Secretary level Officer of the Department of Financial Services in addition to his substantive charge in the Department of Financial Services.

Since inception, a total of 13,636 cases have been filed in the Special Court and 552 cases in Supreme Court of which 13,567 cases in Special Court and 490 cases in Supreme Court have been disposed of, leaving a balance of 69 cases in Special Court and 62 cases in Supreme Court to be disposed as on 30th November, 2025. As on 30th November, 2025, the total outstanding liabilities of notified parties assessed at ₹ 40,905.15 crores as against recoverable assets valued at ₹ 6,342.5 crores. Till 30th November, 2025, ₹ 13,539.33 crores (approximately) has been recovered by the Custodian and out of these assets ₹ 7,196.83 crores have been distributed to the Income Tax Department, Banks and others as per the orders of the Special Court.

13. Disposal of Public Grievances

Timely redressal of public grievances relating to banking and insurance sectors is an important tool towards upgrading the quality of customer service in this very crucial segment of financial sector. Department of Administrative Reforms and Public Grievances (DARPG) has established Centralised Public Grievance Redressal and Monitoring System (CPGRAMS), an online web-based system to resolve public grievances.

DARPG vide its Office Memorandum dated 23.08.2024 had reduced the timeline of redressal of grievances from 30 days to 21 days and the timelines for redressal of appeals remains unchanged to 30 days.

In the Department of Financial Services, a significant number of grievances/complaints, received directly from citizens, both online and by post, are related to Banking and Insurance Sectors. The postal grievances are also digitized and processed through CPGRAMS for its onward transmission to the designated

Nodal Officers i.e. Deputy General Manager/General Manager (DGM/GM) of Public Sector Banks/Public Sector Insurance Companies (PSBs/PSICs) concerned for their redressal within the maximum time limit of 21 days. These directions are to be followed by all organisations within the administrative purview of this Department. Action taken reports are uploaded on the system and a scanned copy of the reply is provided to the complainants on CPGRAMS and same can be viewed by them online. In addition, a dedicated Grievance Handling Cell has been set up in the Department, which is accessible at the Telephone No. 23346785 and email address sobo3-dfs@nic.in.

DARPG has introduced a comprehensive Grievance Redressal Assessment and Index (GRAI) from May 2023 onwards. The objective of GRAI is to assist the Ministries/Departments to review, analyse and streamline their grievance redressal mechanism with identification of strengths and areas of improvement. GRAI has been formulated based on 4 dimensions and 11 indicators with the corresponding weightages. For the month of November 2025, this department achieved by far the best ranking as mentioned below: -

Sector	Ranking by DARPG based on GRAI			
	April 2025	September 2025	October 2025	November 2025
Banking	24	13	11	7
Insurance	30	11	9	6

Secretary (FS) has been personally reviewing twenty (20) grievances selected on random basis every month, wherein, the citizens are given an opportunity to raise their concerns against BFSI sector in the presence of Chairman/ MD& CEOs/Senior managements of Organisations concerned. Such an exercise had a salutary impact and helped in building greater customer trust in the financial services sector. Till date, sixteen (16) such meetings have been held and three hundred and twenty (320) grievances have been analysed to ensure the quality of the resolution. Similar meetings are also held by Joint Secretaries of the department. Drawing from the experience, Chairman/MD&CEO of financial institutions are also conducting similar exercise at their level for their Organizations. Objective is to assess the efficacy of grievance resolution through a 'dip-stick survey' at top most level in the Department.

First round of Centralised Public Grievance Redress and Monitoring System (CPGRAM) workshops on effective grievance redressal mechanism with all the Public Sector Banks were successfully completed for the year 2025. Workshop with Regulators i.e.; PFRDA was held on 04.08.2025, RBI on 13.10.2025 and IRDAI on 19.12.2025 which were attended by Grievance Redressal Officers, Senior Management and Ombudsmen across the Country. Such an exercise helped the Organizations

to effectively tackle root cause of grievances thereby reducing & ensuring its qualitative resolution.



Glimpses of workshop at IRDAI & PFRDA



Glimpses of workshop at RBI



Glimpses of monthly review of Grievances

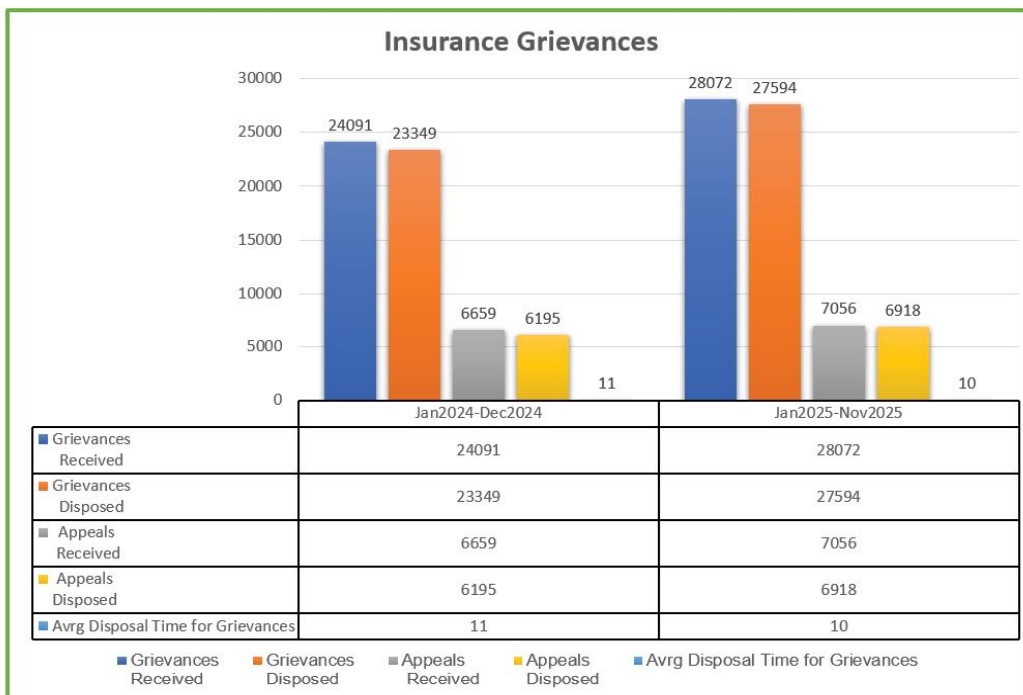
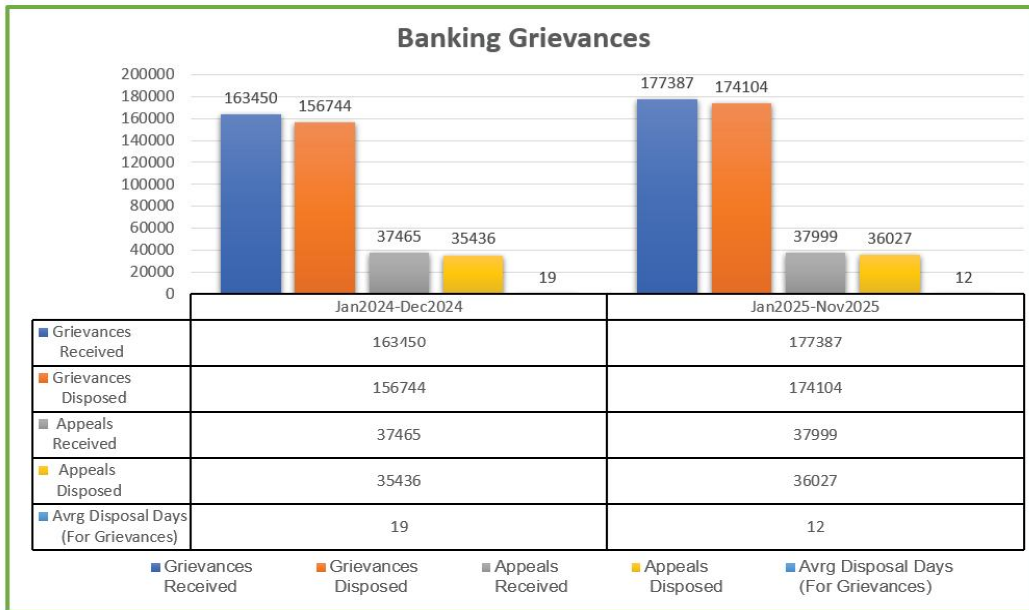
In order to improve the grievance redressal framework, this department initiated ranking of Public Sector Banks, Private Sector Banks and Public Sector Insurance Companies, based on quality and timely redressal of grievances from the month of June 2025, which significantly improved their performance. Ranking of Private Sector Insurers are also in the pipeline. This has strengthened the grievance redressal mechanism by increased focus on faster turnaround time (TAT) by banks and insurance companies, transparent communication between customer and the respective organizations and increase in customer service training in the Organizations. To ensure that branch staff of Public Sector Banks provide the highest levels of service to the customers and visitors, all the banks were advised to devise a mechanism to collect feedback on customer services through the help of technology (Voice chat, email, QR code etc.).

The Banks and Insurance Companies have their own grievance redressal mechanism in place and it is also hosted on their respective websites. The first level of grievance redressal is Branch Manager in Banks and

Insurance Companies followed by Zonal Managers and then General Manager (Customer Care) in Head Office. The grievances concerning some private sector banks and private sector insurance companies are resolved through Reserve Bank of India (RBI) and Insurance Regulatory and Development Authority of India (IRDAI) respectively. The PSBs have also established Ombudsman for settlement of grievances for their respective banks.

The Reserve Bank of India (RBI) has launched 'The Reserve Bank Integrated Ombudsman Scheme, 2021' on 12.11.2021. The Scheme integrates the existing three Ombudsman Scheme of RBI namely – (i) the Banking Ombudsman Scheme, 2006 (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018 and (iii) the Ombudsman Scheme for Digital Transaction, 2019. In addition to integrating the three existing schemes, the integrated scheme also includes under its ambit Non-Scheduled Primary Co-operative Banks with a deposit size of ₹50.00 crore and above. The scheme adopts "One Nation One Ombudsman mechanism". In case of banking, there are 24 offices of RBI Ombudsmen and for insurance, there are 18 Insurance Ombudsmen.

The Bar Diagram showing receipt, disposal of grievances and appeals for the banking and insurance division from 01.01.2024 to 31.12.2024 and 01.01.2025 to 30.11.2025 is mentioned below: -



This department has also initiated 'Financial Institutions Interaction Program' from the month of December 2025, wherein meetings are held with selected organisations based on grievances received in CPGRAM Portal. As a first step, Non-Banking Financial Companies (NBFCs) are selected for this exercise. DFS remains committed to further improving the grievance redressal framework in the financial services sector.

14. Right to Information (RTI) Act, 2005

As per RTI Act, any citizen can seek information under RTI by making an appropriate application in writing

along with the prescribed fees to the Central Public Information Officer, Department of Financial Services, 3rd Floor, Jeevan Deep Building, Parliament Street, New Delhi-110091 and/or can also file an RTI under RTI Act, 2005, on Online Portal available at www.rtionline.gov.in

During FY 2025-26 (up to 30.11.2025), 6387 RTI Applications and 167 First Appeals were received on various matters related to Banking, Insurance and pension. All the applications and appeals were replied/ disposed of within the stipulated time as prescribed under the RTI Act, 2005.

Section 4 of the RTI Act casts an obligation on every public authority to make certain suo-moto disclosures on its website. DFS has also made such suo-moto disclosures on its website, regarding information on various functions, powers and duties etc.

15. VIGILANCE

Department of Financial Services (DFS) is the Administrative Department for Public Sector Banks (PSBs), Public Sector Insurance Companies (PSICs) and Financial Institutions (FIs). A Joint Secretary level officer has been designated as Chief Vigilance Officer of the Department. He is assisted by Deputy Secretary, Under Secretary and Section Officer in the discharge of his functions.

15.1 Performance

- The Vigilance Division of the Department monitors the progress on disposal of complaints received from various sources and pendency of disciplinary / vigilance cases regularly and holds meeting with CVOs in this Department at appropriate intervals.
- Instructions have been issued from time to time as and when any gap in the system is observed to strengthen the preventive vigilance in these organisations.
- Vigilance Section also held Secretary level meetings to review pending fraud cases, status of section 17A and 19 of Prevention of Corruption Act, 1988 cases with senior officers of CBI and CVOs of PSBs.
- CVC's Annual Sectoral Review Meeting for PSBs was held to review the status of large value fraud cases, complaints and sanctions for investigation and prosecution.

15.2 Vigilance Awareness Week

Vigilance Awareness Week was observed from 27.10.2025 to 02.11.2025. Essay and slogan writing competitions, both in Hindi and English were held to create awareness about vigilance rules in Department. Further, vigilance Section, DFS also oversaw the successful completion of Vigilance Awareness Week in subordinate organisations viz. Public Sector Banks/ Public Sector Insurance companies and Public Sector Financial Institutions.

16. Debt Recovery Tribunals (DRTs)/ Debt Recovery Appellate Tribunals (DRATs)

16.1 BAANKNET Portal:

In 2018, as part of the ongoing reforms, the Department of Financial Services, Ministry of Finance

proposed the development of a unified e-Auction platform to capture and display detailed information about properties mortgaged to banks and put up for auction by Banks/FIs etc. The objective of the Government was to focus on strengthening the recovery mechanisms for banks and financial institutions, and to ensure a time-bound resolution of stressed assets and improve transparency and boost the sale value realized through such auctions. Accordingly, a unified e-auction platform was launched in 2019 as e-Bkay, developed by Indian Bank, with MSTC Ltd., a PSU under the Ministry of Steel, designated to conduct e-auctions through the portal.

In view of evolving user requirements, advances in technology, and the need to further widen buyer participation, the platform has been comprehensively upgraded in line with contemporary industry standards. The revamped portal, now renamed BAANKNET, was formally launched on 3 January 2025 by the Secretary, Department of Financial Services. BAANKNET enables seamless listing and auction of mortgaged properties, significantly broadens the pool of potential buyers, and is expected to materially enhance recovery outcomes for banks and financial institutions.

Auctions are witnessing participation from increasing number of bidders indicating a notable improvement in competitive intensity. More functionalities are being added to the portal in order to further enhance the success rate of bids and improve overall auction outcomes.

16.2 e-DRT:

A flagship project of Department of Financial Services, e-DRT was implemented in line with the Government's initiative to usher in fast-paced reforms and Ease of Doing Business environment. The project implemented from 01.10.2018 sought to digitize the functioning of the 39 DRTs and 5 DRATs situated across the nation. This has successfully led to automation in the process flow resulting in transparency, convenience and easy access to documents along with cost efficiencies.

e-DRT is an ongoing project and various features have been added to it since its launch in 2018. E-filing module (screen design, workflow, user registration, online case filing), integration of Bharat Kosh payment system (enabling online court fee payment), SMS alert facility, MIS Module and also CIS Module which facilitates scrutiny of documents, hearing of cases, generation of forms, uploading of orders and judgments, public viewing of cause lists, case status etc are prominent features of the project, amongst other things.

To ensure ease of access, Helpdesk support and e-Sewa Kendras have been established in all DRTs/

DRATs. Moreover, hearing of cases through hybrid mode or online mode has been enabled in all DRTs/DRATs. This has enabled the users/litigants to attend the hearing of their cases remotely.

16.3 e- Filing Rules:

Vide Gazette Notification No.GSR.403 dated 23.6.2025, Debts Recovery Tribunals and Debts Recovery Appellate Tribunals Electronic Filing Rules, 2020, have been amended, removing the necessity of any physical filing subsequent to e- filing of any application in DRT/DRAT

16.4 CKYCRR:

Central KYC Records Registry (CKYCRR) is a Centralised Repository of KYC records of customers in the financial sector (across the Regulated Entities of all the Financial Sector Regulators viz RBI, SEBI, IRDAI & PFRDA) with uniform KYC norms and inter-usability of KYC records across the financial sector. It has resulted in efficient sharing of KYC records across the financial sector resulting into ease of doing business for regulated entities including banks and ease of living for citizens. The usage of the CKYCRR has increased substantially over time. As on 30.11.2025, approximately 8,529 Reporting Entities (REs) have been onboarded, with over 108 crore KYC records uploaded and corresponding KYC Identifiers generated. The number of downloads has reached 169 crores, indicating the growing reliance on CKYCRR for customer onboarding. The revamp process of CKYCRR has already begun, with several features been enabled such as the ability to search and download CKYC cards via the website, access to CKYC cards through missed calls, and integration with Digi Locker allowing customers to fetch their KYC cards. Additionally, CKYCRR now provides REs with data on the number of times a KYC record has been updated or downloaded in the past five years.

16.5 Aadhar authentication by CERSAI:

A notification has been issued 6.11.2025 by DFS under Aadhar Authentication for Good Governance (Social, Welfare, Innovation, Knowledge), Rules, 2020 authorizing CERSAI to carry out Aadhar Authentication services on a voluntary basis for the purpose of authenticating demographic details of Aadhar Number Holder received from the entities regulated by RBI, SEBI, IRDAI, IFSCA and PFRDA under the Prevention of Money Laundering Act, 2002 using Yes/No authentication facility. This step furthers the ease of living for citizens and ease of doing business for entities.

16.6 Trainings conducted:

- **Mediation Training:** Department of Financial Services, Ministry of Finance, in collaboration with Mediation and Conciliation Project Committee, Supreme Court of India has organized a 40 hours Mediation Training Programme for the Presiding Officers of Debts Recovery Tribunal at Additional Building Complex, Supreme Court of India from 24th September, 2025 to 28th September, 2025. During this Training Programme various topics including concept of Mediation, comparison between Judicial Process and various ADR processes, the process, stages and role of Mediators, ways of communication in Mediation as well as Negotiation and Bargaining in Mediation were covered. The Training Programme also covered the role of various stakeholders viz referral judges, lawyers and parties in Mediation with special focus on the cases tried and entertained by the Presiding Officers of DRTs under the Recovery of Debts and Bankruptcy (RDB) Act, and the SARFAESI Act, 2002.
- **Seminar for POs of DRTs:** A Residential National Seminar was organized at National Judicial Academy (NJA), Bhopal for Presiding Officers of Debts Recovery Tribunals (DRTs) on 1st and 2nd December, 2025.

During this Seminar, various topics including Genesis & Overview of Recovery of Debts and Bankruptcy Act, 1993 (RDB), Jurisdictional Character of RDB, Proceedings before DRT Role, Case Management: Ways for Improving Efficiency & Efficacy of DRT, Role of Adjudicating Officer, Online Adjudication, Art, Craft & Science of Drafting Judgments/Orders, Role and Responsibilities of DRT post SARFAESI Act, and Procedural Issues and Challenges faced by Debt Recovery Tribunals were discussed.

17. Cyber Security and Fintech

a. Identification of Critical Information Infrastructure in financial sector

Critical Information Infrastructure (CII) has been defined in the Information Technology Act, 2000 as the computer resource, the incapacitation or destruction of which shall have debilitating impact on national security, economy, public health or safety. With a view to identifying CII in the financial services sector, this Department plays

a pivotal role in coordinating with Regulators (Reserve Bank of India, Insurance Regulatory and Development Authority of India & Pension Fund Regulatory and Development Authority) and NCIIPC for identifying and notification of critical infrastructure of regulators as also its regulated entities. To streamline the process of identification of CII within financial services sector and to build a clear roadmap and pipeline for identification of CIIs in banking, insurance and pension sector, a Standard Operating Procedure (SOP) has been put in place, in consultation with NCIIPC. As of date, certain systems/ products/ services in respect of 33 organisations/ banks/ regulator as Critical Information Infrastructure (CII) were notified as protected systems, of which 10 organizations were notified during the year 2025.

b. Cyber Crisis Management Plan

The purpose of Cyber Crisis Management Plan (CCMP) is to establish the strategic framework and actions to prepare for, respond to and begin to coordinate recovery from a cyber incident. CCMP has been put in place in this Department in October, 2020 and is updated periodically.

c. Cyber Crisis Management Plan

National Cyber Security Awareness Month (NCSAM) was observed during the month of October, 2025. All the Regulators and organisations under DFS were requested to celebrate NCSAM by conducting various awareness activities on cybersecurity. Further the following activities were held at DFS.

- Standees were placed in the office premises of DFS on cyber security awareness
- All officers of this Department were requested to undergo the course related to Cyber Security on the iGOT Karmayogi platform during this month
- Photo booth is placed on the ground floor of DFS near the fountain and all staff members were requested to take photos in the booth and post the same on social media (X, Facebook, Instagram etc.) with the hashtag #CyberJagrukNagrik.
- Cybersecurity Awareness session was conducted a DFS in association with NIC during this month in which over 60 DFS officials participated

- All staff were requested to attend online Cyber Awareness quiz by NCIIPC.
- A phishing exercise was carried out to evaluate the effectiveness of cyber awareness among staff members.
- Initiated the Cyber Awareness Campaign in hotspots (with Mastercard & Cyber Peace Foundation), 8—10 workshops planned till 31.12.2025 including Cyber Awareness Program for Women Entrepreneurs. Released Cyber Security Awareness Comic Toolkit at DFS.

d. The PSB Hackathon Series is an initiative led by the Department of Financial Services (DFS) in collaboration with the Indian Banks' Association (IBA) and all 12 Public Sector Banks (PSBs), designed to source, mentor, and operationalize innovative solutions addressing priority challenges in inclusion, security, and resilience across the banking sector.

The program consolidated 94 PSB-originated problem statements into 15 high-impact challenges and mobilized approximately 2,438 student teams (circa 10,000 participants) nationwide, reflecting depth of interest and sectoral relevance across academia and industry. A two-phase design of the hackathon combined virtual/physical idea screening with on-ground training, prototyping, and juried presentations; a standardized prize structure (₹5 lakh, ₹3 lakh, ₹2 lakh; ₹1 lakh consolation) reinforced performance and quality benchmarks across cohorts.

Further, 12 teams were shortlisted across all the PSBs, which pitched their solutions to VCs/ angel investors at Global Fintech Fest-2025 for investments. Out of total 12 selected teams, five teams were from the FinTech category focusing on the financial inclusion and accessibility, with solutions that have potential to significantly benefit vulnerable groups, including senior citizens and the differently-abled. Remaining seven teams were from the Cybersecurity category, proposed a solution for developing crucial defences against the evolving digital threat landscape

e. Fintech

The Department has been proactively engaging with stakeholders across the fintech ecosystem to foster innovation, collaboration, and sustainable

growth in the sector. Through regular interactions, workshops, and lecture series, it has created a platform for open dialogue with fintech startups, financial institutions, regulators, and law enforcement agencies (LEAs). These engagements have facilitated the exchange of ideas, addressed industry challenges, and promoted awareness of emerging trends and regulatory frameworks. By building strong partnerships with ecosystem participants, the Department has reinforced its commitment to driving financial inclusion, enhancing digital infrastructure, and ensuring that India remains at the forefront of global fintech innovation.

The department supported the sixth edition of Global Fintech Fest, which was attended by Hon'ble Prime Minister and Hon'ble Prime Minister of United Kingdom. The department also continuously collaborates with fintech partners to deliberate on the issues and suggestions which would be useful in creating a robust Fintech ecosystem. In this direction, the government has set up an Inter-Ministerial-Industry Committee on fintech (IMICF) to look into entire gamut of issues that affect growth of fintech sector and suggest long term strategy for its development. The panel will analyse the growth of fintech sector and its contribution to BFSI sector; understand the issues and challenges of the fintech sector; take stock of the regulatory and policy developments in the fintech sector and formulate a fintech vision document. Three meeting of the committee has already been held in this regard dated 11.04.2025, 12.06.2025 and 19.07.2025.

The Section also engages in a range of bilateral Fintech matters between India and several countries, including Singapore, the United Kingdom, Canada and the USA. The section also represents the department in Inter-Ministerial AI Coordination Committee (IMACC), and has coordinated with MeitY in the project "Design and Development of Unified Blockchain Framework for offering National Blockchain Services and creation of a Blockchain Ecosystem".

18. Coordination

Department of Financial Services (DFS) successfully completed the one month long Special Campaign 5.0 and focused on various activities to

minimize pendency and to institutionalise Swachhata. DFS launched the Special Campaign 5.0 from 2nd - 31st October 2025 with special impetus on better space management, customer centric initiatives, making the environment clean and green, record management and disposal of scrap. Public Sector Banks, Public Sector Insurance Companies and other Public Sector Financial Institutions like NABARD, SIDBI, EXIM Bank, NHB, IIFCL etc. actively participated in the Special Campaign 5.0.

The Department achieved 100% disposal of all identified Public Grievances, Public Appeals and MP References. 2.03 lakh square feet of space have been freed and revenue of ₹ 3.20cr. has been earned through scrap disposal. The Campaign was conducted in more than 41000 sites across the country.

12 Public Sector Banks and 28 Regional Rural Banks organised Pension Grievances Weeks. In the camps, apart from the grievances registered & redressed, pensioners were also educated regarding submission of online life certificate and door step banking facilities.

Various videos and static contents were posted on Social media platforms by PSBs and RRBs to spread awareness towards Cyber Security. Safety tips and practices were shared through these educational posts to combat against cyber related frauds. A book on cyber-security was published by State Bank of India.

Highlights & achievements of the Department and organisations:

1. Cleanliness Campaigns/Sites/Offices Cleaned: 41041
2. Space Freed: 2,15,965 sq. ft.
3. Revenue Earned from Scrap Disposal: ₹ 3,20,58,911
4. Disposal of Public Grievances: 6,207
5. Disposal of Public Grievances Appeals: 2,139

The organisations of DFS, being in the financial services sector, undertook the activities like Financial Literacy campaigns, Registration/Updation of Nomination in bank accounts, Activating Dormant Accounts, Renewal of Locker Agreements, Disposal of Pending Claims etc.

All the activities undertaken by organisations were regularly posted on various social media platforms. More than 500 posts were made during the campaign. Customers of organisations, staff members, senior management & head of organisations shared the views about the good work done during the campaign on various social media platforms.



वितीय सेवाएं विभाग
DEPARTMENT OF
FINANCIAL SERVICES

SPECIAL CAMPAIGN 5.0

Institutionalizing Swachhata & Reducing Pendency

02nd October to 31st October, 2025

SETTLEMENT OF UNCLAIMED POLICIES- 13000 crores

ACTIVATION OF DORMANT ACCOUNT- 25.37 LAKH

UPDATION OF NOMINATION- 31.97 LAKH

Sites Cleaned -41041

SPACE FREED
2.15 lakh Sq. ft.

REVENUE EARNED FROM SCRAP DISPOSAL- Rs. 3.20 cr.

FINANCIAL LITERACY CAMPAIGNS

FINANCIAL Literate. Truly empowered.
#SpecialCampaign5.0

Bank of Baroda Celebrates Special Campaign 5.0 Cleanliness & Efficiency Drive

From October 2nd to October 31st, 2025

The campaign will cover key initiatives like:

- ▶ E-Waste Disposal
- ▶ Office Beautification
- ▶ Space Management
- ▶ Cyber Fraud Awareness

Aiming for a cleaner, more efficient, and sustainable workplace environment.

Union Bank of India presents Special Campaign 5.0 Cleanliness & Efficiency Drive

2nd October - 31st October, 2025

Working together for a cleaner, smarter, and more sustainable workplace.

Key focus areas:

- ▶ E-Waste Management
- ▶ Office Beautification
- ▶ Space Optimization
- ▶ Cyber Fraud Awareness

Let's make every workspace efficient and inspiring!



19. Representation from SCs, STs, OBCs and PWDs in Financial Sector Institutions

Department of Personnel & Training (DoP&T) in the Ministry of Personnel, Public Grievances and Pension, is the Nodal Department for implementation of the reservation policy for Scheduled Castes (SCs), Scheduled Tribes (STs), Other Backward Classes (OBCs), Economically Weaker Divisions (EWSs), and Persons with Disabilities (PwDs) (Divyangjan) in the Government of India. Instructions regarding reservation in recruitment and promotion are issued by DoP&T from time to time. Department of Financial Services (DFS) circulates these instructions to the Public Sector Banks (PSBs), Public Sector Financial Institutions (PSFIs), Public Sector Insurance Companies (PSICs), Reserve Bank of India (RBI), Insurance Regulatory and Development Authority of India (IRDAI) & Pension Fund Regulatory and Development Authority (PFRDA) etc. for implementation. Similarly, instructions issued by the other Nodal Ministries/ Departments for the welfare of aforesaid category employees, are also circulated to all PSBs, PSFIs, PSICs, RBI, IRDAI and PFRDA etc. for implementation.

The details of representation of SCs/STs/OBCs/EWSs/PwDs in PSBs, PSFIs, PSICs, RBI, IRDAI and PFRDA is at Annexure (I to IV) respectively

Details of representations from SCs/ STs/ OBCs/ EWSs and Persons with Disabilities (PWDs) in Public Sector Banks / Financial Institutions and Insurance Companies is at **Annexure III, IV, V & VI** respectively.

20. Official Language

The Official Language Division monitors the progressive use of Hindi and implements the Official Language Policy formulated by the Department of

Official Language in the official work of the Department. Necessary steps have been taken to achieve the targets set in the Annual Programme for 2025-26.

➤ Meeting of the Hindi Advisory Committee

A meeting of the Joint Hindi Advisory Committee of the Department of Economic Affairs, Department of Financial Services, and Department of Public Enterprises, Ministry of Finance, was held on December 10, 2025, under the chairmanship of Shri Pankaj Chaudhary, Hon'ble Minister of State for Finance, to review the progressive use of Hindi in the official work of the Department and various organizations under its administrative control.

➤ Parliamentary Official Language Committee

During the year 2025-26, the Hon'ble Parliamentary Official Language Committee inspected public sector banks/insurance companies/financial institutions under the administrative control of the Department of Financial Services, the Reserve Bank of India, the Insurance Regulatory and Development Authority of India, and the Pension Fund Regulatory and Development Authority. These were attended by the Joint Secretary/Deputy Director General (In-charge of Official Language) and the Deputy Director (Official Language). The instructions received during these meetings were communicated to the concerned organizations for implementation.

➤ Hindi Fortnight

Hindi Fortnight was organized in the Department of Financial Services from September 14 to 30, 2025. Five competitions were organized during this fortnight: Hindi Essay Writing, Hindi



Note writing and Drafting, Official Language Knowledge and Translation, Hindi Typing, and General Hindi Knowledge. The prize money for the competitions was ₹5,000 (first), ₹3,000 (second), ₹2,000 (third), and ₹1,000 (incentive). Officials and employees of the Department participated enthusiastically in these competitions, and a total of 30 prizes were awarded to 24 officials/employees. The Secretary, Financial Services, presented the awards to the winners of the fortnightly competitions.

➤ **Rajbhasha Kirti Puraskar**

On September 14-15, 2025, the Department of Official Language, Ministry of Home Affairs, under the chairmanship of the Hon'ble Home Minister, organized a two-day Hindi Diwas and the Fifth All India Official Language Conference. The Department of Financial Services was awarded the Rajbhasha Kirti Puraskar (second prize) for its excellent implementation of the Official Language Policy in Central Government offices. In the same sequence, the Rajbhasha Kirti Awards were also



presented to banks/regulators of the Department of Financial Services, and several Hindi books and magazines published by their offices were released.

➤ **Special Incentive Scheme**

To encourage officers/employees to conduct their official work in Hindi, the Department has implemented an “Annual Special Incentive Scheme,” under which cash prizes of ₹5,000/- for the first, ₹4,000/- for the second, and ₹3,000/- for the third placed officers are given. During the year 2024-25, 10 officers/employees of the department were awarded under this scheme.

➤ **Hindi Workshops**

To promote the use of Hindi in official work among employees/officers in the Department of Financial Services and to assist them in resolving practical difficulties faced in working in Hindi, the Department organizes Hindi workshops on a regular basis. Hindi workshops on various topics were organized during the year wherein, training

was imparted to a total of 63 officers/employees of the Department.

➤ **Organization of Official Language Implementation Committee Meetings**

To review the progress of official work in Hindi in the Department of Financial Services, meetings of the Official Language Implementation Committee are held every quarter under the chairmanship of the Joint Secretary/Deputy Director General (In-charge of Official Language). The meetings review the quarterly progress reports received from Hindi sections/offices against the targets set in the annual program of the Department of Official Language. During the review, instructions are given to address deficiencies and increase the use of Hindi in government work, for achieving the set targets.

21. Audit Paras

A summary of Audit observations made available by the Office of C&AG pertaining to DFS is at **Annexure-VII**

I. Atal Pension Yojana

Bank's category-wise, Y-o-Y Performance of APY (in lakh)

Category of Bank	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26 as on 30th Nov, 2025	Since inception - 30th Nov, 2025
Public Sector Bank	86.61	88.22	78.46	57.13	588.90
Regional Rural Bank	24.27	27.85	27.85	17.73	172.98
Private Bank	5.14	5.45	9.65	8.42	57.86
Payments Bank	2.16	0.35	0.08	0.01	15.48
Department of Posts	0.22	0.14	0.10	0.07	4.14
Small Finance Bank	0.79	0.76	1.11	0.82	4.34
Co-op Banks	0.14	0.16	0.13	0.11	1.47
Total	119.31	122.93	117.38	84.27	845.17

Summary of Gross Enrolment under APY

Age Wise as on 30 November, 2025			
Sr. No.	Age Range	Gross Enrolments	Percentage
1	Between 18 to 20 Years	1,52,86,229	18.08%
2	Between 21 to 25 Years	2,33,30,498	27.60%
3	Between 26 to 30 Years	2,03,96,052	24.14%
4	Between 31 to 35 Years	1,61,80,250	19.15%
5	Above 35 Years	93,24,390	11.03%
Total		8,45,17,419	

Gender Wise enrolments as on 30 November, 2025			
Sr. No.	Gender	Gross Enrolments	Percentage
1	Female	4,10,44,015	48.54%
2	Male	4,34,48,444	51.43%
3	Transgender	24,960	0.03%
Total		8,45,17,419	

*In the F.Y. 2024-25, among the total gross enrolments of 1.17 crores, about 54.64% were females.

Pension Slab Wise as on 30 November, 2025			
Sr. No.	Pension Slab	Gross Enrolments	Percentage
1	1,000	7,34,79,553	86.91%
2	2,000	25,34,949	3.00%
3	3,000	11,86,898	1.41%
4	4,000	4,46,102	0.53%
5	5,000	68,69,917	8.15%
Total		8,45,17,419	

APY Gender Wise Gross Enrolments in North East States and Sikkim as on 30 November, 2025					
S. No	State	Female	Male	Transgender	APY Gross enrolments Since Inception
1	Arunachal Pradesh	19,462	20,776	13	40,251
2	Assam	11,75,400	8,59,867	439	20,35,706
3	Manipur	39,674	35,194	62	74,930
4	Meghalaya	50,136	40,561	9	90,706
5	Mizoram	18,331	16,102	6	34,439
6	Nagaland	21,433	22,212	8	43,653
7	Sikkim	21,975	24,869	28	46,872
8	Tripura	1,68,989	1,42,277	27	3,11,293
Grand Total		15,15,400	11,61,858	592	26,77,850

II. National Pension System

NPS- Sector-wise break-up as on 30th November 2025

Sector		Number of subscribers (In Lakhs)	Asset under Management (₹ in Cr.)
Central Government		28.01	4,31,005.49
State Government		74.58	8,14,339.54
Non-Govt Sector	Corporate	25.97	2,62,915.92
	All Citizen Model	46.65	80,041.27
	Vatsalya	1.59	219.38
NPS Lite* (discontinued)		33.50	6,387.97
Total		210.30	15,94,909.57

During April– Nov 2025, the private sector (All Citizen + Corporate) added 8.13 lakh new subscribers, reflecting sustained momentum in voluntary retirement savings. Corporate sector registrations crossed 22,957 with 3,138 new corporates onboarded in the current financial year, taking retirement coverage to millions of formal-sector employees.

Enrolment during FY 2025-26 (till November 30, 2025)

Particular	Total
UoS (All Citizen model)	5,32,496
eNPS mode	1,03,400
Corporate model	1,77,889
Total	8,13,785

Atal Pension Yojana Outreach Event Photographs

2 APY Outreach Programs were conducted in North East:



State Level APY Outreach Program Guwahati, Assam (10.11.2025)



District Level APY Outreach Program at Itanagar, Arunachal Pradesh (19.09.2025)

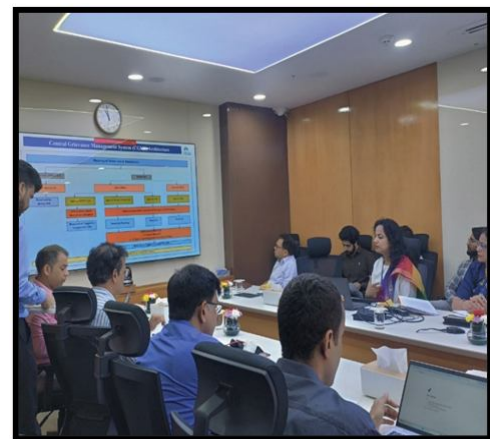
Physical State Level and District Level APY Outreach Program are organised all over India.

<p>Ahilyanagar, Maharashtra (13.08.2025)</p>	<p>Kolkata, West Bengal (01.08.2025)</p>	<p>Bhopal, M.P. (03.09.2025)</p>
<p>Bhopal, M.P. (03.09.2025)</p>	<p>Patna, Bihar (29.08.2025)</p>	<p>Pune, Maharashtra (14.08.2025)</p>
<p>Madurai, Tamil Nadu (26.09.2025)</p>	<p>Madurai, Tamil Nadu (26.09.2025)</p>	<p>Udaipur, Rajasthan (16.09.2025)</p>
<p>Udaipur, Rajasthan (16.09.2025)</p>	<p>Seoni, Madhya Pradesh (09.09.2025)</p>	<p>Shimla, Himachal Pradesh (31.10.2025)</p>
<p>Shimla, Himachal Pradesh (31.10.2025)</p>	<p>Vadodara, Gujarat (12.09.2025)</p>	<p>Vadodara, Gujarat (12.09.2025)</p>

NPS Outreach Event Conducted at New Delhi, Bengaluru and Assam



Workshop by the Department of Financial Services (DFS) Ministry of Finance on 'Measures to Improve Grievance Redressal Mechanism' on 4.8.2025 at PFRDA



Annexure III

Group-wise representation of Scheduled Castes, Scheduled Tribes, Other Backward Classes, Economically Weaker Section upto 30.11.2025																		
Group	Number of Employees (as on 31.12.2024)					Number of appointments/promotions made during the calendar year 2025 (i.e. 01.01.2025 to 30.11.2025)												
						Appointment by Direct Recruitment					Appointment by Promotion			Appointment by Other Methods				
	Total	SCs	STs	OBCs	EWS	Total	SCs	STs	OBCs	EWS	Total	SCs	STs	Total	SCs	STs	OBCs	EWS
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Group-A	488486	88935	40323	137410	5501	15164	2253	1048	4616	1279	26387	4754	1887	10	1	0	0	0
Group-B	21715	3505	1595	5689	601	0	0	0	0	0	25	7	3	0	0	0	0	0
Group-C	302978	54076	24029	84654	6574	293471	3589	1564	6527	2493	4427	1080	263	600	150	82	141	1
Group-D (Excluding Safai Karamchari)	73466	20453	5810	20049	428	203	21	3	106	0	32	15	1	321	148	42	73	0
Group-D (Safai Karamcharies)	23180	11205	1696	6086	46	0	0	0	0	0	1	0	0	117	58	9	25	0
Total	909825	178174	73453	253888	13150	308838	5863	2615	11249	3772	30872	5856	2154	1048	357	133	239	1

Sources: PSBs, PFIs, PSICs & Regulators

Annexure IV

Group-wise representation of Persons with Disabilities up to 30.11.2025																									
Group	Number of Employees (as on 31.12.2024)					Number of appointments/promotions made during the calendar year 2025 (i.e. 01.01.2025 to 30.11.2025)																			
						Appointment by Direct Recruitment										Appointment by Promotion									
						No. of vacancies reserved					No. of appointments made					No. of vacancies reserved					No. of appointments made				
	Total	VH	HH	OH	ID	Total	VH	HH	OH	ID	Total	VH	HH	OH	ID	Total	VH	HH	OH	ID	Total	VH	HH	OH	ID
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
Group-A	488486	4072	1384	7633	182	987	230	287	235	235	440	136	100	142	62	735	189	200	157	189	374	142	48	164	20
Group-B	21715	14	2	19	3	0	0	0	0	0	0	0	0	0	0	2	0	1	1	0	2	0	1	1	
Group-C	302978	2934	1035	4340	119	1207	330	336	290	251	395	172	21	176	26	983	324	239	290	130	79	26	5	47	1
Group-D (Excluding Safai Karamchari)	73466	148	177	684	8	43	2	2	5	37	34	0	2	1	0	0	0	0	1	0	0	1	0	0	0
Group-D (Safai Karamcharies)	23180	71	80	367	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	909825	7239	2678	13043	318	2237	562	625	530	523	869	308	123	319	88	1720	513	440	449	319	455	169	54	212	21

Note:-

(i) VH stands for visually Handicapped (persons suffering from blindness or low vision).

(ii) HH stands for Hearing Handicapped (persons suffering from hearing impairment).

(iii) OH stands for Orthopedically Handicapped (persons suffering from locomotors disability or cerebral palsy).

(iv) ID stands for Intellectual Disability.

Sources: PSBs, PFIs, PSICs & Regulators

Projection for recruitment till March 2026 in respect of Scheduled Castes, Scheduled Tribes, Other Backward Classes, Economically Weaker Section													
Group	Projection period from 01.12.2025 to 31.03.2026												
	Appointment by Direct Recruitment					Appointment by Promotion			Appointment by Other Methods				
	Total	SCs	STs	OBCs	EWS	Total	SCs	STs	Total	SCs	STs	OBCs	EWS
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Group-A	10163	1670	936	2853	984	2765	511	306	2	0	1	0	0
Group-B	0	0	0	0	0	0	0	0	0	0	0	0	0
Group-C	8141	1362	896	1936	714	6994	770	644	187	53	23	45	0
Group-D (Excluding Safai Karamchari)	3	0	3	0	0	10	1	0	41	17	7	10	0
Group-D (Safai Karamcharies)	0	0	0	0	0	0	0	0	8	4	1	2	0
Total	18307	3032	1835	4789	1698	9769	1282	950	238	74	32	57	0

Sources: PSBs, PFIs, PSICs & Regulators

Projection for recruitment till March 2026 in respect of Scheduled Castes, Scheduled Tribes, Other Backward Classes, Economically Weaker Section																				
Group	Projection period from 01.12.2025 to 31.03.2026																			
	Appointment by Direct Recruitment										Appointment by Promotion									
	No. of vacancies reserved					No. of appointments made					No. of vacancies reserved					No. of appointments made				
	Total	VH	HH	OH	ID	Total	VH	HH	OH	ID	Total	VH	HH	OH	ID	Total	VH	HH	OH	ID
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Group-A	366	99	102	83	82	288	77	82	69	60	180	52	45	42	41	50	18	11	20	1
Group-B	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group-C	316	91	88	71	66	283	85	78	60	60	18	4	4	5	5	0	0	0	0	0
Group-D (Excluding Safai Karamchari)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group-D (Safai Karamcharies)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	682	190	190	154	148	571	162	160	129	120	198	56	49	47	46	50	18	11	20	1

Note:-
 (i) VH stands for visually Handicapped (persons suffering from blindness or
 (ii) HH stands for Hearing Handicapped (persons suffering from hearing
 (iii) OH stands for Orthopedically Handicapped (persons suffering from
 (iv) ID stands for Intellectual Disability.

Sources: PSBs, PFIs, PSICs & Regulators

ANNEXURE-VII**Summary of important observations included in Audit Reports**

Sl. No.	Year	No. of paras/PA reports on which ATNs have been submitted to PAC after vetting by Audit	Details of the Paras/PA reports on which ATNs are pending		
			No. of ATNs not sent by the Ministry even for the first time	No. of ATNs sent but returned with observations and Audit is awaiting their resubmission by the Ministry	No. of ATNs which have been finally vetted by Audit but have not been submitted by the Ministry to the PAC
1	01.04.2025 to 30.11.2025	10	14 (as on 30.11.2025)	12 (as on 30.11.2025)	5 (as on 30.11.2025)

Sl. No.	Year	No. of paras/PA reports on which ATNs have been submitted to PAC after vetting by Audit	Details of the Paras/PA reports on which ATNs are pending		
			No. of ATNs not sent by the Ministry even for the first time	No. of ATNs sent but returned with observations and Audit is awaiting their resubmission by the Ministry	No. of ATNs which have been finally vetted by Audit but have not been submitted by the Ministry to the PAC
1	2014-15	1	Nil	Nil	Nil
2	2015-16	1	Nil	2	Nil
3	2016-17	1	Nil	1	Nil
4	2017-18	1	Nil	4	Nil
5	2018-19	Nil	Nil	3	Nil
6	2019-20	Nil	Nil	8	Nil
7	2020-21	Nil	Nil	3	Nil
8	2021-22	Nil	2	Nil	Nil
9	2022-23	Nil	1 (Entire Report) #	Nil	Nil
10	01.01.2023 to 31.03.2024	3*	Nil	13	4
11	01.04.2024 to 30.11.2024	1	Nil (as on 30.11.2024)	9 (as on 30.11.2024)	Nil (as on 30.11.2024)

#Report No.1 of 2022 (Audit Report on Third Party Administrators in Health Insurance business of Public Sector Insurance Companies)

* Includes 2 Nos. of C&AG's Audit Paras and an entire Report No.1 of 2022