



राष्ट्रीय
आवास बैंक
NATIONAL
HOUSING BANK

MRO/DOS/DOC/2025/04973

December 12, 2025

To,
All Registered Housing Finance Companies

Madam/Sir,

Compliance with IS 17802 (Part I & Part II) standards published by Bureau of Indian Standards (BIS)

Please refer to Reserve Bank of India (RBI) circular dated August 14, 2025 titled 'Compliance with Hon'ble Supreme Court Order dated April 30, 2025 in the matter of Pragya Prasun and Ors. vs Union of India (W.P. (C) 289 of 2024) and Amar Jain vs Union of India & Ors. (W.P.(C) 49 of 2025)'.
2. In this connection, attention is invited to Directive No. xi of the said Supreme Court Order, which states that "All regulated entities should procure or design devices or websites/ applications/ software in compliance of accessibility standards for information and communication technology (ICT) Products and Services as notified by Bureau of Indian Standards." The Department of Financial Services (DFS), Ministry of Finance, Government of India has informed that the IS 17802 (Part I & Part II) standards published by Bureau of Indian Standards (BIS) are proposed to be notified as part of the non-negotiable accessibility standards for implementation in case of products and services based on information and communication technology (ICT) provided by every establishment. Penal provisions, provided under the Rights to Persons with Disabilities Act, 2016 and Rules framed thereunder, shall apply in case of non-compliance.
3. In view of the above, REs are advised to undertake urgent steps to ensure that all their ICT products and services comply with the BIS IS 17802 (Part I & II) standards as expeditiously as possible so that adherence can be ensured as and when these standards are notified.

Yours faithfully,

Sourav Seal

(Sourav Seal)

General Manager

Department of Supervision

भारत सरकार के अंतर्गत सांविधिक निकाय

मुंबई क्षेत्रीय कार्यालय : तीसरी मंजिल, बॉम्बे लाईफ बिल्डिंग, 45 वीर नरीमन रोड,

फोर्ट, मुंबई - 400 009 दूरभाष : 022-2285 1560-62

फैक्स : 022-2285 1568 ईमेल : romum@nhb.org.in

Statutory Body under the Government of India

Mumbai Regional Office : 3rd Floor, Bombay Life Building, 45 Veer Nariman Road,

Fort, Mumbai - 400 001 Phone : 022-2285 1560-62

Fax : 022-2285 1568 E-mail : romum@nhb.org.in

“बैंक हिन्दी में पत्राचार का स्वागत करता है”