

National Stock Exchange of India

Circular

Department: Compliance	
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To All Members,

Sub: Release of “National Strategy for Financial Inclusion (NSFI) 2025–30” by RBI.

The Reserve Bank of India has issued the **National Strategy for Financial Inclusion (NSFI) 2025–30**, dated December 01, 2025, which, inter alia, emphasises the need to simplify digital interfaces to facilitate ease of use and promote greater financial inclusion.

In this regard, as per Chapter IV, paragraph I.6(f) of the NSFI, titled “**Simpler Digital Interface and Use of AI**”, which highlights that complex and confusing digital interfaces, coupled with language barriers, may impede informed customer choices and the uptake of financial services.

As advised by SEBI, Trading Members are required to take appropriate measures, in line with the aforesaid strategy, towards:

- Simplification of digital interfaces to facilitate ease of use.
- Addressing language barriers through the use of vernacular languages.
- Using AI-powered language translation platforms such as Bhashini.

Further, attention is invited to Chapter IV, paragraph IV.6(a) of the Strategy, which envisages **Developing AI & ML-based public query system on common banking and finance-related aspects**.

Trading Members are advised to take note of the above and take appropriate steps towards facilitating the development of an AI & ML-based public query system on common securities market-related aspects, for clarifying doubts and seeking information through their websites and social media extensions, in line with the aforesaid Strategy.

Trading Members are advised to take note of the same and ensure compliance.

For any support, please reach out to the helpdesk on 1800 266 0050 (Select IVR option 3) or email at memcompliance_support@nse.co.in

For and on behalf of
National Stock Exchange of India Limited

Sonal Sharma
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