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இலங்கை மனித உரிமைகள் ஆணைக்குழு  
Human Rights Commission of Sri Lanka

Press Notice No: 01/23/12/22

## Press Notice

The Human Rights Commission of Sri Lanka (HRCSL) convened a meeting under the patronage of Justice Rohini Marasinghe, Chairperson, HRCSL on 20<sup>th</sup> December 2022 with officials of Public and Private Banks to discuss the issues faced by persons with disabilities and dwarf while engaging in physical transactions in Banks. The Bank Officials representing the Central Bank of Sri Lanka (CBSL) and other 12 Public and Private Banks were present at the meeting.

The attention was driven to the New Customer Charter issued in July 2022 by the CBSL based on the HRCSL's recommendations given in 2021 which provides guidelines for Banks in assisting their customers. Bank Officials stated that they are in the process of implementing those guidelines and they affirmed that they will take necessary actions without undue delay.

Positive comments were received during the discussion and Banks suggested the use of Digital Banking Facilities (Online Banking) by customers including people with disabilities and dwarf which is more convenient for everyone. If they lack knowledge of Digital Banking Facilities, Bank officials agreed to contribute voluntary assistance to conduct capacity-building programs with the support of HRCSL.

Media Spokesperson  
Human Rights Commission of Sri Lanka.

23.12.2022