

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA
UNSTARRED QUESTION NO: 1036

ANSWERED ON THE TUESDAY, DECEMBER 9, 2025/ 18 AGRAHAYANA, 1947 (SAKA)

USE OF AI-GENERATED VOICEBOTS IN BANKS

1036 SHRI S NIRANJAN REDDY:

Will the Minister of Finance be pleased to state:

- (a) whether Government is aware that certain private sector banks and financial institutions are using AI-generated avatars or voicebots for making loan repayment and recovery calls;
- (b) whether Public Sector Banks under Government's control propose to adopt similar AI-enabled tools for customer communication, including loan repayment reminders;
- (c) if so, the details thereof and if not, the reasons therefor; and
- (d) whether Government has taken steps to ensure that the use of such AI-driven mechanisms complies with the Reserve Bank of India's guidelines on fair practices and consumer protection?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a) to (c): Both the Public and Private Sector Banks have been deploying AI in various banking applications including better credit assessment, customer relationship management, etc. One such common model is AI-powered chatbots or voicebots for customer and employee engagement, using AI-enabled voicebots for loan repayment reminder calls and also uses linguistic interactive voicebots for Special Mention Account (SMA) collections.

(d): The Reserve Bank of India (RBI) has issued the following guidelines aimed at consumer protection:

- (i) Master Circular on Customer Service in Banks dated July 1, 2015.
- (ii) Outsourcing of Financial Services-Responsibilities of regulated entities employing Recovery Agents dated August 12, 2022.
- (iii) Master Direction on Outsourcing of IT Services dated April 10, 2023; and
- (iv) Master Circular on Fair Practices Code dated July 01, 2015.

Further, a committee constituted by RBI has submitted its report to develop a 'Framework for Responsible and Ethical Enablement of Artificial Intelligence (FREE-AI) in the financial sector'.
