

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA
UNSTARRED QUESTION NO- 4987

ANSWERED ON MONDAY, 23 MARCH, 2026/CHAITRA 02, 1948 (SAKA)

Reforms in Public Sector Banks

4987. SHRI JAI PRAKASH:

Will the Minister of FINANCE be pleased to state:-

(a) whether the Government is contemplating unveiling the next phase of reforms for Public Sector Banks under Enhanced Access & Service Excellence (EASE) 9.0 agenda for FY 2027 with the vision of Viksit Bharat @2047; and

(b) if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI PANKAJ CHAUDHARY)

(a) and (b): EASE Reform Agenda is finalised on yearly basis at the start of each financial year (FY), under the guidance of EASE Steering Committee of member Public Sector Banks (PSBs) under the aegis of Indian Banks' Association (IBA). The Reforms Agenda is objectively assessed and reviewed quarterly by the EASE Steering Committee.

EASE 9.0 Reforms Agenda for FY2026-27 was launched in February 2026 with a vision of building Globally Competitive PSBs for Viksit Bharat@2047.

EASE 9.0 Reforms Agenda is built upon four themes of EASERise framework i.e. Risk & Resilience, Innovation, Socio-economic Impact and Excellence. It marks the next phase of reforms aimed at strengthening long-term capabilities of PSBs with focus on institutionalising customer service culture, Artificial Intelligence - enabled workflows, strengthening operational risk framework, modernising Information Technology systems, lending to emerging sectors, sustainable finance and employee well-being.

Further, IBA has apprised that metrics of EASE 9.0 Reforms Agenda are under formulation and will be rolled out to PSBs by April 2026.
