

**RBI invites public comments on the “Draft Reserve Bank of India (Commercial Banks – Undertaking of Financial Services) Amendment Directions, 2026”**

Public consultation no. C2R/2025-26/331

In view of the release of the draft Amendment Directions on Responsible Business Conduct (“Directions on RBC”), extant regulations governing Agency Business and Referral Services issued vide [Reserve Bank of India \(Commercial Banks - Undertaking of Financial Services\) Directions, 2025](#), have also been reviewed and amended. The revised draft regulatory framework aligns the instructions with the “Directions on RBC” and also put in place additional prudential norms for ‘Agency Business and Referral Services’.

Additional comments or any attachments may also be submitted by email at [autdor@rbi.org.in](mailto:autdor@rbi.org.in).

Last date for submission of comments is March 04, 2026.

Draft Directions [PDF \(184.61 KB\)](#)