



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

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February 13, 2026

RBI imposes monetary penalty on Navi Finserv Limited

The Reserve Bank of India (RBI) has, by an order dated February 10, 2026, imposed a monetary penalty of ₹3.80 lakh (Rupees Three Lakh Eighty Thousand only) on Navi Finserv Limited (the company) for non-compliance with certain provisions of the directions issued by RBI on 'Recovery Agents'. This penalty has been imposed in exercise of powers conferred on RBI under section 58G(1)(b) read with section 58B(5)(aa) of the Reserve Bank of India Act, 1934.

The statutory inspection of the company was conducted by RBI with reference to its financial position as on March 31, 2024. Based on supervisory findings of non-compliance with RBI directions and related correspondence in that regard, a notice was issued to the company advising it to show cause as to why penalty should not be imposed on it for its failure to comply with the said directions.

After considering the company's reply to the notice, oral submissions made during the personal hearing, RBI found that the following charge against the company was sustained, warranting imposition of monetary penalty:

The company contacted customers after 7:00 p.m. and before 8:00 a.m. for recovery of overdue loans and did not follow the due protocol while sending messages to customers.

This action is based on deficiencies in regulatory compliance and is not intended to pronounce upon the validity of any transaction or agreement entered into by the company with its customers. Further, imposition of this monetary penalty is without prejudice to any other action that may be initiated by RBI against the company.

Press Release: 2025-2026/2113

(Brij Raj)
Chief General Manager