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PNB Signs MoU with Digital India BHASHINI for Multilingual AI Banking



New Delhi, 16 July 2026: Punjab National Bank (PNB), one of India's leading public sector banks, signed a Memorandum of Understanding (MoU) with the Digital India BHASHINI Division(DIBD) at its Corporate Office in Dwarka, New Delhi.

The MoU was formalized in the presence of Shri M. Paramasivam, Executive Director, PNB; Shri Amitabh Nag, CEO, Digital India BHASHINI Division(DIBD); and Shri Atish Kumar Rout, Chief General Manager(D) Digital Banking Transformation Division(DBTD), PNB.

Through this partnership, BHASHINI's advanced multilingual AI capabilities will be integrated into PNB's digital platforms. This will empower customers to access banking services seamlessly in multiple Indian languages via both voice and text.

Speaking on the occasion, **Shri M. Paramasivam, Executive Director, PNB, said:** *"The collaboration between BHASHINI and PNB demonstrates how Digital Public Infrastructure can accelerate inclusive digital transformation across sectors. By combining multilingual AI with public service delivery, this initiative will help bridge language barriers and ensure that digital banking services are more accessible, equitable, and citizen-friendly for people across the country."*

Shri Amitabh Nag, CEO, Digital India BHASHINI Division(DIBD), said: *"Language should never be a barrier to essential banking services. Our partnership with PNB advances BHASHINI's vision of a voice-first, multilingual banking system. By integrating AI-powered language technologies, we are building inclusive digital infrastructure that enables citizens to access financial services seamlessly in their preferred Indian language, making digital banking more intuitive, inclusive, and citizen-centric."*

Shri Atish Kumar Rout, Chief General Manager(D), DBTD, PNB, remarked: *"PNB remains committed to delivering accessible, secure, and customer-centric digital banking services. Our collaboration with the Digital India BHASHINI Division will enable us to leverage cutting-edge multilingual AI technologies, making our digital platforms more inclusive and easier to use for customers across diverse linguistic backgrounds."*

For more information, customers may visit nearest PNB branches or log on to pnb.bank.in.
