



## Circular

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F. No. IFSCA-LPRA/4/2025-Legal and Regulatory Affairs

May 08, 2026

To,

**All Regulated Entities in the International Financial Services Centre**

Madam/ Sir,

**Subject: Consumer Charter by Regulated Entities in the International Financial Services Centre (IFSC)**

1. To strengthen consumer protection across financial services market in the IFSC and to ensure market integrity, International Financial Services Centres Authority (IFSCA) has published the Consumer Charter on the IFSCA website at the following link: <https://ifsc.gov.in/Pages/Contents/Consumer Charter>.
2. The Consumer Charter sets out IFSCA's vision and mission for protecting the interests of financial consumers and also outlines their rights and responsibilities. A robust adoption of the principles articulated in the Consumer Charter by all regulated entities in the IFSC ('regulated entities') is paramount, as it ensures that they operate with integrity, accountability, and in the best interests of financial consumers.
3. In this regard, all regulated entities dealing with retail consumers are encouraged to develop and publish their Consumer Charters on their GIFT IFSC entity websites or provide a link on their IFSC entity websites which redirects consumers to a dedicated webpage of any of their group entities elsewhere in the world:

*Explanation.* - For the purpose of this circular, the term "retail consumer" and "group entity" shall have the same meaning as specified in the IFSCA circular titled "[Complaint Handling and Grievance Redressal by Regulated Entities in the IFSC](#)" dated December 02, 2024.

4. The Consumer Charters of the regulated entities shall contain, *inter-alia*, the vision, mission, rights and responsibilities, essential do's and don'ts for the consumers and other consumer-centric provisions based on the nature of their business, operational model, product complexity and delivery channels etc. to ensure fair, transparent and responsible conduct. Alternatively, the regulated entities may also consider suitably adopting the IFSCA Consumer Charter with relevant modifications based on their business activities.

5. This circular is issued in exercise of powers conferred by Sections 12 and 13 of the International Financial Services Centres Authority Act, 2019 to develop and regulate the financial products, financial services and financial institutions in the IFSC, and shall come into force with immediate effect.
6. A copy of this circular is available on the website of International Financial Services Centres Authority at [www.ifsc.gov.in](http://www.ifsc.gov.in).

Yours faithfully,

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