



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA  
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RBI/2016-17/115

DCM (Plg) No. 1241/10.27.00/2016-17

November 09, 2016

The Chairman / Managing Director/ Chief Executive Officer,  
Public Sector Banks/ Private Sector Banks / Foreign Banks/  
Regional Rural Banks / Urban Cooperative Banks/  
State Cooperative Banks

Dear Sir

**Withdrawal of Legal Tender Character of existing ₹ 500/- and ₹ 1000/- Bank Notes**

Please refer to our [circular DCM \(Plg\) No. 1226/10.27.00/2016-17 November 08, 2016](#) on the captioned subject. In order to ensure that the ATMs stop dispensing specified banknotes (SBN) of ₹ 500 and ₹ 1,000 and dispense only ₹ 100 and ₹ 50 banknotes once the ATMs are re-opened for public transactions, the following actions are required to be taken:

**I. Reopening of ATMs from November 11, 2016**

Necessary changes at Switch level (if required, through their outsourced / managed services providers) to disable the dispensing of SBN from respective cassettes at the ATMs and necessary arrangements may be made to evacuate the existing SBN lying in the ATMs should be made.

**II. Recalibration of ATMs to dispense ₹ 100 and ₹ 50 banknotes through ATMs**

Banks shall ensure (if required, through their outsourced / managed services providers) that:

- at least one cassette in each ATM is configured to dispense banknotes of ₹ 100 denomination immediately.
- ATM fit notes (fresh and/or recyclable) are supplied to the necessary agencies to ensure the above; and
- If feasible, additional cassettes in the ATMs to dispense non-SBN banknotes are configured.

मुद्रा प्रबंध विभाग, केन्द्रीय कार्यालय, चौथी मंज़िल, अमर बिल्डिंग, सर पी. एम. मार्ग, पोस्ट बॉक्स स.1379, मुंबई -400 001(भारत)  
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हिन्दी आसान है, इसका प्रयोग बढ़ाइए





## **VI. Readiness for dispensing and accepting new series of high denomination banknotes (₹ 500 and ₹ 2000)**

Banks shall also ensure that their ATMs and CDMs/CRs are kept in readiness to dispense (withdrawal) and accept (deposit) high denomination banknotes in the Mahatma Gandhi (New) Series, as and when, the same are available for putting into circulation.

2. In modification of the instructions contained in item 2(ii) and 2(vi) of the said circular, banks are now advised that White Label ATM Operators may approach their cash supplying banks (which may or may not be the sponsor bank) to deposit the recalled banknotes.

3. To bring in improvements in the customer service, it has been decided to put in place the following additional arrangements:

- i) Bank counters should remain open for extended hours as may be needed to provide exchange related services.
- ii) Banks should set up Help Line for assisting the public regarding the exchange related services. Information relating to the Help Line should be displayed in the bank branches and also uploaded on the web site of the bank.
- iii) Cash withdrawal of ₹ 2000/-, per day per card may be allowed at PoS terminals, subject to the pre-specified weekly limit.

4. On a review, the instructions on provision of exchange facility through Business Correspondents as indicated in para 3(iv) of our circular dated November 8, 2016 stands withdrawn.

5. These instructions should be implemented with immediate effect.

6. Please acknowledge receipt.

Yours faithfully

(P Vijaya Kumar)

Chief General Manager