

Acceptance/Exchange of Soiled & Mutilated Notes, Coins of all denominations

As per RBI-Master Circular dated July 18, 2016, Banks should facilitate the following:

A. All branches of banks in all parts of the country should provide the following customer services, more actively and vigorously to the members of public so that there is no need for them to approach the RBI Regional Offices for this purpose:

- Issuing fresh / good quality notes and coins of all denominations on demand
- Exchanging soiled / mutilated / defective notes
- Accepting coins and notes either for transactions or exchange

B. All branches should provide the above facilities to members of public without any discrimination on all working days.

C. None of the bank branches should refuse to accept small denomination notes and / or coins tendered at their counters.

For any assistance on the above, please contact your Branch Manager.

Remarks: Last updated in February, 2018.