



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

RBI/DCM/2024-25/115
DCM (FNVD)/G4/16.01.05/2024-25

April 01, 2024

The Chairman / Managing Director / Chief Executive Officer
All Banks

Madam / Dear Sir,

Master Direction on Counterfeit Notes, 2024 – Detection, Reporting and Monitoring

The Reserve Bank of India (RBI) has, from time to time, issued several guidelines / instructions / directives to the banks on Counterfeit Notes.

2. A Master Direction incorporating and updating the extant guidelines / instructions / directives on the subject has been prepared to enable banks to have all current instructions on Counterfeit Notes at one place for reference.

3. This [Direction](#) has been issued in exercise of powers conferred upon RBI under Section 35A and Section 56 of the Banking Regulation Act, 1949.

Yours faithfully,

(Sanjeev Prakash)
Chief General Manager

Encl: As above

मुद्रा प्रबंध विभाग, चौथा तल, अमर भवन, पीएम। मार्ग., फोर्ट, मुंबई 400001

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हिन्दी आसान है, इसका प्रयोग बढ़ाइए।



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Master Direction on Counterfeit Notes, 2024 – Detection, Reporting and Monitoring

In exercise of the powers conferred under Section 35A and Section 56 of the Banking Regulation Act, 1949, the Reserve Bank of India (RBI) being satisfied that it is necessary and expedient in the public interest to do so, hereby, issues the Directions hereinafter specified.

1. Authority to Impound Counterfeit Notes

The Counterfeit Notes can be impounded by:

- (i) All banks
- (ii) Issue Offices of RBI

2. Detection of Counterfeit Notes

2.1 Banknotes tendered over the counter shall be examined for authenticity through machines. Similarly, banknotes received directly at the back office / currency chest through bulk tenders shall also be examined through machines.

2.2 No credit to customer's account is to be given for Counterfeit Notes, if any, detected in the tender received over the counter or at the back-office / currency chest.

2.3 In no case, the Counterfeit Notes shall be returned to the tenderer or destroyed by the bank branches. Failure of the banks to impound Counterfeit Notes detected at their end will be construed as wilful involvement of the bank concerned in circulating Counterfeit Notes and penalty will be imposed.

3. Impounding of Counterfeit Notes

Notes determined as counterfeit shall be stamped as "COUNTERFEIT NOTE" and impounded in the prescribed format ([Annex I](#)). Each such impounded note shall be recorded under authentication, in a separate register.

4. Issue of Receipt to Tenderer

When a banknote tendered at the counter of a bank branch / back office and currency chest is found to be counterfeit, an acknowledgement receipt in the prescribed format ([Annex II](#)) must be issued to the tenderer, after stamping the note as in paragraph 3 *ibid*. The receipt, in running serial number, shall be authenticated by the cashier and tenderer. Notice to this effect shall be displayed prominently at the offices / branches for information of the public. The receipt is to be issued even in cases where the tenderer is unwilling to countersign it.



5. Detection of Counterfeit Notes – Reporting to Police and other bodies

The following procedure shall be followed while reporting incidence of detection of Counterfeit Notes to the Police:

5.1 For cases of detection of Counterfeit Notes up to four (04) pieces in a single transaction, a consolidated report in the prescribed format ([Annex III](#)) shall be sent by the Nodal Bank Officer to the police authorities or the Nodal Police Station, along with the suspect Counterfeit Notes, at the end of the month.

5.2 For cases of detection of Counterfeit Notes of five (05) or more pieces in a single transaction, the Counterfeit Notes shall be forwarded **immediately** by the Nodal Bank Officer to the local police authorities or the Nodal Police Station for investigation by filing FIR in the prescribed format ([Annex IV](#)).

5.3 A copy of the monthly consolidated report / FIR shall be sent to the Forged Note Vigilance (FNV) Cell constituted at the Head Office of the bank.

5.4 Acknowledgement of the police authorities concerned has to be obtained for note/s forwarded to them (both for consolidated monthly statement and for filing of FIR). If the Counterfeit Notes are sent to the police by insured post, acknowledgement of receipt thereof by the police shall be invariably obtained and kept on record. A proper follow-up of receipt of acknowledgement from the police authorities is necessary. In case any difficulty is faced by the banks due to reluctance of the police to receive monthly consolidated statement / file FIRs, the matter may be sorted out in consultation with the Nodal Officer of the police authority designated to coordinate on matters relating to investigation of Counterfeit Note cases. The list of Nodal Police Stations may be obtained from the concerned Issue Office of RBI.

5.5 In order to facilitate identification of people abetting circulation of Counterfeit Notes, banks are advised to cover the banking hall / area and counters under CCTV surveillance and preserve the recording as per their internal policy.

5.6 Banks shall also monitor the patterns / trends of such detection and suspicious trends / patterns and bring to the notice of RBI / police authorities immediately.

5.7 The progress made by banks in detection and reporting of Counterfeit Notes to police, RBI, etc. and problems therein, shall be discussed regularly in the meetings of various State Level Committees viz., State Level Bankers' Committee (SLBC), Standing Committee on Currency Management (SCCM), State Level Security Committee (SLSC), etc.

5.8 The data on detection of Counterfeit Notes by banks shall be included in the monthly returns forwarded to the concerned Issue Office of RBI as indicated in [para 10](#) below.

5.9 The definition of 'counterfeiting' in the Indian Penal Code covers currency notes issued by a foreign government authority as well. In case of suspected foreign currency note received for opinion from the police and government agencies, etc., they shall be



advised to forward the case to the Interpol Wing of the CBI, New Delhi after prior consultation with them.

5.10 The Government of India has framed Investigation of High Quality Counterfeit Indian Currency Offences Rules, 2013 under Unlawful Activities (Prevention) Act (UAPA), 1967. The Third Schedule of the Act defines High Quality Counterfeit Indian Currency Note. Activity of production, smuggling or circulation of High Quality Counterfeit Indian Notes has been brought under the ambit of UAPA, 1967.

6. Examination of the Banknotes before Issuing over Counters, Feeding ATMs and Remitting to Issue Offices of RBI

6.1 The banks shall re-align their cash management in such a manner so as to ensure that banknotes in the denominations of ₹100 and above are not put into re-circulation without the notes being machine processed for authenticity. The said instructions shall be applicable to all bank branches, irrespective of the volume of daily cash receipt. Any non-compliance will be construed as violation of the [Directive No.3158/09.39.00 \(Policy\)/2009-10 dated November 19, 2009](#) issued by RBI.

6.2 In order to obviate complaints regarding dispensation of Counterfeit Notes from ATMs, and to curb circulation of Counterfeit Notes, it is imperative to put in place adequate safeguards / checks before loading ATMs with notes. Dispensation of Counterfeit Notes through the ATMs would be construed as an attempt to circulate the Counterfeit Notes by the bank concerned. This shall also be applicable to White Level ATM Operators in terms of [circular DPSS.CO.OD.No.1916/06.07.011/2018-19 dated March 7, 2019](#).

6.3 Detection of Counterfeit Notes in chest remittances is also liable to be construed as wilful involvement of the chest branches concerned in circulating Counterfeit Notes and may attract special investigation by police authorities, and other action like suspending the operation of the chest concerned.

6.4 Penalty at 100% of the notional value of Counterfeit Notes, in addition to the recovery of loss to the extent of the notional value of such notes, will be imposed under the following circumstances:

- a) When Counterfeit Notes are detected in the soiled note remittance of the bank.
- b) If Counterfeit Notes are detected in the currency chest balance of a bank during Inspection / Audit by RBI.

7. Designating Nodal Bank Officer

Each bank shall designate a Nodal Bank Officer, district-wise to serve as the contact point for all Counterfeit Note detection related activities and notify the same to the concerned Issue Office of the RBI and police authorities. All cases of reporting of Counterfeit Note detection as indicated in [Para 5](#) shall be done through the Nodal Bank Officer.



8. Establishment of Forged Note Vigilance Cell at Head Office of Bank

8.1 Each bank shall establish at its Head Office, a Forged Note Vigilance (FNV) Cell to undertake the following functions:

- i. Dissemination of instructions issued by RBI on Counterfeit Notes to bank's branches / Currency Chests (CCs), monitoring the implementation of these instructions, compilation of data on detection of Counterfeit Notes, and its submission to RBI, Financial Intelligence Unit-India (FIU-IND) and National Crime Records Bureau (NCRB) as per extant instructions and follow-up of cases of Counterfeit Notes with police authorities / designated nodal officer.
- ii. Sharing of the information thus compiled with bank's CVO and report to him / her all cases of acceptance / issue of Counterfeit Notes over the counters.
- iii. Conducting periodic surprise checks at currency chests where shortages / defective / Counterfeit Notes, etc., are detected.
- iv. Ensuring operation of Note Sorting Machines of appropriate capacity at all the currency chests / back offices and closely monitoring the detection of Counterfeit Notes and maintaining the record of the same.
- v. Ensuring that only properly sorted and machine examined banknotes are fed into the ATMs / issued over the counters by putting in place adequate safeguards, including surprise checks, both during the processing and transit of notes.

8.2 FNV Cell shall submit a status report on a **half-yearly basis (as at the end of March and September every year)**, as per the format prescribed in [Annex VII](#), by e-mail, to the Chief General Manager, Department of Currency Management, RBI, Central Office, Amar Building, Fourth Floor, Sir P. M. Road, Fort, Mumbai 400 001 (dcmfnvd@rbi.org.in) and to the **concerned** Issue office of RBI under whose jurisdiction the FNV Cell is functional, within a fortnight from the end of the respective **half-year**.

8.3 In order to update the record of the addresses of the FNV Cells, the bank shall furnish by e-mail, in the prescribed format ([Annex V](#)), the particulars to the Chief General Manager, Department of Currency Management, Reserve Bank of India and to the **concerned** Issue office of RBI under whose jurisdiction the FNV Cell is functional, by 15th of April, every year.

9. Provision of Devices Facilitating Detection of Counterfeit Notes

9.1 With a view to facilitate the detection of Counterfeit Notes, all bank branches / identified back offices shall be equipped with ultra-violet lamps / other appropriate banknote sorting / detection machines. In addition, all currency chest branches shall be equipped with verification, processing and sorting machines and shall be used to their optimum capacity. Such machines shall conform to the guidelines on '[Note Authentication and Fitness Sorting Parameters](#)' prescribed by the RBI from time to time.



9.2 The banks shall maintain a daily record of the notes processed through the Note Sorting machines, including the number of counterfeits detected.

9.3 The banks shall also consider providing at least one counting machine (with dual display facility) for public use at the counter.

10. Reporting of Data to RBI / NCRB / FIU-IND

10.1 By FNV Cells of banks

Data on Counterfeit Notes detected by all branches and currency chests of the bank shall be compiled and reported **by FNV Cell of the concerned bank to the Issue Office of RBI under whose jurisdiction the FNV Cell is functional**. The reporting shall be made in the **format ([Annex VI](#))** on monthly basis, by 7th of the following month. In case, no counterfeit note has been detected during the month, a “Nil” report shall be sent.

10.2 Under Rule 8 (1) of Prevention of Money Laundering (Maintenance of Records) Amendment Rules, 2013, Principal Officers of banks shall report information on cash transactions where Counterfeit Notes have been detected to FIU-IND, by the 15th day of the succeeding month, **by uploading the information on the FINnet Portal**. Similarly, data on Counterfeit Notes detection shall be uploaded on the web-enabled software of NCRB, New Delhi **on their website**.

11. Preservation of Counterfeit Notes Received from Police Authorities

11.1 Counterfeit Notes received back from the police authorities / courts shall be carefully preserved in the safe custody of the bank and a record thereof be maintained by the branch / CC concerned. FNV Cell of the bank shall also maintain a branch / CC-wise consolidated record of such Counterfeit Notes.

11.2 These Counterfeit Notes at branches / CCs shall be subjected to verification on a half-yearly basis (on 31st March and 30th September) by the Officer-in-Charge of the bank concerned. They shall be preserved for a period of three years from the date of receipt from the police authorities.

11.3 Counterfeit Notes, which are subject matter of litigation in the court of law shall be preserved with the branch / CC concerned for three years after conclusion of the court case.

11.4 After the preservation period, such notes shall be sent to the concerned Issue Office of RBI under whose jurisdiction the branch / CC is functioning, with full details of the case.



12 Detection of Counterfeit Notes – Training of Staff

12.1 It is necessary to ensure that the cash handling staff in banks are fully conversant with the security features of a banknote.

12.2 With a view to educating the branch staff on detection of Counterfeit Notes, the design and security features of all the banknotes shown in [Annex VIII](#) have been supplied to all the banks with instructions to display them prominently at the branches for information of the public. Details of security features of the New Design banknotes of ₹2000, ₹500, ₹200, ₹100, ₹50, ₹20 and ₹10 are available at the link <https://paisaboltahai.rbi.org.in>.

12.3 The controlling offices / training centres shall also organise / conduct training programmes on the security features of genuine Indian banknotes for all bank personnel handling cash to enable detection of Counterfeit Notes at the point of receipt itself. These trainings shall cover detection, impounding and reporting of Counterfeit Notes. RBI will provide faculty support and training materials, whenever necessary.



Annex I

Counterfeit Banknote Stamp

Each banknote, which on examination of various security features / parameters, is determined as a counterfeit one, shall be branded with a stamp "COUNTERFEIT BANKNOTE". For this purpose, a stamp with a uniform size of **5 cm x 5 cm** with the following inscription may be used.

COUNTERFEIT BANKNOTE IMPOUNDED

BANK

BRANCH / CURRENCY CHEST

NAME OF THE BANK

SIGNATURE

DATE



Annex II

Acknowledgement Receipt to be Issued to the Tenderer of Counterfeit Notes

Name of the Bank:

Address:

Serial Number of the Receipt: _____

Date: _____

The note(s) described below received from..... (Name and address of the tenderer) is/are counterfeit and has/have therefore been impounded and stamped accordingly.

Serial number of the note deemed as counterfeit	Denomination	Parameters on which the note is deemed as counterfeit

Total number of Counterfeit Notes:

(Signature of the Tenderer)

(Signature of the Counter Staff)

(Official Seal)



Annex III

Consolidated Monthly Report to the Police

Date: _____

Name of the Bank:

District:

Name and Address of the Nodal Bank Officer:

Ref. No.

The Inspector of Police
_____ Police Station,

Consolidated Report for the month of _____

Detail of Counterfeit Notes:

Date of detection	Name of branch / currency chest	Details of tenderer	Denominations / pieces / serial numbers	Security features breached	Unique Reference Number (URN) generated by the NCRB Portal

2. The Counterfeit Notes are enclosed for information and necessary action.

3. Kindly acknowledge receipt.

Yours faithfully,

Authorised signatory

Official Seal

Encl:



Request for FIR to the Police

Date: _____

Name of the Bank:
District:
Name and Address of the Nodal Bank Officer:
Ref. No.

The Inspector of Police
_____ Police Station,

Dear Sir,

Detection of Counterfeit Note/s – Request for investigation

We enclose the following Counterfeit Notes detected in our office on _____. The details of the Counterfeit Notes are furnished below:

Denomination / Number of pieces	Serial number of Counterfeit Note	Notional value	Details of tenderer	Name & address of the branch / currency chest where detection took place	Bank's Entry No.	Unique Reference Number (URN) generated in the NCRB Portal

2. As the printing and/or circulation of Fake Indian Currency Notes is an offence under Sections 489A to 489E of the Indian Penal Code, we request you to lodge FIR and conduct the necessary investigation. In case, it is decided to file criminal proceedings in the court of law, you may first arrange to send the notes to any of the Note Printing Presses, Forensic Science Laboratories, etc., in terms of the provisions of Section 292(1) and 292(3) of the Code of Criminal Procedure for examination. The expert opinion furnished may be produced in the court as evidence under Section 292 of the Criminal Procedure Code. The forged notes may please be returned to us after the completion of the investigation and/or proceedings in the court of law along with the detailed report of the investigation / decision of the court.

3. Please acknowledge receipt.

Yours faithfully,

Authorised Signatory
Official Seal
Encl:



Annex V

Particulars of Forged Note Vigilance Cell (FNVC) To RBI

Name of the Bank	Address of FNVC (With Pin code)	Name and Designation of Officer-in-Charge	Telephone number with Code	Mobile Number	Email Address of the FNVC

We note to intimate immediately the changes, if any, in the particulars furnished above.

Name of Authorised Official:

Designation:

Date:

NB: The completed format, in MS-Excel, shall be transmitted by e-mail to dcmfnvd@rbi.org.in and to the concerned Issue Office of RBI under whose jurisdiction the FNV Cell is functional, by 15th April every year.



Annex VI

Monthly Report to RBI Issue Offices on Counterfeit Notes

Date: _____

Name of the Bank:
 Address of FNV Cell:
 Name and Designation of officer-in-charge:
 Telephone No:
 Email ID:

Counterfeit Notes detected in the bank during the month
 (To be reported by 7th of following month)

A. Details of Counterfeit Notes detected:

Name of the branch	Address of the branch	Branch code	District	State	Zone in which branch is located (East/West/North/South)	Type of detection	Denomination wise number of pieces										Total number					
							₹2 & ₹5	₹10 (Old)	₹10 (New)	₹20 (Old)	₹20 (New)	₹50 (Old)	₹50 (New)	₹100 (Old)	₹100 (New)	₹200		₹500 (Old-SBN)	₹500 (New)	₹1000 (Old-SBN)	₹1000 (New)	₹2,000
						FIR (No. of pieces)																
						Non FIR (No. of pieces)																
						Total A																
Name of the Currency Chest	Address of the Currency Chest	Currency Chest code	District	State	Zone in which CC is located (East/West/North/South)	Type of detection	₹2 & ₹5	₹10 (Old)	₹10 (New)	₹20 (Old)	₹20 (New)	₹50 (Old)	₹50 (New)	₹100 (Old)	₹100 (New)	₹200	₹500 (Old-SBN)	₹500 (New)	₹1000 (Old-SBN)	₹1000 (New)	₹2,000	Total number
						FIR (No. of pieces)																
						Non FIR (No. of pieces)																
						Total B																
						Grand Total (A+B)																

B. Details of FIR cases filed with police:

	Pending with Police at the beginning of the month (Cumulative Total)	Sent to Police during the month	Returned by the Police during the month	Pending with the Police at the end of the month (Cumulative Total)
No. of cases* where FIR was filed				
Total pieces of Counterfeit Notes involved in all the cases of FIR				

* Each FIR lodged comprises one case.

(Signature)
 Name & Designation of the Authorised Official
 Official Seal

Forwarded to: -
 The General Manager/Deputy General Manager, Reserve Bank of India, Issue Department, _____



Annex VII

Report on activities of FNV Cell - Half Year ended March / September

Name of the bank:

Address of FNV Cell:

Name and designation of officer-in-charge of FNV Cell:

Telephone No.:

Email ID:

Sr. No.	Particulars	Details										
		Metro	Urban	Semi Urban	Rural	Total						
1.	Total number of branches											
2.	Total number of Currency Chests (CCs)											
3.	No. of branches under CCTV surveillance											
4.	No. of CCs under CCTV surveillance											
5.	No. of branches where Note Authentication Machines (NAMs) are installed											
6.	No. of CCs where Note Sorting Machines (NSMs) are installed											
7.	Whether the NSMs are adequate to process all notes received at each CC as per prescribed timeline?											
8.	Whether all CCs maintain record of notes processed through NSMs and the counterfeit notes detected by them?											
9.	Whether information on counterfeit notes detected during the month is reported to RBI by 7 th of the succeeding month?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Month</th> <th style="text-align: center;">Date of submission</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> </tr> <tr> <td style="height: 20px;"></td> <td></td> </tr> </tbody> </table>					Month	Date of submission				
Month	Date of submission											



Sr. No.	Particulars	Details															
10.	Whether information on counterfeit notes detected during the month is uploaded on FIU-IND portal (FINnet) by 15 th of the succeeding month?	<table border="1" data-bbox="746 311 1316 448"> <thead> <tr> <th data-bbox="746 311 1023 353">Month</th> <th colspan="3" data-bbox="1023 311 1316 353">Date of submission</th> </tr> </thead> <tbody> <tr> <td data-bbox="746 353 1023 396"></td> <td data-bbox="1023 353 1161 396"></td> <td data-bbox="1161 353 1300 396"></td> <td data-bbox="1300 353 1316 396"></td> </tr> <tr> <td data-bbox="746 396 1023 439"></td> <td data-bbox="1023 396 1161 439"></td> <td data-bbox="1161 396 1300 439"></td> <td data-bbox="1300 396 1316 439"></td> </tr> </tbody> </table>				Month	Date of submission										
Month	Date of submission																
11.	Whether information on counterfeit notes is uploaded on NCRB portal on monthly basis?	<table border="1" data-bbox="746 535 1316 672"> <thead> <tr> <th data-bbox="746 535 1023 577">Month</th> <th colspan="3" data-bbox="1023 535 1316 577">Date of submission</th> </tr> </thead> <tbody> <tr> <td data-bbox="746 577 1023 620"></td> <td data-bbox="1023 577 1161 620"></td> <td data-bbox="1161 577 1300 620"></td> <td data-bbox="1300 577 1316 620"></td> </tr> <tr> <td data-bbox="746 620 1023 663"></td> <td data-bbox="1023 620 1161 663"></td> <td data-bbox="1161 620 1300 663"></td> <td data-bbox="1300 620 1316 663"></td> </tr> </tbody> </table>				Month	Date of submission										
Month	Date of submission																
12.	Whether the instances of acceptance / issue of counterfeit notes over the counter in branches or CCs reported to the Chief Vigilance Officer of the bank?																
13.	No. of cases pending with police authorities where FIRs have been filed.	<table border="1" data-bbox="746 947 900 1211"> <thead> <tr> <th data-bbox="746 947 900 1211">Cases pending with Police authorities at beginning of FY</th> </tr> </thead> <tbody> <tr> <td data-bbox="746 1211 900 1227"></td> </tr> </tbody> </table>	Cases pending with Police authorities at beginning of FY		<table border="1" data-bbox="914 947 1078 1211"> <thead> <tr> <th data-bbox="914 947 1078 1211">Cases sent to Police authorities during the FY</th> </tr> </thead> <tbody> <tr> <td data-bbox="914 1211 1078 1227"></td> </tr> </tbody> </table>	Cases sent to Police authorities during the FY		<table border="1" data-bbox="1078 947 1244 1211"> <thead> <tr> <th data-bbox="1078 947 1244 1211">Cases received from Police authorities during the FY</th> </tr> </thead> <tbody> <tr> <td data-bbox="1078 1211 1244 1227"></td> </tr> </tbody> </table>	Cases received from Police authorities during the FY		<table border="1" data-bbox="1244 947 1414 1211"> <thead> <tr> <th data-bbox="1244 947 1414 1211">Cases pending with Police authorities at the end of the FY</th> </tr> </thead> <tbody> <tr> <td data-bbox="1244 1211 1414 1227"></td> </tr> </tbody> </table>	Cases pending with Police authorities at the end of the FY					
Cases pending with Police authorities at beginning of FY																	
Cases sent to Police authorities during the FY																	
Cases received from Police authorities during the FY																	
Cases pending with Police authorities at the end of the FY																	
14.	<p>Whether the pending FIR cases at branches / CCs, have been followed up with police authorities / designated Nodal Police Officer?</p> <p>The dates of such correspondence made by FNV Cell with police authorities may be furnished.</p>																
15.	<p>Whether significant number of FICNs are detected in any CC / branch during the reporting period?</p> <p>If so, whether the FNV Cell had conducted any surprise check in those</p>	<table border="1" data-bbox="746 1715 1339 1865"> <thead> <tr> <th data-bbox="746 1715 943 1778">Name of CC</th> <th data-bbox="943 1715 1161 1778">Date of surprise check</th> <th data-bbox="1161 1715 1339 1778">Findings in brief</th> </tr> </thead> <tbody> <tr> <td data-bbox="746 1778 943 1821"></td> <td data-bbox="943 1778 1161 1821"></td> <td data-bbox="1161 1778 1339 1821"></td> </tr> <tr> <td data-bbox="746 1821 943 1865"></td> <td data-bbox="943 1821 1161 1865"></td> <td data-bbox="1161 1821 1339 1865"></td> </tr> </tbody> </table>				Name of CC	Date of surprise check	Findings in brief									
Name of CC	Date of surprise check	Findings in brief															



Sr. No.	Particulars	Details								
	branches / CCs? Furnish details.									
16.	Mechanism in place to ensure that only properly sorted and machine examined banknotes are fed into the ATMs / issued over the counter									
17.	No. of complaints received regarding dispensation of counterfeit notes from ATMs / over the counter	<table border="1"><tbody><tr><td data-bbox="742 575 1090 645">No. of complaints pending at the beginning of HY</td><td data-bbox="1093 575 1287 645"></td></tr><tr><td data-bbox="742 647 1090 714">No. of complaints received during the HY</td><td data-bbox="1093 647 1287 714"></td></tr><tr><td data-bbox="742 716 1090 784">No. of complaints disposed of during the HY</td><td data-bbox="1093 716 1287 784"></td></tr><tr><td data-bbox="742 786 1090 853">No. of complaints pending at the end of the HY</td><td data-bbox="1093 786 1287 853"></td></tr></tbody></table>	No. of complaints pending at the beginning of HY		No. of complaints received during the HY		No. of complaints disposed of during the HY		No. of complaints pending at the end of the HY	
No. of complaints pending at the beginning of HY										
No. of complaints received during the HY										
No. of complaints disposed of during the HY										
No. of complaints pending at the end of the HY										

(Signature)

Name & Designation of the Authorised Official

Official Seal



Annex VIII

Designs of Bank Notes Issued by the Reserve Bank of India since 1967

Year	Size	Watermark	Front	Back
I. ₹10 notes				
1967	137 x 63 mm	Ashoka Pillar	Purple colour. Numeral 10 in the centre.	Value of the note in 14 languages. The oval seascape with country craft.
1968	-do-	-do-	Blue-black colour. Promise clause, guarantee clause and signature printed in bilingual.	-do- RBI's name in Hindi added.
1969	-do-	-do-	Blue Black colour. 'Ten Rupees' instead of 'Rupees Ten'.	Mahatma Gandhi's Portrait.
1970	-do-	Ashoka Pillar with spinning wheels.	Hindi version of RBI incorporated in place of English and vice versa. Hindi rendering of Guarantee clause, promise clause and Governor's signature have been interchanged. सत्यमेव जयते incorporated. Watermark window and numbering panel enlarged.	Bilingual seal incorporated
1975	-do-	-do-	Dark brown, umber and blue colour. Numeral '10' printed in dark brown. Intaglio printing. Languages scroll on left and Ashoka Pillar emblem on right.	Pale brown, Ochre blue and green colour. A circle with two Peacocks on branch of a tree. Deer, horses, bird and lotus.
1992	-do-	-do-	Overall colour scheme in pale pink, magenta and yellow	Shalimar garden
1996	-do-	Portrait of Mahatma Gandhi with multidirectional lines in the watermark window.	Overall colour scheme in mauve brown, orange and pink. Portrait of Mahatma Gandhi. Embedded security thread containing the words 'भारत RBI' readable on both sides when held against light.	Intricate guilloche and floral patterns with profiles of an elephant, rhinoceros and tiger's faces. Value of note in 15 Indian languages.
2006	-do-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denominational numeral 10 appear in this section and these can be viewed better when the banknote is held against light.	Machine readable windowed demetalised clear text magnetic security thread with inscriptions 'Bharat' (in Hindi) and RBI which fluoresces in yellow on both sides under UV light. (Generic). Width: 1.4 mm Dual coloured optical fibres. The small floral design printed both on the front (hollow) and back (filled up) of the note in the middle of the vertical band next to the Watermark has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.
2011	-do-	-do-	-do- In addition, ₹ symbol was introduced on the obverse of the banknote, on the top left and top right corner (along with the denominational numeral).	The banknotes will continue to have year of printing on the reverse. In addition, ₹ symbol was introduced on the reverse of the banknotes, on the top left and top right corner (along with the denominational numeral).
2016	-do-	-do-	-do-	



			In addition, the numerals in both the number panels of these banknotes will be in ascending size from left to right, while the first three alphanumeric characters (prefix) will remain constant in size	
2018	123 mm x 63 mm	₹10 denomination banknotes in the Mahatma Gandhi (New) Series having Mahatma Gandhi portrait and electrotype (10) watermarks	The base colour of the note is Chocolate Brown. The note has other designs, geometric patterns aligning with the overall colour scheme, both at the obverse and reverse. See through register with denominational numeral 10 Denominational numeral १० in Devnagari, Portrait of Mahatma Gandhi at the centre, Micro letters 'RBI', 'भारत', 'INDIA' and '10', Windowed demetalised security thread with inscriptions 'भारत' and RBI, Guarantee Clause, Governor's signature with Promise Clause and RBI emblem towards right of Mahatma Gandhi portrait, Ashoka Pillar emblem on the right, Number panel with numerals growing from small to big on the top left side and bottom right side.	The new denomination has motif of Sun Temple, Konark on the reverse, depicting the country's cultural heritage. Year of printing of the note on the left, Swachh Bharat logo with slogan, Language panel, Denominational numeral १० in Devnagari.
II. ₹20 notes				
1972	147x 63mm	Ashoka Pillar	Saffron colour. Ashoka Pillar emblem on the right and language panel on the left side.	Bold lettering in Hindi appears centrally in a horizontal panel, flanked by figures 20 at the corner. Picture of Parliament House. On the left value in Indian languages.
1975	-do-	Small Ashoka Pillar with chain of spinning wheels. Resin treated paper	Red, blue, mauve and pale yellow colour. Numerical 20 in dark mauve on a light yellow lotus shaped design. Language scroll on the left and Ashoka Pillar emblem on right. The printing bleeds off on all sides but not in corners, which are paper white. Bilingual names, clauses and signature.	Dry offset printing. Red, blue and mauve colour. Chariot wheel of Konark Sun temple at the centre. Watermark window in pale blue is surrounded by an ornamental design in perfect register with corresponding design on obverse of the note.
2001	-do-	Mahatma Gandhi Portrait	The security thread totally embedded with the letters "Bharat" (in Hindi) and "RBI" The colour is predominantly reddish orange. The Ashoka Pillar has been replaced by the Mahatma Gandhi's Portrait in dark red while the Ashoka Pillar has been shifted to the left side bottom corner and the size is smaller. The numeral 20, RBI seal, Mahatma Gandhi's Portrait, RBI Legend, Guarantee and Promise clauses, Governor's Signature and Ashoka Pillar inset are in intaglio. The words RBI and the numeral 20 in Micro letters appear alternatively behind the Mahatma Gandhi's Portrait. An identification mark by way of a small vertical rectangle in raised form appears on the left side of the note to facilitate the visually impaired to identify the denomination of the note. The numbers in the number panel are printed in red.	The central theme depicts the Indian coastal line with coconut grooves. The value of the note appears in 15 languages in a vertical panel in the left hand side.



2006	-do-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denomination numeral 20 appear in this section and these can be viewed better when the banknote is held against light	Machine readable windowed demetalised clear text magnetic security thread with inscriptions 'Bharat' (in Hindi) and RBI which fluoresces in yellow on both sides under UV light (Generic). Width: 1.4 mm Dual coloured optical fibres. The small floral design printed both on the front (hollow) and back (filled up) of the note in the middle of the vertical band next to the Watermark has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.
2012	-do-	-do-	-do- In addition, ₹ symbol was introduced on the obverse of the banknote, on the top left and top right corner (along with the denominational numeral).	The banknotes will continue to have year of printing on the reverse. In addition, ₹ symbol was introduced on the reverse of the banknotes, on the top left and top right corner (along with the denominational numeral).
2016	-do-	-do-	The numerals in both the number panels will be in ascending size from left to right while the first three alpha-numeric characters (prefix) will remain constant in size. The numeral "20", RBI seal, Mahatma Gandhi's portrait, RBI legend, Guarantee and promise clause, Governor's signature, Ashoka Pillar emblem which were hitherto printed in intaglio (raised printing) are now being printed in offset (without any raised printing). Further, rectangular identification mark on the left of the banknote has been removed. While there is no change in the colour at the reverse, the colour at the obverse is lighter (due to removal of intaglio printing). The vertical band on the right side of the Mahatma Gandhi's portrait hitherto contained a latent image showing the denominational numeral "20". The latent image was visible only when the banknote was held horizontally at eye level. This feature is no longer present.	-do-
2019	129x 63mm	₹20 denomination banknotes in the Mahatma Gandhi (New) Series having Mahatma Gandhi portrait and electrotype (20) watermarks	See through register with denominational numeral 20. Denominational numeral २० in Devnagari. Portrait of Mahatma Gandhi at the centre. Micro letters 'RBI', 'भारत', 'INDIA' and '20'. Windowed demetalised security thread with inscriptions 'भारत' and RBI. Guarantee Clause, Governor's signature with Promise Clause and RBI emblem towards right of Mahatma Gandhi portrait. Ashoka Pillar emblem on the right. Mahatma Gandhi portrait and electrotype (20) watermarks. Number panel with numerals growing from small to big on the top left side and bottom right side.	Year of printing of the note on the left. Swachh Bharat logo with slogan. Language panel. Motif of Ellora Caves. Denominational numeral २० in Devnagari.



III. ₹50 notes				
1975	147x 73mm	Ashoka Pillar with chain of wheels.	Mauve colour with hues of blue green and purple. Numeral 50 in dark brown. Language scroll on left and Ashoka Pillar emblem on right. Printing bleeds off on all sides except at corners.	Mauve, brown and yellow colours. Parliament House at the centre. Watermark window in pale mauve, surrounded by an ornamental design, which is in perfect register with corresponding design on the obverse.
1981	-do-	-do-	Intaglio-fast blue, yellow red. Ashoka Pillar and languages in deep violet colours, rest in deep green and brown colours. सत्यमेव जयते below Ashoka Pillar emblem.	Dry offset-yellowish brown and body in deep purple colour. Parliament House with National flag on top
1997	-do-	Portrait of Mahatma Gandhi with multidirectional lines in the window.	Yellow, blue and violet colour. Ashoka Pillar replaced by Mahatma Gandhi Portrait in blue. Security thread totally embedded inside the note the letters 'भारत' and 'RBI'. A small black solid square on the left hand side of the watermark to help the visually impaired to identify the denomination of the note.	A panoramic view of India's Parliament House with floral patterns above and filigree patterns on the sides. The value of the note in 15 Indian languages.
2005	-do-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denominational numeral 50 appear in this section and these can be viewed better when the banknote is held against light	Machine readable windowed demetalised clear text magnetic security thread with inscriptions 'Bharat' (in Hindi) and RBI which fluoresces in yellow on both sides under U.V.light –width 1.4 mm. The Intaglio Printing i.e. raised prints is more prominent in the name of the Bank in Hindi and English, the Reserve Bank Seal, guarantee and promise clause, Ashoka Pillar Emblem on the left, RBI Governor's signature. A square in intaglio on the left of the watermark window with increased depth of engraving helps the visually impaired to identify the denomination. Optical fibres are in dual colour. The small floral design printed both on the front (hollow) and back (filled up) of the banknote in the middle of the vertical band next to the watermark window has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.
2012	-do-	-do-	-do- In addition, ₹ symbol was introduced on the obverse of the banknote, on the top left and top right corner (along with the denominational numeral).	The banknotes will continue to have year of printing on the reverse. In addition, ₹ symbol was introduced on the reverse of the banknotes, on the top left and top right corner (along with the denominational numeral).
2015	-do-	-do-	-do- In addition, the numerals in both the number panels of these banknotes will be in ascending size from left to right, while the first three alphanumeric characters (prefix) will remain constant in size	-do-
2016	-do-	- do-	The numeral '50', RBI seal, Mahatma Gandhi's portrait, RBI legend, Guarantee and promise clause, Governor's signature, Ashoka Pillar emblem which were hitherto printed in intaglio (raised printing) are now being printed in offset (without any raised printing). Further, square-shaped identification mark on the left of the banknote has been removed.	-do-



			While there is no change in the colour at the reverse, the colour at the obverse is lighter (due to removal of intaglio printing). The vertical band on the right side of the Mahatma Gandhi's portrait hitherto contained a latent image showing the denominational numeral '50'. The latent image was visible only when the banknote was held horizontally at eye level. This feature is no longer present.	
2017	135 mm x 66 mm	₹50 denomination banknotes in the Mahatma Gandhi (New) Series having Mahatma Gandhi portrait and electrotype (50) watermarks	The base colour of the note is Fluorescent Blue. See through register with denominational numeral 50, Denominational numeral ५० in Devnagari, Portrait of Mahatma Gandhi at the centre, Micro letters 'RBI', 'भारत', 'INDIA' and '50', Windowed demetalised security thread with inscriptions 'भारत' and RBI, Guarantee Clause, Governor's signature with Promise Clause and RBI emblem towards right of Mahatma Gandhi portrait, Ashoka Pillar emblem on the right, Mahatma Gandhi portrait and electrotype (50) watermarks, Number panel with numerals growing from small to big on the top left side and bottom right side.	Year of printing of the note on the left, Swachh Bharat logo with slogan, Language panel, Motif of Hampi with Chariot, Denominational numeral ५० in Devnagari.
IV. ₹100 notes				
1967	157x 73mm	Ashoka Pillar	Blue colour. Numeral 100 appears prominently in centre. Ashoka Pillar emblem on the right.	Vertical panel of 14 Indian languages on left. Hirakud Dam in the background in a circular frame.
1969	-do-	-do-	Blue colour and promise clause, Guarantee clause and Governor's signature in bilingual.	Picture of Mahatma Gandhi in a sitting posture with Sevagram Ashram in the background in a circular frame.
1975	-do-	Ashoka Pillar with spinning wheels.	Intaglio deep blue with hues of blue, brown, pink and dark green. Numeral 100 in dark blue. Watermark window light blue. RBI's name, promise clause, Guarantee clause and Governor's signature in bilingual. Language scroll on left and Ashoka Pillar emblem on right. Printing bleeds off on all sides except at corners.	Intaglio deep blue and brown shade of corn, agricultural operations, Tea plantation and hydroelectric power project. 'Watermark' window is surrounded by an ornamental design, which is in perfect register with similar design on the obverse.
1979	-do-	-do-	One side intaglio blue, red and deep green, Tints of reddish and yellowish green shade. सत्यमेव जयते below Ashoka Pillar emblem.	Dry-offset. Black and maroon colours. Tint design in greenish blue and brownish shades.



1996	-do-	Portrait of Mahatma Gandhi with multidirectional lines in the watermark window.	Printed with the combination of offset and intaglio process. overall colour is predominantly blue, grey and green. Portrait of Mahatma Gandhi. A windowed security thread partly visible from the front but totally embedded inside. Letters 'भारत' and 'RBI' printed on the thread. A small black solid triangle in intaglio on left hand side of the watermark to help the visually impaired to identify the denomination of the note.	Central theme depicts a panoramic view of the Kanchangunga range with floral patterns above and filigree patterns on the sides. The value of note appears in 15 languages on the left hand side.
2005	-do-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denomination numeral 100 appear in this section and these can be viewed better when the banknote is held against light.	Machine-readable windowed demetalised clear text magnetic security thread with inscriptions 'Bharat' (in Hindi) and RBI on notes of ₹100 with exclusive colour shift. Colour of the thread shall shift from green to blue when viewed from different angles. It will fluoresce in yellow on the reverse and the text will fluoresce on the obverse under U.V.light – width – 2 m.m. The Intaglio Printing i.e. raised prints is more prominent in the name of the Bank in Hindi and English, the Reserve Bank Seal, guarantee and promise clause, Ashoka Pillar Emblem on the left, RBI Governor's signature. A triangle in intaglio on the left of the watermark window with increased depth of engraving helps the visually impaired to identify the denomination. Optical fibres are in dual colour. The small floral design printed both on the front (hollow) and back(filled up) of the banknote in the middle of the vertical band next to the watermark window has an accurate back to back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.
2011	-do-	-do-	-do- In addition, ₹ symbol was introduced on the obverse of the banknotes, on the top left and top right corner (along with the denominational numeral).	The banknotes will continue to have year of printing on the reverse. In addition, ₹ symbol was introduced on the reverse of the banknotes on the top left and top right corner (along with the denominational numeral).
2015	-do-	-do-	-do- In addition, the numerals in both the number panels of these banknotes will be in ascending size from left to right, while the first three alphanumeric characters (prefix) will remain constant in size. In addition, easy to identify markings for visually impaired in the form of four angular bleed lines on both left and right of the obverse side of banknotes. Increase in size of the identification mark (triangle) by 50 per cent.	-do-



2018	142 mm × 66 mm	₹100 denomination banknotes in the Mahatma Gandhi (New) Series having Mahatma Gandhi portrait and electrotype (100) watermarks	See through register with denominational numeral 100. Latent image with denominational numeral 100. Denominational numeral १०० in Devnagari. Portrait of Mahatma Gandhi at the centre. Micro letters 'RBI', 'भारत', 'India' and '100'. Windowed security thread with inscriptions 'भारत' and RBI with colour shift; Colour of the thread changes from green to blue when the note is tilted. Guarantee Clause, Governor's signature with Promise Clause and RBI emblem towards right of Mahatma Gandhi portrait. Ashoka Pillar emblem on the right. Mahatma Gandhi portrait and electrotype (100) watermarks. Number panel with numerals in ascending font on the top left side and bottom right side. For visually impaired intaglio or raised printing of Mahatma Gandhi portrait, Ashoka Pillar emblem, raised triangular identification mark with micro-text 100, four angular bleed lines both on the right and left sides.	Year of printing of the note on the left. Swachh Bharat logo with slogan. Language panel. Motif of RANI KI VAV. Denominational numeral १०० in Devnagari.
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V. ₹200 Notes – Mahatma Gandhi (New) Series

2017	146 mm × 66 mm	₹200 denomination banknotes in the Mahatma Gandhi (New) Series having Mahatma Gandhi portrait and electrotype (200) watermarks	The base colour of the note is Bright Yellow. The note has other designs, geometric patterns aligning with the overall colour scheme, both at the obverse and reverse. See through register with denominational numeral 200. Latent image with denominational numeral 200. Denominational numeral २०० in Devnagari. Portrait of Mahatma Gandhi at the centre. Micro letters 'RBI', 'भारत', 'India' and '200'. Windowed security thread with inscriptions 'भारत' and RBI with colour shift. Colour of the thread changes from green to blue when the note is tilted. Guarantee Clause, Governor's signature with Promise Clause and RBI emblem towards right of Mahatma Gandhi portrait. Denominational numeral with Rupee Symbol, ₹200 in colour changing ink (green to blue) on bottom right. Ashoka Pillar emblem on the right. Number panel with numerals growing from small to big on the top left side and bottom right side. For visually impaired , Intaglio or raised printing of Mahatma Gandhi portrait, Ashoka Pillar emblem, raised Identification mark H with micro-text ₹200, four angular bleed lines with two circles in between the lines both on the right and left sides	Motif of Sanchi Stupa on the reverse, depicting the country's cultural heritage. Year of printing of the note on the left. Swachh Bharat logo with slogan. Language panel. Denominational numeral २०० in Devnagari.
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VI. ₹500 notes – Mahatma Gandhi (New) Series



2016	150 mm x 66mm	Mahatma Gandhi portrait and electrotype (500) watermarks	<p>Issued in the Mahatma Gandhi (New) Series, the new ₹500 banknotes are different from the earlier specified bank note (SBN) series in colour, size, theme, location of security features and design elements.</p> <p>The colour of the note is stone grey.</p> <p>The orientation and relative position of the Mahatma Gandhi portrait has changed.</p> <p>Denominational numeral ५०० in Devnagari.</p> <p>The banknote also has features (intaglio printing of Mahatma Gandhi portrait, Ashoka Pillar emblem, Five angular bleed lines on left and right side in raised print, circle with ₹500 in the right, and the identification mark) which enable the visually impaired person to identify the denomination.</p>	<p>The new theme is the Indian heritage site Red Fort with the Indian flag.</p> <p>The year of printing “2016” and Swachh Bharat logo is printed on the reverse.</p> <p>The 15 language panel is towards the centre.</p> <p>Denominational numeral ५०० in Devnagari</p>
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VII. ₹2000/- notes – Mahatma Gandhi (New) Series

2016	166 mm x 66mm	Mahatma Gandhi portrait and electrotype (2000) watermarks.	<p>Issued in the Mahatma Gandhi (New) Series.</p> <p>The base colour of the note is magenta. The note has other designs, geometric patterns aligning with the overall colour scheme, both at the obverse and reverse.</p> <p>See through register with denominational numeral 2000.</p> <p>Latent image with denominational numeral 2000.</p> <p>Denominational numeral २००० in Devnagari.</p> <p>Portrait of Mahatma Gandhi at the centre.</p> <p>Micro letters ‘RBI’ and ‘2000’ on the left side of the banknote.</p> <p>Windowed security thread with inscriptions ‘भारत’, RBI and 2000 on banknotes with colour shift. Colour of the thread changes from green to blue when the note is tilted.</p> <p>Guarantee Clause, Governor’s signature with Promise Clause and RBI emblem towards right</p> <p>Denominational numeral with Rupee Symbol, ₹2000 in colour changing ink (green to blue) on bottom right.</p> <p>Ashoka Pillar emblem on the right Mahatma Gandhi portrait and electrotype (2000) watermarks.</p> <p>Number panel with numerals growing from small to big on the top left side and bottom right side. For visually impaired Intaglio or raised printing of Mahatma Gandhi portrait, Ashoka Pillar emblem, bleed lines and identity mark.</p> <p>Horizontal rectangle with ₹2000 in raised print on the right.</p> <p>Seven angular bleed lines on left and right side in raised print.</p>	<p>Year of printing of the note on the left.</p> <p>Swachh Bharat logo with slogan.</p> <p>Language panel towards the centre.</p> <p>Motif of Mangalayan depicting the country’s first venture into interplanetary space.</p> <p>Denominational numeral २००० in Devnagari.</p>
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Annex IX

List of Circulars Consolidated in this Master Direction

SN	Circular Ref. No.	Date	Subject	Para of Master Circular
1	DCM FNVD G 16/16.01.01/2003-04	18-Dec-03	Issue of Forged Notes through ATM	Para 6
2	DCM FNVD G 31/16.01.01/2003-04	8-Apr-04	Detection of Forged Notes - Issue of receipt to tenderers	Para 4
3	DCM FNVD G 3/16.02.03/2004-05	6-Jul-04	Detection of Forged Notes - Issue of receipts	Para 4
4	DCM FNVD G 23/16.01.01/2005-06	7-Dec-05	Issue of Counterfeit Banknotes through ATMs – Constitution of Forged Note Vigilance Cell	Para 6 & 8
5	DCM FNVD G 37/16.08.08/2006-07	28-Mar-06	Detection of Counterfeit Banknotes at ATMs of the banks	Para 6 & 8
6	DCM FNVD G 18/16.08.08/2006-07	1-Jun-07	Detection of Counterfeit Banknotes in chest remittances received from banks	Para 6
7	DCM(FNVD)No.9664/16.01.05/2009-10	30-Jun-09	Submission of quarterly report by FNV Cell	Para 2 & 3
8	DCMNo.Dir.NPD.3158/09.39.00/2009-10	19-Nov-09	Sorting of Notes – Installation of Note Sorting Machines	Para 6
9	DCM.No.Cir.NPD.3161/09.39.00 (Policy)/2009-2010	19-Nov-09	Sorting / Processing of Notes – Installation of Note Sorting Machines	Para 9
10	DCMFNVD No.502/16.01.05/2011-12	25-Jul-11	Detection of Counterfeit Bank Notes – Revised Procedure	Para 5
11	DCM(FNV)No.5063/16.02.22/2011-12	9-May-12	Detection and Reporting Mechanism of Counterfeit Notes – Monetary Policy 2012-13	Para 6
12	DCMFNVD No.2165/16.21.005/2012-13	16-Nov-12	Detection and Reporting of Counterfeit Notes – Second Quarter Review of Monetary Policy 2012-13	Para 6
13	DCMFNVD No.776/16.01.05/2015-16	27-Aug-15	Detection of Counterfeit Notes - Review	Para 2
14	DCM FNVD No.1134/16.01.05/2016-17	27-Oct-16	Detection and Impounding of Counterfeit Notes	Para 5
15	DCM (FNVD) G-7/16.01.05/17-18	15-Jan-18	Detection and Impounding of Counterfeit Notes – Filing of FIR	Para 5
16	DPSS.CO.OD.No.1916/06.07.01/2018-19	7-Mar-2019	White Label ATMs (WLAs) in India – Review of Guidelines	Para 6
17	DCM(NPD)No.S488/18.00.14/2022-23	01-Jul-2022	Note Sorting Machines - Authentication and Fitness Sorting Parameters	Para 9