भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
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All Scheduled Commercial Banks, including Regional Rural Banks / Urban Co-operative Banks / State Co-operative Banks / District Central Co-operative Banks / Authorised Payment System Providers and System Participants

Madam / Dear Sir,

Reserve Bank of India (Cash Withdrawal Transactions through Automated Teller Machines and Point of Sale Terminals) Directions, 2026

Reserve Bank had issued various circulars pertaining to cash withdrawal transactions through Automated Teller Machines (ATMs) and Point of Sale (PoS) terminals. With a view to harmonise these extant instructions, it has been decided to issue a consolidated Master Direction - Reserve Bank of India (Cash Withdrawal Transactions through Automated Teller Machines and Point of Sale Terminals) Directions, 2026.

2. These Directions are issued under Section 18 read with Section 10(2) of the Payment and Settlement Systems Act, 2007 (Act 51 of 2007).

Yours faithfully,

(N Sara Rajendra Kumar)
Chief General Manager-in-Charge

Reserve Bank of India (Cash Withdrawal Transactions through Automated Teller Machines and Point of Sale Terminals) Directions, 2026

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In exercise of the powers conferred by Section 18 read with Sections 10(2) of the Payment and Settlement Systems (PSS) Act, 2007, the Reserve Bank of India (RBI), being satisfied that it is necessary and expedient in the public interest to do so, hereby consolidates circulars pertaining to cash withdrawal transactions at Automated Teller Machines (ATMs) and Point of Sale (PoS) and issues the Directions hereinafter specified.

Chapter I – Preliminary

1. Short Title and Commencement

These Directions shall be called the **Reserve Bank of India (Cash Withdrawal Transactions through Automated Teller Machines and Point of Sale Terminals) Directions, 2026** and shall be effective immediately.

2. Applicability

Applicable to all authorised payment system providers and system participants[1].

Chapter II – Transactions at ATMs

3. Free ATM Transactions and limits

The number of free transactions permitted to savings bank account holders are as under:

3.1 Bank's own ATMs

Five free transactions (inclusive of financial and non-financial transactions) every month.

3.2 Other bank ATMs

a) Three free transactions per month at metro[2] centres and five free transactions per month at non-metro[3] centres. If the transactions are carried out across both metro and non-metro centres, the total free transactions shall remain capped at five.

[1] As defined in the Payment and Settlement Systems Act, 2007
[2] includes Mumbai, New Delhi, Chennai, Kolkata, Bengaluru and Hyderabad.
[3] All places other than metro centres

b) Cash withdrawals shall be subject to a maximum limit of ₹10,000 per transaction.

4. Additional provisions related to ATM Transactions

a) Transactions which fail on account of technical reasons like hardware, software, communication issues, non-availability of currency note in the ATM; and other declines ascribable directly/ wholly to the bank/ service provider; invalid PIN/ validations etc, shall not be counted as valid ATM transactions for the customer. Consequently, no charges therefor shall be levied.

b) Banks may, at their discretion, offer a higher number of free transactions per month to customers, over and above the minimum prescribed limits in Paragraph 3. Banks are also free to decide on the combination (for metro and non-metro centres) of free transactions while adhering to the minimum requirements.

c) For permitting free transactions in respect of Basic Savings Bank Deposit Accounts (BSBDA), banks shall be guided by the provisions of Reserve Bank of India (Commercial Banks – Responsible Business Conduct) Directions, 2025 or corresponding directions as applicable to the respective category of bank and as amended from time to time.

d) ATM installing banks shall indicate clearly at each ATM location that the ATM is situated in a 'metro' or 'non-metro' location using appropriate means (message displayed on the ATM / sticker / poster, etc.) to enable the customer to identify the status of the ATM in relation to availability of number of free transactions. Further, banks shall ensure that the "ATM location identifiers" in their ATM database are accurate and kept up to date at all times so as to minimise disputes, if any, in the matter.

5. Levy of customer charges

a) Banks shall frame a Board approved policy for levying the charges beyond the mandated number of free transactions, subject to a maximum of ₹23 per transaction plus applicable taxes.

b) Banks shall put in place suitable mechanism for cautioning/advising/alerting the customers about the number of free transactions already utilised during the month by the customer, and the charges that may be levied on subsequent transactions.

c) Adequate notices regarding maximum cash withdrawal limit, number of free transactions and customer charges should be displayed in English/Hindi/Local language at all ATMs.

6. Security and customer service aspects

a) All the ATMs installed/operated shall be enabled for processing EMV Chip and PIN cards.

b) The message regarding non-availability of cash in ATMs should be displayed before the transaction is initiated by the customer, either on screen or in some other way.

c) Time out sessions should be enabled for all screens / stages of ATM transaction keeping in view the time required for such functions in normal course. It may be ensured that no time extensions are allowed beyond a reasonable limit at any stage of the transaction.

d) The following information shall be prominently displayed within the ATM premises to enable customers to quote the relevant details while lodging complaints, providing feedback, submitting suggestions or seeking assistance:

   i. The ATM ID.

   ii. The telephone number(s) of help desk/contact persons including the toll-free customer care number(s) of the ATM-owning bank. It shall also be clearly indicated that complaints should be lodged at the branches where customers maintain account to which the ATM card is linked.

e) Banks may proactively register the mobile numbers / e-mail IDs of their customers for sending alerts and also educate their customers to intimate changes, if any.

f) Banks, in collaboration with Indian Banks' Association, may run advertisement campaign in both, print and electronic media at regular intervals.

7. Other provisions

a) Cash withdrawal using Full-KYC[4] prepaid payment instruments shall be guided by the provisions of Master Directions on Prepaid Payment Instruments (PPIs) as amended from time to time.
b) The service charges for cash withdrawal transactions with the use of credit cards and ATMs located abroad may be determined by the banks themselves.
c) All banks, ATM networks and WLAOs may provide the option of Interoperable Card-less Cash Withdrawal (ICCW) at their ATMs. While Unified Payment Interface (UPI) would be used for customer authorisation in such transactions, settlement would be through the National Financial Switch (NFS) / ATM networks. The on-us / off-us ICCW transactions shall be processed without levy of any charges other than Interchange Fee and Customer Charges.
d) Withdrawal limits for ICCW transactions shall be in-line with the limits for regular on-us / off-us ATM withdrawals.
e) The ATM interchange fee will be as decided by the ATM network.
f) All disputes regarding ATM failed transactions shall be settled by the issuing bank and the acquiring bank through the ATM Network only.

Chapter III – Transactions at Point-of-Sale (PoS) Terminals

8. Cash withdrawal at Point-of-Sale (PoS) Terminals

a) The facility of cash withdrawal from PoS terminals shall be available through debit cards, full-KYC Prepaid Payment Instruments (issued by banks and non-bank PPI Issuers in India) and UPI.
b) The maximum limit of cash withdrawal shall be ₹ 2000 per transaction with an overall monthly limit of ₹ 10,000 across all locations (Tier 1 to 6 centres).
c) Customer charges, if any, levied on cash withdrawals shall not exceed 1% of the transaction amount.
d) Banks shall provide this facility based on their Board approved policy. Such facility may be provided subject to following conditions:

[4] As defined in Master Directions on Prepaid Payment Instruments (PPI)

i. The facility is made available at merchant establishments after a process of due diligence. Such merchant establishments may be advised to clearly indicate / display the availability of this facility along with the charges, if any, payable by the customer.

ii. The facility is available irrespective of whether the card holder makes a purchase or not. In case the facility is availed along with the purchase of merchandise, the receipt generated shall separately indicate the amount of cash withdrawn.

Chapter IV – Other Provisions

9. Complaint and grievance redressal

In respect of Cash withdrawal transactions at ATMs and PoS, banks and PPI issuers shall be guided by, *inter-alia*, the following RBI circulars:

a) Reserve Bank - Integrated Ombudsman Scheme, 2026, as amended from time to time, for grievance redressal.

b) RBI guidelines DPSS.CO.PD No.629/02.01.014/2019-20 dated September 20, 2019 on 'Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems', as amended from time to time.

c) RBI circular DPSS.CO.PD No.116/02.12.004/2020-21 dated August 06, 2020 on Online Dispute Resolution (ODR) System for Digital Payments', as amended from time to time.

d) RBI directions on limiting liability of customers in unauthorised electronic banking transactions contained in the Reserve Bank of India (Commercial Banks – Responsible Business Conduct) Directions, 2025 or corresponding directions as applicable to the respective bank and as amended from time to time.

10. Repeal

With the issue of these directions, the instructions/guidelines contained in the following circulars, issued by the Reserve Bank stand repealed.

S No	Circular No.	Date	Subject
1.	DPSS No.1405 / 02.10.02 / 2007-2008	March 10, 2008	Customer charges for use of ATMs for cash withdrawal and balance enquiry
2.	DPSS.CO.PD.No. 147/02.14.003/ 2009-10	July 22, 2009	Cash Withdrawal at Point-of-Sale (POS)
3.	DPSS/CO/No. 265 / 02.10.02/2009-10	August 06, 2009	Letter to IBA - ATM Transactions of other bank customers -Risk Management Policy
4.	DPSS No.1316 /02.10.02/2009-2010	December 18, 2009	Display of information for lodging of ATM related complaints
5.	DPSS.PD.No.2632 / 02.10.002 / 2010-2011	May 27, 2011	Reconciliation of failed transactions at ATMs
6.	DPSS. CO.PD.No. 289/02.10.002/2013-2014	August 1, 2013	ATM transactions – Enhancement of customer service
7.	DPSS.CO.PD.No. 316/02.10.002/2014-2015	August 14, 2014	Usage of ATMs – Rationalisation of number of free transactions
8.	DPSS.CO.PD No. 659/02.10.002/2014-2015	October 10, 2014	Usage of ATMs – Rationalisation of number of free transactions - Clarifications
9.	DPSS.CO.PD.No.449/02.14.003/2015-16	August 27, 2015	Cash Withdrawal at Point-of-Sale (POS) - Enhanced limit at Tier III to VI Centres
10.	DPSS.CO.PD.No./2895/02.10.002/2015-2016	May 26, 2016	ATMs - Security and Risk Mitigation Measures for Card Present (CP) Transactions
11.	DPSS.CO.PD No. 377/02.10.002/2019-20	August 14, 2019	Usage of ATMs – Free ATM transactions – Clarifications
12.	DPSS.CO.PD.No.501/02.14.003/2019-20	August 29, 2019	Cash Withdrawal at Points-of-Sale (PoS) Devices
13.	DPSS.CO.PD No.1465/02.14.003/2019-20	January 31, 2020	Cash withdrawal using Point of Sale (PoS) terminals
14.	DPSS/CO.PD No. 1758 / 02.23.001/2019-20	March 11, 2020	Introduction of cash withdrawal service at merchant location using UPI
15.	DPSS.CO.PD.No.S-99/02.14.006/2021-22	May 19, 2021	Para 5 and 6 of Prepaid Payment Instruments (PPIs) – (i) Mandating Interoperability; (ii) Increasing the Limit to ₹2 lakh for Full-KYC PPIs; and (iii) Permitting Cash

			Withdrawal from Full-KYC PPIs of Non-Bank PPI Issuers
16.	DPSS.CO.OD.No.S-182/06.07.011/2021-22	June 10, 2021 (Updated as on March 28, 2025)	Usage of Automated Teller Machines / Cash Recycler Machines – Review of Interchange Fee and Customer Charges
17.	CO.DPSS.POLC.No.S-227/02-10-002/2022-23	May 19, 2022	Interoperable Card-less Cash Withdrawal (ICCW) at ATMs

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