

Department of Currency Management
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Citizen's Charter on Exchange Facilities

1. You can
 - (i) Exchange your notes and coins in the denominations of your choice subject to limits indicated at the public exchange counters.
 - (ii) Exchange your soiled notes at the specified counters subject to the limit indicated per tender.
 - (iii) Either get your torn/cut/mutilated currency notes exchanged across the counter subject to the provisions laid down in the RBI (Note Refund) Rules, in force OR by depositing the same at Triple Lock Receptacle counter, in the specified cover available free of cost. The exchange value thereof as admissible under the rules will be remitted to you within 15 days.
2. All exchange facilities are available free of charge.
3. You are assured of prompt and courteous service throughout specified banking hours.
4. Please contact the Officer-in-Charge of the Grievances Redressal Cell in person or write to him at your convenience for any Suggestions/ Complaints about the above facilities.
5. The facilities are also available at the branches of public sector banks maintaining currency chests/small coins depots, (List of such branches is available with the Enquiry Officer).