

BHARAT SCHOOL OF BANKING

Soiled and Mutilated Notes

Soiled Notes

Soiled notes are those notes -

- became **dirty**
- slightly **cut**
- in the **denomination** of **Rs. 10** and **above**, which are in **two pieces**. However, the **cut** should not pass through the **number panels**

Soiled notes can be **exchanged** at -

- **counters** of **public sector bank (PSB)** branch
- **currency chest** branch of a **private sector bank**
- **Issue office** of **RBI**

Note that, there is **no need** to fill any type of **form** to **exchange Soiled Notes**. Also note that the **exchange** is in **full value**, meaning you will get the whole amount of the **soiled note** in exchange.

Mutilated Notes

Mutilated notes are those notes -

- are in **pieces** (more than **two**)
- **essential portions** are **missing**. Essential portions are - name of **issuing authority**, **guarantee**, **promise clause**, **signature**, **Ashoka Pillar emblem** / portrait of **Mahatma Gandhi**, **water mark**

Mutilated notes are exchanged at the same **places** described above (for **Soiled notes**), **without** filling any type of **form**.

However, note that the **exchange value** can be in **full or part**, according to **RBI (Note Refund) Rules**. (depending on the **mutilation** of the notes, you will get the **value**)

Also, there is another **exchange facility** for **mutilated notes**, referred to as **Triple Lock Receptacle (TLR)**. (Put the mutilated notes in a **TLR cover** along with details, and deposit it in the **TLR box** at **RBI Issue Office**. Amount will be returned by means of a **bank draft** or **pay order**).

Excessively Soiled, Brittle, Burnt Notes

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Notes which have become **excessively** soiled, brittle, or burnt can be **exchanged only** at **Issue Office** of **RBI**. (need to approach to the **Officer-in-charge** of the **Claims Section**, Issue Department of **RBI**).

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