



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA



[www.rbi.org.in](http://www.rbi.org.in)

RBI/2022-23/54

CO.DPSS.POLC.No.S-227/02-10-002/2022-23

May 19, 2022

The Chairman and Managing Director / Chief Executive Officer  
Scheduled Commercial Banks including RRBs /  
Urban Co-operative Banks / State Co-operative Banks /  
District Central Co-operative Banks / Payment Banks / Small Finance Banks /  
National Payments Corporation of India (NPCI) /  
ATM Networks / White Label ATM Operators (WLAOs)

Madam / Dear Sir,

**Interoperable Card-less Cash Withdrawal (ICCW) at ATMs**

Please refer to paragraph 7 of [Statement on Development and Regulatory Policies dated April 08, 2022](#), wherein the Reserve Bank of India (RBI) had announced introduction of ICCW.

2. All banks, ATM networks and WLAOs may provide the option of ICCW at their ATMs. NPCI has been advised to facilitate Unified Payments Interface (UPI) integration with all banks and ATM networks. While 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 those prescribed under the circular on [Interchange Fee and Customer Charges](#).

3. Withdrawal limits for ICCW transactions shall be in-line with the limits for regular on-us / off-us ATM withdrawals. All other instructions related to [Harmonisation of Turn Around Time \(TAT\) and customer compensation for failed transactions](#) shall continue to be applicable.

4. This directive is issued under Section 10(2) read with Section 18 of the Payment and Settlement Systems Act, 2007 (Act 51 of 2007).

Yours faithfully,

(P. Vasudevan)

Chief General Manager

भुगतान और निपटान प्रणाली विभाग, केंद्रीय कार्यालय, 14वीं मंजिल, केंद्रीय कार्यालय भवन, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400001

फोन/Tel: (91-22) 2264 4995; फैक्स/Fax: (91-22) 22691557; ईमेल-e-mail : [cgm\\_dpssc@rbi.org.in](mailto:cgm_dpssc@rbi.org.in)

Department of Payment and Settlement Systems, Central Office, 14<sup>th</sup> Floor, Central Office Building, Shahid Bhagat Singh Road, Fort, Mumbai -

400001

हिंदी आसान है, इसका प्रयोग बढ़ाइए