

**No. 27-10/2023-PO**  
Government of India  
Ministry of Communications  
Department of Posts  
(PO Division)

Dak Bhawan, Sansad Marg  
New Delhi-110001

Dated: 13.10.2023

**OFFICE MEMORANDUM**

**Subject: Rs. 2000 Denomination Banknotes - Withdrawal from Circulation  
-SOP to facilitate booking at post office Counters.**

In continuation to this Divisions OM of even number. Dated 4<sup>th</sup> October, 2023 on the aforementioned, kindly find enclosed herewith General Instructions to facilitate transmission of Rs 2000 banknotes through the post office counters along with annexures.

2. Apart from this the existing norms for Booking, Transmission and Delivery of insured articles containing bank/currency notes, shall mandatorily be followed. Such exchange or credit shall be subject to relevant RBI / Government regulations, submission of valid identity documents and due diligence as deemed fit by RBI. In the event of repugnancy, directions/ instructions/ policy issued by RBI shall prevail over these instructions.

3. In this context, it is requested to circulate the same to all field units under jurisdiction of your Circle and ensure its strict adherence by the field units.

4. This issues with approval of competent authority.

Encl. As above.

  
(Prateek)

Assistant Director General (PO)  
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To,  
All Chief Postmasters General

## **General Instructions in respect of transmission of Rs 2000 banknotes:**

### **A. Guiding the Customer-**

- (i) Whenever the customer visits a post office and desires to send the ₹2000 banknotes through India Post, he/she may be guided promptly about the facility of sending the same through postal article by insured speed post or insured registered article service.
- (ii) He/ she shall be informed that the maximum amount of bank notes that can be dispatched by post office shall not exceed Rs. 20,000/- at a time.
- (iii) He/ she shall be informed about the packaging policy/ rulings of the Department for sending the bank notes as insured article.
- (iv) He/she shall also be informed that the said articles must be addressed to any of the 19 RBI Issue Offices for credit to their bank accounts in India, the address of the same are available in the RBI website and articles for transmission of ₹2000, addressed to any other addressee shall not be entertained. List of RBI issue Offices is enclosed herewith. (Annexure-A)
- (v) He / she shall also be informed about the insurance fees, postage rates as well as mode of payment of the same.
- (vi) He/ she shall also be informed about the requirement of filling up the form on the basic information about the sender. The said form shall be written in three copies- one to be enclosed in the envelope, second to be retain with the post office and third for customer.
- (vii) He/ she shall also be informed that the prepayment of all charges on insured articles, namely, postage, registration fees and insurance fees, shall be compulsory.
- (viii) He/she shall be informed that the sender should declare on the article the value of the contents at the time of dispatch.
- (ix) He/ she shall be informed that the sender should bring the envelope containing ₹2000 bank notes in open condition and the same must be pasted/packed in front of the post office official, who in turn shall satisfy himself/herself about the amount, number of bank notes with the information written in the form by the customer.
- (x) He/ she will also write the serial number of the bank notes, which are to be transmitted, in the form.
- (xi) DoP will not be liable for incorrect Bank account or name of account holder or incorrect IFSC code or sanctity of the Bank notes.
- (xii) DoP will not be liable for delay or declination of credit of amount in Bank account.
- (xiii) Liability of the DoP restricts only upto delivery of the articles.
- (xiv) Subsequent grievance of delay or not receipt of amount or approximate time of crediting the amount against ₹2000 bank notes lies with RBI only. Grievance channel or authority for handling grievance of

the senders in respect of grievances other than delivery of article will be handled by RBI only.

**B. Facility at Head Offices/ Sub Offices-**

The article (speed post/ registered) containing ₹2000 bank notes, shall be posted at any head post Office or sub post office across the country against filing up of a request slip/ form as prescribed in Annexure-B. The said facility is not available at branch post offices.

**C. Restriction on maximum amount-**

₹2000 banknotes can be transmitted through post office by individuals / entities at the 19 RBI Issue Offices up to a limit of ₹20,000/- at a time.

**D. Postal Articles must be insured-**

The facility of sending the ₹2000 bank notes to any of the 19 RBI Issue Offices through postal article is available through insured speed post or insured registered article service Further the said articles shall be insured for the actual value of the contents and in no case shall such value exceed the real value.

**Note 1:** Apart from this the existing norms for Booking, Transmission and Delivery of insured articles containing bank/currency notes, shall mandatorily be followed.

**Note 2:** In the event of repugnancy, directions/ instructions/ policy issued by RBI shall prevail over these instructions.

**Note 3:** Such exchange or credit shall be subject to relevant RBI / Government regulations, submission of valid identity documents and due diligence as deemed fit by RBI.