भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

RBI/DPSS/2026-27/479
CO.DPSS.POLC.No.S908/02-10-003/2026-27 November 27, 2026

The White Label ATMs Operators /
All Scheduled Commercial Banks, including Regional Rural Banks /
Urban Co-operative Banks / State Co-operative Banks /
District Central Co-operative Banks / Authorised ATM Network Operators /
Card Payment Network Operators

Madam / Dear Sir,

Reserve Bank of India (White Label ATM Operators) Directions, 2026

This has reference to the White Label ATM Guidelines issued on June 20, 2012, and subsequent circulars on the subject. As part of consolidation exercise undertaken by the Reserve Bank, it has been decided to issue the Reserve Bank of India (White Label ATM Operators) Directions, 2026.

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

Yours faithfully,

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

Encl.: As Above

Reserve Bank of India (White Label ATM Operators)
Directions, 2026

Table of Contents

Chapter I - Preliminary **3**
A. Short Title and Commencement 3
B. Applicability 3
Chapter II – Authorisation **3**
C. Authorisation of White Label ATMs 3
D. Capital requirements 4
Chapter III – Conduct of Business **4**
E. Scope of activities of White Label ATMs Operators 4
F. Sponsor Bank 5
G. Authorised ATM Network Operators / Card Payment Network Operators 6
H. Cash Handling 7
I. Co-Branding Arrangements 7
J. Advertisements 8
K. Customer Protection and Dispute Management 8
Chapter IV – Other Provisions **9**
L. Adherence to Other Instructions 9
M. Reporting requirements 9
N. Repeal and Savings 10

With the objective of expanding the geographical coverage and outreach of ATM services, particularly to underserved regions, the Reserve Bank of India (RBI) had decided to permit non-bank entities incorporated in India under the Companies Acts, to set up, own and operate ATMs in India. Non-bank entities that intend setting up, owning and operating ATMs, would be christened "White Label ATM Operators" (WLAO) and such ATMs would be called "White Label ATMs" (WLAs). The WLAO's role would be confined to acquisition of transactions of all banks' customers and hence they would need to establish technical connectivity with the existing authorised shared ATM Network Operators / Card Payment Network Operators.

In exercise of the powers conferred by Section 18 read with Section 10(2) of the Payment and Settlement Systems (PSS) Act, 2007 (Act 51 of 2007), the Reserve Bank of India, being satisfied that it is necessary and expedient in the public interest so to do, hereby consolidates the extant instructions relating to White Label ATM Operators and issues the Directions hereinafter specified.

Chapter I – Preliminary

A. Short Title and Commencement

1. These Directions shall be called the **Reserve Bank of India (White Label ATM Operators) Directions, 2026** and shall be effective immediately.

B. Applicability

2. These directions shall apply to all authorised White Label ATM Operators (WLAOs).

Chapter II – Authorisation

C. Authorisation of White Label ATM Operators

3. A non-bank entity shall seek authorisation for operating White Label ATMs in accordance with the RBI's Master Direction on Authorisation to operate a Payment System dated June 15, 2026 (as amended from time to time).

4. The Memorandum of Association (MOA) of the applicant entity must cover the proposed activity of operating WLAs. The authorisation issued to a WLAO cannot be assigned/transferred without prior approval of the Reserve Bank of India.

5. WLAO may also indicate the value-added services it proposes to offer at the WLA while seeking authorisation.

D. Capital Requirements

6. Non-bank entities must have net worth of at least ₹100 crore as per the last audited balance sheet which have to be maintained at all times.

7. Non-bank entities that wish to infuse capital after the entities' balance sheet have been audited while seeking authorisation from RBI under the PSS Act, can do so provided they submit a certificate to this effect from a Chartered Accountant that additional capital has been infused to satisfy the criterion of net-worth of ₹100 crore.

8. The certificate to this effect may be submitted from its existing Chartered Accountant who has audited the entity's last balance sheet or a Chartered Accountant who has conducted a limited review of the accounts of the last quarter / half-year along with the application seeking authorisation as per the stipulated guidelines.

Chapter III – Conduct of Business

E. Scope of activities of White Label ATM Operators

9. Non-bank entities shall commence setting up and operating WLAs only after it has been authorised to do so by the RBI under the Payment and Settlement Systems Act, 2007.

10. WLA Operators (WLAOs) must ensure that their ATM deployment pattern is biased towards semi-urban and rural regions and the region wise ratio of at least 1:2:3 in metro / urban, semi-urban and rural regions respectively is maintained. Adherence to this requirement will be reviewed by the Reserve Bank from time to time, and at least once in six months. WLAOs would not be permitted to take over ATMs operated by banks.

11. All the ATMs deployed by WLAOs shall necessarily be enabled for processing EMV chip and PIN cards.

12. The extant guidelines[1] on number of free transactions in a month as applicable to bank customers for using other bank ATMs would be inclusive of the transactions effected at the WLAs.

13. The WLA Operator would not be entitled to any fee from the card issuer-bank other than the "Interchange" fee payable to "acquirer" bank under the bank owned ATM scenario.

14. While the WLA operator is entitled to receive a fee from the banks for the use of ATM resources by the banks customers, WLAs are not permitted to charge bank customer directly for the use of WLAs.

15. Maintenance and servicing of the WLAs shall be the sole responsibility of the WLAO.

F. Sponsor Bank

16. WLAO is permitted to have more than one Sponsor Bank. All the transactions of WLAs serviced by this Sponsor Bank would be settled through it. The Sponsor Bank should be a member of the ATM Network Operators/ Card Payment Network Operators authorised by the RBI and also be a member of the RTGS. WLAO may ensure that there are no operational constraints particularly with reference to security and customer service while considering multiple sponsor bank relationship.

17. WLAO may establish connectivity with any of the authorised ATM Network Operators/ Card Payment Network Operators and ensure that the settlement of all the transactions at the WLAs shall be done only in the books of the Sponsor Bank through the ATM Network Operators/ Card Payment Network Operators with whom the WLAO has established connectivity.

18. The ATM Network Operators/ Card Payment Network Operators, the WLAO and the Sponsor Bank shall enter into a tri-partite Service Level Agreements (SLAs) to address issues relating to inter-bank settlement of the transactions at the WLAs, and settlement of customer complaints relating to failed ATM

[1] Reserve Bank of India (Cash Withdrawal Transactions through Automated Teller Machines and Point of Sale Terminals) Directions, dated November 27, 2026 (as amended from time to time)

transactions. The SLAs should clearly spell out the role of each party.

19. Inter-bank funds settlement in respect of WLA transactions involving the Issuing and Sponsor Banks will, mutatis mutandis, follow the settlement procedures put in place by the authorised ATM Network Operators/ Card Payment Network Operators.

G. Authorised ATM Network Operators/ Card Payment Network Operators

20. ATM Network Operators/ Card Payment Network Operators may offer direct connectivity to any authorised WLA Operator, if necessary, to facilitate transactions at the WLA and the settlement thereof through the Sponsor Bank.

21. ATM Network Operators/ Card Payment Network Operators should bring the WLAO under the ambit of the Network's Procedural Guidelines as though they are members and the Dispute Resolution Mechanism put in place in accordance with the extant directives of the Reserve Bank of India.

22. The cards issued under card payment network schemes (authorised under the PSS Act 2007) shall be accepted by WLAs. These cards (credit/debit/prepaid) include both domestic and international cards. WLAOs who have been authorised and have commenced operations are required to intimate RBI regarding commencement of this service.

    a. The WLA operators (WLAO) have to ensure that they have established technical connectivity with the respective card network operators either directly or through their sponsor banks. However, in the case of cards issued under any other card scheme, the routing and settlement should take place based on the bilateral arrangement put in place by the existing authorized networks for such purpose.
    b. WLAO may offer the facility of Dynamic Currency Conversion (DCC) for the use of international cards at WLAs if the operator so decides to implement the DCC facility. The currency conversion rate will only be obtained from authorised dealer bank. WLAO will be restricted to converting the amount requested by the international cardholder (based on the DCC option selected by him) to his home currency using a Base Exchange Rate provided by the AD bank.

H. Cash Handling

23. WLAO may tie up with sponsor bank and also any other scheduled banks, including Cooperative Banks and Regional Rural Banks for cash supply at WLAs delinking cash supply from that of only sponsor bank arrangements. While the cash would be owned by the WLAO, the responsibility of ensuring the quality and genuineness of cash loaded at such WLAs would be that of the cash supplier bank. A suitable Service Level Agreement (SLA) may be drawn up between the WLAO and the cash supplier bank for adequate supply of genuine and good quality notes. WLAOs who have been authorised and have commenced operations are required to intimate RBI regarding commencement of this service.

24. WLAO may buy wholesale cash, above a threshold of 1 lakh pieces (and in multiples thereof) of any denomination, directly from the Reserve Bank (Issue Offices) and Currency Chests against full payment. WLAOs may like to approach respective Issue Departments of Regional Offices of RBI along with list of WLA locations, for linkage of WLAs to Currency Chests.

25. WLAO may offer bill payment and Interoperable Cash Deposit services, subject to technical feasibility and certification by National Payments Corporation of India (NPCI). Further, WLAOs may also provide the option of Interoperable Card-less Cash Withdrawal (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.

26. 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.

I. Co-Branding arrangements

27. Banks may issue co-branded ATM cards in partnership with authorised WLA Operators and may extend the benefit of ‘on-us’ transactions to their WLAs as

well.

28. WLAOs may enter into co-branding arrangements with banks. Such co-branding arrangements shall be as per the Board approved policy of the WLAO and clearly specifying the roles, responsibilities and obligations of each co-branding partner. Co-branding may involve the ATM, the ATM card as well as the main signboard which may include the name / logo of the partnering bank, based on the agreement between the WLAO and the bank. However, the name of WLAO should be permanently displayed, should be visually larger than the co-branding partner, and be prominently visible on the main signboard.

J. Advertisements

29. The WLAO would be permitted to display advertisements and offer value added services as per the regulations in force from time to time. The advertisements placed on such ATMs would be subject to the Advertising Standards Council of India (ASCI) codes and other regulations. WLAOs would be permitted to display advertisement of financial products confirming to the regulatory framework as laid down by RBI, SEBI, IRDAI and PFRDA.

30. WLAO may also display advertisements pertaining to non-financial products / services anywhere within the WLA premises, including the WLA screen, except the main signboard.

31. Advertisements pertaining to the partner bank can also be flashed / displayed electronically on the main signboard.

32. The WLAO shall ensure that the advertisements running on the screen disappear once the customer commences a transaction.

K. Customer Protection and Dispute Management

33. The primary responsibility to redress grievances of customers relating to failed transactions at WLAs will vest with the Issuing Bank and the Sponsor Bank will provide necessary support in this regard, ensuring that the WLAO makes available relevant records and information to the Issuing Bank. For this purpose, the Sponsor Bank should have necessary arrangement with the WLAO.

34. The extant directives of the RBI on the timelines for resolution of complaints

and compensation of failed ATM transactions at bank operated ATMs would mutatis mutandis, apply to transactions at the WLA. For delay in resolution of such complaints attributable to the Sponsor Bank or the WLAO resulting in payment of penalty to the customer by the Issuing Bank in terms of the directives of RBI, the Issuing Bank shall be compensated by the Sponsor Bank. The Sponsor Bank may have appropriate agreements with the WLAO for recovery of such amounts.

Chapter IV – Other Provisions

L. Adherence to Other Instructions

35. The relevant provisions of all guidelines/directives/instructions issued by various departments of the Reserve Bank of India viz. Department of Payment and Settlement Systems (DPSS), Department of Regulation (DoR), Consumer Education and Protection Department (CEPD), Department of Currency Management (DCM) and Department of Supervision (DoS) with reference to the services, operations, cyber-security framework, cash handling, security, etc. at the bank ATMs would also apply to the WLAs.

M. Reporting requirements

36. WLAO shall submit the return - WLA Statistics (R330) on a monthly basis on the CIMS portal (https://cims.rbi.org.in/#/login).

37. The return for every month should be submitted by the 7th of the succeeding month.

N. Repeal and Savings

38. With the issuance of these Directions, the following circulars and guidelines issued by Reserve Bank stands repealed:

S.No	Circular No.	Date	Subject
1.	DPSS.CO.PD.No.2298/02.10.002/2011-2012	June 20, 2012	White Label ATMs (WLAs) in India - Guidelines
2.	DPSS.CO.PD.No.391/02.10.002/2012-13	August 31, 2012	White Label ATMs (WLAs) in India - Guidelines
3.	DPSS.CO.PD.No.1088/02.10.003/2013-14	November 14, 2013	White Label ATMs (WLAs) in India – Clarification on Cash Handling
4.	DPSS.CO.PD.No.1025/02.10.003/2014-2015	December 05, 2014	White Label ATMs (WLAs) in India - Guidelines
5.	DPSS.CO.OD.No.1916/06.07.011/2018-19	March 07, 2019	White Label ATMs (WLAs) in India – Review of Guidelines
6.	DPSS.CO.OD.No.2411/06.07.011/2018-19	May 15, 2019	Linkage of White Label ATM (WLA) Operators with Currency Chests
7.	DPSS.CO.PD.No.377/02.10.002/2019-20	Aug 14, 2019	Usage of ATMs – Free ATM transactions – Clarifications
8.	DPSS.CO.OD.No.S-182/06.07.011/2021-22	June 10, 2021	Usage of Automated Teller Machines / Cash Recycler Machines – Review of Interchange Fee and Customer Charges
9.	CO.DPSS.POLC.No.S-227/02-10-002/2022-23	May 19, 2022	Interoperable Card-less Cash Withdrawal (ICCW) at ATMs
10.	CO.DPSS.OVRST.No.S763/06.07.011/2023-24	October 25, 2023	White Label ATMs (WLAs) in India – Review of Guidelines
11.	CO.DPSS.ODD.No.S1073/06-08-024/2025-2026	Jan 01, 2026	Returns – Department of Payment and Settlement Systems – Submission in CIMS

****