


भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
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संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

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November 01, 2025

Processing of Applications Received Under the Citizen's Charter
– Status as on October 31, 2025

Analysis of the performance under the Citizen's Charter during the month of October 2025 has been carried out, and the summary thereof is given below –

Description		No. of Applications
A	Applications pending at the beginning of the month	2,759
B	Applications received during the month	21,090
C	Referred back to applicants for additional information	410
Total (A+B-C)		23,439
D	Applications processed during the month	20,578
	– Within timeline	20,539 (99.8%)
	– Beyond timeline	39 (0.2%)
E	Applications pending at the end of the month	2,861
	– Within timeline	2,848 (99.5%)
	– Beyond timeline	13* (0.5%)

* Awaiting inputs from external agencies

Function-wise Status of Applications Received / Processed / Pending					
Function	No. of Applications				
	Total	Processed		Pending	
		Within timeline	Beyond timeline	Within timeline	Beyond timeline
Banker to Banks and Governments	8,645	8,645	-	-	-
Currency Management	10,693	9,473	1	1,219	-
Debt Management	1,003	852	4	147	-
Financial Markets	9	7	-	2	-
Foreign Exchange Management	1,895	1,066	10	806	13
Payment and Settlement Systems	37	15	3	19	-
Regulation and Supervision	1,157	481	21	655	-
Total	23,439	20,539	39	2,848	13