



## भारतीय रिज़र्व बैंक RESERVE BANK OF INDIA

वेबसाइट : [www.rbi.org.in/hindi](http://www.rbi.org.in/hindi)Website : [www.rbi.org.in](http://www.rbi.org.in)ई-मेल/Email : [helpdoc@rbi.org.in](mailto:helpdoc@rbi.org.in)

संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

Department of Communication, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 फोन/Phone: 022 - 2266 0502

December 01, 2025

### Processing of Applications Received Under the Citizen's Charter – Status as on November 30, 2025

Analysis of the performance under the Citizen's Charter during the month of November 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	2,861
B	Applications received during the month	24,078
C	Referred back to applicants for additional information	397
<b>Total (A+B-C)</b>		<b>26,542</b>
D	Applications processed during the month	<b>23,325</b>
	– Within timeline	23,286 (99.8%)
	– Beyond timeline	39 (0.2%)
E	Applications pending at the end of the month	<b>3,217</b>
	– Within timeline	3,202 (99.5%)
	– Beyond timeline	15* (0.5%)

\* Awaiting inputs from external agencies (14), under process (1)

Function	No. of Applications					
	Total	Processed		Pending		
		Within timeline	Beyond timeline	Within timeline	Beyond timeline	
Banker to Banks and Governments	10,644	10,643	-	1	-	-
Currency Management	11,537	10,344	1	1,192	-	-
Debt Management	1,139	862	1	276	-	-
Financial Markets	11	10	-	1	-	-
FinTech	1	1	-	-	-	-
Foreign Exchange Management	1,886	932	11	928	15	
Payment and Settlement Systems	36	16	4	16	-	-
Regulation and Supervision	1,288	478	22	788	-	-
<b>Total</b>	<b>26,542</b>	<b>23,286</b>	<b>39</b>	<b>3,202</b>	<b>15</b>	

(Brij Raj)  
Chief General Manager