



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

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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
Total (A+B-C)		26,542
D	Applications processed during the month	23,325
	– Within timeline	23,286 (99.8%)
	– Beyond timeline	39 (0.2%)
E	Applications pending at the end of the month	3,217
	– Within timeline	3,202 (99.5%)
	– Beyond timeline	15* (0.5%)

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

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	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	-
Total	26,542	23,286	39	3,202	15