


भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
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January 01, 2026

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

A) Analysis of the performance under the Citizen's Charter during the month of December 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 | 3,217 |
| B | Applications received during the month | 24,544 |
| C | Referred back to applicants for additional information | 388 |
| Total (A+B-C) | | 27,373 |
| D | Applications processed during the month | 23,981 |
| D | – Within timeline | 23,938 (99.8%) |
| | – Beyond timeline | 43 (0.2%) |
| E | Applications pending at the end of the month | 3,392 |
| E | – Within timeline | 3,374 (99.5%) |
| | – Beyond timeline | 18* (0.5%) |

* Awaiting inputs from external agencies (15), under process (3)

| Function | No. of Applications | | | | |
|---------------------------------|---------------------|-----------------|-----------------|-----------------|-----------------|
| | Total | Processed | | Pending | |
| | | Within timeline | Beyond timeline | Within timeline | Beyond timeline |
| Banker to Banks and Governments | 10,494 | 10,494 | - | - | - |
| Currency Management | 12,063 | 10,689 | 2 | 1,371 | 1 |
| Debt Management | 1,195 | 1,018 | - | 177 | - |
| Financial Markets | 7 | 6 | - | 1 | - |
| FinTech | 1 | - | - | 1 | - |
| Foreign Exchange Management | 2,178 | 1,179 | 20 | 964 | 15 |
| Payment and Settlement Systems | 67 | 17 | 5 | 45 | - |
| Regulation and Supervision | 1,368 | 535 | 16 | 815 | 2 |
| Total | 27,373 | 23,938 | 43 | 3,374 | 18 |

B) The Reserve Bank of India regularly reviews the services covered under its Citizen's Charter and based on the recent review – (i) the requirement of approval for 11 services relating to UCBs has been done away with, (ii) 2 services have been merged, and (iii) 6 services have been made more granular by separation into 14 services. Accordingly, the number of services under the Charter stands at 200. The timeline for 17 services has been reduced.

Press Release: 2025-2026/1828

(Brij Raj)
Chief General Manager