



**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
	– Within timeline	23,938 (99.8%)
	– Beyond timeline	43 (0.2%)
E	Applications pending at the end of the month	3,392
	– Within timeline	3,374 (99.5%)
	– Beyond timeline	18* (0.5%)

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

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	10,494	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