



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

वेबसाइट : www.rbi.org.in/hindi

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Processing of Applications Received Under the Citizen's Charter Status as on September 30, 2026

A summary of the performance under the Citizen's Charter of the Reserve Bank of India (RBI) during the month of September 2026 is given below –

Description		No. of Applications
A	Applications pending at the beginning of the month	3,011
B	Applications received during the month	17,200
C	Referred back to applicants for additional information	701
Total (A+B-C)		19,510
D	Applications processed during the month	16,844
	– Within timeline	16,822 (99.9%)
	– Beyond timeline	22 (0.1%)
E	Applications pending at the end of the month	2,666
	– Within timeline	2,646 (99.2%)
	– Beyond timeline	20* (0.8%)

* Awaiting inputs from external agencies (17), 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	7,173	7,171	-	2	-
Currency Management	7,351	6,717	14	620	-
Debt Management	856	750	-	106	-
Financial Markets	9	7	-	2	-
FinTech	1	1	-	-	-
Foreign Exchange Management	2,364	1,252	4	1,091	17
Payment and Settlement Systems	54	31	-	23	-
Regulation and Supervision	1,702	893	4	802	3
Total	19,510	16,822	22	2,646	20

The Reserve Bank of India regularly reviews the services covered under its Citizen's Charter and based on the recent review – (i) one service has been included under Financial Markets; (ii) eight services have been deleted under Foreign Exchange Management due to delegation of powers to Authorised Dealers; and (iii) timeline for one service under Financial Markets has been modified. The number of services under the Charter now stands at 206.

For a seamless and user-friendly experience for filing of online applications, the applicants may access user manual, FAQs, illustrative infographics and instructional videos on PRAVAAH portal – <https://pravaah.rbi.org.in>.

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(Brij Raj)
Chief General Manager