

Citizen's Charter – Reserve Bank of India (RBI)

Department of Currency Management (DCM)			
Sl. No.	Service	Timeline (days) ⁱ	Submission Mode
Currency Chests			
1	Application for new Currency Chest facility for banks not having Memorandum of Agreement (MoA) with RBI	30	PRAVAAH
2	Closure of Currency Chests	30	PRAVAAH
3	Opening of Currency Chests – In-principle approval	30	PRAVAAH
4	Opening of Currency Chests – Final approval	30	PRAVAAH
5	Shifting or Expansion of Currency Chests – In-principle approval	30	PRAVAAH
6	Shifting or Expansion of Currency Chests – Final approval	30	PRAVAAH
Notes			
7	Exchange of Notes received through postal covers	7	Offline ^
8	Exchange of Notes received under Triple Lock Receptacles (TLRs)	7	Over The Counter*
9	Exchange of Notes that cannot withstand normal handling	30	Offline ^