

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

| Internal Debt Management Department (IDMD)<br>(including services provided by Public Debt Offices)                 |  |                  |                         |
|--|--|------------------|-------------------------|
| Regulatory Approvals   |  |                  |                         |
| 191  | Surrender of Primary Dealer (PD) license   | 30               | <a href="#">PRAVAAH</a> |
| 192  | Application for empanelment as a Receiving Office for Floating Rate Savings Bonds (FRSB), 2020       | 45               | <a href="#">PRAVAAH</a> |
| 193  | License for Primary Dealer (PD) business   | 60               | <a href="#">PRAVAAH</a> |
| Service Requests by Subsidiary General Ledger (SGL) / Constituent Subsidiary General Ledger (CSGL) account holders |  |                  |                         |
| 194  | Closing of SGL / CSGL Account  | 3                | <a href="#">PRAVAAH</a> |
| 195  | Modification of Designated Settlement Bank details linked to SGL account                             | 3                | <a href="#">PRAVAAH</a> |
| 196  | Registration / Revocation / Invocation of Pledge, Lien, etc.   | 3                | Through e-Kuber         |
| 197  | Opening of SGL Account by eligible entities in terms of extant SGL guidelines                        | 15               | <a href="#">PRAVAAH</a> |
| 198  | Opening of CSGL Account by eligible entities in terms of extant CSGL guidelines                      | 15               | <a href="#">PRAVAAH</a> |
| Service Requests by Receiving Offices <sup>#</sup>   |  |                  |                         |
| 199  | Registration / Revocation / Invocation of Pledge / Lien for Sovereign Gold Bonds (SGBs)              | 3                | Through e-Kuber         |
| 200  | Rematerialisation of SGBs  | 3                | Through e-Kuber         |
| 201  | Dematerialisation of SGBs  | 20 <sup>\$</sup> | Through e-Kuber         |
| 202  | SGB – Submission of claims for payment of interest beyond limitation period                          | 45               | <a href="#">PRAVAAH</a> |
| 203  | Relief Bonds / Savings Bonds - Submission of claims for payment of interest beyond limitation period | 45               | <a href="#">PRAVAAH</a> |