**Citizen’s Charter – Reserve Bank of India (RBI)**

| Internal Debt Management Department (IDMD)(including services provided by Public Debt Offices) |
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| Regulatory Approvals |
|  | Surrender of Primary Dealer (PD) license | 30 | [PRAVAAH](https://pravaah.rbi.org.in/) |
|  | Application for empanelment as a Receiving Office for Floating Rate Savings Bonds (FRSB), 2020 | 45 | [PRAVAAH](https://pravaah.rbi.org.in/) |
|  | License for Primary Dealer (PD) business | 60 | [PRAVAAH](https://pravaah.rbi.org.in/) |
| Service Requests by Subsidiary General Ledger (SGL) / Constituent Subsidiary General Ledger (CSGL) account holders |
|  | Closing of SGL / CSGL Account | 3 | [PRAVAAH](https://pravaah.rbi.org.in/) |
|  | Modification of Designated Settlement Bank details linked to SGL account | 3 | [PRAVAAH](https://pravaah.rbi.org.in/) |
|  | Registration / Revocation / Invocation of Pledge, Lien, etc.  | 3 | Through e-Kuber |
|  | Opening of SGL Account by eligible entities in terms of extant SGL guidelines | 15 | [PRAVAAH](https://pravaah.rbi.org.in/) |
|  | Opening of CSGL Account by eligible entities in terms of extant CSGL guidelines | 15 | [PRAVAAH](https://pravaah.rbi.org.in/) |
| Service Requests by Receiving Offices# |
|  | Registration / Revocation / Invocation of Pledge / Lien for Sovereign Gold Bonds (SGBs) | 3 | Through e-Kuber |
|  | Rematerialisation of SGBs | 3 | Through e-Kuber |
|  | Dematerialisation of SGBs | 20$ | Through e-Kuber |
|  | SGB – Submission of claims for payment of interest beyond limitation period | 45 | [PRAVAAH](https://pravaah.rbi.org.in/) |
|  | Relief Bonds / Savings Bonds - Submission of claims for payment of interest beyond limitation period | 45 | [PRAVAAH](https://pravaah.rbi.org.in/) |