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

| Internal Debt Management Department (IDMD)  (including services provided by Public Debt Offices) | | | |
| --- | --- | --- | --- |
| 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/) |