



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA

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September 01, 2025

## Processing of Applications Received Under Citizen's Charter – Status as on August 31, 2025

A comprehensive review of the various services offered by Reserve Bank of India under Citizens' Charter and Regulatory Approvals was undertaken and the revised [Citizen's Charter](#) was released on July 1, 2025.

2. An analysis of the performance under the Citizen's Charter during the months of July and August 2025 has been carried out and the summary thereof is given below –

Description		No. of Applications
A	Applications pending as on July 1, 2025	2,059
B	Applications received from July 1, 2025 to August 31, 2025	47,129
C	Referred back to applicants for additional information	313
D	<b>Total (A+B-C)</b>	<b>48,875</b>
Applications processed from July 1 to August 31, 2025		<b>45,751</b>
E	– Within timeline	45,474 (99.4%)
	– Beyond timeline	277 (0.6%)
Applications pending as on August 31, 2025		<b>3,124</b>
F	– Within timeline	3,089 (98.9%)
	– Beyond timeline	35* (1.1%)

\* Awaiting inputs from external agencies / stakeholders (16), rationalisation of timelines (5), under process (14)

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	19,774	19,774	-	-	-
Currency Management	22,772	21,288	179	1,305	-
Debt Management	1,954	1,794	-	160	-
Financial Markets	20	17	-	3	-
Foreign Exchange Management	2,169	1,274	79	805	11
Payment and Settlement Systems	55	19	-	36	-
Regulation and Supervision	2,131	1,308	19	780	24
<b>Total</b>	<b>48,875</b>	<b>45,474</b>	<b>277</b>	<b>3,089</b>	<b>35</b>

3. Going forward, the status of performance under the Citizen's Charter will be published on the first of every month.

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**(Puneet Pancholy)**  
Chief General Manager