



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

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October 01, 2025

**Processing of Applications Received Under Citizen's Charter
– Status as on September 30, 2025**

Analysis of the performance under the Citizen's Charter during the month of September 2025 has been carried out and the summary thereof is given below –

Description		No. of Applications
A	Applications pending at the beginning of the month	3,124
B	Applications received during the month	23,548
C	Referred back to applicants for additional information	346
D	Total (A+B-C)	26,326
E	Applications processed during the month	23,567
	– Within timeline	23,477 (99.6%)
	– Beyond timeline	90 (0.4%)
F	Applications pending at the end of the month	2,759
	– Within timeline	2,749 (99.6%)
	– Beyond timeline	10* (0.4%)

* Awaiting inputs from external agencies

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	9,561	9,559	-	2	-
Currency Management	11,814	10,604	6	1,204	-
Debt Management	1,093	1,082	-	11	-
Financial Markets	9	6	-	3	-
Foreign Exchange Management	1,966	1,134	34	788	10
Payment and Settlement Systems	49	22	-	27	-
Regulation and Supervision	1,834	1,070	50	714	-
Total	26,326	23,477	90	2,749	10