


**भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA**
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Review of Citizen's Charter of Reserve Bank of India

The various services offered by Reserve Bank of India (RBI) to the entities regulated by it and to the citizens of the country were listed under two distinct heads viz. Timelines for Regulatory Approvals and Citizens' Charter. Under Regulatory Approvals 133 services were made available, while the Citizens' Charter had 58 services. A comprehensive review of the various services offered by RBI has been undertaken and the timelines have been rationalised leading to reduction of time in 11 services. All services to the regulated entities and to the citizens have been subsumed under the [Citizen's Charter](#). The Citizen's Charter now contains 204 services.

2. Applications / Requests for the services under the Citizen's Charter are being made available through the following modes –

Mode	No. of Services
PRAVAAH	180
Over the counter / offline forms	14
Other online platforms*	10

* [Auditor Allocation System \(AAS\)](#) and e-Kuber

3. The revised Citizen's Charter comes into effect from July 1, 2025. It reaffirms Reserve Bank's commitment to improving accessibility, responsiveness, and transparency in its service delivery. Reserve Bank endeavours to enhance the user experience by digitising the internal workflows and external interface mechanisms on an ongoing basis.

4. To facilitate ease of use, user manual, FAQs, and video tutorials are available on [PRAVAAH](#) which can be accessed at <https://pravaah.rbi.org.in>.