


भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
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संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

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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