

प्रेस प्रकाशनी PRESS RELEASE



**भारतीय रिजर्व बैंक
RESERVE BANK OF INDIA**

वेबसाइट : www.rbi.org.in/hindi

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संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

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November 01, 2025

**Processing of Applications Received Under the Citizen's Charter
– Status as on October 31, 2025**

Analysis of the performance under the Citizen's Charter during the month of October 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	2,759
B	Applications received during the month	21,090
C	Referred back to applicants for additional information	410
Total (A+B-C)		23,439
D	Applications processed during the month	20,578
D	– Within timeline	20,539 (99.8%)
	– Beyond timeline	39 (0.2%)
E	Applications pending at the end of the month	2,861
E	– Within timeline	2,848 (99.5%)
	– Beyond timeline	13* (0.5%)

* Awaiting inputs from external agencies

Function	No. of Applications				
	Total	Processed		Pending	
		Within timeline	Beyond timeline	Within timeline	Beyond timeline
Banker to Banks and Governments	8,645	8,645	-	-	-
Currency Management	10,693	9,473	1	1,219	-
Debt Management	1,003	852	4	147	-
Financial Markets	9	7	-	2	-
Foreign Exchange Management	1,895	1,066	10	806	13
Payment and Settlement Systems	37	15	3	19	-
Regulation and Supervision	1,157	481	21	655	-
Total	23,439	20,539	39	2,848	13

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(Brij Raj)
Chief General Manager