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FAQs

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Application Tracking System (ATS)

1. What is the ATS?

The ATS is an Application Tracking System, hosted on the public website of the Reserve Bank of India (RBI), which has been developed for members of the public to submit any individual application to RBI and keep track of the status of its disposal thereafter.

2. What is an application?

An application can be any application, addressed to any department of RBI, through which members of the public can apply (except such applications for which specific instructions have been given regarding mode of submission, etc.)

3. How can the ATS be accessed?

A link to ATS has been provided in the RBI website <http://www.rbi.org.in>.

4. Who receives the application?

The Department / Office selected by the applicant, while submitting his/her application through ATS, will receive the application.

5. How does the ATS work?

- i. A first time user should register through ATS using his/her valid email id.
- ii. A system generated Password will be forwarded to the applicant's email id.
- iii. Thereafter, the applicant can login and submit his/her application and track the same.
- iv. As soon as an application is submitted through ATS, a unique application number is generated and forwarded to the applicant by the system.
- v. A mail is sent by the system automatically when the application is disposed of or transferred from one office / department / section to another.

6. Can the ATS application be transferred to any other office / department / section?

Yes. The applicant will immediately receive a mail conveying details of the original office / department where the application was submitted and the details of the office / department / section to which it has been transferred. The information can also be ascertained through ATS by the applicant under 'My Application'. The entire history will be shown.

7. What happens when an application is transferred to another office / department?

The application is automatically inwarded in the receiving office/ department and marked to the administrator of that department.

8. Whether any attachment can be sent along with application?

Yes. One or more documents can be uploaded along with the application. However each document size should not exceed 1 MB.

9. Whether applications submitted physically at the counters of RBI or sent through post can also be tracked through the ATS?

Yes. ATS is also available for all applications / letters, etc. submitted physically at the counters of RBI or received through post/courier, provided a valid email id is given in the document. Receipt of all such applications as also its disposal will be advised to the applicant through email.

Additionally, the status of such applications can also be tracked through the ATS number and the password sent to the valid email id of the applicant.

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