

## Citizen's Charter – Reserve Bank of India (RBI)

### Department of Government & Bank Accounts (DGBA)

Challans			
10	Delivery of receipted challans tendered with cash	20 minutes	Over The Counter
11	Delivery of receipted challans tendered with cheques issued by Government departments maintaining accounts with RBI	20 minutes	Over The Counter
12	Delivery of receipted challans tendered with cheques drawn on other banks	3	Over The Counter
Financial instruments			
13	Issue of cheque books	20 minutes	Over The Counter
14	Issue of demand drafts	60 minutes	Over The Counter
Funds transfer and cash transactions			
15	Cash withdrawal by Government departments through cheques	20 minutes	Over The Counter
16	Deposit of cash by bank maintaining current account with RBI	15 minutes	Over The Counter
17	Transfer of funds (from one bank's current account to another bank's current account in RBI)	15 minutes	Over The Counter
18	Withdrawal of cash by bank maintaining current account with RBI	20 minutes	Over The Counter
Refinance facility			
19	Refinance facility and disbursement of loans	3 hours	Over The Counter
Special Deposit Scheme 1975 - Account Transfer			
20	Applications from SBI GAD for transfer of Special Deposit Scheme 1975 accounts from other agency banks to SBI SSB, Mumbai branch	10	<a href="#">PRAVAAH</a>