

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

Internal Debt Management Department (IDMD) (including services provided by Public Debt Offices)

Regulatory Approvals

191	Surrender of Primary Dealer (PD) license	30	PRAVAAH
192	Application for empanelment as a Receiving Office for Floating Rate Savings Bonds (FRSB), 2020	45	PRAVAAH
193	License for Primary Dealer (PD) business	60	PRAVAAH

Service Requests by Subsidiary General Ledger (SGL) / Constituent Subsidiary General Ledger (CSGL) account holders

194	Closing of SGL / CSGL Account	3	PRAVAAH
195	Modification of Designated Settlement Bank details linked to SGL account	3	PRAVAAH
196	Registration / Revocation / Invocation of Pledge, Lien, etc.	3	Through e-Kuber
197	Opening of SGL Account by eligible entities in terms of extant SGL guidelines	15	PRAVAAH
198	Opening of CSGL Account by eligible entities in terms of extant CSGL guidelines	15	PRAVAAH

Service Requests by Receiving Offices[#]

199	Registration / Revocation / Invocation of Pledge / Lien for Sovereign Gold Bonds (SGBs)	3	Through e-Kuber
200	Rematerialisation of SGBs	3	Through e-Kuber
201	Dematerialisation of SGBs	20 ^{\$}	Through e-Kuber
202	SGB – Submission of claims for payment of interest beyond limitation period	45	PRAVAAH
203	Relief Bonds / Savings Bonds - Submission of claims for payment of interest beyond limitation period	45	PRAVAAH