


**भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA**
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January 01, 2026

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

A) Analysis of the performance under the Citizen's Charter during the month of December 2025 has been carried out, and the summary thereof is given below –

<b>Description</b>		<b>No. of Applications</b>
A	Applications pending at the beginning of the month	3,217
B	Applications received during the month	24,544
C	Referred back to applicants for additional information	388
<b>Total (A+B-C)</b>		<b>27,373</b>
D	Applications processed during the month	<b>23,981</b>
	– Within timeline	23,938 (99.8%)
	– Beyond timeline	43 (0.2%)
E	Applications pending at the end of the month	<b>3,392</b>
	– Within timeline	3,374 (99.5%)
	– Beyond timeline	18* (0.5%)

\* Awaiting inputs from external agencies (15), under process (3)

**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	10,494	10,494	-	-	-
Currency Management	12,063	10,689	2	1,371	1
Debt Management	1,195	1,018	-	177	-
Financial Markets	7	6	-	1	-
FinTech	1	-	-	1	-
Foreign Exchange Management	2,178	1,179	20	964	15
Payment and Settlement Systems	67	17	5	45	-
Regulation and Supervision	1,368	535	16	815	2
<b>Total</b>	<b>27,373</b>	<b>23,938</b>	<b>43</b>	<b>3,374</b>	<b>18</b>

B) The Reserve Bank of India regularly reviews the services covered under its Citizen's Charter and based on the recent review – (i) the requirement of approval for 11 services relating to UCBs has been done away with, (ii) 2 services have been merged, and (iii) 6 services have been made more granular by separation into 14 services. Accordingly, the number of services under the Charter stands at 200. The timeline for 17 services has been reduced.

**(Brij Raj)**

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Chief General Manager