



**भारतीय रिज़र्व बैंक**  
**RESERVE BANK OF INDIA**

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Website : [www.rbi.org.in](http://www.rbi.org.in)  
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संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

Department of Communication, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 फोन/Phone: 022 - 2266 0502

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**Processing of Applications Received Under the Citizen's Charter  
– Status as on February 28, 2026**

Analysis of the performance under the Citizen's Charter during the month of February 2026 has been carried out, and the summary thereof is given below –

Description		No. of Applications
A	Applications pending at the beginning of the month	2,833
B	Applications received during the month	20,449
C	Referred back to applicants for additional information	517
<b>Total (A+B-C)</b>		<b>22,765</b>
D	Applications processed during the month	<b>19,570</b>
	– Within timeline	19,538 (99.8%)
	– Beyond timeline	32 (0.2%)
E	Applications pending at the end of the month	<b>3,195</b>
	– Within timeline	3,178 (99.5%)
	– Beyond timeline	17* (0.5%)

\* Awaiting inputs from external agencies (13), under process (4)

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	8,552	8,552	-	-	-
Currency Management	9,426	8,238	14	1,174	-
Debt Management	1,212	967	-	245	-
Financial Markets	16	15	-	1	-
FinTech	18	-	-	18	-
Foreign Exchange Management	2,259	1,202	12	1,032	13
Payment and Settlement Systems	44	20	2	20	2
Regulation and Supervision	1,238	544	4	688	2
<b>Total</b>	<b>22,765</b>	<b>19,538</b>	<b>32</b>	<b>3,178</b>	<b>17</b>

The Reserve Bank of India regularly reviews the services covered under its Citizen's Charter and based on the recent review, one service has been included, while the requirement for approval of one service has been done away with, thereby retaining the number of services at 200.

**Press Release: 2025-2026/2205**

**(Brij Raj)**  
Chief General Manager