

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

| Department of Payment and Settlement Systems (DPSS) |  |    |                         |
|---|--|----|-------------------------|
| 21  | Approval for commencement of eligible activity under guidelines on regulation of Payment Aggregator- Cross Border (PA- Cross Border)   | 30 | <a href="#">PRAVAAH</a> |
| 22  | General Purpose Application - Payment and Settlement Systems   | 30 | <a href="#">PRAVAAH</a> |
| 23  | Issue of Certificate of Authorisation (CoA) - After receipt of System Audit Report (SAR) ( <i>In case there are subsequent changes after receipt of SAR viz., change in promoters / directors, fresh investments etc., the timeline is 60 days</i> ) | 30 | <a href="#">PRAVAAH</a> |
| 24  | Renewal of CoA   | 30 | <a href="#">PRAVAAH</a> |
| 25  | Voluntary surrender of CoA by Payment System Operators (PSOs)  | 30 | <a href="#">PRAVAAH</a> |
| 26  | Approval in case of takeover / acquisition of control of non-bank PSOs<br><i>(timeline is not applicable for application received from overseas Principal under MTSS)</i>  | 45 | <a href="#">PRAVAAH</a> |
| 27  | Application for Membership to Centralised Payment Systems  | 60 | <a href="#">PRAVAAH</a> |
| 28  | Authorisation to set up a payment system under PSS Act, 2007 - In-principle Authorisation ( <i>timeline is not applicable when a new category of payment system is introduced</i> )  | 90 | <a href="#">PRAVAAH</a> |