

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

Department of Regulation (DoR)			
All India Financial Institutions (AIFIs)			
29	Permission to AIFIs for investing in Equity Shareholding of a Company	90	PRAVAAH
Asset Reconstruction Companies (ARCs)			
30	Permission for shifting of registered office of ARC	45	PRAVAAH
31	Application for grant of Certificate of Registration (CoR) as ARC	90	PRAVAAH
32	Application for prior approval of RBI for appointment, re-appointment of Director / MD / CEO in ARC	90	PRAVAAH
33	Approval for inclusion of new sponsor, cessation of sponsor, aggregate transfer of 10% or more of the total Paid-up Share Capital of the ARC by a sponsor during the period of five years commencing from the date of the CoR.	90	PRAVAAH
Co-operative Banks			
34	Grant of Banking licence to State Co-operative Banks (StCB) and District Central Co-operative Banks (DCCB)	30	PRAVAAH
35	Application for Appointment or Re-appointment of MD, WTD, CEO in Co-operative Banks – Urban Co-operative Banks (UCB), StCB and DCCB	90	PRAVAAH
District Central Co-operative Banks (DCCB)			
36	Prior Permission to DCCB for opening Branch or Extension Counter or Specialised Branch or Regional Office or Zonal Office or Administrative Office	90	PRAVAAH
Housing Finance Companies (HFCs)			
37	Application for prior permission of RBI for appointment of Director in HFCs	90	PRAVAAH
38	Approval for change in shareholding or control of HFC	90	PRAVAAH

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39	Permission to HFCs for investing or divesting Equity shareholding and retaining Equity Investments beyond prescribed prudential limits	90	PRAVAAH
40	Permission to HFCs for undertaking various activities departmentally or expansion of the scope of activities of their group entities	90	PRAVAAH
Non-Banking Financial Companies (NBFCs)			
41	Application by existing NBFC-NDs for conversion of CoR from one category to another	45	PRAVAAH
42	Application by NBFC-ICCs for grant of additional Certificate of Registration (CoR) to carry out Factoring Business	45	PRAVAAH
43	Application for recognition as Self-Regulatory Organisation (SRO) for Account Aggregator ecosystem.	45	PRAVAAH
44	Conversion of CoR of deposit taking NBFC to non-deposit taking NBFC category	45	PRAVAAH
45	Permission for opening of branches by Deposit taking NBFCs	45	PRAVAAH
46	Permission for opening of branches by NBFCs primarily into lending against gold jewellery and with more than 1000 Branches	45	PRAVAAH
47	Request for issue of fresh CoR upon shifting of registered office of NBFC from one Regional Office of RBI to another	45	PRAVAAH
48	Application for grant of CoR as Core Investment Company (CIC)	90	PRAVAAH
49	Application for grant of CoR as NBFC	90	PRAVAAH
50	Application for prior Permission of RBI for Appointment of Director in an NBFC	90	PRAVAAH
51	Approval for change in shareholding or control of NBFC	90	PRAVAAH

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52	Approval to NBFCs for coupon payment on regulatory capital instruments	90	PRAVAAH
53	Approval to NBFCs for redemption of or exercise of call option on capital instruments	90	PRAVAAH
54	No Objection Certificate (NOC) for amalgamation of an NBFC with other NBFCs or entities other than a Banking Company	90	PRAVAAH
55	Permission to NBFCs for investing or divesting Equity Shareholding and retaining Equity Investments beyond prescribed prudential limits	90	PRAVAAH
56	Permission to NBFCs for undertaking various activities departmentally or expansion of the scope of activities of their group entities	90	PRAVAAH
Non-Banking Financial Companies, Payment System Providers and Payment System Participants			
57	Application for Aadhaar Authentication licence in terms of Section 11A of the PML Act, 2002	60	PRAVAAH
Non-Banking Financial Company (NBFC) and Asset Reconstruction Company (ARC)			
58	NOC for change in name of NBFC or ARC	45	PRAVAAH
59	Request for CoR upon change of name of NBFC or ARC	45	PRAVAAH
60	Request for duplicate CoR by NBFC or ARC due to loss of original CoR	45	PRAVAAH
61	Application for voluntary surrender of CoR by NBFCs including HFCs for cancellation	90	PRAVAAH
Regional Rural Banks (RRBs)			
62	Permission to RRBs for opening of Banking Outlets or issue of licence for Banking Outlets, Service Branches, Regional Offices	45	PRAVAAH
63	Permission to RRBs for shifting of Banking Outlets outside the Revenue Centre	45	PRAVAAH

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Regional Rural Banks (RRBs) and Co-operative Banks

64	Permission to Co-operative Banks and RRBs for extending internet banking to customers	90	PRAVAAH
65	Permission to Co-operative Banks and RRBs for extending mobile banking to customers	90	PRAVAAH

Scheduled Commercial Banks (SCBs)

66	Request letter for Credit Risk Mitigation (CRM) amount under Section 11 (2) (b) of the Banking Regulation Act, 1949	5	PRAVAAH
67	Request letter for statutory amount under Section 11 (2) (b) of the Banking Regulation Act, 1949	5	PRAVAAH
68	Approval to banks for exercise of call option on capital instruments	15	PRAVAAH
69	Application for authorisation for opening of Banking Outlets under approved Annual Banking Outlet Expansion Plan	30	PRAVAAH
70	Application for NOC for change in name of banking company	30	PRAVAAH
71	Approval of Annual Banking Outlet Expansion Plan in respect of domestic SCBs excluding RRBs, for which the general permission has been withdrawn and for Payment Banks and Local Area Banks	45	PRAVAAH
72	Application for Part-time Honorary Work of MD and CEO, CEO in Private Sector Banks, including SFBs, PBs and LABs as well as Foreign Banks, including Wholly Owned Subsidiaries of Foreign Banks operating in India	45	PRAVAAH
73	Authorisation to SCBs for importing gold or silver under Foreign Trade Policy	60	PRAVAAH
74	Application for amendment in Articles of Association in Private Sector Banks, including	90	PRAVAAH

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	Small Finance Banks (SFBs), Payment Banks (PBs) and Local Area Banks (LABs)		
75	Application for appointment or re-appointment of MD and CEO, CEO, other Whole Time Directors, Part Time Chairman in Private Sector Banks, including SFBs, PBs and LABs as well as Foreign Banks, including Wholly Owned Subsidiaries (WOS) of Foreign Banks operating in India	90	PRAVAAH
76	Application for Indian banks to set up an IBU at GIFT City	90	PRAVAAH
77	Application for Remuneration of MD and CEO, CEO, other Whole Time Directors, Part Time Chairman in Private Sector Banks, including SFBs, PBs and LABs as well as Foreign Banks, including Wholly Owned Subsidiaries of Foreign Banks operating in India	90	PRAVAAH
78	Application of Foreign Banks, operating in India in branch mode, for opening Back Office or CPC, etc.	90	PRAVAAH
79	Approval for acquisition of five per cent or more of the Paid-up Share Capital or Voting Rights in a Banking Company	90	PRAVAAH
80	Approval for amalgamation of a Banking Company with another Banking Company	90	PRAVAAH
81	NOC for amalgamation of a Holding Company or an NBFC with a Banking Company	90	PRAVAAH
82	Permission to SCBs for divesting Equity Shareholding or retaining Equity Investments beyond prescribed prudential limits in a Company	90	PRAVAAH
83	Permission to SCBs for expanding scope of activities of their group entities	90	PRAVAAH
84	Permission to SCBs for granting of unsecured advances to subsidiaries	90	PRAVAAH

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85	Permission to SCBs for investing in equity shareholding of a company	90	PRAVAAH
86	Permission to SCBs for undertaking various activities departmentally	90	PRAVAAH
87	Application for Foreign Banks desirous of establishing presence in India in Branch mode or WOS mode	270	PRAVAAH
88	Application for Foreign Banks desirous of establishing presence in India through Representative Office	270	PRAVAAH
89	Application for Indian Banks desirous of opening offices outside India	270	PRAVAAH
90	Application of Foreign Banks for shifting of Branches	270	PRAVAAH
91	Application of Foreign Banks, operating in India in branch mode, for opening new place of Business	270	PRAVAAH
92	Application for license of Small Finance Bank under the guidelines for on tap licensing of Small Finance Banks in the private sector	270	PRAVAAH
93	Application for License of Universal Bank under the guidelines for on tap licensing of Universal Banks in the private sector	270	PRAVAAH
94	Application for voluntary transition of Small Finance Banks to Universal Banks	270	PRAVAAH
Scheduled Commercial Banks and Co-operative Banks			
95	Approvals to banks for holding non-banking assets beyond 7 and up to 12 years, in terms of Section 9 of Banking Regulation Act, 1949	60	PRAVAAH
Scheduled Commercial Banks and Regional Rural Banks			
96	Application for inclusion of Universal Banks or Small Finance Banks or Payments Banks or Foreign Banks or RRBs in the Second Schedule of RBI Act, 1934	45	PRAVAAH

Department of Regulation (DoR)**Scheduled Commercial Banks, Regional Rural Banks and Co-operative Banks**

97	Appropriation of Reserve - Commercial Banks including RRBs, UCBs, StCBs and DCCBs	45	PRAVAAH
98	Extension of timeline for submission of Annual Financial Statement under Section 31 of B R Act, 1949	45	PRAVAAH
99	Waiver of penalty on delayed or non-submission of returns	45	PRAVAAH
100	Waiver requests from banks with respect to the penal interest levied on banks by RBI for defaults in CRR and SLR maintenance	60	PRAVAAH

State and District Central Co-operative Banks and Regional Rural Banks

101	Permission to StCBs or DCCBs or RRBs for undertaking various activities departmentally	90	PRAVAAH
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State and District Central Co-operative Banks

102	Approval to StCB and DCCB for coupon payment on Perpetual Debt Instruments (PDI)	30	PRAVAAH
103	Approval to StCB and DCCB for issuance of regulatory capital instruments – PNCPS, PDI, RNCPS, PCPS, LTSBs	30	PRAVAAH
104	Approval to StCB and DCCB for redemption or exercise of call option of regulatory capital instruments – PNCPS, PDI, RNCPS, PCPS, LTSBs, LTDs	30	PRAVAAH
105	Permission to StCB and DCCB for shifting of bank branch to a different locality or Municipal Ward other than the one mentioned in the licence	30	PRAVAAH

State Co-operative Banks

106	Inclusion of StCBs in the Second Schedule to the RBI Act, 1934	30	PRAVAAH
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Urban Co-operative Banks

107	Approval to UCBs for coupon payment on Perpetual Debt Instruments	30	PRAVAAH
108	Approval to UCBs for Doorstep Banking Services	30	PRAVAAH
109	Intimation of closure of unremunerative Branch and Extension Counter by UCBs	30	PRAVAAH
110	Application by UCBs to act as Agents or Sub Agents under Money Transfer Service Scheme (MTSS)	45	PRAVAAH
111	NOC to UCBs for Open System Prepaid Payment Instrument (PPIs)	45	PRAVAAH
112	NOC to UCBs for Semi closed PPIs	45	PRAVAAH
113	Application by UCBs for change in Name	90	PRAVAAH
114	Application by UCBs for extension of Area of Operations beyond adjacent Districts or Whole State of Registration or to Multistate	90	PRAVAAH
115	Application by UCBs for NOC to Bye Law Amendments	90	PRAVAAH
116	Application from an UCB for voluntary amalgamation	90	PRAVAAH
117	Approval to UCBs for deployment of Point of Sale (POS) Terminal	90	PRAVAAH
118	Permission to scheduled UCBs for Online Trading facility	90	PRAVAAH
119	Permission to UCBs for exercise of call option on Preference Shares or Debt Capital Instruments	90	PRAVAAH
120	Permission to UCBs for issuance of Debt Capital Instruments - LTSSB or PDI	90	PRAVAAH
121	Permission to UCBs for issuance of Preference Shares	90	PRAVAAH
122	Permission to UCBs for payment of dividend	90	PRAVAAH

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123	Prior approval to UCBs for Acquisition or Sale of Premises	90	PRAVAAH
124	Prior approval to UCBs for Appointment of Business Correspondent or Business Facilitator	90	PRAVAAH
125	Prior permission to UCBs for Allotment of Centres, Extension Counters, Specialised Branches under Annual Business Plan	90	PRAVAAH
126	Voluntary conversion of UCBs into Credit Societies	90	PRAVAAH
127	Application by UCBs for inclusion in Second Schedule to the RBI Act, 1934	240	PRAVAAH
128	Application for voluntary transition of Urban Co-operative Banks to Small Finance Banks	270	PRAVAAH