


**भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA**
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February 02, 2026

**Processing of Applications Received Under the Citizen's Charter
– Status as on January 31, 2026**

Analysis of the performance under the Citizen's Charter during the month of January 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	3,392
B	Applications received during the month	19,850
C	Referred back to applicants for additional information	477
Total (A+B-C)		22,765
D	Applications processed during the month	19,932
D	– Within timeline	19,916 (99.9%)
	– Beyond timeline	16 (0.1%)
E	Applications pending at the end of the month	2,833
E	– Within timeline	2,812 (99.3%)
	– Beyond timeline	21* (0.7%)

* Awaiting inputs from external agencies (18), under process (3)

Function	No. of Applications				
	Total	Processed		Pending	
		Within timeline	Beyond timeline	Within timeline	Beyond timeline
Banker to Banks and Governments	8,043	8,043	-	-	-
Currency Management	10,105	9,214	3	888	-
Debt Management	1,129	930	-	199	-
Financial Markets	15	12	-	3	-
FinTech	1	-	-	1	-
Foreign Exchange Management	2,187	1,219	10	940	18
Payment and Settlement Systems	62	26	-	34	2
Regulation and Supervision	1,223	472	3	747	1
Total	22,765	19,916	16	2,812	21