


**भारतीय रिज़र्व बैंक**  
**RESERVE BANK OF INDIA**
वेबसाइट : [www.rbi.org.in/hindi](http://www.rbi.org.in/hindi)Website : [www.rbi.org.in](http://www.rbi.org.in)ई-मेल/email : [helpdoc@rbi.org.in](mailto:helpdoc@rbi.org.in)

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

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
<b>Total (A+B-C)</b>		<b>22,765</b>
D	Applications processed during the month	<b>19,932</b>
	– Within timeline	19,916 (99.9%)
	– Beyond timeline	16 (0.1%)
E	Applications pending at the end of the month	<b>2,833</b>
	– Within timeline	2,812 (99.3%)
	– Beyond timeline	21* (0.7%)

\* Awaiting inputs from external agencies (18), 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	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
<b>Total</b>	<b>22,765</b>	<b>19,916</b>	<b>16</b>	<b>2,812</b>	<b>21</b>