Sr No.	Product	Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for Appealing against rejection/ for delay
1	ODI	Overseas Direct Investment - Remittance	Equity Remittance: Application form Form A2 and Debit Authority Form FC (Section A to E) as per RBI format. A brief note on business activities to be undertaken / carried out Indian as well as overseas ventures details Project Report / Feasibility Report Board Resolution of Indian Company for investment under ODI. Certificate of Incorporation. Approval from the regulatory authorities concerned both in India and abroad if ODI is in Financial Sector. (SEBI / IRDA/ DBOD) CA/CPA valuation Certificate of an Overseas entity. In cases of Acquisition by transfer of shares - Share Purchase Agreement (SPA). Memorandum of Association (MoA) for newly set-up company Loan Remittance: Application form Form A2 and Debit Authority Form FC (Section A to E) as per RBI format Board Resolution of Indian Company for Loan remittance Copy of Agreement/ Loan Agreement, should be signed by both parties, having Loan amount, Principal repayment	0.45% OF INR EQUIVALENT, MIN 750 & MAX 9000 + 1500 cable charges + GST @ 18.00%.	2 Working days (Cut-off time for application receipt 5 PM)	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
2	ODI	Overseas Direct Investment - Guarantee	Application form Form FC (Section A to E) as per RBI format Board Resolution of Indian Company for guarantee issuance Sanction note/ facility agreement with Overseas Lender requiring issuance of Guarantee /SBLC from Indian Parent. IE Declaration: We confirm that end use of the guarantee is for the Purpose < Purpose description> If loan is obtained against guarantee, then provide the end use of the Loan proceed Note: Indian Entity should have control in Foreign Entity and declare control in Form FC.	0.45% OF INR EQUIVALENT, MIN 750 & MAX 9000 + 1500 cable charges + GST @ 18.00%.	2 Working days (Cut-off time for application receipt 5 PM)	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
3	ODI	Overseas Direct Investment - Disinvestment	Form FC Section G Valuation certificate based latest audited financials, by CA / CPA confirming fair value on international accepted methodology and arm length basis (not beyond 180 days). Declaration (in case of full disinvestment), shall not have any dues outstanding for receipt, which we are entitled to receive from the foreign entity as an investor in equity capital and debt and there is no write off of the investment, loan and receivable In case write-off of Investment (i.e. repatriation from original equity investment) then submit latest audited balance sheet (not beyond 18 months from the disinvestment) to ascertain foreign entities indeed occurred losses. Reason for Closure / disinvestment Board Resolution from Indian entity for disinvestment Documentary evidence of receipt of sale consideration / repatriation proceeds (FIRC/Credit Advise copy)	INR 5,000	2 Working days (Cut-off time for application receipt 5 PM)	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
4	FDI	Foreign Direct Investment - credit	Customer to submit FDI declaration at the Citibank branch. ▪ FDI Declaration along with Remitter KYC and Inward telex copy are scanned into the processing system for further action. X	NIL	Same day Credit ipon receipt of Declaration and KYC	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
5	FDI	Foreign Direct Investment - Reporting	Documents require as per RBI SMF User Manual hosted at RBI website (https://firms.rbi.org.in/firms/) There is separate list of documents specified as per selection of the Form- FC-GPR, FC-TRS, LLP-1, LLP-II, Downstream Investment, CN form, ESOP form. [Documents: FIRC copy, CA certificate for Valuation of Fair Value of equity shares/ Capital, CS certificate, Board Resolution, KYC] Customer to submit Business User Form (Authorization letter with Identification proof) in RBI FIRMS portal which bank approve with KYC verification (BU process hosted in RBI website(https://firms.rbi.org.in/firms/). Customer to submit FDI Reporting's in RBI FIRMS portal by selecting the applicable SMF form. If Reporting in order, then approval message generated and then sent to the customer through FIRMS portal only. Discrepancy if any is also communicated to the customer via Portal only	INR 5,000	5 working days	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
6	LOBOPO	Eztablishment of Branch / Liaison office in India	Overseas entity's request letter specifically mentioning details of the activity in which overseas entity is operating and proposed business activity under permitted activities as per FEMA 22 (R). Form FNC in 2 copies along with the signed declaration by authorized signatory in home country. (All pages including Part I and Part II and declaration annexed to the form). Form FNC should be signed stamped and dated. Latest Audited Balance sheet of the applicant company along with CPA certificate in attached format Net worth not to be less than USD 100,000/ USD 50,000 or equivalent for Branch Office/Liaison Office respectively. Profit making track record during the immediately preceding 5/3 financial years for Branch Office/Liaison Office respectively in the home country. In case above condition is not satisfied then, Letter of Comfort in prescribed format subject to the condition that the parent company satisfies the eligibility criteria as prescribed above. Bankers' Report from the applicant's banker in the host country / country of registration showing the number of years the applicant has had banking relations with that bank Constitutive Documents (Memorandum of Association, Articles of Association, Certificate of Incorporation, Certification of Commencement of business attested by the Notary Public in the country of registration. Undertaking from the Company that, Company is not a Law Firm/Company or Foreign Lawyer or Practicing Legal profession in the host Country. Legal and Business Address Proof, Shareholding pattern up to the last beneficial owner and the list of board of directors FOREIGN INSURANCE COMPANY: Foreign Insurance companies can establish Liaison Offices in India only after obtaining approval from the Insurance Regulatory and Development Authority (IRDA). FOREING AIRLINES: For airline customer additional approval is required from DGCA (Director General of Civil Aviation). Note: If the entity is engaged, partly or wholly, in any of the activities covered under Foreign Contribution (Regulation) Act, 2010 (FCRA), it shall obtain a certificate of registration under the said Act and shall not seek permission under FEMA 22R.	INR 10,000	2 Working days (Cut-off time for application receipt 5 PM)	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
7	LOBOPO	Eztablishment of Project office in India	Request letter on the foreign applicants letter head seeking approval for setting up of PO in India mentioning details of the Project awarded. Project agreement with the Project awarding entity. (Copy of main contract in case of Sub-contract) and NOC from Indian awarding party or Clause in the original agreement in case of Sub-contracting under RBI approval route Board resolution for setting of Project Office in India resolving setting up of Project Form FNC (duly filled in Part I and Part II along-with declarations and enclosure annexed to the Form FNC) Copy of the Certificate of Incorporation (COI) / Registration; Memorandum of Association (MOA) and Articles of Association (AOA) attested by the Notary Public in the country of registration. Bankers' Report from the applicant's banker in the host country / country of registration showing the number of years the applicant has had banking relations with that bank. Undertaking from the Company confirming compliance of any of the conditions as stipulated below: -The Project is funded directly by inward remittance from abroad; or -The project is funded by a bilateral or multilateral International Financing Agency, or a company or -The entity in India awarding the contract has been granted Term Loan by a Public Financial Institution or a bank in India for the Project An Undertaking from the company that Project in India shall not undertake or carry on any activity other than the activity relating and incidental to execution of the Project Undertaking from the Company that, Company is not a Law Firm/Company or Foreign Lawyer or Practicing Legal profession in the host Country, as per Notification RBI/2020-21/69 A.P. (DIR Series) Circular No. 07 November 23, 2020 Confirmation from the company whether Project has been commenced, if yes, the date of commencement & reason for delay in setting up PO. Such cases where Project has been commenced without AD Bank approval would require RBI approval before issuing AD approval. Opening of Foreign Currency Account: Client request letter on the foreign applicant's letter head seeking approval for opening FCY account in standard format annexed in the note, confirming: 1.The permissible debits to the account shall be payment of project related expenses and credits shall be foreign currency receipts from the Project Sanctioning Authority and remittances from parent/group Company abroad or bilateral / multilateral international financing agencies.	INR 10,000	2 Working days (Cut-off time for application receipt 5 PM)	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
8	ECB	External Commercial Borrowing - New LRN	1.Duly filled Form ECB1 in Excel, received from a registered email ID 2.Copy of Agreement between lender and borrower 3.Duly signed Customer Request Letter in bank format 4.CA certificate in bank format 5.Extract from the Audited Balance Sheet, serving as evidence of net worth 6.Confirmation of valid LEI	INR 5000	2 Working days (Cut-off time for application receipt 5 PM)	Asst. Vice President	Vice President (relationship Manager / India Business Compliance)
9	ECB	External Commercial Borrowing - monthly Reporting	Client to submit ECB2 reporting in the latest Excel format as prescribed by the RBI to Citibank by the 7th of each month.	INR 2,000	2 Working days (Cut-off time for application receipt 5 PM)	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)

10	ODI	Overseas Portfolio Investment-Remittance and Reporting	Document for remittance: An Indian entity may make OPI which shall not exceed fifty percent of its net worth as on the date of its last audited balance sheet 1.Debit Authority 2.Form A2 3.Board Resolution from Indian Entity for investment – BR may specify that the company will be remitting ____ (amount) abroad towards portfolio investments as permitted under extant FEMA regulations. 4.Full particulars of investments such as names /addresses of the investors, companies in which the investments are made and details of securities held, confirming that investment in listed securities 6.Supporting (to evidence the nature & amount of arriving at remittable proceeds) 7.CA certificate confirming the below: a.It is certified that the terms and conditions contained in Foreign Exchange Management (Overseas Investment) Rules, Regulation 2022 and Foreign Exchange Management (Overseas Investment) Directions, 2022 as amended time to time have been complied with by the Indian company (Name of the Indian company) in respect of the proposed remittance of _____ (currency and amount) towards portfolio investment abroad. b.In particular, it is certified that the above amount of foreign exchange proposed to be purchased for remittance towards the investment together with all other remittances for portfolio overseas investments abroad already made is within the limit stipulated by the Reserve Bank from time to time. This has been verified with reference to the net worth of the Indian Entity (Name of the Indian Entity) as on the date of last audited balance sheet, i.e.-------(date) 8.Form 145/146 for outward remittance Reporting :Reporting to submitted via Form OPI – Section A – Part A & Section C, within sixty days from the end of the half-year in which such investment or transfer is made as of September or March-end.	0.45% OF INR EQUIVALENT, MIN 750 & MAX 9000 + 1500 cable charges + GST @ 18.00%.	2 Working days (Cut-off time for application receipt 5 PM)	Asst Manager/Manager	Vice President (relationship Manager / India Business Compliance)
11	FPI	Custody Services	FPI India Access Pack Document Pack for FDI, FVCI, Mutual funds and Domestic Corporate	Transaction & Special Fees: Formatted settlement transactions (VP/FOP) are charged on a monthly stepped-tier basis at up to USD 40.00 for Inflow Clients and up to INR 3,000 for Domestic Clients. Special transaction charges (unformatted instructions via Fax/Telex, cancellations, message repairs, and certificate registrations) are fully waived. Custody / Safekeeping: Billed at up to 6 bps per annum on a stepped-tier schedule, calculated on month-end portfolio market value across Equities and Fixed Income. Ancillary & Account Fees: Proxy voting is priced up to USD 125 (Inflow) and up to INR 8,000 (Domestic) per account/event (+ OOP). FX	Within 15 working days	Asst Manager/Manager	Client Servicing / Compliance Officer / India CEO
12	EXPORT	2.1.1 Export Collection (Goods)	1. Application form 2. Invoice 3. Transport document 4. Incase of Third Party invovlement relevant supporting documents evidencing thrid party details to be submitted with reason and rationale	0.0625% flat as Commission per bill with minimum INR 1000	Cutoff: 2:30 PM IST TAT: Same Day Processing for clean transactions	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
13	EXPORT	2.1.2 Tenor Extension (Export Bills)	Customer request letter signed by authorized signatory with tenor extension declaration, including: 1. Respective export bill reference number 2. Date of Extension 3. Reason for Extension 4. Customer declaration of tenor extension 5. CA Certificate with UDIN number (Active status) – required if extension is beyond one year from date of export 6. All correspondence exchanged between exporter and overseas party (e.g., email exchanges, letters to/from Buyer/Consignee/Notify Party); Invoice number must be mentioned in correspondence	INR 500 per bill	Cutoff: 2:30 PM IST TAT (Non-Bulk): Same Day Processing for clean transactions TAT for bulk cases: T+5	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
14	EXPORT	2.1.3 Write-off / Invoice Reduction (Export Bills)	Customer request letter with write-off declaration, including: 1. Complete details of underlying export bill with write-off amount against respective invoice/shipping bill 2. Reason for write-off along with customer declaration 3. CA Certificate with UDIN number (Active status) 4. Supporting documents as per write-off reason for AD write-off (reason must be as per Master Direction)	INR 500 per bill	Cutoff: 2:30 PM IST TAT (Non-Bulk): Same Day Processing for clean transactions TAT for bulk cases : T+5	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
15	EXPORT	2.2 Receiving an Export Payment – Services (Inward Remittance)	1. Export Declaration Form - Form EDF 2. Invoice / Relevant details of Invoice	NIL	Cutoff (Inward): 1:30 PM IST Funds received and sighted before cutoff will be credited same day subject to complete documentation and disposal instructions	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
16	EXPORT	2.2.1 Set-off of Service Receivables against Import Payables	1. Invoices for both legs 2. Agreement evidencing terms for set-off 3. List of Entries for receivable and payables 4. Form 145/146 (net payable) 5. FIRC/FIRA for inward 6. Balance documentation for outwards as per purpose	No separate charges, export/import pricing will be applicable	Must occur within the same calendar year Cutoff (Inward): 1:30 PM IST	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
17	EXPORT	2.2.2 Third-Party Payments for Service Exports	1. Request identifying the third party and its relationship with the actual seller (e.g., group/associate company, buying/paying/collection agent); the underlying import agreement/contract/invoice; and documentary evidence of the relationship (group-company confirmation, tripartite agreement, or similar). 2. Balance documentation for Export Inwards- EDF, Invoice/Relevant details of invoice	No separate charges, export/import pricing will be applicable	Cutoff (Document submission): 1:30 PM IST Cutoff (CBFT dialing): 1:30 PM IST	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
18	IMPORT	2.2.3 Advance Payments for Service Imports	1. Advance declaration 2. Invoice 3. Form 145/146 4. Relationship evidence between buyer and seller Note: Payment beyond USD 1,500,000 will require a Bank Guarantee	No separate charges, export/import pricing will be applicable	Cutoff (Document submission): 1:30 PM IST Cutoff (CBFT dialing): 1:30 PM IST	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
19	IMPORT	2.3.1 Import Collection (Goods)	1. Overseas Bank Cover letter / Customer application letter 2. Invoice 3. Transport document	0.125% flat per bill + Cable with minimum INR 1250 Cable: INR 1500	Cutoff: 2:30 PM IST TAT: Same Day Processing for clean transactions	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff

20	IMPORT	2.3.2 LC Issuance (Import)	1. LC application 2. Supporting document (Purchase Order / Proforma Invoice / Sales Contract / Indent / Agreement) 3. Insurance policy/certificate (if applicable)	Sight LC 1% p.a. Usance LC 1.5% p.a.	Cutoff: 3:00 PM IST TAT: Same Day Processing for clean transactions	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf
21	IMPORT	2.3.3 Import Write-off (up to 5% of Invoice Value – per Master Direction C.8(x))	1. Document evidencing communication between Importer and exporter for amount to be written-off 2. Customer declaration that case is not subject to pending civil or criminal suit 3. Customer declaration that no adverse notice from Enforcement Directorate / CBI / other law enforcement agency has been received	INR 500 per bill	Cutoff: 2:30 PM IST TAT (Non-Bulk): Same Day Processing for clean transactions TAT for bulk cases: T+5	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
22	IMPORT	2.3.3 Import Write-off (exceeding 5% of Invoice Value – per Master Direction C.8(xi))	Applicable only for quality issues, short shipment, or destruction of goods by port/Customs/health authorities: 1. For Quality issues: Document evidencing communication between Importer and exporter for amount to be written-off 2. For Short Shipment/Destruction of goods: Short shipment certificate / destruction certificate / certificates from independent authority 3. Customer declaration (same as applicable for <5% write-off)	INR 500 per bill	Cutoff: 2:30 PM IST TAT (Non-Bulk): Same Day Processing for clean transactions TAT for bulk cases: T+5	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
23	IMPORT	2.4 / 2.4.1 Import Payments – Services (Outward Remittance)	1. Debit authority 2. Invoice 3. Purpose-Specific Documents: underlying agreements, service contracts, or specific declarations (e.g., related to delayed payments) as advised by Citibank 4. Tax Forms (145/146)	0.45% OF INR EQUIVALENT, MIN 750 & MAX 9000 + 1500 cable charges + GST @ 18.00%.	Cutoff (Document submission): 1:30 PM IST Cutoff (CBFT dialing): 1:30 PM IST	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
24	BG	2.5.1 Bank Guarantee (BG) Issuance	1. Application letter signed by authorized signatory or request through Digital portal 2. Bank Guarantee Text 3. Supporting Document (e.g., Purchase Order, Agreement, Tender copy)	Performance: 1.80% p.a. with Minimum INR 1500 Financial: 2.00% p.a. with Minimum INR 1500	Cutoff: 1:30 PM IST TAT: same-day processing implied for clean transactions	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf
25	BG	2.5.2 Bank Guarantee Claim Process	1. Claim Letter	NIL	Cutoff: 1:30 PM IST TAT: T + 2	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf
26	DOMESTIC	2.6.1 Trade Loans – Export and Domestic Loans	1. Duly filled Loan Application form 2. Supporting documents for Loan request (e.g., Purchase Order, Sales contract)	Pricing range from 0.5% to 2.5% spread over benchmark rate as governed by bank approved pricing policy. [This is Trade Loan's Rate of Interest]	Cutoff: 2:30 PM IST TAT: Same Day Processing for clean transactions	As per the pricing policy	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf
27	EXPORT	Export Transactions – Goods / Software (No Dispatch)	1. Request letter 2. Invoice 3. Transport document / Shipping Bill / Softex Copy / Details (as applicable) Note: For digital submission, Shipping Bill / Softex details to be lodged through CitiDirect Portal. 4. Incase of Third Party invovlement relevant supporting documents evidencing thrid party details to be submitted with reason and rationale	0.0625% flat as Commission per bill with minimum INR 1000	Cutoff: 2:30 PM IST TAT: Same Day Processing for clean transactions	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
28	BUYER'S CREDIT	Buyers Credit – Document Required for Booking	1. Agreement 2. Customer request letter 3. Consent letter (Requirement of IFSC team) 4. SBLC form (Applicable for commercial Bank clients)	SBLC Pricing range from RFR + 0.5% to 1.5% spread	Cutoff: 3:30 PM IST TAT: T + 2 days from received date	Vice President	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf
29	BUYER'S CREDIT	Buyers Credit – Import Payment against Buyers Credit Funding	1. Debit authority 2. Invoice 3. Bill of entry	Import Loan [FCY] Range from RFR + 0.3% to 1.5%	Cutoff: 3:30 PM IST TAT: T + 2 days from received date	Vice President	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf
30	BUYER'S CREDIT	Buyers Credit – Repayment on Maturity Date	1. Form A2 2. Form 145/146 where applicable (Not required for IFSC borrowing) 3. If NIL TDS: Form 145 – Part D confirming NIL TDS (Not required for IFSC borrowing) 4. If TDS applicable: Form 145 Part C and Form 146 from CA with UDIN; UDIN validation required (Not required for IFSC borrowing)	NIL	Cutoff: 3:30 PM IST TAT: T + 2 days from received date	Vice President	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf
31	EXPORT	Issuance of AD Bank Approval for Opening / Hiring of Warehouse Abroad	1. Customer request letter for issuance of AD approval for opening/hiring warehouse abroad 2. Chartered Accountant (C.A.) Certificate as per prescribed format 3. Customer Declaration as per the format prescribed	NIL	Cutoff: 2:30 PM IST TAT: T + 2 days from received date	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
32	EXPORT	Export Bill Booking (Export from India to Warehouse Abroad)	1. Request letter specifying submission against 'Warehouse Export' quoting the AD Approval reference number or attaching a copy of the AD approval letter 2. Shipping Bill details 3. Commercial Invoice 4. Transport Document	NIL	Cutoff: 2:30 PM IST TAT: Same Day Processing for clean transactions	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
33	EXPORT	Export Payment Realization & Regularization (Warehouse Abroad to Actual Buyer Overseas)	1. Copy of Commercial Invoice for execution of shipment from Overseas Warehouse to the actual overseas buyer 2. Copy of Transport Document for movement from warehouse to actual buyer 3. Letter or copy of Export Bill Reference Number previously booked for the Warehouse Export and Inward Remittance details	0.0625% flat as Commission per bill with minimum INR 1000	Cutoff: 2:30 PM IST TAT: Same Day Processing for clean transactions	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
34	EXPORT	Project Exports – Issuance	1. Customer request letter 2. Prescribed form: DPX-1 (turnkey / deferred payment supply contracts), PEX-1 (civil construction contracts), or CSIPL-1 (service exports) 3. Copy of Consortium Agreement / Letter of Award (LOA) / Purchase Order with all relevant contract details	NIL	Cutoff: Till 6:00 PM IST (working days) TAT: T + 3	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff

35	EXPORT	Project Exports – Amendment	1. Customer amendment request letter 2. Foreign Supplier Confirmation, revised agreement, or CA Certificate (where revised underlying documents such as pricing agreement, purchase order, completion date, or cash flow projections are not available)	NIL	Cutoff: Till 6:00 PM IST (working days) TAT: T + 3	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
36	EXPORT	Project Exports – Closure	1. Customer closure request letter 2. Duly filled closure form: DPX-2 / PEX-2 / CSIPL-2 3. CA Certificate 4. Supporting documents confirming project completion	NIL	Cutoff: Till 6:00 PM IST (working days) TAT: T + 3	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
37	ACCOUNT OPENI	Maintenance of FCY Collection Account – Overseas (Account Opening Intimation)	1. FCY collection account opening intimation	NIL as these are opened overseas. Charges may be applicable as per overseas bank's pricng schedule	Cutoff: 2:00 PM IST TAT: T+1 day for account intimation	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
38	ACCOUNT OPENI	Maintenance of FCY Collection Account – Overseas (Inward Payments)	1. Annexure confirming credit and debit details in the account 2. Export bills to be lodged with the bank	NIL as these are opened overseas. Charges may be applicable as per overseas bank's pricng schedule	Cutoff: 2:00 PM IST TAT: Same day processing for clean inward	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
39	ACCOUNT OPENI	Pre-Scrutiny towards BOE Closure (against Import Payments from Overseas FCY Account)	1. Customer Request Letter for document scrutiny 2. Commercial Invoice 3. Bill of Entry (BOE) 4. Shipment Details / Transport Document	NIL	Cutoff: 14:30 IST (scanning via branch / submission via digital channel) TAT: T + 0 day for clean cases	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
40	FCY COLLECTION	BOE Closure / Regularization (FCY Collection Account – Import)	1. Customer Request Letter for BOE Closure (clearly mentioning related indent/reference) 2. Proof of remittance from FCY Collection Account: Debit Advice / Account Statement / SWIFT Payment Confirmation 3. Annexure containing: Invoice details, Lodgment details, BOE details, Mapping of invoices and BOE to the related remittance reference	INR 500 per bill	Cutoff: 14:30 IST TAT: Same day for clean documents	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff	Delegation matrix, Escalation and Grievance Redressal: https://www.citigroup.citi.bank.in/rcs/citi-india/storage/public/India/key-policies-commitments/policy-export-import-fema-23r.pdff
41	BG	Outward SBLC Transactions (Bank Guarantee Issuance)	1. BG application 2. Supporting document evidencing the underlying purpose of the transaction	Performance: 1.80% p.a. with Minimum INR 1500 Financial: 2.00% p.a. with Minimum INR 1500	Cutoff: 1:30 PM IST TAT: Same day for clean documents	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf	Grievance Redressal: https://www.citigroup.com/rcs/citigpa/storage/public/India/key-policies-commitments/grievance-handling-policy-corporate-clients.pdf