

## Time Norms for Services

The processing timelines for various banking services are displayed at all the branches for the convenience of the customer. The following time norms are indicative and are subject to change depending upon the volumes handled by each branch/location and peak/non peak period.

Transaction Processing Time Norms at Branches*		
Sr. No.	Transaction activity	Time taken in processing
1	Cash deposits at Teller counter	Upto 15 minutes
2	Cash withdrawals at Teller counter	Upto 15 minutes
3	Issuance of Demand Draft/Cashier Order at the Teller counter	Upto 20 minutes
4	Opening of new account for walk-in customers**	Upto 30 minutes
5	Issuance of urgent duplicate statement of account (immediate preceding 3 months)	Upto 15 minutes
6	Passbook updation	Upto 15 minutes
7	Collection of Local Cheque (non high value)	Normally within 2 working days
8	Collection of Outstation Cheque	Normally within 14 working days

\*The above transaction time norms are indicative and are subject to change depending upon the volumes handled by each branch/location and peak/non peak period and ticket size of each transaction. These may vary slightly from branch to branch.

\*\*Does not include account activation, handing over of deliverables to the accountholder.

