

TIME NORMS FOR VARIOUS BANKING TRANSACTIONS

NO	SERVICE	TIME NORM
1.	Cash Payment	15 Minutes
2.	Cash Receipt	07 Minutes
3.	Issuance of DDs / FDRs	25 Minutes
4.	Payment of Demand Drafts	15 Minutes
5.	Opening of an account	25 Minutes
6.	Retirement of Bill	25 Minutes
7.	Updation os Passbook	10 Minutes
8.	Issuance of statement of Accounts	Within 07 days
9.	Collection of Cheques (Local)	Within 03 days
10.	Collection of Cheques (Out Station)	As per Cheque Collection Policy book available with Manager.

Note :

These standards shall apply from the time the customer actually reaches the counter for the service requested. In other words, the queuing time shall be excluded.