

Time Norms for certain Services in normal circumstances

The following norms have been evolved stipulating the maximum the maximum time required for each transaction in normal circumstances. These norms should not be taken as a rule, but every effort shall be made to complete each transaction well ahead of the stipulated time schedule.

S.No	Details	Time required
1.	Encashment of cheque	
	a. Through Teller counters	5 to 8 minutes
	b. Through Shroff	8 to 15 minutes
2	Receipt of Cash (depending on the denomination of notes)	10 to 20 minutes
3	Issue of DD/TC/TDR	15 to 25 minutes
4	Payment of DD	10 to 20 minutes
5	Payment of TDR	15 to 20 minutes
6	Opening of account	20 to 25 minutes
7	Retirement of Bill	20 to 30 minutes
8	Updating of Pass Book (for a few entries)	5 to 15 minutes
9	Statement of Account	Within 15 days from the due date
10	Collection of Cheque	
	a. Local	2 to 3 days
	b. Outstation	10 to 14 days