

## v. 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.   | <b>Encashment of cheque</b><br>a. Through Teller counters<br>b. Through Shroff | 5 to 8 minutes<br>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   | <b>Collection of Cheque</b><br>a. Local<br>b. Outstation                       | 2 to 3 days<br>10 to 14 days      |