

Time Norms for Various Banking Transactions

S No.	Particulars	Time Norms
1	Cash deposit at Teller counter	5 to 10 minutes
2	Cash withdrawal at Teller counter	5 to 10 minutes
3	RTGS / NEFT at Teller counter	15 to 30 minutes
4	Issuance of Demand drafts	15 to 20 minutes
5	Updation of passbooks	10 to 15 minutes
6	Issuance / Re-issuance of Passbook	15 to 30 minutes
	Paper Statement of accounts	
7	(a) Adhoc issuance at branch	7 to 10 minutes (per FY)
	(b) Adhoc issuance through BBP	4 working days
8	Adhoc issuance of E-statement	1 working day
9	Branch timings	10 AM to 2 PM (Monday to Saturday) 2nd and 4th Saturday/Sunday/ Bank Holiday: Closed
10	Customer initiated account closure	10 working days

The above time norms are indicative and subject to receipt of complete documentation from the customer. The time may vary basis peak and non-peak hours.