

TIME NORMS FOR COMMON TRANSACTIONS

SL. NO.	TRANSACTION / SERVICE	TIME TAKEN
1.	Cash payment at cash counters	Within 15 Minutes
2.	Receipt of cash at cash counters	
3.	Issuance of statement across counter	
4.	Updating of pass books	
5.	Issuance of demand draft / fixed deposit advice	Within 30 Minutes
6.	Payment of fixed deposits	
7.	Opening of an account	
8.	Collection of cheques (local)	Within 4 Days
9.	Issuance of statement by post	7 days
10.	Collection of cheques (outstation)	Within 14 days