

Time Norm Chart

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LIST OF TRANSACTIONS	Time Taken to process the transaction
TELLER TRANSACTIONS	
DRAFT ISSUANCE- SINGLE	5 minutes
NEFT/SEFT / RTGS TRANSACTIONS	5 minutes
DRAFT / MANAGER'S CHEQUE CANCELLATION	5 minutes
IN HOUSE TRANSFER-SINGLE	5 minutes
STATEMENT- 1 MONTH	10 minutes
DEPOSIT BOOKING	10 minutes
DEPOSIT LIQUIDATION	10 minutes
STOP PAYMENT	5 minutes
STANDING INSTRUCTIONS	5 minutes
ADDRESS CHANGE	5 minutes
INTEREST CERTIFICATE/ BAL CONFIRMATION letter	15 minutes
SIGNATURE VERIFICATION	5 minutes
CHECK DEPOSIT at teller counter	5 minutes
Account balance information	5 minutes
CASH WITHDRAWAL UNDER RS.3 LACS	5 minutes
CASH WITHDRAWAL >= RS.3 LACS < 10 LACS	10 minutes
CASH WITHDRAWAL > RS 10 LACS	30 minutes
CASH DEPOSIT UNDER RS.1 LACS	10 minutes
CASH DEPOSITS OVER RS.1 LAC	10 - 30 minutes (depending on value of deposit)
Outward Remittance in FCY	2 working days (this is indicative and is dependent on the beneficiary bank's correspondent & the beneficiary bank's internal time lines)
ACCOUNT OPENING	
New Account Opening - Branch Banking--document	30 minutes
New Account Opening - No Frills- document processing	30 minutes
EEFC Account opening- document processing only	15 minutes
Demat Account Opening- document processing only	20 minutes
The a/c will be opened in 1- 4 working days depending on nature of account and due completion of KYC norms .	