

Time Norms for Common Transaction

Account Opening (CASA, TD) - Indicates the date of delivery of Deliverables to customers	7-10 working Days
Account Closure	2- 3 working days
Issue of Cheque Book - includes Courier TAT	4-6 days
Account Statement @ Branch	15-30 minutes
Request for Passbook	30 Minutes
Duplicate Passbook	30 Minutes
Updation of Entries in Passbook	15-30 minutes
Cash Deposit	15-20 minutes
Cash Withdrawal	15-20 minutes
TDS Certificate	Quarterly
Address confirmation	30 -45 minutes
Photo attestation	30 - 45 minutes
Nomination updation	2 -3 workding days
Funds Transfer	15-20 minutes
NEFT\RTGS	15-20 mintutes
Stop Payment	15 -20 minutes (depending on number of Transaction)
Hot Listing of Card	15-30 minutes
Issuance of Demand Draft	30-45 minutes
Cancellation of Demand Draft	30-45 minutes
Revalidation of Demand Draft	15-30 minutes
TD Premature Withdrawal	15-30 minutes
TD Closure	15-30 minutes
Change of Maturity Instructions	2-3 working days
Account Maintenance Request	2-3 working days
Cheque clearing	As per clearing cycle