

Time norms for Important Banking Transactions

The indicative time norms for general transactions will be as follows:

S. No	Particulars	Time Taken
1.	Cash payment	Up to 15 minutes
2.	Receipt of cash	Up to 15 minutes
3.	For issuance of demand draft	Up to 20 minutes
4.	Payment of demand drafts	Up to 15 minutes
5.	Payment of fixed deposit receipts	Up to 20 minutes
6.	Opening/Closing of an account	Up to 4 working days
7.	Statement of accounts (request for duplicate)	Up to 1 working days
8.	Transfer/RTGS/NEFT	Up to 15 Minutes
9.	Passbook Request	Up to 1 working days
10.	Passbook updation	Up to 15 minutes
11.	Nomination Updation	Up to 4 working days
12.	Collection of Local Cheques	As per clearing house rules
13.	Collection of Outstation Cheques	Up to 14 days depending on the location