

### Time norms for common transaction

Customer Request Received at the Branch	TAT (Working days)
1. Account opening (CASA,TD) (to indicate the date of delivery of deliverables to customers)	7-10 working days
2. Account closure	3-5 working days
3. Issue of cheque book	3-5 working days
4. Physical copy of account statement at branch	15-30 min.
5. Request for passbook	3-5 working days
6. Duplicate passbook	3-5 working days
7. Updation of entries in passbook	15-30 min. (depending on the no. of entries)
8. Cash deposit	5-10 min. (depending on the amount)
9. Cash withdrawal	5-10 min.(depending on the amount)
10. TDS certificate	Quarterly activity
11. Duplicate TDS certificate	3-5 working days
12. Address confirmation	15-30 min.
13. Photo attestation	5-10 min.
14. Signature attestation	5-10 min.
15. Nomination updation	3-5 working days
16. Funds transfer	5-15 min.(depending on the no. of transactions)
17. NEFT / RTGS	15-30 min.
18. Stop Payment	5-10 min.(depending on the no. of transactions)
19. Regeneration of PIN	7-10 working days
20. Enabling net banking	24 hours
21. Hot listing of card	15-30 min.
22. Issuance of Demand Draft	10-15 min.
23. Cancellation of Demand Draft	10-15 min.
24. Revalidation of Demand Draft	10-15 min.
25. TD premature withdrawal	15-30 min.
26. TD closure	15-30 min.
27. Change of maturity instructions	2-3 working days
28. Tax collection at branches	15 min. at branches and 3 working days to get the receipts
29. Processing of retail forex transactions	FCY cash withdrawal and deposit 15-30 min. O/W remittance same day by EOD from Monday to Friday if the documents are received before 3.00 pm
30. Collection of outstation cheques	Refer our cheque collection policy for the same.
31. Clearing of cheques	As per the clearing cycle
32. Account Maintenance Request	3-5 working days