

Annexure 3: Time Norms for Common Banking Transactions

The following time norms are indicative and are subject to change / variation depending upon the volumes handled by each branch / location and peak / non peak period.

Cash Deposits	8 to 10 minutes
Cash Withdrawals	8 to 10 minutes
Collection of Cheques	Refer Cheque Collection Policy on website
Transfers by Cheque (from one DCB A/c to another)	Same Day
Issuance of DCB / Correspondent Bank PO / DD	10 to 15 minutes
Issuance of PSU Bank DD (at select branches only)	Same Day*
Creation / Payment of Term Deposit	Same Day*
Issue of Statement of Account (SOA) – Frequency Monthly/Quarterly (as per features of selected SB/CA variant)	Within 10 days of the subsequent month/quarter
Issue of Duplicate PO / DD	3 working days*
Issue of Duplicate SOA / Passbook	3 working days*
NEFT/RTGS/IMPS	Same Day*

*conditions apply

For time norms of other transactions, please contact the nearest branch.
