

## TIME NORMS TO BE DISPLAYED AT BRANCHES – CBS ENVIRONMENT

Sr. No.	Service	Time Norms Revised
<b>1</b>	Cash payment - Through Universal Teller - Through Cashier	07 Minutes 15 Minutes
<b>2</b>	Receipt of Cash - Through Universal Teller - Through Cashier	07 Minutes 10 Minutes
<b>3</b>	For issuance of FDR	25 Minutes
	For issuance of DD	25 Minutes
<b>4</b>	Payment of DDs	10 Minutes
<b>5</b>	Payment of FDRs	15 Minutes
<b>6</b>	Opening of an account -	35 Minutes
<b>7</b>	Retirement of Bills	25 Minutes
<b>8</b>	Updating of Passbooks	10 Minutes
<b>9</b>	Statement of accounts	Within 07 days
<b>10</b>	Collection of cheques 1. Our own Bank's Cheques 2. Local /Outstation CBS cheques of other banks 3. Outstation non-CBS cheques of other banks	Same day  3 days  7 days to 14 days

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