

Time – Norms for Various Important Banking Transactions

The following Norms are indicative time norms for various services available at the branch:

Sl. No	Particulars	Time Norms
1	Cash Payment	Within 5 to 8 minutes
2	Receipt of cash (depending on denomination)	Within 5 to 10 minutes
3	For issuance of demand draft	Within 10 minutes
4	Opening of account Savings/ Fixed (Completion of Documentation)	Within 15 to 20 minutes
4. a	Activation of Savings account	Within 4 working days
5	Statement of account (request for duplicate)	Within 15 minutes
6	Collection of cheques – Local (deposited within cut off time)	Within 2 working days
6. a	Collection of cheques – Outstation (deposited within cut off time)	Within 14 days
7	Transfer of funds between CSB Bank accounts (Transfer Cheques)	Within 5 minutes