

Turn Around Time (TAT) Norms for certain Products/Services under normal circumstances

The following norms have been evolved stipulating the maximum time required for each transaction in normal circumstances. These norms should not be taken as a rule, but every effort shall be made to complete each transaction well ahead of the stipulated time schedule.

SI No	Product Name	Turn Around Time (Days Hours/Minutes)		
1	Branch Transactions	S.No	Details	Time required
		1	Encashment of cheque a. Through Teller counters b. Through Shroff	5 to 8 minutes 8 to 15 minutes
		2	Receipt of Cash (depending on the denomination of notes)	10 to 20 minutes
		3	Issue of DD/TC/TDR	15 to 25 minutes
		4	Payment of DD	10 to 20 minutes
		5	Payment of TDR	15 to 20 minutes
		6	Updating of Pass Book (for a few entries)	5 to 15 minutes
		7	Collection of Cheque	T+1 day
		8	Statement of Account	5 to 15 minutes

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*A.E.D.
31/01/2024.*

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