Time Norms for certain Services under normal circumstances

The following norms have been evolved stipulating the maximum 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.

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	Opening of account	20 to 25 minutes
7	Retirement of Bill	20 to 30 minutes
8	Updating of Pass Book (for a few entries)	5 to 15 minutes
9	Statement of Account	Within 15 days from the due date
10	Collection of Cheque **a.** Local **b.** Outstation	2 to 3 days 10 to 14 days

Time Norms for certain Services under normal circumstances

11. For disposal of loan applications by the sanctioning authorities:

Under Agriculture:

Amount	Time lines for disposal of loan applications
Upto Rs.25000/-	Within 15 days
Beyond Rs.25000/- and upto Rs.5 crores – fresh limits and increase in limits for existing units.	Within 4 weeks
Above Rs.5 crores – fresh limits and increase in limits for existing units	Within 8 weeks

Under MSME:

Amount	Time lines for disposal of loan applications
Upto Rs.5 lakhs	Within two weeks
Above Rs.5 lakhs and upto Rs.25 lakhs	Within three weeks
Above Rs.25 lakhs	Within six weeks

All other loans other than Agriculture/MSME/Education Loan:

Sanctioning Authority	Time lines for disposal of loan applications
Approvals to be granted by the Branch Managers	Within 30 days of receipt of loan application
Approvals to be granted by the RMLCCs	Within 45 days of receipt of loan application
Approvals to be granted by the Head Office	Within 90 days of receipt of loan application