

# THE BUNDI CENTRAL COOPERATIVE BANK LTD. BUNDI

HEAD OFFICE- BYPASS ROAD , BUNDI DISTT-BUNDI- PINCODE- 323001

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Annexure- I

## Format of Comprehensive Notice Board

### D.(iii) Time norms for common transaction

Type of Customer Request	TAT ( Working Days)
Account opening (Deposit) (to indicate the date of delivery of deliverables to customers)	1 Working Day
Account closure	1 Working Day
Issue of cheque book (Delivery of Personalised Cheque Book)	10 Days
Physical copy of account statement at branch	15-20 Min
Request for passbook	15-30 Min
Duplicate passbook	15-30 Min
Updating of entries in passbook	15-20 Min (depending upon no. of entries)
Cash deposit	5-15 Min
Cash withdrawal	5-15 Min
Nomination updation	2-3 Working Days
Funds transfer	5-15 Min (depending on the no. of transactions)
NEFT/RTGS	15-30 Min
Stop Payment	10-15 Min
Issuance of Demand Draft	20-30 Min
Cancellation of Demand Draft	20-30 Min
TDR premature withdrawal	15-30 Min
TDR closure	15-30 Min
TDS certificate	1 Working Day
Duplicate TDS certificate	1 Working Day
Address confirmation	15-30 Min
Photo attestation	5-10 Min

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Type of Customer Request	TAT ( Working Days)
KYC document Updatation in Account	15-20 Min
TDR issuance	On Account Opening Day
Home Branch Change	1 Working Day
Renewal of TDR	15-20 Min
SMS alert Service Activation	15-20 Min
Mobile Number Update in Account	10-15 Min
Customer Profile Change/Update	15-20 Min

## WORKING HOURS

DAY	Office Hours	Business Hours
Monday	10:00:00 AM To 5:00:00 PM	10:00:00 AM To 4:00:00 PM
Tuesday	10:00:00 AM To 5:00:00 PM	10:00:00 AM To 4:00:00 PM
Wednesday	10:00:00 AM To 5:00:00 PM	10:00:00 AM To 4:00:00 PM
Thursday	10:00:00 AM To 5:00:00 PM	10:00:00 AM To 4:00:00 PM
Friday	10:00:00 AM To 5:00:00 PM	10:00:00 AM To 4:00:00 PM
Saturday*	10:00:00 AM To 5:00:00 PM	10:00:00 AM To 4:00:00 PM

\*Second & Fourth Saturday of every month is a holiday w.e.f September 1st, 2015