

Time - Norms for Various Important Banking Transactions

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

Sr. No	Particulars	Time Norms
1	Cash Payment	Within 8 minutes
2	Receipt of cash (depending on denomination)	Within 5 minutes
3	For issuance of demand draft	Within 10 minutes
4	Opening of an account Saving/Fixed (Completion of Documentation)	25 to 30 minutes
	Activation of Savings account	4 days
5	Statement of accounts (request for duplicate)	Within 15 minutes
6	Collection of cheques - Local (Deposited within cut off time)	Within 2 days
	Outstation	Within 14 days
7	Transfer of funds between ICICI Bank accounts (transfer cheques)	Within 5 minutes