



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	10 minutes
2	Receipt of cash (depending on denomination)	5 minutes
3	For issuance of demand draft	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)	15 minutes
6	Collection of cheques – Local (Deposited within cut off time)	2 days
7	Transfer of funds between ICICI Bank accounts (transfer cheques)	Same day