



Circular Letter to all Branches/Offices under Kolkata Zone

Dear Sir/ Madam,

Re: Implementation of EASE 2.0 Reforms- Uniform Banking Hours for All Public Sector Banks (PSBs) - Change in Work Timings of Branches/ Offices

As a part of EASE 2.0 Reforms on Banking for Customer Convenience, Indian Bank's Association (IBA) has advised to member Banks vide letter dated 06.08.2019 to adopt uniform customer banking hours in all Public Sector Banks (PSBs). As a consequence of the same, the SLBCs of different States have been advising the PSBs operating in their respective States to change the timing of Branches/ Offices operating in different categories viz. Residential Areas/ Commercial Areas/ Other Areas/ Other Offices etc.

The revised Customer Banking Hours is being uniformly implemented across all Public Sector Banks as per a common mandate for ease of customer convenience. Accordingly it has been decided to implement the revised work timings in Branches/ Offices as advised by SLBCs in the respective States in the Zone.

As per advice received from the SLBC of respective States falling under Kolkata Zone, the following Uniform Banking Hours is implemented by all the Regions of our Zone:

STATE	REVISED NEW TIMINGS OF BRANCHES	
	Customer Banking Hours	Work timing of Branches (including recess period of 30 minutes)
West Bengal	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.
Assam	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.
Arunachal Pradesh	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.
Mizoram	09:00 a.m. – 03:00 p.m.	09:00 a.m. – 04:00 p.m.
Meghalaya	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.
Manipur	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.
Nagaland (except Dimapur District)	09:00 a.m. – 03:00 p.m.	09:00 a.m. – 04:00 p.m.
Dimapur District Nagaland	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.
Tripura	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.
Sikkim	Will be advised separately.	
Andaman & Nicobar	10:00 a.m. – 04:00 p.m.	10:00 a.m. – 05:00 p.m.



बैंक ऑफ बड़ौदा Bank of Baroda

In the context of captioned reform agenda and the directives received from the SLBCs, it has also been decided to change the work timings of all the Offices of Kolkata Zone from 10 am to 5 pm (including recess period of 30 minutes) with effect from 01.11.2019.

We request you to kindly bring the content of this circular on change in work timings to all the staff members. One copy of the circular should be displayed on Bank's Notice Board, positively.

Yours faithfully,

(V K Reddy)

General Manager