



6<sup>th</sup> October 2015

**Circular to all Branches / Offices of Kolkata Metro Region**

Madam/Dear Sir,

**Re: - Customer Service in the Bank - Extended Business hours.**

We invite reference to circular no. HO: BR: 102:31 dated 15<sup>th</sup> March 2010 with regard to uninterrupted customer service (copy enclosed).

After CBS implementation business hours of the branches have been normally increased to minimum of 6 hours i.e. from 9.00 am to 3.00 pm or 10.00 am to 4.00 pm or 11.00 am to 05.00 pm depending on timing / business hours of a particular branch decided by the respective Regional Authorities, which is not being followed in all branches in our Region.

It has also been noted that, the aforesaid timings are meant for providing uninterrupted services to the customers during the business hours without any break. The lunch arrangements by the staff members at branches should be adjusted in such a manner that services to the customers is not affected and front office counters including cash counters are manned at all the times during business hours. Please note that as per terms of Bi-partite Settlement all the staff members are entitled for half an hour recess.

Further to our circular no. - RO/KMR/HRM/53/5810 dated 08/09/2015, it has been decided as under:-

- Business hours, will be extended at all branches from 9.00 a.m. to 2.30 p.m. to 9.00 am to 3.00 pm or from 10.00 a.m. to 3.30 p.m. to 10.00 am to 4.00 pm or from 11.00 a.m. to 4.30 p.m. to 11.00 am to 05.00 pm depending on timing / business hours of a particular branch.
- However, Cash transaction will be extended at all the branches from 9.00 a.m. to 2.30 p.m. to 9.00 am to 2.45 pm or from 10.00 a.m. to 3.30 p.m. to 10.00 am to 3.45 pm or from 11.00 a.m. to 4.30 p.m. to 11.00 a.m. to 04.45 pm.

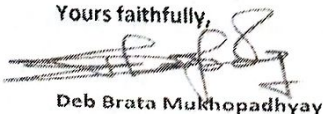
**At the cost of repetition, we summarize the extended business transaction hour as under:**

- 1) The Business hour board will be displayed in front of the Branch. Whereas recess time will be communicated to staff members by Branch Head by an internal notice.
- 2) A notice informing the extended business hours/cash transaction should be displayed by the Branch Head for staff members/Customers/public.
- 3) All employees should report for duty 15 minutes before commencement of business hours so that customer services can be started in time.
- 4) No customers remained unattended during the business hours and uninterrupted service is rendered to the customers. Further, no branch will pull down the shutters of the main entrance or close the doors during the business hours as advised in circular no. HO: BR: 103:71 dated 13<sup>th</sup> April 2015.
- 5) All customers entering the banking hall before the close of business hour are required to be attended to.
- 6) Cash transactions has been extended by 15 minutes.

**Extended Business hours will be effective from 01/11/2015 instead of 01/10/2015.**

We enclose the format of business hour board to be displayed in the branches informing the extended business hours for banking transaction for public/customers.

Yours faithfully,

  
Deb Brata Mukhopadhyay

Deputy General Manager (Regional Head)