



बैंक ऑफ़ बड़ौदा
Bank of Baroda
India's International Bank

संयोजक - राज्य स्तरीय बैंकर्स समिति, गुजरात
तीसरा तल, देना लक्ष्मी भवन, आश्रम रोड, अहमदाबाद - 380009 (गुजरात)

Convenor - State level Bankers' Committee, Gujarat
3rd Floor, Dena Laxmi Bhawan, Ashram Road, Ahmedabad-380009
फोन: 079-26584272, 26594144/143 ईमेल: slbcahm@denabank.co.in

Ref: SLBC 4B/247/2019

Date: 08th August 2019

Lead District Managers
All Districts
Gujarat State

Re: Finalisation & adoption of Customer Banking Hours

Dear Sir,

The Indian Bank Association (IBA) in its meeting of Sub Committee on Banking for Customer Convenience held on 24th June 2019 decided to uniformly implement Customer Banking Hours across the nation out of any of the following three timings:

Area	Customer Banking Hours
Timing Set 1	09.00 AM to 03.00 PM
Timing Set 2	10.00 AM to 04.00 PM
Timing Set 3	11.00 AM to 05.00 PM

To decide Branch specific Customer Banking Hours, the IBA has advised that Lead District Managers (LDMs) to carry out exercise of identifying regional / Branch specific convenience for Customer Banking Hours for each Branch under their district and get the timings of Branches approved in the DLCC meeting by 31st August 2019.

Once the timings for each and every Branch of district is approved in the DLCC, the same needs to be Published in the local daily and also to be mailed to SLBC in the excel-sheet with details viz. Branch Name, Bank Name and Customer Banking Hours for Branch.

Lead Districts Managers are requested to decide Customer Banking Hours of Branch based on the area specific / customer specific requirement and convenience. In any case, it is to be ensured that Customer Banking Hours of Branch is selected out of above mentioned set of timings only.

Kindly ensure compliance.

Yours faithfully,

(R K Goyal)
Dy. General Manager
SLBC (Gujarat).

Copy to:

- Head, RSETI & Special Program Dept., 4th Floor, Baroda Bhavan, Alkapuri, Vadodara- 390 007.