पंजाबएण्डसिंधबैंक
(भारतसरकारकाउपक्रम)
प्र. कार्या. विदेशीमुद्राविभाग,
21, राजेंद्रप्लेस,
नईदिल्ली, 110008
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Punjab & Sind Bank
(A Govt. Of India Undertaking)
H.O. Foreign Exchange Dept.,
21, Rajendra Place,
New Delhi. 110008
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Other operational guidelines

1. **Cut-off Timing:**
   Bank shall endeavour to process the transaction received before cut-off timings i.e. 03:30 p.m. along with complete documentation on the same business day with an indicative TAT, subject to compliance with regulatory & Bank's internal guideline. Request received after cut-off timings may be considered for processing next business day.

2. **General principles Governing TAT:**
   a) TAT shall be computed strictly in Business Days.
   b) TAT shall commence only upon receipt of complete set of compliant documents required for processing the transaction.
   c) In case of incomplete documentation or queries, TAT shall recommence from the date of receipt of satisfactory clarification/ documents from the customer.
   d) Branches and CTF Cell shall ensure that Queries are minimal, relevant, and raised in one instance to the extent possible.
   e) Customer inconvenience is avoided while ensuring compliance with extant regulatory guidelines.

3. **Transaction/ Activity wiseTAT:**

Activity/Transaction	StartPoint	MaximumTAT
Retail inward remittances upto USD1000 or equivalent	Date of sighting the funds in Nostro account and receipt of SWIFT message with complete information to process the transaction. Transaction where complete details are not available, TAT shall be computed from the date of submission of required information from the customer.	Within T+5 Business Days

Retail inward remittances exceeding USD1000 or equivalent and its equivalent and Inward remittances towards other Trade Transactions	Date of receipt of complete set of documents for inward remittance application from the customer.	Within T+5 Business Days
Advance Payment against export	Date of receipt of complete set of documents for inward remittance application from the customer,	Within T+5 Business Days
Export proceeds (where export documents are not already submitted to Bank)	The date of submission of Export documents at Bank's counter and disposal instructions	Within T+5 Business Days
Export proceeds (where export documents are already submitted to Bank)	The date of receipt of disposal instructions	Within T+5 Business Days