Turn Around Time for various categories of Queries / Complaints

Category	Sub category	Resolution TAT (Working Days)
Account Opening / Maintenance	Account opening/details updation/closing related	5
	Account statement/deliverables related	7
ATM / Debit Cards	HDFC Bank Debit/ATM card or Pin related	5
	Non HDFC Bank Debit/ATM card related	7
Fixed Deposits	Fixed Deposit / Recurring Deposit / TDS on FD / OD against FD / FD Sweep-in related	5
Insta Alerts	Insta Alerts related	7
Internet Banking	Related to payments made to Service providers through Net Banking	5
Transaction Related	INR/FCY Cheque deposited/returned AND Credit ECS related	5
	Debit ECS related	7
	FCY Inward Remittance related	7
	NEFT related	9
Retail Assets	Loan application status / features / foreclosure related	5
Credit Cards	Credit card limit enhancement / delinking / closure related	6

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