



Ref: Kerala SLBC: COVID:ADVICE:27:160:2020

18<sup>th</sup> December 2020

To: All Member Banks

**27<sup>th</sup> Advisory on Strict compliance of COVID-19 protocols within and outside Bank premises**

As part of the Local body Elections recently held in various parts of the State, it has been noticed that there is a surge in the number of Covid 19 cases in many districts of the State, mainly Malapuram and Thiruvananthapuram. Further, upcoming Christmas and New Year celebrations in the State may augment the rise in the Covid 19 cases. Therefore, Member Banks are once again requested to follow the strict COVID-19 protocols and SOP issued with regard to the functioning of branches in the State.

We once again reiterate the COVID 19 protocols which shall be strictly followed by all our Member Banks so as to counter the rise in the Covid 19 cases.

1. The branch premises should not be crowded at any point of time depending upon the size of the premises.
2. All the customers and the staff within the premises have to ensure wearing of mask and social distancing.
3. Air-conditioning within the branch should not be switched on. However, wherever requirement is inevitable, considering the layout of the premises the air-conditioning shall be switched on at temperature more than 24°C as advised by the MHA GoI vide their SOP dt. 04.06.2020
4. In so far as the crowd management outside the premises is concerned, the following to be strictly ensured:
  - a) All customers entering the premises should properly sanitise their hands and wear mask. Branch to ensure proper facility for the same are made available at the entrance.
  - b) To avoid crowding at the grill gate/entrance, branches should make seating arrangements by providing chairs with floor marking duly ensuring social distancing to the maximum possible area available immediately outside the branch entrance. If this is ensured and the crowd immediately outside the branch premises is so managed, the District Administration/Sectoral Magistrate will not find fault with the Branch-in-Charge.
  - c) Wherever possible and required, a shamiana/panthal may be erected and suitable arrangements made, and ensure that the customers to the extent of chairs arranged are seated in the chairs with due social distancing so that the crowding is avoided.
  - d) It should be ensured that the chairs are not rearranged in a manner in which it will defeat the social distancing norms.

e) Any customers or crowd beyond the number of seats arranged will be managed by the Police/District Administration if found necessary.

f) Since traditionally there is a surge in the footfall on account of festive season for releasing salary/pension, it is advisable to make arrangement to deploy a security person to manage the crowd outside the branch premises during this period wherever felt necessary.

As advised earlier vide our SOP dt. 28.07.2020 and 28.10.2020, wherever the branch is not able to control the crowd of customers outside the branch, the Local Administration may be requested in writing by the Branch and BCs to assist in maintaining social distancing, enforcing law and order and ensuring controlled entry into the branch premises.

All Member Banks are requested to advise their branches to strictly follow the protocols failing which we may be unable to counter the order for closure of branches if found violating the laid down protocols in future.

To avoid footfalls in the branches maximum customers to be diverted to the Business Correspondents, Door Step Banking avenues and ATMs duly ensuring that the ATMs are fully operational and sufficiently loaded with cash and protocols maintained.

We request all Member Banks to take note of the above for due compliance.

***BREAK THE CHAIN***



**NAJIT KRISHNAN**

Convenor, SLBC Kerala &

General Manager, Canara Bank

