



Ref: Kerala SLBC/ COVID/298/2021

Date: 15th April 2021

To: All Member Banks

30th Advisory - Regarding functioning of Bank Branches in the Containment zones of Kerala in the back drop of Second wave of Covid 19

As the second wave of COVID 19 is sweeping rapidly in the State, several areas of the State have been declared as **Containment zone** by the District Disaster Management Authority. In this regard, there is an urgent need for Banks to take all the necessary precautionary measures to curb the spread of the virus thereby ensuring safety and welfare of the employees and customers of Banks.

In view of the above and taking into consideration the overall situation and the health of our staff and to strengthen the efforts of the Central/State Governments to contain the pandemic, we reiterate the various precautionary measures (earlier issued by SLBC vide several advisories) to be followed by all Bank branches in a strict manner.

- 1) Safety of all staff members shall be taken care by ensuring mandatory wearing of mask/gloves, using sanitizers and ensuring social distancing.
- 2) Crowding of customers at Bank branches to be strictly avoided.
- 3) Queue system should be followed by customers duly adhering to social distancing norms.
- 4) Wearing of masks by customers visiting branches to be made mandatory.
- 5) Encouraging the use of digital banking platforms among the customers for ensuring uninterrupted banking service.
- 6) Facilities for hand wash and sanitizers should be provided at the entrance of the branch premises and ATM Lobby and ensure that customers sanitize themselves before entering inside the branch. Maximum of 5 customers only to be allowed inside the banking hall at any point of time. Customers shall maintain social distancing while dealing with branch staff. Customers have to leave the premises immediately after their work is over for facilitating other customers. Branches may strictly follow all precautions as the situation demands.

Contd...Page 2

All Communications to be addressed to:

- 7) All ATMs should be functional and cash loading should be ensured as and when required.
- 8) All Banks are requested to prepare Business Continuity Plan (BCP) for uninterrupted availability of banking services.
- 9) If any area is required to be closed as per the orders of District Administration, the Bank branches located at such areas shall be closed in consultation with District Administration duly informing the Controlling office of the Bank and SLBC.
- 10) Service of Business Correspondents/Bank Mitra's to be utilized to the maximum extent to avoid crowding at branches.
- 11) In case, the Chairman, District Disaster Management Authority (District Collector) orders for complete closure including Banks in any specific "Containment Zones", the Branches operating in such specific Containment Zones shall remain closed.
- 12) Awareness posters/Do's and Don'ts on COVID 19 precautionary measures shall be displayed in all branches and ATM counters highlighting the need for taking proper precautions in the prevailing circumstances.
- 13) Branch upon observance of any such person in quarantine period visiting the branch shall immediately bring the same to the notice of the concerned authority such as Health Department, DISHA, Police personnel etc. and their guidance to be sought for further course of action in the best interests of all.

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

BREAK THE CHAIN, GO DIGITAL



NAJIT KRISHNAN

**Convenor, SLBC Kerala &
General Manager, Canara Bank**

