

राज्य स्तरीय बैंकर्स समिति, पश्चिम बंगाल : STATE LEVEL BANKERS' COMMITTEE, WEST BENGAL

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Ref. No: SLBC/WB/Banking Operation/Covid-19 / 561 /2021

Date: 26.04.2021

All Member Banks of West Bengal
All LDMs of West Bengal

Reg: Advisory in respect of Banking Services & implementation of other preventive measures in the State of West Bengal in view of present Covid-19 pandemic situation.

Ref: i) IBA Letter No.CE/DRS/IBA/9848 Dated 21.04.2021

ii) Advisory issued by ACS, Home & Hill Affairs, GoWB vide Memo No-715 -Home (Cons)/RIM (Cons)-92/2021 Dated 17th April, 2021

The country has been witnessing the 2nd wave of Covid-19 pandemic and the spread of its infection is faster than the 1st wave. Resurgence of Covid-19 cases and aggravation of situation at ground level in the State also is more alarming than the first wave.

State Government has already taken various stringent measures to contain the spread of Covid-19 pandemic and issued Advisory vide Memo No-715 -Home (Cons)/RIM(Cons)-92/2021 Dated 17th April, 2021.

Keeping in view of the above and based on the suggestions received from the member banks of the state, Special SLBC Meeting held with the members Banks of the State through VC on 26.04.2021, directives issued by IBA and Guidelines issued by State Government, we advise as follows;

1. Administrative Offices / Branches may function with reduced staff, preferably at 50% on rotation basis. However, in respect of branches, suitable decision may be taken by the local offices of the Member Banks with regard to staff requirement depending on the business of the branch for the effective functioning of the branches and to ensure uninterrupted banking services to the public.
2. Work from Home (WfH) for lactating/pregnant employees, staff members with co-morbidities and physical disabilities wherever possible as decided by the concerned member banks.
3. Essential services to be provided as advised by IBA vide letter No. CE/DRS/IBA/ 2021/9847 dated 21.04.2021 and the branches will have to ensure following minimum services:
 - i) Cash Deposit & Withdrawal
 - ii) Clearing of Cheques
 - iii) Remittances
 - iv) Government Transactions

Branch may provide any other services as deemed fit by the concerned Member Bank.

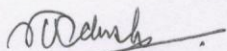
4. Door step banking activities should be encouraged.
5. All customers are to be advised to use the Digital Banking Platform, ATM, Cash Deposit Machines, Recycles, BC Services etc.to the maximum and a press release in this regard, appealing to the general public to abstain from visiting the Bank Branches unless for emergent needs, should be issued by the Lead District Managers of the District.

6. All meetings, training events and camps shall be conducted through online mode and avoid mass gatherings.
7. Alternative Delivery Channels to remain open and function as usual.
8. Back Office Services of the Banks viz. Currency Chests, ATM Cash Loading Vendors, Core Banking Solutions Projects, Offices in Data Center, Data Recovery Centers, ATM Back Offices, Security Operation Centers for Cyber Security, Service Branches, Clearing Houses, Bank Treasury Offices, Forex Back Offices & SWIFT Centers and other centers as authorized by the Head Offices of the Bank will remain in operation as per normal routine.
9. Member Banks shall ensure all extant precautionary measures /guidelines to prevent the spread of Covid-19 pandemic and take all steps/measures to safe guard the interest of the staffs by ensuring that sufficient masks, sanitizers and other safety devices are made available.
10. Requesting local police station/ thana for deputing Civic Volunteer(s) for crowd management, maintaining social distancing among customers etc.
11. To request local authority to sanitize the branches at least once in a week.
12. All SOPs regarding social distancing, management of the customers, health and sanitation, wearing masks and gloves etc. which are highlighted in the SOPs issued by IBA on 21.04.2021 should be strictly followed in all bank premises.
13. **Any other decision taken by the IBA/DFS/RBI/Central/ State/ District Administration will supersede the instructions issued by SLBC (West Bengal) in this regard.**

The above arrangements will be implemented with effect from **27.04.2021** and will remain valid up to **15.05.2021** and if required, the same would be reviewed for further extension depending upon the then prevailing situation.

Member Banks are requested to issue necessary instructions to its Offices/ Branches located in the State in accordance with the above "Advisory".

Yours sincerely,



(Nabin Kumar Dash)
Chief General Manager &
Convener of SLBC, West Bengal.

