



Ref: Kerala SLBC/ COVID/302/2021

Date: 22th April 2021

To:

All Member Banks

SUB: 32nd Advisory – Clarification and Standard Operating Procedure on second wave of Covid 19

We had vide our 31st advisory issued on 20th April 2021, advised that the Business Hours of the Banks to be restricted from 10.00 AM to 02.00 PM to enable the early batch closure. We had also advised to encourage digital banking and door step banking to the maximum possible extent.

In this regard, we have for reference the latest COVID 19 advisory, Standard Operating Procedures for Banks issued by Indian Banks' Association vide letter CE/DRS/IBA/2021/9848 dtd 21.04.2021 based on which the following advisory has been issued.

1. It is advised that Member Banks will continue to provide the four mandatory services i.e accepting deposits, cash withdrawals, and remittance and government businesses apart from other genuine/emergency requests/services as of now and till 30.04.2021.

The situation will be reviewed on 30.04.2021 to decide on additional services that can be provided under the then existing situation in the State.

2. Employees may be called on rotational basis or be allowed to work from home as the case may be depending on the nature of job, staff position and size of the establishment, ideally 50 per cent of the employees may be called for "in person" duty and on rotation basis.
3. Employees should be encouraged to take vaccination for themselves as well as for family members.
4. LDMs to contact the District Medical Officers and arrange for mass vaccination programme for all the employees and dependents at suitable places which are mutually convenient within the District protocol.

Contd in Page 2....

सभी पत्राचार इस पते पर भेजें

संयोजक, रा.स्त.बैं.के, केरल
एवं महा प्रबंधक, केनरा बैंक
रा.स्त.बैं.के कक्ष, अंचल कार्यालय,
केनरा बैंक बिल्डिंग, पी.बी.संख्या:159
एम.जी.रोड, तिरुवनंतपुरम - 695001

All Communications to be addressed to:

Convenor, SLBC Kerala &
General Manager, Canara Bank
SLBC Cell, Circle Office
Canara Bank Building, PB No.159, MG Road
Thiruvananthapuram-695001

T : 2331302, (Direct)
2331051 (Extn. 608,609)
Fax: 0471-2338236, 2331355
E-mail: slbckerala@canarabank.com
Website: www.slbckerala.com
www.canarabank.com

5. All SOPs regarding social distancing, management of the customers, health and sanitation, wearing masks and gloves etc which are highlighted in our pervious SOPs should be strictly followed in all bank premises.
6. Task force at District level under LDMs, including Nodal officers of Major Banks (preferably 3- 5 Banks) may be formed to provide emergency assistance for COVID positive staffs wherever necessitated.
7. The task force may also monitor the compliance of the Member banks operating in their jurisdiction to the DMDA/SLBC advisories to contain the spread of the virus and take suitable corrective action wherever necessary.
8. Floor marking at entry gates/ cash counters/PB printing for social distancing during entry may be implemented and suitable precautionary measures to be taken hitherto.
9. Display of information at all entrances, workplaces and common spaces for protection and prevention awareness- social distancing and other precautionary measures may be taken. Several advertisements / Advisories issued by IBA could be used for displaying at branches.
10. In person meetings to be avoided as far as possible. Video Conference/Conference calls to be used as the alternative channels. In case of emergency situations where meeting cannot be avoided, proper gap by leaving one chair vacant in each row shall be followed in the conference rooms.
11. All areas in the premises including entrance gate of Branches, meeting rooms, conference halls, canteens, rest rooms, pantries, high touch surfaces like Door handles, lifts/elevators and their buttons, all other surfaces like hand railings, office tables, chairs, etc. shall be disinfected preferably at the end of the day completely with the use of approved disinfectant mediums.
12. Direct all the visitors for sanitizing the hands before approaching the staff.
13. Hand sanitizers to be kept at entrance of all branches and offices. People after entry shall sanitize their hands before proceeding to their work spots. In all areas, having nearby water points or wash basin etc., hand wash shall be used (it is the preferred option vis-à-vis hand sanitizer). In all lifts entrance, meeting hall etc., sanitizer may be used.

Contd in Page 3...



14. Placement of sanitizers at all ATM lobbies to be ensured.
15. Whenever any staff is detected positive, suitable arrangements to be made to immediately fumigate / disinfect the premises.
16. To the extent possible, employees should be encouraged to use their personal vehicles for commuting to work place. Public transport to be avoided.
17. Employees to be encouraged to bring food from home till situation improves.
18. Social distancing to be practiced in canteen during serving of food as well as during eating.
19. Business Correspondents (BCs)/Customer Service Points (CSPs) shall also be advised for maintaining hygiene and social distancing while conducting banking business.
20. Member Banks shall reiterate the precautionary guidelines to the BCs and CSPs and provide necessary support to ensure safe transactions.
21. All Member Banks are requested to put in place Business Continuity Plan (BCP) and Quick Response Team (QRT) for uninterrupted availability of banking services.

The above guidelines shall be effective till 30.04.2021 and thereafter necessary decisions will be taken on reviewing the situation prevailing then.

Member banks are requested to be sensitive to the ground realities being faced by the staff during these testing times and support them in the best possible manner.

BREAK THE CHAIN, GO DIGITAL



N AJIT KRISHNAN
Convenor, SLBC Kerala &
General Manager, Canara Bank

