



Ref: Kerala SLBC/ COVID/55/2020

Date: 02 Apr 2020

To,

All Member Banks

3rd Advisory regarding functioning of bank branches in the State of Kerala on the back drop of COVID-19

Major decisions taken pursuant to the discussions Regional Director, RBI and Convenor, SLBC Kerala had with the Hon'ble Chief Minister, Kerala on 30.03.2020 are as given below:

1. Unobstructed movement would be ensured for custodians of currency chests, cash management services personnel and vehicle and Banking Correspondents/Bank Mitra. Restrictions on number of persons travelling in a cash management vehicle shall be relaxed to a maximum of 4 including driver. In this regard, Banks shall furnish the required data to SLBC for onward submission of consolidated information to the Government for issue of special passes. Suitable relaxations for the vehicle will also be provided.
2. Considering the expected increase in footfall on account of pension, salary and other disbursements of the relief measures announced, it becomes necessary to ramp up the functioning of bank branches in order to meet the needs of customers. All the branches will function for full banking business hours, ie., 10.00 am to 4.00 pm during the week ending 4th April, 2020. Suitable directions will be given to the police for facilitating movement of bank employees beyond 5 p.m.
3. With regard to normal bank branch working hours and cluster approach, the matter shall be reviewed by SLBC and suitable decision will be taken for the period thereafter.
4. Suitable instructions will be given to Police Department to assist the branches in crowd management upon request from branch.
5. Wherever there is a requirement for automated banking facilities/spares/technical personnel to be sourced from other States, the banks may forward a specific request to the Principal Secretary, Planning Department, Govt: of Kerala who in turn has promised to make suitable arrangements.

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सभी पत्राचार इस पते पर भेजें

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6. With regard to additional funding to Kudumbasree SHGs, the CDS Chairperson of Kudumbasree will give a certificate to the effect that all the existing members of the respective SHG agree to the group's decision for availing additional finance. Individual Banks to take up the matter with their respective authorities for decision on special dispensation as sought by GoK/Kudumbasree and act accordingly.

7. Considering the issues of incidence of attempts of theft at branches/ATMs, it was decided that the frequency of police patrolling covering branches/ATMs will be suitably advised to the Police authorities by the Government.

8. The additional requirement for sanitisers/masks upon shortage may be escalated to Planning Department/Government by individual Banks through SLBC.

9. Maximum publicity shall be given by Banks/SLBC/Government to avoid rush in the Branches and to create an awareness that the amount received under relief measures will be available for withdrawal at any point of time and that neither it will be returned back nor be a hindrance for further relief installment credits.

BREAK THE CHAIN



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

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