

AX1 / SLBC / 2019-20/12856-12938

Date: 23.03.2020

All Member Banks  
Lead District Managers  
SLBC, Maharashtra.

Reg : Preventive measures to contain the spread of pandemics of CORONA (COVID-19)-  
Business Continuity Plan

Ref : i. IBA's Appeal & Letter dated 22.03.2020  
ii. Letter of Department of Personnel & training (DoPT) dated 22.03.2020  
iii. Letter of Dept. of Financial Services dated 22.03.2020

All are aware that Govt. of India on 14.03.2020 has declared the pandemic COVID-19 as a notified disaster under the Disaster Management Act 2005.

Recently, we have received all of the above given Advisories/ Appeal/ Communications. Accordingly, we have already put on aforesaid Advisories on whatss-up group of SLBC, Maharashtra.

We therefore, have to inform you that Banking, being "Essential Service", following Priorities/ Essential Services be continued, as directed vide aforesaid advisories :-

- Cash Deposits and Withdrawals
- Clearing of Cheques
- Remittances
- Government Transactions

For internal operational issues, Banks may approach their Head Offices & follow respective Standard Operating Procedures (SOPs).

Hope all the Member Banks will rise to the occasion to collectively face this COVID-19 pandemic.

Thanks and regards,

Yours faithfully,

  
(N S Deshpande)  
General Manager &  
Convenor, SLBC, Maharashtra.



Encl : As above

Copy to : i. Hon. Chief Secretary, Govt. of Maharashtra.  
ii. Regional Director, Reserve Bank of India, Mumbai.



## Indian Banks' Association

### A P P E A L

#### Help Each Other, Help India.

With the impact of Coronavirus being felt across the country the aim of IBA and its member banks is to ensure you are still provided with uninterrupted banking services. So, be rest assured that we are doing our best and extending all the support you need, in the best possible way we can.

We will continue providing the banking services to our valued customers, however we appeal to everyone, to visit the branch premises only in case of absolute necessity. Our employees are also facing the same challenges that you all are and so, we are asking for your help too.

Most of the services the banks offer are available online. Our sincere request to you is, for non-essential services, avail them through the mobile and online banking channels. We are working round-the-clock to ensure all our digital channels are up-to-date and have all the information that you may need during this period. In case you may still need assistance, you can call our branches or use the IVR facility through our call centre.

**As a measure to serve our customers better, all banks will undertake the following essential activities from 23rd March, 2020 onwards:**

- Cash Deposits and Withdrawals
- Clearing of Cheques
- Remittances
- Government Transactions

We request all our customers to bear with us as other non-essential services during this period may be suspended.

A heartfelt thanks to all our customers for their understanding. Your and your family's well-being remains our first priority.

Issued in Public Interest

**Corona से डरो ना  
Digital करो ना!**



## **Indian Banks' Association**

**No. CorpComm/circular/2020  
March 22, 2020**

**To  
The Chief Executives of IBA Member Banks**

**Dear Sirs/ Madam,**

Lock down and suspension of public transport services has been announced by many Local authorities /State Governments to curtail the spread of COVID 19 across various geographies. Keeping this in view , after due deliberation, it is suggested that Member Banks may selectively keep their branches open at such locations after due consultation with the local state government/authorities to carry out the basic essential transactions as per appeal circulated today.

The state level SLBC Convenor banks and LDMs of the districts are requested to proactively consult the state administration to chalk out a feasible Business Continuity Plan (BCP). Member Banks may empower their Regional/ Zonal/ Circle Heads to take appropriate decision in the matter.

SLBC convenors should also take concurrence of the Regional Director of RBI for implementation of BCP prepared by them. The MD & CEOs of the SLBC convenor banks may take the lead in providing guidance to the SLBC convenor and member banks in the state for effective implementation of the contingency plan.

All banks are requested to prepare BCP for uninterrupted availability of banking services through alternate delivery channels for the convenience of the public.

Hope all the member banks will rise to the occasion to collectively sail through this Covid-19 pandemic.

Warm regards

**Sunil Mehta  
Chief Executive**

F. No.11013/9/2014-Estt-(A-III)

Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Personnel and Training

North Block, New Delhi

Dated 22.03.2020

**OFFICE MEMORANDUM**

**SUB: Preventive measures to contain the spread of COVID -19**

In supersession of this Department's OM of even no. dated 19.03.2020 and 20.03.2020, the following further instructions are issued:

- (i) Heads of Department (HoDs) may draw up a Roster of Staff (all officers and employees, including consultants/ contract and outsourced employees), who are required to render essential services within each Department. They alone may be asked to attend office from 23<sup>rd</sup> March until 31<sup>st</sup> March 2020. In other words, the Office should function with skeletal staff. Officials who are working from home should be available on telephone and electronic means of communication at all times. They should attend Office if called for, in case of any exigencies of work.
  - (ii) Similar instructions should be issued to Attached/Subordinate Offices, Autonomous/Statutory Bodies.
  - (iii) The Department of Financial Services (DFS) and Department of Public Enterprises (DPE) may issue similar instructions regarding Financial Institutions and Public Sector Undertakings.
  - (iv) These instructions shall not apply to the Officers and employees engaged in essential/emergency services and those directly engaged in taking measures to control spread of COVID 19.
2. These instructions shall be applicable with immediate effect.

  
22/3/2020  
(Sujata Chaturvedi)

Additional Secretary to the Government of India.

To

1. All the Ministries and Departments of Government of India
2. PMO/Cabinet Secretariat
3. PS to MoS(PP)
4. PSO to Secretary (Personnel)
5. Sr. Technical Director. NIC, DoPT



**F. No. 10/15/2020-Coord.**  
**Government of India**  
**Ministry of Finance**  
**Department of Financial Services**

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3<sup>rd</sup> Floor, Jeevan Deep Building,  
Parliament Street, New Delhi – 110 001  
Dated: 22<sup>nd</sup> March, 2020

To

1. The Governor, Reserve Bank of India
2. The Chairman, State Bank of India
3. The CMDs/ MD & CEOs of all Nationalised Banks
4. The Chairman/ MD & CEOs of all Public Sector Financial Institutions
5. The Chairman, Public Sector Insurance Companies
6. The Chairman, IRDA and PFRDA
7. The CEO, IBA and GIPSA

**Subject: Preventive measures to contain the spread of COVID-19**

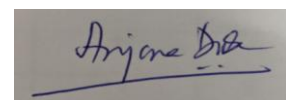
Madam/ Sir,

The Central Government, DOPT, vide its letter number 11013/9/2014-Estt -(A-III) dated 22.03.2020 has issued fresh instructions for preventive measures to contain the spread of COVID-19 for necessary compliance (copy enclosed).

Accordingly appropriate measures should be taken in public interest, while ensuring essential / emergency financial services to the customers are maintained and regulatory requirements are met.

Yours sincerely,

Enc: As above



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