



# ALL INDIA BANK EMPLOYEES' ASSOCIATION

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**TO ALL OUR MEMBERS:**

Dear Comrades,

**ATTENTION: ALL OUR BRANCH UNITS**

## **COVID19 – Precaution and prevention**

We are getting number of anxious messages, emails, phone calls, etc. from our members/units from different Banks and from various States on the problems that they are likely to face and encounter in the ensuing days in the Branches.

It is quite likely that in view of salary credits/pension credits, etc. in the first week of April, 2020 more customers may visit Branches.

Similarly, with the Government announcing various benefit schemes, those beneficiaries are also likely to come to the Branches in big number. This is more applicable to rural and semi-urban branches where such accounts and beneficiaries are there and where the number of employees are also very few.

We have to clarify that Banking service is not an essential service under the Essential Services Maintenance Act (ESMA) but yet it is public utility service in view of the immense utility of banking service to the general public. Nonetheless, on occasions of national calamity, disaster, etc., banking services become very important and indispensable.

Hence, we are needed to provide banking services to the people at large on all such occasions notwithstanding the problems we as employees face. Corona crisis situation is also one such occasion and hence common people need banking services. Hence, as members of AIBEA which is committed to the well-being of the common masses, we shall try our best to extend the best possible services to them.

But this does not mean that we have flout the rules and regulations. And now, in the present circumstances, the main reason for nationwide lockdown and other restrictions are to ensure social distancing amongst the people to prevent spread of the corona virus.

Hence while attending our Branches to serve the people, our members should also adhere to the norms of social distancing so that employees are not affected by the infection from any customer or vice versa.

Bank managements have already issued various guidelines of safety measures to be adopted in this regard and all our Branch units and employees should strictly adhere to the same.

Reverting to the issue of likely rush of customers in the Branches in the ensuing weeks, we have already taken up the matter with the Finance Ministry and Indian Banks' Association.

While all efforts will be taken to attend branches, if anyone is not able to attend the office due to non-availability transport, then the same should be informed to the Branch Manager.

**In the meantime, we reiterate the all Branches and employees should take the following suggestions earnestly while serving the customers.**

1. Talk to the Branch Manager to allow the customers inside the Branch only one by one to avoid crowding inside the premises.
2. Customers to be sanitized with hand-washing liquid before entering the branches.
3. Customers not to come very near to the counters where employees are working – ensure social distancing.
4. All the employees to be adequately covered with mask, gloves, etc.
5. Special care to be taken by employees handling cash counters.
6. Wherever, Branches have watchman, Armed Guard, Security staff, they should regulate the customers' entry into the premises.
7. Ideally, the grill/entrance gate may be kept closed and customers allowed one by one.
8. Wherever the crowd is more or we apprehend that they may not cooperate and barge into the branches, then customers may be stopped at the grill gate itself and we may entertain them through the grill gate.
9. If the crowd is more and unmanageable, Branch Manager should be requested to call for the assistance of local police to help in regulating the customers.
10. Care should be taken not to enter into any unwarranted conversation with the customers.
11. Branch premises should be sanitized/floor cleaned before opening the branch to customers, after the banking hours, etc. to be on the safe side.

Serve the customers, but be safe, take all precautions.

Yours Comradely



**C.H. VENKATACHALAM  
GENERAL SECRETARY**