



ALL INDIA BANK EMPLOYEES' ASSOCIATION

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To

Shri. Sunil Mehta,
Chief Executive,
Indian Banks' Association
Mumbai

Dear Sir,

COVID19 – Problems faced by the workforce in Banks

With the announcement by the Prime Minister of nation-level lockdown on account of the alarming risk of the Corona pandemic, further restrictions have been imposed by the State Governments and local authorities all over the country. Except the categorised essential services, all other activities including transportation are now under shut down. Banking, being a public utility service, is required to be carried on but to the minimum essential level.

We are thankful to the IBA for the various pro-active measures being taken in this regard. Head Offices of Banks have also been issuing various guidelines to their branches to handle the present situation. The SLBCs have also taken certain steps to restrict banking services including business hours.

There are positive instructions like asking only the minimum staff to come to the Branches, working from home, providing them sanitation kit, etc., closure of branches wherever local authorities give instructions, etc. These are very helpful indeed.

But still bank staff are working under a lot of fear since the number of customers coming to the branches have not reduced in many places. To add to the problems, all the customers are coming into the premises at the same time. Employees find it very difficult to control the customers as anxious customers are getting irritated with these restrictions. Hence some instructions should be given for allowing customers one by one into the premises and the help of local police is necessary in this regard. As already requested, there has to be some restriction and ceiling on cash transactions.

Customers are also reluctant to go to the ATMs as many of the ATMs are not being regularly disinfected. Hence they prefer to come to the Branch. This problem will be more acute in the next week since salary credits and withdrawals will increase in the first week. It is important to advise all Banks to ensure that all the ATMs are adequately and repeatedly sanitized.

On account of prohibitory orders, curfew and lockdown, public transportation is completely stopped and going by private vehicles is also a problem. Even with ID cards and passes, employees find it difficult to travel due to police restrictions.

In this scenario, we urge upon the IBA to advise the Banks that employees with physical disabilities and pregnant women employees are allowed to work from home. Rotation of attendance can be done amongst other available employees.

We also suggest that in towns and localities where more number of bank branches are available, few of them may be kept open by rotation so that service to customers is continued but attendance by employees will be less required.

In metros and major cities, where employees work in Branches but are residing in different corners of the cities, may be allowed to work in Branches nearer to their residence so that travel will not be an impediment.

Specific instructions are required to be given to the Banks, based on Government guidelines like the instructions from the Dept. of Expenditure of the Finance Ministry, regarding continued payment of wages to contract employees and outsourced employees who are working in the Banks even when they are asked to work from home or when their branches remain closed.

We request you to consider the above suggestions and issue necessary guidelines to the Banks.

Thanking you,

Yours faithfully,



C.H.VENKATACHALAM
GENERAL SECRETARY