

CIRCULAR NO. 46 /2020

DATE : 19.03.2020

**TO,
ALL MEMBERS**

COVID-19: WELL BEING AND PROTECTION OF THE BANK PERSONNEL

We reproduce hereunder the text of the AISBOF circular No. 46 dated 19.03.2020 , the contents of which are self-explicit.

With warm greetings

**(Ajit Kumar Mishra)
GENERAL SECRETARY**

**OUR UNITY : ZINDABAD-ZINDABAD
S.B.I.O.A : ZINDABAD-ZINDABAD**

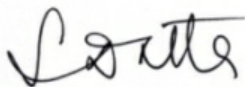
TEXT

COVID-19: WELL BEING AND PROTECTION OF THE BANK PERSONNEL

We have sent a communication to the Dy. Managing Director (HR) & Corporate Development Officer, State Bank of India, on the captioned subject.

A copy is enclosed for information.

Yours comradely,



**(Soumya Datta)
General Secretary**

No: 6466 /20/20

Date: 19/03/2020

The Deputy Managing Director (HR) & CDO
State Bank of India
Corporate Centre
Madam Cama Road
Mumbai 400 041

Dear Sir,

COVID-19: WELL BEING AND PROTECTION OF THE BANK PERSONNEL

We refer to your letter no. HR/IR /SKJ/2669 dated 18.03.2020 on the captioned subject and convey our appreciation for the steps initiated by Corporate Centre. The preventive measures enumerated to prevent contact and spread of the deadly virus, COVID-19, is definitely a necessity in the dire circumstances.

Now the virus is at our door step and we cannot take any chance. As many parts of the country entered the critical third phase of the outbreak, the task of controlling transmission will turn increasingly challenging. We have to be ultra cautious for the coming two/three weeks. The employees are exposed to infection on a daily basis due to their interacting closely with a large number of people and there is a growing sense of insecurity and fear with every passing day. We have been exposed to a war like situation, which is becoming more critical and threatening to go out of control. Many a good initiative has been planned as indicated in the letter under reference. But unless all these initiatives are implemented in letter and spirit forthwith, it may turn out to be a futile effort on our part and the employees, the officers and the customers coming in contact will be exposed to extremely severe life risk.

Sir, you are aware that the transmission of the deadly virus is taking place through personal contact. Social distancing, de cluttering and decongestion are the most sought for preventive measures against contamination of the deadly corona virus. It is well nigh impossible for us, the 'financial army' of the nation, to maintain 'social distancing' while working in branches. Most importantly, majority of the personnel have to commute to office using public transport at a time when the Government advisories are suggesting avoiding public transport as far as possible. Thus, we remain vulnerable to infection due to commuting in public transport to attend office and other unavoidable interaction in office. Various state governments have taken precautionary and preventive measures like closure of educational institutions, offices et al. The Government of West Bengal has shortened the duty period of employees by an hour, allowing people to leave office by 4 p. m. in order to minimise congestion at bus and train terminals at evening rush as a precautionary measure when Covid-19 has entered its most crucial phase. The Govt of Maharashtra is also planning to ask 50% of its employees to work from home. The Reserve Bank of India has also instructed its employees to work from home. We are expecting similar measures to be initiated by our bank to protect our employees, customers and all stakeholders.

While the measures suggested by your good office will definitely go a long way towards mitigating this challenge, we would also like to suggest a few measures, as detailed below for your active consideration.

1. Within next 24 hours public sanitisation measures, personal disposable face mask, gloves and sanitisers should be provided to all staff. In case these cannot be procured by the bank, a scheme of reimbursement of the amount may be worked out and considered. This would enable the employees to initiate preventive measures immediately on their own and improve effectiveness of sanitisation measure. Branches to have ample stock of paracetamol medicines etc. Any procedural delay could cause irreparable damage to the employees and the country as a whole.
2. Thermal scanning equipment at the entrance of the branch/office must be provided immediately.
3. Special leave for any infected employees for period of quarantine and complete sanitisation / shut down of the branches/establishments located in areas vulnerable to Coronavirus are some suggested measures.
4. Measures needs to be initiated to prevent spread of the virus through our numerous ATMs. Risk assessment is vital as input keys in ATMs are in frequent use and virus has a long span of life on hard surfaces. The surface may be frequently swiped or heat treated through driers.

5. Currency notes are a major source of contamination. Steps to be initiated to curtail cash transaction to the barest possible level. Immediate curtailment of cash transaction hours should be implemented.
6. Load adequate cash in ATMs in order to avoid inconvenience to the public.
7. As far as possible, skeletal service to be provided at branches.
8. Visit to branches dealing in Forex by NRI customers who have come from the affected countries like Italy, Iran, China, France, Japan, UK, etc in the recent past must be restricted and may be allowed only after a self declaration having completed self quarantine process for 14 days.
9. Implementation of 5 day week immediately across the country and 3 day week in branches located in most affected part of the country or temporary shutdown of branches/offices in such affected areas.
10. There should be no late sitting at offices/branches.
11. YONO registration, KYC updation, AOF submission, Aadhar seeding and any other non financial work wherein customers' presence is required should be temporarily suspended.
12. Non-financial activities like printing of passbooks, which are generally used by elders, at the branch premises and Aadhaar enrolment centres etc. be stopped forthwith.
13. Physical verification of cash at ATMs (nearly 50 plus ATMs) by a Channel Manager poses extremely high risk of contamination for the Channel Manager, the branch functionaries and the customers and the society as a whole. This task may be put on hold considering the outbreak of the deadly corona virus.
14. The limit to free ATM transactions to be increased considerably as a measure to de-clutter the branch. Further, service charges on CDMs/Recyclers for deposits without card to be waived.
15. Use of biometric by customer for opening account to be temporarily dispensed with. The biometric login for CBS may also be withdrawn.
16. All campaigns requiring movement of our employees and officers to be stopped.
17. Online payment of advance taxes to be made mandatory. The bank should take up the issue with appropriate authority in view of the approaching end of the current fiscal. Else the branches are likely to be cluttered during this critical phase.

We, therefore, strongly feel that the appropriate steps are to be initiated to enable us to collectively combat the unfortunate pandemic. We assure you of our whole hearted cooperation at this crucial hour and are committed to go the extra mile for the cause of the institution and the employees and the officers.

With regards,

Yours sincerely,



(Soumya Datta)
General Secretary