

9

No. Fin-IF(A)-1-68/83-II
Government of Himachal Pradesh
Finance(IF) Department

From

The Principal Secretary (Finance) to the
Government of Himachal Pradesh.

To,

1. All District Magistrate in H.P.
2. All Superintendent of Police in H.P.
3. GM UCO Bank-cum-Convenor
SLBC Himachal Pradesh.

Dated Shimla-171002, the

03rd

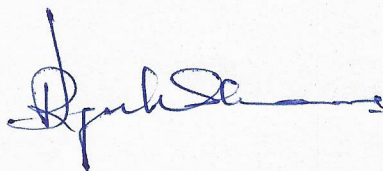
April, 2020.

Subject: COVID -19 Business continuity plan for banks in H.P.

Sir,

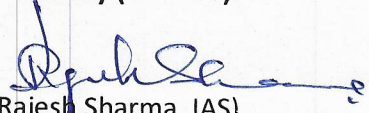
This is in reference to the telephonic discussion, and, the fact that in view of the likely payments to a large section of beneficiaries from the Centre and the State huge rush of work is expected in the banks. Thus, for ensuring smooth running of various banking services, following business continuity plan may be resorted to during the lock down period due to corona outbreak:

1. The banks will remain open from 10:00 am to 4:00 pm every day so that they are able to complete their work in time. However, the public timings will be subject to curfew restrictions/ relaxations.
2. As the banking is a crucial and essential public service, all the district magistrates will ensure that the bank employees having the bank ID cards are not obstructed during the bank hours mentioned above (plus a reasonable time for commuting between the bank and the residence of the concerned employee). The bank employees will be allowed to use private vehicles registered in the name of such bank employee, to attend their duties.
3. Handling of crisis in the event of an IT related problem will be taken care of by the concerned bank. For providing uninterrupted customer services through digital platform, the bank will take steps for encouraging the customers to proactively go for alternative delivery channels like mobile banking, ATMs, E-commerce etc. while doing so the banks may consider increased resort to services like SMS/ e-mails informing customer of different services they are providing.
4. The effort will be to provide 24*7 services through the call centres. In addition the banks will take steps to ensure basic banking services like cash deposit, cash withdrawals, clearing of cheques, currency chest operations, government tax collection services etc.



5. All other services including Adhaar centres may be temporarily stopped till further directions. Each bank should prepare a deployment plan for their personnel depending on the ground realities and even in remote localities the branch must have at least two personnel in the branch.
6. Replenishment of cash in ATMs must be done on a regular basis so that people do not throng the bank branches for getting cash. For transporting cash from one place to another requisition may be sent to the police authorities for providing the requisite protection.
7. Concerned bank branch managers may issue passes to the bank employees duly signed and sealed by the Branch head. This pass along with the identity card of the concerned bank employee shall be produced to the duty magistrate/police during commuting to and from the bank/ office.

This is issued with prior approval of the Principal Secretary (Finance)


(Rajesh Sharma, IAS)

Special Secretary (Finance) to the
Government of Himachal Pradesh