



Banks / Insurance Offices / ATMs/ Other Financial Institutions – staff, Customers and visitors (Ref: NDMA advisories: COVID Do's & Don'ts)

1. **Install Aarogya Setu app:** Encourage everyone to install the Aarogya Setu app. Insist customers on showing their status on the app.
2. **Mandatory Mask & Gloves:** Everyone should wear a mask at all times. Staff manning the entrance, ATMs, cash counter, etc. should also wear gloves.
3. **Cash in ATMs:** Bank should keep sufficient cash in ATMs all the times.
4. **Frequent Sanitization:** Office premises and ATMs should be sanitised frequently.
5. **Follow COVID protocols:** All staff and visitor entering Banks / Insurance offices should first undergo thermal scanning, then sanitise their hands with 70% alcohol based sanitizer while entering and going out and also wash their hands frequently with soap and water for 20 seconds during the day.
6. **Cash & Document handling:** Person dealing with cash should sanitise with 70% alcohol based sanitizer after every transaction. Likewise, personnel handling bank pass books and other bank related documents should sanitize their hands after each handling.
7. **Social Distancing:** Banks/ Insurance offices should make arrangements for customers to stand at 6 feet distance from counters.
8. **Queue management:** Provision should be made that only one customer comes to the counter at a time and others to wait inside or outside but maintaining a distance of 6 feet.
9. **Protocols for Guards:** ATM guards should be provided with sanitizers and they should ask every customer to sanitize while coming and going out.

10. **COVID protocols for ATMs:** Only one person to be allowed to enter per ATM at a time. Person waiting outside the ATM should stand 6 feet away from the ATM door. Further, under no circumstances should the ATM guard be inside the ATM when a customer is inside.
11. **Sanitization of ATM:** The ATM machine screen and buttons should also be sanitized after every use.
12. **Cheque dropping protocol:** Banks / Insurance offices should place their cheque drop box outside the bank so that those coming only for dropping of cheque need not enter the bank.
13. **Helpdesk set up:** Person attending to enquiries should sit near entry point so that customer need not go unnecessarily from one counter to other.
14. **Digital banking:** Encourage customers to go digital, i.e. use mobile banking/e-banking, etc.
15. **Notes Disinfection:** Should disinfect currency notes following scientific methods and protocols.

For any Feedback / Queries, please contact:

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