

ग्रुप CREDIT	खुदरा ग्राहक RETAIL CREDIT	ग्राहक निगरानी CREDIT Monitoring	विपणन Marketing	का.प्र. OA
सरकारी कारोबार Govt. Business	BANK OF BARODA			पी.ई. P.E.
Recovery	22 APR 2021			सुरक्षा Security
परिचालन Operations	श. प्र. कार्यालय/G M Secretariat અમદાવાદ ગણ/Armedabad Zone અમદાવાદ/Ammedabad			एस.सी.एफ. SCF
भा.सं.प्र. HRM				बी.सी.एम.एस. BCMS
विविध Legal	सू.प्रौ. IT	नि.प्र.सं.प. I & A	राजभाषा Rajbhasha	प्र.श्री प्र.वि.सं. PS & FI
				राजकीय Vigilance

Ref. No. SLBC 323/ COVID/566/2021

22<sup>nd</sup> April 2021

To  
Controlling Heads  
Member Banks

**Sub: Relaxations accorded by State Govt. pertaining to Banking services in the wake of spurt in COVID cases**

Dear Sir / Madam,

Having perceived resurgence of second wave of COVID pandemic, the SLBC Gujarat in consultation with major Banks of the State held a pre-emptive meeting on 15/04/2021 involving Regional Director of RBI and on the very same day written representation was made to Addl. Chief Secretary, Finance Dept., Govt. of Gujarat to consider permitting relaxations in Banking services in the State looking to the grievous situation of pandemic.

As always, the Govt. of Gujarat considered our representation affirmatively and granted following relaxations in banking services vide its circular no. BNK-102021-Dir (IF)-1-N dated 20<sup>th</sup> April 2021(Copy attached).

1. Banking Business Hours for Customers shall be undertaken from 10.00 am to 02.00 pm.
2. Bank Branches and its offices shall provide only essential services to customers and preference shall be given to Senior Citizens. The essential services will include cash deposit, cash withdrawal, RTGS & remittance including cheque clearing etc. Any call being given by the Govt. shall be given priority.
3. Staff strength in Branches / Administrative Offices shall be curtailed by 50% by adopting alternate working days / work from etc. to minimize the risk of spread of pandemic.

Alternate delivery channels of Banking services viz. ATMs, Internet Banking, Mobile Banking, UPI etc. shall remain fully functional and customers to be encouraged to use Digital Payment modes.

In addition to the above, guidelines relating to COVID 19 pandemic issued by the Govt. of India, Govt. of Gujarat and any other local competent authority shall be strictly adhered to and COVID appropriate behaviour also to be observed by all concerned.

The aforesaid relaxations are to remain effective from 21.04.2021 to 30.04.2021, unless extended further, which may be granted considering evolving situation.


Controlling Heads of all Banks are requested to be guided by relaxations mentioned hereinabove and devise suitable working pattern internally, through which Banking services could be relaxed causing minimal hassles to public at large.

Convenor - State level Bankers' Committee, Gujarat  
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As a Convenor of SLBC, we deeply mourn untimely demise of our fellow Bank employees, who have succumbed to COVID pandemic and are no more with us. We also urge all to stay safe and sanguine in this unprecedentedly challenging time of pandemic.

We would like to express our sincere thanks to Govt. of Gujarat for standing with Banking fraternity of the State by considering our representation and relaxing Banking services.

Yours faithfully,



**(Mahesh Bansal)**  
Convenor, SLBC Gujarat &  
General Manager, Bank of Baroda.

Copy to:

- 1) Addl. Chief Secretary, Finance Dept., Govt. of Gujarat.
- 2) Regional Director, Reserve Bank of India, Ahmedabad.
- 3) Chief General Manager, NABARD, Ahmedabad.