

Chairman/Managing Director
All State Cooperative Banks

Preventive Measures to contain spread of Novel Corona Virus (COVID-19)

The outbreak of COVID-19 requires measures to address the arising situation. DFS has issued directive with a view to limit the fallout of the **Novel Corona Virus (COVID- 19) pandemic**, and limiting direct/ indirect social contact and visit to public places. All the banks are therefore advised to encourage and motivate customers to adopt digital payment modes like UPI, USSD, IMPS, NEFT, mobile banking, Debit/ Credit cards etc. for making payments, instead of using cash which could be a potential source of carrying infection.

You are requested to guide all Rural Cooperative Banks in your State to take following steps for educating their customers as under:

- Run a campaign through media, social media, email and SMS highlighting the health benefits of adopting digital payment modes in comparison with use of cash in the present situation.
- Appropriate displays may also be put up in the form of banners/ posters/ leaflets etc. at branches, Business Correspondent (BC)/ PACS outlets, ATMs, and other common places.
- PACS/ BCs/ Customer service providers (CSPs) etc. providing banking services through AePS may be advised to ensure awareness of and proper facility for sanitization by the users before and after using the devices.
- Proper cleaning and sanitization of unavoidable touch points like ATMs, PACS/ BC biometric reader, door knobs, etc., may also be ensured.

Yours faithfully



(Anjana Lama)
General Manager
Encl :as above

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development

वित्तीय समावेशन और बैंकिंग प्रौद्योगिकी विभाग

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