

Banks / Insurance Offices / ATMs – staff and visitors

- Minimum staff to be called for essential operations of the Bank / Insurance / ATMs
- Keep sufficient cash in ATMs
- Office premises and ATMs should be sanitised frequently
- All staff and visitor entering Banks / Insurance offices should sanitise their hands while entering and going out and also wash their hands frequently during the day.
- Person dealing with cash should sanitise very frequently, after every transaction.
- Banks/Insurance offices should make arrangements for customers to stand at one metre distance from counters.
- Provision should be made that only one customer comes to counter at a time and others to wait inside or outside but maintaining a distance of 1 – 1.5 m.
- ATM guards should be provided with sanitisers and they should ask every customer to sanitise every customer while coming and going out.
- Only one person to be allowed to enter per ATM at a time. Person waiting outside the ATM should stand 1 – 1.5 m away from the ATM door.
- Banks / Insurance offices should place their check drop box outside the bank so that those coming only for dropping of check need not enter the bank.
- Person attending to enquiries should sit near entry point so that customer need not go unnecessarily from one counter to other.
