



THE ADMINISTRATION OF UNION TERRITORY OF LADAKH
FINANCE DEPARTMENT
Civil Secretariat, Ladakh

Subject: Disruption on account of COVID-19- Operational of Banking Services and Business Continuity Measures.

- Ref: I.** Communication No RBI/2019-20/172, DoS.CO.PPG.BC.01/11.01.005/2019-20, dated: 16th March, 2020 issued by Reserve Bank of India.
- II.** Communication F.No.12.1.2020-BO.II dated. 24th March, 2020 issued by Ministry of Finance, Govt. of India .
- III.** Order No.40-3/2020-MD-I(A) dated:24.03.2020 read with guidelines issued by Ministry of Home Affairs Govt. of India.
- IV.** Letter No. LBO/kg1/105/2019-20 dated: 24.03.2020 from Convener, UTLBC/Lead District Manager, Kargil.

Order No:- 05 -LA (Fin.) of 2020
Dated:-25 /03/ 2020

This is with reference to the disruption caused on account of the COVID-19 pandemic. Consequent to the Government's strong measures on social distancing and lock down to check further spread of the Covid-19 outbreak in India, it is expected that people's need for and reliance on electronic/ digital modes of payment, and ATMs for cash withdrawals, will be greater in the days to come.

2. Therefore, in order to ensure that ATMs and electronic/ digital channels of payment are available seamlessly round the clock without hassles for the public, the Finance Department UT Ladakh in pursuance to the advisories issued by Reserve Bank of India, Indian Banks' Association (IBA), Ministry of Finance and Ministry of Home Affairs, hereby orders as below:-

- i.** The Convener UTLBC Ladakh and the Lead District Managers (Leh/Kargil) shall ensure that all the essential services at the banks branches are meticulously rendered so that the customers may not face any difficulty.
- ii.** At branch level timings for customers shall be restricted **from 10.00 Hrs to 14.00 Hrs from 25th of March, 2020 to 15th of April, 2020.**
- iii.** Further, it shall be the responsibility of the Bank/ Branch Manager to ensure that proper sanitization of all the equipments/ computers/ counters is being carried out between 09.30 Hrs to 10.00 Hrs.
- iv.** Moreover, all necessary arrangements shall be made by the Bank/ Branch Manager to ensure that proper spacing is maintained between the visitors inside the Bank/ Branch.
- v.** Further, It shall be ensured that all the ATMs are fully loaded with cash so that customers may not face any inconvenience.
- vi.** Also Lead District Managers Leh/Kargil shall ensure that proper spacing is maintained among the customers at ATMs.

[Handwritten Signature]
25.03.2020

- vii. The Convener UTLBC and the Lead District Managers Leh/Kargil shall strictly implement the Business Continuity Plan (BCP) for effective execution of the contingency plan.
- viii. In the light of guidelines of IBA, RBI the following four basic services shall be rendered without any hassles.
- Cash withdrawals / deposits
 - Clearing services
 - Remittances
 - Government transactions.
- ix. All ATM Services should be functional from 07.00am to 10.00 pm and continuity of Online Banking Services be ensured.
- x. The Banks may operate with bare minimum staff, or 50% of the total strength or reasonable staff in order to extend the basic Banking Services.
- xi. The Convener UTLBC and District Lead Bank Managers shall execute other banking services in coordination with the Deputy Commissioners/ District Magistrates and the restriction orders imposed in this regard under various provisions of law by the District Administration.
3. **This issues with the approval of the Competent Authority.**


Sd/-
(Rigzian Sampheal) IAS
Commissioner/Secretary
Finance Department

Date: 25 /03/2020

No: LA/Fin(Order) UTL/2019(05)

Copy to the:

1. Divisional Commissioner UT Ladakh.
2. Inspector General of Police, Ladakh.
3. Deputy Commissioners/CEOs, LAHDCs, Leh/ Kargil.
4. Director Health & Medical Education, Ladakh.
5. All HoDs of UT Ladakh.
6. OSD to Hon'ble Lieutenant Governor, Union Territory of Ladakh for information of Hon'ble Lt. Governor.
7. OSD to Advisor for information of Advisor to Hon'ble Lieutenant Governor.
8. Convener, UTLBC.
9. Private Secretary to Hon'ble Chief Executive Councilor, LAHDC, Leh/Kargil for information of the Hon'ble CECs.
10. Lead District Managers, Leh/Kargil.
11. Assistant Director Information, Leh/Kargil who shall ensure wide publicity in all mediums of information.
12. Incharge NIC, UT Ladakh for uploading on UT website.
13. Office file/ order file.


25.03.2020
(Sonam Chosdon)
Under Secretary
Finance Department