



**MONETARY BOARD
CENTRAL BANK OF SRI LANKA**

07 June 2021

CIRCULAR

No. 06 of 2021

PROVISION OF BANKING SERVICES AMIDST THE COVID-19 OUTBREAK

The Central Bank of Sri Lanka (CBSL), upon obtaining approval/consent of the Director General of Health Services and the Inspector General of Police (IGP), has already requested licensed commercial banks and licensed specialised banks (licensed banks) to carry out essential banking services, strictly adhering to all relevant safety measures and guidelines issued in providing banking services under the on-going travel restrictions to control the spread of COVID-19.

1. Accordingly, all licensed banks shall make necessary arrangements to provide uninterrupted banking services during the COVID-19 outbreak complying with the following:
 - (i) Opening of bank branches only to provide essential services such as trade financing, treasury operations, clearing activities, payment of pensions/salaries, responding to other urgent requests/inquiries of customers, etc.;
 - (ii) The number of staff permitted to report to work in branches of licensed banks shall not exceed 15 per branch;
 - (iii) Staff shall report to work on a roster basis, or the branches shall only be opened on specified days taking note of specific requirements of customers of each branch; and
 - (iv) Branch Managers shall obtain prior approval of the nearest Police Station for the travel of the relevant staff by producing a request letter containing relevant information including those provided in the specimen Annexed.
2. Licensed banks shall:
 - (i) Publish notices informing the general public how essential banking services can be obtained;
 - (ii) Take adequate measures to keep the banks' customers informed of the contact details for obtaining essential banking services during this period, including display of contact details of branch staff at the branch and Hot-line numbers, considering the various preferred modes of transacting;
 - (iii) Ensure that the customer inquiries are answered and resolved expeditiously; and
 - (iv) Continue to facilitate use of electronic/digital channels, including Automated Teller Machines (ATMs), Cash Deposit Machines (CDMs), Cash Recycling Machines (CRMs), and mobile banking vehicles.

Prof. W D Lakshman

*Chairman of the Monetary Board and
Governor of the Central Bank of Sri Lanka*

Specimen Format to Request for Permits to Report to Work for Staff of Licensed Banks

Name of the Bank	
Name and Address of the Branch	
Nearest Police Station to the Branch	
Name of Staff (as per NIC)	
NIC Number	
Designation	
Staff ID	
Residential Address	
Nearest Police Station to the Residence	
Specific Dates for Reporting to Work	
Vehicle No.	