**­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­ToR for Bhutan National Bank Ltd, Samdrupjonhkhar**

**Ref. no. :** BNBL/BO-SJ/2020/386 Date: 17th April 2019

###### The

###### Incident Commander

###### Covid-19

###### Samdrupjongkhar

**Sub: Bhutan National Bank Ltd, ToR for financial services during total lockdown preparedness plan due to Pandemic Covid-19.**

Respected Dasho,

To fight with this deadly Pandemic COVID-19 and as per the directives from our head office we are prepared and has planned below mention points to have uninterrupted Banking & Financial Services to the public in case of worst Scenario due to current Pandemic COVID-19 as below.

1. BNBL is fully prepared to provide financial services to the public without interruption even during total lockdown as per normal banking hours.
2. BNBL shall keep all its Branch office and Extension offices open for customer service except for Extension office, Samdrupjongkhar due to nearness of main branch office.
3. Extensions offices shall be working on alternative days (Monday, Wednesday & Friday) and will be closed on (Tuesday & Thursday).
4. BNBL shall actively participate and corporate with other stakeholder during lockdown.
5. BNBL has already reduced manpower (over Crowding in the office)or staff physically working in the office and started working on alternative days as per Annexure attached.
6. Those staff on off duty shall provide services from home over the phone.
7. Off duty staff shall be deployed to Dzongkhag voluntary group if at all required our support.
8. All the staff are instructed to be stationed in location and be available 24X7.
9. Customer has been informed to limit visit of office and we are providing services over the phone.
10. Office to be cleaned on daily bases once in the morning and evening and informed sweeper to follow seriously.
11. Strictly practicing social distancing over the counter and customer lobby.
12. In principal of social distancing customer lobby and customer visiting chair has been reduced.
13. Hand washing facilities has been placed in front of office.
14. All customers entering our office are compulsorily advice to wash hand before entry and exit of our premises.
15. Particular Staff has been designated to Clean and Sanitize the ATM Room and Machine minimum of thrice a Day.
16. ATM to be kept operational for 24X7 and has designated Cash replenishment Team to load cash any time.
17. Undersigned shall be the focal person on behalf of Bhutan national bank Ltd in case of emergency.
18. We have set up two Agency Banking (BNBNGOTSAB) in the town to provide our banking services.

Submitted By:

(Dorji Wangchuk)

Branch Manager

Bhutan National Bank Ltd

Samdrupjongkhar

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