

Date: April 12, 2021

Ref. No.: 12042021/06/CSC\_\_\_\_\_

To  
CSC E Governance Services India Limited,  
4<sup>th</sup> Floor, Electronics Niketan PMU Ministry of Electronics & Information Technology, 6  
CGO Complex, Lodhi Road  
New Delhi - 110003

**Subject: Letter of confirmation in relation to services obtained from CSC E Governance Services India Limited - Business Correspondent of ICICI Bank Limited for cash deposit/withdrawal.**

Dear Sir/Ma'am,

We clarify that CSC E Governance Services India Limited is a business correspondent of the Bank. The Business Correspondent engaged by the Bank is an outsourced model of the Bank where they are required to provide basic banking services like cash deposit, cash withdrawal and remittance to the customers of the Bank.

In terms of Government of India guidelines issued vide Ministry of Home Affairs Order No. 40-3/2020-DM-(A) dated March 24 and March 25, 2020, banking services are classified as essential services and banks & their business correspondents are required to provide banking services during the nationwide lock down due to Covid-19.

In view of the above the business correspondents are required to provide the uninterrupted service to the customers during the lock down period.

This letter is being issued at the behest of CSC E Governance Services India Limited to enable them to issue necessary authorization to their Customer Service Points/BC Agents to facilitate **cash deposit & withdrawal**, being essential banking services within the scope of directions issued for prevention and containment of COVID-19.

The Business Correspondent/Business Correspondent Agent(BCA)/Customer Service Point(CSP) are required to ensure that the local guidelines, if any issued should also be adhered and they should strictly perform only banking services and no other services during the lockdown period or as and when allowed by the local authorities from time to time.

This letter is valid until revoked by ICICI Bank Limited or until revocation of directions for lockdown issued by government at State/Central level, for prevention and containment of COVID-19, whichever is earlier.

Regards



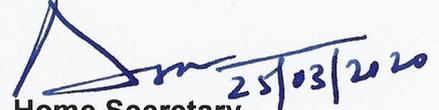
Prakash Kansara – Rural and Inclusive Banking Group  
ICICI Bank

**No. 40-3/2020-DM-I (A)**  
**Government of India**  
**Ministry of Home Affairs**

North Block, New Delhi-110001  
Dated 25<sup>th</sup> March, 2020

**ORDER**

In continuation of Ministry of Home Affairs's Order No. 40-3/2020-DM-I (A) Dated 24<sup>th</sup> March, 2020 and in exercise of the powers, conferred under Section 10(2) (I) of the Disaster Management Act, the undersigned, in his capacity as Chairperson, National Executive Committee, hereby issues an Addendum to guidelines, as Annexed to the said Order issued to Ministries/ Departments of Government of India, State/Union Territory Governments and State/ Union Territory Authorities with the directions for their strict implementation .

  
Home Secretary 25/03/2020

To

- 1. The Secretaries of Ministries/ Departments of Government of India**
- 2. The Chief Secretaries/Administrators of States/Union Territories**  
(As per list attached)

*Copy to:*

- i. All members of the National Executive Committee .
- ii. Member Secretary, National Disaster Management Authority .

No. 40-3/2020-DM-I(A)  
Government of India, Ministry of Home Affairs

**Subject: Addendum to Guidelines annexed to the Ministry of Home Affairs  
Order No. 40-3/2020-DM-I(A) dated 24.03.2020**

- A. Addition in exemption to Clause 1:**
- Term treasury includes, Pay & Accounts Offices, Financial Advisers and field offices of the Controller General of Accounts, **with bare minimum staff**.
  - Customs clearance at ports/airports/land border; GSTN; and MCA 21 Registry, **with bare minimum staff**.
  - Reserve Bank of India and RBI regulated financial markets and entities like NPCI, CCIL, payment system operators and standalone primary dealers, **with bare minimum staff**.
- B. Under sub clause (b) to clause 2, term treasury include, field offices of the Accountant General, with bare minimum staff.**
- C. Addition of sub clause (e), (f) & (g) in exceptions to clause 2:**
- e. Resident Commissioner of States, in New Delhi **with bare minimum staff**, for coordinating Covid-19 related activities and internal kitchens operations.
  - f. Forest offices: Staff/ workers required to operate and maintain zoo, nurseries, wildlife, fire fighting in forests, watering plantations, patrolling and their necessary transport movement.
  - g. Social Welfare Department, **with bare minimum staff**, for operations of Homes for children/ disables/ senior citizens/ destitute/ women/ widows; Observation homes; pensions.
- D. Clause 3 includes** veterinary hospitals; pharmacies (including Jan Aushadhi Kendra) and Pharmaceutical research labs.
- E. Sub-clause (b) to Clause 4** includes IT Vendor for banking operations; Banking Correspondent and ATM operation and cash management agencies.
- F. Sub-clause (a) to Clause 4** includes shops for seeds and pesticides.
- G. Addition of sub clause (h) to Clause 4:**
- h. Data and call Centre **for Government activities only**.
- H. Sub-clause (a) to clause 5 to read as:**
- a. Manufacturing units of essential goods, including drugs, pharmaceutical, medical devices, their raw material & intermediates.
- I. Addition of sub clause (c) & (d) to Clause 5:**
- c. coal and mineral production, transportation, supply of explosives and activities incidental to mining operations.
  - d. Manufacturing units of packaging material for food items, drugs, pharmaceutical and medical devices.
- J. Addition of sub clause (c) & (d) to Clause Sub clause 6:**
- a. Operations of Railways, Airports and Seaports for cargo movement, relief and evacuation and their related operational organisations.
  - b. Inter-state movement of goods/cargo for inland and exports.
- K. Addition of sub clause (c) in exceptions to clause 6:**
- c. Cross land border movement of essential goods including petroleum products and LPG, food products, medical supplies.

  
Home Secretary 25/03/2020