

# A Study On Impact of COVID-19 On ATM Management Agencies

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**Abstract:** In this paper the research work is carried out to see the impact of Covid-19 on cash and ATM Management Agencies. In provoke of the unusual coronavirus (Covid-19) epidemic, most of the companies in India realize the impact on their operations and many of them have observed deterioration in cash flows, says a study. The Outbreak has offered new challenges for the nation's economy, affecting severe disturbing impression on equally on demand and on supply. The study also shows the lockdown and post lockdown effects on agencies.

**Keywords:** ATM, Cash management, Cash, Covid-19.

## 1. Introduction

One of the supreme essential progressions in any economy is the movement of cash and currency in the organization. It includes unusual abilities and stringent devotion to risk management systems to be able to simplify the safe movement of cash between banks, retail channels and customers. This agency is in the business of making sure that this sequence goes efficiently.

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The government has involved banking in the necessary facilities group, and to provide the services to customers most of the bank branches are open throughout the country during lockdown period. But interestedly IT facility suppliers and related concerns such as cash management firms, ATM service and maintenance firms are omitted from that list during lockdown 1.0, 2.0.

Because of this misunderstanding, there have been many problems faced by ATM cash filling employees during the period of lockdown such as staff beaten by local authorities.

One of the ATM service providers which serves more than 100 banks and has operations over 2,200 cities, is facing obstacles because of the lockdown. The Agencies, on an average, fill-ups and services more than 60,000 ATMs all over the country, but from last few days the number has split as its staff tackled difficulties in ATM refills.

The condition differs from state to state; many states are there

where third-party service providers such as ATM & Cash management Agencies received the letters from banks as they are the support of the banking business. On the other side in some states, these agencies face a problem since the authorities do not identify them as banking staff.

## 2. ATM Cash Logistics Agencies (CLA) in India

ATM Cash logistics agencies in India act as a third party which helps to make the cash flow runs smoothly. These agencies offer various services like,

- Cash-in-Transit
- Cash Processing
- Cash Vault Services
- Cash Replenishment Services
- Bullion Management
- Doorstep Banking
- Depending upon agency to agency.

There are around 2,40,000 ATMs in the nation containing white label ATMs (WLA) and 1,50 000 ATMs are checked by cash logistics agencies.

The best five CLAs has 135 000 ATMs in the country.

ATM Cash Logistics Agencies	Total Numbers
CMS (Including SIPL)	56,000
Secure value India (AGSTTL subsidiary)	38,000
Writers	16,000
Brinks	14,000
SIS Prosegur	11,000

## 3. Anxiety Among Staff About the Coronavirus

Cash Logistic Agencies have developing employees of around 8,000, and a major number of their staff is also hesitating to resume work due to terror of contracting the virus to them and eventually to their family.

The terror that individuals have is a most important task for the employer of these agencies. The employers of these CLA's think that the employee and families of employees must be able to understand that by appropriate safety measures, which these CLA's is taking, social distancing can be experienced while accomplishment of the job, and it definitely not risk of

contracting the coronavirus.

The conversation about coronavirus infecting the currency notes simply and residing on the currencies for certain period is also a depressing situation to the employees of the CLA's.

#### 4. How CLAs are Dealing with the Situation

Almost every ATM and cash management companies are taking very good care for sanitization and security for the employee by giving them masks & sanitizers in the cash van itself.

Pick up and drop facility is also made available for their staff by many of these agencies as there was a problem with the transport in many areas of the Country and it was not that much safe too. Cash & Logistic Agencies are also requesting many banks to make available extra cash to fill-up the ATMs. To

encourage the employees to come on duty Cash and logistic agencies are offering them various incentives.

#### 5. Conclusion

This paper presented a study on impact of COVID-19 on ATM management agencies.

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