

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:1529

ANSWERED ON:13.12.2013

ATM SECURITY

Ahmed Shri Sultan ;Angadi Shri Suresh Chanabasappa;Barq Shri Shafiqur Rahman;Bauri Smt. Susmita;Chanabasappa Shri Udasi Shivkumar;Gaddigoudar Shri P.C.;Gowda Shri D.B. Chandre;Hazari Shri Maheshwar ;Jagannath Dr. M.;Jeyadural Shri S. R.;Kateel Shri Nalin Kumar;Meghwal Shri Arjun Ram ;Mishra Shri Mahabal ;Owaisi Shri Asaduddin;Premajibhai Dr. Solanki Kiritbhai;Putul Kumari Smt. ;Ramasubbu Shri S.;Ray Shri Rudramadhab ;Singh Sarika;Thomas Shri P. T.;Upadhyay Seema;Vardhan Shri Harsh

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has noticed the increasing incidents of robbery and attack on customers in Automated Teller Machines (ATMs) in the recent past and if so, the details thereof, State/UT-wise;
- (b) whether the public/private sector bank ATMs in the country are having adequate number of armed security guards and if so, the details thereof, Bank and State/ UT-wise;
- (c) whether the Government/Reserve Bank of India (RBI) has laid down/issued any guidelines to banks regarding ATM security arrangements and if so, the details thereof;
- (d) whether instances of violation of the said guidelines by banks have come to the notice of the RBI/Government;
- (e) if so, the details thereof during each of the last three years and the current year, Bank-wise and the action taken by the Government/RBI thereon; and
- (f) the steps taken/being taken by the Government/RBI to strengthen/revamp the security of the ATMs in the country?

Answer

The Minister of State in the Ministry of Finance (Shri Namo Narain Meena)

(a) to (f):- The details of number of incidents of robbery at ATMs reported to RBI for the last three and half years, State/UT-wise are given in Annex.

Government has advised Banks to review the existing security arrangements at their ATMs in terms of instructions issued by Reserve Bank of India (RBI) on security measures in branches and ATMs.

RBI instructions, inter-alia, include covering all ATM sites by CCTVs and ensuring adequate training of security staff posted at ATMs. Banks have also been advised that ATMs located in relatively less populated /deserted areas should remain closed at night or shifted elsewhere or should have sufficient number of security guards.