

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:319

ANSWERED ON:11.07.2014

ATM SECURITY

Chhotelal Shri ;Patel Shri Devji Mansingram

Will the Minister of FINANCE be pleased to state:

(a) Whether the Government has noticed the increasing incidents of robbery, fraud and attack on customers in Automated Teller Machines (ATMs) in various parts of the country;

(b) if so, the details thereof along with the total number of cases filed in the country during each of the last three years and the current year, State and bank-wise;

(c) whether the Government / Reserve Bank of India (RBI) has laid down/issued any guidelines to banks regarding ATM security including CCTV coverage;

(d) if so, the details thereof; and

(e) the further steps taken/being taken by the Government/RBI to strengthen/revamp the security of the ATMs to prevent such incidents in future?

Answer

The Minister of State in the Ministry of Finance (Smt. Nirmla Sitharaman)

a) to e) The details of number of incidents of robbery at ATMs reported to RBI for the last three years, State-wise are given in Annexure.

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.