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Title: Regarding taking all precautionary measures to ensures safety of customers in ATM.

SHRI K.C. VENUGOPAL (ALAPPUZHA): Madam, a high-tech robbery has been reported in Thiruvananthapuram SBT ATM yesterday. Lakhs of rupees have been withdrawn by some unknown persons from the accounts of a number of customers. Over Rs. 2.4 lakh was stolen by fraudsters from dozens of individuals. People are shocked to find that their various amounts were withdrawn from their accounts without their knowledge. The incident was reported from the ATM of a public sector bank at Vellayambalam which is a largely crowded part of the town. It is suspected that the robbery was made after installing a particular electronic device at the ATM counter. This enabled the fraudsters to collect the secret pin code and card details through it. It was also reported that the money was withdrawn from Mumbai. Many of the customers who were duped came to know about the fraud after they received a text message yesterday, saying that money was withdrawn from their accounts. Currently police has received around 16 complaints from the public.

It is highly alarming that such a well planned high tech robbery was happened in a crowded part of the city that too in daylight. The incident is a reminder to the lack of security and safety in ATMs. Such types of incidents are being reported from different parts of the country. It is also not clear how the information of their ATM and security pin was collected by the robbers.

I would request the Government to take all precautionary measures to ensure safety of customers in ATMs. These are all public sector banks. The Government must also adopt strict security measures to prevent such incidents in the future.

HON. SPEAKER: Shri P. Karunakaran, Dr. A. Sampath and*m04 Shrimati P.K. Shreemthi Teacher are permitted to associate with the issue raised by Shri K.C. Venugopal.