GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

RAJYA SABHA
UNSTARRED QUESTION NO. 237
ANSWERED ON TUESDAY, JULY 21, 2026/ 30 ASHADHA,1948 (SAKA)

DEPOSIT LOCKERS OPERATED BY PSBs

237 DR. DHARMASTHALA VEERENDRA HEGGADE

Will the Minister of FINANCE be pleased to state:

(a) the total number of deposit locker facilities operated by Public Sector Banks (PSBs) as on date;

(b) the number of reported cases of locker theft, year-wise, State-wise and bank-wise;

(c) whether any review has been conducted by Government on compliance with the RBI's 2021 directions on "Deposit Locker/Safe Custody Article Facility provided by the banks- Revised Instructions" and if so, the number of banks found non-compliant; and

(d) the measures put in place, Board-approved insurance policies to mitigate losses arising from contingencies affecting locker content and the details thereof?

ANSWER

THE MINISTER OF STATE FOR FINANCE
(SHRI PANKAJ CHAUDHARY)

(a) to (d): As per the information received from Public Sector Banks (PSBs), a total of 1,11,11,077 bank lockers were operational as on 31.3.2026. Further, 40 cases of locker theft have been established during FY 2021-22 to FY 2025-26. The year-wise, PSB-wise and State-wise details are enclosed at Annexure I and Annexure II, respectively.

RBI has issued 'Deposit Locker/Safe Custody Article Facility provided by the banks- Revised Instructions', on 18.8.2021 and the banks have been advised to frame their own Board approved policy/ operational guidelines, considering the same. Some of the key instructions of the said circular include, *inter alia*, the following:
(i) Adoption of a Model Locker Agreement;
(ii) Prescribed enhanced safety and security standards for lockers;
(iii) Ensuring that locker areas remain adequately guarded at all times;
(iv) Provision of SMS/email alerts for locker operations;
(v) Standardised procedures for breaking open lockers under specified circumstances; and
(vi) A defined liability and compensation framework, along with mandatory disclosure of policies and procedures on bank websites.

Compliance to RBI guidelines issued to banks is examined by RBI on sample basis during the Supervisory Assessment of the banks, and any non-compliance observed are taken up with the banks for rectification apart from initiating supervisory/ enforcement action against the bank, as deemed fit.

Further, banks are required to ensure that locker premises are adequately secured against criminal break-ins as well as natural and man-made hazards, in accordance with prescribed standards. As informed by PSBs, locker units are housed in strong rooms or safes conforming to Bureau of Indian Standards specifications. Branches are equipped with CCTV surveillance, burglar alarm systems, fire alarm systems and appropriate physical security arrangements, which are subject to periodic audit.

Banks have also been advised to put in place Board-approved insurance policies to mitigate losses arising from contingencies affecting locker contents.

As per the extant guidelines, banks are liable for loss of locker contents arising from incidents such as fire, theft, burglary, dacoity, robbery, building collapse or employee fraud, where such loss is attributable to the bank’s negligence or deficiency. In such cases, the liability of banks is capped at an amount equivalent to one hundred times the prevailing annual locker rent.

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Annexure I

Rajya Sabha Question no. 237 for 21.7.2026 regarding "Deposit lockers operated by PSBs"

PSB-wise, Year-wise established cases of locker theft during FY 2021-22 to FY 2025-26

Sl. No.	Public Sector Banks	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26
(i)	Bank of Baroda	0	0	0	0	0
(ii)	Bank of India	1	10	3	0	0
(iii)	Bank of Maharashtra	0	0	0	0	0
(iv)	Canara Bank	0	0	0	0	0
(v)	Central Bank of India	13	1	0	0	0
(vi)	Indian Bank	1	0	0	0	0
(vii)	Indian Overseas Bank	1	0	0	0	0
(viii)	Punjab & Sind Bank	0	0	0	0	0
(ix)	Punjab National Bank	0	0	0	0	0
(x)	State Bank of India	0	6	0	4	0
(xi)	UCO Bank	0	0	0	0	0
(xii)	Union Bank of India	0	0	0	0	0
Total		**16**	**17**	**3**	**4**	**0**

#Source: Public Sector Banks

Annexure II

Rajya Sabha Question no. 237 for 21.7.2026 regarding "Deposit lockers operated by PSBs"

State-wise established cases of locker theft during FY 2021-22 to FY 2025-26:

Sr. No.	State/UT	No. of established cases
1	Andhra Pradesh	1
2	Arunachal Pradesh	0
3	Assam	0
4	Bihar	1
5	Chhattisgarh	1
6	Goa	0
7	Gujarat	1
8	Haryana	1
9	Himachal Pradesh	0
10	Jharkhand	12
11	Karnataka	0
12	Kerala	0
13	Madhya Pradesh	0
14	Maharashtra	5
15	Manipur	0
16	Meghalaya	0
17	Mizoram	0
18	Nagaland	0
19	Odisha	0
20	Punjab	0
21	Rajasthan	0
p	Sikkim	0
23	Tamil Nadu	0
24	Telangana	0
25	Tripura	0
26	Uttar Pradesh	18
27	Uttarakhand	0
28	West Bengal	0
29	Andaman and Nicobar Islands	0
30	Chandigarh	0
31	D&N Haveli and Daman and Diu	0
32	Delhi	0
33	Jammu & Kashmir	0
34	Ladakh	0
35	Lakshadweep	0
36	Puducherry	0
	Total	40

#Source: Public Sector Banks