

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA  
UNSTARRED QUESTION NO 642

TO BE ANSWERED ON THE 18<sup>th</sup> November, 2016 / Kartika 27, 1938(Saka)

**ATM SECURITY**

**642. SHRI SANJAY DHOTRE:**  
**SHRI KUNWAR PUSHPENDRA SINGH CHANDEL:**  
**SHRI BHARTRUHARI MAHTAB:**  
**SHRI P. KARUNAKARAN:**  
**SHRI NANDI YELLAIAH:**  
**SHRI PINAKI MISRA:**  
**SHRI RAHUL SHEWALE:**

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has taken note of incidents of robbery and attack on customers in banks, cash vans and Automated Teller Machines (ATMs) in the recent past and if so, the number of such incidents reported along with the amount looted/involved during the last three years and current year, Bank-wise;
- (b) whether the public/private sector bank ATMs are provided adequate safety and security, including guards and if so, the details thereof;
- (c) whether the Government/Reserve Bank of India(RBI) has prescribed any guidelines for the safety and security of bank/ATM and if so, the details thereof; and
- (d) the steps taken/being taken by the Government to strengthen the security of the banks/cash vans/ATMs in the country and the outcome thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF FINANCE  
**(SHRI SANTOSH KUMAR GANGWAR)**

(a): Information as received from Reserve Bank of India (RBI) regarding number of incidents of fraud, robbery, theft, dacoity & burglary etc. reported by banks in ATMs and branches etc. is annexed.

(b) to (d): RBI advises Banks from time to time to enhance security arrangements at their branches and ATMs, These include coverage of ATM sites by CCTVs and ensuring adequate training of security staff posted at ATMs, Banks have also been advised to review and strengthen the security arrangement in their branch / ATMs to deal with instance of robbery etc. and for dealing with risk perceptions emerging from such incidents.

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**ANNEXURE**

**Bank Wise - Incidents of Robbery, Theft, Dacoity & Burglary reported by banks**

(Rs. In Lakhs)

Bank Name	2013-14		2014-15		2015-16		April – June 2016	
	Number of frauds	Total Amount involved	Number of frauds	Total Amount involved	Number of frauds	Total Amount involved	Number of frauds	Total Amount involved
Allahabad Bank	6	79.94	11	35.51	14	80.53	1	0
American Express Banking Corp.	0	0	2	0.8	0	0	0	0
Andhra Bank	2	2.35	9	0	29	198.33	4	2.45
Axis Bank Ltd.	12	698.2	14	117.68	27	2788.94	14	645.64
Bandhan Bank Ltd.	0	0	0	0	54	24	78	24.06
Bank of America, National Association	0	0	0	0	1	1.02	0	0
Bank of Baroda	46	7.49	82	1095.71	67	113.93	19	9.32
Bank of India	18	24.21	27	10.18	25	46.85	6	86.34
Bank of Maharashtra	5	4.87	26	38.51	84	211.5	5	0
Canara Bank	6	142.18	9	107.58	14	226.01	6	189.56
Capital Local Area Bank Ltd	1	4.5	0	0	0	0	0	0
Catholic Syrian Bank Ltd.	1	0	0	0	0	0	1	0
Central Bank of India	20	21.28	11	19.18	15	216.47	6	8
Citibank N.A.	4	5.26	2	155.54	0	0	0	0
City Union Bank Ltd.	0	0	1	470	0	0	0	0
Corporation Bank	3	24.49	7	21.45	8	82.72	0	0
DCB Bank Ltd	1	0	0	0	0	0	0	0
Dena Bank	14	20.41	10	0	7	0.01	3	2.5
Dhanlaxmi Bank Limited	0	0	0	0	6	0	1	0
Federal Bank Ltd.	4	2.8	0	0	0	0	0	0
HDFC Bank Ltd.	6	20.24	12	360.37	33	205.03	8	70.94
ICICI Bank Ltd.	13	92.38	31	327.56	37	280.56	8	2285.64
IDBI Bank Limited	4	367.65	2	0	4	0	1	0
Indian Bank	10	44.99	6	27	10	115.55	3	0
Indian Overseas Bank	20	12.88	33	1.13	25	24.23	8	1.83
IndusInd Bank Ltd.	4	0.74	2	6.61	4	35.97	1	0
ING Vysya Bank Ltd.	0	0	1	0	1	0	0	0
Jammu & Kashmir Bank Ltd.	13	52.61	6	13.21	18	11.04	5	9.78

Karnataka Bank Ltd.	1	0	6	302.53	6	0.15	0	0
Karur Vysya Bank Ltd.	4	0	4	0	4	0	1	0
Kotak Mahindra Bank Ltd.	2	1.2	2	0	7	92.18	4	0
Lakshmi Vilas Bank Ltd.	0	0	1	0	0	0	0	0
Nainital Bank Ltd.	2	0	2	0	2	0.15	0	0
Oriental Bank of Commerce	28	32.75	36	2.66	43	14.03	11	65.2
Punjab & Sind Bank	17	5.03	29	8.45	22	19.58	6	0
Punjab National Bank	36	515.74	27	257.28	24	266.66	9	82.64
RBL Bank Ltd.	1	0	0	0	0	0	0	0
South Indian Bank Ltd.	15	0	8	0.1	10	0	7	2
Standard Chartered Bank	1	1.21	0	0	6	27.24	0	0
State Bank of Bikaner & Jaipur	27	53.9	34	150.04	70	70.21	5	0
State Bank of Hyderabad	2	60.01	0	0	3	154.76	0	0
State Bank of India	119	589.18	131	854.06	98	564.2	28	1291.87
State Bank of Mysore	8	13.31	8	313.42	12	95.56	0	0
State Bank of Patiala	42	173.53	28	40.35	40	1641.64	8	3.73
State Bank of Travancore	10	0.44	8	1.79	20	0	3	0.19
Syndicate Bank	29	18.61	31	74.22	21	29.42	1	1.99
Tamilnad Mercantile Bank Ltd.	2	13.02	2	15	0	0	0	0
UCO Bank	11	208.92	7	53.06	12	131.08	3	38.71
Union Bank of India	12	15	14	152.88	26	35.24	9	4.17
United Bank of India	8	103.31	5	59.57	6	35.45	1	3.85
Vijaya Bank	6	0	11	78.59	7	19.98	2	0
<b>Grand Total</b>	<b>596</b>	<b>3434.63</b>	<b>698</b>	<b>5172</b>	<b>922</b>	<b>7860.22</b>	<b>276</b>	<b>4830.41</b>