

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

UNSTARRED QUESTION No. 4857

TO BE ANSWERED ON 31st MARCH, 2017 (FRIDAY)/CHAITRA 10, 1939 (SAKA)

Non-Functional ATMs

4857. SHRI GOPAL SHETTY:

SHRI ASHOK MAHADEORAO NETE:

Will the Minister of FINANCE be pleased to state:

- (a) whether the customers are often unable to withdraw/deposit their cash from Automated Teller Machines (ATMs) and facing difficulties due to non-functional/faulty ATMs and if so, the details thereof, bank and State/UT-wise;
- (b) whether there is any shortage of technical staff for repairing of ATM machines and if so, the details thereof; and
- (c) the steps taken/being taken by the Government to ensure smooth functioning of ATMs?

Answer

**The Minister of State in the Ministry of Finance
(SHRI SANTOSH KUMAR GANGWAR)**

(a) to (c) Banks have apprised that some ATMs become non-functional/faulty from time to time due to hardware, network, vandalism, communication and power related issues. Data on this is not centrally maintained. Banks have not reported any difficulty in repairing ATMs.
