

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA
UNSTARRED QUESTION NO 1046

TO BE ANSWERED ON THE 21ST JULY, 2017 (FRIDAY)/ ASHADHA 30, 1939 (SAKA)

Missing /Theft of Valuables in Bank Lockers

**1046. SHRI SUSHIL KUMAR SINGH:
SHRIMATI V. SATHYA BAMA:**

Will the Minister of FINANCE be pleased to state:

- a) whether incidents of theft or missing of valuable articles of bank customers from lockers of various banks in the country including Delhi have been reported in the recent past;
- b) if so, whether information has been collected regarding articles went missing from bank lockers during the last one year and the current year;
- c) whether the Government proposes to pay compensation to bank customers in case of theft from bank lockers, if so, the details thereof and if not, the reasons therefor;
- d) whether the Government is proposing any stringent rule for the banks, both for Public Sector Banks and private banks for their liabilities towards loss or damage of items kept by the consumers in their lockers and if so, the details thereof;
- e) whether some banks are passing it to the consumers, saying consumers do not disclose the contents of the safe deposit lockers; and
- f) if so, the details thereof and the action taken by the Government in this regard?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI SANTOSH KUMAR GANGWAR)

(a) to (f): Reserve Bank of India (RBI) has informed that banks have been advised to review and strengthen the security arrangement in their branches and ATMs from time to time. RBI has further informed that banks report all instances of theft/burglaries/dacoity/robberies to RBI which includes robbery/theft in branches, ATMs, etc. including theft from bank lockers and that exclusive data on theft from bank lockers is not maintained. Details on the number of incidents of robbery, theft, dacoity & burglary reported by banks to RBI in ATMs and branches etc. for the years 2015-16 & 2016-17 are given in Annex.

RBI has informed that there is no specific circular asking banks to compensate customers for theft of articles from bank lockers. Nevertheless banks have been advised by RBI that it would be the responsibility of the banks to ensure that the lockers remain safe and there is no negligence in the matter of safe guarding the lockers that could render the banks concerned liable to claims by locker holders.

Annexure referred to Lok Sabha Unstarred Q.No.1046 for 21.07.2017 reg. "Missing /Theft of valuables In Bank Lockers".

Incidence of robbery, theft, dacoity& burglaries reported by banks during 2015-16 & 2016-17.

(Amount in Rs Lakhs)

Bank Name	2015-16		2016-17		Total	
	No. of Cases	Amount	No. of Cases	Amount	No. of Cases	Amount
Allahabad Bank	14	80.53	18	63.17	32	143.7
American Express Banking Corp.	0	0	0	0		0
Andhra Bank	29	198.33	15	30.26	44	228.59
Axis Bank Ltd.	27	2788.94	33	827.56	60	3616.5
Bandhan Bank Ltd.	54	24	283	62.39	337	86.39
Bank of America, National Association	1	1.02	0	0	1	1.02
Bank of Baroda	67	113.93	39	178.43	106	292.36
Bank of India	25	46.85	22	204.19	47	251.04
Bank of Maharashtra	84	211.5	18	14.64	102	226.14
Bharatiya Mahila Bank Ltd.	0	0	2	0	2	0
Canara Bank	14	226.01	12	307.62	26	533.63
Catholic Syrian Bank Ltd.	0	0	1	0	1	0
Central Bank of India	15	216.47	20	60.26	35	276.73
Citibank N.A.	0	0	0	0	0	0
City Union Bank Ltd.	0	0	0	0	0	0
Corporation Bank	8	82.72	4	18.92	12	101.64
Dena Bank	7	0.01	8	3.31	15	3.32
Deutsche Bank (Asia)	0	0	1	0	1	0
Dhanlaxmi Bank Limited	6	0	4	3.83	10	3.83
Equitas Small Finance Bank Limited	0	0	2	0.77	2	0.77
HDFC Bank Ltd.	33	205.03	22	456.09	55	661.12
ICICI Bank Ltd.	37	280.56	35	1117.35	72	1397.91
IDBI Bank Limited	4	0	7	17.5	11	17.5
Indian Bank	10	115.55	13	3.1	23	118.65
Indian Overseas Bank	25	24.23	24	54.56	49	78.79
IndusInd Bank Ltd.	4	35.97	4	18.07	8	54.04
ING Vysya Bank Ltd.	1	0	0	0	1	0
Jammu & Kashmir Bank Ltd.	18	11.04	29	130.8	47	141.84
Karnataka Bank Ltd.	6	0.15	4	21.73	10	21.88
Karur Vysya Bank Ltd.	4	0	4	0	8	0
Kotak Mahindra Bank Ltd.	7	92.18	19	49.26	26	141.44
Lakshmi Vilas Bank Ltd.	0	0	0	0	0	0
Nainital Bank Ltd.	2	0.15	0	0	2	0.15
Oriental Bank of Commerce	43	14.03	43	191.81	86	205.84
Punjab & Sind Bank	22	19.58	20	6.76	42	26.34
Punjab National Bank	24	266.66	30	377.2	54	643.86
South Indian Bank Ltd.	10	0	17	2	27	2
Standard Chartered Bank	6	27.24	1	11.54	7	38.78
State Bank of Bikaner & Jaipur	70	70.21	27	30.71	97	100.92
State Bank of Hyderabad	3	154.76	5	55	8	209.76
State Bank of India	98	564.2	105	1583.16	203	2147.36
State Bank of Mysore	12	95.56	6	15.29	18	110.85
State Bank of Patiala	40	41.66	30	25.36	70	67.02
State Bank of Travancore	20	0	10	0.19	30	0.19
Syndicate Bank	21	29.42	14	13.7	35	43.12
Tamilnad Mercantile Bank Ltd.	0	0	3	0.5	3	0.5
UCO Bank	12	131.08	10	316.36	22	447.44
Union Bank of India	26	35.24	29	124.35	55	159.59
United Bank of India	6	35.45	9	125.73	15	161.18
Vijaya Bank	7	19.98	9	6	16	25.98
Yes Bank Ltd	0	0	1	0.62	1	0.62
Grand Total	922	6260.24	1012	6530.09	1934	12790.33