

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

UNSTARRED QUESTION NO. 4710

TO BE ANSWERED ON THE 23rd MARCH 2018/CHAITRA 2, 1940 (SAKA)

Safety Measures in Banks

4710. SHRI T. RADHAKRISHNAN: SHRI S.R. VIJAYAKUMAR: SHRI BIDYUT BARANMAHATO: SHRI NARANBHAI KACHHADIYA:	DR. SUNIL BALIRAM GAIKWAD: KUNWAR HARIBANSHINGH: SHRI GAJANANKIRTIKAR:
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Will the Minister of FINANCE be pleased to state:

- (a) the details of the role of the banks in providing locker services to the customers;
- (b) whether the security in banks and banks' lockers are in vulnerable condition and security persons deployed in banks have not been provided sophisticated weapons to safeguard bank theft besides non-provision of CCTV camera in bank lockers;
- (c) if so, the details thereof and the reasons for the same along with the corrective measures taken/being taken by the Government in this regard;
- (d) whether the Public Sector Banks (PSBs) are not taking responsibility for theft or looting or tempering of bank lockers through the banks charges heavily as annually locker fees from customers and
- (e) if so, whether the Reserve Bank of India (RBI) has issued instructions to banks that the responsibility of safety for the valuable things kept in the bank lockers lies with the customers, if so, the details thereof?

ANSWER

The Minister of State in the Ministry of Finance
(SHRISHIV PRATAPSHUKLA)

(a) to (e): In providing bank lockers, banks have the role of the lessor, in relation to the customer, who is the lessee.

Public Sector Banks have apprised that safe deposit lockers in banks are secure. Locker units are kept either in strong rooms or in a safe as per Bureau of Indian Standards specifications. Further, armed guards of the bank are provided with legally permitted weapons for providing security to bank's assets during working hours in all such branches which are vulnerable to crime.

RBI's guidelines require banks to carry out customer due-diligence for allotment of lockers, exercise due care and necessary precautions for protection of lockers provided to customers, review systems in force for operation of safe deposit vaults/lockers, and have in place well-documented security procedures and properly trained staff.

As per inputs from PSBs, banks exercise reasonable care and precaution for the protection of the strong room and the lockers provided in it but have no knowledge of the contents of the lockers. However, since the nature of the agreement between the bank and the customer is one between a lessor and a lessee, the point of responsibility is dependent on the facts of each case, and the bank has to compensate the customer if it is found responsible for loss of content.
