

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA
UNSTARRED QUESTION NO 1134

TO BE ANSWERED ON THE 29th APRIL, 2016 / *Vaisakha 9, 1938 (SAKA)*

ATM SECURITY

1134. SHRI B. VINOD KUMAR :

Will the Minister of FINANCE be pleased to state:

- (a) whether increasing incidents of robbery, fraud and attack on customers in banks, cash vans, Automated Teller Machines (ATMs) have been reported in various parts of the country:
- (b) if so, the details thereof along with the total number of amount looted, cases filed during each of the last three years and the current year, bank and State-wise including Delhi:
- (c) whether the Government/RBI has laid down/issued any guidelines to banks regarding safety and security of banks and ATMs and if so, the details thereof; and
- (d) the further steps taken/being taken by the Government/RBI to strengthen/revamp the security of banks, cash vans and ATMs to prevent such incidents in future?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI JAYANT SINHA)

(a) & (b): Information as received from Reserve Bank of India (RBI) for the last three years, bank-wise and state-wise providing numbers and amount involved in fraud cases of Rs. 1 lakh and above, incidents of robbery, theft, dacoity and burglary is Annexed.

(c) & (d): RBI advises Banks from time to time to enhance security arrangements at their branches and ATMs, including 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 arrangements in their branches/ATMs, to deal with instances of robberies etc. and to deal with risk perceptions emerging from any such incident.

ANNEX

Bank wise - Fraud cases of Rs 1 lakh and above reported by banks								
Bank Name	2012-13		2013-14		2014-15		Apr 2015 - Dec 2015	
	No of cases	Amount Rs in crore	No of cases	Amount Rs in crore	No of cases	Amount Rs in crore	No of cases	Amount Rs in crore
Abu Dhabi Commercial Bank Ltd.	0	0	1	0.51	1	0.07	0	0
Allahabad Bank	125	395.64	95	618.06	47	75.98	15	252.18
American Express Banking Corp.	137	6.65	218	21.22	176	10.08	138	4.87
Andhra Bank	72	123.55	38	214.3	52	511.41	30	132.81
Axis Bank Ltd.	191	60.77	193	473.74	187	337.14	159	65.25
Bank of America, National Association	0	0	1	0.11	0	0	0	0
Bank of Bahrain & Kuwait BSC	1	5.33	0	0	0	0	0	0
Bank of Baroda	114	464.5	204	453.16	303	1186.68	177	893.12
Bank of India	272	522.63	100	226.9	131	92.44	120	827.88
Bank of Maharashtra	23	38.79	33	21.54	50	239.06	36	1209.9
Bank of Nova Scotia	1	0.08	0	0	0	0	0	0
Barclays Bank Plc	1	0.01	1	1.24	0	0	0	0
BNP Paribas	1	0.19	0	0	0	0	0	0
Canara Bank	76	583.36	81	180.3	114	177.29	60	1207.13
Capital Local Area Bank Ltd	0	0	0	0	2	0.18	0	0

Catholic Syrian Bank Ltd.	0	0	8	25.82	8	1.79	8	6.31
Central Bank of India	118	136.85	156	823.29	214	2149.72	142	152.14
Citibank N.A.	144	5.42	101	13.07	94	8.49	97	4.45
City Union Bank Ltd.	4	0.08	5	2.27	2	6.44	5	11.53
Corporation Bank	77	142.69	77	278.28	73	1222.09	124	861.5
CTBC Bank	0	0	1	4.75	3	111.65	1	20
DBS Bank Limited	1	0.03	3	143.56	3	29.12	2	1.44
DCB Bank Ltd	5	1.35	8	0.3	2	0.04	8	4.18
Dena Bank	26	221.93	36	162.81	41	400.16	16	24.07
Deutsche Bank (Asia)	0	0	2	0.14	2	0.15	1	0.02
Dhanlaxmi Bank Limited	6	0.51	15	63.2	7	72.84	2	4.58
EXPORT-IMPORT BANK OF INDIA	1	4.1	1	100	3	134.74	0	0
Federal Bank Ltd.	33	60.36	37	9.57	44	81.74	24	26.03
HDFC Bank Ltd.	191	20.12	164	15.26	218	17.53	166	50.97
Hongkong & Shanghai Banking Corporation Ltd.	68	6.97	116	80.17	38	25.6	31	85.99
HSBC Bank Oman S.A.O.G	0	0	0	0	1	0.33	0	0
ICICI Bank Ltd.	392	63.59	485	763.06	433	268.85	457	114.25
IDBI Bank Limited	106	85.33	92	625.54	56	557.95	77	136.59
IFCI LTD.	0	0	0	0	1	75.74	5	245
Indian Bank	87	269.78	54	43.49	95	91.04	64	125.95
Indian Overseas	108	500.32	125	484.73	138	574.36	80	565.18

Bank								
IndusInd Bank Ltd.	24	8.47	27	29.41	14	133.41	15	3.87
ING Vysya Bank Ltd.	8	3.66	14	39.58	35	6.19	0	0
Jammu & Kashmir Bank Ltd.	17	4.45	7	6.62	7	902.87	11	7.92
Karnataka Bank Ltd.	25	74.93	21	15.48	22	22.13	11	9.32
Karur Vysya Bank Ltd.	6	0.75	11	1.49	16	123.16	17	68.35
Kotak Mahindra Bank Ltd.	50	3.58	80	115.28	56	58.97	88	43.15
Krishna Bhima Samruddhi Local Area Bank Ltd	0	0	0	0	1	0.01	0	0
Lakshmi Vilas Bank Ltd.	28	12.59	6	70.73	5	54.49	9	5.34
Mashreq Bank PSC	0	0	0	0	0	0	1	0.04
Nainital Bank Ltd.	20	3.28	3	0.8	5	0.55	21	1.88
Oriental Bank of Commerce	62	634.87	92	53.52	127	764.84	102	727.22
Punjab & Sind Bank	34	104.56	29	69.67	30	39.16	9	5.81
Punjab National Bank	234	686.92	239	558.38	180	2309.73	100	329.11
RBL Bank Ltd.	4	0.47	5	15.19	15	9.05	8	3.81
SBM Bank (Mauritius) Ltd.	0	0	1	46.31	0	0	0	0
Shinhan Bank	0	0	0	0	0	0	1	5.83
SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA	5	3.11	6	6.74	7	11.09	1	7.57
South Indian	18	35.97	20	11.51	9	17.07	5	1.3

Bank Ltd.								
Standard Chartered Bank	91	16.27	104	480.28	81	87.38	80	2.68
State Bank of Bikaner & Jaipur	45	143	43	148.93	41	462.13	41	145.43
State Bank of Hyderabad	35	434.38	27	365.08	31	68.65	20	149.32
State Bank of India	480	547.56	549	906.07	651	1612.69	437	1063.74
State Bank of Mysore	11	3.5	20	92.83	97	90.75	60	5.63
State Bank of Patiala	29	212.93	40	98.85	39	290.3	26	210.01
State Bank of Travancore	26	55.8	33	116.48	34	236.23	14	136.42
Syndicate Bank	135	218.19	102	132.72	208	793.1	132	205.87
Tamilnad Mercantile Bank Ltd.	23	45.7	27	52.3	21	12.63	11	5.65
The Royal Bank of Scotland N.V.	13	0.68	11	0.41	2	0.19	2	0.03
UCO Bank	73	352.65	56	364.24	87	1410.98	22	201.54
Union Bank of India	116	715.94	85	92.09	111	369.83	113	1043.91
United Bank of India	201	186.65	125	348.98	128	680.35	62	133.09
Vijaya Bank	34	404.96	59	61.87	35	351.74	15	103.01
Yes Bank Ltd	7	12.04	12	17.36	5	0.58	6	1.46

State wise - Fraud cases of Rs 1 lakh and above reported by banks

State / UT Name	2012-13		2013-14		2014-15		Apr 2015 - Dec 2015	
	No of cases	Amount	No of cases	Amount	No of cases	Amount	No of cases	Amount
		Rs in crore		Rs in crore		Rs in crore		Rs in crore
Andaman & Nicobar Islands	0	0	1	0.98	0	0	0	0
Andhra Pradesh	301	880.47	273	1257.76	210	925.19	187	572.54
Arunachal Pradesh	1	0.05	1	0.05	3	0.47	0	0
Assam	34	5.28	26	15.06	46	10.05	29	6.23
Bihar	92	25.52	78	13.01	112	67.33	127	41.41
Chandigarh	23	109.76	22	823.39	35	228.58	19	188.25
Chhattisgarh	18	3.01	37	5.04	42	10.21	28	5.77
Dadra&Nagar Haveli	0	0	4	0.21	1	0.07	0	0
Daman & Diu	0	0	1	0.02	1	0.09	0	0
Delhi	382	2279.73	452	2728.34	445	1816.32	319	1318.6
Goa	13	11.56	11	4.88	12	4.26	15	3.6
Gujarat	133	51.22	145	453.11	135	1256.05	110	1688.89
Haryana	261	130.57	311	130.83	289	99.32	243	64.49
Himachal Pradesh	13	1.29	10	4.54	11	6.99	17	5.71
Jammu & Kashmir	26	18.37	18	7.28	24	4.09	11	2.62
Jharkhand	61	33.01	118	54.09	116	26.9	38	17.54
Karnataka	318	232.3	280	319.1	397	184	348	383.18
Kerala	99	13.22	92	38.45	89	95.34	44	15.08
Lakshadweep	0	0	0	0	1	0.97	0	0
Madhya Pradesh	88	13.61	107	73.09	89	41.52	87	127.96
Maharashtra	803	3097.35	927	2445.54	821	6122.83	668	3935.21

Manipur	0	0	1	0.51	3	4.86	1	0.96
Meghalaya	0	0	2	0.17	9	0.88	7	0.22
Mizoram	0	0	0	0	2	0.17	1	0.05
Nagaland	1	0.1	0	0	4	1.25	2	0.06
Orissa	95	31.58	150	64.7	101	102.84	65	17.39
Pondicherry	5	0.16	3	0.17	4	0.34	7	0.97
Punjab	159	153.32	147	255.89	191	181.08	115	52.92
Rajasthan	95	32.02	82	13.3	102	53.35	69	60.19
Sikkim	6	0.61	1	0.04	5	0.28	2	0.18
Tamil Nadu	378	298.48	343	483.25	498	1831.08	333	1391.3
Tripura	2	0.68	0	0	1	0.06	3	0.4
Uttar Pradesh	356	294.31	329	158.69	406	281.62	307	263.83
Uttaranchal	35	45.94	41	41.64	53	20.1	42	5.3
West Bengal	428	701.13	286	773.3	360	5938.03	225	1489.08
Overseas Branch	9	184.14	6	3.2	21	64.47	16	1.69

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

Bank Name	2012-13		2013-14		2014-15		Apr 2015 - Dec 2015	
	No of cases	Amount Rs in lakh	No of cases	Amount Rs in lakh	No of cases	Amount Rs in lakh	No of cases	Amount Rs in lakh
Allahabad Bank	11	24.77	6	79.94	11	35.51	12	64.53
American Express Banking Corp.	0	0	0	0	2	0.8	0	0.00
Andhra Bank	0	0	2	2.35	9	0	24	23.92
Axis Bank Ltd.	73	452.58	12	698.2	14	117.68	19	2729.23
Bandhan Bank Ltd.	0	0	0	0	0	0	20	9.57
Bank of America, National Association	0	0	0	0	0	0	1	1.02
Bank of Baroda	24	37.57	46	7.49	82	1095.71	46	52.55
Bank of India	31	68.85	18	24.21	27	10.18	16	21.20
Bank of Maharashtra	7	0.5	5	4.87	26	38.51	52	211.50
Canara Bank	6	95.63	6	142.18	9	107.58	9	215.46
Capital Local Area Bank Ltd	0	0	1	4.5	0	0	0	0.00
Central Bank of India	19	49	20	21.28	11	19.18	11	216.47
Citibank N.A.	7	9.46	4	5.26	2	155.54	0	0.00
City Union Bank Ltd.	0	0	0	0	1	470	0	0.00
Corporation Bank	4	76.97	3	24.49	7	21.45	2	61.00
DCB Bank Ltd	4	0	1	0	0	0	0	0.00

Dena Bank	9	35.42	14	20.41	10	0	7	0.01
Dhanlaxmi Bank Limited	2	1.41	0	0	0	0	5	0.00
Federal Bank Ltd.	1	0.21	4	2.8	0	0	0	0.00
HDFC Bank Ltd.	12	172.97	6	20.24	12	360.37	26	158.42
Hongkong & Shanghai Banking Corporation Ltd.	1	7.18	0	0	0	0	0	0.00
ICICI Bank Ltd.	16	635.6	13	92.38	31	327.56	30	261.51
IDBI Bank Limited	1	0	3	367.65	2	0	0	0.00
Indian Bank	5	0	10	44.99	6	27	7	115.55
Indian Overseas Bank	30	12.5	20	12.88	33	1.13	18	24.23
IndusInd Bank Ltd.	4	31.02	3	0.74	2	6.61	3	11.62
ING Vysya Bank Ltd.	0	0	0	0	0	0	0	0.00
Jammu & Kashmir Bank Ltd.	9	5.89	13	52.61	6	13.21	14	11.04
Karnataka Bank Ltd.	0	0	1	0	6	302.53	5	0.15
Karur Vysya Bank Ltd.	0	0	0	0	0	0	0	0.00
Kotak Mahindra Bank Ltd.	0	0	2	1.2	2	0	4	92.18
Lakshmi Vilas Bank Ltd.	0	0	0	0	1	0	0	0.00
Nainital Bank Ltd.	1	0	2	0	2	0	2	0.15
Oriental Bank	14	0	28	32.75	36	2.66	29	8.53

of Commerce								
Punjab & Sind Bank	14	0	17	5.03	29	8.45	18	18.97
Punjab National Bank	16	1392.13	36	515.74	27	257.28	20	250.83
RBL Bank Ltd.	1	0	1	0	0	0	0	0.00
South Indian Bank Ltd.	12	10	14	0	8	0.1	4	0.00
Standard Chartered Bank	8	62.09	1	1.21	0	0	6	27.24
State Bank of Bikaner & Jaipur	20	12.42	27	53.9	34	150.04	54	57.97
State Bank of Hyderabad	2	0	2	60.01	0	0	2	154.76
State Bank of India	110	651.36	119	589.18	131	854.06	83	383.40
State Bank of Mysore	6	2.95	8	13.31	8	313.42	8	81.56
State Bank of Patiala	36	71.98	42	173.53	28	40.35	26	1626.61
State Bank of Travancore	2	20	10	0.44	8	1.79	16	0.00
Syndicate Bank	25	16.87	29	18.61	31	74.22	18	29.42
Tamilnad Mercantile Bank Ltd.	0	0	2	13.02	2	15	0	0.00
UCO Bank	6	72.83	11	208.92	7	53.06	8	53.47
Union Bank of India	13	40.38	12	15	14	152.88	12	15.46
United Bank of India	5	72.44	8	103.31	5	59.57	3	26.25
Vijaya Bank	5	0	5	0	11	78.59	5	4.98
Yes Bank Ltd	1	0.3	0	0	0	0	0	0.00

State wise - Incidents of Robbery, Theft, Dacoity & Burglary reported by banks								
State	2012-13		2013-14		2014-15		Apr 2015 - Dec 2015	
	No of cases	Amount Rs in lakh	No of cases	Amount Rs in lakh	No of cases	Amount Rs in lakh	No of cases	Amount Rs in lakh
Andaman & Nicobar Islands	1	0	0	0	0	0	0	0
Andhra Pradesh	30	27.49	30	58.57	29	13.8	31	184.93
Arunachal Pradesh	1	17	1	66	1	42.16	0	0
Assam	7	20.98	12	125.31	33	395.47	21	227.89
Bihar	19	201.78	25	386.53	26	332.81	11	72.61
Chandigarh	7	8.17	6	173.4	5	6.18	2	134
Chhattisgarh	6	9.29	10	1.21	21	55.68	19	117.67
Daman & Diu	0	0	1	0	0	0	0	0
Delhi	30	1416.9	25	158.65	25	218.91	20	2316.12
Goa	3	0	3	0	3	1.25	1	12.1
Gujarat	37	89.45	29	43.44	25	5.58	32	125.88
Haryana	36	449.54	36	134.26	49	140.42	35	57.74
Himachal Pradesh	6	12.91	5	24.51	11	101.45	5	5.13
Jammu & Kashmir	13	5.44	12	38.87	6	13.21	14	11.04
Jharkhand	18	13.57	12	35.46	22	39.03	12	30.42
Karnataka	39	304.21	30	185.88	28	640.22	35	353.53
Kerala	7	8.66	14	0	10	10.24	19	4.98
Madhya Pradesh	32	58.31	30	75.18	40	95.06	46	146.5
Maharashtra	49	466.08	39	864.52	61	526.09	64	277.7
Manipur	0	0	0	0	0	0	1	18.02

Meghalaya	1	42	0	0	7	80.38	1	7.09
Nagaland	0	0	0	0	1	24.9	0	0
Orissa	21	85.23	13	126.53	28	58.78	14	123.88
Pondicherry	0	0	1	10.62	0	0	0	0
Punjab	68	353.94	81	299.04	76	213.12	52	1819.55
Rajasthan	26	95.76	56	97.05	68	244.32	86	138.69
Tamil Nadu	22	49.77	22	25.13	26	1454.24	22	104.17
Tripura	0	0	1	1.25	1	0	0	0
Uttar Pradesh	57	242.16	58	143.66	60	223.37	60	500.35
Uttaranchal	6	0	7	30.98	8	24.47	6	6.85
West Bengal	31	164.64	28	328.58	23	210.88	36	223.92

