

Seventeenth Loksabha

an>

Title: Regarding appointment of Security guards in ATM booths of Banks- Laid.

SHRI K. SUBBARAYAN (TIRUPPUR): The banks decide on their own to do away with security guards at their ATM booths. This is wrong and breaches the moral responsibility of the banks towards their customers. We are asking for appointing permanent security guards instead of outsourcing security services in banks. Running the ATM booths without security guards tantamount to breach of trust that the customer has on the banks. Increasing number of cyber crimes are being reported in the ATM booths. It is essential that security is beefed up and surveillance enhanced. Withdrawal of security from the ATMs is an act of utter imprudence and exposes nearly 5 million debit card holders to grave risk.

Hence, I urge upon the Hon'ble Minister of Finance to intervene to reinstate security guards in all the ATM booths, both on and off side. This has to be mandatory and any untoward incidents or crimes in the ATMs will be the responsibility of the RBI and the government in effect.