

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

STARRED QUESTION NO:98
ANSWERED ON:23.11.2001
ATMS IN BANKS
ADHIR RANJAN CHOWDHURY

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government are aware that ATMs installed at various nationalised banks in the country are not providing correct services to the customers;
- (b) if so, whether the ATMs are not even delivering the amount sought by customers;
- (c) whether any complaints have been received by the Government banks in this regard; and
- (d) if so, the details thereof and further action taken to ensure the proper functioning of ATMs in the country?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATH):

- (a) to (d) Reserve Bank of India have reported that the Bank has not received any complaint with regard to Banking services through Automated Teller Machines (ATMs).