

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:4719  
ANSWERED ON:25.04.2008  
ATM FACILITY TO CO OPERATIVE BANK CUSTOMERS  
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**Will the Minister of FINANCE be pleased to state:**

(a) whether the Government proposes to extend free ATM Facility across the bank affiliation to Urban Co-operative Bank customers in the country as reported in the Times of India dated March 13, 2008;and

(b) if so, the details thereof?

**Answer**

The Minister of State in the Ministry of Finance (SHRI PAWAN KUMAR BANSAL)

(a) & (b): Reserve Bank has issued instruction; regarding customer charges for use of ATMs for cash withdrawal and balance enquiry to all Primary (Urban) co-operative banks on March 12, 2008. As per the guidelines,

- (i) For use of a bank's own ATMs for any purpose, the services will be free with immediate effect
- (ii) For use of other banks' ATMs for balance enquiries, the services will be free with immediate effect
- (iii) For use of other bank ATMs for cash withdrawals, the instructions are as indicated below: -

1. No bank shall increase the charges prevailing as on December 23, 2007 (i.e. the date of release of Approach Paper on RBI website)
2. Banks which, are charging more than Rs. 20/- per transaction shall reduce the charges to a maximum of Rs. 20/- per transaction by March 31, 2008
3. Free with effect from April 1, 2009.