

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:743
ANSWERED ON:25.02.2009
THEFT OF CHEQUES FROM DROP BOXES
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Will the Minister of FINANCE be pleased to state:

- (a) whether incidents of theft of cheques from the drop boxes of several banks have been reported over a period of time;
- (b) if so, the details thereof; and
- (c) the steps taken by the Government to check such thefts in future?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) to (c): Reserve Bank of India (RBI) has informed that a few such incidents have been reported by the complainants to the offices of the Banking Ombudsman. RBI has further reported that the details of such cases are not compiled separately as they are categorized as 8 (1) (a) of the Banking Ombudsman Scheme, 2006 i.e. non-payment or inordinate delay in the payment of collection of cheques.

RBI has advised the banks that they should ensure that customers are not compelled to drop the cheques in the drop box. Further, in the context of customer awareness in this regard, banks should invariably display on the cheque drop box itself that `Customers can also tender the cheques at the counter and obtain acknowledgement on the pay-in-slips`. Banks have also been advised to make absolutely full proof arrangements accounting for the number of instruments each time the box is opened so that there are no disputes and the customer's interest are not compromised.