

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:254  
ANSWERED ON:20.11.2009  
COMPLAINTS INVOLVING ATM TRANSACTIONS  
Thomas Shri P. T.

**Will the Minister of FINANCE be pleased to state:**

- (a) whether the complaints of loss of money in Automated Teller Machine (ATM) transactions have increased manifold;
- (b) if so, the details of such pending complaints received by the banks and the reasons for the delay in the settlement of the complaints during the last three years, bank-wise;
- (c) the manner by which the money is accounted for in the unsettled cases;
- (d) whether there is proper auditing in this regard; and
- (e) if so, the details thereof and if not, the reasons therefor?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE(SHRI NAMO NARAIN MEENA)

(a) & (b):- The data base maintained by Reserve Bank of India (RBI) does not generate the information as called for. However, RBI has reported that the complaints related to Automated Teller Machines (ATMs) have increased due to increase in the number of ATMs, increase in number of transactions per day per ATM and also for the reason that the customer of any bank can operate the ATM of any other bank. For effective redressal of the grievances, RBI has issued instructions on February 11, 2009 advising banks that they shall reimburse to the customers the amount wrongfully debited in their accounts on account of failed transaction within a maximum period of 12 days from the date of receipt of complaint. Further, vide circular dated July 3 7, 2009. RBI has also advised the banks that in case of any failure to re-credit the amount of failed transaction within 12 days from the date of receipt of complaint, the bank shall pay compensation of Rs.100/- per day to the aggrieved customer. This compensation shall be credited to the customer's account automatically without any claim from the customer, on the same day when the bank affords the credit for the failed ATM transaction.

(c) to (e):- The dispute resolution mechanism between banks and the customer is vis-a-vis the switch transactions - failed versus successful transaction juxtaposed with surplus/no surplus cash with ATM on T+1 basis reconciliation. This transaction reconciliation is subject to normal internal audit in each bank.