

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:4667
ANSWERED ON:23.04.2010
NORMS FOR SETTING UP OF ATM MACHINES
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Will the Minister of FINANCE be pleased to state:

- (a) whether Automated Teller Machines (ATMs) of Public Sector Banks (PSBs) are being set up as per the prescribed norms;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether such ATMs remain out of order frequently;
- (d) if so, the details thereof;
- (e) whether there is shortage of technical staff to repair such ATMs;
- (f) if so, the details thereof alongwith the reasons therefor; and
- (g) the corrective measures taken/ being taken by the Government in this regard?

Answer

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

(a) & (b) :- Reserve Bank of India (RBI) has reported that banks are not required to obtain prior permission from RBI for the installation of either on-site ATMs (ATMs setup within the premises of the Branches) or off-site ATMs (ATMs which are installed at places other than Branch premise). However, banks should report to RBI full details of such off-site ATMs installed by them.

(c) to (g) :- Sometimes ATM may be out of order due to power failure/ connectivity failure or some technical snag of the system. Normally technical support is provided by the service provider. However, in remote areas there are slight delays in attending to such cases. Generally ATMs are continuously monitored by banks so as to ensure regular availability to the customers.