

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:1671
ANSWERED ON:23.03.2012
INCONVENIENCE TO ATM CARD HOLDERS .
Mahato Shri Narahari;Roy Shri Nripendra Nath

Will the Minister of FINANCE be pleased to state:

- (a) whether due to defective Automated Teller Machines (ATMs) of many public sector banks, consumers are often unable to withdraw money from ATMs ;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether there is a shortage of technical employees to repair ATMs;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the corrective measures taken / being taken by the Government to ensure smooth functioning of ATMs and to protect the interests of depositors?

Answer

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

(a) & (b): The Bank customers can access their account and withdraw cash through ATMs of any bank across the country on a 24x7 basis. Despite best efforts, the success of ATM transactions depends on external factors such as leased line, V-Sat antenna, networks of other banks and uninterrupted power supply, etc. Absence of any of the above at the time of transaction processing may cause failure of ATM transactions, non-delivery of cash, etc.

(c) & (d): 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. Complaints about ATM/Debit Card operations of banks are received by 15 Offices of the Banking Ombudsman situated across the Country. Failure to withdraw the money from ATM is one of the causes of such complaints. During the period July 1, 2011 to February 29, 2012, Offices of Banking Ombudsman have handled 4100 complaints related to ATM/Debit Card operations of banks.

(e) Under the existing regulatory guidelines, ATM related customer complaints are required to be resolved by the issuing banks within 7 working days from the date of receipt of customer complaint and failure to recredit the customer's account within 7 working days of receipt of the complaint shall entail payment of compensation to the customer @ Rs.100/- per day by the issuing bank.