

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:5799  
ANSWERED ON:11.05.2012  
MISUSE OF BANK LOCKERS  
Shantha J.

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

- (a) whether instances of misuse of bank lockers in the country have come to the notice of the Government during the last three years ;
- (b) if so, the details thereof, year-wise, State-wise and bank-wise ; and
- (c) the details of remedial measures taken/proposed to be taken by the Government/RBI in this regard ?

**Answer**

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

(a) & (b): Yes, Sir. Cases of fraud reported by banks involving lockers since 2009 are given at annex-I & annex-2, respectively.

(c): Banks are required to exercise among others, due care and necessary precaution for the protection of the lockers provided to the customer. Banks should review the systems in force for operation of safe deposit vaults / locker at their branches on an on-going basis and take necessary steps. The security procedures should be well- documented and the concerned staff should be properly trained in the procedure. The internal auditors should also ensure that the procedures are strictly adhered to. Comprehensive guidelines on security aspects to Safe Deposit Lockers are available vide RBI Master Circular DBOD.No.Leq.BC.18/09.07.006/2010-11 dated July 01, 2011. Banks have also been advised vide RBI Master Circular on Customer Service dated July 1, 2011 to carry out customer due diligence for both new and existing customers based on the risk categorization. Banks are also required to contact locker hirers whose accounts are not operated for more than 3 years in the medium risk category and advise them to either operate the locker or surrender it.