

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:330
ANSWERED ON:23.11.2012
COMPLAINTS INVOLVING ATM TRANSACTIONS
Bali Ram Dr.

Will the Minister of FINANCE be pleased to state:

- (a) whether the complaints regarding the loss of money during transactions carried out at Automated Teller Machines (ATMs) have increased ;
- (b) if so, the details thereof and the number of complaints received/pending with the banks during the last three years along with the reasons for delay in disposing such cases, year-wise and bank-wise ;
- (c) whether audit has been conducted by the banks in this regard ;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor ?

Answer

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

- (a) to (e): Information is being collected and will be laid on the Table of the House.