

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

STARRED QUESTION NO:67  
ANSWERED ON:01.03.2013  
SECURITY OF BANK LOCKERS QUESTION  
Abdulrahman Shri ;Babbar Shri Raj

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

- (a) whether instances of theft from bank lockers have come to the notice of the Government during the last three years and the current year;
- (b) if so, the details thereof year, State and bank-wise;
- (c) the action taken by the Government/ Reserve Bank of India (RBI) against those found involved therein during the said period, bank-wise;
- (d) whether the Government/RBI has conducted any review of the security measures undertaken by the banks across the country in this regard and if so, the details and the outcome there of and
- (e) the steps taken/being taken by the Government/RBI to strengthen/revamp the security of the bank lockers in the country?

**Answer**

THE MINISTER OF FINANCE (SHRI P CHIDAMBARAM)

(a) to (e); A Statement is laid on the table of the House.

Statement as referred in reply to part (a) to (c) of Lok.Sabha`c Starred Question No. 67 for reply on 01.03.2013, regarding `Security of Banks Lockers` tabled In Shri Abdul Rahman and Shri Raj Babbar, Hon`ble Members, Lok: Sabha.

(a) & (b): As per information furnished by RBI, cases of theft reported by Banks involving Lockers for the last three years, bank-wise and state-wise is given at Annex-1 and Annex-II respectively.

(c):The bank initiate/probe staff accountability and staff involvement in all the theft/fraud cases and on completion of investigation, the commensurate punishment as per relevant rules is awarded to the delinquent employees based on the seriousness of the wrongdoings which includes censuring, administrative warning, suspension of the employees, reduction in scales of pay, monetary penalty and recovery of losses, compulsory retirement, termination from service, dismissal with disqualification from future employment etc.

(d) & (e): Based on the recommendations of the Committee on Procedure and Performance Audit on Public Services (CPPAPS) for easy operations of lockers, RBI had issued a Circular dated 17th April 2007 on `Extension of Safe Deposit Locker / Safe Custody Article Facility and Access to Safe Deposit Lockers/ Return of Safe Custody Articles by banks`. In the Circular detailed guidelines have been issued regarding allotment of lockers, security aspect of lockers, customer due diligence, access to safe deposit lockers, customer guidance etc.

RBI vide Master Circular dated July 02, 2012 on `Customer Service in Bank` has advised Banks 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/ lockers 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. Banks are required 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 3years in the medium risk category and advise them to either operate the locker or surrender it.