

F.No. 6/35/2012-FI
Government of India
Ministry of Finance
Department of Financial Services

3rd Floor, Jeevan Deep Building,
New Delhi, dated the 27th Feb, 2013

To

CEOs of all PSBs

Subject: Need for maintaining High ATMs Uptime - regarding

Sir(s) / Madam(s),

I am directed to refer to this Department's communication of even number dated 31st Dec 2012, seeking details of the Uptime Report for the period Oct. – Dec. 2012, in respect of ATMs/ Cash Dispensers deployed by various PSBs. The information received has been compiled and attached herewith.

2. The ATM channel is becoming increasingly important for providing service to customers. ATM transactions have grown at a rapid pace in the last few years. Therefore, high availability of the ATMs network is vital for providing 24/7 service to customers. It would be seen from the attached statement that in many banks downtime of ATMs due to power, communication issues is high. Since other banks also function under similar environment, a need of closer look at such issues for appropriate remedial action is felt. Many banks have high downtime on account of these factors even in urban centres. Similarly, downtime due to cash- out situation also needs to be addressed.

3. Banks are expected to look at the reasons behind downtime and take appropriate steps to reduce the downtime. The status of uptime performance of ATMs should be placed before the Board on quarterly basis.

Yours faithfully,

(Jitendar Kumar Mehan)
Under Secretary to Govt. of India (FI)
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