



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

वेबसाइट : www.rbi.org.in/hindi

Website : www.rbi.org.in

ई-मेल/email : helpdoc@rbi.org.in



संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

Department of Communication, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 फोन/Phone: 022 - 2266 0502

December 30, 2024

RBI imposes monetary penalty on The Prime Co-operative Bank Ltd., Surat, Gujarat

The Reserve Bank of India (RBI) has, by an order dated December 26, 2024, imposed a monetary penalty of ₹4.00 lakh (Rupees Four Lakh only) on The Prime Co-operative Bank Ltd., Surat, Gujarat (the bank) for non-compliance with the directions issued by RBI on 'Customer Protection - Limiting Liability of Customers of Co-operative Banks in Unauthorised Electronic Banking Transactions' and 'Basic Cyber Security Framework for Primary (Urban) Cooperative Banks (UCBs)' read with 'Comprehensive Cyber Security Framework for Primary (Urban) Cooperative Banks (UCBs) - A Graded Approach'. This penalty has been imposed in exercise of powers conferred on RBI under the provisions of Section 47A(1)(c) read with Sections 46(4)(i) and 56 of the Banking Regulation Act, 1949.

The statutory inspection of the bank was conducted by RBI with reference to its financial position as on March 31, 2023. Based on supervisory findings of non-compliance with RBI directions and related correspondence in that regard, a notice was issued to the bank advising it to show cause as to why penalty should not be imposed on it for its failure to comply with the said directions. After considering the bank's reply to the notice and oral submissions made during the personal hearing, RBI found, *inter alia*, that the following charges against the bank were sustained, warranting imposition of monetary penalty:

The bank had failed to:

- i) (a) provide customers the facility of reporting unauthorized electronic banking transactions through SMS, emails and Toll-Free Number; and (b) enable an instant response option for replying to the SMS and e-mail alerts sent by the bank during the financial year 2022-23; and
- ii) implement certain cyber security controls measures under the Cyber Security Framework prescribed by RBI.

This action is based on deficiencies in regulatory compliance and is not intended to pronounce upon the validity of any transaction or agreement entered into by the bank with its customers. Further, imposition of this monetary penalty is without prejudice to any other action that may be initiated by RBI against the bank.