Steps taken by SBI against cyber frauds

710. SHRI SANJAY SETH: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that more than three lakh Debit/ATM cards were blocked recently by the State Bank of India;

(b) if so, how many complaints have been received and how much money has been withdrawn through fraudulent means;

(c) whether RBI had cautioned the banking institutions against the cyber frauds and risks; and

(d) if so, what action was taken by SBI and what action is proposed to be taken by Government to ensure cyber security?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SANTOSH KUMAR GANGWAR): (a) to (d) State Bank of India (SBI) has informed that they have blocked about 6 lakh cards. SBI has also informed that 73 cardholders have complained about claims aggregating to ₹ 39.18 lakhs upto 04.11.2016. SBI has informed that its systems are robust and its Debit Cards are not at risk.

Reserve Bank of India (RBI) has informed that independent investigation by a forensic auditor approved under Payment Card Industry Data Security Standard (PCI-DSS) framework is under process.

RBI has set up a Cyber Security and IT Examination (CSITE) Cell within its Department of Banking Supervision in 2015. The Bank issued a comprehensive circular on Cyber Security Framework in Banks on June 2, 2016 covering best practices pertaining to various aspects of cyber security. The circular requires banks to have among other things, a cyber-security policy, cyber crisis management plan, a gap assessment *vis-a-vis* the baseline requirements indicated in the circular, monitoring certain risk indicators in this area, report unusual cyber security incidents within 2 to 6 hours.

RBI has been carrying out IT Examination of banks from last year. RBI has also set up a Cyber Crisis Management Group to address any major incidents reported including suggesting ways to respond and recover to/from the incidents. Department of Banking Supervision also conducts cyber security preparedness testing among banks on the basis of hypothetical scenarios with the help of CERT-In. RBI has also set up an IT Subsidiary, which would focus, among other things, on cyber security within RBI as well as in regulated entities.