

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES  
**RAJYA SABHA**

**UNSTARRED QUESTION NO. 3107**

TO BE ANSWERED ON THE 23<sup>RD</sup> MARCH 2021/ CHAITRA 2, 1943 (SAKA)

**Awareness about online banking and payment services**

3107. SHRI SUJEET KUMAR:

Will the Minister of FINANCE be pleased to state:

- (a) the number of registrations RBI have received for self-regulatory organizations for the payments industry so far;
- (b) whether Government is aware of cases of financial frauds where digitally illiterate customers are made to download apps which results in sharing of sensitive banking information of the customers with fraudsters;
- (c) in how many cases before the RBI Ombudsman have banks been directed to compensate customers as per the RBI's instructions in its circular dated 14 December 2017; and
- (d) the steps taken by Government to promote digital awareness about online banking and payment services among customers?

**ANSWER**

THE MINISTER OF STATE FOR FINANCE

(SHRI ANURAG SINGH THAKUR)

(a): Reserve Bank of India (RBI) has informed that no application has been received for registration of self-regulatory organisations for the payment industry so far.

(b): Yes Sir.

(c): With regard to RBI circular dated 14.12.2017 which pertains to co-operative banks, on 'Customer Protection - Limiting Liability of Customers of Co-operative Banks in Unauthorised Electronic Banking Transactions', details of complaints received against scheduled co-operative banks are as under—

| #  | Complaint category   | No. of complaints received during 1.4.2020 to 14.3.2021 | No. of complaints disposed |
|----|--|---|----------------------------|
| 1. | Debit in account without use / details of the ATM/Debit/prepaid card | 46  | 6                          |
| 2. | Unauthorised electronic payment / funds transfer                     | 79  | 7                          |

(d): The initiatives undertaken by RBI to promote digital awareness on online banking and payment services among customers are as under:

- i. Offices of RBI Ombudsman carry out town-hall meetings and awareness programmes on various issues in their respective jurisdictions every year, including on digital related matters.
- ii. Various awareness messages related to safe digital banking in the form tickers / scrolls are being hosted on the RBI website and Complaint Management System (CMS) webpage.
- iii. Consumer Education and Protection Department has, on a macro level (in coordination with Department of Communication, RBI), taken various initiatives for creating customer awareness with respect to digital transactions such as:
  - making customer aware of RBI's instructions on frauds in electronic banking transactions by having a re-run of the campaign on Limiting the Liability of customers in fraudulent electronic banking transactions
  - making customer aware of the Ombudsman Schemes of RBI
  - releasing new advertisements focusing on frauds carried out on pretext of updating KYC etc.
  - developing campaigns on Safe Digital Banking focusing on UPI frauds
- iv. Further, Department of Payment and Settlement Systems, RBI vide circular DPSS.CO.OD.No.1934/06.08.005/2019-20 dated 22.6.2020 has advised all authorized payment systems operators and participants (banks and non-banks) to undertake targeted multi-lingual campaigns by way of SMSs, advertisements in print and visual media, etc., to educate their users on safe and secure use of digital payments.
- v. Awareness videos on customer liability in unauthorized electronic banking transactions and safe digital banking are being hosted on CMS web page.
- vi. Other departments of RBI such as Department of Payment and Settlement Systems, Department of Supervision, Financial Inclusion and Development Department etc. also carry out campaigns to promote digital awareness about online banking and payment services among customers.
- vii. The week March 8-12, 2021 was celebrated by RBI as 'Digital Payments Awareness Week'.

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