

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA
UNSTARRED QUESTION NO-876
ANSWERED ON TUESDAY, JULY 30, 2024/ SRAVANA 8, 1946 SAKA

DIGITAL FRAUD

876. SHRI PRAMOD TIWARI:

Will the Minister of Finance be pleased to state:

- (a) whether shift towards digital banking has seen a corresponding increase in digital fraud;
- (b) if so, the details thereof including the total value of these frauds;
- (c) the amount of money recovered and returned to customers during the last five years;
- (d) the percentage of financial frauds constituting total cybercrime complaints; and
- (e) the details of the fraud risk management being undertaken by Government presently to deal with the situation?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a) to (c): As informed by Reserve Bank of India (RBI), the number of frauds (₹1 lakh and above), amount involved, and amount recovered, as reported by the banks under the category - “Credit Cards, ATM / Debit Cards and Internet Banking”, during last five Financial Years (FY), i.e., from FY 2019-20 to FY 2023-24, is as under

Reporting Year	No. of Frauds	Amount Involved (in ₹ crore)	Amount Recovered (in ₹ crore)
FY 2019-20	2,677	129	12
FY 2020-21	2,545	119	7
FY 2021-22	3,596	155	15
FY 2022-23	6,699	277	11
FY 2023-24	29,082	1,457	139

(d) RBI has informed that they do not maintain such specific data. Further, as informed by Ministry of Home Affairs, ‘Police’ and ‘Public Order’ are State subjects as per the Seventh Schedule of the Constitution of India. The States/UTs are primarily responsible for the

prevention, detection, investigation and prosecution of crimes including cyber crime through their Law Enforcement Agencies (LEAs). The Central Government supplements the initiatives of the States/UTs through advisories and financial assistance under various schemes for capacity building of their LEAs.

(e) RBI has informed that they have issued three revised Master Directions on Fraud Risk Management for the Regulated Entities (REs), on July 15, 2024.

Further, the Indian Computer Emergency Response Team (CERT-In) takes various measures for safe usage of digital technologies and prevent cyber frauds through issuance of alerts and advisories, cybersecurity mock drills to enable assessment of cyber security posture and preparedness of organisations.

In order to facilitate the citizens to report any cyber incidents including financial frauds, the Ministry of Home Affairs (MHA) has launched a National Cybercrime Reporting Portal (www.cybercrime.gov.in) as well as a National Cybercrime Helpline Number "1930". Further, customers can also report financial frauds on the official customer care website or branches of the banks.

To spread awareness against cyber-crimes, the Government has been taking various initiatives from time to time. These, inter alia, includes cyber safety tips through social media accounts, publishing of handbook for adolescents/students, publishing of 'Information Security Best Practices' for the benefit of government officials, organizing cyber safety and security awareness weeks in association with States/Union Territories etc.

In addition to these, RBI and Banks have also been organising awareness campaigns through dissemination of messages on cyber-crime through short SMS, radio campaign, publicity on prevention of 'cyber-crime'. Further, RBI has been conducting electronic-banking awareness and training (e-BAAT) programmes which focuses, inter alia, awareness about frauds and risk mitigation.
