

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:1674
ANSWERED ON:16.08.2013
CYBER CRIMES AWARENESS PROGRAMME
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Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has launched/proposes to launch an awareness programme to educate the people of the country against cyber crimes in electronic banking;
- (b) if so, the details thereof; and
- (c) the steps taken/likely to be taken by the Government to counter the increasing threat of cyber attacks from external sources?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA)

(a) & (b) : Reserve Bank of India (RBI) has launched a public awareness campaign on fictitious offers of cheap money from abroad in collaboration with Ministry of Consumer Affairs in 818 newspapers (in two rounds) in English, Hindi and other vernacular languages, 59 AIR channels (including 20 FM Rainbow, 4 FM Gold and 35 Vividh Bharati radio channels) and 22 Private Radio FM channels in 11 languages.

(c): RBI vide Circular dated 28.02.2013 on "Security and Risk Mitigation Measures for Electronic Payment Transactions" has advised the banks to take additional measures as under:

- i) Putting a cap on Customer induced options on the value or mode of transactions/ beneficiaries.
- ii) In a bid to exceed the cap, an additional authorization may be insisted upon. Number of beneficiaries that may be added in a day per account could be considered. A system of alert may be introduced when a beneficiary is added.
- iii) To put in place mechanism for velocity check on the number of transactions effected per day/ per beneficiary and any suspicious operations should be subjected to alert within the bank and to the customer.
- iv) Introduction of additional factor of authentication (preferably dynamic in nature) for such payment transactions should be considered. The banks may consider implementation of digital signature for large value payments for all customers, to start with for RTGS transactions.
- v) Capturing of Internet Protocol (IP) address as an additional validation check should be considered.
- vi) All new debit and credit cards to be issued only for domestic usage unless international use is specifically sought by the customer. Such cards enabling international usage will have to be essentially EMV chip and pin enabled.
- vii) Online alerts for all card transactions (Card Present and Card Not Present).

All Commercial Banks have also been cautioned by RBI vide letter dated. 16.02.2006 on phishing attacks which contained details of the modus-operandi on such attacks and minimum set of preventive/detective measures to tackle phishing attacks.

Besides above, public is advised through press releases/notifications regarding not to reveal account details, do not fall prey to fictitious offers of fund transfer, remittance towards participation in lottery, money circulation schemes, and other fictitious offers of cheap funds etc.