GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 476
TO BE ANSWERED ON 01.12.2021

CYBER FRAUD

476. SHRI RAJBAHADUR SINGH: SHRI SANGAM LAL GUPTA:
SHRI MAHENDRA SINGH SOLANKY: SHRIMATI SANDHYA RAY:
DR. KRISHNA PAL SINGH YADAV: SHRI P.P. CHAUDHARY:

Will the Minister of Electronics and Information Technology be pleased to state:

(a) the details of consumer complaints related to cyber fraud registered on National Consumer Helpline in the past two years;
(b) whether the Government is taking adequate measures to effectively address the rising number of cyber fraud complaints and if so, the details thereof; and
(c) whether the Government is formulating an awareness initiative to prevent common cyber frauds and if so, the details thereof and if not, reasons therefor.

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a):As per the information provided by Ministry of Consumer Affairs, a total of 11713 and 9002 complaints of cyber frauds were received on National Consumer Helpline during the financial years 2019-20 and 2020-21. Ministry of Electronics and Information Technology (MeitY) does not maintain any such database.

(b) and (c): The Law Enforcement Agencies (LEAs) at Centre and States take appropriate legal action as per provisions of law against the cyber crime offenders. Government helps States in combating cyber crimes by assisting them through various awareness schemes. Government has taken a number of legal, technical and administrative measures to prevent cyber crimes. These *inter alia*, include:

 (i)   The Indian Computer Emergency Response Team (CERT-In) issues alerts and advisories regarding latest cyber threats/vulnerabilities and countermeasures to protect computers and networks on regular basis.

(ii)   To spread awareness on cybercrime, Ministry of Home Affairs (MHA) has taken several steps that include dissemination of messages on cybercrime through Twitter handle @cyberDost, radio campaign, publishing of Handbook for Adolescents / Students, publishing of 'Information Security Best practices' for the benefit of Govt. Officials/ Officers. Organizing of cyber Safety and Security Awareness weeks, in association with police department in different States/UTs etc., issuing alerts/advisories on cyber crimes, capacity building/training of law enforcement personnel/ prosecutors/ judicial officers, improving cyber forensics facilities etc.

(iii)   MeitY through a program, namely, Information Security Education & Awareness (ISEA), has been creating awareness among users highlighting the importance of following the ethics while using Internet and advising them not to share rumors/fake news. A dedicated website for information security awareness (**https://www.infosecawareness.in**) provides the relevant awareness material.

(iv)   Reserve Bank of India (RBI) has issued various instructions in respect of security and risk mitigation measures related to electronic/digital transactions which includes Securing Card Transactions, Securing Payments through Internet Banking / Electronic Payments, ATM Transactions, Prepaid Payment Instruments (PPIs), Limiting Customer Liability on Unauthorized Electronic Banking Transactions, Limiting Customer Liability in Unauthorized Electronic Banking Transactions in PPIs issued by Authorised Non-banks, Enhancing Security of Card Transactions etc.

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