

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 261
TO BE ANSWERED ON: 03.02.2023

CYBER FRAUDS

261 DR. KIRODI LAL MEENA:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the details of fraud related complaints from consumers registered on the National Consumer Helpline during last three years State-wise;
- (b) whether Government is taking adequate measures to effectively prevent the increasing cases of cyber frauds, if so, the details thereof; and
- (c) whether Government is considering to launch any awareness campaign to prevent common cyber frauds, if so, the details thereof, and if not, the reasons therefor?

ANSWER

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

(a): The National Consumer Helpline is funded under a scheme of the Department of Consumer Affairs. Consumers across the country can register their grievances with the National Consumer Helpline. The information furnished by the Department of Consumer Affairs regarding the State-and Union territory-wise grievance count for fraudulent transactions, for the last three financial years, is at Annex.

(b) and (c): The policies of the Government are aimed at ensuring an Open, Safe and Trusted and Accountable Internet for its users. With the expansion of the Internet and more and more Indians coming online, the number of Indians exposed to cyber frauds has also grown. The many challenges in securing cyberspace against cyber frauds also flow from its vastness and borderless nature. Government has taken a number of measures to check cyber frauds and to create awareness to prevent the same. These include the following:

- (i) The Indian Cyber Crime Coordination Centre (I4C) under the Ministry of Home Affairs has been designated as the nodal point in the fight against cybercrime. A toll-free number 1930 has been made operational for citizens to get assistance in lodging online complaints in their own language. To spread awareness on cybercrime, the Ministry of Home Affairs has taken several steps that include dissemination of messages on cybercrime through the Twitter handle @cyberDost and radio campaigns.
- (ii) The Indian Computer Emergency Response Team (CERT-In) has formulated a Cyber Crisis Management Plan for countering cyber-attacks and cyber terrorism for implementation by all Ministries and Departments of the Central Government, State Governments and their organisations and critical sectors.
- (iii) CERT-In conducts regular training programmes for network and system administrators and the Chief Information Security Officers of Government and critical sector organisations regarding securing the information technology infrastructure and mitigating cyber-attacks. A total of 42 training programmes were conducted, covering 11,486 participants, during the years 2021 and 2022.
- (iv) CERT-In operates the Cyber Swachhta Kendra (Botnet Cleaning and Malware Analysis Centre) to detect malicious programs and free tools to remove the same, and to provide cyber security tips and best practices for citizens and organisations.

- (v) CERT-In issues alerts and advisories regarding latest cyber threats/vulnerabilities and countermeasures to protect computers and networks on an ongoing basis.
- (vi) Security tips have been published for users to secure their desktops and mobile phones and to prevent phishing attacks.
- (vii) CERT-In operates an automated cyber threat exchange platform for proactively collecting, analysing and sharing tailored alerts with organisations across sectors for proactive threat mitigation actions by them.
- (viii) All authorised entities and banks issuing pre-paid payment instruments (wallets) in the country have been advised by CERT-In through the Reserve Bank of India to carry out special audit by empanelled auditors of CERT-In on priority basis and to take immediate steps to comply with the findings of the audit report and ensure implementation of security best practices.
- (ix) Cyber security mock drills are being conducted to enable assessment of cyber security posture and preparedness of organisations in the Government and critical sectors. 74 such drills have so far been conducted by CERT-In, in which 990 organisations from different States and sectors participated.
- (x) CERT-In has set up the National Cyber Coordination Centre to generate situational awareness regarding existing and potential cyber security threats.
- (xi) CERT-In also co-operates, works and coordinates incident response measures with international CERTs, overseas organisations and service providers as well as law enforcement agencies.
- (xii) CERT-In provides leadership for the Computer Security Incident Response Team-Finance Sector (CSIRT-Fin) operations under its umbrella for responding to and containing and mitigating cyber security incidents reported from the financial sector.
- (xiii) CERT-In, National Institute of Securities Markets and the Centre for Development of Advanced Computing (C-DAC) conducts a self-paced 60-hour certification Cyber Security Foundation Course for professionals in the financial sector.
- (xiv) CERT-In regularly disseminates information and shares security tips on cyber safety and security through its official social media handles and websites. CERT-In organised various events and activities for citizens during Safe Internet Day on 8.2.2022 and Cyber Security Awareness Month in October 2022 by posting security tips using posters and videos on social media platforms and websites. CERT-In, in association with C-DAC, conducted an online awareness campaign for citizens, covering topics such as general online safety, social media risks and safety, mobile related frauds and safety, secure digital payment practices etc. through videos and quizzes on MyGov platform.
- (xv) CERT-In and the Reserve Bank of India jointly carry out a cyber security awareness campaign on „beware and be aware of financial frauds“ through the Digital India Platform.
- (xvi) The Ministry of Electronics and Information Technology conducts programmes to generate information security awareness. Specific books, videos and online materials are developed for children, parents and general users about information security, which are disseminated through portals such as www.infosecawareness.in and www.csk.gov.in

**The count for grievances regarding fraudulent transactions, registered with the
National Consumer Helpline**

S.No.	State/ Union territory	Grievance count for the financial year (FY) 2019-2020	Grievance countfor FY2020-21	Grievance count forFY2021-22
1.	Andaman and Nicobar Islands	6	8	1
2.	Andhra Pradesh	511	499	237
3.	Arunachal Pradesh	16	23	1
4.	Assam	364	227	39
5.	Bihar	1,172	831	195
6.	Chandigarh	182	60	18
7.	Chhattisgarh	371	204	59
8.	Dadra and Nagar Haveli and Daman and Diu	28	11	2
9.	Delhi	3,981	1,913	486
10.	Goa	65	45	9
11.	Gujarat	2,258	1,056	193
12.	Haryana	2,215	1,147	259
13.	Himachal Pradesh	327	203	49
14.	Jammu and Kashmir	215	208	39
15.	Jharkhand	389	282	81
16.	Karnataka	2,656	1,309	314
17.	Kerala	306	266	254
18.	Ladakh	0	4	3
19.	Lakshadweep	0	0	0
20.	Madhya Pradesh	1,890	999	286
21.	Maharashtra	5,229	2,592	526
22.	Manipur	10	12	6
23.	Meghalaya	13	8	0
24.	Mizoram	0	3	3
25.	Nagaland	13	14	8
26.	Odisha	475	295	59
27.	Puducherry	13	5	10
28.	Punjab	1,116	656	191
29.	Rajasthan	2,615	1,417	270
30.	Sikkim	12	7	3
31.	Tamil Nadu	792	638	635
32.	Telangana	1,148	795	266
33.	Tripura	61	31	9
34.	Uttar Pradesh	4,246	2,656	677
35.	Uttarakhand	348	215	57
36.	West Bengal	2,251	1,359	251
Total		35,294	19,998	5,496

Source: Department of Consumer Affairs
