

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

RAJYA SABHA

UNSTARRED QUESTION NO. 1345

Answered on the 1st August, 2023 / Sravana 10, 1945 (Saka)

Accounts frozen due to UPI transactions

1345 # **Shri Abdul Wahab:**

Will the Minister of FINANCE be pleased to state:

- (a) whether Government is aware of the fact that many traders and individuals who did financial transactions with their UPI account got their account frozen by banks as fraudulent complaints were registered with National Cyber Crime Reporting Portal;
- (b) if so, the details of actions taken up by Government to find sanctity of such complaints;
- (c) the number of bank accounts frozen in such transactions in the last five years, year-wise and State-wise; and
- (d) whether Government will consider an enquiry to verify sanctity of such complaints?

ANSWER

THE MINISTER OF STATE FOR FINANCE
(DR. BHAGWAT KARAD)

(a) to (d) National Cybercrime Reporting Portal, launched on 30.8.2019, enables victims/complainants to report all types of cybercrime complaints online through the portal, including the complaints related to UPI transactions. Cybercrime incidents reported on the portal, their conversion into FIRs and subsequent action thereon are handled by the State/UT Law Enforcement Agencies (LEAs) concerned as per provisions of law.

On the basis of the complaint and the documents provided by the complainant, the concerned accounts reportedly involved in the cybercrime are frozen by the banks as per instructions received from LEAs in order to prevent further unauthorized activity. Also, LEAs carry out the investigations in the cases related to the cybercrime. On receipt of the appropriate direction from concerned LEAs, in case of resolution of the complaint or withdrawal of the false/fraudulent complaint, the banks defreeze the account.

As per National Crime Records Bureau, no information is maintained regarding the freezing of accounts of traders and individuals due to fraudulent transactions with their UPI accounts.
