

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 373**

ANSWERED ON TUESDAY, FEBRUARY 06, 2024/MAGHA 17,1945 (SAKA)

**Cases of Fraudulent Online Transactions**

373. DR. C.M. RAMESH:

Will the Minister of FINANCE be pleased to state:

(a) how many cases of cyber fraud and fraudulent online transactions that have been reported by the banking sector to Government during the last two years, the details thereof, bank-wise; and

(b) the details of the steps taken by the RBI and Government to minimize such frauds and make customers aware of such frauds?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(DR BHAGWAT KARAD)

(a) & (b) The Reserve Bank of India (RBI) has informed that they maintain data on financial frauds under the category – “Cards/internet - credit cards, cards/internet - debit cards and cards/internet - internet banking”. As per the reporting to RBI by banks, the number of frauds and the amount involved (for cases involving ₹1 lakh and above) during the last two financial years .i.e., FY 2021-22, and FY 2022-23 respectively is at Annex.

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](http://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. (c) & (d) The UPI transactions during the last four Financial Years (FY) is as below:

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 taking 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.

**Annex**

<b>Bank wise and Year wise details*</b>				
<b>Bank Name</b>	<b>FY 2021-22</b>		<b>FY 2022-23</b>	
	<b>No. of Frauds</b>	<b>Amount Involved in ₹ Crore</b>	<b>No. of Frauds</b>	<b>Amount Involved in ₹ Crore</b>
Airtel Payments Bank Limited	0	0.00	53	1.03
American Express Banking Corp.	66	3.94	175	6.68
AU Small Finance Bank Limited	4	0.07	38	0.88
Axis Bank Limited	564	11.47	1608	35.85
Bandhan Bank Limited	6	0.10	3	0.31
Bank of America, National Association	1	0.01	2	0.07
Bank of Bahrain & Kuwait B.S.C.	1	5.44	0	0.00
Bank of Baroda	8	1.02	111	8.47
Bank of India	1	0.10	17	1.61
Bank of Maharashtra	4	0.12	22	1.27
Canara Bank	2	0.57	2	6.87
Capital Small Finance Bank Limited	1	0.01	3	0.06
Central Bank of India	112	3.59	54	0.86
Citibank N.A	157	3.32	398	8.68
City Union Bank Limited	0	0.00	40	1.55
DBS Bank India Ltd.	1	0.01	11	0.23
DCB Bank Limited	1	0.01	5	0.93
Deutsche Bank Ag	5	0.06	14	0.27
Equitas Small Finance Bank Limited	0	0.00	22	1.89
ESAF Small Finance Bank Limited	0	0.00	6	0.20
Federal Bank Ltd	5	0.54	78	2.35
Fincare Small Finance Bank Limited	0	0.00	1	0.12
Fino Payments Bank Limited	0	0.00	6	0.22
HDFC Bank Ltd.	152	13.06	2224	227.63
Hongkong And Shanghai Banking Corpn.L	86	2.63	122	5.25
ICICI Bank Limited	806	29.83	1419	60.94

IDBI Bank Limited	70	2.30	69	1.66
IDFC First Bank Limited	2	0.03	92	2.76
Indian Bank	7	7.95	112	3.81
Indian Overseas Bank	6	0.21	56	1.45
Indusind Bank Ltd	790	23.25	1046	26.01
Jana Small Finance Bank Limited	1	0.37	9	0.14
Karnataka Bank Ltd	0	0.00	1	0.02
Karur Vysya Bank Ltd	0	0.00	22	0.49
Kotak Mahindra Bank Ltd.	859	15.73	641	12.41
North East Small Finance Bank Limited	0	0.00	1	0.07
Paytm Payments Bank Limited	0	0.00	14	6.45
Punjab And Sind Bank	1	0.01	0	0.00
Punjab National Bank	2	0.14	3	0.56
RBL Bank Limited	104	2.40	732	11.49
SBM BANK (INDIA) LTD.	3	0.04	9	1.05
South Indian Bank Ltd	37	1.24	40	1.04
Standard Chartered Bank	83	2.74	133	18.80
State Bank of India	327	23.41	761	24.04
Tamilnad Mercantile Bank Ltd	1	0.04	2	0.02
The Dhanalakshmi Bank Ltd	0	0.00	1	0.02
Ujjivan Small Finance Bank Limited	0	0.00	1	1.15
Union Bank of India	3	1.77	172	78.68
Utkarsh Small Finance Bank Limited	0	0.00	2	0.02
Yes Bank Ltd.	1	0.01	76	2.02
<b>Total</b>	<b>4280</b>	<b>157.53</b>	<b>10429</b>	<b>568.37</b>
<i>*Data based on date of occurrence of frauds</i>				

*\*Source: RBI*

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