

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**RAJYA SABHA  
STARRED QUESTION NO. \*161  
ANSWERED ON TUESDAY, 10 DECEMBER, 2024/ 19 AGRAHAYANA, 1946 (SAKA)**

**CURBING DIGITAL FRAUDS**

**\*161. SHRI RAJEEV SHUKLA:**

Will the Minister of FINANCE be pleased to state:

- (a) whether Government is taking measures to curb rising digital frauds in the country in light of a report - in Delhi alone, more than 25,000 complaints related to UPI fraud were filed by mid-2024;
- (b) if so, the details of measures taken/proposed to be taken thereon; and
- (c) the progress made so far and the challenges faced in this regard?

**ANSWER**

**FINANCE MINISTER  
(SMT. NIRMALA SITHARAMAN)**

(a) to (c): A statement is laid on the Table of the House.

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**Statement referred to in reply to parts (a) to (c) in respect of Rajya Sabha Starred Question No. \*161 for reply on 10.12.2023 regarding Curbing Digital Frauds asked by Shri Rajeev Shukla.**

(a) to (c): With increasing digital payment transactions in the country, incidences of fraudulent practices including digital financial frauds have also gone up in the last few years. The Reserve Bank of India (RBI) has implemented a Central Payments Fraud Information Registry (CPFIR), a web-based payment related fraud reporting tool since March 2020. All the Regulated Entities (RE) are required to report the payment related frauds in the said CPFIR. A total of 6.32 lakhs Unified Payment Interface (UPI) domestic payment frauds with an amount of Rs 485 crore have been reported in the current financial year (till September, 2024). However, RBI has informed that UPI transactions do not capture the geographical location.

In order to prevent payment related frauds including UPI transaction frauds, various initiatives have been taken by the Government, RBI and National Payments Corporation of India (NPCI) from time to time. These, inter alia, includes device binding between customer mobile number and the device, two factor authentication through PIN, daily transaction limit, limits and curbs on use cases etc. Further, NPCI provides a fraud monitoring solution to all the banks to enable them to generate alerts and decline transactions for fraud mitigation by using Artificial Intelligence (AI)/ Machine Learning (ML) based models.

RBI has issued Master Directions on Digital Payment Security Controls in February, 2021 to combat web and mobile app threats. These guidelines mandate the banks to implement a common minimum standards of security controls for various payment channels like internet, mobile banking, card payment etc. RBI and banks have also been taking up awareness campaigns through short SMS, radio campaign, publicity on prevention of 'cyber-crime' etc.

In order to facilitate the citizens to report any cyber incidents including financial frauds, Ministry of Home Affairs (MHA) has also launched a National Cybercrime Reporting Portal ([www.cybercrime.gov.in](http://www.cybercrime.gov.in)) as well as a National Cybercrime Helpline Number "1930". Similarly, Department of Telecommunications has launched Digital Intelligence Platform (DIP) and 'Chakshu' facility on Sanchar Saathi portal (<https://sancharsaathi.gov.in>). 'Chakshu' facilitates citizens to report suspected fraud communication received over call, SMS or WhatsApp with the intention of defrauding like KYC expiry or update of bank account, etc.

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