

**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF ECONOMIC AFFAIRS**

**LOKSABHA  
UNSTARRED QUESTION NO. 2963  
TO BE ANSWERED ON 03<sup>rd</sup> August 2018/Shravana 12, 1940(SAKA)**

**Financial Fraud in Electronic Transaction**

**2963. SHRI CHANDRA PRAKASH JOSHI:  
SHRI JYOTIRADITYA M. SCINDIA:  
SHRI RAMDAS C. TADAS:  
SHRI NARANBHAI KACHHADIYA:**

**QUESTION**

Will the Minister of FINANCE be pleased to state:

- a) whether the incidents of the financial frauds have increased particularly using mobile phones, internet banking and digital transactions, if so, the details thereof;
- b) whether the regulators are not taking any concrete steps beyond issuing Pre-forma warning, if so, the details and the reasons thereof;
- c) the manner in which Government is planning to tackle this problem; and
- d) whether a decline in the usage of digital mode of transactions by the customers have been noticed by the Government after such breaches and if so, the details thereof along with its impact on financial inclusion through digitization?

**ANSWER**

**MINISTER OF STATE IN MINISTRY OF FINANCE  
(SHRI Pon. RADHAKRISHNAN)**

(a): In spite of considerable growth in numbers of digital payments transactions from 220 crore in 2013-14 to more than 2070.98 crore in 2017-2018, as per the information received from National Crime Records Bureau (NCRB), a total of 10, 18 and 26 cases were registered under Debit/ Credit Card Frauds during 2014, 2015 and 2016 respectively.

(b) to (c): Reserve Bank of India (RBI) has issued various circulars guidelines and advisories related to security and risk mitigation measures for securing electronic payment transactions. RBI has also set up a Cyber Crisis Management Group to address any major incidents reported including suggesting ways to respond and recover to/ from the incidents. In addition, the Government has taken several steps to secure digital payment system, which inter alia includes issuances of alerts and advisories by Indian Computer Emergency Response Team (CERT-In), formulation of Cyber Crisis Management Plan for countering cyber-attacks, establishment of Botnet Cleaning and Malware Analysis Centre to detect and clean infected systems, conduct of Cyber security mock drills, Cyber security awareness sessions, etc.

(d): As per the data submitted by National Payments Corporation of India (NPCI), Unified Payments Interface (UPI) continued to rise exponentially, with 190 million transactions in April 2018 as compared to 0.3 million in November 2016 and in value terms at ₹ 270 billion in April 2018 as compared to ₹ 0.9 billion in November 2016. Further, Unstructured Supplementary Service Data (USSD) transactions, in volume terms, as reported, were 0.14 million in April 2018 as compared to 0.01 million in November 2016 whereas the corresponding value was ₹ 260 million in April 2018 as compared to ₹ 7.3 million in November 2016.

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