

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

UNSTARRED QUESTION NO. 1777

ANSWERED ON MONDAY, 31st JULY, 2023/ SRAVANA 9, 1945 (SAKA)

Financial Digital Transaction

1777. SHRI BHAGIRATH CHOUDHARY:

Will the Minister of FINANCE be pleased to state:

- (a) whether use of cheques for financial transactions has risen in the country as per official records but promotion of digital transactions is not rising due to lack of serious, concrete and expeditious action against cases of cheque bounce;
- (b) whether the Government proposes to further toughen the prevalent provisions regarding financial transactions through cheques and strictly implementing them thus ensuring early disposal of ongoing legal cases so as to promote digital transactions, if so, the time by which it is likely to be done; and
- (c) if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(DR. BHAGWAT KARAD)

(a): As per information available with the Reserve Bank of India (RBI), data on cheques and digital transactions is as per the table below:

Financial Year	Total Volume of Cheques (CTS) (in Lakh)	% Growth over the previous year	Total Payments (in Lakh)	Digital Volume	% Growth over the previous year
2020-21	6570.84	-	437068.47	-	-
2021-22	6599.19	0.4	719768.30		64.7
2022-23	7109.27	7.7	1139394.20		58.3

The growth in digital transactions during FY 2021-22 and FY2022-23 is much higher than the growth in volume of cheques

(b) and (c): Payment through 'cheque' is provided under the Negotiable Instruments Act, 1881. However, to encourage customers to adopt digital banking, to create awareness about payment products and to disseminate information about safe digital banking, RBI has been conducting Electronic Banking Awareness and Training (e-BAAT) programmes across the country. The main thrust of a e-BAAT programme comprises:

- i. Awareness about Digital Payment Products
- ii. Awareness about Frauds and Risk Mitigation
- iii. Awareness about grievance redressal.

The target audience includes cross section of the society consisting of bank staff, customers, government officials, students, Self Help Groups, farmers, shopkeepers, traders, and the common man. From 2019 till June 2023, a total of 1184 e-BAAT programmes have been conducted by various Regional Offices of RBI wherein electronic payment systems, their benefits and issues related to safety were explained to the participants. RBI has been observing a Digital Payments Awareness Week in second week of march from 2021. During the week observed in 2023, RBI launched Mission 'Har Payment Digital' as an awareness initiative to make every person in India a user of digital payments. RBI has also launched '75 Digital Villages' programme in observance of 75 years of Independence. Under this programme, Payment System Operators (PSOs) will adopt 75 villages across the country and convert them into digital payment enabled villages.

Apart from above, RBI conducts 360-degree, multimedia channel / platform based public awareness campaigns under the tag of 'RBI Says' or 'RBI Kehta Hai' to create awareness among members of public about various digital payment initiatives that cover customer's safety, security and convenience.
