

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 322**

**TO BE ANSWERED ON THE 5TH DECEMBER, 2023/ AGRAHAYANA 14, 1945
(SAKA)**

CYBER FRAUDS HELPLINE

322. SHRIMATI MALA ROY:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the details of the cases received by the cyber frauds helpline since its inception; and

(b) the details of the cases that have been solved and the guilty punished?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI AJAY KUMAR MISHRA)**

(a) to (b): 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India. The States/UTs are primarily responsible for the prevention, detection, investigation and prosecution of crimes including cyber crime through their Law Enforcement Agencies. The Central Government supplements the initiatives of the States/UTs through advisories and financial assistance under various schemes for their capacity building of their LEAs.

Ministry of Home Affairs has operationalized National Cyber Crime Reporting Portal on 30th August 2019 to provide a centralized mechanism to the citizens for online reporting of all types of cyber crime incidents, with a special focus on cyber crimes against women and children. Incidents reported on this portal, their conversion into FIRs and subsequent action

thereon are handled by the State/UT Law Enforcement Agency concerned as per the provisions of the law.

Citizen Financial Cyber Frauds Reporting and Management System has been developed as a part of “National Cybercrime Reporting Portal”. This module provides an integrated platform, where all stakeholders including Law Enforcement Agencies of States/UTs, all major Banks and financial intermediaries, payment wallets, crypto exchanges and e-commerce companies work in tandem to ensure that quick, decisive, and system-based effective action is taken to prevent the flow of money from victim’s account to cyber fraudster’s account. The money thus seized is then restored to the victim following due legal process. The platform enables identification of the various financial channels being misused by the fraudsters for routing the fraud proceeds. A toll-free Helpline number ‘1930’ has been operationalized to get assistance in lodging online cyber complaints. Since inception of Citizen Financial Cyber Fraud Reporting and Management System, more than 12.77 lakh complaints have been registered till November 15, 2023. So far, financial amount of more than Rs. 930 Crore have been saved in more than 3.80 lakh complaints.

The MHA holds regular interactions with the State/UTs and advises them to expedite the disposal of cyber crime incidents reported.
