

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
**LOK SABHA**  
**UNSTARRED QUESTION NO-5287**  
ANSWERED ON - 4.4.2022

**TRAINING ON CYBER SECURITY**

5287. SHRI MANICKAM TAGORE B.:

Will the Minister of FINANCE be pleased to state:

- (a) whether it is a fact that according to experts there is a need for internet users to train themselves on the cyber security to ensure safe digital economy of the country;
- (b) if so, the details thereof;
- (c) whether the Government has asked banks to make digital transactions more secured; and
- (d) if so, the details thereof?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(DR. BHAGWAT KARAD)

(a) and (b): Reserve Bank of India (RBI) has initiated various measures regarding financial awareness and safe banking practices which include, *inter alia*, focused campaigns on financial awareness, inclusion of financial awareness content in the education curriculum of school students in coordination with the National Centre for Financial Education (NCFE), initiatives for creating customer awareness with respect to digital transactions frauds, multi-media campaign on safe digital banking aimed at building awareness on Unified Payments Interface, frauds and Aadhaar Enabled Payment System.

All these campaigns are aired on Doordarshan and All India Radio, and in other national/local dailies to help in reaching the rural areas. These campaigns also form a part of the popular TV series “Kaun Banega Crorepati”, which is widely watched by public in rural areas.

(c) and (d): To make digital transactions more secure, card networks have been advised by the Reserve Bank of India (RBI) to ensure the following measures in respect of for all face-to-face / card present transactions performed using cards issued and acquired by banks in India:

- (i) PIN authentication should be mandatory for all transactions performed using credit, debit and prepaid cards.
- (ii) While processing a magnetic stripe or Europay, MasterCard and Visa (EMV) Chip and PIN card, fall back to magnetic stripe option shall be enabled only if the transaction cannot be completed as a chip-based transaction, *i.e.*, *ab initio* processing of EMV chip and PIN-based cards on the basis of magnetic stripe data should not be done. Further, specific code for all such fall back transactions shall be indicated in the transaction message sent to the issuer and acquirer banks shall be liable for any loss to customers in case of failure to ensure adherence.

Further, all mobile banking transactions involving debit to the account is to be permitted only by validation through a two-factor authentication.

RBI has also issued Master Direction on Digital Payment Security Controls on 18.2.2021, wherein banks are advised to protect the integrity of data.

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