GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION 2801
TO BE ANSWERED ON 03.08.2022

CYBER FRAUDS

2801. SHRI SANJAY JADHAV:
SHRIMATI DELKAR KALABEN MOHANBHAI:
SHRI ARVIND GANPAT SAWANT:

Will the Minister of Electronics and Information Technology be pleased to state:

(a) the details of consumer complaints of cyber frauds registered on National Consumer Helpline, during the last two years, State-wise particularly with regard to Dadra and Nagar Haveli and Daman and Diu;

(b) whether the Government is taking adequate measures to effectively prevent the increasing cases of cyber frauds and if so, the details thereof; and

(c) whether the Government proposes to launch any awareness campaign to prevent common cyber frauds if so, the details thereof and if not, the reasons therefor?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a): National Consumer Helpline is being run by the Department of Consumer Affairs for registering consumer grievances and facilitating redressal thereof at pre-litigation stage. The data on complainants of the cyber frauds is maintained by National Crime Records Bureau (NCRB). As per the data published by the NCRB, State/UT-wise details of the cases registered under Fraud for cyber crimes (involving communication devices as medium/target) during the period from 2017 to 2020 are at the Annexure-I.

(b) and (c): Government's objectives are aimed at ensuring Open, Safe & Trusted and Accountable Internet to its users. The Law Enforcement Agencies (LEAs) at Centre and States take appropriate legal action as per provisions of law against the cyber crime offenders. Government helps states in combating cyber crimes by assisting them through various awareness schemes. Government has taken a number of legal, technical and administrative measures to prevent cyber crimes. These *inter alia*, include:

(i) The Indian Computer Emergency Response Team (CERT-In) issues alerts and advisories regarding latest cyber threats/vulnerabilities and countermeasures to protect computers and networks on regular basis.

(ii) To spread awareness on cybercrime, Ministry of Home Affairs (MHA) has taken several steps that include dissemination of messages on cybercrime through Twitter handle @cyberDost, radio campaign, publishing of Handbook for Adolescents / Students, publishing of 'Information Security Best practices' for the benefit of Govt. Officials/ Officers. Organizing of cyber safety and Security Awareness weeks, in association with police department in different States/UTs etc., issuing alerts/advisories on cyber crimes, capacity building/training of law enforcement personnel/ prosecutors/ judicial officers, improving cyber forensics facilities etc.

(iii) MeitY through a program, namely, Information Security Education & Awareness (ISEA), has been creating awareness among users highlighting the importance of following

the ethics while using Internet and advising them not to share rumors/fake news. A dedicated website for information security awareness (https://www.infosecawareness.in) provides the relevant awareness material.

Reserve Bank of India (RBI) has issued various instructions in respect of security and risk mitigation measures related to electronic/digital transactions which includes Securing Card Transactions, Securing Payments through Internet Banking / Electronic Payments, ATM Transactions, Prepaid Payment Instruments (PPIs), Limiting Customer Liability on Unauthorized Electronic Banking Transactions, Limiting Customer Liability in Unauthorized Electronic Banking Transactions in PPIs issued by Authorised Non-banks, Enhancing Security of Card Transactions etc.

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Cyber Crime Grievance Count State wise for the FY (2020-2022)

S.no.	State	Grievance Count	
		FY (2020-2021)	FY (2021-2022)
1	DADRA & NAGAR HAVELI	2	-
2	DAMAN & DIU	-	2
3	UTTAR PRADESH	129	733
4	MAHARASHTRA	102	282
5	MADHYA PRADESH	78	273
6	WEST BENGAL	80	266
7	BIHAR	30	236
8	RAJASTHAN	62	199
9	DELHI	63	192
10	GUJARAT	100	120
11	HARYANA	33	150
12	PUNJAB	24	98
13	TAMIL NADU	11	97
14	JHARKHAND	14	86
15	KARNATAKA	18	78
16	ODISHA	25	70
17	UTTRAKHAND	7	61
18	CHHATTISGARH	9	58
19	KERALA	7	59
20	TELANGANA	17	41
21	HIMACHAL PRADESH	10	35
22	JAMMU & KASHMIR	10	35
23	ANDHRA PRADESH	7	36
24	ASSAM	4	39
25	CHANDIGARH	2	8
26	GOA	3	6
27	SIKKIM	1	5
28	TRIPURA	1	4
29	MIZORAM	-	3
30	ANDAMAN NICOBAR	1	1
31	ARUNACHAL PRADESH	-	2
32	Ladakh	-	1
33	MANIPUR	-	1
34	MEGHALAYA	1	-
	Total Grievance	**851**	**3277**