

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA
UNSTARRED QUESTION NO: 220
ANSWERED ON THE MONDAY, JULY 22, 2024/31 ASHADHA, 1946 (SAKA)

ONLINE FRAUDS RELATING TO CREDIT/DEBIT CARDS

220. SHRI C M RAMESH:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government is aware that cards (credit, debit, etc.) and online frauds surge five times and reached more than Rs. 1500 crores in 2023-24 which is nearly 450 per cent higher than last year;
- (b) whether it is also true that private banks have reported maximum number of frauds;
- (c) whether it is also true that even though public sector banks reported less number of crimes but contribute most in value terms;
- (d) the details of majority of online frauds and frauds relating to credit/debit cards during the last five years and the current year, year-wise, bank-wise and State-wise; and
- (e) the way by which the Government is planning to address this menace and bring down cyber frauds?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a) The Reserve Bank of India (RBI) has informed that they maintain data on financial frauds under the category – “credit cards, ATM /debit cards and internet banking”. As per the reporting by banks, the number of frauds and amount involved (cases involving ₹1 lakh and above) for the year FY 2022-23 and FY 2023-24 is furnished below:

FY	No. of Frauds	Amount Involved (in ₹crore)
2022-23	6,699	277
2023-24	29,082	1,457

(b) to (d): The Bank-wise and State-wise number of frauds (cases involving ₹1 lakh and above) as reported by all the banks to RBI under the categories -“credit cards, ATM / debit cards and internet banking” during last five financial years, i.e., from FY 2019-20 to FY 2023-24, are placed at Annex I and Annex II.

(e):To spread awareness against cyber-crimes, the Government has been taking various initiatives from time to time. These, inter alia, includes cyber safety tips through social media accounts, publishing of handbook for adolescents/students, publishing of 'Information Security Best Practices' for the benefit of government officials, organizing cyber safety and security awareness weeks in association with States/Union Territories etc.

In addition to these, RBI and Banks have also been taking awareness campaigns through dissemination of messages on cyber-crime through short SMS, radio campaign, publicity on prevention of 'cyber-crime'. Further, RBI has been conducting electronic-banking awareness and training (e-BAAT) programmes which focuses, inter alia, awareness about frauds and risk mitigation.

The Indian Computer Emergency Response Team (CERT-In) takes various measures for safe usage of digital technologies and prevent cyber frauds through issuance of alerts and advisories, Cybersecurity mock drills to enable assessment of cyber security posture and preparedness of organisations.

In order to facilitate the citizens to report any cyber incidents including financial frauds, the Ministry of Home Affairs (MHA) has launched a National Cybercrime Reporting Portal (www.cybercrime.gov.in) as well as a National Cybercrime Helpline Number "1930". Further, customers can also report financial frauds on the official customer care website or branches of the banks.

Further Department of Telecommunications has launched Digital Intelligence Platform (DIP) and 'Chakshu' facility on Sanchar Saathi portal (<https://sancharsaathi.gov.in>). Chakshu' facilitates citizens to report suspected fraud communication received over call, SMS or WhatsApp with the intention of defrauding like KYC expiry or update of bank account / etc.

Bank-wise number of frauds (₹1 lakh and above) and amount involved, reported by all the banks under the categories – "Credit Cards, ATM/Debit Cards and Internet Banking", during last five FYs, i.e., from FY 2019-20 to FY 2023-24

Name of State/UT	FY 2019-20		FY 2020-21		FY 2021-22		FY 2022-23		FY 2023-24	
	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)
Airtel Payments Bank	0	0.00	0	0.00	0	0.00	16	0.37	194	3.97
Allahabad Bank	1	0.43	0	0.00	0	0.00	0	0.00	0	0.00
American Express Banking Corp.	181	9.10	76	10.18	96	5.62	192	7.51	226	11.90
AU Small Finance Bank Limited	0	0.00	0	0.00	0	0.00	25	0.51	433	11.51
Axis Bank Limited	96	26.31	344	14.55	387	12.56	1137	29.31	3157	97.74
Bandhan Bank Limited	5	0.07	5	0.06	7	0.11	2	0.30	318	11.60
Bank of America	5	0.18	1	0.01	1	0.01	2	0.07	0	0.00
Bank of Bahrain & Kuwait B.S.C.	0	0.00	0	0.00	1	5.44	0	0.00	0	0.00
Bank of Baroda	2	0.03	1	0.03	3	1.20	56	4.90	1224	29.66
Bank of India	1	0.02	0	0.00	1	0.10	0	0.00	63	4.60
Bank of Maharashtra	3	0.12	0	0.00	2	0.06	6	0.52	73	3.33
Canara Bank	16	1.04	3	1.68	4	3.24	2	0.57	4	6.95
Capital Small Finance Bank	0	0.00	0	0.00	1	0.01	2	0.02	7	0.12
Catholic Syrian Bank Ltd	0	0.00	0	0.00	0	0.00	0	0.00	17	2.17
Central Bank of India	34	0.48	56	1.58	88	1.50	52	1.22	270	11.53
Citibank N.A	191	4.94	140	3.26	126	2.79	187	4.19	1437	31.06
City Union Bank Limited	9	0.38	6	0.14	4	0.09	23	1.08	239	8.14
Corporation Bank	6	1.50	0	0.00	0	0.00	0	0.00	0	0.00
DBS Bank India Ltd.	1	0.36	1	0.06	3	0.04	5	0.07	232	4.16
DCB Bank Limited	13	0.71	3	0.35	1	0.01	4	0.89	59	3.23
Deutsche Bank Ag	5	0.05	1	0.01	0	0.00	18	0.30	25	3.45
Equitas Small Finance Bank	0	0.00	2	0.11	0	0.00	9	0.34	47	2.35

Bank-wise number of frauds (₹1 lakh and above) and amount involved, reported by all the banks under the categories – "Credit Cards, ATM/Debit Cards and Internet Banking", during last five FYs, i.e., from FY 2019-20 to FY 2023-24

Name of State/UT	FY 2019-20		FY 2020-21		FY 2021-22		FY 2022-23		FY 2023-24	
	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)	No. of Frauds	Amount Involved (in ₹crore)
ESAF Small Finance Bank	1	0.28	0	0.00	0	0.00	6	0.20	1	0.02
Federal Bank Ltd	18	0.26	5	0.17	2	0.11	28	0.84	684	47.64
Fincare Small Finance Bank	0	0.00	0	0.00	0	0.00	0	0.00	8	0.57
Fino Payments Bank Limited	0	0.00	0	0.00	0	0.00	0	0.00	141	3.40
HDFC Bank Ltd.	148	6.43	88	2.63	75	4.45	866	74.63	5798	518.56
HSBC	256	4.39	150	4.64	100	4.82	124	3.86	225	6.42
ICICI Bank Limited	264	10.93	271	26.35	665	30.13	1027	38.88	6394	295.14
IDBI Bank Limited	79	5.57	66	1.11	72	1.91	62	1.58	81	2.38
IDFC First Bank Limited	5	0.56	2	0.53	1	0.01	35	1.10	188	6.08
India Post Payments Bank	0	0.00	0	0.00	0	0.00	0	0.00	1	0.01
Indian Bank	23	1.03	9	7.33	8	6.65	4	0.06	122	20.06
Indian Overseas Bank	2	4.95	6	0.16	3	0.15	19	0.64	427	9.00
Indusind Bank Ltd	66	3.03	110	5.10	620	16.87	1068	26.72	1648	43.13
Jammu & Kashmir Bank Ltd	0	0.00	0	0.00	0	0.00	1	0.05	0	0.00
Jana Small Finance Bank Limited	0	0.00	0	0.00	1	0.37	0	0.00	17	0.42
JPMorgan Chase Bank	0	0.00	1	0.49	0	0.00	0	0.00	0	0.00
Karnataka Bank Ltd	0	0.00	4	0.69	0	0.00	0	0.00	1	0.02
Karur Vysya Bank Ltd	0	0.00	0	0.00	0	0.00	13	0.26	110	3.01
Kotak Mahindra Bank Ltd.	555	11.27	823	18.98	848	15.68	639	12.62	832	15.81
Lakshmi Vilas Bank Ltd	1	0.05	2	0.05	0	0.00	0	0.00	0	0.00
Nainital Bank Ltd	1	0.02	0	0.00	0	0.00	0	0.00	3	0.16
North East Small Finance Bank	0	0.00	0	0.00	0	0.00	1	0.07	2	0.53
Oriental Bank of Commerce	5	0.70	0	0.00	0	0.00	0	0.00	0	0.00

Bank-wise number of frauds (₹1 lakh and above) and amount involved, reported by all the banks under the categories – "Credit Cards, ATM/Debit Cards and Internet Banking", during last five FYs, i.e., from FY 2019-20 to FY 2023-24

Name of State/UT	FY 2019-20		FY 2020-21		FY 2021-22		FY 2022-23		FY 2023-24	
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Paytm Payments Bank Limited	0	0.00	0	0.00	0	0.00	1	0.40	65	22.24
Punjab And Sind Bank	0	0.00	3	0.30	1	0.01	0	0.00	18	0.26
Punjab National Bank	3	0.12	5	0.85	7	1.90	2	0.20	47	8.74
RBL Bank Limited	33	1.62	33	1.04	22	6.56	444	7.23	1205	20.49
SBM Bank (India)	0	0.00	0	0.00	0	0.00	4	0.92	10	0.38
Shinhan Bank	0	0.00	1	0.01	0	0.00	0	0.00	0	0.00
Shivalik Small Finance Bank	0	0.00	0	0.00	0	0.00	0	0.00	1	0.01
South Indian Bank Ltd	13	0.15	17	1.82	39	1.13	34	0.87	115	5.80
Standard Chartered Bank	227	14.52	73	4.26	89	3.37	153	19.62	244	6.22
State Bank of India	375	7.22	206	9.55	299	27.67	372	32.87	2071	67.30
Syndicate Bank	3	0.17	0	0.00	0	0.00	0	0.00	0	0.00
Tamilnad Mercantile Bank Ltd	2	0.04	4	0.33	1	0.04	2	0.02	6	0.20
The Dhanalakshmi Bank Ltd	0	0.00	0	0.00	0	0.00	0	0.00	35	0.82
UCO Bank	0	0.00	3	0.08	0	0.00	0	0.00	7	0.29
Ujjivan Small Finance Bank	3	0.24	2	0.02	0	0.00	0	0.00	5	1.36
Union Bank of India	17	0.29	10	0.12	16	0.34	6	0.21	288	97.98
United Bank of India	1	0.01	0	0.00	0	0.00	0	0.00	0	0.00
Utkarsh Small Finance Bank	0	0.00	0	0.00	0	0.00	1	0.01	7	0.16
Yes Bank Ltd.	7	9.43	12	0.13	2	0.02	49	1.33	250	4.95
Grand Total	2677	129	2545	119	3596	155	6699	277	29082	1457

Source : RBI

State-wise number of frauds (₹1 lakh and above) and amount involved, reported by all the banks under the categories – "Credit Cards, ATM/Debit Cards and Internet Banking", during last five FYs, i.e., from FY 2019-20 to FY 2023-24										
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Andaman & Nicobar Islands	1	0.01	0	0.00	0	0.00	1	0.01	6	0.16
Andhra Pradesh	23	0.97	23	1.08	26	0.83	59	4.28	444	16.30
Arunachal Pradesh	2	0.02	8	0.12	0	0.00	0	0.00	11	0.39
Assam	77	1.30	34	0.71	17	1.22	25	0.70	224	8.04
Bihar	34	0.55	38	0.65	54	2.09	67	2.28	405	11.66
Chandigarh	13	0.24	7	0.42	26	0.81	21	0.54	100	2.67
Chhattisgarh	14	0.23	7	0.14	21	4.52	36	4.66	192	6.47
Dadra and Nagar Haveli and Daman and Diu	0	0.00	3	0.07	5	0.12	4	0.09	15	0.49
Goa	4	0.05	7	0.19	8	0.42	13	0.39	50	1.16
Gujarat	51	2.87	131	6.27	146	5.14	237	9.87	1349	49.92
Haryana	285	15.96	203	16.74	279	10.69	398	14.22	1116	52.25
Himachal Pradesh	11	0.21	5	0.17	17	0.59	13	0.24	90	2.54
Jammu & Kashmir	1	0.01	9	0.17	7	0.20	19	0.73	74	2.01
Jharkhand	13	0.23	14	1.33	18	0.47	27	0.66	164	6.28
Karnataka	296	18.65	169	8.77	185	15.36	244	11.50	1336	54.84
Kerala	44	2.77	28	2.29	47	1.53	101	4.61	1040	60.09
Ladakh	1	0.01	1	0.01	1	0.02	0	0.00	2	0.02
Madhya Pradesh	37	0.55	40	1.45	70	2.28	119	4.05	672	22.02
Maharashtra	837	45.20	857	35.91	1395	46.57	2467	75.62	6514	282.42
Manipur	0	0.00	1	0.02	0	0.00	0	0.00	11	0.30
Meghalaya	4	0.05	3	0.06	3	0.04	1	0.02	8	1.13

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Mizoram	2	0.03	0	0.00	0	0.00	0	0.00	2	0.93
Nagaland	4	0.06	2	0.02	2	0.04	2	0.02	7	0.10
NCT of Delhi	324	8.30	281	7.84	357	17.07	796	17.96	2487	62.12
Odisha	32	1.46	25	0.81	29	5.52	48	1.35	269	9.01
Overseas	7	0.13	1	0.03	0	0.00	9	0.27	3	0.32
Puducherry	1	0.01	0	0.00	0	0.00	2	0.08	12	0.45
Punjab	33	1.23	40	1.42	92	3.58	125	3.61	512	15.39
Rajasthan	58	7.76	59	2.11	76	4.56	143	10.43	1178	40.96
Sikkim	0	0.00	0	0.00	1	0.02	4	0.06	18	0.90
Tamil Nadu	200	8.70	150	12.80	192	8.98	1053	79.71	6871	553.28
Telangana	56	1.63	96	3.40	101	7.98	126	10.12	925	52.10
Tripura	5	0.05	1	0.01	1	0.01	1	0.02	34	2.63
Uttar Pradesh	136	8.38	167	5.58	265	9.81	334	13.15	1462	83.91
Uttarakhand	11	0.42	17	1.25	18	0.49	13	0.39	126	4.55
West Bengal	60	0.95	118	6.98	137	3.99	191	5.67	1353	49.13
Grand Total	2677	129	2545	119	3596	155	6699	277	29082	1457

Source : RBI