

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

LOK SABHA
UNSTARRED QUESTION NO.3681
TO BE ANSWERED ON 18.12.2024

CYBER FRAUD REDRESSAL MECHANISM

3681. SHRI NAVEEN JINDAL:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) the details of current mechanism for cyber fraud redressal;
- (b) whether the Government has made any efforts to improve cyber fraud redressal mechanism on National Consumer Helpline and if so, the details thereof; and
- (c) the fresh steps taken by the Government to effectively address the rising number of cyber fraud complaints?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री बी. एल. वर्मा)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L. VERMA)

(a) to (c) : 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India. The Government has established the Indian Cyber Crime Coordination Centre (I4C) as an attached office to provide a framework and eco-system for Law Enforcement Agencies (LEAs) to deal with cyber crimes in a comprehensive and coordinated manner. The Government has also launched the National Cyber Crime Reporting Portal (<https://cybercrime.gov.in>) to enable the public to report all types of cyber crimes. Cyber crime incidents reported on this portal are routed automatically to the respective State/UT law enforcement agency for further handling as per the provisions of law. The 'Citizen Financial Cyber Fraud Reporting and Management System' has been launched for immediate reporting of financial frauds and to stop siphoning off fund by the fraudsters. So far, financial amount of more than Rs. 3431 crore has been saved in more than 9.94 lakh complaints.

The Ministry of Home Affairs has taken many steps to spread awareness on cyber crime, which, inter-alia include; dissemination of messages through SMS, I4C social media account i.e. X (formerly twitter) (@Cyberdost), Facebook (CyberDostI4C), Instagram (cyberdosti4C), Telegram (cyberdosti4c), Radio campaign, engaged MyGov for publicity in multiple media, organizing Cyber Safety and Security Awareness weeks, in association with States/UTs, publishing of Handbook for Adolescents/Students, newspaper advertisement on digital arrest and other modus operandi of cyber criminals, use of social media influencers to create special posts on digital arrest, digital displays on railway stations and airports etc. The Ministry of Home Affairs has issued advisory to all the State/UT Governments to carry out publicity of National Cyber Crime Reporting Portal (<https://cybercrime.gov.in>) and Toll-free helpline number '1930' to create mass awareness.

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country for their grievance redressal at a pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, through various channels- Whats App, SMS , mail , NCH app, web portal, Umang app as per their convenience. 1022 Companies, who have voluntarily partnered with NCH, as part of the ‘Convergence’ programme directly respond to these grievances according to their redressal process, and revert by providing a feedback to the complainant on the portal. Complaints against those companies, who have not partnered with National Consumer Helpline, are forwarded to the company’s email id for redressal.

The Department of Consumer Affairs has notified the Consumer Protection (E-commerce) Rules, 2020 under the provisions of the Consumer Protection Act, 2019 to safeguard consumers from unfair trade practices in e-commerce. These rules, inter-alia, outline the responsibilities of e-commerce entities and specify the liabilities of marketplace and inventory e-commerce entities including provisions for consumer grievance redressal.

The Central Consumer Protection Authority, in exercise of the powers conferred by Section 18 of the Consumer Protection Act, 2019, has issued “Guidelines for Prevention and Regulation of Dark Patterns, 2023” on 30th November, 2023 for prevention and regulation of dark patterns listing 13 specified dark patterns identified in e-Commerce sector.
