

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2534**  
ANSWERED ON MONDAY, MARCH 17, 2025/PHALGUNA 26, 1946 (SAKA)

**SECURITY OF DIGITAL TRANSACTION PLATFORM**

†2534. SHRI RAJEEV RAI:

SHRI ANUP SANJAY DHOTRE:

DR. D RAVI KUMAR:

Will the Minister of FINANCE be pleased to state:

- (a) the total number of Unified Payments Interface (UPI) transactions conducted in the country during the last three years and the current year;
- (b) whether the Government is aware of the UPI (Unified Payments Interface) frauds that are happening in the country and if so, the details of frauds reported during the last three years and the steps taken by the Government to mitigate risks associated with UPI payments;
- (c) whether any effective steps taken by the Government to ensure security of digital transaction platforms in the country and if so, the details thereof along with the challenges and risks associated with UPI cash deposits;
- (d) whether the Government has received any complaints of fraudulent withdrawal of money through digital transactions from bank accounts of senior citizens who have not yet adopted digital transactions and online banking facilities;
- (e) if so, the details of such complaints received in Delhi along with the action taken by the Government thereon, district-wise; and
- (f) whether the Government has any plans to integrate UPI with fast payment systems of other countries for cross-border transactions and the way by which it will benefit individuals and the financial sector?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(SHRI PANKAJ CHAUDHARY)

- (a) The total number of Unified Payments Interface (UPI) transactions conducted in the country during the last three financial years and the current financial year are attached as Annexure-I

(b) and (c) With increasing digital payment transactions in the country, incidences of digital financial frauds including UPI frauds have also gone up in the last few years. The details of frauds reported in the country during the last three financial years are attached as Annexure-II.

In order to prevent payment-related frauds, including UPI transaction frauds, various initiatives have been taken up by the Government, the Reserve Bank of India (RBI), and the National Payments Corporation of India (NPCI). These, inter alia, include device binding between the customer's mobile number and device, two-factor authentication through PIN, daily transaction limits, and restrictions on use cases. NPCI also provides a fraud monitoring solution to all the banks to generate alerts and decline transactions using AI/ML-based models. RBI and banks have been conducting awareness campaigns through short SMS, radio campaigns, and publicity on the prevention of cyber-crime.

Further to facilitate the reporting of financial frauds, the Ministry of Home Affairs (MHA) has launched a National Cybercrime Reporting Portal ([www.cybercrime.gov.in](http://www.cybercrime.gov.in)) and a National Cybercrime Helpline Number (1930). Moreover, the Department of Telecommunications (DoT) has launched the Digital Intelligence Platform (DIP) and the 'Chakshu' facility, which enable citizens to report suspected fraudulent communications received via call, SMS, or WhatsApp.

The NPCI has informed that UPI Interoperable Cash Deposits (ICD) service was launched in September 2024 and it has been supported by over 2,400 Cash Recyclers in India. This service ensures secure transactions through a dual validation process, verifying the beneficiary's account and requiring the depositor to authenticate with their UPI PIN before activating the cash slot.

(d) and (e) RBI has informed that they do not have any information in the matter.

(f) The Government and RBI has been working towards linking UPI with the Fast Payment Systems (FPSs) of other countries to facilitate cross-border payments. These efforts include interlinking the FPS on interoperable basis as well as provisioning of payments infrastructure in other countries. Presently UPI is live in 7 countries (UAE, Nepal, Bhutan, Singapore, Mauritius, France and Sri Lanka).

Interlinking of UPI with the fast payment systems of other countries will enable the users making real-time, transparent and cost-effective digital payment transactions. This will ensure seamless remittance transfer and will help Indian tourists visiting abroad for making seamless payments.

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**Annexure I**

**UPI transactions during the last three financial years and the current financial year**

<b>Financial Year</b>	<b>Volume (in Crore)</b>	<b>Value (in lakh Crore)</b>
FY 2021-22	4,595.61	84.16
FY 2022-23	8,371.44	139.15
FY 2023-24	13,112.95	199.95
FY 2024-25 (till Feb'25)	16,756.45	235.80

**Annexure II**

**UPI Domestic Payment Frauds during last 3 financial years**

<b>Financial Year</b>	<b>No. of incidents (in Lakhs)</b>	<b>Amount Involved (INR Crore)</b>
FY 2021-22	4.07	242
FY 2022-23	7.25	573
FY 2023-24	13.42	1,087