

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1736
TO BE ANSWERED ON: 30.07.2025

AWARENESS AMONG INTERNET USERS

1736. SHRI ASADUDDIN OWAISI:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government is aware that only 18 percent of internet users in the country know how to report e-crimes, as revealed in the surveys conducted by the National Statistical Office (NSO);
- (b) if so, the steps taken by the Government to increase awareness among internet users about the reporting mechanisms for cyber crimes;
- (c) the details of the steps taken or proposed by the Government to strengthen online platforms like the National Cyber Crime Reporting Portal to make them more user-friendly and accessible to all including those with limited digital literacy; and
- (d) whether the Government has conducted or plans to conduct further studies including follow-up surveys to identify reasons behind the lack of awareness and to assess the effectiveness of existing reporting mechanisms and if so, the details thereof?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (d): The policies of the Government of India are aimed at ensuring an open, safe, trusted and accountable cyberspace for all users in the country. Government remains conscious of the challenged of cybersecurity and cybercrime.

‘Police’ and ‘Public Order’ are State subjects as per the Seventh Schedule of the Constitution of India. The States/UTs are primarily responsible for the prevention, detection, investigation and prosecution of crimes including cyber crime through their Law Enforcement Agencies (LEAs). The Central Government supplements the initiatives of the State Governments through various advisories and schemes for the capacity building of their police personnel.

National Cyber Crime Reporting Portal

- The Ministry of Home Affairs has set up the ‘Indian Cyber Crime Coordination Centre’ (I4C) to deal with cybercrimes.
- I4C has launched ‘National Cyber Crime Reporting Portal’ (NCRP) (<https://cybercrime.gov.in>) to submit cybercrime complaints. Users can lodge complaints online, upload relevant evidence, and track the progress of their cases.

- A toll-free Helpline number '1930' has been operationalized to get assistance in lodging online cyber complaints.
- Cyber crime incidents reported on National Cyber Crime Reporting Portal, their conversion into FIRs and subsequent action i.e. filing of chargesheets, arrest and resolution of complaints, thereon are handled by the State/UT Law Enforcement Agencies concerned as per the provisions of the law.

Steps taken by the Central Government through various initiatives to create cyber crime awareness

- Hon'ble Prime Minister about the frauds like digital arrests during the episode "Mann Ki Baat" on 27.10.2024 creating awareness amongst the people.
- Department of Telecommunications (DoT) has launched a caller tune campaign with effect from 19.12.2024 for raising awareness about cybercrime and promoting the Cybercrime Helpline Number 1930 & NCRP portal.
- Central Government has launched a comprehensive awareness programme on digital arrest scams which, inter-alia, include; newspaper advertisement, announcement in metros, use of social media to create awareness, campaign through Prasar Bharti and electronic media, special programme on Aakashvani, etc.
- To further spread awareness on cyber crime, the Central Government has taken steps 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), SMS campaign, TV campaign, Radio campaign, School Campaign, advertisement in cinema halls, celebrity endorsement, IPL campaign, campaign during Kumbh Mela 2025, engaged MyGov for publicity in multiple mediums, organizing Cyber Safety and Security Awareness weeks in association with States/UTs, publishing of Handbook for Adolescents/Students, digital displays on railway stations and airports across, etc.
