

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 344**

TO BE ANSWERED ON THE 22ND JULY, 2025/ ASHADHA 31, 1947 (SAKA)

NATIONAL CYBER CRIME REPORTING PORTAL

†344. SHRI AJAY KUMAR MANDAL:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the number of cyber crime complaints registered on NCRP (National Cyber crime Reporting Portal) during the last three years and by what percent this figure is higher than of previous years;

(b) the total amount of losses incurred by citizens due to cyber frauds in the year 2024 in the entire country including Bihar and the increase recorded in this figure as compared to that of the year 2023;

(c) the number of complaints which were resolved out of a total of 19.18 lakh registered complaints on NCRP and the current status of the remaining cases;

(d) the concrete steps being taken by the Government to stop the rapid increase in cases of cyber fraud; and

(e) the National/State level programs organized by the Government in the year 2024 to make the common citizens aware so that the incidents of cyber fraud can be curbed?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI BANDI SANJAY KUMAR)**

(a) to (e): ‘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 States/UTs through advisories and financial assistance under various schemes for capacity building of their LEAs.

The Ministry of Home Affairs has set up the ‘Indian Cyber Crime Coordination Centre’ (I4C) as an attached office to deal with all types of cyber crimes in the country, in a coordinated and comprehensive manner.

The ‘National Cyber Crime Reporting Portal’ (NCRP) (<https://cybercrime.gov.in>) has been launched, as a part of the I4C, to enable public to report incidents pertaining to all types of cyber crimes, with special focus on cyber crimes against women and children. The total number of cybercrime incidents registered on the National Cyber Crime Reporting Portal along with the percentage increase over the last three years, is as under:

S. No.	Year	Total incidents	Percentage increase in incidents Compared to the Previous Year
1	2022	1029026	127.44%*
2	2023	1596493	55.15%
3	2024	2268346	42.08%

*** A total of 452429 incidents were registered in the year 2021.**

The ‘Citizen Financial Cyber Fraud Reporting and Management System’ (CFCFRMS), under I4C, has been launched in year 2021 for immediate reporting of financial frauds and to stop siphoning off funds by the fraudsters. As per CFCFRMS operated by I4C, so far, financial amount of more than Rs. 5,489 Crore has been saved in more than 17.82 lakh complaints. A toll-free Helpline number ‘1930’ has been operationalized to get assistance in lodging online cyber complaints. As per NCRP &CFCFRMS operated by I4C, total amount of losses incurred by citizens due to cyber frauds in the entire country including Bihar in the year 2023 and 2024 are as under:

Year	Number of financial frauds complaints on NCRP	Complaints which have been received in CFCFRMS Module	Amount Reported (₹ In Crore)
2023	1310354	1132624	7465.18
2024	1918865	1718423	22845.73

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.

To strengthen the mechanism to deal with cyber crimes in a comprehensive and coordinated manner, the Central Government has taken steps which, inter-alia, include the following:

- i. A State of the Art, Cyber Fraud Mitigation Centre (CFMC) has been established at I4C where representatives of major banks, Financial Intermediaries, Payment Aggregators, Telecom Service Providers, IT Intermediaries and representatives of States/UTs Law Enforcement Agency are working together for immediate action and seamless cooperation to tackle cybercrime.**
- ii. So far, more than 9.42 lakhs SIM cards and 2,63,348 IMEIs as reported by Police authorities have been blocked by Government of India.**
- iii. 'Sahyog' Portal has been launched to expedite the process of sending notices to IT intermediaries by the Appropriate Government or its agency under clause (b) of sub-section (3) of section 79 of the IT Act, 2000 to facilitate the removal or disabling of access to any information, data or communication link being used to commit an unlawful act.**
- iv. A Suspect Registry of identifiers of cyber criminals has been launched by I4C on 10.09.2024 in collaboration with Banks/Financial Institutions. So far, more than 11 lakh suspect identifier data received from Banks and 24 lakh Layer 1 mule accounts have been shared with**

the participating entities of Suspect Registry and saved more than Rs. 4631 crores.

- v. Samanvaya Platform has been made operational to serve as an Management Information System(MIS) platform, data repository and a coordination platform for LEAs for cybercrime data sharing and analytics. It provides analytics based interstate linkages of crimes and criminals, involved in cybercrime complaints in various States/UTs. The module 'Pratibimb' maps locations of criminals and crime infrastructure on a map to give visibility to jurisdictional officers. The module also facilitates seeking and receiving of techno-legal assistance by Law Enforcement Agencies from I4C and other SMEs. It has lead to arrest of 10,599 accused, 26,096 linkages and 63,019 Cyber Investigation assistance request.**
- vi. The Central Government has taken various initiatives to create cyber crime awareness which, inter-alia, include:-**

- 1) The Hon'ble Prime Minister spoke about digital arrests during the episode "Mann Ki Baat" on 27.10.2024 and apprised the citizens of India.**
- 2) A special programme was organized by Aakashvani, New Delhi on Digital Arrest on 28.10.2024.**

- 3) Caller Tune Campaign: I4C is collaboration with the 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. The caller tunes were also being broadcast in English, Hindi and 10 regional languages by Telecom Service Providers (TSPs). Six versions of caller tunes were played which cover various modus-operandi, namely, Digital Arrest, Investment Scam, Malware, Fake Loan App, Fake Social Media Advertisements.**
- 4) The Central Government has launched a comprehensive awareness programme on digital arrest scams which, inter-alia, include; newspaper advertisement, announcement in Delhi Metros, use of social media influencers to create special posts, campaign through Prasar Bharti and electronic media, special programme on Aakashvani and participated in Raahgiri Function at Connaught Place, New Delhi on 27.11.2024.**
- 5) 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.**
