

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

UNSTARRED QUESTION NO.90

ANSWERED ON THE MONDAY, JULY 21, 2025/ASHADHA 30, 1947 (SAKA)

LOSSES DUE TO FINANCIAL FRAUDS

90. SHRI ANTO ANTONY:
SHRI BAIJAYANT PANDA:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has any data regarding the number of cyber fraud and financial fraud cases reported in the country;
- (b) the details of the total number of such cases and quantum of money lost and recovered in the country during the last five years, year-wise, bank-wise and State-wise including Odisha;
- (c) the number of financial/cyber crime complaints reported and lodged from Odisha in 2024 compared to those in 2023; and
- (d) the steps taken by the Government to protect account holders from cyber frauds?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a) to (c): With increasing digital payment transactions in the country, incidences of fraudulent practices including digital payment frauds have also gone up in the last few years. '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 bank-wise and state-wise data including the state of Odisha under the category 'Digital Payments, Card/Internet and Advances-Digital Lending (app based)' from FY 2020-21 to FY 2024-25 as reported by banks to RBI based on date of reporting are provided in Annex 1 and Annex 2 respectively.

(d): RBI has issued Master Directions on Digital Payment Security Controls in February, 2021 to combat web and mobile app threats. These guidelines mandate the banks to implement a common minimum standards of security controls for various payment channels like internet, mobile banking, card payment etc. RBI and banks have also been taking up awareness campaigns through short SMS, radio campaign, publicity on prevention of 'cyber-crime' etc. RBI has further launched an Artificial Intelligence (AI) based tool 'MuleHunter' for identification of money mule and advised the banks and financial institutions for its uses.

Further, in order to prevent frauds related to UPI transaction, NPCI has implemented device binding between mobile number and the device, two-factor authentications through PIN, daily transaction limit, limits and curbs on use cases etc. NPCI also provides a AI / Machine Learning (ML) based fraud monitoring solution to all the banks to generate alerts and decline transactions.

Annex-1																
Bank wise data under the area of operations Digital Payments, Card/Internet and Advances-Digital Lending(app based) from FY 2020-21 to FY 2024-15 as reported by Banks to RBI based on date of reporting.																
	FY	2020-21			2021-22			2022-23			2023-24			2024-25		
Sl. No.	Name of Bank	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)
1	Airtel Payments Bank Limited	2	0.01	0.00				7446	0.00	0.00	44569	3.24	0.85	19697	0.24	0.17
2	American Express Banking Corp.	1881	11.46	0.58	2257	6.47	1.01	2302	10.73	0.53	2587	11.92	0.69	2043	7.64	0.36
3	AU Small Finance Bank Limited				3	0.00	0.00	374	0.12	0.01	3476	1.84	1.16	4025	0.26	0.08
4	Axis Bank Limited	5256	1.80	3.29	5526	5.27	2.28	7183	6.65	0.81	32069	13.40	3.87	17325	17.37	6.56
5	Bandhan Bank Limited	133	0.16	0.14	216	0.32	0.23	48	0.34	0.00	2236	0.00	0.00	2534	0.00	0.00
6	Bank of America , National Association	74	0.00	0.11	17	0.00	0.02	29	0.01	0.10						
7	Bank of Bahrain & Kuwait B.S.C.	3	0.01	0.00	3	5.44	0.00									
8	Bank of Baroda	6	0.04	0.00	3	1.20	0.00	629	0.98	0.05	11923	1.44	1.28	2990	0.26	0.00
9	Bank of India				1	0.10	0.00	2	0.00	0.00	80	0.26	0.48	29	1.08	0.00
10	Bank of Maharashtra				3	0.02	0.05	17	0.16	0.00	438	1.17	0.00	57	0.00	0.29
11	Canara Bank	8	1.34	0.35	4	0.30	2.95	2	0.20	0.36	6	0.64	6.22	181	7.11	3.69
12	Capital Small Finance Bank Limited	25	0.00	0.00	15	0.00	0.00	12	0.00	0.00	51	0.00	0.00	1	0.00	0.00
13	Central Bank of India	837	3.66	0.19	1120	4.52	0.00	416	1.88	0.00	2279	6.18	0.82	386	0.45	0.44
14	Citibank N.A	1429	5.80	0.34	1207	6.15	0.27	1661	5.16	0.26	16275	1.44	0.00	576	3.28	0.00
15	City Union Bank Limited	219	0.00	0.01	65	0.00	0.07	236	0.00	0.00	1818	0.00	0.00	571	0.00	0.00
16	CSB BANK LIMITED	20	0.03	0.00	3	0.01	0.00	18	0.00	0.00	246	1.97	0.00	130	0.00	0.00
17	DBS Bank India Ltd.	149	0.06	0.01	108	0.00	0.01	138	0.01	0.08	3965	0.27	0.86	623	0.06	0.08
18	DCB Bank Limited	80	0.00	0.07	41	0.00	0.02	4	0.00	0.02	84	0.00	0.03	4	0.00	0.01
19	Deutsche Bank Ag	24	0.09	0.00	8	0.03	0.01	214	0.01	0.00	132	0.00	0.00	41	0.01	0.00
20	Doha Bank Qsc	1	0.01	0.00							1	0.00	0.00	1	0.00	0.00
21	Equitas Small Finance Bank Limited	8	0.11	0.01	11	0.02	0.00	240	0.00	0.00	1636	0.22	0.00	617	0.00	0.00
22	ESAF Small Finance Bank Limited	3	0.00	0.00	1	0.00	0.00	11	0.00	0.00	8	0.00	0.02	5	0.00	0.00

23	Federal Bank Ltd	283	0.75	0.00	263	0.35	0.07	983	0.12	0.11	12303	29.67	0.47	3050	0.00	0.35
24	Fincare Small Finance Bank Limited	10	0.01	0.00				26	0.00	0.00	119	0.00	0.00			
25	Fino Payments Bank Limited										1587	3.67	0.86	160	0.00	0.03
26	HDFC Bank Ltd.	3743	10.82	0.07	4436	13.11	0.19	1766	4.29	4.02	9351	6.30	41.58	35074	3.43	12.08
27	Hongkong And Shanghai Banking Corpn.Ltd.	2577	2.08	5.80	2453	1.24	6.95	1705	0.31	3.16	3005	2.31	4.54	3852	1.53	16.76
28	ICICI Bank Limited	1009	7.76	0.00	4895	17.36	0.54	5755	14.43	0.20	28947	47.88	0.10	12108	31.56	0.49
29	IDBI Bank Limited	1821	0.06	0.04	1692	0.00	0.02	607	0.00	0.00	522	0.00	0.03	317	0.00	0.15
30	IDFC First Bank Limited	163	0.98	0.00	170	0.31	0.01	541	0.39	0.04	1210	0.06	0.02	398	0.18	0.00
31	India Post Payments Bank Limited							92	0.00	0.00	37	0.00	0.00			
32	Indian Bank	75	6.82	0.49	84	6.80	0.05	118	0.26	0.05	1397	15.34	1.12	769	0.03	0.11
33	Indian Overseas Bank	329	0.35	0.34	218	0.54	0.00	923	0.15	0.42	8029	0.38	0.04	1312	0.00	0.04
34	Indusind Bank Ltd	110	0.25	0.13	757	0.01	1.46	4898	0.38	0.81	12928	0.06	1.61	6801	0.00	1.90
35	Jammu & Kashmir Bank Ltd							1	0.05	0.00						
36	Jana Small Finance Bank Limited	18	0.03	0.00	1	0.37	0.00				211	0.04	0.01	17	0.00	0.00
37	JIO PAYMENTS BANK LIMITED							5	0.00	0.00	54	0.00	0.00			
38	JPMORGAN CHASE BANK NATIONAL ASSOCIATION	1	0.00	0.49							1	0.00	0.00			
39	Karnataka Bank Ltd	155	0.11	0.22							24	0.00	0.00			
40	Karur Vysya Bank Ltd							155	0.00	0.00	3704	0.00	0.04	492	0.00	0.00
41	Kotak Mahindra Bank Ltd.	46271	0.00	0.49	33723	0.00	0.03	18674	0.00	0.76	23645	0.01	0.04	4661	0.09	0.01
42	Lakshmi Vilas Bank Ltd	3	0.06	0.00												
43	Nainital Bank Ltd										88	0.00	0.00	33	16.02	0.00
44	North East Small Finance Bank Limited							1	0.00	0.00	14	0.52	0.00	43	0.00	0.00
45	NSDL PAYMENTS BANK LIMITED				1	0.00	0.00									
46	Paytm Payments Bank Limited	9	0.01	0.00	8	0.02	0.00	5	0.40	0.01	182	4.35	0.46	61	0.00	0.05
47	Punjab And Sind Bank	65	0.40	0.00	91	0.14	0.00	25	0.00	0.01	224	0.00	0.00	91	0.00	0.00
48	Punjab National Bank	474	1.56	0.10	199	2.20	0.20	26	0.13	0.15	323	6.39	1.66	129	0.01	0.01
49	RBL Bank Limited	268	0.65	0.00	283	6.00	0.08	12482	0.42	0.84	34135	0.13	7.59	8200	0.34	3.38
50	SBM BANK (INDIA) LTD.							99	0.00	0.07	284	0.00	0.00	109	0.00	0.00
51	Shinhan Bank	1	0.00	0.00	1	0.00	0.00							1	0.00	0.00
52	SHIVALIK SMALL FINANCE BANK LIMITED							1	0.00	0.00	16	0.00	0.00	3	0.00	0.00
53	South Indian Bank Ltd	456	0.06	0.10	381	0.17	0.02	377	0.04	0.02	635	0.80	0.60	219	0.51	0.62

54	Standard Chartered Bank	407	4.05	0.01	2077	5.30	0.01	3000	6.55	0.00	3997	2.32	0.22	1736	1.54	0.59
55	State Bank of India	4863	24.24	0.11	2966	30.29	4.54	1351	30.77	1.05	13378	20.75	1.96	10815	8.08	0.08
56	Suryoday Small Finance Bank Limited	3	0.00	0.00				2	0.00	0.00	3	0.00	0.00			
57	Tamilnad Mercantile Bank Ltd	16	0.20	0.00	11	0.00	0.00	6	0.01	0.00	654	0.00	0.00	388	0.00	0.00
58	The Dhanalakshmi Bank Ltd	16	0.05	0.00	4	0.01	0.00	44	0.01	0.00	415	0.00	0.00	122	0.00	0.00
59	UCO Bank	13	0.10	0.00							48	0.09	0.14	5	0.15	0.00
60	Ujjivan Small Finance Bank Limited	7	0.04	0.00	2	0.00	0.00	1	0.00	0.00	18	0.76	0.57	290	0.01	0.01
61	Union Bank of India	382	1.17	0.00	350	1.27	0.00	111	0.33	0.00	3067	4.07	71.90	83	0.48	0.01
62	Utkarsh Small Finance Bank Limited							33	0.00	0.00	223	0.00	0.00	45	0.00	0.00
63	Yes Bank Ltd.	282	0.00	0.00	213	0.04	0.00	1025	0.01	0.11	4831	0.06	0.00	2518	0.06	0.00
	Grand Total	73988	87.17	13.51	65891	115.35	21.08	75820	85.28	14.06	293488	189.96	151.85	145738	101.82	48.37

Annex-2

State wise data under the area of operations Digital Payments, Card/Internet and Advances-Digital Lending(app based) from FY 2020-21 to FY 2024-15 as reported by Banks to RBI based on date of reporting.

	FY	2020-21			2021-22			2022-23			2023-24			2024-25		
Sl. No.	State	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)	Number of Frauds	Extent of Loss (in Crore)	Total amount recovered (in Crore)
1	Andaman & Nicobar Islands	3	0.00	0.00	1	0.00	0.00	4	0.00	0.00	35	0.00	0.00	6	0.00	0.00
2	Andhra Pradesh	733	0.72	0.02	521	0.29	0.03	489	3.30	0.21	3228	1.76	0.67	1861	3.19	0.69
3	Arunachal Pradesh	71	0.38	0.00	4	0.00	0.00	5	0.00	0.00	37	0.00	0.00	12	0.01	0.00
4	Assam	377	1.68	0.03	160	1.04	0.01	140	0.25	0.00	1140	0.74	0.19	488	0.06	0.05
5	Bihar	871	1.09	0.11	1015	2.08	0.29	668	1.20	0.01	3288	0.39	0.26	1724	0.52	0.06
6	Chandigarh	268	0.12	0.01	247	0.43	0.01	214	0.18	0.00	1133	0.05	0.02	299	0.21	0.00
7	Chhattisgarh	222	0.21	0.01	180	0.55	3.73	240	3.84	0.00	1397	1.50	0.21	442	0.02	0.02
8	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	65	0.02	0.00	69	0.02	0.01	53	0.00	0.00	141	0.12	0.00	64	0.01	0.00
9	Goa	190	0.30	0.04	221	0.30	0.01	82	0.10	0.00	303	0.04	0.00	107	0.04	0.00
10	Gujarat	4746	1.27	0.15	3015	3.23	0.20	2627	3.32	0.36	9521	7.73	1.87	3875	1.49	0.69
11	Haryana	5991	16.24	0.89	5799	10.31	1.48	12051	13.01	0.72	53032	29.57	1.67	23861	10.26	0.64
12	Himachal Pradesh	256	0.78	0.01	174	0.34	0.01	93	0.14	0.02	593	0.07	0.00	230	1.65	0.02
13	Jammu & Kashmir	105	0.36	0.00	76	0.14	0.00	66	0.22	0.11	370	0.15	0.00	215	0.21	0.01
14	Jharkhand	261	0.25	0.05	263	0.19	0.01	230	0.08	0.02	1058	1.16	0.04	661	0.05	0.01
15	Karnataka	4371	6.57	0.58	3571	11.50	3.18	2593	3.51	1.44	11171	6.62	7.30	4205	7.38	3.97
16	Kerala	956	1.66	0.05	618	0.93	0.09	1479	2.62	0.13	14667	30.42	1.54	4502	1.48	1.00
17	LADAKH	13	0.06	0.00	4	0.01	0.00	2	0.00	0.00	15	0.00	0.00	8	0.00	0.00
18	Lakshadweep													1	0.00	0.00
19	Madhya Pradesh	979	2.21	0.09	824	1.72	0.10	1003	0.95	0.11	5564	2.57	0.51	1610	0.26	0.07
20	Maharashtra	27449	14.07	8.64	25979	25.08	8.74	24493	13.28	5.60	76136	42.54	89.29	31658	27.44	25.12
21	Manipur	25	0.07	0.00	5	0.00	0.00	7	0.01	0.01	62	0.01	0.00	41	0.00	0.02

22	Meghalaya	23	0.09	0.00	12	0.02	0.00	7	0.02	0.00	76	0.97	0.00	33	0.14	0.00
23	Mizoram				2	0.00	0.00	1	0.01	0.00	14	0.00	0.00	7	0.00	0.00
24	Nagaland	21	0.08	0.00	5	0.00	0.00	8	0.00	0.00	29	0.00	0.00	15	0.00	0.00
25	NCT OF DELHI	8435	6.06	1.05	6715	13.93	1.19	16418	6.94	0.84	45104	5.96	8.07	11431	2.43	3.89
26	Odisha	300	0.46	0.08	337	4.96	0.01	241	0.61	0.12	1550	1.00	0.15	753	2.58	0.06
27	Overseas	6	0.04	0.00				19	0.01	0.05	5	0.00	0.02	14	2.28	0.00
28	Puducherry	26	0.01	0.00	14	0.01	0.00	30	0.00	0.00	168	0.01	0.00	71	0.14	0.00
29	Punjab	1226	1.96	0.15	1115	2.27	0.67	791	1.53	0.26	3116	1.33	0.61	1150	3.58	0.50
30	Rajasthan	1574	2.14	0.09	1020	3.07	0.36	1392	6.63	0.09	9153	6.32	2.38	5981	0.48	0.53
31	Sikkim	17	0.01	0.00	8	0.02	0.00	7	0.00	0.00	78	0.05	0.02	23	0.02	0.10
32	Tamil Nadu	5585	18.14	0.64	5953	16.27	0.32	3871	5.18	2.71	21995	10.26	33.11	37497	5.54	9.36
33	Telangana	2918	2.00	0.13	2129	7.41	0.07	1589	6.02	0.85	6779	4.73	0.35	2442	5.57	0.20
34	Tripura	53	0.10	0.00	9	0.01	0.00	16	0.00	0.00	173	1.23	0.26	71	3.25	0.00
35	Uttar Pradesh	4130	3.06	0.35	4223	6.91	0.36	3357	9.56	0.17	12566	29.23	0.82	4902	19.08	0.39
36	Uttarakhand	251	0.75	0.01	261	0.14	0.01	204	0.12	0.01	919	0.09	1.22	407	0.05	0.07
37	West Bengal	1471	4.23	0.33	1342	2.20	0.19	1330	2.63	0.22	8872	3.34	1.25	5071	2.42	0.87
	Grand Total	73988	87.17	13.51	65891	115.35	21.08	75820	85.28	14.06	293488	189.96	151.85	145738	101.82	48.37