

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO. 2664**

**TO BE ANSWERED ON THE 16<sup>TH</sup> DECEMBER, 2025/ AGRAHAYANA 25, 1947  
(SAKA)**

**CYBER FRAUD TARGETING PILGRIMS AND TOURISTS**

**†2664. SHRI MURARI LAL MEENA:**

**Will the Minister of HOME AFFAIRS be pleased to state:**

**(a) whether the incidents of cyber fraud targeting pilgrims and tourists particularly in the name of hotel bookings, travel packages or donation collections have increased significantly during the recent years;**

**(b) if so, the details of cases registered, arrests made and investigation status from 2022 to 2025, State-wise and year-wise;**

**(c) whether numerous fake websites and mobile numbers are being promoted on Google Search, social media and other open platforms in the name of religious and tourist destinations through which fraudsters collect money from travellers via UPI or Paytm, if so, the steps taken by the Government in this regard; and**

**(d) whether the Government proposes to implement a mandatory system for verification and registration of such online booking platforms and travel agencies?**

**ANSWER**

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

**(a) to (d): The National Crime Records Bureau (NCRB) compiles and publishes the statistical data on crimes in its publication “Crime in India”.**

**The latest published report is for the year 2023. As per the data published by the NCRB, State/UT wise details of cases registered, cases charge-**

**sheeted, cases convicted, persons arrested, persons charge-sheeted and persons convicted under Fraud for Cyber Crimes (involving communication devices as medium/target) during the period from 2022 to 2023 are at the Annexure-I. Specific information related to cyber fraud targeting pilgrims and tourists is not maintained by NCRB.**

**To strengthen the mechanism to deal with cyber crimes including cyber frauds targeting pilgrims and tourists, the Central Government has taken steps which, inter-alia, include the following:**

- i. Ministry of Tourism through its Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal receives complaints/grievances related to service delivery, cheating etc. The CPGRAMS portal is available to the citizens 24x7 to lodge their grievances related to inappropriate trade practices by Tourism & hospitality service providers, including Online Travel Agents.**
- ii. To ensure standardized services for tourists, Ministry of Tourism gives recognition to different categories of service providers in Travel & Hospitality industry including Online Travel Agents in accordance with the guidelines issued by the Ministry in each category for a period of 5 years. If Ministry of Tourism approved Travel & Tourism Stakeholders**

are not found to be working in the manner fulfilling the required service standards or complaints of serious nature related to deficiency in services, irregularities etc., or it is found that the agency has got recognition on the basis of false or fabricated documents, etc., the Ministry of Tourism may consider to withdraw/terminate/revoke the recognition granted.

- iii. The 'National Cyber Crime Reporting Portal' (NCRP) (<https://cybercrime.gov.in>) has been launched, as a part of the Indian Cyber Crime Coordination Centre' (I4C), to enable public to report incidents pertaining to all types of cyber crimes, with special focus on cyber crimes against women and children. Cyber crime incidents reported on this portal, their conversion into FIRs and subsequent action thereon are handled by the State/UT Law Enforcement Agencies concerned as per the provisions of the law.
- iv. 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. Till 31.10.2025, financial amount of more than Rs. 7,130 Crore has been saved in more than 23.02 lakh complaints. A toll-free Helpline number '1930' has been operationalized to get assistance in lodging online cyber complaints.

- v. **‘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. 18 phishing websites related to hotel booking impersonation for Char Dham Yatra, Parmarth Niketan, Somnath, etc. have been disabled under section 79 (3)(b), of IT Act, 2000. Shree Somnath Trust and I4C have identified and taken down more than 75 fake websites and advertisements impersonating the Trust.**
- vi. **An advisory was published by I4C, MHA to alert the public about online booking frauds, especially those targeting religious pilgrims and tourists across the country on 19.04.2025 through Press Information Bureau (PIB).**

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State/UT-wise Cases Registered(CR), Cases Chargesheeted (CCS), Cases Convicted(CON), Persons Arrested(PAR), Persons Chargesheeted (PCS) and Persons Convicted(PCV) under Fraud (Sec. 420 r/w Sec.465, 468/471 IPC r/w IT Act) for Cyber Crimes (involving communication devices as medium/target) during 2022-2023

SL	State/UT	2022						2023					
		CR	CCS	CON	PAR	PCS	PCV	CR	CCS	CON	PAR	PCS	PCV
1	Andhra Pradesh	984	69	2	141	125	3	909	77	0	75	90	0
2	Arunachal Pradesh	0	2	0	2	2	0	0	0	0	0	0	0
3	Assam	16	1	0	3	1	0	0	0	0	0	0	0
4	Bihar	1441	829	2	1311	907	2	2611	1540	2	1899	1877	9
5	Chhattisgarh	42	19	0	37	37	0	29	10	0	11	11	0
6	Goa	11	0	0	0	0	0	0	0	0	0	0	0
7	Gujarat	108	43	0	93	86	0	112	32	0	88	70	0
8	Haryana	44	28	0	62	60	0	11	6	0	16	16	0
9	Himachal Pradesh	9	0	0	2	0	0	7	5	0	0	6	0
10	Jharkhand	98	53	0	85	123	0	43	21	0	21	21	0
11	Karnataka	0	0	0	0	0	0	0	0	0	0	0	0
12	Kerala	26	2	0	9	2	0	117	3	0	15	4	0
13	Madhya Pradesh	180	36	4	83	78	9	91	18	6	52	47	7
14	Maharashtra	2202	168	0	425	254	0	2075	276	0	565	449	0
15	Manipur	0	0	0	0	0	0	0	0	0	0	0	0
16	Meghalaya	0	0	0	0	0	0	0	0	0	0	0	0
17	Mizoram	0	0	0	0	0	0	0	0	0	0	0	0
18	Nagaland	0	0	0	0	0	0	0	0	0	0	0	0
19	Odisha	957	62	0	87	106	0	1362	75	0	139	160	0
20	Punjab	61	6	0	43	13	0	25	16	1	27	18	2
21	Rajasthan	292	47	13	70	71	13	84	9	0	18	17	0
22	Sikkim	0	0	0	0	0	0	0	0	0	0	0	0
23	Tamil Nadu	251	21	0	78	31	0	887	14	0	46	26	0
24	Telangana	9581	1786	34	1730	2974	46	10626	1760	6	505	3757	6
25	Tripura	0	0	0	0	0	0	0	0	0	0	0	0
26	Uttar Pradesh	766	151	74	227	202	87	287	86	0	63	123	0
27	Uttarakhand	31	13	0	14	15	0	18	19	0	19	24	0
28	West Bengal	30	1	0	27	2	0	7	3	0	6	3	0
	<b>TOTAL STATE(S)</b>	<b>17130</b>	<b>3337</b>	<b>129</b>	<b>4529</b>	<b>5089</b>	<b>160</b>	<b>19301</b>	<b>3970</b>	<b>15</b>	<b>3565</b>	<b>6719</b>	<b>24</b>
29	A&N Islands	0	0	0	0	0	0	0	0	0	0	0	0
30	Chandigarh	2	0	0	0	0	0	0	0	0	0	0	0
31	D&N Haveli and Daman & Diu	0	0	0	0	0	0	0	0	0	0	0	0
32	Delhi	331	51	0	249	119	0	163	31	7	85	61	11
33	Jammu & Kashmir	7	3	0	0	5	0	2	0	0	0	0	0
34	Ladakh	0	0	0	0	0	0	0	0	0	0	0	0
35	Lakshadweep	0	0	0	0	0	0	0	0	0	0	0	0
36	Puducherry	0	0	0	0	0	0	0	0	0	0	0	0
	<b>TOTAL UT(S)</b>	<b>340</b>	<b>54</b>	<b>0</b>	<b>249</b>	<b>124</b>	<b>0</b>	<b>165</b>	<b>31</b>	<b>7</b>	<b>85</b>	<b>61</b>	<b>11</b>
	<b>TOTAL (ALL INDIA)</b>	<b>17470</b>	<b>3391</b>	<b>129</b>	<b>4778</b>	<b>5213</b>	<b>160</b>	<b>19466</b>	<b>4001</b>	<b>22</b>	<b>3650</b>	<b>6780</b>	<b>35</b>

Source: 'Crime in India' published by NCRB.