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GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS

LOK SABHA
UNSTARRED QUESTION NO. 431

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TO BE ANSWERED ON THE 2ND DECEMBER, 2025/ AGRAHAYANA 11, 1947 (SAKA)

CYBERCRIME TARGETING SENIOR CITIZENS

†431.   SHRI ASHOK KUMAR RAWAT:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government is aware that cases of cyber fraud and online scam are increasing rapidly across the country, especially among senior citizens, who are being duped through phone calls and online applications;

(b) if so, the number of such cyber fraud cases reported during the last three years, State/UT-wise;

(c) the total loss incurred to senior citizens during the said period, particularly in Uttar Pradesh; and

(d) the steps taken or proposed to be taken by the Government to curb cyber crimes and strengthen the cyber security mechanism?

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ANSWER

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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, details of cases registered under fraud under cyber crimes (involving communication devices as medium/target) during the period from 2021 to 2023 are at Annexure.

Specific data regarding cyber crime complaints lodged by senior citizens in the country is not maintained separately by NCRB.

'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 and cyber crime against elderly persons 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.

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

i. 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.

ii. 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. 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.

iii. 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. So far, 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.

iv. 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.

v. So far, more than 11.14 lakhs SIM cards and 2.96 lakhs IMEIs as reported by Police authorities have been blocked by Government of India.

vi. CERT-In issues alerts and advisories regarding latest cyber threats/vulnerabilities and countermeasures to protect computers, mobile phones, networks and data on an ongoing basis.

vii. National Cyber Coordination Centre (NCCC) implemented by the CERT-In serves as the control room to scan the cyberspace in the country and detect cyber security threats. NCCC facilitates coordination among different agencies by sharing with them the metadata from cyberspace for taking actions to mitigate cyber security threats.

viii. CERT-In operates the Cyber Swachhta Kendra (Botnet Cleaning and Malware Analysis Centre) to detect malicious programs and provides free tools to remove the same, and also provides cyber security tips and best practices for citizens and organisations.

ix. 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.

5) In partnership with DD News, I4C conducted a cybercrime awareness campaign running through Weekly Show Cyber-Alert starting from 19th July 2025 for 52 Weeks.

6) 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 & Suraj Kund 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.

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State/UT-wise Cases Registered under fraud under Cyber Crimes during the year 2021-2023

SL	State/UT	2021	2022	2023
1	Andhra Pradesh	952	984	909
2	Arunachal Pradesh	2	0	0
3	Assam	82	16	0
4	Bihar	1373	1441	2611
5	Chhattisgarh	67	42	29
6	Goa	1	11	0
7	Gujarat	208	108	112
8	Haryana	52	44	11
9	Himachal Pradesh	6	9	7
10	Jharkhand	79	98	43
11	Karnataka	6	0	0
12	Kerala	16	26	117
13	Madhya Pradesh	89	180	91
14	Maharashtra	1678	2202	2075
15	Manipur	0	0	0
16	Meghalaya	0	0	0
17	Mizoram	0	0	0
18	Nagaland	0	0	0
19	Odisha	1205	957	1362
20	Punjab	29	61	25
21	Rajasthan	371	292	84
22	Sikkim	0	0	0
23	Tamil Nadu	107	251	887
24	Telangana	7003	9581	10626
25	Tripura	0	0	0
26	Uttar Pradesh	614	766	287
27	Uttarakhand	0	31	18
28	West Bengal	40	30	7
	TOTAL STATE(S)	**13980**	**17130**	**19301**
29	A&N Islands	0	0	0
30	Chandigarh	0	2	0
31	D&N Haveli and Daman & Diu	0	0	0
32	Delhi	19	331	163
33	Jammu & Kashmir	8	7	2
34	Ladakh	0	0	0
35	Lakshadweep	0	0	0
36	Puducherry	0	0	0
	TOTAL UT(S)	**27**	**340**	**165**
	TOTAL (ALL INDIA)	**14007**	**17470**	**19466**

Source: Crime in India published by NCRB.

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