GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA
UNSTARRED QUESTION NO. 2432

ANSWERED ON THE MONDAY, 3 AUGUST, 2026 / SHRAVANA 12, 1948 (SAKA)

Rise in Digital Payment Frauds

2432. SHRI BALWANT BASWANT WANKHADE:

Will the Minister of FINANCE be pleased to state:

(a) the details of the total number of digital payment frauds reported, category-wise, along with the total amount of money involved between 2015 and 2025, year-wise ;
(b) the details of the amount recovered and returned to victims in such frauds during the same period, year-wise;
(c) whether the Government has conducted any assessment regarding the rise in digital payment frauds and the vulnerability of senior citizens;
(d) if so, the measures taken or being considered by the Government to address the crisis;and
(e) the details of budget allocation and expenditure incurred on cyber fraud awareness and digital payment safety campaigns, since 2019, year-wise and activity-wise?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a) and (b): With increasing digital payment transactions in the country, incidence of cyber frauds including digital payment frauds have also gone up in the last few years. As per Reserve Bank of India (RBI), the details of digital payment frauds reported by banks and financial institutions, during FY 2015-16 to FY 2025-26 is enclosed as Annex.

(c) and (d): RBI has issued a discussion paper titled “Exploring safeguards in digital payments to curb frauds” in April, 2026, highlighting the rapid growth of digital payments in India and the corresponding rise in Authorized Push Payment (APP) frauds, driven largely by social engineering and instant fund transfers. The security measures aim at safeguarding vulnerable customer segments undertaking specified digital payment transactions.

To help customers recover the loss on account of fraudulent transactions, RBI vide circular dated 6th July, 2017 issued instructions to the banks on limiting the liability of customers (viz. Zero liability, Limited liability and Liability as per Board-approved policy) in cases of unauthorised electronic banking transactions. Further, the RBI has recently issued revised directions on Compensation for Small Value Fraudulent Electronic Banking Transactions, introducing a one-time reimbursement facility of up to ₹50,000 for eligible customers who become victims of digital payment frauds, subject to 85 percent of their net loss or Rs. 25,000, whichever is lower. The revised framework seeks to provide prompt financial relief to customers while strengthening consumer confidence in digital payment systems.

(e): There is no centralised data capturing mechanism regarding expenditure incurred on cyber fraud awareness. In order to spread awareness against cyber-crimes and to safeguard interests of citizens, several steps have been taken by Government, RBI and Banks, which inter alia include:

(i) RBI has conducted 1489 Electronic Banking Awareness and Training(e-BAAT) programmes to promote awareness and the safe use of digital payments across the country.

(ii) In addition, Public Awareness Campaigns (PACs) on Money Mules are undertaken by the banks and RBI through multiple media platforms, such as television campaign, SMS, Print and social Media platforms.

(iii) Similarly, National Payment Council of India (NPCI) is also running media campaign “Main Moorkh Nahi Hun” on all social media platforms such as Television, radio, youtube, Instagram, etc in 12 Indian languages to reach rural areas.

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Annex

ANNEXURE REFERRED TO IN PART(a) to (b) OF THE LOK SABHA UNSTARRED QUESTION NO. 2432 ON ‘RISE IN DIGITAL PAYMENT FRAUDS’ FOR ANSWER ON 03.08.2026.

	2015-16		2016-17		2017-18		2018-19		2019-20		2020-21		2021-22		2022-23		2023-24		2024-25		2025-26	
Category of Fraud	**Number of Frauds**	**Amount Involved in Crores**	**Number of Frauds**	**Amount Involved in Crores**	**Number of Frauds**	**Involved in Crores**	**Number of Frauds**	**Involved in Crores**	**Number of Frauds**	**Involved in Crores**	**Number of Frauds**	**Amount Involved in Crores**	**Number of Frauds**	**Amount Involved in Crores**	**Number of Frauds**	**Involved in Crores**	**Number of Frauds**	**Amount Involved in Crores**	**Number of Frauds**	**Amount Involved in Crores**	**Number of Frauds**	**Involved in Crores**
Digital Payments-Credit cards	616	22.33	609	16.08	22533	69.78	26358	71.19	26580	74.69	18248	51.24	21610	86.06	36477	189.45	118106	812.89	66106	336.07	1692	20.16
Digital Payments-Debit/ATM Cards	563	16.57	724	24.47	11962	84.36	20633	61.16	36978	102.13	35264	90.75	26876	88.54	11711	54.28	37106	189.06	18882	67.86	521	1.65
Digital Payments-Internet Banking	12	1.30	39	1.74	294	7.62	5313	17.07	9828	67.19	20476	86.66	17404	77.47	27582	176.40	138027	1058.80	59337	412.52	7	0.19
Digital Payments-UPI																			141	0.64	355	1.73
Digital Payments-Wallet/ Prepaid cards																			5	0.01	9	0.02
Digital Payments-IMPS/NEFT/RTGS																			12	3.37	74	5.55
Digital Payments-AEPS/Other Aadhaar related frauds																			366	0.32	3319	2.19
Digital Payments-Other (Please Specify)																			6	1.09	20	4.37
Grand Total	**1191**	**40.20**	**1372**	**42.29**	**34789**	**161.76**	**52304**	**149.42**	**73386**	**244.01**	**73988**	**228.65**	**65890**	**252.07**	**75770**	**420.14**	**293239**	**2060.75**	**144855**	**821.88**	**5997**	**35.86**

Note: Post issuance of revised RBI Master Directions on Fraud Risk Management dated July 15, 2024, the banks are reporting only those payment system related transactions which are concluded as fraud committed on bank(s), through Fraud Monitoring Return.

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