GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA
UNSTARRED QUESTION NO. 3487
ANSWERED ON MONDAY, 10 AUGUST 2026/SHRAVANA 19, 1948 (SAKA)

Digital Payment Frauds

3487. SHRI MALAIYARASAN D:

Will the Minister of FINANCE be pleased to state:

(a) the total number of complaints relating to digital payment frauds, including Unified Payments Interface (UPI), internet banking, mobile banking, debit cards and credit cards, reported during the last five years, year-wise and State/UT-wise including Kallakurichi Constituency of Tamil Nadu, along with the amount involved;

(b) the number of cases in which the affected customers were provided compensation or reimbursement by banks and payment system operators, and the details of the amount refunded during the said period;

(c) whether the Government has undertaken any assessment of emerging cybersecurity threats affecting digital payment systems, including phishing, impersonation, malware, SIM-swap fraud, mule accounts and other online financial frauds, if so, the details thereof; and

(d) the measures taken by the Government, the Reserve Bank of India and other concerned

ANSWER

MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI PANKAJ CHAUDHARY)

(a) & (b) The Reserve Bank of India (RBI) and National Payment Corporation of India (NPCI) have informed that geography-wise specific data on fraud is not maintained. However, digital payment frauds reported by banks and financial institutions across various digital payment channels including Tamil Nadu, during the last five financial years are as under.

Financial Year	**Number of incidents**	**Amount Involved (₹ Crore)**
2021-22	65,890	252.07
2022-23	75,770	420.14
2023-24	2,93,239	2,060.75
2024-25	1,44,855	821.88
2025-26	5,997	35.86
Total	**5,85,751**	**3,590.70**

**Source: RBI*

[Note: Under the revised RBI Master Directions on Fraud Risk Management dated 15.07.2024, banks are required to report through Fraud Monitoring Returns (FMRs) only those digital fraud cases that are concluded as frauds on the bank.]

(c) & (d) The Government, RBI and NPCI have taken several initiatives to assess emerging cyber threats affecting digital payment systems and to strengthen cybersecurity, improve fraud detection, enhance consumer awareness and ensure timely redressal of complaints relating to digital payment frauds. These, inter alia, include:

i. RBI has put in place regulatory frameworks such as the Comprehensive Cyber Security Framework (2016), the Master Direction on Digital Payment Security Controls (2021), the Master Direction on Outsourcing of IT Services (2023) and the Master Direction on IT Governance, Risk, Controls and Assurance (2023) and Reserve Bank of India (Digital Lending) Directions, 2025.

ii. RBI has issued amended directions on 'Review of Framework of Limiting Customer Liability in Digital Transactions' under which customers are accorded zero liability in cases involving deficiency on the part of the bank or timely reporting of unauthorised transactions. In cases of delayed reporting where the fault lies neither with the customer nor the bank, the customer's liability is limited in accordance with the prescribed framework. Further, the burden of proving customer liability in such cases rests with the bank.

iii. RBI has also issued advisories on money mule activities in November 2024 and launched MuleHunter.AI in December 2024 to identify and monitor suspected money mule accounts.

iv. NPCI has deployed layered security measures, including device binding, multi-factor authentication, encryption controls, transaction limits, cooling-off periods and real-time AI/ML-based fraud monitoring.

v. In order to facilitate citizens to report cyber fraud, Ministry of Home Affairs has operationalised the National Cybercrime Reporting Portal and the 1930 helpline. The Department of Telecommunications has introduced the Digital Intelligence Platform and the "Chakshu" facility for reporting fraudulent calls.

vi. The annual Financial Literacy Week since 2016, the multilingual multimedia campaign *"RBI Kehta Hai"*, and continuous public awareness outreach through SMS, radio, and other media platforms to enhance consumer awareness and reduce digital exclusion.

vii. RBI has also institutionalized grassroots-level financial education through the Centre for Financial Literacy (CFL) project, launched in 2017. In addition, rural bank branches are mandated to conduct at least one financial literacy camp every month based on the Financial Awareness Messages (FAME) booklet, covering topics such as basic banking, digital payments, and customer protection.

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