

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 551**  
**TO BE ANSWERED ON: 17.09.2020**

**INCREASING INCIDENTS OF ONLINE FRAUD**

**551. DR. BHAGWAT KARAD:**

Will the Minister of Electronics & Information Technology be pleased to state:-

- (a) whether there is any Government scheme to protect the customers from the increasing incidents of online fraud in these days of online shopping;
- (b) the total number of complaints regarding frauds in online shopping received by Government during the last five years; and
- (c) the details of the number of cases in which action has been taken?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI SANJAY DHOTRE)

(a): Reserve Bank of India (RBI) has set up an Ombudsman's scheme namely "RBI Ombudsman for Digital Transactions", to deal with complaints against the mobile wallets, mobile payment and online fund transfer, for protection of the customers.

(b) and (c): As per information made available by Department for Promotion of Industry and Internal Trade (DPIIT), a total of 49 complaints regarding frauds in online shopping has been received till date.

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