

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2292
TO BE ANSWERED ON: 04.03.2020

TRANSACTION FRAUD

2292 SHRI C.R. PATIL:

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

- (a) whether the Government has taken note of the reported transaction frauds in online payment gateway App in Delhi and if so, the details thereof and the reaction of the Government thereto;
- (b) whether many app based services are popular in the country which provides payment gateway alongwith the different types of services and if so, the details thereof;
- (c) whether car aggregators apps charge arbitrarily in the name of surge pricing and if so, the details thereof and reaction of the Government thereto; and
- (d) the steps taken/being taken to make these App based services more transparent in wider public interest?

ANSWER

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

(a) and (b): Payment gateways are entities which provide technology infrastructure to process online payment transactions, facilitate e-commerce and facilitate merchants to connect with acquirers. Many app based services which provide for electronic payment transactions, utilize the services of payment gateways to complete payment transactions. Presently such payment gateways are not directly regulated by the Reserve bank of India (RBI). In this regard the RBI has brought out a Discussion Paper on Guidelines for Payment Gateways and Payment Aggregators that brings out various issues relating to their operations including those related to security and this paper is available <https://www.rbi.org.in/Scripts/PublicationReportDetails.aspx?UrlPage=&ID=943>.

With regard to frauds in financial transactions such as through cards, internet banking etc., the data on frauds reported is available at the website of the National Crime Records Bureau (www.ncrb.gov.in). Among other measures such as educating consumers and promoting awareness, the RBI has taken the following specific initiatives to limit the liability of the consumers who are victimized by frauds:

- (i) **Limiting Customer Liability on Unauthorized Electronic Banking Transactions:** RBI has issued circular no. DBR.No. Leg.BC.78/09.07.005/2017-18 dated July 06, 2017 limiting the liability of customers on unauthorized electronic banking transactions.
- (ii) **Limiting Customer Liability in Unauthorized Electronic Banking Transactions in PPIs issued by Authorized Non-banks:** RBI has issued circular no. DPSS.CO. PD. No.1417/02.14.006/2018-19 dated January 04, 2019 limiting the liability of customers in unauthorized electronic banking transactions in PPIs issued by Authorized Non-banks.

(c) and (d): Transportation by Road is a State Subject under the Seventh Schedule to the Constitution of India. Ministry of Road Transport & Highways had constituted a committee to look into the various permits and formulate a draft scheme. The Committee submitted the report proposing taxi policy guidelines to promote urban mobility in the month of December, 2016. The report has been accepted by the Government.

Copy of the report is available on the website of the Ministry of Road Transport & Highways (www.morth.nic.in). It has been shared with the States.
