



# Helpline for Cyber Fraud

## Why in News

The **Ministry of Home Affairs** has operationalised the **national Helpline 155260** and **Reporting Platform for preventing** financial loss due to **cyber fraud**. The helpline was **soft-launched on 1<sup>st</sup> April**.

- The National Helpline and Reporting Platform **provides a mechanism for persons cheated in cyber frauds** to report such cases to prevent loss of their hard earned money.
- Also, a [National Cyber Security Strategy 2020](#) is being formulated by the Office of National Cyber Security Coordinator at the National Security Council Secretariat.

## Cyber Security

- **Cyber Security** is **protecting cyber space** including critical information infrastructure from attack, damage, misuse and economic espionage.
- **Critical Information Infrastructure:** According to **Section 70(1) of the Information Technology Act**, CII is defined as a “computer resource, the incapacitation or destruction of which, shall have **debilitating impact on national security, economy, public health or safety**”.
- **Cyber Fraud:** It is the crime committed via a computer **with the intent to corrupt another individual’s personal and financial information** stored online.
  - It is the most common type of fraud and individuals and organisations need to be vigilant and protect their information from fraudsters.

## Key Points

- **About:**
  - The helpline has been made **operational by the Indian Cyber Crime Coordination Centre (I4C)**, in coordination with the [Reserve Bank of India](#), all major banks, [payment banks](#), wallets and online merchants.
  - The **Citizen Financial Cyber Fraud Reporting and Management System** has been developed by I4C to integrate Law Enforcement Agencies and Banks and Financial Intermediaries.
  - The facility **empowers both the banks and the police**, by leveraging new-age technologies **for sharing online fraud related information** and taking action in almost real time.
  - Since its soft launch, in a short span of two months, the helpline has assisted in saving **more than Rs 1.85 crore**.
- **Indian Cyber Crime Coordination Centre:**
  - The scheme to **set up I4C** was approved **in October 2018**, to deal with all types of

cybercrimes in a comprehensive and coordinated manner.

◦ It has **seven components**:

- National Cyber Crime Threat Analytics Unit
- [National Cyber Crime Reporting Portal](#)
- National Cyber Crime Training Centre
- Cyber Crime Ecosystem Management Unit
- National Cyber Crime Research and Innovation Centre
- National Cyber Crime Forensic Laboratory Ecosystem
- Platform for Joint Cyber Crime Investigation Team.

◦ 15 States and Union Territories have given their consent to set up Regional Cyber Crime Coordination Centres.

◦ This state-of-the-art Centre is **located in New Delhi**.

▪ **Other Initiatives to Tackle Cybercrime:**

◦ [Draft Personal Data Protection Bill](#), 2018 (based on the recommendation of **Justice BN Srikrishna Committee**) to secure citizens data.

◦ **Cyber Swachhta Kendra:** The "Cyber Swachhta Kendra" (Botnet Cleaning and Malware Analysis Centre) is a part of the Government of India's [Digital India initiative](#) under the Ministry of Electronics and Information Technology (MeitY).

◦ [Indian Computer Emergency Response Team \(CERT-IN\)](#): It is an organisation of the MeitY, with the objective of securing Indian cyberspace. It is the nodal agency which deals with cybersecurity threats like hacking and phishing.

▪ **Related International Convention (Budapest Convention):**

◦ The **Council of Europe's (CoE) Cybercrime Convention**, also known as the Budapest Convention is the sole legally binding international multilateral treaty on cybercrime. It coordinates **cybercrime investigations between** nation-states and criminalizes certain cybercrime conduct.

◦ It was opened for **signature in 2001** and came into **force in 2004**.

◦ The Budapest Convention is supplemented by a **Protocol on Xenophobia and Racism** committed through computer systems.

◦ India is **not a party** to it. India recently [voted in favour of a Russian-led UN resolution](#) to set up a separate convention. The resolution seeks to set up new cyber norms considered as a counter alternative to the US backed Budapest Accord.

[Source: TH](#)

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