

<sup>1</sup> Mrs. Gurpreet Kaur  
Ghattode\*

<sup>2</sup> Dr. Hariom J. Puniyani

## “A Study on Digital Transaction and The Role of Cyber Cell”



**Abstract:** - The Indian economic system has prominently changed during the last few years. This change has been noticed because of the Introduction of a cashless economy and the adaptation of digital transactions by the residents of India. In Digital Transactions, we can exchange goods and services in return for monetary exchange through digital gadgets. Digital transaction is not a new term anymore for anyone, we all become used to it. The proliferation of it has increased in the last few years, and now everyone knows about it but as Digital transactions are proliferating in all parts of the Country, we can also see many pitfalls, one of the majors is cyber fraud. These are becoming a severe problem for society. But to deal with it, RBI has released a comic booklet on various types of digital frauds to make people aware of it, and also the cyber security cells are playing a major role in dealing with Digital frauds. Not only this but there are so many other problems faced by people while doing Digital transactions, yet we are not left with any option as the government is heading towards the cashless economy, which has many benefits as well as challenges like digital literacy, Insufficient knowledge about E-banking transactions, lack of digital gadgets, financial weakness, etc. The problems of cyber fraud and digital fraud are becoming critical day by day. The Research question arises “What role did cyber cells play in making digital transactions successful”? “Are consumers safe while doing digital transactions”? “Is that convenient for all to use digital payment apps and gadgets”? So to know the facts about it the initiative is taken “To study digital transactions and the role of Cyber cell”.

**Keywords:** Digital transactions, Cyber Frauds, Net Banking, Cyber Cell, E-Payments.

### I. INTRODUCTION

In India, the first move taken toward the cashless economy was in November 2016, When the government introduced demonetization, till then the people indulged in the habit of using physical cash. In December 2016, Prime Minister Sri Narendra Modi inaugurated “*Digi Dhan Mela*” to launch the BHIM UPI App and urged people to make digital payments to transform the country into a cashless economy. With this many new methods of digital payments have been introduced like Mobile Wallets, Mobile Banking, Internet Banking, Banking Cards, USSD, Aadhar Enabled Payment Systems, etc. Initially, it was very difficult for the residents to adapt to such a revolutionary move taken by the Government. But slowly as the residents are crawling towards adapting such habits, the breakthrough of the COVID-19 pandemic has come into existence. We have taken so many precautions during this period to avoid such deadly diseases, one of them is preventing the use of physical currency or cash because it can easily transmit disease. So, people started the use of digital modes of payment to make the transactions cashless.

Now we can see that most people are doing digital transactions, but like everything, it also has some pros and cons. It has benefited the Government through Financial inclusion, Tax evasion, and reducing corruption, but on the other hand, it has created some social problems like Digital illiteracy, Lack of digital gadgets, financial weakness, difficulty accessing, the internet access, digital fraud, and so on. Of all these problems one of the major is cyber fraud or digital fraud to deal with this government is also taking various measures to make the people aware and to protect them. To deal with this the Ministry of Home Affairs has set up the Cyber Crime Cells in every area to provide security to the people. It is not easy to catch digital fraudsters because they always use a fake identity or they easily hack the System.

The Author noticed a research gap in the performance of Cyber Cells and therefore has tried to conduct a study of Digital Transactions and the Role of Cyber cells in dealing with Digital Fraud.

### II. OBJECTIVES

1. To Analyze the Acceptance of Digital Transactions by Consumers.
2. To Study the Impact of Digital Transactions on Consumers.
3. To Understand the Role of Cyber Cells in redressing the Complaints.

<sup>1</sup> Research Scholar, Hislop College, Nagpur, India.

<sup>2</sup> Professor & Head, Department of Commerce, Hislop College, Nagpur, India. hariompuniyani80@gmail.com

Corresponding Author Email ID: gurpreetghattode@gmail.com

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### III. RESEARCH METHODOLOGY

While doing the research we made a plan and procedure that comprises of the step of broad assumption to detailed methods of data collection analysis and interpretation. So that whatever the data will be collected, from that we can identify the research problem with the approaches that are divided into two categories:

1. Data collection
2. Data analysis

So, for this paper, we have taken a survey of 100 respondents from Nagpur City and before this, we have done a pilot survey of six respondents.

#### 3.1 Research Design:

Research design is a road map or a blueprint that shows us the path to achieve our objective. It is a detailed procedure that is essential for getting the information needed to solve the research problems. Keeping this in mind an attempt is made to find the solution to the research problem With the help of exploratory research which is one of the most commonly used research designs.

#### 3.2 Sample Size:

The sample is a chunk from the targeted population, which has to be taken by the researcher for their research study. 100 respondents are taken from Nagpur City to fulfil the objectives.

#### 3.3 Sampling Technique:

The technique of Convenient Random sampling is used in this study.

#### 3.4 Data Collection Method:

The data has been collected by the primary method of data collection which is a structured questionnaire which consists of two parts.

### IV. LITERATURE REVIEW

The concept of Digital India was introduced by the Government of India in 2015, to make the nation cashless. Preceding this objective government has also taken a revolutionary move, that is demonetization in November 2016. Here the government is trying to set a milestone by bringing unaccounted money to notice, reducing corruption, Reducing contributions to terrorism, tax evasion, etc. Many Authors and Philosophers write their views on this, some of them are mentioned here:

‘Digital India New Way of Innovating India Digitally’, by Maheshkumar Shankar Kedar (March 2022), explained the Importance of the nine pillars of digital India and the various initiatives taken by the government to promote the digital India campaign.

‘Impact of Post-Demonetization on Adaptation of Digital Transaction by The Lucknow’s Youth: An Empirical Study’ (January 2021) This paper deals with the transaction of money through UPI occurring worldwide and provides individuals more flexibility and convenience.

‘Impact Of Changing Banking Practices on The Indian Economy’ ISBN:978-93-94428-56-0, (March 2023), Digital Payment System and Its Impact on Indian Economy Dr. N. Rameshkumar.

‘Cyber risk and cybersecurity: a systematic review of data availability’ Frank Cremer, Barry Sheehan, Michael Fortmann, Arash N. Kia1, Martin Mullins, Finbarr Murphy, Stefan Materne, (February 2022)

### V. METHODS AND METHODOLOGY

The data has been collected by the primary method of data collection which is a structured questionnaire which consists of two parts.

#### Part A: Demographic Variables

The demographic variables such as name, age, city, gender, address & and educational qualifications have been asked.

#### Part B: Structured Questionnaire

In the second part, a structured questionnaire has been framed to know the responses of the people regarding digital transactions and the role of Cyber Cell for the general public.

VI. FINDINGS & INTERPRETATION

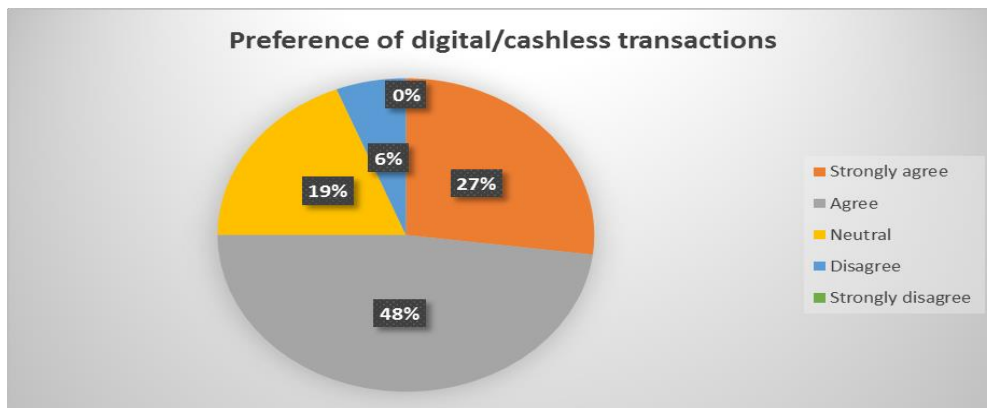
**PART - A**

**Table 1:** Frequency and percentage distribution chart of 100 respondents' Demographic Variables

| Sr. | Groups                         | Frequency(F) | Percentage(%) |
|-----|--------------------------------|--------------|---------------|
| 1.  | <b>Age</b>                     |              |               |
|     | 18 - 28                        | 22           | 22            |
|     | 29 - 38                        | 28           | 28            |
|     | 39 - 48                        | 37           | 37            |
|     | 49 - 58                        | 13           | 13            |
| 2.  | <b>Gender</b>                  |              |               |
|     | Male                           | 56           | 57            |
|     | Female                         | 44           | 43            |
| 3.  | <b>Highest qualification</b>   |              |               |
|     | Schooling                      | Nil          | Nil           |
|     | HSSC                           | 06           | 06            |
|     | Graduate                       | 38           | 38            |
|     | Postgraduate                   | 40           | 40            |
|     | Other(NET/SET/Ph.D./C.A/B.Ed.) | 16           | 16            |

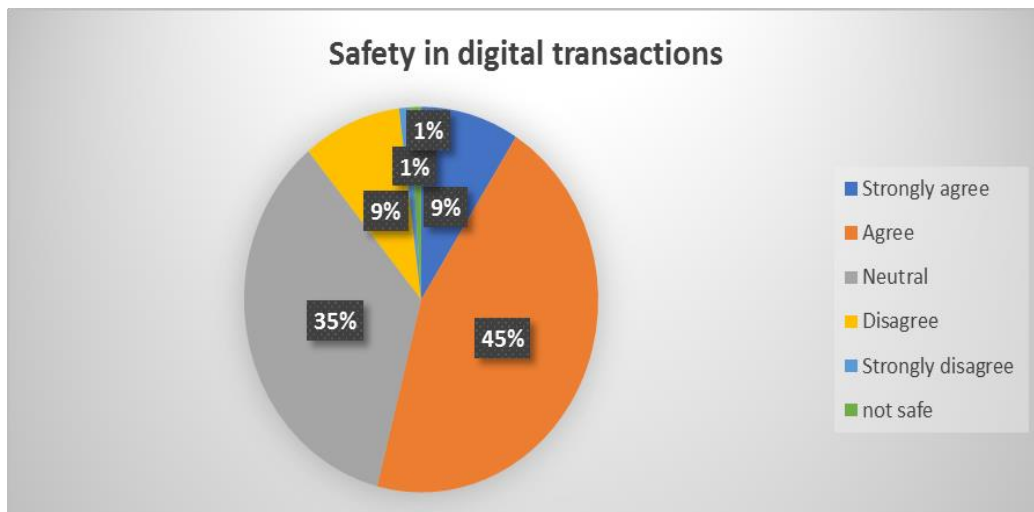
**PART - B**

As per the analysis done on the preference of Digital/Cashless transactions by the residents of Nagpur City, 27% of people Strongly agreed & 48% of people agreed on using Digital/ Cashless Transactions, whereas 19% were Neutral, and 6% of people Disagree as they do not prefer Digital/Cashless transactions.



**Figure 1.** Reference of digital/ cashless transactions

As per the analysis done on the Safety of Digital Transactions in Nagpur City, 9% of Residents Strongly Agree & 45% Agree, whereas 35% are Neutral, 9% Disagree, 1% Strongly Disagree and 1% said that they are unsafe.



**Figure 2.** Safety and digital transactions

As per the analysis done on the most commonly used mode of digital transaction in Nagpur City, the three most commonly used modes of digital payment are UPI transfers, Net banking, and debit cards, whereas some people also choose to make transactions through credit cards, mobile wallets, and Aadhaar-based payment systems. Amongst all these modes the UPI transferred is the most preferable and reliable mode opted by the Residents.

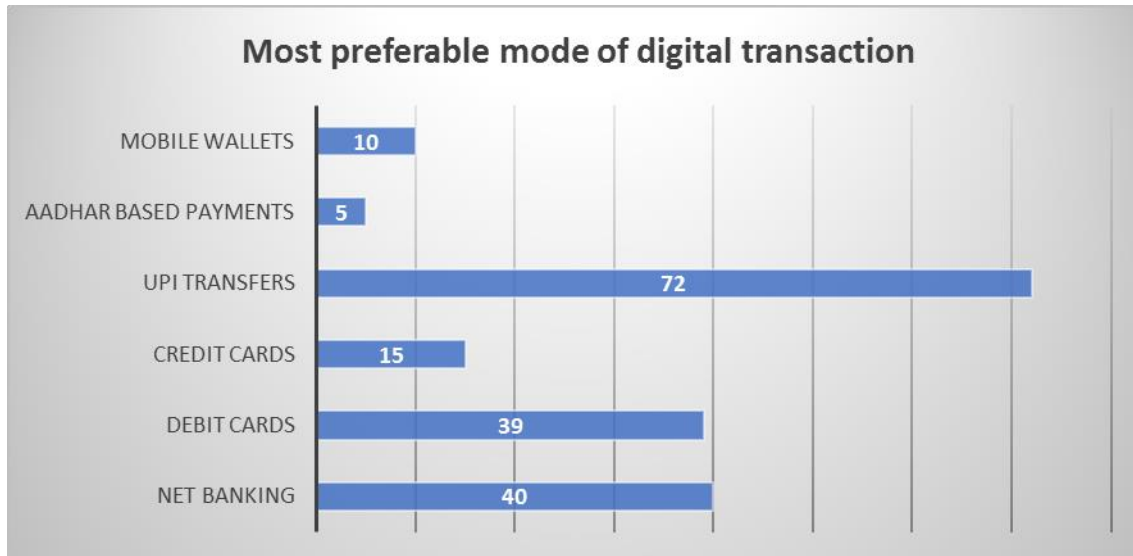


Figure 3. Most preferable Mode of digital transaction

As per the analysis done about whether residents faced any Digital/Cyber Fraud, 67% of respondents did not experience any Digital/Cyber Fraud, 5% Said that they do not remember anything Whereas 28% have experienced some kind of digital fraud, these 28% of respondents consists of male and female, In which 15 respondents are male and 13 respondents are female. If we take several respondents that faced digital fraud as a whole then we found that the digital or cyber fraud faced by male respondents is 34% and by female respondents is 23%.

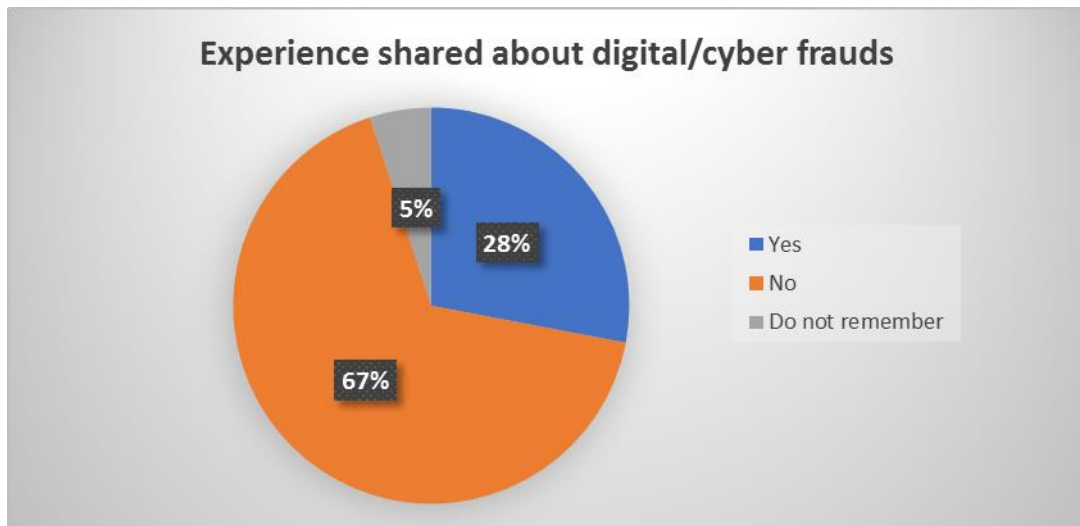


Figure 4. Experience shared about digital /cyber frauds

The graph shows a clear picture of respondents who faced digital or cyber frauds from different modes, in this the maximum frauds are faced by the medium of telephone calls i.e. 39%, The fraud faced by respondents through online links is 21%, WhatsApp call based And website/application based fraud experienced by 7% respondents, 4% respondents have experienced frauds through SMS and E-mails, Whereas the number of respondents who faced the digital/ cyber fraud from other modes is 18%.

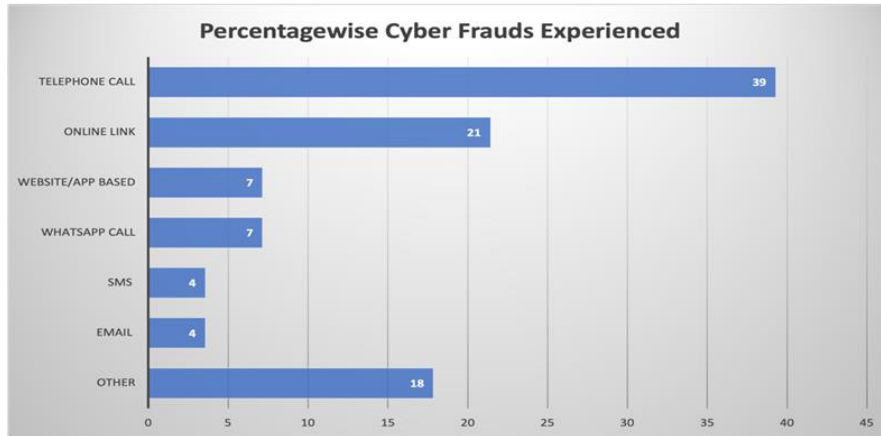


Figure 5. Percentage-wise Cyber Frauds Experienced

When the analysis is done on the safest mode of digital transactions, residents will have to select a minimum of two options from the given alternatives, hence it is found that most of the people rely upon Net Banking and UPI transfers. The percentage of people who prefer Net banking is 26.67% and UPI transfers are 26.67% as the safest mode, the Debit card is 20.67%, and Credit cards are 9.33% whereas only a few people opted the Aadhar-based payments as a safer mode of digital payments i.e. 3.33%, from the respondents 13.33% of believe that all the modes are unsafe.

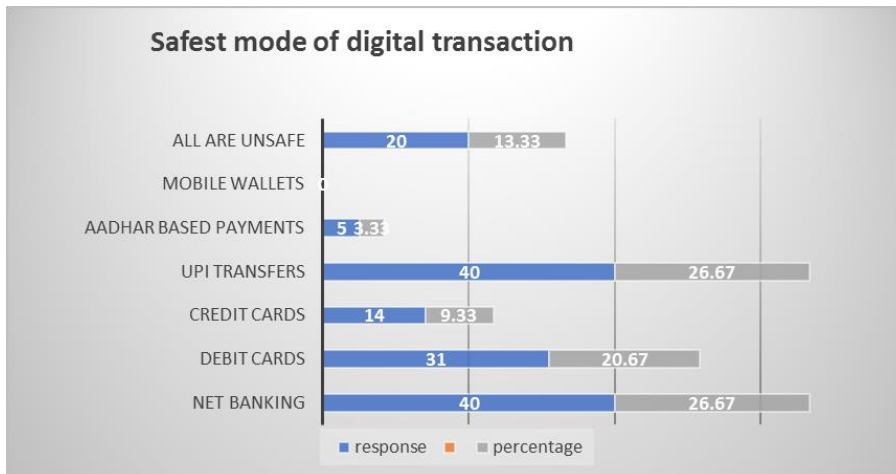


Figure 6. Safest Mode of Digital Transactions

As per the analysis on awareness about the cyber cell among the residents, 91% of respondents are agreed that they know about the cyber cell but 6% might not aware of it and 3% don't know about it.

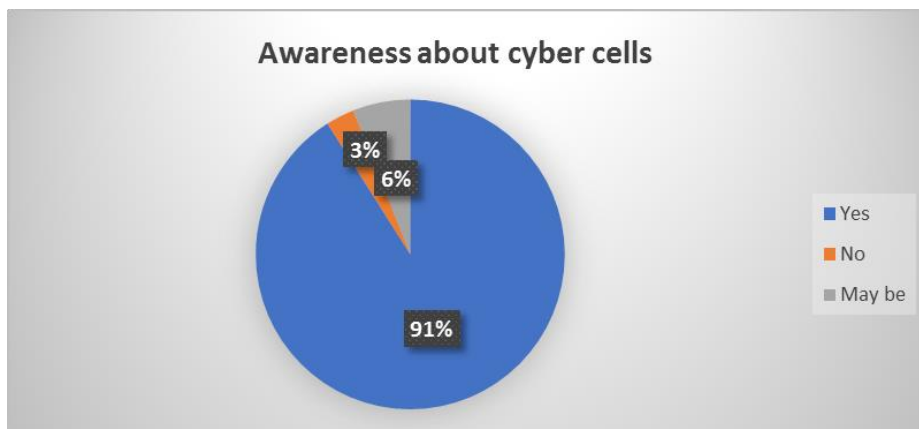


Figure 7. Awareness about Cyber Cells

When we analyzed whether people who experienced cyber fraud, did ever lodge any complaint in the Cyber cell or not, It was found that 43% of them had lodged complaints with the cyber cell and 57% had not made any complaint about the fraud experienced by them.

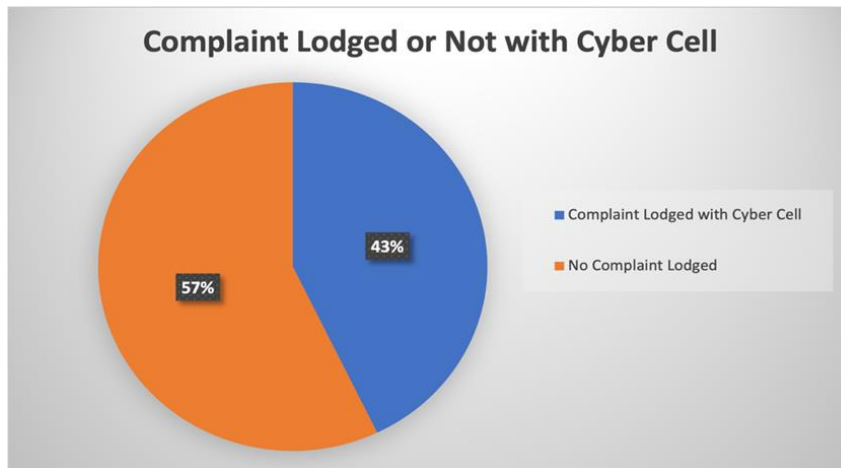


Figure 8. Complaint Lodged or not with Cyber Cell

From the people who have lodged complaints in the cyber cell, we analyzed that most of the complaints were not resolved by the cyber cell that is 84%, from the remaining 16%, complaints of 8% of respondents were resolved within 6 months and 8% were resolved within a week.

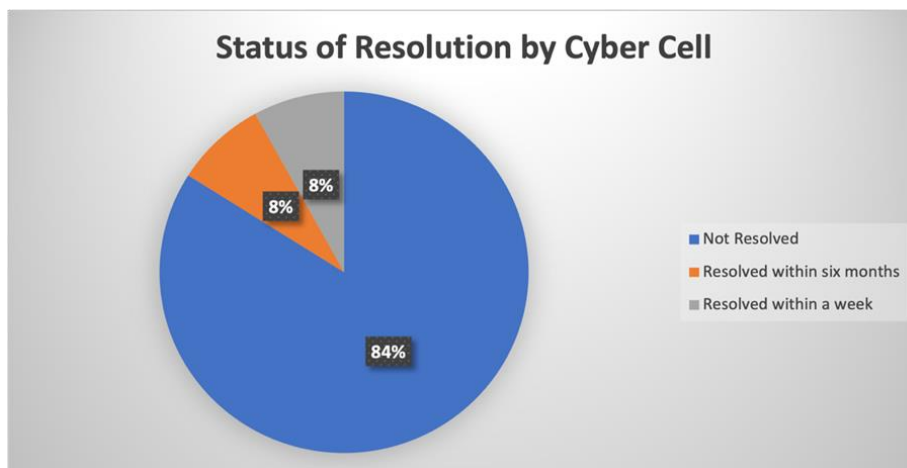


Figure 9. Status of resolution by Cyber Cell

## VII. CONCLUSION

From the above study, it is concluded that most people in Nagpur City use various digital payment modes for payments, and they usually prefer cashless or digital transactions. Most of the respondents believe that digital transactions are safe but some of them disagree.

Respondents believe that payments done through UPI Transfers, Net Banking, and Debit Cards are safer than Credit Cards, Mobile Wallets, and Aadhar-based payment systems.

It is found that from all of the respondents, 28% of respondents have faced any digital or cyber fraud, of which 15 are male and 13 are female respondents. Therefore, the rest of the analysis is done on the respondents who faced digital/ cyber fraud.

Out of the people who faced digital/cyber fraud more than 96% graduated or above, despite that they faced such fraud.

The percentage of telephone call-based frauds is higher among the various frauds, many of them also faced online link-based calls and some experienced cyber frauds through other mediums e.g. SMS, E-mail, WhatsApp calls, websites, mobile applications, etc.

Most of the respondents were aware of the Cyber Cell but did not prefer to complain may be due to dissatisfactory experiences or trying to hide the fraud faced. Only 43% of the people who faced cyber fraud, lodged their complaints with Cyber Cells. Only 8% of them got their complaints resolved within a week or a month, while it takes 6 months or more for another 8% of complainants.

However, it is worth noting that 84% of complainants did not receive any resolution. Therefore, it is concluded that despite Cyber Cells playing their role in redressing the complaints of the victims, respondents are not satisfied with them they feel that it may take a long time to redress their complaints or they might not get resolved. The only

thing that we can do to protect ourselves from digital/cyber fraud is to be digitally literate and take utmost care while doing digital transactions.

Many times people ignore to change their PIN/password frequently, which leads to easier fraud. One should not share PINs, codes, passwords, personal details, bank details or OTP with any other or never trust anybody blindly.

Taking some small precautions one can be safe from digital fraud because it is believed that precaution is better than cure.

#### VIII. ACKNOWLEDGEMENT

I Gurpreet Kaur Ghattode would like to express my gratitude towards my Co-author and Supervisor for his Guidance, support, and cooperation for this paper, and the Authors of the Different Research papers whose papers I have cited for reference and learned different aspects of Digital Transactions and their impact.

#### IX. DATA AVAILABILITY

Purely Primary data is collected through this paper on Digital Transactions and the Role of Cyber Cell.

#### X. CONFLICT OF INTEREST

The Authors declare that there is No conflict of interest.

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