

Cybercrime Reporting

To report financial cyber fraud, you can call the National Cyber Crime Helpline at **1930** or visit the National Cyber Crime Reporting Portal at cybercrime.gov.in to report cybercrimes online.

▪ **How to Report on call:**

1. Call **1930** and provide details of the fraud transaction and your personal information.
2. The police will create a ticket on the Citizen Financial Cyber Frauds Reporting and Management System.
3. You will receive an SMS with an acknowledgement number and a link to the National Cybercrime Reporting Portal.
4. Within 24 hours, submit complete details of the fraud on the portal using the acknowledgement number.

The complainant must provide the following information in case incident is reported on helpline number:

- Mobile Number of the complainant
- Name of Bank/Wallet/Merchant from which amount has been debited
- Account No./Wallet Id/Merchant Id/UPI Id from which amount has been debited
- Transaction Id
- Transaction date
- Debit card/Credit card number in case of fraud made by using of Debit card/Credit card
- Screen shot of transaction or any other image related to fraud, if available

▪ **How to Report online:**

Before lodging the online complaint, please ensure that you have the following documents and details ready. (* marked details are mandatory)

- **Personal details*:** “complainant’s name, phone number, state, email ID, date of birth (DOB), address, national ID card”, etc.
- **Your Transaction details*:** mode of money transfer (Bank, UPI, Wallet, and Merchant), account number (from where money is debited), Transaction ID/ UTR number, amount debited, Transaction date, Time of transaction etc.
- **Incident Details*:** Incident evidence Document/ Image/ Media (in png/ jpeg/ jfif/ dib/ gif/ doc/ ppt/ doc/ pptx/ pdf/ epub/ bmp/ avi/ wmv/ 3gp/ mp4/ mkv/ mov/ flv/ mpg formats with Maximum allowable limit of 10 MB and you can also upload multiple files.)
- **Fraudster Details (Not mandatory):** “Suspect name, ID number, Address”, Account number, Transaction ID, Transaction date, Amount, Mode of money transfer etc.

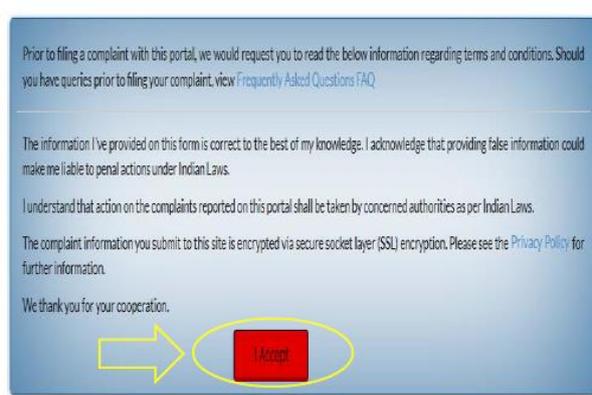
If first time user please register yourself on portal.

➤ Follow following steps:

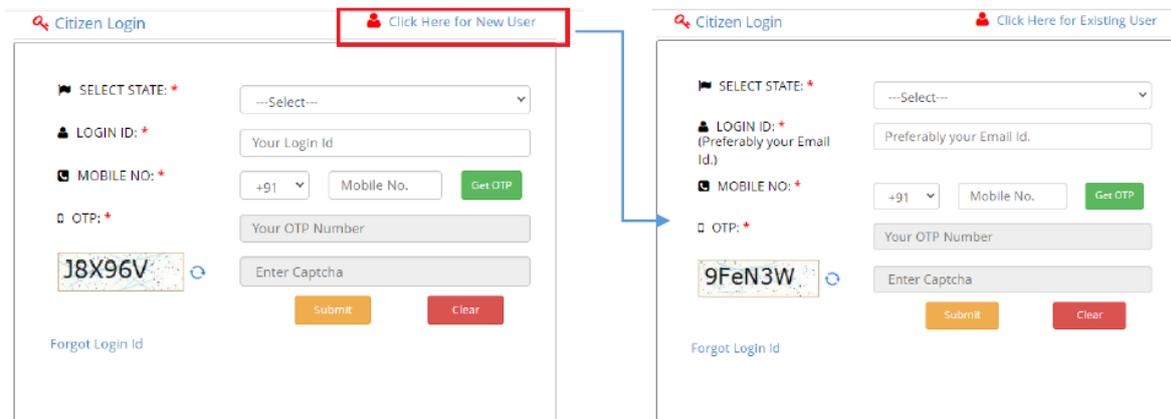
1. Go to “Cyber Crime Portal : <https://cybercrime.gov.in> and click on “**REPORT CYBER CRIME**” tab.



2. Click on “File a Complaint”, then click on “I ACCEPT”



3. Then click on “Click Here for New User and fill your details,



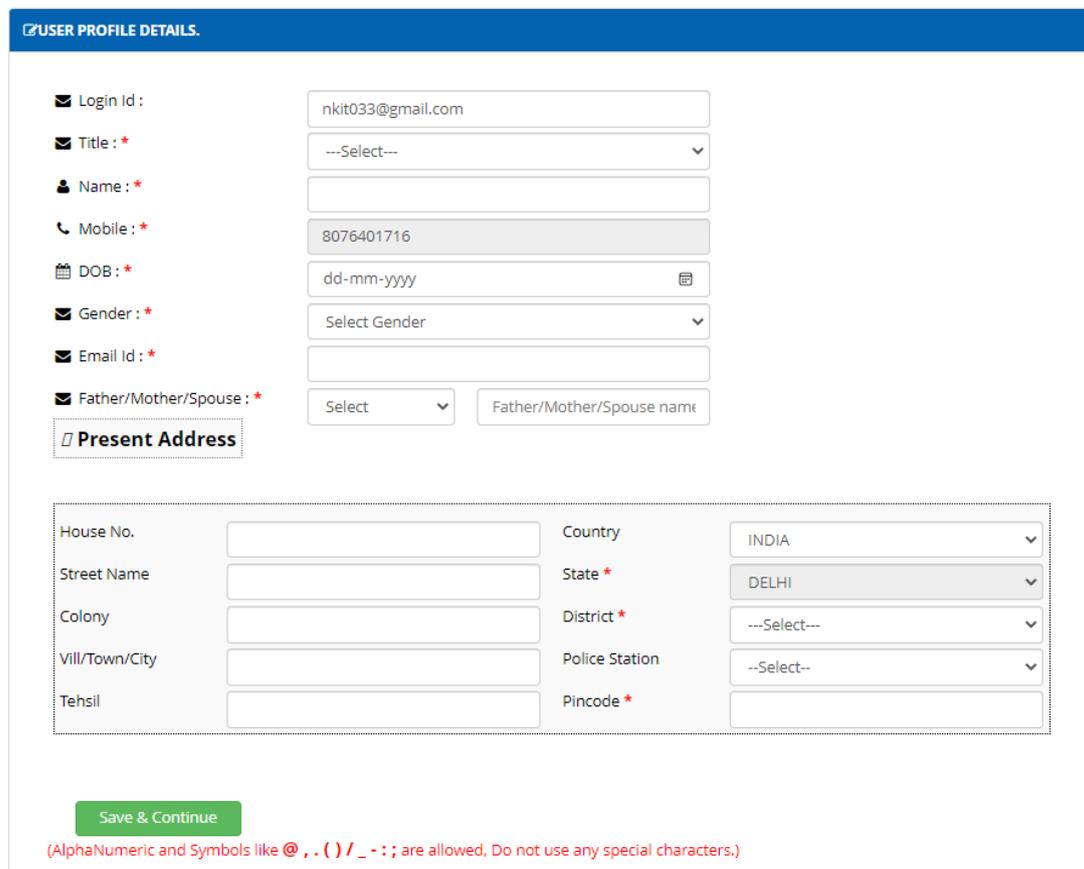
The image shows two versions of the Citizen Login page. The left page is for new users, with a red box around the 'Click Here for New User' link. The right page is for existing users, with a link for 'Click Here for Existing User'. Both pages have the following fields: 'SELECT STATE' (dropdown), 'LOGIN ID' (text input), 'MOBILE NO.' (country code dropdown and text input), 'OTP' (text input), and a 'Get OTP' button. A captcha is also present, and there are 'Submit' and 'Clear' buttons at the bottom.

4. Upon filling the mobile number click on “Get OTP”.

5. Enter the OTP received on your mobile and enter the “Captcha” in the appropriate box.

6. After entering the “Captcha”, click on Submit button.

7. Login page will get open. Fill all your personal details and click on “Save & Continue”

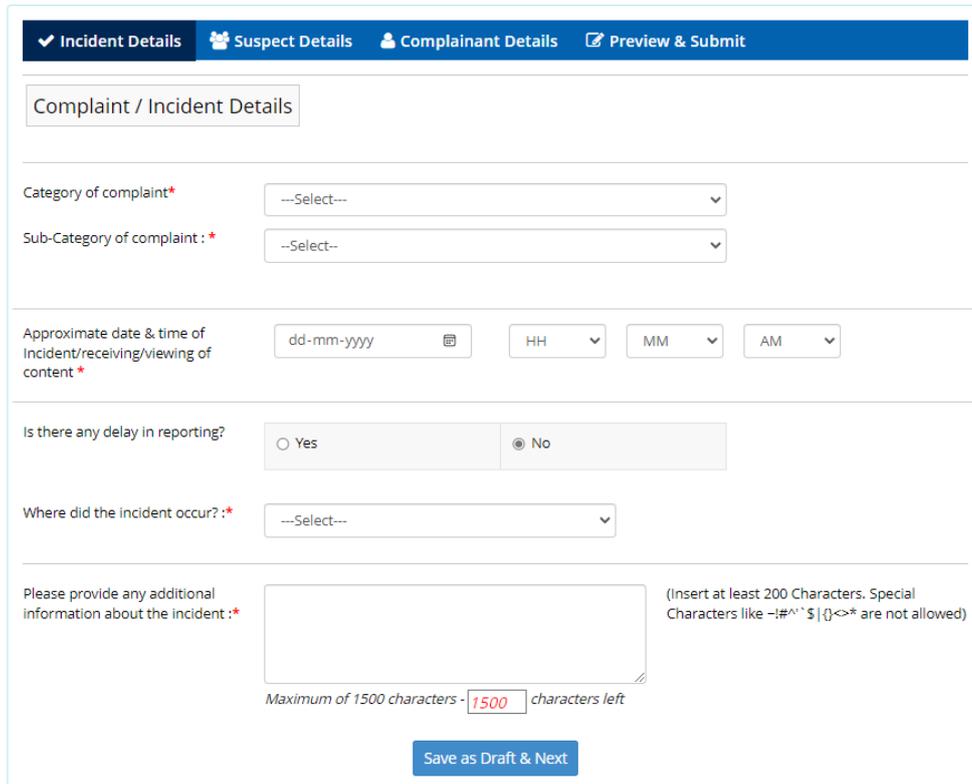


The image shows the 'USER PROFILE DETAILS' form. It has a blue header with the text 'USER PROFILE DETAILS'. The form contains the following fields: 'Login Id' (text input), 'Title' (dropdown), 'Name' (text input), 'Mobile' (text input), 'DOB' (text input), 'Gender' (dropdown), 'Email Id' (text input), and 'Father/Mother/Spouse' (dropdown and text input). Below these is a 'Present Address' section with a dashed border, containing: 'House No.', 'Street Name', 'Colony', 'Vill/Town/City', 'Tehsil', 'Country' (dropdown), 'State' (dropdown), 'District' (dropdown), 'Police Station' (dropdown), and 'Pincode' (text input). At the bottom, there is a green 'Save & Continue' button and a note: '(AlphaNumeric and Symbols like @ , . () / _ - : ; are allowed, Do not use any special characters.)'

- **Process of filing the Cybercrime complaint:**

8. Enter Key details in the form. This form consists of 4 parts viz. Incident Details, Suspect Details, Complaint details, and preview and submit. Fill all 4 parts as shown below:

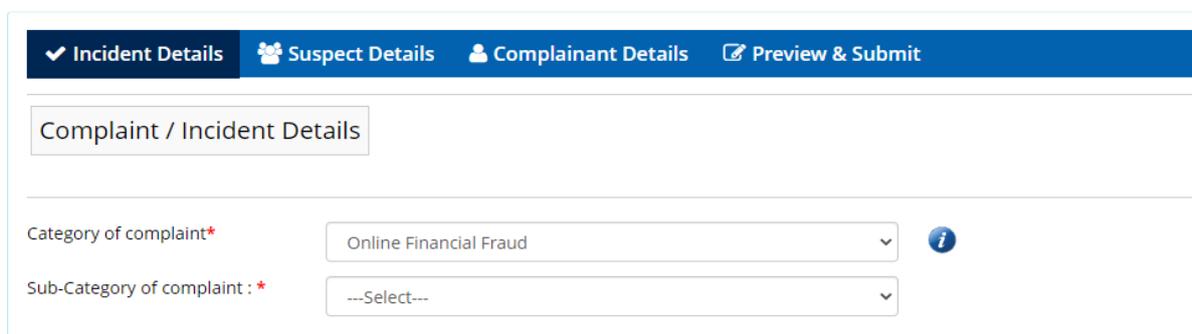
i. Incident Details – Form



The screenshot shows a web form titled 'Complaint / Incident Details' with a navigation bar containing 'Incident Details', 'Suspect Details', 'Complainant Details', and 'Preview & Submit'. The form includes the following fields:

- Category of complaint***: A dropdown menu with '--Select--' selected.
- Sub-Category of complaint : ***: A dropdown menu with '--Select--' selected.
- Approximate date & time of Incident/receiving/viewing of content ***: A date input field with 'dd-mm-yyyy' placeholder, a calendar icon, and time dropdowns for 'HH', 'MM', and 'AM'.
- Is there any delay in reporting?**: Radio buttons for 'Yes' and 'No', with 'No' selected.
- Where did the incident occur? :***: A dropdown menu with '--Select--' selected.
- Please provide any additional information about the incident :***: A text area with a character count 'Maximum of 1500 characters - 1500 characters left'. A note specifies '(Insert at least 200 Characters. Special Characters like ~!#%^`\$|{}<>* are not allowed)'. A 'Save as Draft & Next' button is located below the text area.

9. Here, you have to select a specific category, and accordingly you have to select a sub-category. For instance, you are going to select Online Financial Fraud as Complaint category.



This screenshot shows the same form as above, but with the 'Category of complaint*' dropdown menu set to 'Online Financial Fraud'. An information icon (i) is visible to the right of the dropdown. The 'Sub-Category of complaint : *' dropdown remains at '--Select--'.

10. Proper select sub-category of complaint from the 7 Category options,

Category of complaint*	Online Financial Fraud	
Sub-Category of complaint : *	Business Email Compromise/Email Takeover	
Email from which authorization email has been received	<input type="text"/>	
Full Header of the alleged email	<input type="text"/>	

- a. Business Email Compromise/ Email Takeover
- b. Debit/ Credit Card Fraud/ SIM Swap Fraud
- c. Demat/ Depository Fraud
- d. E-Wallet Related Fraud
- e. Fraud Call/ Vishing
- f. Internet Banking Related Fraud
- g. UPI Related Frauds

11. After selecting these options, you have to select whether you lost money or not. If yes, then fill in the below details accordingly; otherwise, select No.

12. Carefully fill all the required details correctly. Transaction details can be found in your UPI/Wallet mobile application, Internet Banking, Mobile Banking, Bank's mobile application, by contacting the bank's helpline, or by visiting your bank.

Have you lost money? Yes No

Debited Transaction Detail

 Money Transfer *	 Bank/Wallet/Merchant *
UPI Fraud	---Select---
 Wallet List	
---Select---	
 Account No./Wallet Id/Merchant Id/UPI Id *	 Transaction ID / UTR Number as (12 Digit number. Ex 109265321525).*
<input type="text"/>	<input type="text"/>
Amount*	 Transaction date *
<input type="text"/>	dd-mm-yyyy 
 Time	 Refrence No
HH <input type="text"/> MM <input type="text"/> AM <input type="text"/>	<input type="text"/>

Save

Credited Transaction Details

<p>Money Transfer</p> <p>Bank <input type="text"/></p>	<p>Bank/Wallet/Merchant</p> <p>---Select--- <input type="text"/></p>
<p>Account No./Wallet Id/Merchant Id</p> <p><input type="text"/></p>	<p>Transaction Id</p> <p><input type="text"/></p>
<p>Amount</p> <p><input type="text"/></p>	<p>Transaction date</p> <p>dd-mm-yyyy <input type="text"/></p>

Add More

13. After filling above transaction details, fill the below details

Approximate date & time of Incident/receiving/viewing of content *

dd-mm-yyyy 08 08 AM

Is there any delay in reporting? Yes No

Where did the incident occur? *

---Select---

S.No.	Description	Text Information	Supporting Evidence	
1	Other	phone call	Evidence202302041152323898631.jpg	Delete

Please provide any additional information about the incident *

(Insert at least 200 Characters. Special Characters like ~!#^*\$}|()<>* are not allowed)

Maximum of 1500 characters - 1500 characters left

Please insert additional information about the incident

Save as Draft & Next

14. After filling details click on save as draft & next tab.

- When you click on save as draft, the next tab (i.e. suspect details) will get open automatically.

15. Suspect Details – Form

Incident Details
 Suspect Details
 Complainant Details
 Preview & Submit

Suspect Details

Please share the details of the suspect. Any information provided will be kept confidential and may help during the investigation.

Suspect Name
 ---Select---
 ID Number
ADD

Please upload any photograph of suspect: (Upload JPG/JPEG/PNG file of max 5 MB.)

No file...osen

Do you want to share address of Suspect ?:

Yes No

16. After filling details click on save as draft & next tab.

17. Complainant Details- Form

✓ Incident Details
👤 Suspect Details
👤 Complainant Details
📄 Preview & Submit

Complainant / Victim Details

Name :

Mobile No. :

Gender :

DOB :

Father/Mother/Spouse Name*

Relationship with the victim : *

Email Id * Kindly provide email address for further communication

Please Upload Any National ID of victim:*
(Only .jpg, .jpeg, .Png is allowed and File size should not more than 5 mb)

Complainant / Victim Address

Please Choose Nationality:

House No.	<input type="text"/>	Country	<input type="text" value="INDIA"/>
Street Name	<input type="text"/>	State *	<input type="text" value="DELHI"/>
Colony	<input type="text"/>	District*	<input type="text" value="NORTH EAST"/>
Vill/Town/City	<input type="text"/>	Police Station	<input type="text" value="JYOTI NAGAR"/>
Tehsil	<input type="text"/>	Pincode*	<input type="text" value="110093"/>

18. After filling details, click on save & Preview.

19. Now Preview and Submit form will get open.

20. Go through the all details filled and verify the same and click on submit- tab. Your complaint is registered now. You can download the complaint registered in pdf form.

21. Upon submission, you will receive the acknowledgement number. Kindly note the same for future reference and track your complaint.

- **Process of Tracking the complaint:**

To track the complaint, click on the “TRACK YOUR COMPLAINT” tab.

Track your Complaint Status

Acknowledgement No. *:

1. Enter acknowledge number – which you have already received.
2. Click on Get OTP
3. Enter OTP number – You will receive on your mobile
4. Click on Submit.
5. You will get the complaint status.