

Problem Statement 2 (PS-2): Development of WhatsApp Chatbot for Cyber Crime Helpline (1930) Support

Background:

The Cyber Crime Helpline **1930** is a critical platform through which citizens report online financial frauds and cyber-related offenses. However, due to the increasing number of calls received daily, many complainants are required to wait in long call queues before their issues can be addressed. To improve accessibility and reduce waiting time, it is proposed to develop a **WhatsApp-based Chatbot** through which complainants can conveniently submit their complaints or queries.

Objective:

Design and develop a **WhatsApp Chatbot** that can act as an alternative communication channel to the 1930 Helpline. The chatbot should automatically collect complainant information, register the complaint/query, and generate a reference number for tracking or follow-up.

During the call queue on 1930, the complainant may be informed (through wait-tone message or SMS) about this chatbot facility to enable faster complaint submission.

Key Functional Requirements:

1. The chatbot should operate through **WhatsApp Business API**.
2. It should guide the user step-by-step to collect the following details:
 - Name
 - Father/Spouse/Guardian Name
 - Date of Birth
 - Phone Number
 - Email ID
 - Gender
 - Village
 - Post Office
 - Police Station
 - District
 - PIN Code
3. The collected information should be securely stored in a structured format (JSON/Database).
4. The system should generate a **Ticket/ Reference Number** after successful submission.
5. Basic **Natural Language Understanding (NLU)** can be implemented to identify common queries (e.g., "I have been scammed," "My money is stuck," etc.) and guide users appropriately.
6. The chatbot should include basic **data validation** (for phone numbers, email IDs, PIN codes, etc.) to ensure accuracy.
7. The design should prioritize **data privacy, user-friendliness, and scalability**.
8. Detail Workflow is given in annexure

Expected Deliverables:

- A working prototype of the **WhatsApp Chatbot** integrated with a test database/backend.
- Admin dashboard or console to view, export, or manage complaints.
- Documentation detailing system architecture, data flow, and security measures.

Evaluation Parameters:

- User Experience (simplicity, flow, accuracy)
- System Security & Data Protection
- Scalability and Performance
- Innovation in design and automation features

Impact:

This solution will significantly enhance citizen convenience by offering an **instant, user-friendly, and accessible channel** for submitting cybercrime complaints, thereby improving the efficiency of grievance registration under the Cyber Crime Helpline framework.

Annexure

The work flow for Chat Bot is as follows:-

1. Welcome to 1930, Cyber Helpline, Odisha
2. A- For New Complaint
B- For status Check in Existing Complaint
C- For Account unfreeze related
D-Other Queries

A-1 whether your complaint related to Financial Fraud

A-2 whether your complaint related to Social Media Fraud

Common for A-1 & A-2 submit your details

- a. Name
- b. Father/ spouse / Guardian Name
- c. Date of Birth
- d. Phone number
- e. Email id
- f. Gender
- g. Village
- h. Post Office
- i. Police Station
- j. District
- k. Pin Code

A1.1- Types of Financial Fraud

- 1 Investment/Trading/IPO Fraud
- 2 Customer Care Fraud
- 3 UPI Fraud

	(UPI/IMPS/INB/NEFT/RTGS)
4	APK Fraud
5	Fake Franchisee/Dealership Fraud
6	Online Job Fraud
7	Debit Card Fraud
8	Credit Card Fraud
9	E-Commerce Fraud
10	Loan App Fraud
11	Sextortion Fraud
12	OLX Fraud
13	Lottery Fraud
14	Hotel Booking Fraud
15	Gaming App Fraud
16	AEPS Fraud
	(Aadhar Enabled Payment System)
17	Tower Installation Fraud
18	E-Wallet Fraud
19	Digital Arrest Fraud
20	Fake Website Scam Fraud
21	Ticket Booking Fraud
22	Insurance Maturity Fraud
	Others

A2.1- Type of Fraud

- a. For Facebook (Impersonation Account / Fake Account/ Hack/ Spread of Obscene content)
- b. For Instagram (Impersonation Account / Fake Account/ Hack/ Spread of Obscene content)
- c. For X (Impersonation Account / Fake Account/ Hack/ Spread of Obscene content)
- d. For WhatsApp (Impersonation Account / Fake Account/ Hack/ Spread of Obscene content)
- e. For Telegram (Impersonation Account / Fake Account/ Hack/ Spread of Obscene content)
- f. For Gmail (Impersonation Account / Hack/ Spread of Obscene content)
- g. For Fraud call

A1.1.1-

Submit

- a. Aadhar Card / PAN Card
- b. Debit Card/ Credit Card photo
- c. Bank account front page
- d. Bank Statement by highlighting the fraudulent transactions and showing transaction reference number.
- e. If statement not available then Screenshot of debit messages showing transaction reference number with date and time.
- f. UPI transactions Screenshot showing UTR number with Date and time.
- g. If Credit Card fraud then provide Credit Card statement or the Screenshots of spent message reference number (If any) with date and time.
- h. Also can provide the beneficiary account details along with amount and transaction reference number with date and time if he has.

A2.1.a.- In case of Facabook

- a. First this link will go towards to the victim to register the complaint in Meta India Grievance Channel <https://help.meta.com/requests/1371776380779082/>
- a. Request Letter
- b. Aadhar Card/ Any Govt. Issue ID
- c. Disputed Screenshots
- d. Alleged URL (Uniform Resource Locator)
- e. In case of Fake/ Impersonation IDs Provide your original id Screenshot with URL

A2.1. b.- In case of Instagram

- b. First this link will go towards to the victim to register the complaint in Meta India Grievance Channel <https://help.meta.com/requests/1371776380779082/>
- a. Request Letter
- b. Aadhar Card/ Any Govt. Issue ID
- c. Disputed Screenshots
- d. Alleged URL (Uniform Resource Locator)
- e. In case of Fake/ Impersonation IDs Provide your original id Screenshot with URL

A2.1.c. - In case of x

- c. First this link will go towards to the victim to register the complaint in XIndia Grievance Channel <https://help.x.com/en/forms/account-access>
- a. Request Letter
- b. Aadhar Card/ Any Govt. Issue ID
- c. Disputed Screenshots
- d. Alleged URL (Uniform Resource Locator)

A2.1.1. d.- In case of Whatsapp

- d. First message will go to user: Dial ##002# from your hacked number to remove the call forwarding option.
- e. Second this link will go towards register the complaint in WhatsApp India Grievance Channel <https://www.whatsapp.com/contact/forms/1534459096974129>
- f. Request Letter
- g. Aadhar Card/ Any Govt. Issue ID
- h. Disputed Screenshots with the hacked Number

A2.1.1. e.- In case of Telegram

- a. First this link will go towards register the complaint in Telegram India Grievance Channel <https://telegram.org/support>
- b. Request Letter
- c. Aadhar Card/ Any Govt. Issue ID
- d. Disputed Screenshots with the hacked Number / ID

A2.1.1. f for hacked g-mail/ YouTube

- a. First this link will go towards register the complaint in Google <https://accounts.google.com/v3/signin/recoveryidentifier?flowName=GlifWebSignIn&dsh=S-1358042667%3A1761737339859572>

A2.1.1. g for fraud call/ SMS

First message will go to user: Visit the link sancharsaathi to report against the fraud call or SMS <https://www.sancharsaathi.gov.in/sfc/Home/sfc-complaint.jsp>

Our caller Agent will call or message you shortly & register your complaint

For 2.B. - For status Check in Existing Complaint

- a. First message will go to user to provide your Acknowledgement number or Mobile number.

submit your details

- a. Name
- b. Father/ spouse / Guardian Name
- c. Date of Birth
- d. Phone number
- e. Email id
- f. Gender
- g. Village
- h. Post Office
- i. Police Station
- j. District
- k. Pin Code

Our caller Agent will call or message you shortly & solve your issue.

For 2.B.C- For Account unfreeze related

- b. First message will go to user to provide Account number.

submit your details

- a. Name
- b. Father/ spouse / Guardian Name
- c. Date of Birth
- d. Phone number
- e. Email id
- f. Gender
- g. Village
- h. Post Office
- i. Police Station
- j. District
- k. Pin Code

Our caller Agent will call or message you shortly & solve your issue.