USER MANUAL

USER MANUAL FOR CYBERCRIME REPORTING PORTAL

0

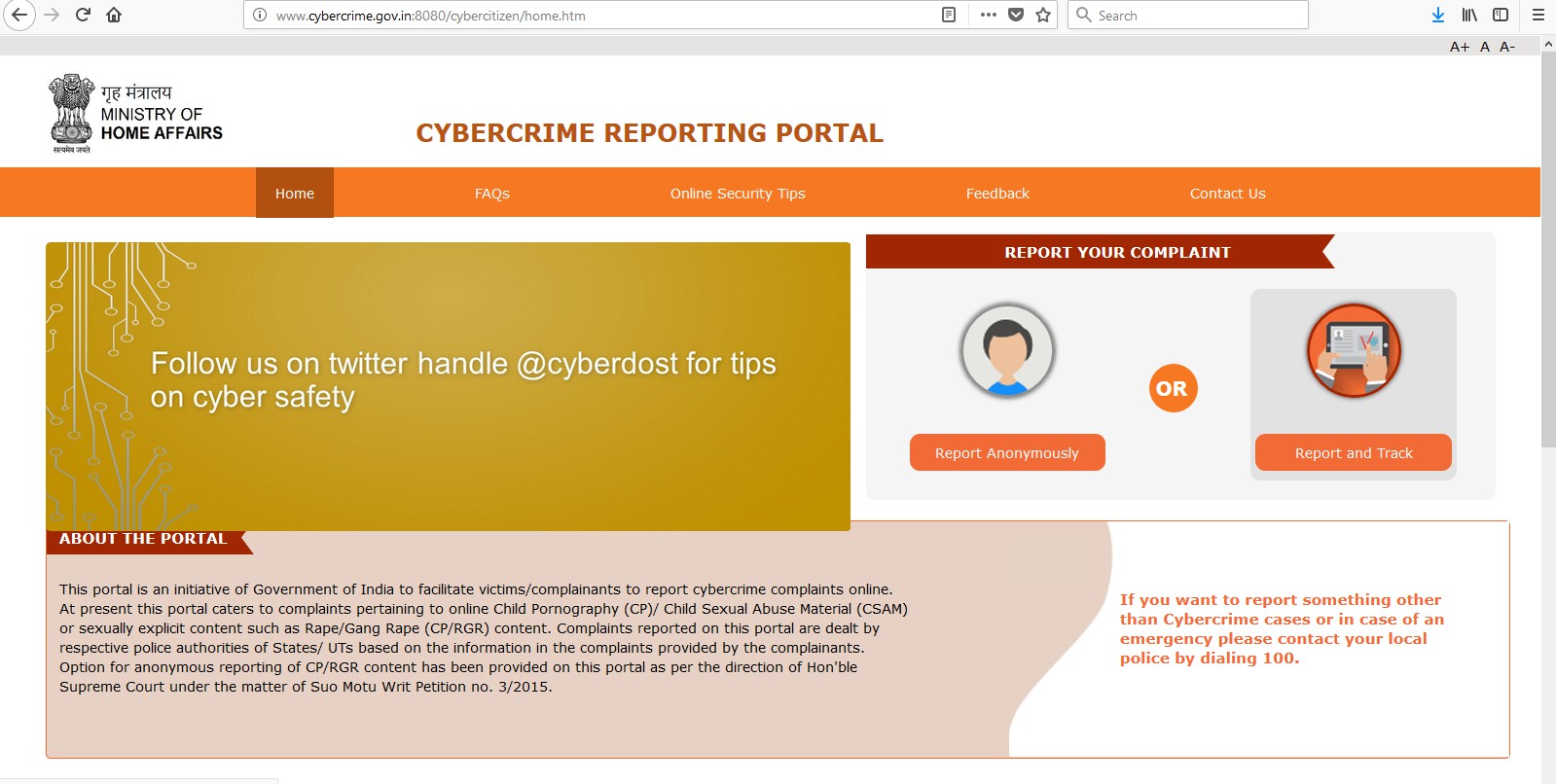
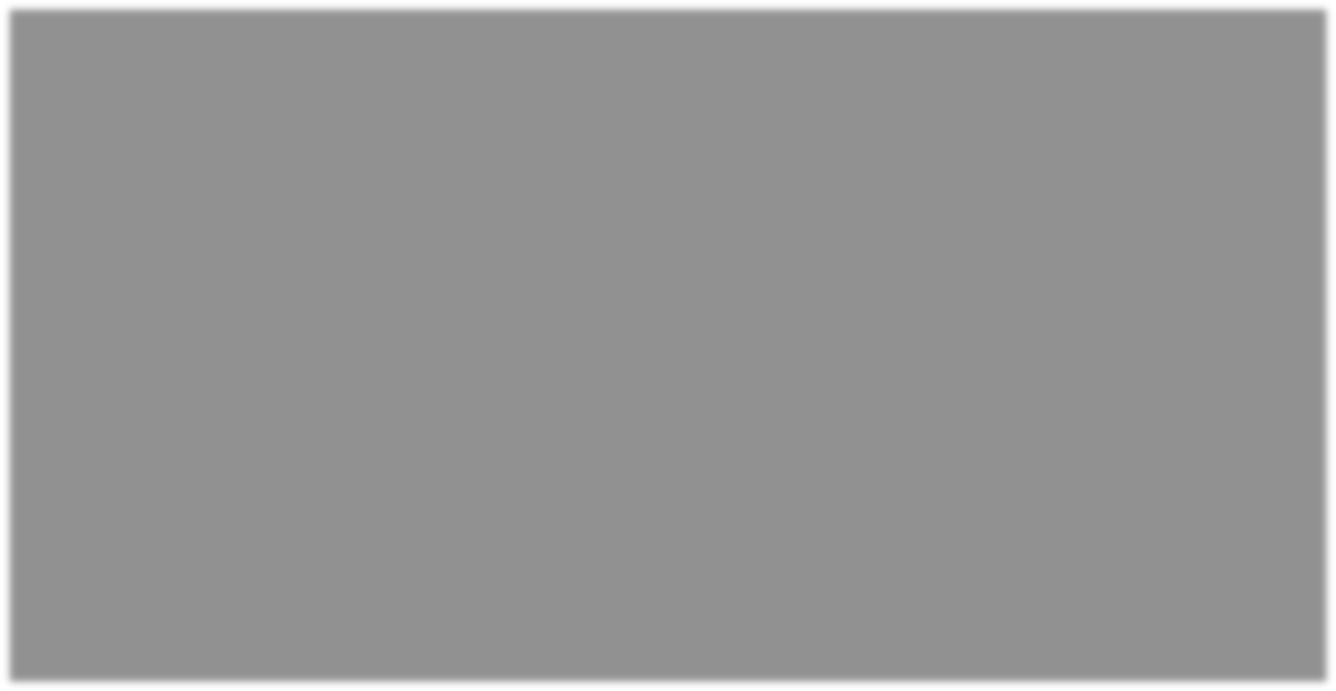
FOR CYBERCRIME REPORTING PORTAL

**MINISTRY OF HOME AFFAIRS**

# Disclaimer:

As per Article 246 of the Constitution of India, Public and Police order is the responsibility of the State. Due to transnational and borderless nature of cybercrimes, this Portal has been developed for facilitating public to report cybercrime complaints online.

All the reported complaints are dealt by respective State/UT police authorities based on the information provided by the complainant for necessary action. This portal has been designed to report complaints related to cybercrimes and should not be treated as an FIR. State /UT authorities are responsible for appropriate action on the complaints reported on the portal. Complainants are advised to take care of the accuracy of information provided by them on the portal.

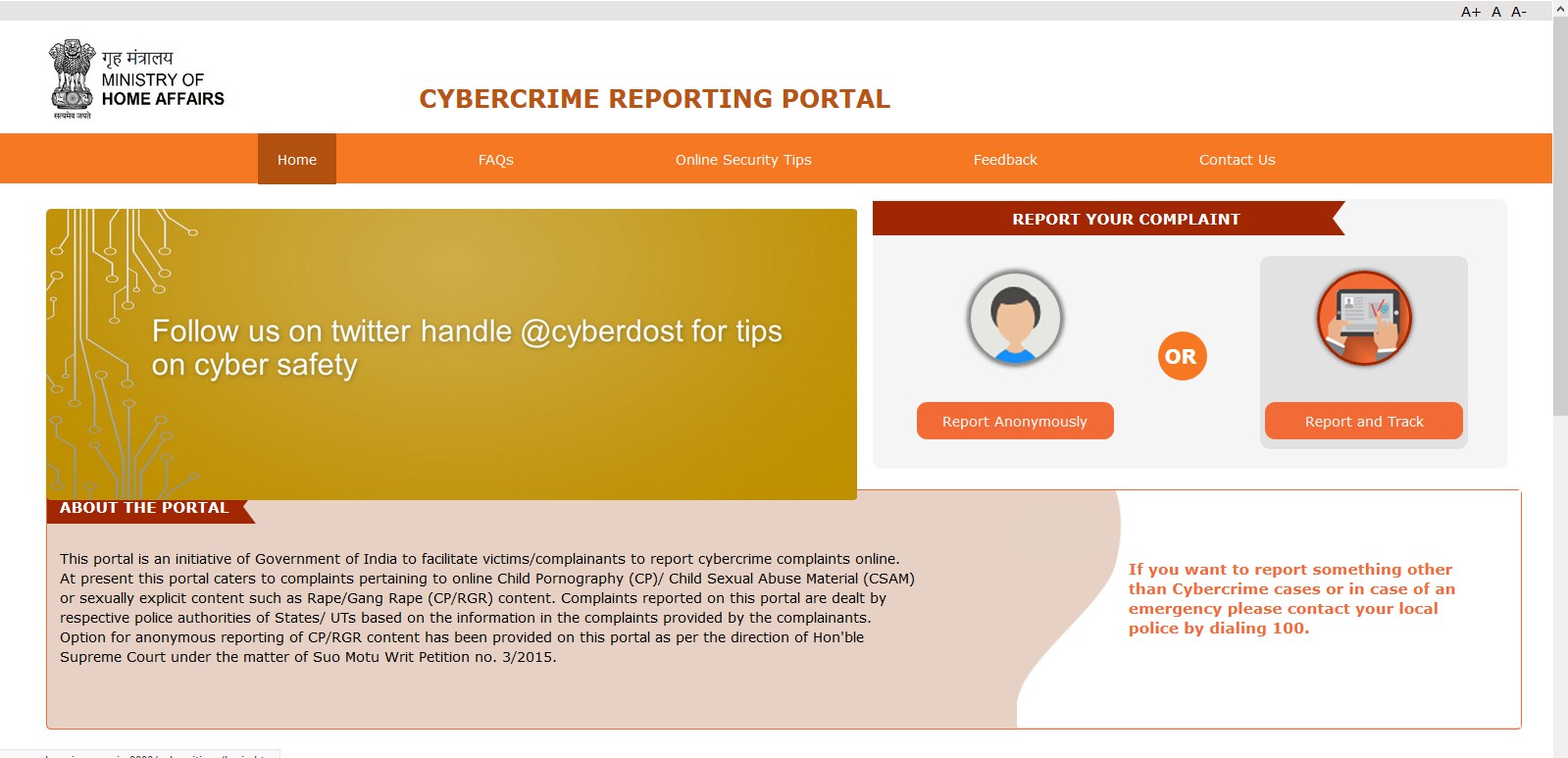
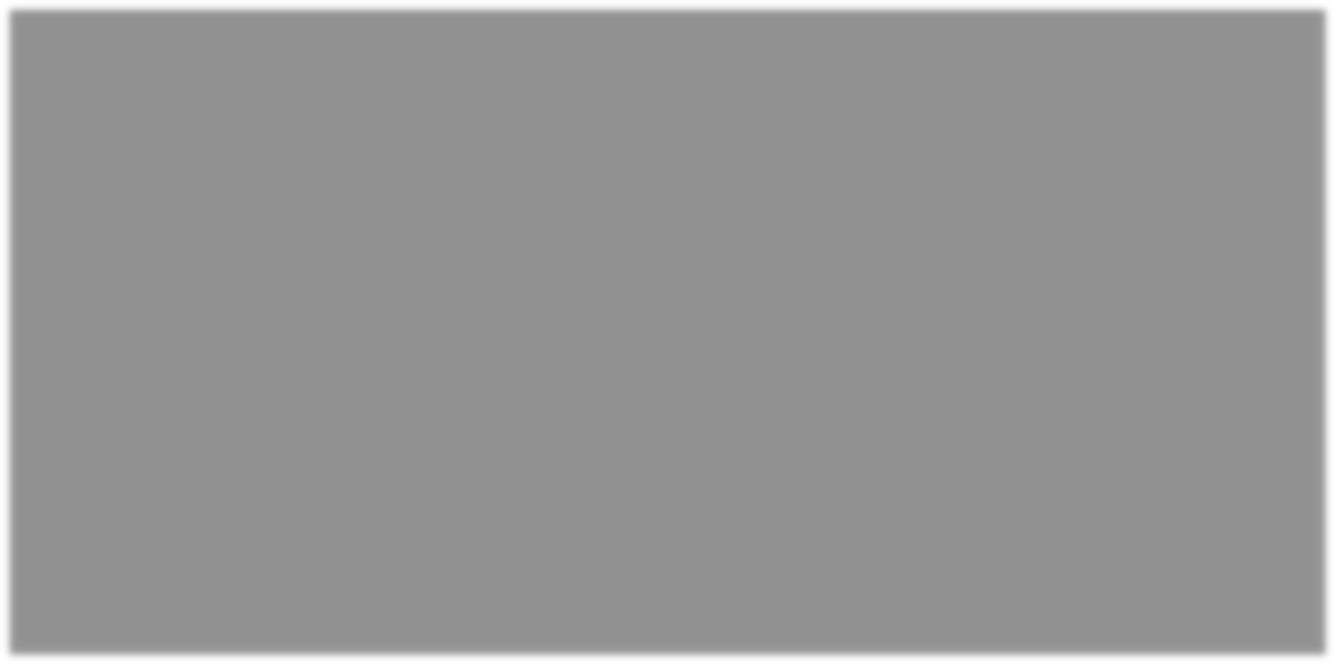


Step 1

# How to Report and Track Complaints

## Step 1:

Type the URL **https:**[**//www.cybercrime.gov.in**](http://www.cybercrime.gov.in/)in the Web Browser

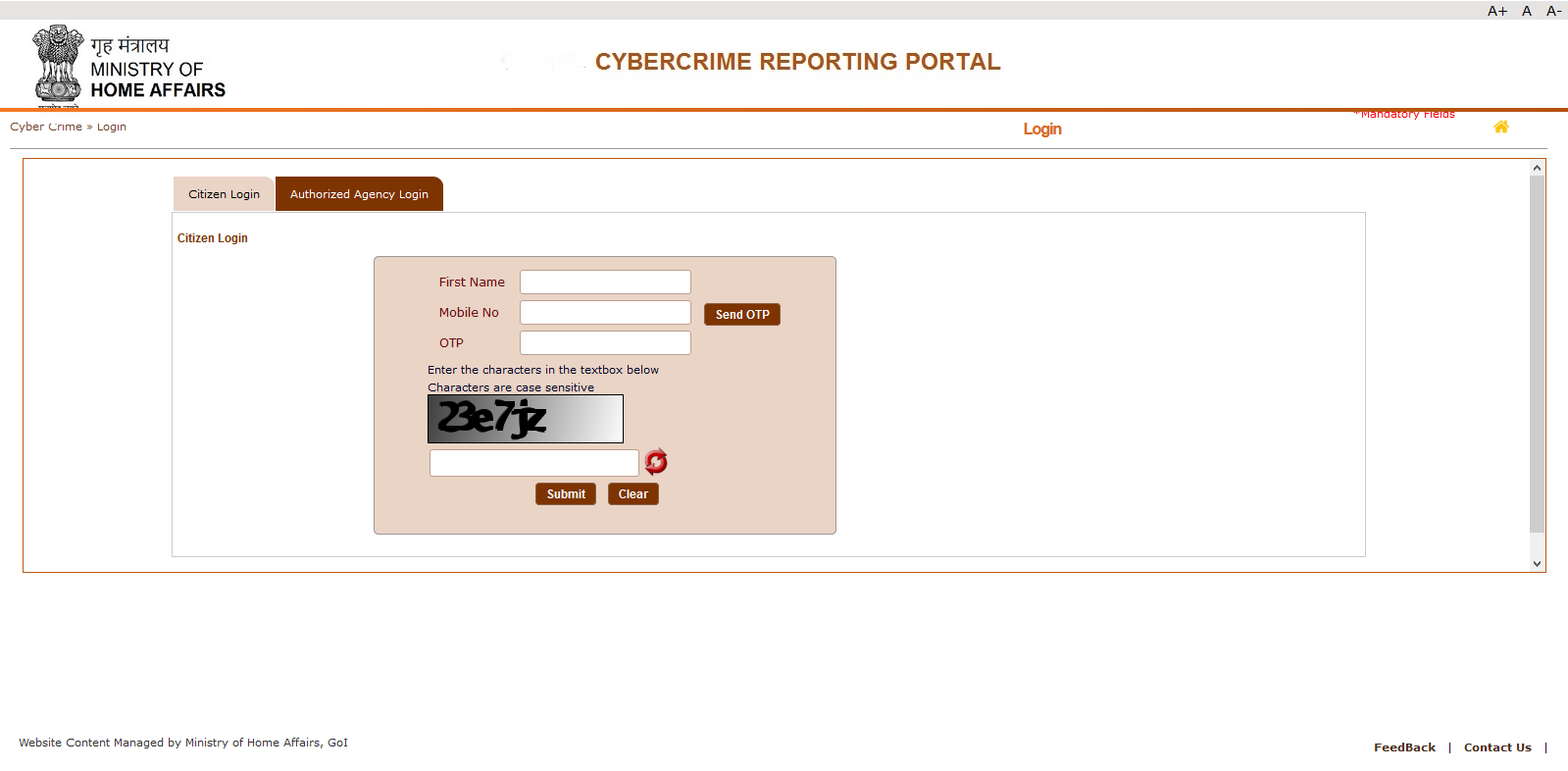
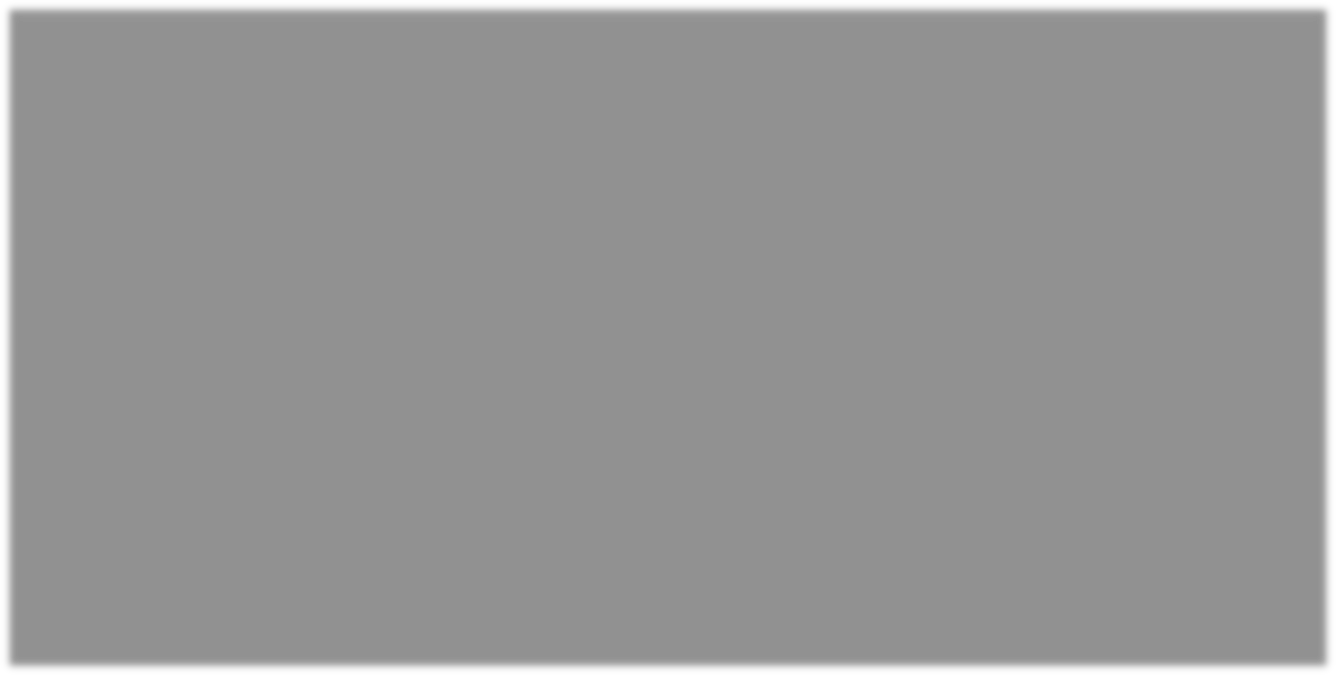


Step 2

## Step 2:

Select “**Report and Track**” option, if you want to report an online Child Pornography (CP) - Child Sexual Abuse Material (CSAM) or sexually explicit content such as Rape/Gang Rape (CP/RGR) content by revealing your identity like name, mobile number, e-mail id, etc..

1. Enter your First name.
2. Enter your valid Indian mobile number and click on “**send OTP**”. You will receive an OTP in the registered mobile number (OTP will be valid for 30 minutes). Enter the same OTP in the “**OTP**” field.
3. Enter the Captcha, then press “**Submit**”.



Enter Captcha

Enter the OTP

Step 3

## Step 4:

Provide the details as required for reporting a complaint.

## Enter the Crime incident details

* 1. Select “Category of Crime” from the drop-down list (Mandatory) - Three options availabe in drop-down –
     1. Rape/ Gang rape (RGR) – sexually abusive content
     2. Obscene content
     3. Child Pornography (CP) - Child Sexual Abuse Material (CSAM)
  2. Select “Date of Incident”
  3. Enter “Time of incident”
  4. Enter details of “Social Media Type on which the incident happened” – Mention the name of social media platform where you have received CP/RGR content.
  5. Enter the “Social Media Username/ ID/ URL” – Mention the username/ ID/ URL of social media platform (like Facebook, WhatsApp, Twitter, YouTube etc.) where CP/RGR content is present. In case of WhatsApp, please mention the mobile number from which you have received the CP/RGR content.
  6. Enter the “e-mail address” – In case, you have received any CP/RGR content through e-mail attachment.
  7. Enter “Website/ URL where the content was found” – Mention the URL or the website name, where the CP/RGR content is present.
  8. Type Incident description in the box

## Enter the Suspect details

* 1. Enter the suspect name (If known)
  2. Enter the corresponding address of suspect like state, district, colony, street name etc. so that it could help the police authorities in investigation.

## Enter the Complainant details

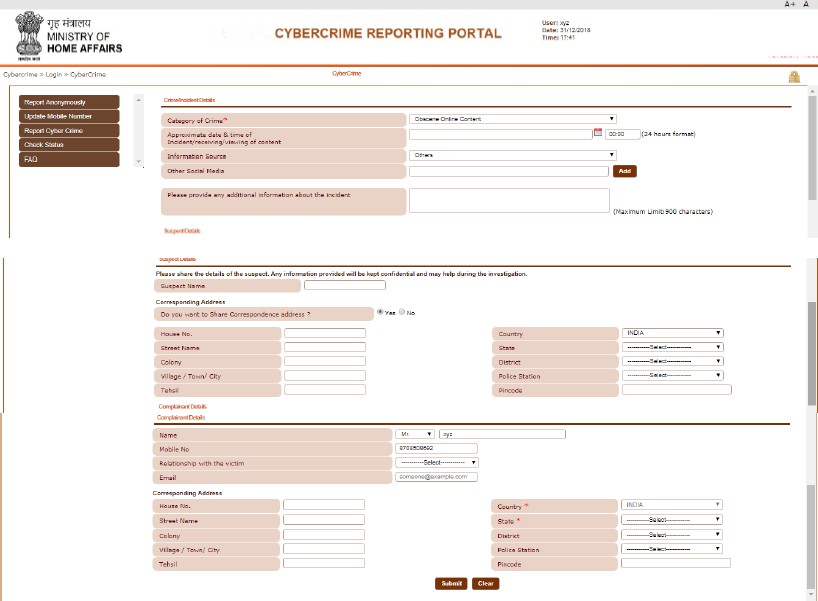
* 1. Enter your Name (Mandatory) – As mentioned during registration.
  2. Mobile Number will be filled automatically (as mentioned during registration)
  3. Enter your e-mail ID
  4. Enter your relationship with the victim
  5. Select Country, State (Mandatory) and District
  6. Select Police station and type Pin Code

## Upload the Evidence

* 1. Enter the description about the evidence
  2. Upload evidence as attachment

1. After the above details are filled in the portal, click on “**submit** button”.

**Note:** All the fields with red asterisk “\*” are mandatory to be filled in the portal.

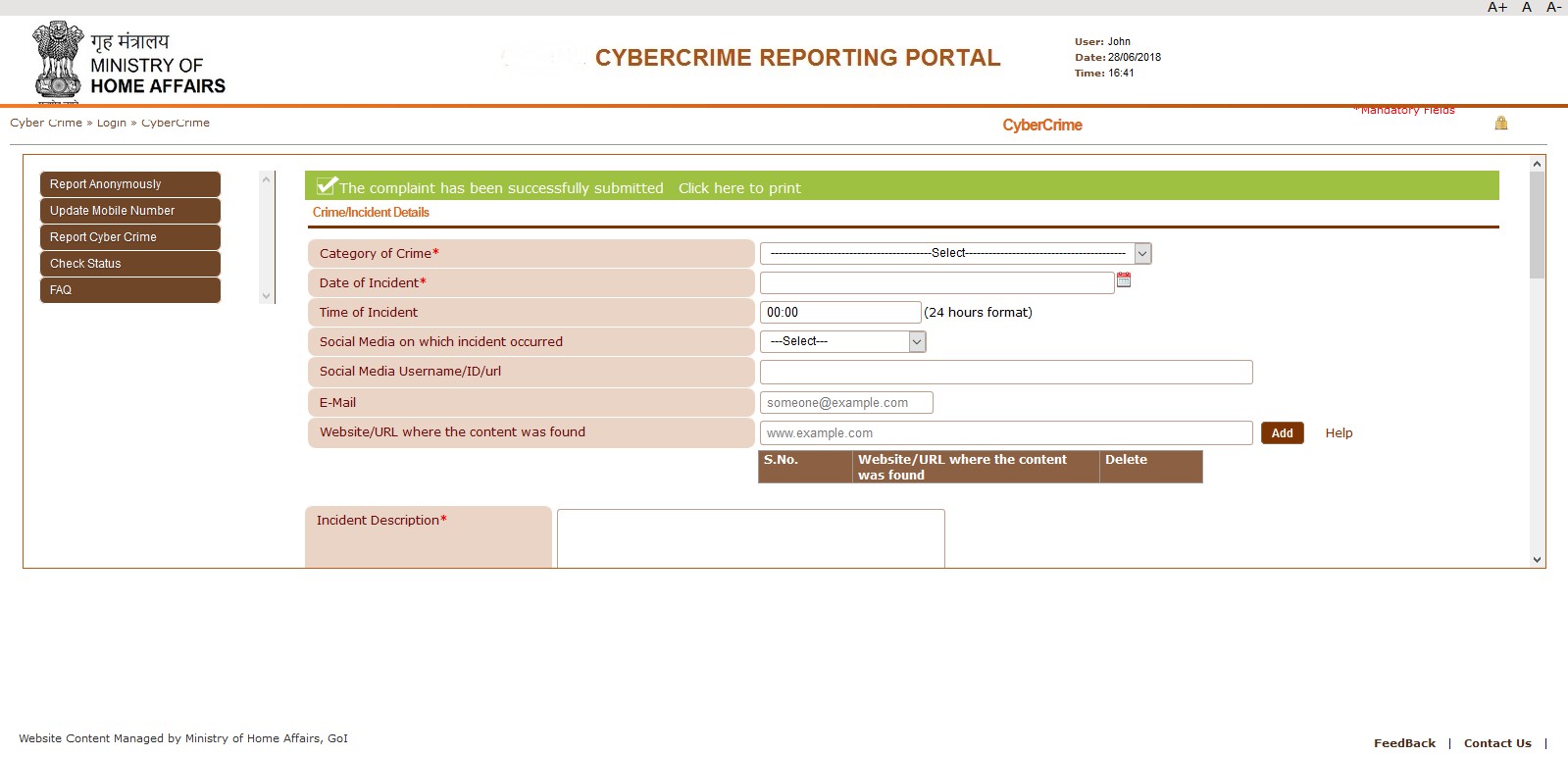
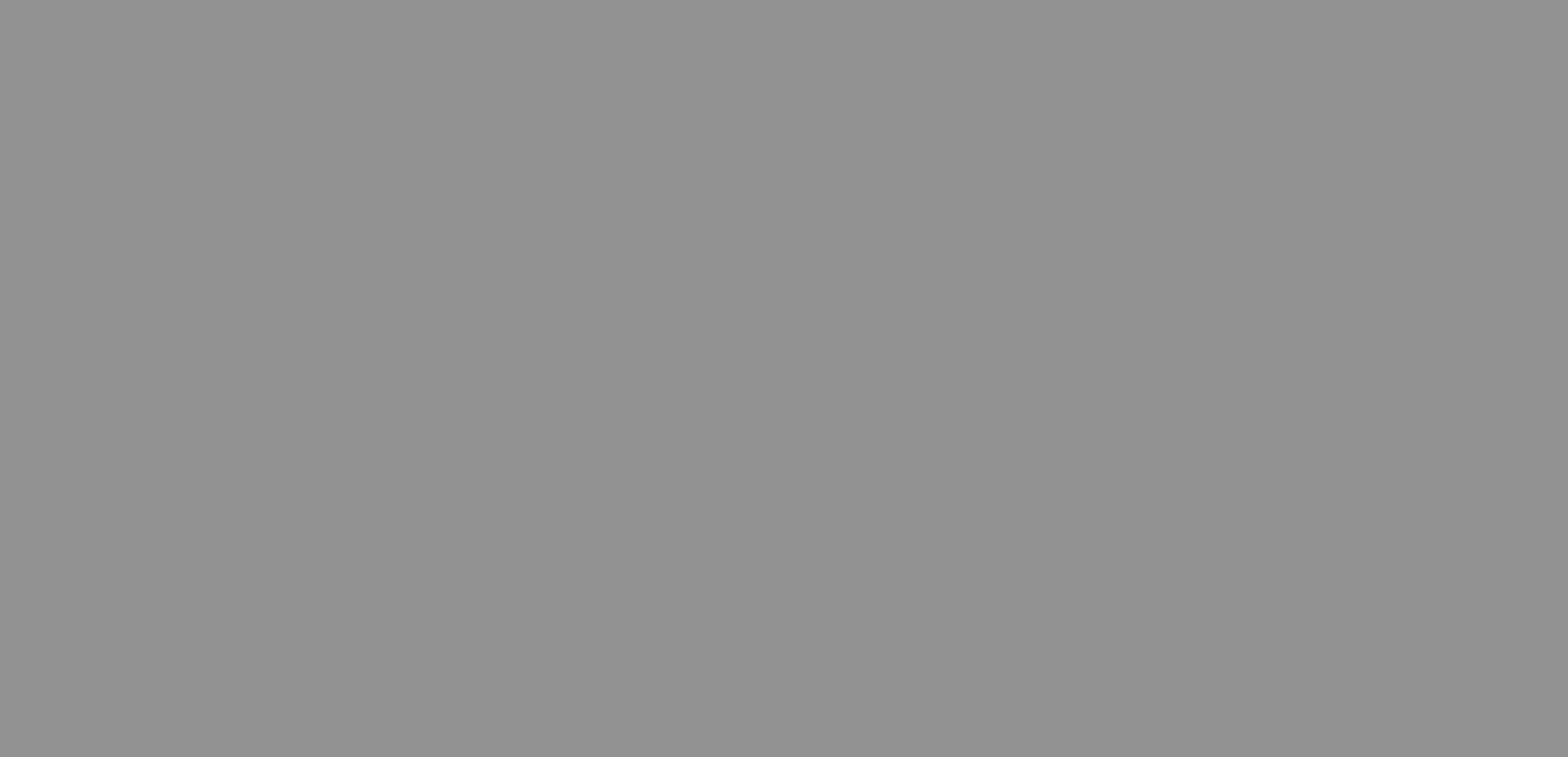


Step 4

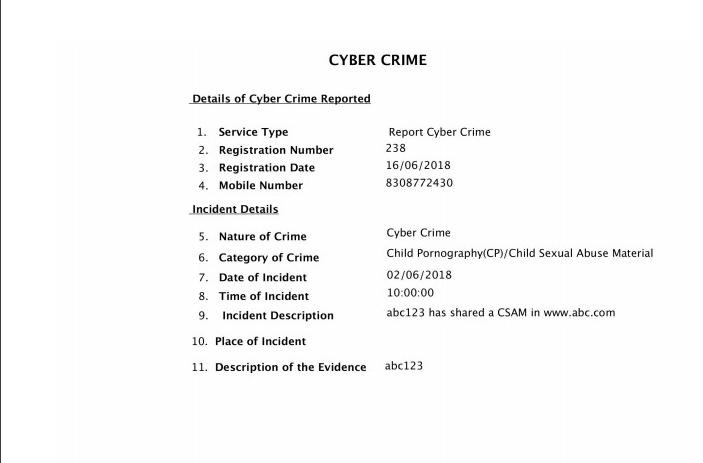
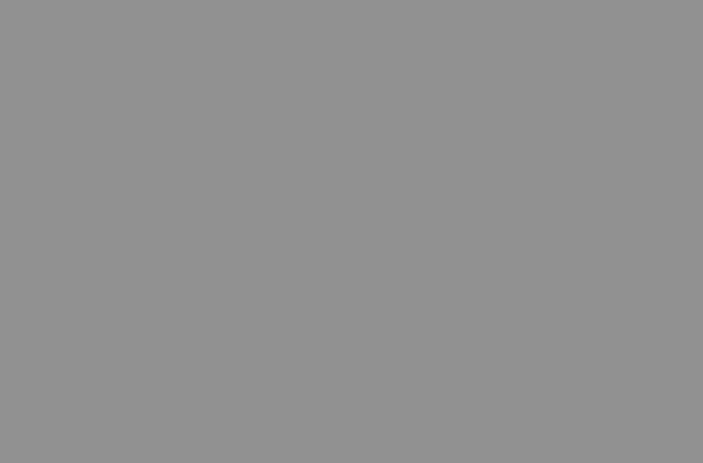
## Step 5:

On submission of the complaint, a complaint submission message will be displayed on the portal and complaint would be worked upon by the respective State/UT police authorities.

1. Once you click on the “**click here to print**” option, details of the complaint reported gets downloaded in PDF format, which could be used for further reference.
2. You will also receive a message and e-mail on the registered mobile number and e-mail ID once the complaint is successfully submitted in the portal.



Step 5



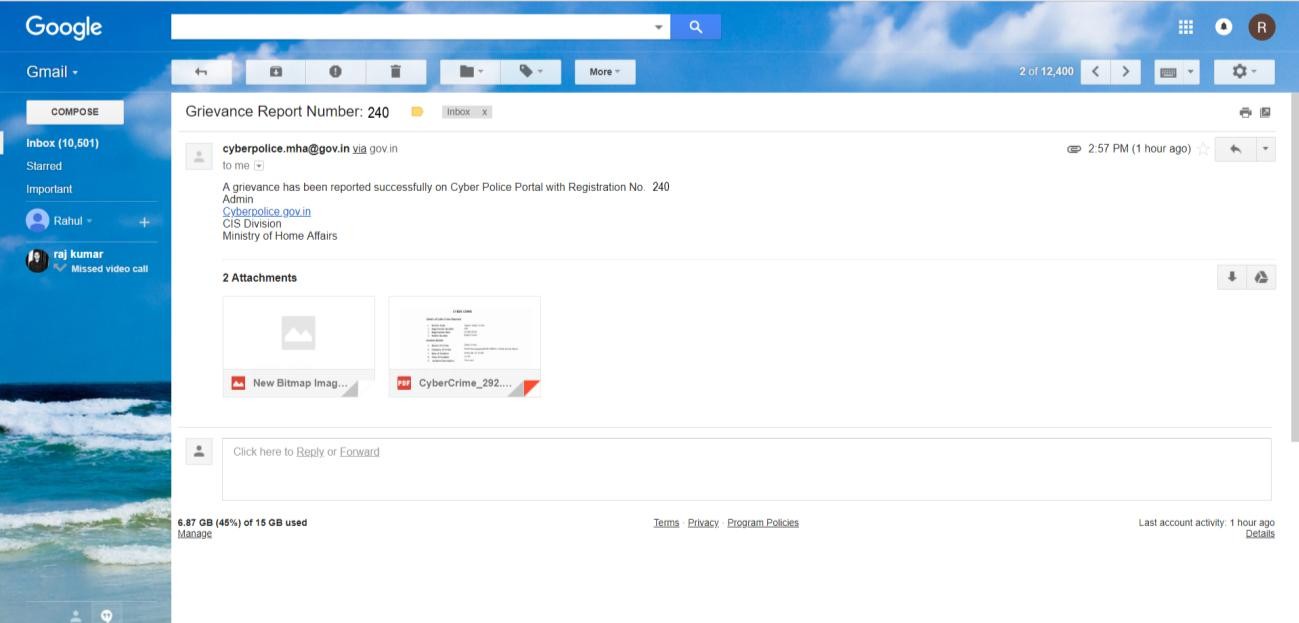
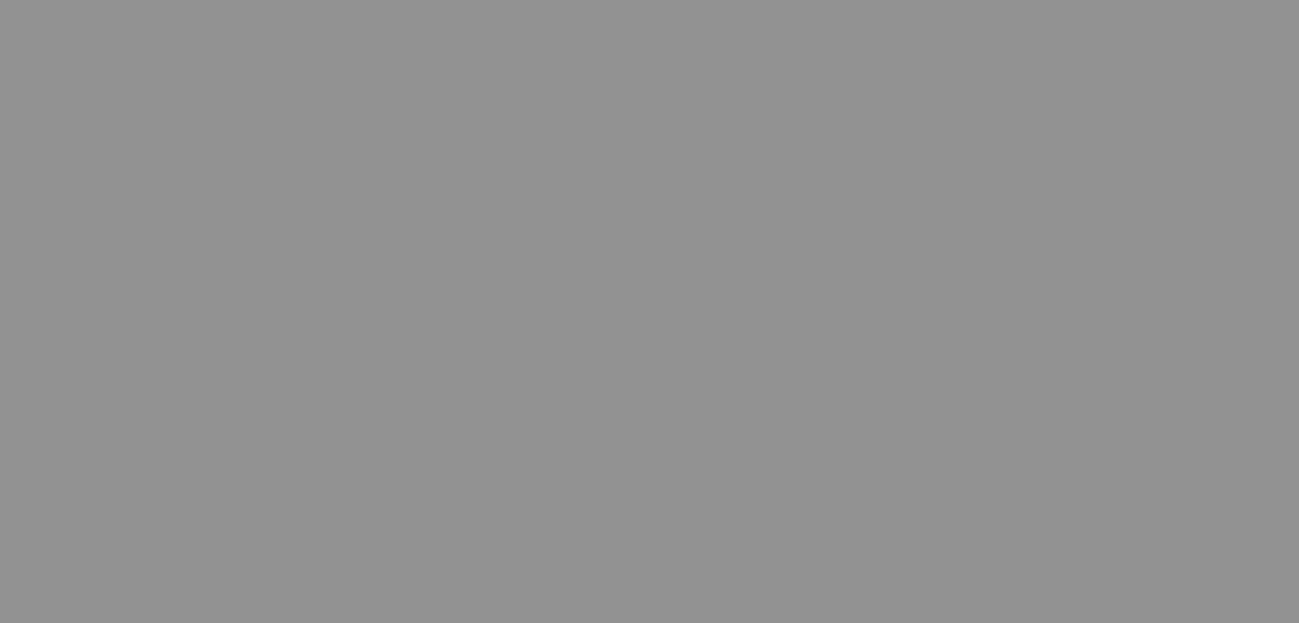
Registration number for tracking

12/06/2018

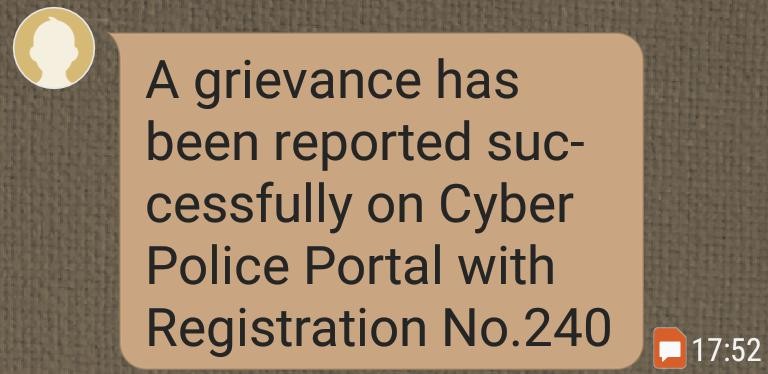
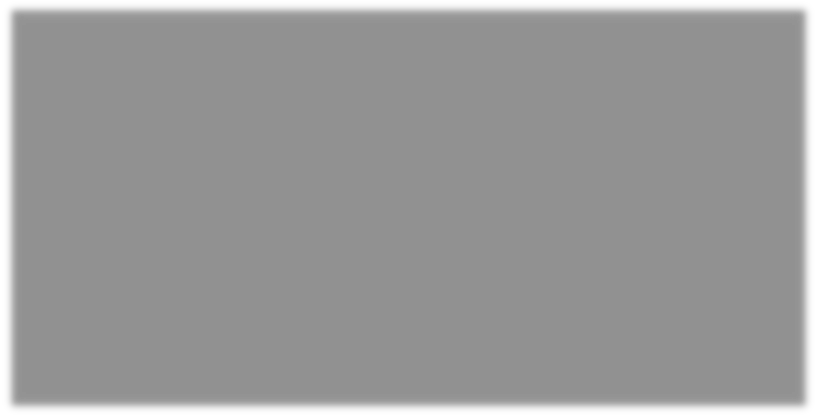
9XXXXXXXXX

240

USER MANUAL FOR CYBERCRIME REPORTING PORT



E-mail received after report submission



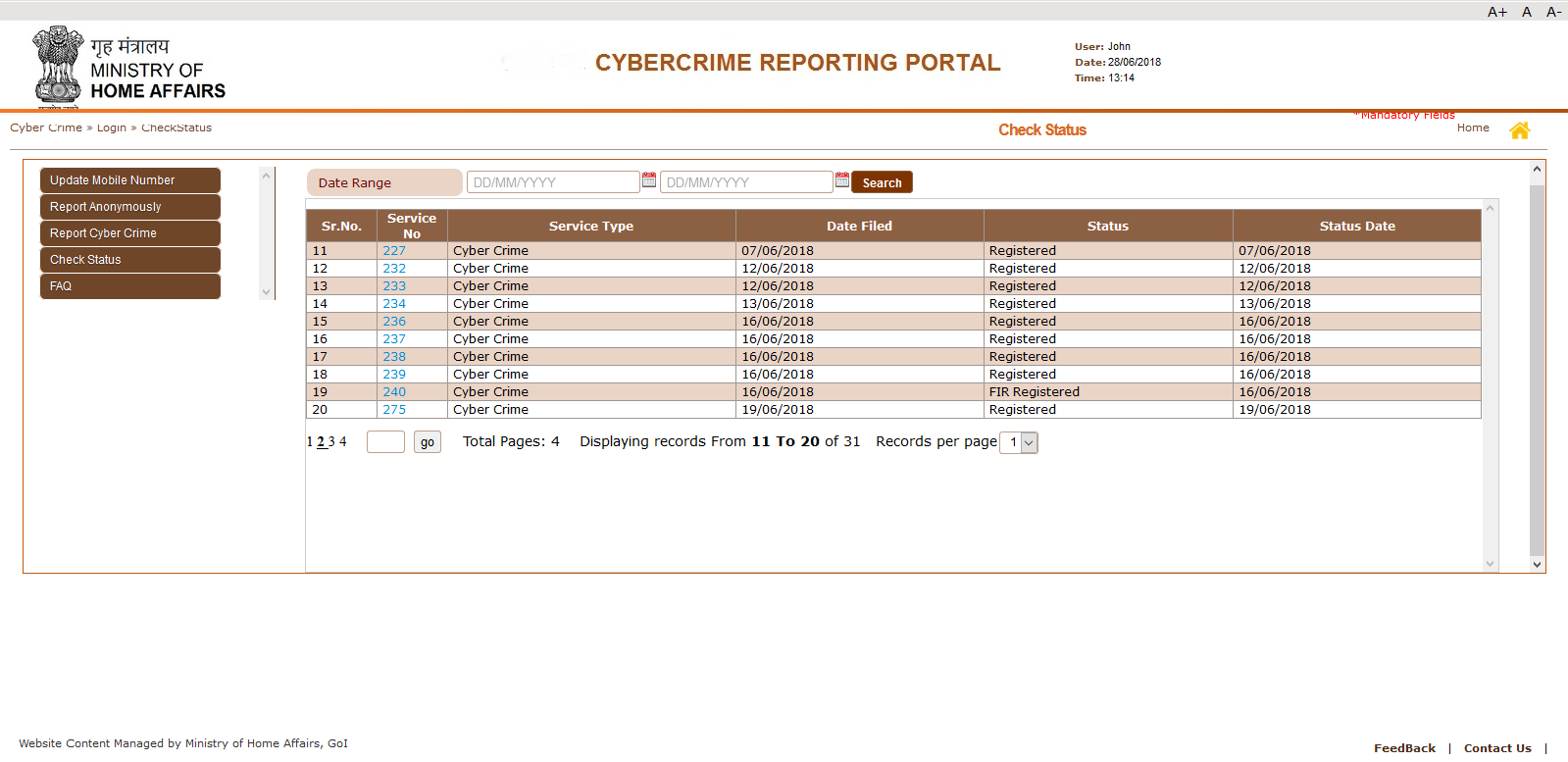
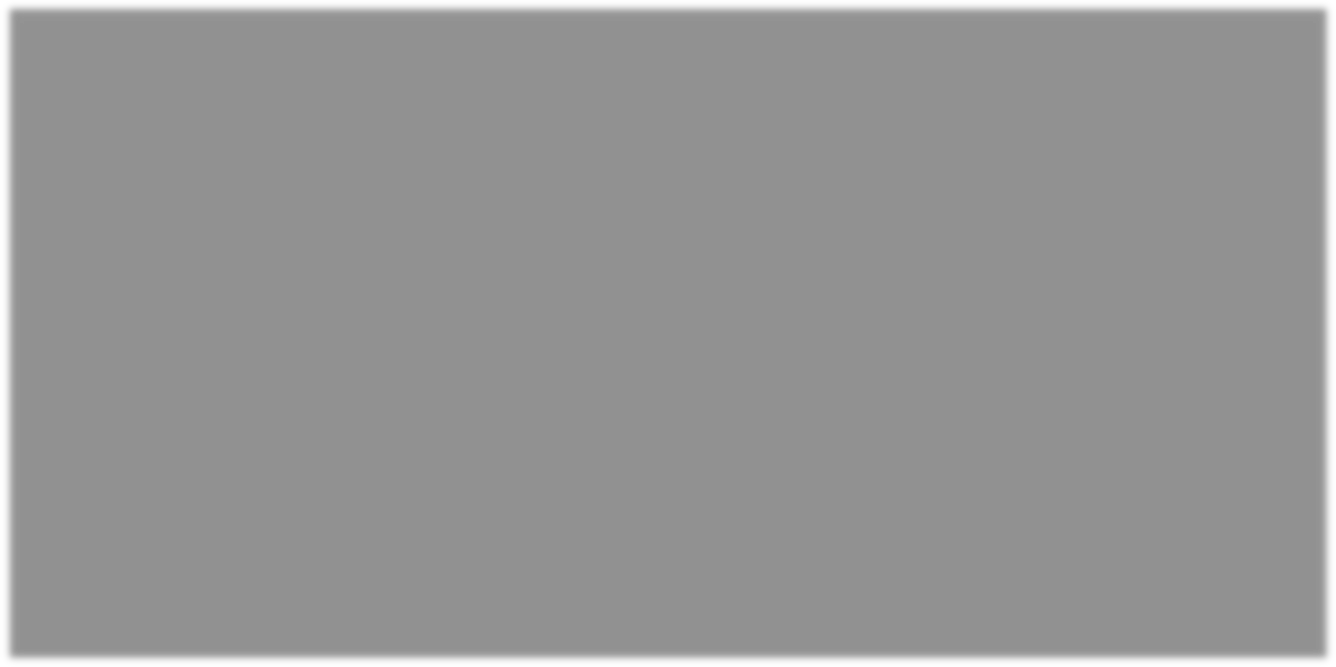
SMS received after report submission

## Step 6:

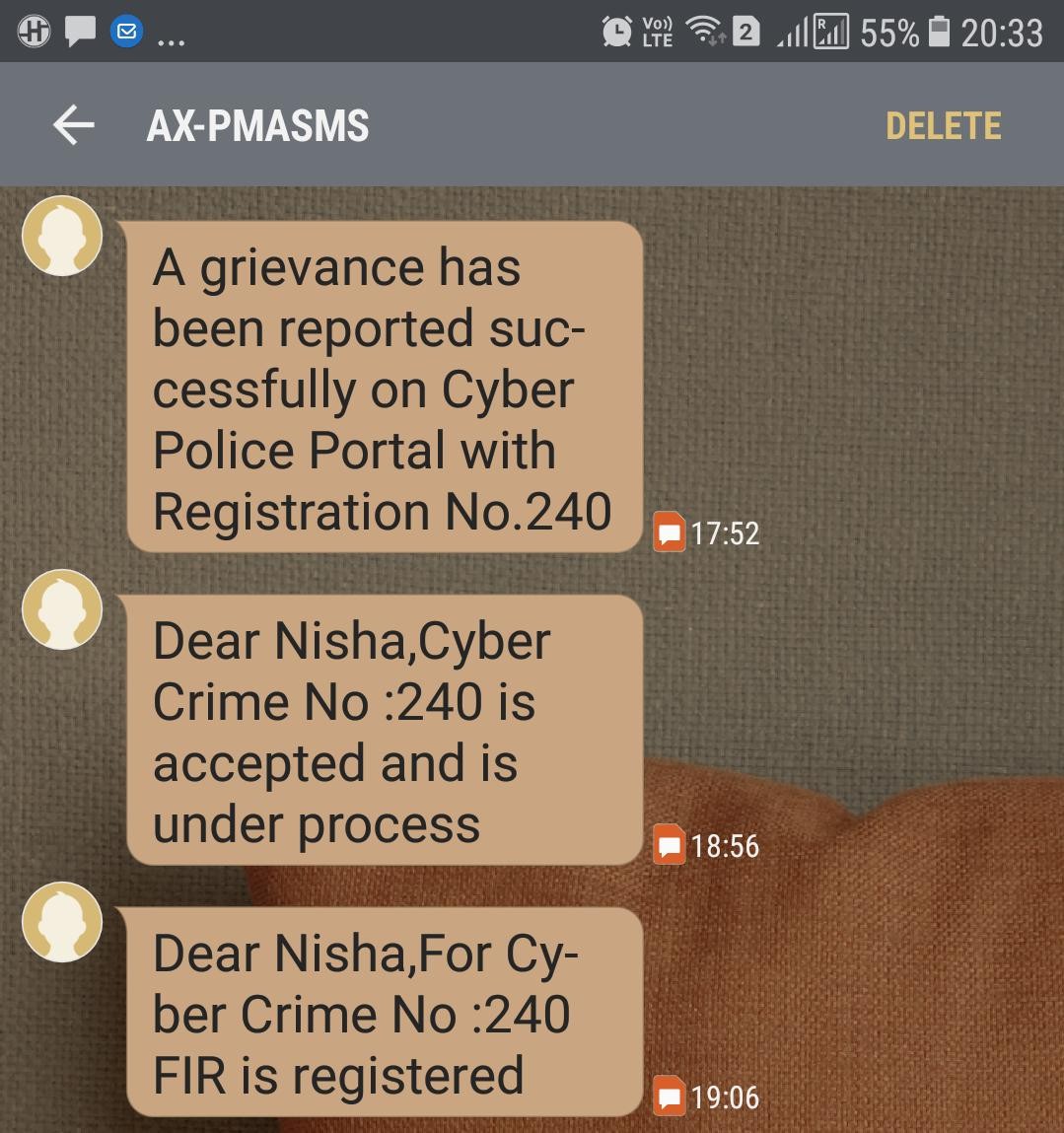
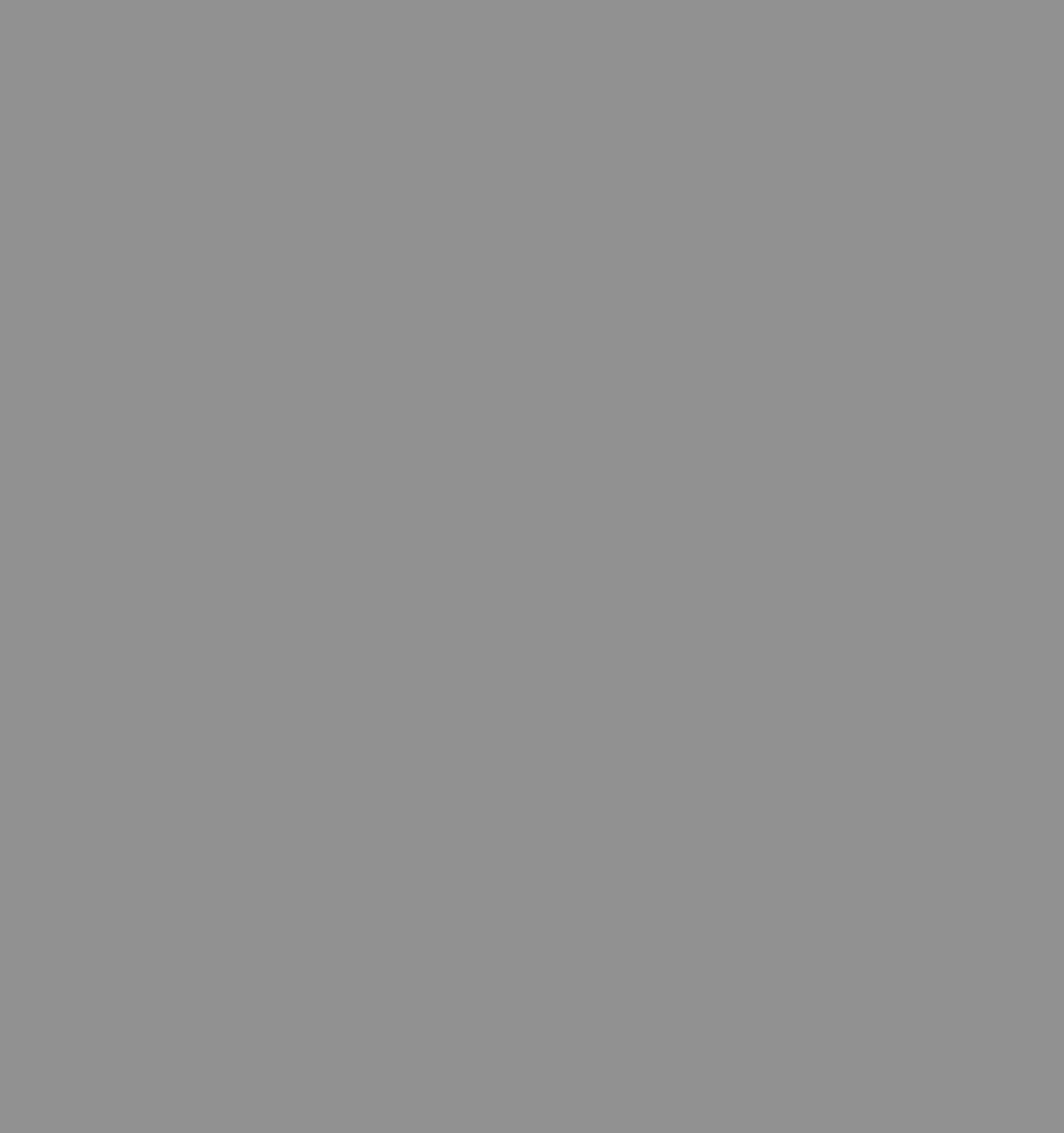
In case you want to track the status of your complaint, click on “**Check Status**” option and select date to search for your registered complaint.

Also, progress of the reported complaint would be notified to the registered mobile number.

9



Step 6

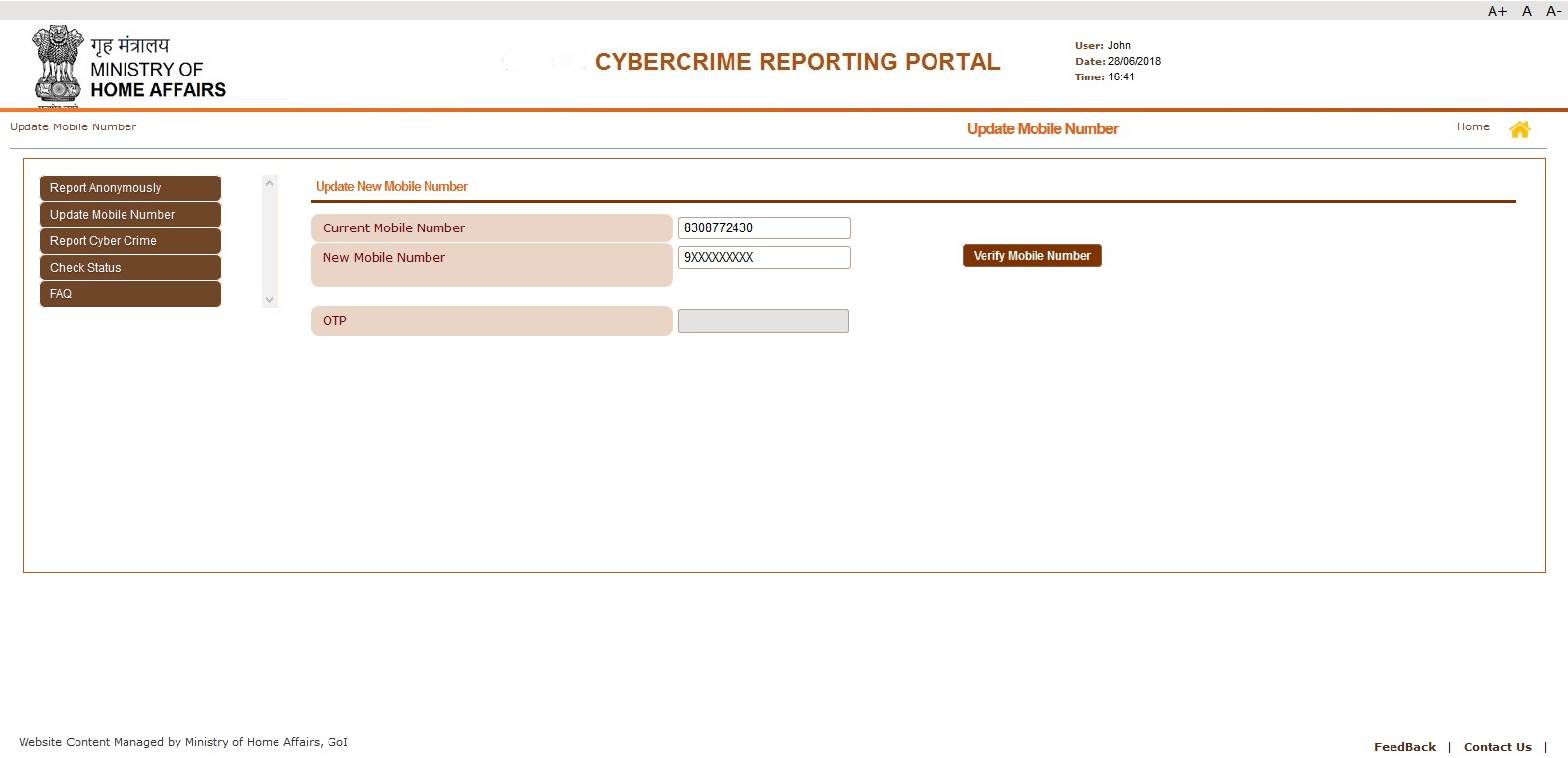
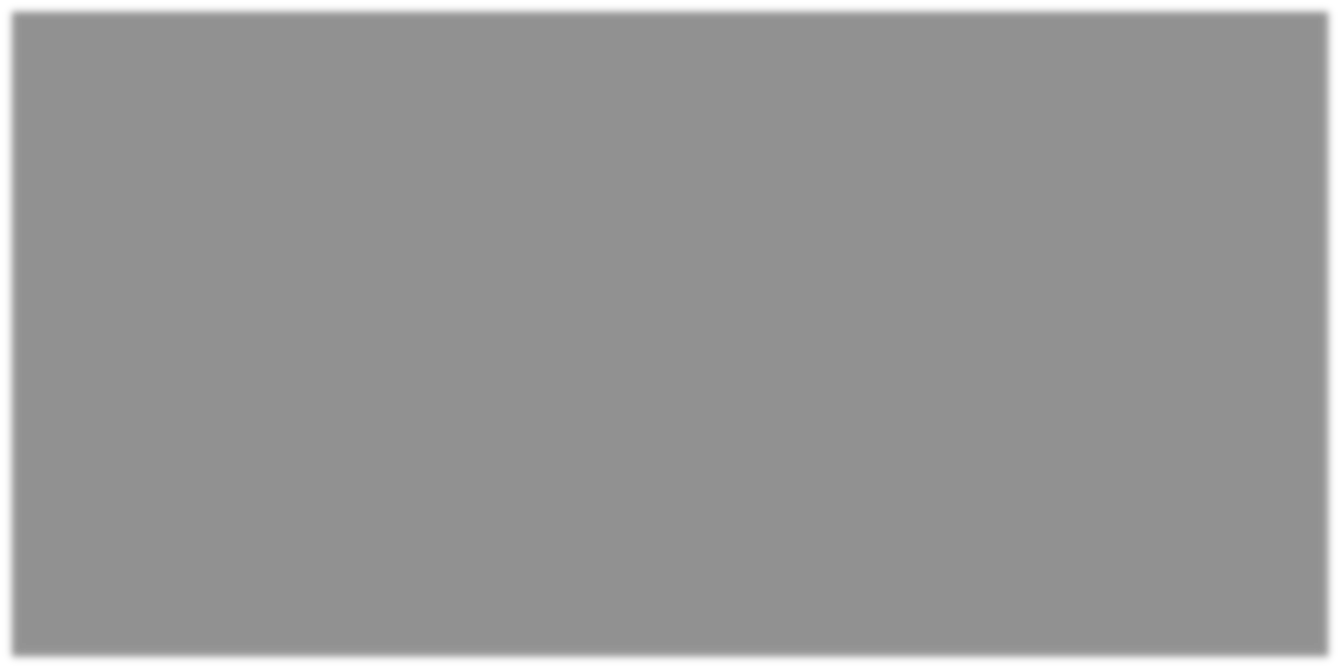


SMS

received after FIR is registered

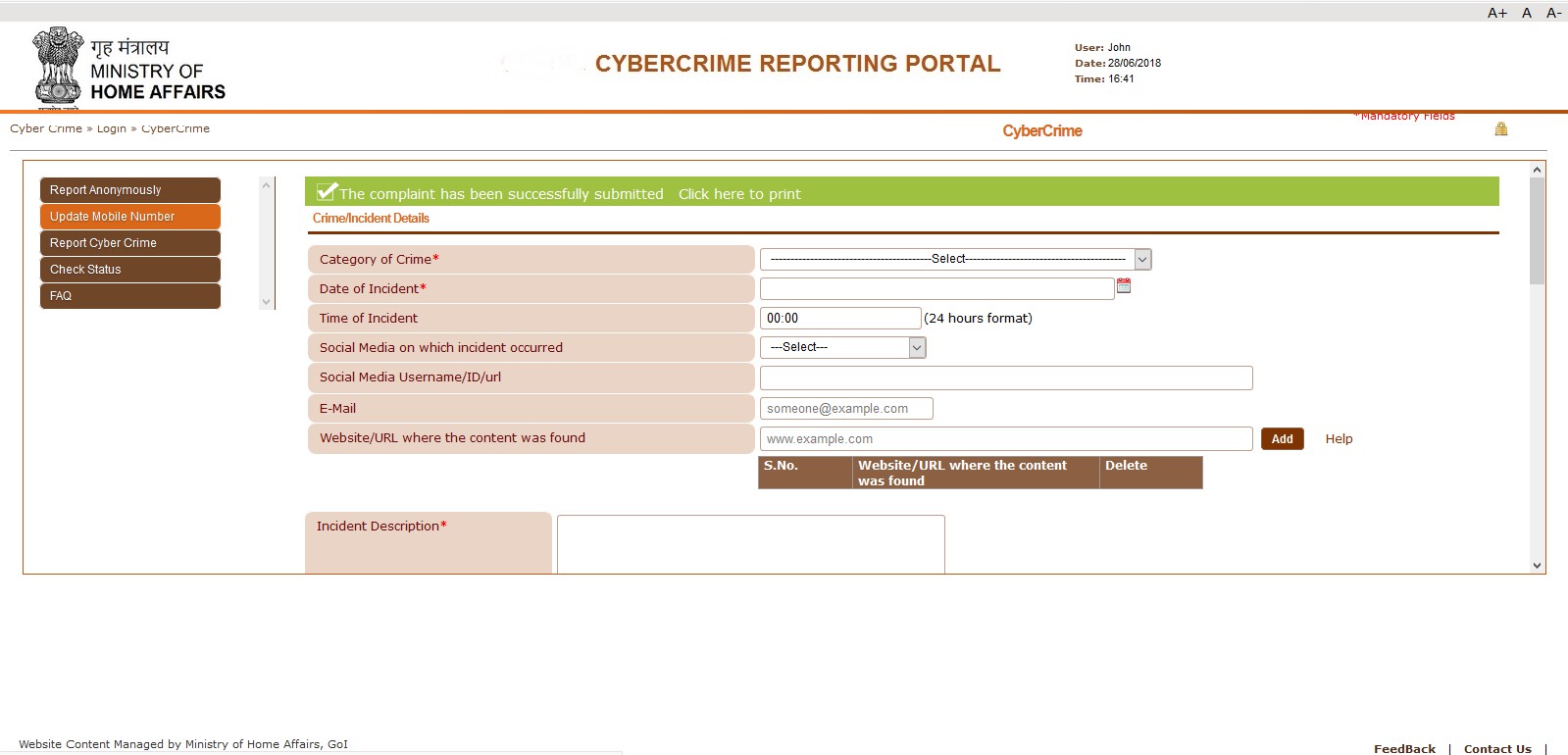
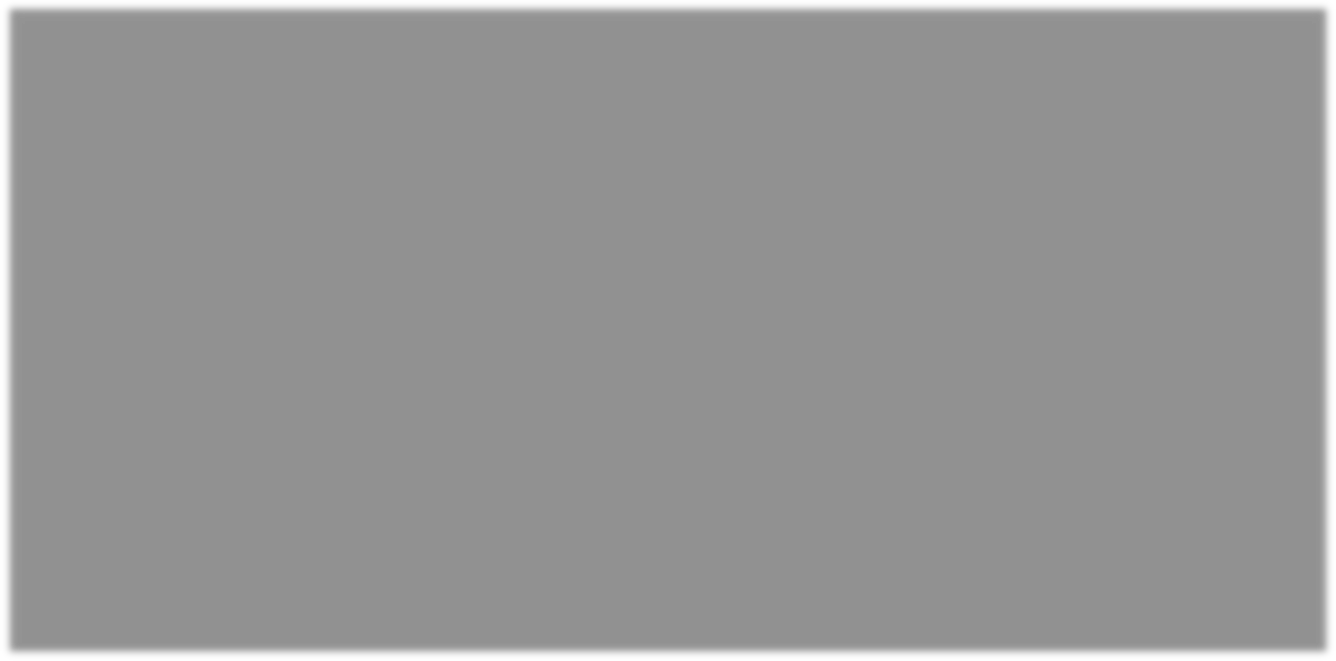
SMS

received after the case is accepted



10

Step 7 (ii)



Step 7 (i)

## Step 7:

Updating your mobile number.

* 1. In case, you want to update your registered mobile number, click on “**Update Mobile Number**” after logging in “Report and Track” option.
  2. Enter your new mobile number in “**New Mobile Number**” field and click on “**verify mobile number**”
  3. Enter the OTP received in updated mobile number.

All the cases registered on the old mobile number will be mapped to new mobile number.