

Step-by-step Procedure - How to lodge cybercrime complaint on Government of India Portal

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.

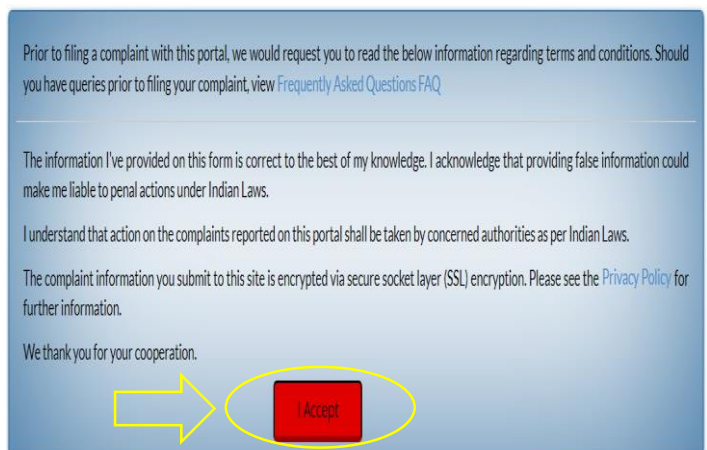
First register yourself on Government of India Portal-

✓ Follow following steps:

1. Go to “[Cyber Crime Portal](https://cybercrime.gov.in/) : <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), 'MOBILE NO: *' (with '+91' dropdown and 'Get OTP' button), 'OTP: *' (text), and 'Enter Captcha' (with a captcha image). 'Submit' and 'Clear' buttons are at the bottom. A 'Forgot Login Id' link is also present.

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 'USER PROFILE DETAILS' form includes the following fields: 'Login Id: *' (text), 'Title: *' (dropdown), 'Name: *' (text), 'Mobile: *' (text), 'DOB: *' (calendar icon, format 'dd-mm-yyyy'), 'Gender: *' (dropdown), 'Email Id: *' (text), and 'Father/Mother/Spouse: *' (dropdown and text). A 'Present Address' section contains: 'House No.' (text), 'Street Name' (text), 'Colony' (text), 'Vill/Town/City' (text), 'Tehsil' (text), 'Country' (dropdown, 'INDIA'), 'State: *' (dropdown, 'DELHI'), 'District: *' (dropdown), 'Police Station' (dropdown), and 'Pincode: *' (text). A green 'Save & Continue' button is at the bottom, with 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 the 'Incident Details' form with the following fields:

- Category of complaint*: --Select--
- Sub-Category of complaint : *: --Select--
- Approximate date & time of Incident/receiving/viewing of content *: dd-mm-yyyy, HH, MM, AM
- Is there any delay in reporting? Yes No
- Where did the incident occur? :* --Select--
- Please provide any additional information about the incident :* (Maximum of 1500 characters - 1500 characters left)

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.

The screenshot shows the 'Incident Details' form with the following fields:

- Category of complaint*: Online Financial Fraud
- Sub-Category of complaint : *: --Select--

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

a. Business Email Compromise/ Email Takeover

- For this subcategory, you have to enter the email address of the fraudster.

The screenshot shows the 'Incident Details' form with the following fields:

- Category of complaint*: Online Financial Fraud
- Sub-Category of complaint : *: Business Email Compromise/Email Takeover
- Email from which authorization email has been received
- Full Header of the alleged email

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 *

UPI Fraud ▾

Bank/Wallet/Merchant *

---Select---

Wallet List

---Select---

Account No./Wallet Id/Merchant Id/UPI Id *

Transaction ID / UTR Number as (12 Digit number. Ex 109265321525).*

Amount *

Transaction date *

dd-mm-yyyy



Time

HH ▾

MM ▾

AM ▾

Refrence No

Save

Credited Transaction Details

Money Transfer

Bank ▾

Bank/Wallet/Merchant

---Select---

Account No./Wallet Id/Merchant Id

Transaction Id

Amount

Transaction date

dd-mm-yyyy



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.) Choose File No fil...osen Upload

Do you want to share address of Suspect?: Yes No

Back Save as Draft & Next

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

17. Complainant Details- Form

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:* No file chosen
(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"/>
Street Name	<input type="text"/>	State *	<input type="text"/>
Colony	<input type="text"/>	District*	<input type="text"/>
Vill/Town/City	<input type="text"/>	Police Station	<input type="text"/>
Tehsil	<input type="text"/>	Pincode*	<input type="text"/>

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.