User Manual for GOI - CYBER FRAUD REPORTING PORTAL https://cybercrime.gov.in/

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.
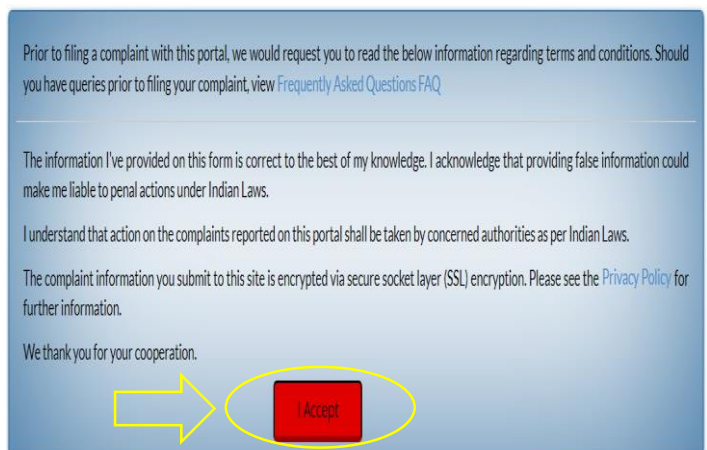
First register yourself on Government of India Portal-
- ✓ Follow following steps:

1. Go to "Cyber Crime Portal : https://cybercrime.gov.in/ 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,

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"

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

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.

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.

    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	Evidence20230204115232389 8631.jpg	Delete

Please provide any additional information about the incident :*

[text box]

(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

ℹ *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: Choose File   No fil...osen   Upload
(Upload JPG/JPEG/PNG file of max 5 MB.)

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

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. *: [Enter Acknowledgement No. here...] [Get OTP]

[Enter OTP here...] [Submit]

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.