CITIZEN MANUAL FOR NATIONAL CYBERCRIME REPORTING PORTAL



INDIAN CYBERCRIME COORDINATION CENTRE (I4C)

MINISTRY OF HOME AFFAIRS





USER MANUAL FOR REPORTING CYBER CRIMES (except Child Pornography, Rape/Gang Rape and Obscene Content related Cybercrimes)

Ministry	of Hom	ne Affairs
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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.



ABBREVIATIONS

OTP	One Time Password
2FA	Two factor Authentication
EML	Electronic Mail
BTC	Bitcoin
TAU	National Cybercrime Threat Analytics Unit
NCFL	National Cybercrime Forensic Laboratory
NCTC	National Cybercrime Training Centre
NCR&IC	National Cyber Research and Innovation Centre
JPG/JPEG	Joint Photographic Experts Group
AVI	Audio Video Interleave
MP4	MPEG-4 AVC (Advanced Video Coding)
FLV	Flash Video
MPEG	Moving Picture Experts Group
AMR	Adaptive Multi-Rate
DVI	Digital Video Interactive
PDF	Portable Document Format
PNG	Portable Network Graphics
WMV	Windows Media Video
3GP	3GPP file format
Doc	Document

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1. Background

Ministry of Home Affairs, Government of India has set up 'Indian Cyber Crime Coordination Centre (I4C)' to deal with cybercrimes in a coordinated and comprehensive manner. Following are seven components of the centre:

- 1. National Cybercrime Threat Analytics Unit (TAU)
- 2. National Cybercrime Forensic Laboratory (NCFL)
- 3. National Cybercrime Training Centre (NCTC)
- 4. Cybercrime Ecosystem Management
- 5. Platform for Joint Cybercrime Investigation Team
- 6. National Cybercrime Reporting Portal
- 7. National Cyber Research and Innovation Centre (NCR&IC)

One of the components of I4C is operationalisation of National Cybercrime Reporting Portal to deal with all types of cybercrimes. The earlier Cybercrime Reporting Portal <u>www.cybercrime.gov.in</u> was for filing of cybercrime complaints pertaining to Child Pornography (CP)/ Rape Gang Rape (RGR)/ Obscene Content only, however, the National Cybercrime Reporting Portal facilitates filing of all types of cybercrimes with special focus on the cybercrime against women and children.

2. Introduction

Working of the Portal

- i. This portal facilitates a person to report any kind of cybercrime under various available category and sub-category, including cybercrimes affecting women and children. List of the categories and subcategories is provided on **Annexure** '**A**'
- ii. There is a dedicated section 'Learn about Cybercrime' on the home page of cybercrime.gov.in portal under which you can find out description of various type of cybercrime that can be reported through this portal
- iii. Assignment of a reported complaint to a State/UT is done on the basis of the address of the complainant.
- iv. For future tracking of the complaint, the complainant will receive a complaint ID on the registered mobile number and e-mail address. This complaint ID is not an FIR number but is a confirmation of registration of complaint on the portal.
- v. The jurisdictional State/UT law enforcement agency will also send the update of action taken on the registered mobile number and e-mail ID.
- vi. In case complainant is not satisfied with the action taken by the State/UT law enforcement agency he/she can reach out to grievance officers of the concerned State/UT.
- vii. The complainant can track status of his/her reported complaint by logging into the account



Purpose

- The purpose of this citizen manual document is to describe the functionalities and workflow that is provided to citizens on the cybercrime portal for reporting other cybercrimes (excluding Child Pornography, Rape/Gang Rape and Obscene Content related Cybercrimes) complaints.
- In addition to the information contained herein, further guidance can be found in the Help and Sample of evidences in **Annexure 'B'** and **Annexure 'C'**





3. Report Other Cybercrime Flowchart REPORT OTHER CYBER CRIME WORKFLOW A. Complainant will type the URL cybercrime.gov.in in the address bar of internet web browser e.g. Start Internet Explorer, Mozilla, Google Chrome Portal **REPORT WOMEN/CHILD** REPORT OTHER **RELATED CRIME** CYRER CRIME https://cybercrime.gov.in REPORT ANONYMOUSLY REPORT & TRACK **REPORT & TRACK B.** Report other cybercrimes File a complaint Navigate to Report Other Cyber crime and then click on "File a Complaint" to report and track the complaints C. Accept T&C Accept T&C Complainant need to read the message and click on "I Accept" D. Registration / Login Screen **Registration/Login** Complainant will get citizen login screen Screen Click on "Submit" E. Click on "Submit" button button Complainant need to fill the following details (mandatory) to login into the system to report the complaint. First Name (Mandatory) Mobile Number (Indian Mobile Number, Mandatory) OTP will come on mobile Type security answer for authentication -Forget Username (Incase forget the username) - After providing information then click on submit button to proceed complaint reporting screen. F. Complaint Reporting Screen Section-A (Incident Details) **Complaint Reporting** - Complainant will provide the incident details. Select the "Category & Sub-Category of complaint" from Screen the drop-down (Mandatory) Select "Mode of communication" and provide details (e.g. Email, Website, Mobile/WhatsApp, Other) Select approximate "Date and Time" of incident (Mandatory field) Section A **Incident Details** Select the "Where did the incident occur?" - (Attachments, Email, Facebook, Hike, Instagram, Snapchat, Tik Tok, Twitter, WhatsApp, Webiste URL, WeChat and Other). · Upload evidence if any (Maximum allowable limit is 5 MB). Provide any additional information about the incident. Click Save and Next to proceed Section-B Section-B (Suspects Details) **SuspectsDetails** The suspect details shall have the following fields, but will not limited: Enter "Suspect Name" (If there is more than one suspect then click on "Add More") Select ID – suspect's identity id e.g. - (Driving License, Email, Gov. Issued Card, Mobile Number, PAN Card, Voter Card and Other) Complainant may share the suspect's address for correspondence Click Save and Next to proceed Section - C (Complainant Details) Section-C Provide the following complainant details: **Complainant Details** Enter the "Father/Mother/Spouse Name" Select "Relationship with the victim" Type email id if any, for further communication during the investigation Upload victim National ID (voter ID/ PAN card/ Driving License...) -(Mandatory field) Provide the complainant's address for correspondence Click Save & Preview to proceed Section-D (Preview & Submit) Section-D Preview button before submitting the complaint Preview & Submit Click "Back" to edit the filled information G. Confirm & Submit Click "Confirm & Submit" to submit the complaint Confirm & Download PDF to download the complaint Submit



4. HOW TO REPORT A COMPLAINT

Type the URL https://www.cybercrime.gov.in in the Web browser

Step 1: Navigate to Report Other Cyber Crime section

Select **Report Other Cyber Crime**, if you want to report an online cybercrime such as Online and Social Media Related Crime, online financial frauds, hacking, cryptocurrency crime, online job fraud, online matrimonial fraud, and other cyber crimes. Following are the steps to report a cyber crime complaint:

	गुड मंत्रासय MINISTRY OF HOME AFFAIRS	1	The are inquired at the
HOME	REPORT WOMEN/CHILD RELATED CHIME -	REPORT OTHER CYTER CRIME	5 ·
	Filing a Co	omplaint on National Cybercrime Repo	orting Portal
This po pertaini agencie action.	rtal is an initiative of Government of India to ing to cybercrimesonly with special focus on cy s/ police based on the information available in	facilitate victims/complainants to report cyber bercrimes against women and children. Comple the complaints. It is imperative to provide corr	crime complaints online. This portal caters to complaint sints reported on this portal are dealt by law enforcement ect and accurate details while filing complaint for promp
Please	contact local police in case of an emergency or number is 181.	r for reporting crimes other than cybercrimes.	National police helpline number is 300. National women
helpline			

Click on "File a complaint"

I.

II. Read the message carefully in the window and check on the "I Accept" checkbox.

Prior to filing a complaint with this portal, we would request you to read the below information regarding terms and conditions. Should you have queries prior to filing your complaint, view Frequently Asked QuestionsFAQ
The information I've provided on this form is correct to the best of my knowledge. I acknowledge that providing false information could make me liable to penal actions under Indian Laws.
I understand that action on the complaints reported on this portal shall be taken by concerned authorities as per Indian Laws.
The complaint information you submit to this site is encrypted via secure socket layer (SSL) encryption. Please see the Privacy Policy for further information.
We thank you for your cooperation.

III. Under Report Other Cyber Crime, click on "Report Other Cyber Crime". Also accessed from "HOME" page :

HOME	REPORT WOMEN/CHILD RELATED CRIME ~	REPORT OTHER CYBER CRIME	RESOURCES ~
		2	
	Report Cyber Crime Related to Women/	Child	Report Other Cyber Crime
_			
Report	Anonymously »	Report And Track >	Report Other Cyber Crime >



Step 2: Login for reporting a complaint

You will need to register yourself using your mobile number. You will receive a One Time Password (OTP) that will be used to verify your phone number. The OTP is valid for 30 minutes. Once you successfully register your mobile number on the portal, you will be able to report the compliant.

You required to fill the following details (mandatory) to login into the portal to report your complaint.

- i. Enter your name in "User Name" field (mandatory)
- ii. Enter your Mobile Number (mandatory)
- iii. Click on Get OTP
- iv. Enter the OTP (received on mobile number) (mandatory)
- v. Enter the security answer for authentication in the field provided
- vi. Click on **Submit** button

Login				You are force interne
	Citizen Login	Authorized Agency Login		
	User Name:*	ABC		
	Mobile No: *	sı • 8920244575	Get OTP	
		104083		
	20+12=7	Submit Gear		
	Forgot User Name			
	An OTP has been that number int	n sent to your Mobile Number. to the above text box	Please enter	

Step 3: Select category and sub-category of Complaint

From this portal, complainants can report online cyber crime complaints. For each category and sub-category detailed steps are mentioned below.

Under Incident details tab, select the category of complaints.

- **a.** Select "Category of complaint" (Mandatory) from the drop-down (following Eight options are available in drop-down) :
 - 1. Online and Social Media Related Crime
 - 2. Online Financial Fraud
 - 3. Ransomware
 - 4. Hacking
 - 5. Cryptocurrency Related Crime
 - 6. Online Trafficking
 - 7. Online Gambling
 - 8. Any Other Cyber Crime



Update Mobile Number	Report Cyber Crime	Check Status	Case Withdrawal
Incident Details Suspect	Details Complainant	t Details Prev	iew & Submit
Complaint / Incident [Details		
Category of complaint*	Select Category		
Sub-Category of complaint : Approximate date & time of Incident/receiving/viewing o content : (24 hours format) Reason for delay in reportin	Select Category Online and Social Online Financial I Ransomware Hacking Cryptocurrency C Online Trafficking Any Other Cyber Online Gambling	l Media Related Crin Fraud Irime 5 Crime	1e
Where did the incident occu Please provide any addition information about the incid	IT? :* Select Informatic al ent :*	on Source	

b. Similarly, select the **"Sub-Category of Crime"** (Mandatory) from the drop-down for the respective cybercrime category.

Step 4: Provide Incident Details

Fill the following details about the complaint/incident details

- i. Select approximate "Date and Time" of incident (Mandatory)
- ii. Give "Reason for delay in reporting"
- Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, twitter, Instagram etc.), messaging platform (WhatsApp, hike etc.), e-mail, website, URL or other (Mandatory)
- iv. Enter email Id (Mandatory) if select other no mail ID required

(Note: For help on uploading evidence refer AnnexureB Help, Section 10)

- v. Upload evidence if any (Maximum allowable limit is 5 MB). (Mandatory)
- vi. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- vii. Click on Save and Next to proceed





opu	late Mobile Numbe	er Repor	t Cyber Crime	Check S	Status	Case Withd	rawal
Incid	lent Details	pect Details	Complainant	Details	Previe	w & Submit	
Cor	mplaint / Incide	nt Details					
Cate	gory of complaint*		Online and Social	Media Rela	ited Crimi	ŧS.	
Sub-	Category of compla	lint : *	Cyber Bullying / S	talking / Se	xting		• 0
Appr	roximate date & tim lent/receiving/viewi	ie of ng of par) *	21/06/2019		HH	HF 🔹 MM [MI	▼ A∿ ▼
cont Reas	ent : (24 hours form on for delay in repo	orting :					
cont Reas Nhe	ent : (24 hours form on for delay in repo re did the incident (orting : occur? :*	Select Informatio	n Source			×
cont Reas Whe S.No	ent : (24 hours form ion for delay in repo re did the incident o Description Other Media	orting : occur? :* Text dsdsc	Select Informatio	n Source Suppor Koala.jp	ting Evi	dence	T Delete

Step 5: Provide Suspect Details

Share the suspect details if suspect is known.

- a. Enter "Suspect Details" to help in investigation
 - i. Enter "Suspect Name" (If there is more than one suspect than click on Add More)
 - ii. Select ID Provide suspect's identity id e.g. (Driving License, Email, Gov. Issued Card, Mobile Number, PAN Card, Voter Card and Other) then click Add and subsequently add the selected details.
 - iii. Please upload any photograph of suspect.



1P Address 1 164

Report & Track

Update Mobile Number	Report Cyber Crime	Check Status	Case Withdraw	al
ncident Details Suspect I	Details Complainant	Details Previe	ew & Submit	
Suspect Details				
L Please share the details of the :	suspect. Any information pri	ovided will be kept o	confidential and may i	help during the inves
I Please share the details of the s	suspect. Any information pro	ovided will be kept o	confidential and may i	help during the inves
I Please share the details of the s	Suspect. Any information pro	Id Number	confidential and may	ADD
I Please share the details of the Suspect Name Please upload any photograp	Suspect. Any information pro Select ID Select ID Driving License Email	e File. No file	confidential and may	ADD

- **b.** You may share the suspect's address for correspondence if known (Click on **Yes** and fill the below details)
 - i. Type house no., street name, colony, village/town/city, tehsil details
 - ii. Select "Country"
 - iii. Select "State"
 - iv. Select "District"
 - v. Select "Police Station"
 - vi. Enter "Pin code" number
 - vii. Click Save & Next

House No.	32	Country	INDIA	۲
Street Name		State	Select State	7
Colony		District	Select District	
Vill/Town/City	New Delhi	Police Station	Select Police Station	3
Tehsil	1	Pincode	1	-

Step 6: Provide Complainant Details

Click on "Complainant Details" tab to provide the details of complainants

a. Fill the complainant details



- i. Select the "Gender" & Enter "DOB".
- ii. Enter the "Father/Mother/Spouse Name" details (Mandatory)
- iii. Select "Relationship with the victim"
- iv. Provide your email id if any, for further communication during the investigation
- v. "Upload victim National ID (voter ID/ PAN card/ Driving License or any Govt. issued card)"
 (Mandatory)

Complainant D	etails				
Name :	Select	¥.	Jitesh		
Mobile No. :			8708508692		
Gender :			Select Gender	•	
DOB :			dd/mm/yyyy		
Father/Mother/Spouse Name*	Father	¥	adasasa		
Relationship with the vic	tim :		Select Relation	۲	
Email Id			Your Email Id		
Please Upload Any Natio	nal <mark>I</mark> D of victim:*		Koala.jpg		Remo

- b. Provide the complainant's address for correspondence
 - i. Select Your "Nationality"
 - ii. Type House no., Street Name, Colony, Tehsil details
 - iii. Type Village/Town/City
 - iv. Select "Country" (By default India)
 - v. Select "State" (Mandatory)
 - vi. Select "District" (Mandatory)
 - vii. Select "Police Station"
 - viii. Enter "tehsil"
 - ix. Enter "Pin code" number
 - x. Click Save & Preview

Complainant Address	100334_14313035	42_107.107.103.34	-JPS
Please Choose Nationalty:	INDIAN		
House No.	Country	INDIA	•
Street Name	State *	KARNATAKA	,
Colony	District*	HAVERI	,
Vill/Town/City	Police Station	N/A	,
Tehsil	Pincode		



Step 7: Preview & Submit

Click on "**Preview & Submit**" tab to review the information you provided before submission of the complaint

- a. Click "Reset", if you want to edit the filled information, or
- **b.** Check "I Agree" Button
- c. Click "Confirm & Submit" to submit the complaint

Complaina	ant Address			
Nationality :		INDIAN		
House No.:	N/A		Country:	INDIA
Street Name:	N/A		State:	KARNATAKA
Colony:	N/A		District:	HAVERI
Vill/Town/City	:		Police Station:	N/A
Tehsil:	N/A		Pincode:	N/A
	l acknowled	lge that providing fa	ilse information o	could make me liable to penal action under indian laws.
	Confirm & Subr	nit Reset	Download PDF	

On submission of the complaint, a complaint submission confirmation message with 'Complaint ID' will be displayed on the portal

गृह मंत्रालय MINISTRY OF HOME AFFAIRS	Complaint submitted successfully. Acknowledgement Number is 21607190000552. Please note it for future reference.	जिला पिता जन्म पार की यो
Report & Track	port Cyber Crime Check Status Case Withdrawal	ess: 164.100.44.100 Name (LOpou)
Incident Details Suspect Det	ils Complainant Details Proview & Submit	

You will also receive a message and e-mail on the registered mobile number and e-mail ID once the complaint is successfully submitted on the portal.

Step 8: Generate PDF of reported complaint

If you want to download the complaint, click on the "**Download PDF**" option, details of the complaint reported gets downloaded in PDF format, which could be used for further reference.



H. No. :	F-328		Country:	INDIA
Street Name :	Mahatma Gandhi		State :	DELHI
Colony :	N/A		District :	DWARKA
Vill/Town/City :	Dwarka		Police Station :	DWARKA SOUTH
Tehsil :	N/A		Pincode :	N/A
Back	Confirm & Save	Reset	Bownload PDF	

Following are the sample of downloaded complaint

	2	MINISTRY OF HOME AFFAIRS	
	Cyber	Crime Complaint	
Complaint / Incident Details			
Acknowledgement Number :	21607190000552	Complaint Type : Report	t and Track
Category of complaint		Online Financial Fraud	
Sub-Category of complaint		Internet Banking Related	Fraud
Have you lost money?		No	
Approximate Date:		22/07/2016 UK 02 MBI	04
Reason for delay in reporting	E	N/A	
Supporting Evidence:			
Description	Text Information		Supporting Evidence
Email ID	abc@gmail.com		Shrawan Kumar - Experience Letter pdf
Please provide any additiona	l information about the incident:	dgaffajifagidfitij xtatdhtry nan vbjitig nnha bvhig nh ghhahhigbvcha hrifajifaji ghlahihi hhhvhidhih afhi	a trefhövgridgö vgidövinign gönövc figha von hitn nitn vöhönvobitijngjinöc tijhtööv n hinlingöhrigö hacjajafigi hinligingi gihajajhit hifti hag fijhtigihtigi ginfinbötthidin hövnifiklo vin
Suspect Octails			
Suspect Name	ID Type	Country Code	ID Number
abcd	Email	N/A	abc@gmail.com
Please Upload Any Photogra	ph of Suspect's:	N/A	
Address for Suspect			
House No.	1	Country	INDIA
Street Name	2	State	KERALA
Colony	3	District	THRISSUR RURAL
Vill / Town / City	4	Police Station	PAZHAYANNUR
Tehsil	abc	Pincode	234554
Complainant Details			
Name		ABC	
Mobile No.		8920244575	
Gender.		Male	
DOB.		01/07/2019	
Father Name :		bod	
Relationship With the Victim		Father	
National ID of Victim		Office Lens 20160104-16	0334_1451903942_107.167.105.54 jpg
Email Id		abc@gmail.com	
Nationality :		INDIAN	
Address for Correspondence			
House No.	N/A	Country	INDIA
Street Name	N/A	State	KARNATAKA
Colony	N/A	District	HAVERI
Vill / Town / City	N/A	Police Station	N/A
Tehsil	N/A	Pincode	N/A
Uploaded File Information:			
Number of Uploaded File		,	
(1). File Name :	Shrawan Kumar - Experience Let	ter.pdf	
Binary Hash of File(SHA256)	E896817278C46D1917B6F4154	586C97EE086BAF3300D45E9D9	H4F86D7869602A
Binary Hash of File(MD5) :	2F904C102324592D74D90D190	7D7E9E0	

Snapshot: Sample of downloaded complaint



5. INFORMATION REQUIRED FOR REPORTING OF CYBERCRIME COMPLAINTS- CATEGORIES/SUB-CATEGORIES

5.1 Report Online and Social Media Related Crime

To report cybercrimes related to social media, Go to homepage, Click on File a Complaint \rightarrow Read and Accept the Acknowledgement \rightarrow Select Report Other Cyber Cime \rightarrow Login

After login, under the "Incident Details" tab, complainant need to provide the following details:

- 1. Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- Select the "Sub-category of complaint" (Mandatory) from the drop-down (multiple options are available in drop-down), select one 1. Cyber Bullying/Stalking/Sexting, 2. E-Mail Phishing, 3. E-mail Hacking, 4. Fake/Impersonating Profile, 5. Impersonating Email, 6. Online Job Fraud, 7. Online Matrimonial Fraud, 8. Profile Hacking, 9. Provocative Speech, 10. Intimidating Email.

5.1.1Cyber Bullying/Stalking/Sexting

Under this sub-category you can report cyber stalking incidents in which attacker uses the internet and other electronic devices to persistently harass the victim. Also, bullying incidents committed using online communication medium like e-mail, social media, SMS, messengers, forums etc., to harass, threaten, embarrass, and humiliate the victim can also be reported. The complainant can



also report any incidence related to sending or receiving of offending sexual words, pictures, or videos via technology, typically a mobile phone.

5.1.1.1 To report a complaint under this sub-category, you may keep following information ready before registering your complaint:

- i. If you have received cyberbullying/stalking related SMS:
 - a. Take screenshot/s of some SMS, showing the content for upload as evidence
 - b. Provide the details of date/time when such SMS have been received for filling in the incident description field
- ii. If you have received cyberbullying/stalking related emails:
 - a. Save some emails as pdf or .eml files or keep scan of some email prints to be uploaded as evidence
 - b. If emails have attachments, then keep attachments ready for upload as evidence
- iii. If you are being stalked/bullied on messenger such as WhatsApp, Hike etc.:
 - a. Take screen shot of some chats showing the senders number as well as content for upload as evidence
 - b. Export such chat to your email (if you have) and save it as .pdf/.eml or take scan of printout of such chat for upload as evidence
- iv. If you are being bullied/stalked on social media platform/forums/blogs, such as YouTube, Facebook etc.
 - a. Note down the URL (website address) where such content is seen
 - b. Save the page showing abusive content or screenshot as a file for uploading as evidence

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, messenger chat, website URL etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to Annexure B, Section 8.1 and Annexure C, Section 3.1

5.1.1.2 Complaint reporting

- Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- II. Select the Sub-category of complaint (Mandatory) from the drop-down "Cyber Bullying/Stalking/Sexting"
- III. Select approximate "Date and Time" of incident (Mandatory)
- viii. Give "Reason for delay in reporting"
- IV. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other. (Mandatory)



Where did the incident occur? :*	Select Information Source	*	
Diasco provido apu additional	Select Information Source		
information about the incident :*	Email Facebook Hike Instagram Snapchat TikTok Twitter		
лу налага MINISTRY OF HOME AFFAIRS	WhatsApp Website URL WeChat Youtube LinkedIn Telegram Other		my bed

Select the "Where did the incident occur?" please give id related to incident

- V. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (**refer to 5.1.1.1**) (Mandatory)
- VI. Provide any additional information about the incident.(Mandatory)
- VII. Click Save and Next to proceed

Jpd	ate Mobile Nun	nber Rep	ort Cyber Crime	Check St	atus Case With	drawal	į.
ncid	lent Details	iuspect Detail	s Complainant	Details	Preview & Submit		
Cor	mp <mark>laint / Incio</mark>	dent Detail	s				
late	gory of complain	it*	Online and Socia	I Media Relate	d Crime	×	0
iub-	Category of com	plaint : *	Cyber Bullying / S	italking / Sexti	9 5		0
Appr ncid	oximate date & t ent/receiving/vie ent : (24 hours fo	time of ewing of prmat) *	21/06/2019			nf ▼] (AN ▼]	
Reas	on for delay in re	eporting :					
Nhe	re did the incide	nt occur? :*	Select Informatio	n Source		T	
S.No	. Description	Tei	ct Information	Supporti	ng Evidence		
1	Other Media	dso	isds	Koala.jpg		Delete	
Pleas nfor	se provide any ac mation about th	dditional e incident .*	sdsdasdsdssss sssssssss	\$\$\$\$\$\$\$\$\$\$\$\$		555555555	
			Maximum of 1	500 characte	rs - 1500 charact	ters left	



To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.2 E-Mail Phishing

A fraudulent email message designed to be a legitimate person or organization and trick the recipient to share personal information, such as passwords, bank account numbers. Email headers contain a significant amount of information—like digital postmarks—that identify how the message got from the sender to the recipient.

5.1.2.1 To report a complaint under this sub-category, you may keep following information ready before registering your complaint:

If you have received phishing email:

- a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
- b. Note down/copy the full email headers details of phishing emails (the same is not required if .email has been saved as .eml)
- c. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- **Note1:** You must preserve the original evidence i.e. do not delete emails, email header, screenshot attachments etc., as these could be needed by law enforcement agency as evidence for prosecuting the offender.
- Note2: For further details on above points you may refer to Annexure B, Section 8.1

5.1.2.2 Complaint Reporting

- i. Select the Category of complaint(Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Email Phishing"

Incident Details	Suspect Details	Complainant Details	Preview & Submit	
Complaint / Ir	ncident Details			
Category of comp	laint*	Online and Social Media I	Related Crime	¥
Sub-Category of c	omplaint : *	E-Mail Phishing		۲
Approvimate date	2 time of			-
Incident/receiving content : (24 hour	(viewing of 's format) *	aa/mm/yyyy		

- ix. Select approximate "Date and Time" of incident (Mandatory)
- x. Give "Reason for delay in reporting"
- xi. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other. (Mandatory)



- xii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (**refer to 5.1.2.1**) (Mandatory)
- VIII. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xiii. Click on **Save and Next** to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.3 Email Hacking

You can report if someone else compromised your Email account and or using it without your permission. Sending you unsolicited/spam mails containing attachments that have malwares embedded in them. Once such emails are opened and attachments activated the malware gets discreetly downloaded and installed on your device. The malware could be a key logger that captures and sends all the keyboard taps to the fraudsters, which includes your account passwords. The other possible malwares could be ones that capture screenshot or read and transmit saved passwords. Email accounts having 2-factor authentication (2FA) can also be got hacked when users share their one-time password (OTP) with fraudsters after getting tricked by social engineering tools.

5.1.3.1 To report a complaint under this sub-category, you may keep following information ready before registering your complaint:

- I. If you have received an email hacking related SMS:
 - a. Take the screen shot of the SMS (depicting the fraud content) and the same need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- II. If you have received a fraudulent Email:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. Note down/copy the full email Header details of phishing emails (the same is not required if .email has been saved as .eml)
 - c. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, screenshots etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to Annexure B Help, Section 9

5.1.3.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Email Hacking"



Category of complaint*				
	Unline and Social Medi	a Related Crime		
Sub-Category of complaint : *	Email Hacking	v		
Approximate date & time of	dd/mm/www			
Incident/receiving/viewing of	oomin yyyy			
Incident/receiving/viewing of	GGATTANAJJJJ	Mind Car I make Char II (12		

- iii. Select approximate "Date and Time" of incident (Mandatory)
- iv. Give "Reason for delay in reporting"
- v. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other. (Mandatory)
- vi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (**refer to 5.1.3.1**) (Mandatory)
- IX. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)

vii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.4 Fake/Impersonating Profile

You can report an incident wherein a person created your fake profile in any platform and spreads rumors and objectionable content on social media, instant messaging platforms etc. or tries to cheat or defame you or others using fake profile.

5.1.4.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you received or found fake/impersonating profile on internet messaging platform such as WhatsApp, Hike etc.:
 - a. Take the screenshot of the profile depicting the fake/impersonating account number, user ID, date and time for uploading the same as evidence on the portal
- ii. If you received or found fake/impersonating profile on website/blogs or social media platform/forums such as YouTube, Facebook, twitter etc.
 - a. Note down/ copy (to your device/ desktop) the URL or user ID where you have seen such content
 - b. Take the screen shot of the page or save the page (as .pdf)showing fake profile on your device/ desktop for uploading the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete the messenger chats, screenshots, profile ID, URLs etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section 3.2**

5.1.4.2 Complaint reporting

- Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Fake/Impersonating Profile"

	2.5	
lategory of complaint*	Online and Social Media Relate	d Crime 🔻
Sub-Category of complaint : *	Fake/Impersonating Profile	<u>]</u>
Approximate date & time of ncident/receiving/viewing of content : (24 hours format) *	dd/mm/yyyy	

- iii. Select approximate "Date and Time" of incident (Mandatory)
- iv. Give "Reason for delay in reporting"
- v. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other . (Mandatory)
- vi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.5.1) (Mandatory)
- X. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)

vii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.5 Impersonating Email

You can report any incident or person who falsely claim to be someone which he/she is not through a fake email profile on any platform and/or spreads rumors and objectionable content online, social media, instant messaging platforms etc.



5.1.5.1 To report a complaint, you may keep following information ready before registering your complaint:

If you have received an impersonating email:

- a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
- b. Note down/ copy the full email Header details of phishing emails (the same is not required if .email has been saved as .eml)
- c. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal

Note1: You must preserve the original evidence i.e. do not delete emails, attachments, screenshot etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section 3.3**

5.1.5.2 Complaint reporting

- I. Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- II. Select the Sub-category of complaint (Mandatory) from the drop-down "Impersonating Email"
- III. Service Provider (Mandatory)
- IV. Full Header of Email (Mandatory)

12		
Online and Social Media Related Crime		
Impersonating Email	Ŧ	
dd/mm/www		
	Online and Social Media Relat	

- V. Select approximate "Date and Time" of incident (Mandatory)
- VI. Give "Reason for delay in reporting"
- VII. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other. (Mandatory)
- VIII. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.6.1) (Mandatory)



- XI. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- IX. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.6 Online Job Fraud

You can report incident involving deceiving you or somebody you know who is seeking employment by giving them the false hope of employment or of earning high salaries or of extra income and cheat you/them by taking money.

5.1.6.1 To report a complaint related to online job fraud, you may keep following information ready before registering your complaint:

- i. If you have received job fraud details on SMS:
 - a. Take the screenshot/s of the SMS (depicting the content details) and the sender details (name, email, other details) need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received job fraud email:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- iii. If you received or found job fraud related information on social media platform/forums/blogs such as Facebook, Twitter, LinkedIn etc.
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
 - b. Provide the other details like user ID, email, contact number, job details etc.
 - c. Take the screen shot of the page or save the page (as .pdf) showing content on your device/ desktop for uploading the same as an evidence on the portal
- iv. If you lost the money then provide the banking transaction details.

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, screenshots, Website URL etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.4

5.1.6.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Online Job Fraud"



Incident Details	Suspect Details	Complainant Details	Preview & Submit	
Complaint / Ir	ncident Details			
Category of comp	laint*	Online and Social Media R	elated Crime	•
Sub-Category of c	omplaint : *	Online Job Fraud		•
Approximate date	& time of	dd/mm/www		
Incident/receiving content : (24 hour	/viewing of 's format) *	doninity		

- iii. Select approximate "Date and Time" of incident (Mandatory)
- iv. Give "Reason for delay in reporting"
- v. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other . (Mandatory)
- X. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.8.1) (Mandatory)
- vi. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- vii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.7 Online Matrimonial Fraud

You can report any incident where fraudsters create fake profiles on leading matrimonial websites for cheating.

5.1.7.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received matrimonial fraud related details on SMS:
 - a. Take the screenshot/s of the SMS (depicting the content details) and the sender details (name, email, other details) need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received matrimonial fraud related details on E-mail:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal



- iii. If you received or found online matrimonial fraud related content on social media platform/forums/blogs such as Facebook, twitter, LinkedIn etc.
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
 - b. Provide the other details like user ID, email, contact number, matrimonial details etc.
 - c. Take the screen shot of the page or save the page (as .pdf) showing content on your device/ desktop for uploading the same as an evidence on the portal
- iv. If you lost the money then provide the banking transaction details, bank account, transaction details, suspect address, company name, website URL, email id, mobile no, or any information of the platform source where incident has happened.

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, screenshots, Website URL etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section 3.5**

5.1.7.2 Complaint reporting

- Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Online Matrimonial Fraud"
- iii. Have you lost money? (Select Yes or No) If Yes then fill the below details
- iv. Bank Name from which payment was made (Mandatory)
- v. Account No. from which amount was paid (Mandatory)
- vi. Amount Paid (Mandatory)
- vii. Bank in which amount was paid
- viii. Account no. in which amount was paid



ncident Details	Suspect Details	Complainant Details	Preview & Submit	
Complaint / Ir	ncident Details			
Category of comp	laint*	Online and Social Media Rel	ated Crime	×
ub-Category of c	omplaint : *	Online Matrimonial Fraud	1	•
Have you lost r	money?	Yes O No	 0	
Bank / Credit C	ard / Wallet from w	hich Select Bank		v
	Wallet ID from which	1		
Account No. / N	aid*			
Account No. / \ amount was pa Amount Paid :*	aid*	INR (₹) ▼		
Account No. / V amount was pa Amount Paid :* Bank / Wallet i	aid* • n which amount wa	INR (₹) ▼ Spaid : Select Bank		v

- ix. Select approximate "Date and Time" of incident (Mandatory)
- x. Give "Reason for delay in reporting"
- xi. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- xii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.9.1) (Mandatory)
- xiii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xiv. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.8 Profile Hacking

You can report if someone else compromised your social media account and or using it without your permission.

5.1.8.1To report a complaint under this sub-category user should have details like website name, URL of the profile, Email id, Mobile no, User ID or any information of the platform source where incident has happened. Following are some example of profile URL:

Facebook ID: <u>https://www.facebook.com/profile.php?id=1000000653286827</u> Twitter ID: @username Instagram: @Username WhatsApp: +91-9560348XXX

Note: For further details on above points you may refer to Annexure B Help



5.1.8.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Profile Hacking"

ncident Details	Suspect Details	Complainant	Details	Preview	/ & Submit	
Complaint / In	cident Details					
ategory of comp	laînt*	Online and Social	Media Rel	ated Crime		¥ (
ub-Category of c	omplaint : *	Profile Hacking				•

- iii. Select approximate "Date and Time" of incident (Mandatory)
- iv. Give "Reason for delay in reporting"
- v. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- vi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.10.1) (Mandatory)
- vii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- viii. Click on **Save and Next** to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.9 Provocative Speech

To report a complaint under this sub-category user should have details like website name, URL of the profile, Email id, Mobile no, User ID or any information of the platform source where incident has happened.



5.1.9.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received any provocative speech related link details through SMS:
 - a. Take the screenshot/s of the SMS (depicting the objectionable content) and sender's details (number or ID) the same need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you received or found provocative speech details on messaging platform such as WhatsApp, Hike, Instagram etc.:
 - a. Take the screenshot/s of the chats depicting the content with sender's number along with date and time for uploading the same as evidence on the portal
- iii. If you received or found provocative speech on social media platform/forums/blogs such as YouTube, Facebook, Twitter etc.
 - a. Note down/ Copy (to your device/ desktop) the URL or user ID where you have seen such content
 - b. Take the screen shot of the page or save the page (as .pdf) showing abusive content on your device/ desktop for uploading the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, messenger Chats, website URL, screenshots etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

5.1.9.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Provocative Speech"

Is		
Online and Social Media Re	ated Crime	•
Provocative Speech		۲ ()
dd/mm/yyyy		AN ▼
	Online and Social Media Rel Provocative Speech dd/mm/yyyy	Online and Social Media Related Crime Provocative Speech dd/mm/yyyy HH: HF MM Mf

- iii. Select approximate "Date and Time" of incident (Mandatory)
- iv. Give "Reason for delay in reporting"



- v. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- vi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.11.1) (Mandatory)
- vii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- viii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.1.10 Intimidating Email

You can report if someone threatening you through e-mail.

5.1.10.1 To report a complaint, you may keep following information ready before registering your complaint:

If you have received threatening email:

- a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
- b. Note down/ copy the full email Header details of phishing emails (the same is not required if .email has been saved as .eml)
- c. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal

Note1: You must preserve the original evidence i.e. do not delete emails, attachment, SMS, screenshots etc., as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section 3.6**

5.1.10.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online and Social Media Related Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Intimidating Email"
- iii. Enter service provider (Mandatory)
- iv. Enter full header of Email (Mandatory)

Update Mobile I	Number R	leport Cyber Crime	Check Stat	tus Case Withd	rawal
Incident Details	Suspect De	tails Complainant	Details P	review & Submit	
Complaint / I	ncident Det	ails			
Category of complaint*		Online and Social	Media Related	Crime	• 0
Sub-Category of complaint : *		Intimidating Emai	Carallel Control of Co		* 0
Service Provide	er* Email*				
			1		

- v. Select approximate "Date and Time" of incident (Mandatory)
- vi. Give "Reason for delay in reporting"
- vii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.12.1) (Mandatory)
- viii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- ix. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.2 Report Online Financial Fraud

If any unknown person had withdrawn money/ made transactions through your internet banking, credit/debit cards, Wallets or UPI you can report such incidents.

To report a complaint under online financial fraud category user should have following details mandatory:

- Bank statement from the concerned bank.
- Make a copy of SMSs received related to the alleged transactions.
- Copy of your ID proof and address proof as shown in the bank records.

Go to homepage, Click on File a Complaint \rightarrow Read and Accept the Acknowledgement \rightarrow Select Report Other Cyber Cime \rightarrow Login



Provide the details as required for complaint reporting under "Incident Details"

- Select the "Category of complaint" (Mandatory) from the drop-down "Online Financial Fraud"
- Select the "Sub-category of complaint" (Mandatory) from the drop-down (5 options are available in drop-down – 1. Business Frauds/Email Takeover, 2. Debit/Credit Card Frauds/SIM Swap Fraud, 3. E-Wallet Related Fraud, 4.Fraud Call/Vishing, 5. Internet Banking Related Fraud

Complaint / Incident Datail			
complaint / incident Detail:	5		
Category of complaint*	Online Financial Fraud		¥
Sub-Category of complaint : *	Select Sub Category		T
	Select Sub Category		1
Approximate date & time of Incident/receiving/viewing of content : (24 hours format) *	Business Frauds/Email Takeo Debit/Credit Card Fraud/Sim E-Wallet Related Fraud	ver Swap Fraud	
Reason for delay in reporting :	Fraud Call/Vishing Internet Banking Related Frau	d	
Where did the incident occur? :*	Select Information Source		

5.2.1 Business Frauds/Email Takeover

You can report Business e-mail compromise or take over using which monetary frauds have been committed.

5.2.1.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received business related fraud SMS:
 - a. Take the screenshot/s of the SMS (depicting the content details) and the sender details (name, other details) need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received a business-related fraud email:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- iii. If you received or found any business-related fraud contents on social media platform/forums/blogs such as Facebook, twitter, LinkedIn etc.
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content



- b. Provide the other details like user ID, email, contact number, job details etc.
- c. Take the screen shot of the page or save the page (as .pdf) showing content on your device/ desktop for uploading the same as an evidence on the portal
- iv. If you lost the money then provide the banking transaction details, bank account, transaction details, suspect address, company name, website URL, email id, mobile no, or any information of the platform source where incident has happened.

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, screenshots, Website URL etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.7

5.2.1.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online Financial Fraud"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Business Frauds/Email Takeover"
- iii. Email from which authorization email has been received
- iv. Full Header of the alleged email
- v. Have you lost money? (Select Yes or No)If Yes then fill the below details
- vi. Transaction ID/Details (Details about the transaction ID/reference no eg. 877687263) (Mandatory)
- vii. Date/Time of transaction dd/mm/yyyy (Mandatory)
- viii. Bank Name from which payment was made (Mandatory)
- ix. Account No. from which amount was paid (Mandatory)
- x. Amount Paid(Mandatory)
- xi. Bank in which amount was paid
- xii. Account no. in which amount was paid



Complaint / Ir	icident Details				
Category of comp	laint*	Online Fina	ancial Fraud		•
ub-Category of complaint : * Business F		rauds/Email Takeover			
Email from whi been received Full Header of	ch authorization e	mail has			
Have you lost money? Transaction ID/Details* Date/Time of transaction* Bank / Credit Card / Wallet from which payment was made* Account No. / Wallet ID from which		⊛ Yes ◎ No	b		
		transaction ID/ details			
				0	
		Select Bank		•	
amount was pa Amount Paid :*	iid*		INR (१) 🔹		
Bank / Wallet in	which amount wa	as paid :	Select Bank		•
Account No. / Wallet ID in which amount					

- xiii. Select approximate "Date and Time" of incident (Mandatory)
- xiv. Give "Reason for delay in reporting"
- xv. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- xvi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.2.1.1) (Mandatory)
- xvii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xviii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.2.2 Debit/Credit Card Fraud/SIM Swap Fraud

You can report any fraudulent online transaction in your bank account through debit or credit card without your knowledge.

5.2.2.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received financial debit/credit card fraud transaction related SMS:
 - a. Take a screenshot/s or copy of SMSs received related to the alleged transactions and upload this as evidence
 - b. Details of date/time when such SMS have been received for filling in the incident description field
- ii. If you have received financial debit/credit card fraud transaction related emails:



- a. Save some emails as pdf or .eml files or keep scan of some email prints to be uploaded as evidence ii) If emails have attachments, then keep attachments ready for uploading as evidence
- iii. If you have received SIM swap related call or SMS
 - a. Take a screenshot/s or copy of Number and SMSs received related to the alleged transactions and upload this as evidence
- iv. If you lost the money then provide the screenshot/s or copy details of banking transaction details, bank account, transaction details, suspect address, company name, website URL, email id, mobile no, or any information of the platform source where incident has happened.
- v. Provide the screenshot/s or copy of the last six months bank statement from your concerned bank account.
- vi. Provide the screenshot/s or copy of your ID proof and address proof as shown in the bank records.

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, contact number, screenshots etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.8

5.2.2.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online Financial Fraud"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Debit/Credit Card Fraud/SIM Swap Fraud"
- iii. Have you lost money? (Select Yes or No)If Yes then fill the below details
- iv. Transaction ID/Details (Details about the transaction ID/reference no eg. 877687263) (Mandatory)
- v. Date/Time of transaction dd/mm/yyyy (Mandatory)
- vi. Bank Name from which payment was made (Mandatory)
- vii. Account No. from which amount was paid (Mandatory)
- viii. Amount Paid (Details about lost amount)(Mandatory)
- ix. Bank in which amount was paid
- x. Account no. in which amount was paid
- xi. Merchant details on which payment was made
- xii. Gateway details (Payment gateway information)


Complaint / Incident Details		
Category of complaint* 1 Online Fi	inancial Fraud	0
iub-Category of complaint : 🎽 🛶 🛛 Debit/Cri	edit Card Fraud/Sim Swap Fraud 🔹 🔻	0
Have you lost money?	🖲 Yes 🔍 No	
Transaction ID/Details*	transaction ID/ details	
Date/Time of transaction*	dd/mm/www	
Bank Name from which payment was made* Account No. from which amount was paid	Select Bank	*
Amount Paid :*		
Bank in which amount was paid :	Select Bank	7
Account no. in which amount was paid :		
Merchant details on which payment was made :		

- xiii. Select approximate "Date and Time" of incident (Mandatory)
- xiv. Give "Reason for delay in reporting"
- xv. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other . (Mandatory)
- xvi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.2.2.1) (Mandatory)
- xvii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xviii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.2.3 E-Wallet Related Fraud

You can report any fraudulent online transaction in E-Wallet which is being charged to you and occurred without your knowledge. Wallet summary showing the details of fraudulent transactions. Our wallet has option to save transaction history which can be uploaded as evidence to show fraudulent transactions.

5.2.3.1 To report a complaint, you may keep following information ready before registering your complaint:

I. If you have received e-wallet fraud transaction on your email



- a. You can save details of wallet transactions email of such transactions as .pdf/.eml file and keep it ready for uploading as evidence
- II. Provide the screenshot/s or copy of your ID proof and address proof as shown in the bank records.

Note1: You must preserve the original evidence i.e. do not delete transaction history in your mobile as well as emails (if received) as these could be needed by law enforcement agency as evidence for investigation and prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.9

5.2.3.2 Complaint Reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online Financial Fraud"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "E-Wallet Related Fraud"
- iii. Have you lost money? (Select Yes or No)If Yes then fill the below details
- iv. Name of wallet (Mandatory)
- v. Transaction ID/Details (Details about the transaction ID/reference no eg. 877687263) (Mandatory)
- vi. Date/Time of transaction dd/mm/yyyy (Mandatory)
- vii. Bank Name from which payment was made
- viii. Account No. from which amount was paid
- ix. Amount Paid (Details about lost amount)(Mandatory)
- x. Bank in which amount was paid
- xi. Account no. in which amount was paid
- xii. Merchant details on which payment was made
- xiii. Gateway details (Payment gateway information)



ategory of complaint*	Online Fin	ancial Fraud	
ub-Category of complaint :*	E-Wallet R	elated Fraud	
Have you lost money?		® Yes ◎ No	
Name of wallet*			
Transaction ID/Details*		transaction ID/ details	
Date/Time of transaction*		dd/mm/www	0
Bank / Credit Card / Wallet from payment was made	n which	Select Bank	•
Account No. / Wallet ID from wi	hich		
Amount Paid :*		INR (₹) •	
Bank / Wallet in which amount	was paid :	Select Bank	
Account No. / Wallet ID in which	h amount		
was paid : Morshaet details on which page			
made :	ment was		
Gateway details :			

- xiv. Select approximate "Date and Time" of incident (Mandatory)
- xv. Give "Reason for delay in reporting"
- xvi. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- xvii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.2.3.1) (Mandatory)
- xviii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xix. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.2.4 Fraud Call/Vishing

Several instances have occurred wherein people receive phone calls that appear to be from their bank. The caller usually pretends to be a bank representative or someone from the bank's technical team. In most cases, the caller sounds professional and provides a convincing reason for calling the customer. You may get unexpected prize scams include lottery scams, fake scams and travel scams call.

You can report any fraudulent call incident which is an attempt where fraudsters try to seek your personal information like Customer ID, Net Banking password, ATM PIN, OTP, Card expiry date, CVV etc. through a phone call.

5.2.4.1 To report a complaint, you may keep following information ready before registering your complaint:

i. Provide the fraud callers number details



- ii. If you received internet based fraud or vishing call, take the screenshot/s of the sender's number along with date and time for uploading the same as evidence on the portal
- iii. In case, if you are having the call recording, then uploading the same as evidence on the portal. (Audio file format like .amr .3gp .wav or similar)
- iv. If you lost the money then provide the screenshot/s or copy details of banking transaction details, bank account, transaction details, suspect address, company name, website URL, email id, mobile no, or any information of the platform source where incident has happened.

Note1: In all above cases, you must preserve the original evidence i.e. do not delete call details, numbers, call recordings, email etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.10

5.2.4.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online Financial Fraud"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Fraud Call/Vishing"
- iii. Have you lost money? (Select Yes or No)If Yes then fill the below details
- iv. Transaction ID/Details (Details about the transaction ID/reference no eg. 877687263) (Mandatory)
- v. Date/Time of transaction dd/mm/yyyy (Mandatory)
- vi. Bank Name from which payment was made (Mandatory)
- vii. Account No. from which amount was paid (Mandatory)
- viii. Amount Paid (Details about lost amount)(Mandatory)
- ix. Bank in which amount was paid
- x. Account no. in which amount was paid
- xi. Merchant details on which payment was made
- xii. Gateway details (Payment gateway information)



ancial Fraud 🔻	0
Vishing 🔹	0
🖲 Yes 🔍 No	
transaction ID/ details	
dd/mm/yyyy	
Select Bank	۲
Select Bank	۲
	Vishing Vishing Vishing Vishing Vishing Vishing Vishing Vishing Vishing Select Bank Select Bank

- xiii. Select approximate "Date and Time" of incident (Mandatory)
- xiv. Give "Reason for delay in reporting"
- xv. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- xvi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.2.4.1) (Mandatory)
- xvii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xviii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.2.5 Internet banking Related Fraud

It is a fraud or theft committed using online technology to illegally remove money from a bank account and/or transfer money to an account in a different bank. You can report any fraudulent online transaction in your bank account through internet banking/Mobile App without your knowledge.

5.2.5.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received fraudulent transaction SMS:
 - a. Take the screenshot/s of the SMS (depicting the content details) and the sender details (name, other details) need to be updated on the portal as evidence



- b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received an internet banking related fraud email:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- iii. If you were duped of your money through a link or content available on social media platform/forums/blogs such as Facebook, twitter, LinkedIn etc.
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
 - b. Provide the other details like user ID, email, contact number, job details etc.
 - c. Take the screen shot of the page or save the page (as .pdf) showing content on your device/ desktop for uploading the same as an evidence on the portal
- iv. If you lost the money then provide the screenshot/s or copy details of banking transaction details, bank account, transaction details, suspect address, company name, website URL, email id, mobile no, or any information of the platform source where incident has happened.

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, attachments transactions details, screenshots, Website URL etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to Annexure B and Annexure C Section 3.11

5.2.5.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online Financial Fraud"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Internet banking Related Fraud"
- iii. Have you lost money? (Select Yes or No)If Yes then fill the below details
- iv. Transaction ID/Details (Details about the transaction ID/reference no eg. 877687263) (Mandatory)
- v. Date/Time of transaction dd/mm/yyyy (Mandatory)
- vi. Bank Name from which payment was made (Mandatory)
- vii. Account No. from which amount was paid (Mandatory)
- viii. Amount Paid (Details about lost amount)(Mandatory)
- ix. Bank in which amount was paid
- x. Account no. in which amount was paid
- xi. Merchant details on which payment was made
- xii. Gateway details (Payment gateway information)





ategory of complaint* 1 Online Fina	ancial Fraud	0
ub-Category of complaint : *2	anking Related Fraud	0
Have you lost money?	🖲 Yes 🔍 No	
Transaction ID/Details*	transaction ID/ details	
Date/Time of transaction*	dd/mm/yyyy	
Bank Name from which payment was made*	Select Bank	Ŧ
Account No. from which amount was paid		
Amount Paid :*		
Bank in which amount was paid :	Select Bank	٠
Account no. in which amount was paid :		
Merchant details on which payment was made :		
Gateway details :		

- xiii. Select approximate "Date and Time" of incident (Mandatory)
- xiv. Give "Reason for delay in reporting"
- xv. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- xvi. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.2.5.1) (Mandatory)
- xvii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xviii. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.3 Report Ransomware

It is a type of computer malware that locks your data on communication devices such as desktops, Laptops, Mobile phones etc., holding data/information as a hostage. You will be asked to pay the demanded ransom in some cryptocurrency (Bitcoin, ripple etc.) to get your device unlocked. Bitcoin is a cryptocurrency, a form of electronic cash or virtual money. There is no guarantee that your data will be unlocked after paying the ransom.

5.3.1 Ransomware

To report a complaint, you may keep following information ready before registering your complaint:

i. Provide the screenshot/s copy or the details like Bitcoin details, Email id /phone number or any other means of communication through which ransom has been demanded, ransom amount, or any information of the platform source where incident has happened.



- ii. If you have received ransom email:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. Note down/ copy the full email Header details of phishing emails (the same is not required if .email has been saved as .eml)
 - c. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete emails, attachments etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.12

5.3.1.1 Complaint reporting

Go to homepage, Click on File a Complaint \rightarrow Read and Accept the Acknowledgement \rightarrow Select Report Other Cyber Crime \rightarrow Login

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Ransomware
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Ransomware"
- iii. Bitcoin Address/Details (Provide the alleged payment address details) (Mandatory)
- iv. Darknet ID/ Details (Ex. website, emailID) (Mandatory)

omplaint / Incident Details		
tegory of complaint* 1	ansomware	• 0
b-Category of complaint : $\frac{*}{2}$	ansomware	• 0
b-Category of complaint : *Ra	ensomware Ex. Cyber Crime	v 0

- v. Select approximate "Date and Time" of incident (Mandatory)
- vi. Give "Reason for delay in reporting"
- vii. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- viii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.3.1) (Mandatory)
- ix. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- x. Click on Save and Next to proceed



To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.4 Report Hacking

It is an attempt to exploit weaknesses for gaining unauthorized access in a computer system or network.

Go to homepage, Click on File a Complaint \rightarrow Read and Accept the Acknowledgement \rightarrow Select Report Other Cyber Cime \rightarrow Login

Provide the details as required for complaint reporting under "Incident Details"

- 1. Select the "Category of complaint" (Mandatory) from the drop-down "Hacking"
- Select the "Sub-category of complaint" (Mandatory) from the drop-down (2 options are available in drop-down 1. Unauthorised Access/Data Breach, 2. Website Related/Defacement



5.4.1 Unauthorized Access/Data Breach

You can report any incidents of any person accessing your computer, mobile website, server etc., without your permission.

5.4.1.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received hacking related SMS:
 - a. Take the screenshot/s of the SMS (depicting the illegal details) and the sender details (name, other details) need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received an email related to hacking, data theft:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- iii. If you received or found any details related to hacking, data breached on a website:



- a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
- b. Take the screen shot of the page or save the page (as .pdf) showing content on your device/ desktop for uploading the same as an evidence on the portal
- iv. Provide the screenshots or copy of the details like what was hacked e.g. website URL, Account, Server, email or any information of the platform source where incident has happened.

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, attachment, mobile no, website URL, messenger chat, screenshot etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.13

5.4.1.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Hacking"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Unauthorised Access/Data Breach"
- iii. Select "Mode of communication" and provide details (e.g. Email, Account, Server, Other)

Incident Details	Suspect Details	Complainant Details	Preview & Submit	
Complaint / Ir	ncident Details			
Category of comp	laint*	Hacking		۲
Sub-Category of c	omplaint : *	Unauthorised Access/Data E	Breact	¥
What was hack	ed 🔲	Email 💷 Account 🔍 Serv	er 🗉 Other	

- iv. Select approximate "Date and Time" of incident (Mandatory)
- v. Give "Reason for delay in reporting"
- vi. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- vii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.4.1.1) (Mandatory)
- viii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- ix. Click on Save and Next to proceed



To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.4.2 Website Related/Defacement

You can report a complaint related to website defacement. Website defacement is an attack on a website that changes the visual appearance of the site or a webpage. These are typically the work of hackers, who break into a web server and replace the hosted website with one of their own.

5.4.2.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. Provide the details URL of defaced or hacked website
- ii. If you received or found website defacement/hacked information on media platform/forums/blogs such as Facebook, Twitter, LinkedIn etc.
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
 - b. Provide the details like user ID, email or other
 - c. Take the screen shot of the page or save the page (as .pdf) showing content on your device/ desktop for uploading the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete website URL, hacked mirror URL, messenger Chat etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.14

5.4.2.2 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Hacking"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Website Related/Defacement"
- iii. Website Domain name (Enter the website or URL) (Mandatory)
- iv. Other Additional Details (Mandatory)

E.		
ategory of complaint*	Hacking 🔻	0
ub-Category of complaint : * 🛶	Website Related/ Defacement	0
	St. Oper Come	
Website Domain Name*	ex, cyber chine	

v. Select approximate "Date and Time" of incident (Mandatory)



- vi. Give "Reason for delay in reporting"
- vii. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- viii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.4.2.1) (Mandatory)
- ix. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- x. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.5 Report Cryptocurrency Crime

Crypto currency is created by solving a complex mathematical problem. RBI has not given any license/authorization to any entity/company to deal with any virtual currency. In the absence of a legal framework, it is not advisable for citizens to deal with virtual currencies such as Bitcoin, Ripple, and Lite coin etc. The legal framework regarding crypto-currencies is yet to be laid down.

These currencies are normally used by criminals operating on the dark web or the hidden web. Legal, bonafide businesses do not normally use Bitcoin. Therefore, any request for business transaction in Bitcoin should raise suspicious and should be avoided

5.5.1 Cryptocurrency Related Fraud

You can report any crypto currency related frauds here. Provide the complete facts in brief about the incident.

5.5.1.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received cryptocurrency fraudulent SMS:
 - a. Take the screenshot/s of the SMS (depicting the content details) and the sender details (name, other details) need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received an E-mail:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- iii. Provide the screenshots or copy of the details like what was hacked e.g. website URL, Bitcoin address, wallet details, amount of Bitcoin involved or any information of the platform source where incident has happened.
- iv. Provide the address from/to whom purchase/sale of Bitcoin is done



Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, website details, wallet details etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section** 3.15

5.5.1.2 Complaint reporting

Go to homepage, Click on File a Complaint \rightarrow Read and Accept the Acknowledgement \rightarrow Select Report Other Cyber Cime \rightarrow Login

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Cryptocurrency Crime"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Cryptocurrency Fraud"
- iii. Bitcoin Address/Details (Provide the alleged payment address details) (Mandatory)
- iv. Darknet ID/ Details (Ex. website, emailID) (Mandatory)

Complaint / Incident Details		
Category of complaint*	Cryptocurrency Crime 🔹	0
5ub-Category of complaint : *	Cryptocurrency Fraud	0
Bitcoin Address/Details*	Ex. Cyber Crime	

- v. Select approximate "Date and Time" of incident (Mandatory)
- vi. Give "Reason for delay in reporting"
- vii. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- viii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.4.2.1) (Mandatory)
- ix. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- x. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint



5.6 Report Online Trafficking

Connecting over social media to make business connections, or buy legal goods or services may be perfectly legitimate. However, connecting over social media to buy drugs, or other regulated, controlled or banned products is probably illegal. You can report any forms of trafficking committed using the cyberspace e.g. victim's recruitment, advertising trafficking such as women, children's, laborer's, child pornography, selling of organs, drugs etc.

5.6.1 Online Trafficking

You can report incidents involving trafficking of women, children, men, drugs, weapons etc. wherein online/internet is being used. To report a complaint under this sub-category user should have details like what is being trafficked, website URL, contact details, email or any information of the platform source where incident has happened.

5.6.1.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you received or found online illegal trafficking on messaging platform such as WhatsApp, Hike etc.:
 - a. Take the screenshot/s of the chats depicting the content with sender's number along with date and time for upload the same as evidence on the portal
- ii. If you received or found online illegal activity on social media platform/forums/blogs such as YouTube, Facebook, Instagram, Twitter etc.
 - a. Note down/ Copy (to your device/ desktop) the URL or user ID where you have seen such content
 - b. Take the screen shot of the page or save the page (as .pdf) showing abusive content on your device/ desktop for upload the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not, messenger Chats, screenshots, website URL etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure B and Annexure C Section 3.16**

5.6.1.2 Complaint reporting

Go to homepage, Click on File a Complaint \rightarrow Read and Accept the Acknowledgement \rightarrow Select Report Other Cyber Cime \rightarrow Login

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online Trafficking"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Online Trafficking"
- iii. What is being trafficked (women, children, men, drugs, weapons etc.)
- iv. Social Media Used (Mandatory)
- v. Darknet ID/ Details (Ex. website, emailID)



Complaint / Incident Details	
Category of complaint*	
Online Trafficking	•
0	
Sub-Category of complaint : *	
Online Trafficking	•
0	
What is being trafficked ?	
Social Media Used*	
Darknet ID/Details	

- vi. Select approximate "Date and Time" of incident (Mandatory)
- vii. Give "Reason for delay in reporting"
- viii. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- ix. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.6.1.1) (Mandatory)
- x. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xi. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.7 Report Online Gambling

5.7.1 Online Gambling

To report a complaint under this category user should have details like illegal online gambling details, website URL and if complainant has lost the money then he/she may provide the banking transaction details.

5.7.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received illegal online gambling link through SMS:
 - a. Take the screenshot/s of the SMS (depicting the objectionable content) and sender's details (number or ID) the same need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received or found illegal online gambling content on messaging platform such as WhatsApp, Hike etc.:
 - a. Take the screen shot of the chats depicting the gambling content details with sender's details (number or ID) along with date and time for uploading the same as evidence on the portal



- iii. If you have received or found content related illegal online gambling on social media platform/forums/blogs such as YouTube, Facebook, twitter etc.
 - a. Note down/ Copy (to your device/ desktop) the URL or user ID where you have seen such content
 - b. Take the screen shot of the page or save the page (as .pdf) showing content on your device/ desktop for uploading the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, messenger Chats, screenshots etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further help on above points, refer to Annexure B Help

5.7.1.1 Complaint reporting

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Online Gambling"
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Online Gambling"
- iii. Gambling is related with (Ex. Poker, Betting, casino etc.) (Mandatory)
- iv. Have you lost money? (Select Yes or No) If Yes then fill the below details
- v. Transaction ID/Details(Details about the transaction ID/reference no eg. 877687263) (Mandatory)
- vi. Date/Time of transaction dd/mm/yyyy (Mandatory)
- vii. Bank Name from which payment was made (Mandatory)
- viii. Account No. from which amount was paid (Mandatory)
- ix. Amount Paid (Mandatory)
- x. Bank in which amount was paid
- xi. Account no. in which amount was paid
- xii. Merchant details on which payment was made
- xiii. Gateway details

Category of complaint*	mbling 🔹 🚺
Sub-Category of complaint : * Online Ga	mbling 🔹 🕖
Gambling is related with*	Ex. test@gmail.com/yahoo/outlook.com
Have you lost money?	🗩 🖲 Yes 🔍 No
Transaction ID/Details*	transaction ID/ details
Date/Time of transaction*	dd/mm/www
Bank Name from which payment was	Select Bank
Account No. from which amount was paid	
Amount Paid :*	
Bank in which amount was paid :	Select Bank
Account no. in which amount was paid :	
Merchant details on which payment was made :	
Gateway details :	

- xiv. Select approximate "Date and Time" of incident (Mandatory)
- xv. Give "Reason for delay in reporting"
- xvi. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- xvii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.1.7.1) (Mandatory)
- xviii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- xix. Click on Save and Next to proceed

To proceed with next stage of complaint reporting refer to Step 5 under How to Report A Complaint

5.8 Report Any Other Cyber Crime

If you find that your complaint does not fall under any of the listed categories/sub-categories, report your complaint under this category and sub-category.

5.8.1 To report a complaint, you may keep following information ready before registering your complaint:

- i. If you have received cybercrime related information on SMS:
 - a. Take the screenshot/s of the SMS (depicting the objectionable content) and sender details (name, ID) same need to be updated on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal



- ii. If you have received an email related to cybercrime:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded on the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- iii. If you received or found cybercrime related content on messaging platform such as WhatsApp, Hike, Skype etc.:
 - a. Take the screenshot/s of the chats depicting the objectionable content with sender's number along with date and time for uploading the same as evidence on the portal
- iv. If you received or found cybercrime related contents on social media platform/forums/blogs such as YouTube, Facebook, etc.
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
 - b. Take the screen shot of the page or save the page (as .pdf) showing abusive content on your device/ desktop for uploading the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, attachment, messenger Chats, website URLS, screenshots etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to Annexure B and Annexure C Sections

5.8.2 Complaint reporting

Go to homepage, Click on **File a Complaint**→ Read and Accept the **Acknowledgement**→ Select

Report Other Cyber Cime → Login

- i. Select the "Category of complaint" (Mandatory) from the drop-down "Any Other Cyber Crime
- ii. Select the Sub-category of complaint (Mandatory) from the drop-down "Other"
- iii. Provide Other Crime Details (Mandatory)
- iv. Select approximate "Date and Time" of incident (Mandatory)
- v. Give "Reason for delay in reporting"
- vi. Select the "Where did the incident occur?"- Select from the dropdown the source of evidence like social media platform (Facebook, Twitter, Instagram etc.), messaging platform (WhatsApp, Hike etc.), e-mail, website, URL or other (Mandatory)
- vii. Upload evidence (Maximum allowable limit is 5 MB) as applicable. (Refer to 5.7.1) (Mandatory
- viii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory)
- ix. Click on Save and Next to proceed



Incident Details	Suspect Details	Complainant	Details	Previev	v & Submit		
Complaint / Ir	ncident Details		214	ATC .			
Category of comp	laint*	Any Other Cyber	Crime			۲	0
Sub-Category of c	omplaint : *	Other				Ŧ	0

6. TRACK COMPLAINT STATUS

In case you want to **Track the status** of your complaint. Go to homepage, Click on **File a Complaint**→ Read and Accept the **Acknowledgement**→ Select **Report Other Cyber Cime** →Login with registered user name & number

- a. You need to fill the following details (Mandatory) to login into the system
 - i. Provide User Name which is given during reporting the complaint (Mandatory)
 - ii. Enter your Mobile Number (that you have entered while registering the complaint) (Mandatory)
 - iii. Enter OTP (received on mobile number) (Mandatory)
- iv. Type security answer for authentication
- v. Click **Submit** button

HOME REPORT WOMEN/CH	ILD RELATED CRIME - REPORT OTHER CYBER CRIME RESOURCES - CONTACT US	HELP ~
Login		You are here: Home - Lo
	Citizen Login Authorized Agency Login	
	User Name: • ABC	
	Mobile No: * 91 • 8920244575 Get OTP	
	OTP: * 104083	
	20 + 12 = 7 📀	
	Submit Clear	
	An OTP has been sent to your Mobile Number. Please enter	



b. 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 and email

Jpdate	Mobile Number	Report Cyber Crime	Check Status	Case Withdrawal			
Sear	ch Com <mark>plai</mark> ntid		Search Request Date	e	Search FIR Num	nber	
Sear S No.	ch Complaintid	Туре	Search Request Date	e Category	Search FIR Num	nber vnload FIR	Action

7. ADDITONAL FEATURES

7.1 Recover Your Username

If You are forget your username, follow the following steps

- i. Go to login page and click on "Forget User name"
- ii. Enter Registered Mobile Number (Mandatory)
- iii. Type security answer for authentication
- iv. Click Submit button

Once you click on Submit button, you shall receive your 'User Name' on your registered mobile number.

o For	get User Name	0	
	•		
Registered Mobile No: *	91 🔻	95600XXXXX	
22 + 14 = ? 🖸	-	Enter Sum	

7.2 Update Mobile Number

In case, you want to update your registered mobile number, click on "Update Mobile Number" after logging

- I. Enter your new mobile number in "**New Mobile Number**" field (Mandatory)
- II. Enter the OTP received in updated mobile number.
- III. Type security answer for authentication



IV. Click **Submit** button

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

Update Mobile Number	Report Cyber Crime	Check Status	
Current Mobile Number:	9550344X	xx	
New Mobile Number : *	91 🔻	9560349258	Get OTP
Enter OTP ;	Your OT	Number	
21 + 13 = ? 🔾	34		

7.3 Case Withdrawal

In case, you want to withdrawal your registered case, click on "Case Withdrawal" after logging

- I. Select the complaint ID and provide remarks for your complaint withdrawal (Mandatory)
- II. Once you click on "submit" your case shall be withdrawn successfully.

Note: You shall not be able to withdraw a complaint, if FIR has been lodged. Check Status

Sei	arch Complaintle	I.,	S	earch Request Date		Search Case Wit	hdrow Type.
S No.	Complaint ID	Туре	Category	Sub Category	Case Withdr	aw Request Date	Action
t.	21607190000552	Cyber Crime	Online Financial Fran	d Internet Banking Rela	ated Fraud	24/07/2019	Case Withdrawal

Annexure A: Types of various cybercrimes which can be reported by the citizens

S.NO.	CATEGORY	SUB-CATEGORY
1	CHILD PORNOGRAPHY (CP)/CHILD SEXUAL ABUSE MATERIAL (CSAM)	Not Applicable
2	RAPE/GANG RAPE(RGR)-SEXUALLY ABUSIVE CONTENT	Not Applicable
3	SEXUALLY EXPLICIT CONTENT	Not Applicable



S.NO.	CATEGORY	SUB-CATEGORY
4	SOCIAL MEDIA RELATED CRIMES	CYBER BULLYING / STALKING /SEXTING
		FAKE/IMPERSONATING PROFILE
		PROFILE HACKING
		IMPERSONATING EMAIL
		EMAIL HACKING
		THREATENING EMAIL
		ONLINE JOB FRAUD
		ONLINE MATRIMONIAL FRAUD
		PROVOCATIVE SPEECH
		E-MAIL PHISHING
5	ONLINE FINANCIAL FRAUD	DEBIT/CREDIT CARD FRAUD
		INTERNET BANKING RELATED FRAUD
		BUSINESS FRAUDS/EMAIL TAKEOVER
		FRAUD CALL/VISHING
		E-WALLET RELATED FRAUD
		SIM SWAP FRAUD
6	RANSOMWARE	RANSOMWARE
7	HACKING	UNAUTHORISED ACCESS/DATA BREACH
		WEBSITE RELATED/ DEFACEMENT
8	CRYPTOCURRENCY RELATED CRIME	CRYPTOCURRENCY RELATED FRAUD
9	ONLINE TRAFFICKING	ONLINE TRAFFICKING
10	ONLINE GAMBLING	ONLINE GAMBLING
11	ANY OTHER CYBER CRIME	OTHER

1. How to take a screenshot on Smartphone device

1.1 Android screenshot

Following are the steps to take screenshot from your android smartphone:

- I. Navigate to the screen you want to take a picture of.
- II. Hold the Power button down for a few seconds.
- III. Press "Screenshot" on your phone screen.



- IV. If that doesn't work, hold the Power and Volume buttons at the same time for a few seconds.
- V. If you see an animation of your screen shrinking, your phone has taken a picture of your screen and saved it in your photos app.
- VI. You can find the image in the Screenshots folder under Gallery app.
- VII. Attach the screenshot as evidence on attachment.



Screenshot: Android phone

1.2 iPhone screenshot

Following are the steps to take screenshot from your iPhone:

- I. Open the app or screen you want to capture.
- II. Set up everything exactly the way you want it for the shot.
- III. Press and hold the Side button on the right side of iPhone X, iPhone XS, iPhone XS Max, or iPhone XZR.
- IV. Click the Volume Up button at the exact same time. (This replaces the Home button step from previous iPhones.)
- V. The screen will flash white and you will hear the camera shutter sound (if your sound is enabled).







- 2. How to view and copy Facebook URL/Link:
- 2.1 From desktop or laptop View
 - I. Click on the image/video/post whose URL you want to view.
 - II. The full URL will be seen on the address bar
- III. Copy the Facebook Profile URL/Page/Post in the address bar of your browser into a file or document. (*Ex: Facebook Profile URL facebook.com/profile.php?id=123456*)



Screenshot: Facebook Profile URL

- 2.2 From mobile view
 - I. Open Facebook on your mobile device, navigate to the profile page, and click more.



II. Select "Copy Link to Profile"

III.

	1	8:46 AM a facebook.com	-
		and the second	
-	-	Arrest .	and the second
	-		- Marine
	- 14	(0,0)	Ed
-		X	1
т	ap and hold	the link below to	select
	1. 1	address	
a	nd copy the	address.	
h	ttps://www.f	facebook.com/p	rofile.ph
h	nd copy the	facebook.com/p	rofile.ph
h	ttps://www.f	facebook.com/p	cel OK
h	nd copy the	facebook.com/p	cel OK
a h	tips://www.f	facebook.com/p	cel OK
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a h H Q Q	Works at C Studied Co College Went to Sp Science at	facebook.com/p	er Photo k to Profile
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Screenshot: How to Copy Facebook User Profile from mobile



Screenshot: Facebook Copy Link

IV. To see the URL, you have to paste it on notepad or any text editor



3. How to view and copy YouTube URL/Link:

- 3.1 From desktop or laptop view
 - I. Click on the video whose URL you want to view.
 - II. The full URL will be seen on the address bar
- III. Copy the YouTube URL in the address bar of your browser into a file or document

Ex: YouTube URL (youtube.com/watch?v=-qACQjC5J0w)



Screenshot: How to copy YouTube URL

- 3.2 From mobile view
 - I. Open the YouTube app on mobile
 - II. Look or search for the video you want to copy
- III. Find the tripe vertical dots on the top right corner of the video thumbnail or details
- IV. Tap on it and select "Share"



- V. You will see a new Share window, select "Copy link"
- VI. Simply paste the link it on notepad or any text editor



4. How to copy Twitter Post URL

- I. Navigate to the Tweet you'd like the URL of.
- II. Tap the drop-down arrow
- III. Select Copy link to Tweet. The URL should now be copied to your clipboard.

X	@ Twitter ID	~
Insic Malv blog	le the Emotet Banking Troja vare Distributor sentinelone /inside-em #emotet	an and e.com/
Gac Itmotet d Malwar r	Inside the Emotet Banking Tro Malware Distributor sentinelone.com	jan and
11:26	AM • 13 Mar 19 • Paper.li	
C	0 11 0	So So
6	Copy link to Tweet	
Do	Unfollow @ TwitterID	101
N	Mute @ TwitterID	
N	Mute this conversation	
Ø	Block @ TwitterID	

Screenshot: Copy twitter tweet link

IV. To take a screenshot of twitter message, navigate to the inbox chat message and take screenshot. It will also capture the twitter user ID (@Twitter ID).



Twitter Message Snapshot



5. How to copy Instagram User profile URL

In the Instagram app, find the photo or video you want to copy the URL. When you have found it, tap on the" ..." icon above it. This will bring up several options. Select **Copy Profile URL** Link

ioa In	9:41 PM		5-C 9-41-PM
In	stagram Oserna		Anne St. 11/200400
S.A	334 211K posts followers	134 tollowing	Block
V	Message	±~ •	Report
bla// * Jowed by ton	iyloftus, gregmar, jeffreydgi	erson + 75 more	Mute
	≣ ⊚	Â	Hide Your Story
Ser.			2 🔶 Copy Profile URL
Cal	2 61	24	Share this Profile
1/1	1-19 -51	Spr	Send Message
-	110		Turn on Post Notifications
and a	(SA		Turn on Story Notifications
			Cancel

Screenshot: Instagram Profile URL

-0

As well, navigate to the Instagram message inbox and take a screenshot of the chat

	46 5.47 PM	7 4 23%
Primary		i ~
Olivia, you 🙀	bitch!!!!!!!	-^- 2-1
I will rape you whore!	II Rape You e inutes ago Dataila i before I kill you, y	+ you filthy

Screenshot: Instagram Chat/User Profile



6. How to export WhatsApp chat

Following are the steps for WhatsApp Application chat

- 6.1 WhatsApp chat screenshot
 - I. Navigate to the chat screen for the individual or group you want to take a picture of. (Provide the name and number of the sender/group)
 - II. You can find the image in the Screenshots folder under Gallery app.

Hie trans	Today		
# Mes	seges you send to this chat and calls are	now	
secure	Who ore you?	r mit.	
discourse and	who are your	TZOB AM	
Myself A	12.10.444		
How ru?	STID AM		
	Do I know you? 😁		
Hmmm 2day mrng	i talk wid you		
	You must be mistaken.		
Ur voice so	swt dear		
Ru	Singh India AM		
	'm sorry but who are you? 😒	12 /1 AM	
Main aap k	o bola n		
Kya hua	E10 AM		
0	6	0 : 0	

6.2 Export Chat from Android

To export a copy of the history of an individual chat or group, use the Export chat feature:

- I. Navigate to the chat screen for the individual or group you want to take a picture of.
- II. Tap More options **i**.
- III. Tap More.
- IV. Tap Export chat.

🔮 WhatsApp	Group info	← 🔮 WhatsApp	Clear chat
+91 99999 88888 TIME TO DECIDE THE FUTURE OF W	Group media	+91 99999 88888 TIME TO DECIDE THE FUTURE OF WE	Report
On the 30th birthday of the World Wi time to pause and ponder and analysi journey, the most optent tool, human	Search	On the 30th birthday of the World Wid- time to pause and ponder and analyse journey, the most potent tool, human	Exit group
ated and formulate its future trajecter man being can do; WWW stands a liv	Unmute notifications	ated and formulate its future trajector man being can do; WWW stands a livir	Export chat
CERN submitted a proposal Informat Proposal, this was to be the birth of	Wallpaper	CERN submitted a proposal Informati Proposal, this was to be the birth of t	Add shortcut
What a visionary is all about, is ideal Berners Lee. He envisioned to help h share information at CERN, "a large h with twoed links," named "Mesh." His	More >	What a visionary is all about, is ideally Berners Lee. He envisioned to help his share information at CEBN. To berg here	epitomised in colleagues to
Select "More" in the dr	opdown menu of	Select "Export Chat"	
editor. The web was made public in 1 be an exaggeration to say that the wi immersed - lock, stock and barrel; en	993 and it would not orld in the web today, notions to animation.	WorldWideWeb.app- the first web brow editor. The web was made public in 19 be an exaggeration to say that the worl immersed - lock, stock and barrel; amo	vser and the pager 93 and it would not d in the web today, tions to animation.
While we all are experiencing the ber	efits of this	While we all are experiencing the benef	its of this

Screenshot: Export WhatsApp Chat



Choose whether to Include Media or not.

- 🕐 CyberCell - Indian Po	lice 😋 🗄	SEND CHAT VIA			
•91 DODAD BIGBS TIME TO DECIDE THE FUTURE OF On the 30th birthday of the World U time to pause and ponder and anal journey, the most potent tool hum ated and formulate its future trajes are being cando WiGWI stands a	WEBI Vide Web, its certainly a yse the direction of its an being has ever cre- tory. What a single hu- liver testimory. On the	WhatsApp	email	Wi-Fi Transfer	Linkectin
ve ce Including media will increa pr export.	ase the size of the chat		2	*	1
WI WITHOUT MEDIA	INCLUDE MEDIA	Telegram	ProtonMail	Bluetooth	Android

Screenshot: Export WhatsApp chat on Mail

An email will be composed with your chat history attached as a .txt document.

Note:

- If you choose to attach media, the most recent media sent will be added as attachments.
- When sending with media, you can send up to 10,000 latest messages. Without media, you can send 40,000 messages. These constraints are due to maximum email sizes.

6.3 Export chat from iPhone

You can email yourself a chat history if you'd like to save a chat:

- I. Open the WhatsApp chat you want to email.
- II. Tap the contact's name or group subject.
- III. Tap Export Chat.
- IV. Select if you want to Attach Media or email the chat Without Media.
- V. Tap the Mail app. You can also tap More for additional options.
- VI. Enter your email address and tap Send.

7. How to copy TikTok video URL

TikTok app is a social media platform for creating, sharing and discovering short music videos, think Karaoke for the digital age. Following are the steps to copy TikTok profile or social media post using a smartphone

I. Open TikTok on your phone; Open the video and take a screenshot as well copy of the suspect TikTok userID. Ex.@suspectuser



Screenshot: TikTok User ID



Π. You can copy the video link by clicking on share link option, after that it will open new windows via any email, messaging, or social media app in the list. This opens a new message or post in the selected app.



Screenshot: Copy Link of Tiktok Video

III. Click on the Copy link and paste it on any file or document.

http://	vm.tiktok.con	n/e9SX4u/	2.1		-0
Ŧ		Ð	¢		
G	the	ус	ou	to	ę
1	2 3	4 5	6 7	8 9	0 0

Screenshot: Example of TikTok Video URL

8. How to export and copy E-mail Header

Following are the steps for how to copy and save email headers:

- 8.1 Gmail email header
 - Ι. To get an email header from Gmail, open the email within your web browser.



=	M Gmail	62 of 419	S.C.	>	٠
	Your E-mail Selected D Span ×			ē	Ø
-	Swiss Lott <ngtengfong8@protonmail.com></ngtengfong8@protonmail.com>	Fri, 1 Mar, 09:19 (5 days ago)	☆	*	÷
	SWISS LOTTERY CO. Schaffhausen, Switzerland				
	Your email address has emerged winner of 1.450,000. Euro with winning licket number (24-36-12-19-28 tball. 9) in the ongoing Swiss lotto thunder-ball cate email draw. For claims and more info kindly fill in required details below and send to: grappas@protonmail.com	igory online random email leads :	sələctic	an prog	ram
	eTicket Detalls eTicket: 24-36-12-19-28 [09] Raference No: 029050-16550CH				
	FULL NAMES: ADDRESS/COUNTRY: AGE				
	EMAIL:				
	Once more congratulations, for immediate release of your prize money, do contact our claims department with the details.				
	Sincarely, Fiduciary Agent. Mr. George Pappas +1 210 2015718 grgspes@grotonmail.com				

Click on drop-down arrow and see the senders & reply-to email



Click the drop-down arrow (more) next to the reply button and choose "Show Original".



Once the new page opens then click on "**Copy to Clipboard**" then paste the copied content in notepad or any text editor.



Otherwise you can download the email by clicking on "Download Original", all email content including header will get download as **.eml** format. Attach this (.eml) downloaded file as evidence.

	Original mess	age
	Message ID	<1e7a6d91991c44349e41ce621266355e@Exchange-Srv wm ir>
	Created on:	1 March 2019 at 09:18 (Delivered after 36 seconds)
	From:	Swiss Latt <ngteng &@protonmail.com="" 🔫=""> Using Microsoft Outlook Express 6.00.2600.0000</ngteng>
	To:	
	Subject:	Your E-mail Selected
	SPF:	SOFTFAIL with IP 46.225.247.15 Learn more
	DMARC.	'FAIL' Learn more
	Participant and and a	al copy to classe
	Delivered-To: Received: by: Thu. 2 X-Google-Smtp- X-Received: by	deepa latteepa 1002:a2e:8003.0:0:0:8:0 with SMTP id j3csp2409801jg; 128 Feb 2019 19:49:21 -8800 (PST) -Source: APK/Yq3G31JynNw88FYSUL7CHa0eYyq3DAfq4d2zbb35Ym0DdB8a0h5kg1DU1FVy1bXF3ar4sEy9 (2002:a2F202:be15:; with SMTP id r121mm318221b135140.1551412161667;
P. Voire	Delivered-To: Received: by: Thu, 3 X-Google-Smtp- X-Received: b, Thu, 4 ARC-Seal: 1=1; d=goog b=kset	deepa L002:a2e:B003:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:
• Your B	Delivered-To: Received: by X-Google-Smtp- X-Received: b, ARC-Seal: i=1: d=goo b=kset	deepa 1992:a2e:18093:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:

Following are the steps to copy email header of NIC mails

I. Open the NIC email within your web browser.

8.2

II. Right click on mail and navigate to **Other >Display Full Headers**



Cyber Crime Prevention Again Cyber Crime Prevention Cyber Crime Prevent Cyber Crime Preventi Cyber Crime Prevention Cyber Cri	Image: PW: Facebook Facebook Image: PW: Facebook Image: PW: Facebook Image: PW: PW: PW: PW: PW: PW: PW: PW: PW: PW	ock complaint 6 (a cases splasts MuSta Cashdacae seamled a casht a cashdacae (a cash sayst), faasaart (d f 2 35 Cray of connects for	Open Reply Reply All Forward Delete		20140-10-11-12-2010/	Cyber Crime Prevention Again Cyber Crime Prevention Again Hean Sharma SH (Crime Crime) Criterpolt
	0 1.11. October 0 50.4.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	s ta cases space MuSte Da Marine constitue al caso o casto 22013 Capato funcanto 222 37 Dependencianto al	Open Reply Reply All Forward Delete		201961031-52-2013/	Court o bio fromendar Adah Meta Sharma SE (Color Corpe) Information - 1 (2010)
Compare Landaux and an and a second sec	0 50040500 0 + Report 16- 0 041800200 0 02 = -17 0 1996-1996	Constance constitute of and a co-02-2018 Copyets Constant, 2012 ST Copy of constanting	Reply Reply All Forward Delete			Head Sharma SH (C(ber Code) Orberport - 1, (2000)
Image: Second Book State State Reply All Second Book State Image: Second Book State Forward Offerso Second Book State Image: Second Book State Delete Image: Second Book State Image: Second Book State Nove to folder. Social Representation State Image: Second Book State Nove to folder. Social Representation State Image: Second Book State Nove to folder. Social Representation Image: Second Book State Nove to folder. Social Representation Image: Second Book State Nove to folder. Social Representation Image: Second Book State Nove to folder. Social Representation Image: Second Book State Print. Add Sender to Address Book Image: Second Book State Print Representation Add Sender to Address Book Image: Second Book State Print Representation Add Sender To Address Book Image: Second Book State Print Representation Add Sender To Address Book		na († 19. ap. 92.2013) Separt Hansarf, af 12 SF Craw of tearcost fur	Reply All Forward Delete		1000	SF (Cyber Come)
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Check storage Create Task From Message	Tel Redui	Cant County in 5 sterut	Print			Statis Konige
Create Task From Message	0 + Labour oto	na) College - En Pistara	Other		Add Sender to Add	Iress Book
	R Dae antinn	remulaet to nine! In a post	te in CacelComolSint	No. 1 des	Create Event From Create Task From	n Mossage Message
		Pic Rolur 9 + Lalaceto 8 Disconten	 Tel: Reduction Clarice in State1.7 Labout etailogi Parker - For Parker Decommon generation months - Labout 2000 	Redunciant Guara in Statel Print. Auduce abs approve the resource of the state Decontract contract to receive	Te: Return and Curry in StateUT Print. Print. Print. Print. Decontent contact to model to product to product to product to model to product to model to product to model to product	Card Control Cont

III. After clicking on **Display Full Headers**, a pop-up window will appear. Then scroll down and copy all email headers; paste on notepad or any document.

Return-path: <ccpwc@ncrb.nic.in></ccpwc@ncrb.nic.in>	0.1.2.421) by
msgfe44.nic.in (Oracle Communications N	Aessaging Server
7.0.5.38.0 64bit (built Nov 28 2016)) with I	ESMTPS id
0PO1003RA/5XGYQ0@msgte44.nic.in 10:28:46 +0530 (IST)	>; Ffi, 08 Mar 2019
Received: from unknown (HELO mail.ncrb	p.nic.in)
[164.100.43.219]) by relayin nic in with E: 10.28.45 +0530	SMTP; 08 Mar 2019
Received: from NCRBEXCH webdom.con	n
[fe80::5efe:10.23.72.50]) by ncrbexch.we	bdom.com
[te80::5ete:10.23.72.50%14]) with mapi; I +0530	Fri, 8 Mar 2019 10:39:51
Date: Fri, 08 Mar 2019 10:39:50 +0530	5
From: Cyber Crime Prevention Against W	omen & Children
<ccpwc@ncrb.nic.in> Subject: EW: Eacebook complaint</ccpwc@ncrb.nic.in>	
n-reply-to:	ten untere ostantes annos
CADh10KEj3WFHUm6qAjM5MaJzC89S	6uwkjKapJD40t50gbk
10: "pmusec2-mna@nic.in" <pmusec2-mn mba@nic.in" <pmusec3-mba@nic.in></pmusec3-mba@nic.in></pmusec2-mn 	na@nic.in>, "pmusec3-
Massaaa id	*

8.3 ProtonMail email Header

Following are the steps to export ProtonMail email headers in (.eml) format

- I. Open the email within your web browser.
- II. Click on drop-down arrow and see the senders & reply-to email
- III. Click the drop-down arrow (more) next to the reply button and choose "Export".





After click on "Export", email header data will download as .eml format then send as attachment.



For Yahoo Mail Header following are the steps:

- I. Log in to Yahoo! Mail.
- II. Open the message for which you wish to view the headers.
- III. Click the More (gear) icon above the message pane.
- IV. In the menu, select View Raw Message. A new tab opens containing your message's headers, which you can now copy and paste.

For Outlook Mail Header following are the steps:

- I. Login into your account
- II. Select Inbox from the left-side menu
- III. Open the message you want to see the header and click file tab
- IV. The full headers will appear in a new window.

For other mail refer to https://mxtoolbox.com/public/content/emailheaders/

8.4 How to save email in PDF

8.4.1 To save Gmail email in pdf

- I. To save a Gmail email in PDF format, open the email within your web browser.
- II. Click the drop-down arrow (more) next to the reply button and choose "**Print**". Or Click the printer icon. It's near the top-right corner of the message.
- III. Click "**Print**". The Gmail Print screen will appear.

USER MANUAL FOR NATIONAL CYBERCRIME REPORTING PORTAL

Pipl Marketing Team <marketing@plpl.com> to me -</marketing@plpl.com>	Tue, 19 Mar, 02 29 (1 day ago) 🕁 🔸
You asked we listened! IntelTechnique's Michael B	 Reply Forward
на	Filter messages like this
You're invited to our upcoming weblnar; 'Connecting the Dots Michael Bazzell from IntelTechniques.	³ 2 Print
As with the last OSINT webinar, this one will NOT be recorde extremely limited, so be sure to register now.	et Add Pipl Marketing Team to Contacts list Delete this message
Connecting the Dots: Learn the Latest Email Investigative Te Thursday, March 28, 2019 - 10:00 00 AM - Pacific Time (US	Block "Pipi Marketing Team" 8
	Report spam
Register, here and learn how to drive your online investigation identity behind any piece of people information.	Report phishing
We'll see you there and be sure to bring your questions!	Show original
	Translate message
Piol Team	

IV. Click **Change**. It's beneath the printer in the left column of the print screen. Click Save as "**PDF**"

Print Total: 1 s Destinati	Print Cancel	Michael Bazzellis back for a Picture Bazzellis back for a Picture Bazzellis back for a Picture Bazzellis and Bazzellis	Recent Destinations Recent Destinations Save as PDF PDF-XChange Standard Print Destinations (7) Manage. Save as PDF PDF-XChange Standard Send To OneNote 2016 Send To OneNote 2013
	O e.g. 1-5, 8, 11-13	rigi tean	Microsoft XPS Document Writer

V. Click Save. The email message will now download to your computer as a PDF file.

Total: 1 name		M Gmail
rotal. i page		Michael Bazzell is back for anoth
	Save Cancel	Pipi Marketing Team <marketing@pipi.com> Redy-To: tina: davis@pipi.com To: seepaknit14@gmail.com</marketing@pipi.com>
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Destination	Save as PDF	Yes're invited to our upcoming webinar. 'Conne featuring Michael Bazzell from intel®etriniques As with the last OSINT webinar, this one will N is extremely limited, so be sue to register now
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		Register, here and learn howto drive your onli real identity behind any piece of people inform
Panes	All	We'll see you there and be sure to bring your o
r ages	Su Su	Paul Tearry
	O e a 1-5 8 11-13	

Screenshot: Click on save


	This PC > Desktop	~ C	Search Desktop	1
Organize + N	ew folder			. (
This PC 3D Objects		Res		
 Documents Downloads Music Pictures 	Gmail - Email.pdf	Email Export.pdf		
Videos	J	-		
File name: Save as type:	Gmail - Email Data.pdf PDF File (.pdf) (*.pdf)			

Screenshot: Save Email as PDF

8.4.2 Using the Mail App on a Mac

I. Open the Mail app. It's the icon of a stamp with an eagle inside. You'll usually find it on the Dock and on the Launchpad.



Screenshot: Open Mail App

- II. Click the message you want to download as a PDF.
- III. Click the File menu. It's in the menu bar near the top-left corner of the screen.



Screenshot: Export mail as PDF



- IV. Click Export as PDF. Select a saving location.
- V. Click Save. The PDF is now saved to the selected folder.

	lr	nbox (3,826 me	ssages, 3,689	unread)	
	-		<u> </u>		
Drafts (21)					
Sort by Date 👻					
Groupon Chie Barbecue and Steve's Chicar	Save As: Tags:	Untitled.pdf			in your group Bo
Amazon.com	Where:	Document	ts	0	
Amazon passy Password assi	Show	Details	Cancel	Save	
Amazon.com		4:54 AM	4		

Screenshot: Save Mail in PDF

9. How to upload any evidence on the portal

Navigate to Supporting option under Incident Details, click on "Choose File".

Incident Details	Suspect Details	Complainant Details	Preview & Save	
Complaint / In	cident Details			
Category of compl	aint*	Hacking	•	0
Sub-Category of co	mplaint : *	Unauthonised Access/Data B	ireach 🔹	0
What was hacke /Breached	ed 💷	l Email 💷 Account 🕮 Serv	ver 🔱 Other	
Approximate date Incident/receiving/ content : (24 hour:	& time of Viewing of s format)	* 13/03/2019	нн. нн.т	MM: MIL •
Where did the inci	dent occur? :*	Facebook	•	
Facebook Account URL*	ID/ Account	facebook.com/fraudpage	2	
Supporting Eviden	ce*	Choose File No file chos	en	
Please provide any information about	/ additional the incident :*			

Screenshot: Upload evidence

Note: Select the evidence for the attachment. This upload feature accepts .txt .png .jpeg. jiff .rtf .jpg .dib .gif .doc .ppt .docx .pptx .pdf. epub .bmp .avi .wmv .3gp .mp4 .mkv .mov .flv .mpg. webm file types and the maximum file size of 5 mb.



Drganize 👻 New folder				
 Thic PC 3D Objects Desktop Documents Downloads Music 				
Videos	PDF	<u>êl</u>	L.Gv	

After selecting the evidence then click on **Add** button.





Annexure C: Sample of Evidences

To report a complaint user shall have following evidence/information details may include, but not limited to:

- Copy or screenshot/s of alleged contents/profile
- Screenshot copy of URL of alleged contents
- Alleged and user Email ID, Contact details
- Bank statement from the concerned bank
- Take a copy or screenshot/s of SMSs received related to the alleged transactions
- Copy of your ID proof and address proof as shown in the bank records
- Contents should be in both hard & soft forms
- Email should be taken from the original receiver. Copy of the forwarded email should be avoided
- Full Header of the alleged Email (prefer .eml format)
- Copy of email and header should be in both hard & soft forms

Following are some evidence samples which may be provided on the other online cybercrime categories:

3.1 Sample Evidence for Cyber Cullying/Stalking/Sexting

Following are some evidence samples which may be provided on the Cyber Cullying/Stalking/Sexting categories

< Trave	① × Olice on and 155 other f	riends are
	C Primary	* 23%
Stop misleading pple u and go back to Europethis is not your country as the head Jun 15	Olivia, you Thill Rape You to me 47 minutes ago Details I will rape you before I kill you, you fil whore!	¢¢ د
Do you want to allow Travors to message you? They won't is seen their request until you choose to accept. Flag convertee Coccept	know you've ensation See Costs from friends on Instagram	Open

Screenshot: Twitter & Instagram Chat/User Profile

3.2 Sample Evidence for Fake Impersonating Profile

Following are some evidence samples which may be provided on the Fake impersonating profile categories

(For example, attached fake Twitter ID: @wc********n_)



3.3 Sample Evidence for Impersonating Email

Following are some evidence samples which may be provided on the impersonating email category:

Suspect Email ID: ref-dpt01@incometaxindia.in



3.4 Sample Evidence for Online Job Fraud

Following are some evidence samples which may be provided on the online job fraud category: For example, need to provide details on portal:

Person Name : Mr. Shashank

Company : Airways LTD

Address : Jet Limited, 319, Udyog Nagar Vihar, Phase IV, Gurgaon -122016

Email : <u>career@job.com</u>, number: +91-99999-88888





Airways LTD ADDRESS :- jet Limited, 319, Udyog Nagar Vihar, Phase IV, Gurgaon - 122016

We are informing you that your resume has been online selected in our annual direct selection of candidates through our direct interview in AIIRWAYS LTD.

Your code number - SJL-011. You are in group One.

The Company offers you to join as an post in respective department. You are selected according to your resume in which Project you have worked and on the basis of your academic records.

DEPARTMENTS: - GROUND STAFF & CABIN CREW EXECUTIVES & MANGER'S, HR & Administration, Accountants & Finance Executive, Cashier, Chartered Accountant, Company Secretary, Back Office, Purchase & Store, Legal Advisor, Aeronautical Engineer, Radio Engineer, Technical Support Engineer, Aircraft & Aviation Technician (Engineers), Electrical Engineer, Line Maintenance, Fire & Safety And Security, Medical Officers, 1T Hardware & Networking, Software Engineers, Customer Support Executive, BPO Etc & Other According to Your Resume.

TOTAL - 95 candidates Short-Listed, Post - 75, Experience: 0 to 10 Years

JOB LOCATIONS: - New Delhi, Uttar Pradesh, Andhra Pradesh, Tamil Nadu, Gujarat, Rajasthan, Maharashtra, Punjab & Others.

INTERVIEW DATES: - 28th September 2016 at Corporate Head Office, GURGAON.

The Selected candidate keeps the right of being getting posted at the desired location subject to the final decision of HRD after discussion. Salary - Min -Rs.35, 000/- to Rs.120, 000/-per month + incentives, per month on your performance. You are going to get employment in Airways LTD

NOTE - You have to deposit an refundable security amount by Cash Rs 9950 /- Rs 07/09/2016 into The Bank (UNION BANK, VIJAYA BANK & CENTRAL BANK) The Job profile and salary offered by Company will be mention in your call latter. Your call latter and Air Ticket will dispatch very shortly after receiving your confirmation of security deposited in to the Bank. The security amount paid by the candidate is refundable amount.

NOTE - 07/09/2016 is the last date of security deposit in to the bank for A/C Number you can Make a call MR. SHASHANK . 9:00 AM to 6:00 PM.

Late reporting candidates will be not allowed in the process. We are strictly concerned on time management as per the values of the company. The selected candidate visit to company office is not allowed before interview date. Only one family person is allowed with female candidate. This call letter and group code number SJL-011. Is not-transferable. This code is valid only for your interview date.

- 1 Note You come with your all documents photocopy. And one hard copy of the invitation mail. Id Proof, 5 Photos.
- 2 Note You can call in official working Hours Monday to Saturday 9Am to 4 Pm. After the working hours your call will not be accepted.

If you are been selected or not, This amount will be refundable, it is just a security deposit as assuring your presence on the interview date and venue, we will be reserving your air tickets fare upon our expenses, that would be paid by the company itself,

NOTE- After Depositing The Security Deposit, Kindly Send Your Deposit Slip, Photo, Id Proof, Scan Copy, And Your Mobile Number By Mail At Career@job.com

Kindly Give The Information After The Deposit Of The Security Amount In To The Bank To Company's Mentioned Email Id. Without Information Your Letter Will Not Be Dispatch To Your Home Address.

Regards (Senior Manager)



With best wishes, Mr. Shashank +91-99999-88888

Signature (Manager HR)

Screenshot: Fake Job OfferLetter



£.,	hrmanager@ashoklaylandrocruitment.in drmanager@ashoklaylandrocruitment in> 🔯 10:32 (32 minutes ago) 👉	*	
Ų	This email has an attachment that allows unvertified scripts to run on your computer when opened, the careful. Learn more		
	Dear Candidate,		
	Please Check Your Attachment		
	Submityour Security Submission in the favor of Ashok Layland Ltd. (NR 7,000)		
	INDIAN BANK (A/c no:- 6452573864)		
	IF SC. CODE (DIB000B061.		
	ACCOUNT HOLDER: ASHOK LEYLAND LTD. (NR. VINAY KUMAR)		
	Altern Constanting		
	Control and Control and Annual Annual Annual Annual Control and Annual Annual Annual Control and Annual Annual Control and Annual Annual		

Screenshot: Fake Email of HR hrmanager@ashokleylandrecruitment.in

For example: Account details alleged in case: 6412596544

Paytm same
Bank Transfer Successful 🔮 ₹5,000
TO Company LTD A/C No. 6412596544 IFSC Code KKBK0001359
UPI Reference No: 819311953678 11:27 AM, 12 Jul 2018
View UPI Transactions
Home Mall Scan Bank Inbox

Screenshot: Account Details

3.5 Sample Evidence for Online Matrimonial Fraud

Following are some evidence samples which may be provided on the online matrimonial fraud category:



Jodi Matrimonial.	Com
Singh Bagan, Near Post Office Road, Agrico, Jamshedgi Email Id : dpur@jeevanjodimatrimonial.com, Website : www.jeevanjo	ur-831009 Loom
BECEIPT	26/1/2019
Received with thanks from Ambit MishRa	
sum of Rupees	Queling
aled 26/1 20 9 Bank Bank Ing Payal	ble at
neque / Draft / subject to realisation.	Lightatto
s. 5000 - Candidate/Parent/Guardian's Signature	Authorised Sign
Note ' Payment is Not Refundable at any conduct	



■ Other 8	iank Customer 🛛 🏫	← 🛞 +91-9999912345 Iast seen yesterday at 5.08 pm 🔹 🐛 🚦
Your transfer	UCCESS!	Good morning 11:47 am Forwarded SBI BANK A/C No::34927990' A/C Name: JODI MATRIMONY
Amount	Rs. 1,000.00	JAMSHEDPUR IFSC Code: SBIN0012616 BRANCH CODE:12616 T1:49 am
From	917010050232453	2500 taka pathan 11.45 am
То	Matrimonial Company 34927990729	Kaku ame family sathea Kotha blache
IFSC Code	SBIN0012616	knfearensea 1:34 pm
Branch Name	BARADWARI	Bare aslean apne 2:59 pm
Transaction Type	Instant Pay (IMPS)	Rater beala payment ta korea deavan
Fees	RS.O	Ami apni taka ta patiye diyechi pis
Remarks	one year subscription	confirm. 8:91 pm 🛷
Transaction Date	20/12/2018	Apni bolechilen kal cheler Bari asbe but kal Amar meyer aktu urgent ofc ache tai
RRIN	835413330939	Jodi Tara Tuesday ase Balo hoi, r apni tader no ta dile tabole Amra khtha bole
Receipt No.	R1Q86ZUD1437	nitam. 804 pm @
		🕲 Type a message 🛛 📎 🖸 😲

Screenshot: WhatsApp and Bank transaction details

3.6 Sample Evidence for Threatening Email

Following are some evidence samples which may be provided on the threatening email category:





Screenshot: Threatening Email

3.7 Sample Evidence for Business Frauds/Email Takeover

Following are some evidence samples which may be provided on the business frauds/email category:

Careful rea	d and confirm your banking details 🛛 👼 🔎	Dear Facebook Charity Award Winner,
Pank Of A to me (- DIRECT) BANK O 115 W 4 ******* Ref: BO, Tel: +1-5 EMAL:	Imerica ≪ebanking@boa.gl Oct 9 (2 days ago) ☆ OR OF REMITTANCE, IF AMERICA. I2nd St. New York, NY 10036, USA. A/Ts/Oxd1/00671 5187-77-8594 ebanking@boa.gb.net	I am MONIKA SINGH,from Reserve Bank Of India & I am your Transfer Manager. I am happy to inform you that you have won Facebook Charity Award of GBP 750,000 which is almost equal to Rs.6 Crores 35 lacs. We Congratulate you for the same!!!
Features Currency Busines Society mortgag mortgag Dear Va Welcom Services Departn	:: Mortgage Advice, Savings & Loans, Insurance Services, Exchange, Foreign Exchange, ATM Cash point. Is Description: Bank Of America Building offers a wide range of services such as financial advice, tes, loans, money exchange to foreign currency.	You have received an email from RBI (<u>rbi-tc@mit.tc</u>) wherein we have sent you a Transfer Application Form in order to complete this transfer procedure & you are kindly requested to take a printout of the form,fill the form & after scanning mail the form back to us on the same email ids i.e <u>rbi-tc@mit.tc &</u> <u>monikasingh.rbi3@gmail.com.</u> You can call me on 91- <u>7838196553</u> for any further clarifications.

Screenshot: Email Body



	A	Jamey R RowlandJa	owland	Øshatel.ir	-	×	Categorize Follow Up * Tags	¥ Filter E-m Find
invoi	9	ę	Ś	•		-		
Jame√	Rowlan	d				in C		
Links a This m Outloo Sent: Thu To: dian	nd other fi essage wa k blocked 2/18/2016	unctionality i is converted access to th 9:59 AM	have been to plain te re following	disabled in this ext. g potentially uns	message. afe attachr	ro re nent	estore functionality, n s: invoice_57061124.c	nove this messa doc.
Dear di								
Dear ui	and,							
Attache We app	d is the reciate i	invoice fo doing busi	or the pro iness wit	oduct(s) and/ h you!	or servic	e(s)	you recently pur	chased.

Screenshot: Senders Email

3.8 Sample Evidence for Debit/Credit Card SIM Swap Fraud

Following are some evidence samples which may be provided on the debit/credit card, SIM swap fraud category:

DEBIT CARD PURCH SAO PAULO BRA BR Foreign Transaction	ASE RADIUNIVERSE.COM* L 157.01 incl. Westpac Fee AUD \$1.87	Посто бао зайст збъст Сепіста Валік об Іпаіз Рау-тл-Slip(Customer Copy) (ликто лада) 1947-34200 Branch/Riteri Date/Refit (ликто лада) 1947-34200 Branch/Riteri Date/Refit (ликто лада) (Д) Стесні ант С.D. / H.S.S. / R.D.S. / O.D. / C.C. / D.L. / T.L. ант Пад./ чела/зига/Луба/ Лада Гобо / чела ликто лада) (Д) А́гс №.
Transaction date: Amount:	22 Mar 2018 −\$64.14	Rupees (In Words) road (meri #) TO 2 The Horne Sty Much and Torthy and more tan Rupees road Palser Trit (gravith) By Cash / Chequite 2, 540 00
✓ Details		Credit Subjectio Realization of Cheque / Instrument येक/लिखित की वसूली के अभीन जमा : For Office Use / केवल कार्यालय प्रयोग के लिए
Transaction ID:	0ab9e3bc-ea2d-e811- 9995-005056963182	Name & Signature of Receiving Staff with Seal माप्तकत्तां स्टापन का गाम तरक हस्ताक्षर मोहर सहित

Screenshot: Transaction detail, bank account slip







Screenshot: Mini statement



Screenshot: Notification bank SMS



BULDHA BULDHA MAHARA JOINT HO Nominatio	NA NA 443201 SHTRA INDIA DLDERS : m : Not Registered	Ema Cust Acce ACC Acce RTG Bran	il ID aunt No Open Date aunt Status S/NEFT IFSC ch Code	Useremail@	MAIL COM	
From : 04	4/09/2017 To : 04/09/2017	Sta	tement o	faccount		
Date	Narration	Chq./Ref.No.	Value Dt	Withdrawal Amt.	Deposit Amt.	Closing Balance
04/09/17	POS 532676XXXXX5971 PAYZAPP BILL PAY PO S DEBIT	000000000974276	04/09/17	10.00		15,968.30
04/09/17	NWD-532676XXXXX5971-01716030-AURANGABAD	0000724720022842	04/09/17	1,000.00		14,968.30
04/09/17	POS 532676XXXXX5971 CPONEASSIS POS DEBI	0000J15635492515	04/09/17	1,899.00		13,069.30
	T					
	STATEMENT SUMMARY :- Opening Balance 15,978.30	Dr Count 3	Cr Count 0	Debits 2,909.00	Credits 0.00	Closing Bal 13,069.30

Screenshot: Debit/Credit SIM swap fraud

3.9 Sample Evidence for E-wallet Fraud

Following are some evidence samples which may be provided on the e-wallet category:

\leftarrow	Transactions	← Рау	ment Receipt
Î	ALL REQUESTS Debited from your account 3000000445 -₹4800.0 Debited from your account 3000000445 -₹4800.0 Debited from your account 3000000445 -€4800.0	? airt Thank yo had an a	el pu for using My Airtel app, we hope wesome transaction experience
Ĥe	Sent to xxxxxxxxxxx445 - ₹10000.0 Debited from your account XXXXXX445 #10 UPI0211211738081 Diro UPI0211211738081 Diro 15, 522 pm	Payment Time	2017-12-08 20:38:29 PM
	Sent to x00000000445 - ₹19900.0 Debited from your account X000000445 - # ID UP/0201231735086 Ded 15,5/21 pm	Account	Number 1343417464
â	Wallet Topup +₹19900.00 Paid using your MASTERCARD ending in 4073 #10 WTXNH02112260858179 Jbc 15, 520 pm	Transac Pay Via	tion Reference 171208323011 Payment Selfcare - CC
	Sent to x0000000445 -₹100.0 FOR Ft Debited from your account X000000445 #1D UPI0211211737907 Die 15, 515 pm	Amount F	Paid 236.0
	< PayTM DM-iPaytm SMS/MMS	L 1	Payment < ₹ 11000 Sent Successfully to
	B 13-1 11-19 PM Received Rs.300 from Animesh (91 XXX 7298) in your Paytm Wallet. Wallet txn id: 17426397665. Upto Rs 2000 Cashback on Hotels. http://m.p-y.tm/phb T&C		Name. Satya Prakash Soni. STATE BANK OF INDIA. Branch Delhi Gate. Udaipur. Account no. 012123456789.IFSC CODE, 0007889 9999988888 Nov 02, 13:03 Wallet Txn JD: 195456474

Screenshot: E-wallet transaction frauds SMS



3.10 Sample Evidence for Fraud Call/ Vishing

Following are some evidence samples which may be provided on the fraud call/Vishing category:

Unknown con	tact	Obscene Caller Number
+ A New Exist	ng Plag	Add tag 😁
+91 6207 177 671	0	
Video call		CALL MESSAGE VIDEO CALL UNBLOCK
9:35 AM +916207177671 Ø	Outgoing: 1m 39s ()	 +91-99999-88888 (You marked this as spam)
9:31 AM +916207177671	Incoming: 3m 38s (2)	View call history

Screenshot: Obscene Caller Number

3.11 Sample Evidence for Internet Banking Related Fraud

Following are some evidence samples which may be provided on the internet banking related category:

To report Copy of your ID proof and address proof as shown in the bank records.

CvBuzzOnline.Com <nfo@ovbuzzonline.com></nfo@ovbuzzonline.com>						
to me +						
DiscussOnline Com Trians (up 5tr jour interest in CVBuzzOnline Com products. Your order has been received and will be processed once payment has been continned.						
To view your order click on the link below:						
ntis vivee couzzonline com/index.com/index.com/index.com/inde&oncer (d=17520						
Order Details						
Order ID: 27620	Email					
Date Added: 28/11/2014	Teleph					
Payment Method: Directory Shipping Method: Ergs Shipping	IP Add					
Payment Address	ŝhipi	ping Address				
Payment Address Product Product Presume Prisention OutbuzzOntitie Com	Shipi Model 001	ping Address Quantity 1	Price 195.1,750.00	Tota		
Payment Address Product Resume Fisen from CvbuzzOnline Com	snipi Mccael 001	ping Address Quantity 1	Price 15.1,750.00 8 ub-Tota:	Tota Pis.1.750.00 Pis.1.750.00		
Payment Address Product Product Resume Presh from CvEuz2Online Com	shipi Model QQ1	ping Address Quantity 1	Price Ns. 1,750.00 Sub-Totac Free Shipping:	Tota Rs1.7500 Rs1.7500 Rs000		



			÷	ADHDFCBK		
ransaction Details				NetBanking. Cal	1 <u>1800258</u>	36161
ansaction Type: ansaction Reference Number: ansaction Date dat/MM/yyy otal Amount: eneficiary NEIN:	Transfer Funds 5 103 18 180277 13/04/2015 INR 5,500.00 9013	through IMPS		802077 is your S Time Password payment of Rs. 6 TOMGOGLEPL via NetBanking. with anyone.	SECRET O (OTP) for 640.00 to AYMASTE Do not sh	ne ERM hare it
eneficiary Mobile: eneficiary MAS: eneficiary Name: BACK	001 TARUN KUMAR	1		Thanks for payir from A/c XXXX7 GOOGLEPLAYM. NetBanking. Cal if txn not done b	ng Rs.640 263 to TC ASTERM I <u>1800258</u> by you	.00 DM- via 36161
Produitts & Gervices Her	lo Customer Co	Engunes Prote an e-	Foed Deposit	e-Taxe-Cardse-Cards	Mr. YOGNATH	A PILLAI
Products & Dervices (Pe) Ny Accounts Payments/Trans & You are tener: My Accounts > Acco Jump fo: Setect (Gong Content) Account Summary	Cutomer Co Elif Paynents Elif Paynents Count Summary Account Information Account Details	ene Prote e el	Foed Deposit	Welcome : e-Taxe-Cardse-Cards Favourites	Mr. YOGNATH aSee Map -Seect 13 Aug 2013 [1:	2:13 PM IST
Product & Berrier My Accounts Tou are tere: Wy Accounts > Acc Jump to:	Bernard Series Bernard Series Bernard Series Bernard Series Bernard Series Bernard Series Se	00012345678 SBIHLMAXGANA M. YOGNATHARUK 10,53,837,88 15,820,12 10,69,454.00 10,69,454.00 10,69,454.00 INR 9,95% 0,00	Fred Deposit 89 UG 12 LI SELVAN PELA	Welcome : e-Taxe-Cands Facountes	Mr. YOGNATH	A PILLAI
Product & General My Accourts Payments/Thans & Tota are here: My Accourts Payments/Thans & Tota are here: My Accourts Payments/Thans & Tota are here: My Accourts Payments/Thans & Security Image: Constraints My Accourts Payments/Thans & Security Image: Constraints Image: Constraints My Accourts My Accourts Methods Image: Constraints Image: Constraints My Accourts My Acourts My Acourt	Ber Argener Co Bar Argener So Count Summary Account Information Account Number Description Name Book Balance Austable Galance Limit Uncleared balance Drawing Power Currency Rote of Interest (% p.a.) Lien Amoust ast 10 Transactions	000123456783 SBI HL MAXGAIN A We VOSNATH ARUH -10,53,437,88 15,426.12 10,69,454.00 0.00 10,69,454.00 N/R 9,95% 0.00	Fred Deposit	Welcome : e-Taxe-Cardi Facourtes	Mr. YOGNATH	A PILLAI Go 2:13 PM IST)

Screenshot: Bank Statement

3.12 Sample Evidence for Ransomware

Following are some evidence samples which may be provided on the Ransomware category:





Payment details and Email

For example: BTC amount 3 BTC BTC account address: 18XXV3h9zzz1R4v6DGmfgcooG1Vk9B1m Email decrypt2017@india.com

Your personal ID	
0187304839395193424553399721650944 9927460529779490609673759914612 712323490923215221375574570016477 8870620021282551692453420871135416 98210162004551229801162321253263 9881200473714251841689370219293348 77685970560414495	760198552620821082756908504839378493518525368639240615723502659531 631303699578571738516119060638396960109685351784247802874578711559 49057139160930202464777478586591051812091647366959432403618412 18059501778400539445955190669178168516805784004842363842073559254 190906578224158851247911540780140410651881281262297733205078224079 277642303204961977133755965736338211242258869317193507870325527618
Your documents, photos, databases, sa	we games and other important data has been encrypted.
Data recovery is required interpreter.	
To get the interpreter should pay its costs:	3 Btcon (3 BTC).
Cash must be translated into Btcoin-purse:	18XXV3h9zzz]1R4v6DiGmfgcooG1Vk9B1m
If you have no Bitcoin • Create a walet Btcoin: https://block • Get cryptocurrency Btcoin: https://ocabitcoins.com/ru/buy_btco https://u.btcoin.t/wki/Приобретен • Send 3 BTC btcoin address 18XX	chan.nfo/ru/walet/new ons (Vsa/MasterCard, QIWI Vsa Walet и др.) ие.битхойнов (instruction for beginners) /3h9zzz]1R4v6DiGmfgcooG1Vk9B1m.
After the payment, send an e-mail address	decrypt2017@india.com . In a letter to indicate your personal identifier.
In a response letter you wil receive a progra	im to decrypt.
After start-interpreter program, all your files	will be restored.
Attention! • Do not attempt to remove the progr	am or run the anti-virus tools

Screenshot: Ransomware Details

3.13 Sample Evidence for Unauthorized Access Data/Breach

Following are some evidence samples which may be provided on the unauthorized access data breach category:

Example: Website URL: https://pastebin.com/0a4xKSn2



PASTE	BIN + new p	paste PRO API tools faq deals Q search
1. 500+ Ind	dia's Science Autho	or's Mail And Phone Number Leaked By ServerGhosts Hacker Team
2.		
3		
4. sh		00.com 09315196 2016-02-06 00:50:08 Send mail
5. Dr	av	ail.com 0 2016-02-05 22:20:16 Send mail
6. HA	ce	ail.com 21832001 2016-02-05 03:56:21 Send mail
6. HA 7. Ra	ce	ail.com 21832001 2016-02-05 03:56:21 Send mail π 5014032 2016-02-03 10:37:15 Send mail
6. HA 7. Ra 8. SA	ce sa	ail.com 21832001 2016-02-05 03:56:21 Send mail m 5014032 2016-02-03 10:37:15 Send mail @gmail.com 53217682 2016-02-03 01:46:30 Send mail
6. HA 7. Ra 8. SA 9. el	sa iesan	ail.com 21832001 2016-02-05 03:56:21 Send mail π 5014032 2016-02-03 10:37:15 Send mail @gmail.com 53217682 2016-02-03 01:46:30 Send mail inbox@gmail.com 65234564 2016-02-01 05:43:34 Send mai
6. HA 7. Ra 8. SA 9. el 10. N.	sa iesan cse@	ail.com 21832001 2016-02-05 03:56:21 Send mail m 5014032 2016-02-03 10:37:15 Send mail pgmail.com 53217682 2016-02-03 01:46:30 Send mail inbox@gmail.com 65234564 2016-02-01 05:43:34 Send mai 5 2016-02-01 03:37:24 Send mail

Screenshot: Website URL and content

3.14 Sample Evidence for Website Related/Defacement

Following are some evidence samples which may be provided on the website related/defacement category:

For example (Website URL: www.website.gov.in)



Screenshot: Website defacement upsc.gov.in

Other info: Mirror page of hacked website





Screenshot: Mirror image of defaced website (website.gov.in) on zone-h

3.15 Sample Evidence for Cryptocurrency Fraud

Following are some evidence samples which may be provided on the cryptocurrency fraud category:

For example (Transaction details BTC address: 1FjqYtC3wwfzpAQDcRRTJRZguksfQRWeDq)



Confirm BTC S	end
commote a	
Transaction Details	n)
То	1FjqYtC3wwfzpAQDcRRTJRZguksfQRWeDw
Amount	0.00567 BTC \$54.00
Coinbase fee	\$0.00
Miner fee 🔘	0.0000149 BTC \$0.14
Total	0.0056849 BTC \$54.14
Enter the 2-step	verification code provided by SMS to your phone
	9129342

Sellers Btc Address : 1FjqYtC3wwfzpAQDcRRTJRZguksfQRWeDw Seller business page https://www.facebook.com/wedvs



← Bitcoin Sell		< Syka 9999		
SI S	ANER		SMS/MMS	16-5 21:58
Bitcoir BTC You ha your Zi sell cr Pis Ac Previc	5775 ount 07 ₹ irate	Received	r am make sca comprom You make account c wallet. I a and your	you : and et. חץ ny you
0.00 0 Amou 2,148 Final I 2,148	88 € fees 30 ₹ tax 77 ₹ total		Going to and socia other Indi Good bye	prum ure of cam.

Snapshot: SMS Bitcoin details

3.16 Sample Evidence for Online Trafficking

Following are some evidence samples which may be provided on the online trafficking category:

Messaging app: Instagram





Screenshot: User ID and Contact details





unter187, bodmprijs, premiumgiftcards2015, roes420 and seedtobud41 (ke

dank, kush, for, sale Damit Got trat Kush dank, kush, for, sale Akush Akush/dole #overnight Atracking Anumber #cheap #prices Ahigh Aquality Awardidvide Apol Awaed #420 Scannobis Ahigh Agrade #promium Astrand Ahimu Ator #prices streinhunter187 Dm mailo16 (cancertos mwro mwrak) dennthonyilisby Mare Info, Thank you.

Screenshot: User ID