



## CYBER CRIME - INVESTIGATION GUIDELINES

### CYBER CRIME CELL

No.151/SP(Cyber)/2024

O/o the SP (Cyber Crime)  
Puducherry

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It has been observed that the criminal cases and complaints registered under NCRP Portal are pending investigation for long period. It was further sensitized that the **offence against women & Child** cases are more sensitive inviting attention of "Fast Track".

Based on the above, periodical sensitization was being imported to all staffs and ascertained that IO / EO are keep on

1. Collecting data from social media / Telecom / Internet Service providers
2. Not able to arrange the case file / enquiry file
3. Hesitations to finalize the investigation / enquiry
4. Fear to prepare Final Report
5. No idea about the Investigation Check-list to finalize
6. Needy action on Social Media ID (Hacking / Fake creation).
7. Online Customer support automated system established by Social Media to support their customers
8. Action to be initiated directly by Customer through Helpline and action to be initiated by IO / EO as LEA (Law Enforcement Authority).
9. SOP / Code of Contact if any complaint on Hacking of Data Base / Servers etc where the attention of CERT-In & I4C / JCCT-6 is required or to be done by them.
10. Periodical data on fraudster Mobile / IMEI / IP / URL to be communicated to I4C / JCCT-6 for mapping and further action at India Level or Global Level.
11. Updating / Sensitizing complainant on the status of his complaint.

### GUIDELINES TABLED IS DETAILED AS READY RECKONER

|   |   |          |  |
|---|---|----------|--|
| 1 | <b>Investigation checklist</b>  | <b>A</b> | Complaint on SOCIAL MEDIA ABUSE / MISUSE         |
|   |   | <b>B</b> | Online Financial Fraud                           |
| 2 | <b>Steps on Financial Fraud Cases for recovery of available amounts</b> |          |  |
| 3 | <b>Social media</b>   | <b>A</b> | Fake ID  |
|   |   | <b>B</b> | Hacking  |
|   |   | <b>C</b> | Removal of Abusive Contents & tracing of Accused |
|   |   | <b>D</b> | Tracing of Accused                               |
| 4 | <b>Arranging of case files</b>  |          |  |
| 5 | <b>Final Report - (Linking Crime &amp; Criminal)</b>                    |          |  |
| 6 | <b>Draft contacts</b>   |          |  |

In order to create awareness on the above, this circular is prepared as guide cum check-list for the staffs of Cyber Crime Police Station / Cell to facilitate them to finalize the cases at the earliest or to seek the guidance of Senior Officers to boost the image of Puducherry Police **with the approval of DGP.**



**CYBER CRIME - INVESTIGATION GUIDELINES**  
**INVESTIGATION CHECKLIST**

**Complaint on SOCIAL MEDIA ABUSE / MISUSE**

1. FIR / NCRP Registration
2. Complaint copy
3. **65-B Certificate** on the screen prints for proof of crime.

**INVESTIGATION**

4. **Identifying route of crime**
  - A. Mobile number utilized
  - B. Social Media ID posted the abusive content
  - C. URL link for the posting with time stamp
  - D. URL link for web application for online challenges
5. **Data request from Service Providers**
  - A. Social Media - (Instagram / Facebook, Telegram / X / Whatsapp, etc.)
  - B. Internet / Telecommunication - (ISP / TSP)
  - C. Website @ URL (link) posting to the abusive content.
6. **Receipt of reports** from Social Media Service Provider.
7. **Letter to I4C** for blocking fraudster Website @ URL (link)
8. **Letter to Service Provider** for block Mobile / IMEI / User ID
9. **Findings**
  - a) Abusive content Social Media IP address mapping service provider for Internet and its corresponding IP mapping, VPN if any to accused & his location.
  - b) **If required, go for Corroborative above Evidence**
    - Mapping Mobile number (GPS mapping to accused & his location)
    - Mapping E-mail log IP
    - Mapping Email linked (e-mail & mobile)
10. **IPDR/CDR/CAF** with 65-B certificate.
11. Statement of the complaint / Witnesses.
12. List of Documentary evidence.
13. Memo of evidence



## CYBER CRIME - INVESTIGATION GUIDELINES

### INVESTIGATION CHECKLIST

#### ONLINE FINANCIAL FRAUD

1. FIR / NCRP Registration
2. Complaint copy
3. Complainant payment details with time stamping
4. Accused Account details & Website address
5. **65-B Certificate** on the screen prints for proof of crime.

#### **INVESTIGATION**

6. **GO through the SOP issued by DIG.**
7. **Identifying route of crime**
  - A. Mobile number utilized
  - B. Social media posted the abusive content, if any
  - C. URL link for the posting with time stamp
  - D. URL link for web application for online challenges
8. Transaction details from the accused account obtained from NCRP Portal
  - A. Layer 1 - Accused account
  - B. Layer 2 - Amount disposal from accused account
  - C. Layer 3 - Further transaction
  - D. Layer 4 - Further transactions
9. **Data request from Service Providers**
  - A. Bank account statement and KYC of the fraudster / Accused
  - B. Transaction details and account balance
  - C. Social media - (Instagram / Facebook, Telegram / X / Whatsapp, etc.)
  - D. Internet / Telecommunication - (ISP / TSP)
  - E. Website @ URL (link) posting to the abusive content.
10. **Receipt of reports** from Social Media Service Provider.
11. **Blocking**
  - A. **Letter to Banks to block / Lien mark the fraudster accounts**
  - B. **Letter to I4C for blocking fraudster Website @ URL (link)**
  - C. **Letter to Service Provider for block Mobile / IMEI / User ID**
12. **Tracking accused**
  - A. Mapping of IPs from Bank transactions / Social media contacts
  - B. Its corresponding IP mapping to accused & his location.
  - C. **If required, go for Corroborative above Evidence**
    - Mapping Mobile number (GPS mapping to accused & his location)
    - Mapping E-mail log IP & its linked mobile)
13. Statement of the complaint / Witnesses.
14. List of Documentary evidence
15. Memo of evidence



## CYBER CRIME - INVESTIGATION GUIDELINES

### INVESTIGATION CHECKLIST

#### SOCIAL MEDIA

### Steps On Financial Fraud Cases For Recovery Of Available Amounts

#### Part - 1

1. Registering complaint in NCRP portal
2. Portal will provide Transaction details of the victim money to Fraudster Account and subsequent transaction to other accounts.
3. Transaction from Fraudster Account is Layer 1.
4. Subsequent transaction is Layer 2, then Layer 3

#### Part - 2

1. IO / EO should request **respective bank** to freeze the accounts and to verify the account holder KYC.
2. With clear KYC, if any one claims to unfreeze his account, then it must be examined as to the genuinely of the transaction and his business. If satisfied then, as per SOP issued by DIG, the account can be recommended for unfreeze after **LIEN marking** the victim amount.
- 3.

#### Part - 3

1. Upon satisfaction of **freezing of accounts in synchronization with the complaint**, IO / EO shall report before the respective **jurisdictional court** with FIR or NCRP
2. Or shall request the complainant to file a petition before the respective **jurisdictional court** with FIR or NCRP
3. Guide the complainant to claim the balance amount through "Civil compensation"

#### Social Media - FAKE ID

1. Assisting the **user @ victim** to use the Grievance Redressal Mechanism by the Service Provider to their customers.
2. Making the **user @ victim**
  - a) Login to Facebook.
  - b) Search the Fake ID.
  - c) Report fake ID as fake.

#### Social Media - HACKING

1. Assisting the **user @ victim** to use the Grievance Redressal Mechanism by the Service Provider to their customers.
2. Making the **user @ victim**
  - a) Login on to the service provider.
  - b) Help.
  - c) Report.
  - d) Follow the instructions to recover the account.



**CYBER CRIME - INVESTIGATION GUIDELINES**  
**INVESTIGATION CHECKLIST**

**SOCIAL MEDIA**

**Social Media - Removal of Abusive Contents & tracing of Accused**

1. Complaint to be registered in the NCRP Portal or FIR
  - A. Complaint copy
  - B. **65-B Certificate** on the screen prints for proof of crime.
2. Letter to Service Provider from Nodal Officer nominated by Police Department through official email ID.

**Social Media - Tracing of Accused**

1. KYC details & IP for abusive content posting to be obtained from Service Provider (FB / Whatsapp / Twitter / Instagram / Telegram)
2. ISP / TSP for the IP traced to be identified
3. KYC for the **IP with time stamp** to be obtained from ISP/TSP reaching accused
4. Brief history of the case - Connection between Victim & Accused, if any.

**Attack on Website & Data Server (Hacking)**

1. Report complaint to CERT-In
2. Information to Cyber Crime PS & IT / NIC as per SOP (I4C / CERT-In)



## **CYBER CRIME - INVESTIGATION GUIDELINES**

### **ARRANGING OF CASE FILES**

#### **A. Direct FIR cases**

1. Original FIR & Original complaint sent to court
2. FIR & Complaint copy
3. **First CD**
  - A. Rough work sheet of the IO
  - B. Statement of the Complainant & Victim
  - C. Statement of other witnesses
  - D. Crime Details Form
  - E. Documentary evidences including **NCRP portal findings**
  - F. Request sent
  - G. Reports received
  - H. Other
4. **Second CD**
  - A. Rough work sheet of the IO
  - B. Statement of the Complainant & Victim
  - C. Statement of other witnesses
  - D. Crime Details Form
  - E. Documentary evidences including **NCRP portal findings**
  - F. Request sent
  - G. Reports received
  - H. Other
5. Continue

#### **B. FIR after NCRP investigation**

1. Original FIR & Original complaint sent to court
2. FIR & Complaint copy
3. **First CD**
  - a) NCRP investigation details (entire file)
  - b) Statement of the Complainant & Victim
  - c) Statement of other witnesses
  - d) Crime Details Form
  - e) Documentary evidences including **NCRP portal findings**
  - f) Request sent
  - g) Reports received
  - h) Other



## **CYBER CRIME - INVESTIGATION GUIDELINES**

### **Final Report - (Linking Crime & Criminal)** (Charge Sheet / Action Drop / MF / etc)

The IO / EO should focus on connection Crime & Criminal with evidence collected. It is sensitized not to keep-on collecting data and getting diverted for no use. In cyber-Crime, every complaint relies on URL / weblink / IP to prove the **Offence Committed**. This URL / weblink / IP proves the SOC & accused location. Periodically update the **List of documents / Memo of Evidence** as tabled below and prepare the Final Report (Charge Sheet, Action Drop, Mistake of Facts etc.)

#### **LIST OF DOCUMENTS**

1. FIR
2. Original Complaint
3. Supporting documents received from complainant with 65 B Certification
4. Statement of Witnesses
5. Requests sent and replies received
6. If data procured from computer, then 65 B Certificate for it
7. Pen Drives, SSD's, Hard disk's, etc., if any

#### **MEMO OF EVIDENCE**

| SN | Name and Address              | Evidence  |
|----|-------------------------------|---|
| 1  | Complainant                   | Occurrence, lodging of complaint, submission of documents and other related facts |
| 2  | IO / EO                       | To Speak about registration of FIR, investigation and other facts                 |
| 3  | Nodal Officer / Manager etc., | To speak about Bank Statement, CDR, CAF, IPDR etc., and connected facts.          |

#### **1. Charge Sheet:**

It is nothing but reproducing the DOR @ Gist of the offence, using words from the Section of Law added with accused name. Refer complaint brief in DOR and section of law connected with FIR / NCRP booked

#### **2. Final Report (Action Drop, Mistake of Facts etc.):**

**This report generally restricted to 4 or 5 paras.**

- A. **Para-1.** Reproducing the DOR @ Gist of the offence
- B. **Para-2.** Brief on the Investigation so far conducted
- C. **Para-3.** Views of the IO and reason there on for action drop treating the investigation finding as No Useful clues or Mistake of fact or etc
- D. **Para-4.** Requesting court to consider the facts in issue and to treat the investigation as AD / MF / etc and seeking to issue Slip Proceedings.

**// This issued with the approval of DGP//**

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Puducherry



## CYBER CRIME - INVESTIGATION GUIDELINES

CONFIDENTIAL NOT TO BE SHARED

### Contact Details - Social Media / Internet & Telecom / etc

#### Social Media - FB / WhatsApp / Twitter / Instagram / Telegram etc.,

| SN | Service Providers  | Email  |
|----|--------------------|--|
| 1. | Facebook/Instagram | records@records.facebook.com   |
| 2. | Whatsapp           | records@records.whatsapp.com   |
| 3  | Twitter            | <a href="mailto:legalrequests@twitter.com">legalrequests@twitter.com</a> / <a href="mailto:support@twitter.com">support@twitter.com</a>  |
| 4  | Telegram           | <a href="mailto:abuse@telegram.org">abuse@telegram.org</a> / <a href="mailto:abuse-in@telegram.org">abuse-in@telegram.org</a> ;<br><a href="mailto:sandeep@telegram.org">sandeep@telegram.org</a> / <a href="mailto:abhimanyu@telegram.org">abhimanyu@telegram.org</a> |
| 5  | Google             | <a href="mailto:lis-apac@google.com">lis-apac@google.com</a>   |
| 6  | Linkedin           | <a href="mailto:lera_ie@linkedin.com">lera_ie@linkedin.com</a>   |
| 7  | Snapchat           | <a href="mailto:lawenforcement@snapchat.com">lawenforcement@snapchat.com</a>   |

#### Internet & Telecom - ISP / TSP

| SN | Service Providers | Nodal Officer @ LEA   |
|----|-------------------|---|
|    |                   | Email   |
| 1  | Jio               | <a href="mailto:nodal.tn@reliancejio.com">nodal.tn@reliancejio.com</a>  |
| 2  | Airtel            | <a href="mailto:nodaloffice.southhub@airtel.com">nodaloffice.southhub@airtel.com</a>  |
| 3  | Vodafone          | <a href="mailto:nodaldd.tamilnadu@vodafoneidea.com">nodaldd.tamilnadu@vodafoneidea.com</a>  |
| 4  | BSNL              | <a href="mailto:leanodal_tn@bsnl.co.in">leanodal_tn@bsnl.co.in</a> / <a href="mailto:vshankar@bsnl.co.in">vshankar@bsnl.co.in</a>         |
|    |                   | <a href="mailto:vallikkannua@bsnl.co.in">vallikkannua@bsnl.co.in</a> / <a href="mailto:leanodal_tn@bsnl.co.in">leanodal_tn@bsnl.co.in</a> |
| 5  | K Net Solutions   | <a href="mailto:nodal@knet.co.in">nodal@knet.co.in</a>  |
| 6  | Airgenie          | <a href="mailto:noc@levantare.in">noc@levantare.in</a> / <a href="mailto:office@airgenie.in">office@airgenie.in</a>                       |
| 7  | Interjet          | <a href="mailto:Support@interjet.in">Support@interjet.in</a>  |
| 8  | Smartnet          | <a href="mailto:info@smartnetisp.com">info@smartnetisp.com</a>  |

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