

**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

*Shyamal Misra*  
13/5/22

(Shyamal Misra)

**Shri Saradindu Choudhuri**  
Home Secretary  
Government of Tripura  
Tripura

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

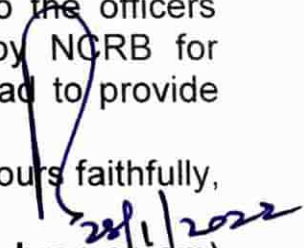
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.

**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

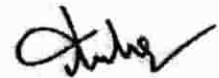
Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP





Aditya Trehan

A.P.P.

17.10.2017

I agree with the opinion  
of Ld APP

  
26-10-2017

  
12.10.17

I also agree. Ld. DOP may please  
see . . . . .

.. 11/26/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Madam,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Smt. Radha Raturi**  
Additional Chief Secretary (Home)  
Government of Uttarakhand  
Uttarakhand

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

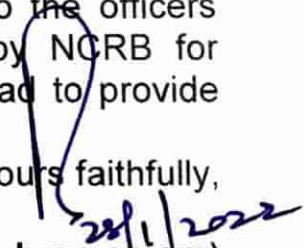
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./- I. PHQ

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

  
13/5/22  
(Shyamal Misra)

**Shri B P Gopalika**  
Additional Chief Secretary  
Government of West Bengal  
West Bengal

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

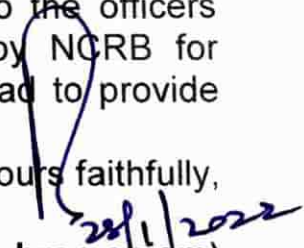
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/6/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Vikas Vaibhav**  
Special Secretary, Home Department  
Government of Bihar  
Bihar

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

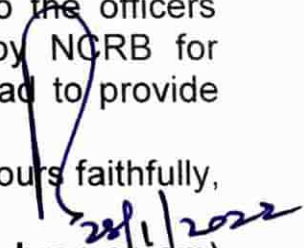
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri C N Longphai**  
Home Secretary  
Government of Arunachal Pradesh  
Arunachal Pradesh

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

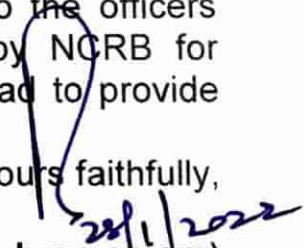
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

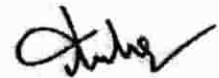
Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP





Aditya Trehan

A.P.P.

17.10.2017

I agree with the opinion  
of Ld APP

  
26-10-2017

  
12.10.17

I also agree. Ld. DOP may please  
see . . . . .

.. 11/26/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

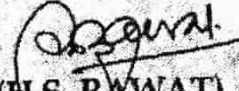
1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

  
.. 13/5/22

(Shyamal Misra)

**Shri Neeraj Verma**  
Principal Secretary  
Government of Assam  
Assam

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

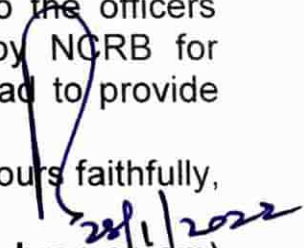
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

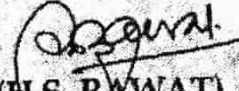
1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

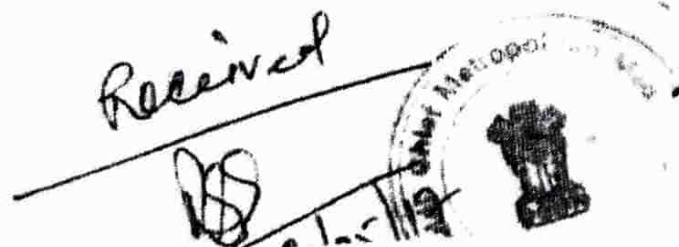
  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Nitin,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

*Shyamal Misra*  
13/5/22

(Shyamal Misra)

**Shri Nitin Kumar Yadav**  
Home Secretary  
Chandigarh Administration  
Chandigarh

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

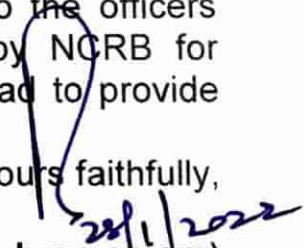
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

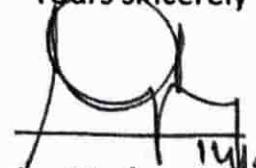
**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/6/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

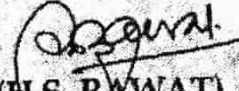
1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri A K Singh**  
Advisor to Hon'ble Administrator  
Administration of Dadra and Nagar Haveli and Daman and Diu  
UT of Dadra and Nagar Haveli and Daman and Diu

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

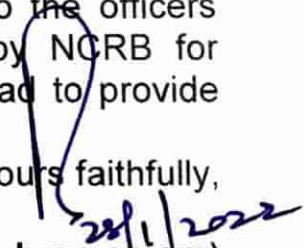
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
  1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.


2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

  
.. 13/5/22  
(Shyamal Misra)

**Shri Arun Dev Gautam**  
Home Secretary  
Government of Chhattisgarh  
Chhattisgarh

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

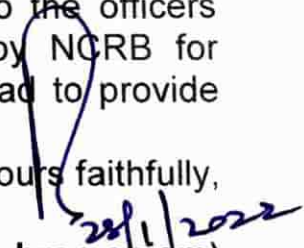
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

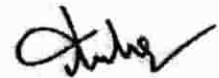
Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP





Aditya Trehan

A.P.P.

17.10.2017

I agree with the opinion  
of Ld APP

  
26-10-2017

  
12.10.17

I also agree. Ld. DOP may please  
see . . . . .

.. 11/26/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Puneet Kumar Goel**  
Chief Secretary (Additional Charge – Home)  
Government of Goa  
Goa

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

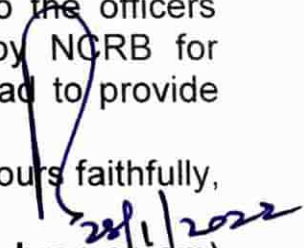
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Raj Kumar**  
Additional Chief Secretary (Home)  
Government of Gujarat  
Gujarat

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

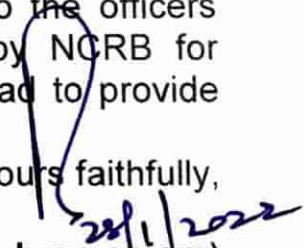
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs


**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Respected Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.


2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With warm personal regards,*

Encl: as above

Yours sincerely

  
13/5/22  
(Shyamal Misra)

**Shri Rajeev Arora**  
Additional Chief Secretary (Home)  
Government of Haryana  
Haryana

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

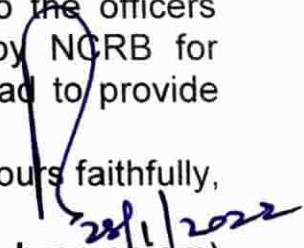
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

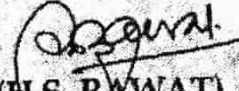
1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Bharat Khera**  
Principal Secretary (Home)  
Government of Himachal Pradesh  
Himachal Pradesh

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

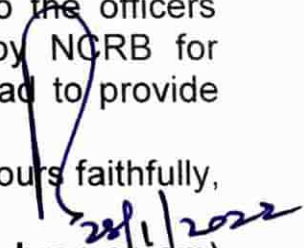
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs


**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I/PTG

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.


2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

  
13/5/22  
(Shyamal Misra)

**Shri R K Goyal**  
Additional Chief Secretary (Home)  
Government of Jammu and Kashmir  
Jammu and Kashmir

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

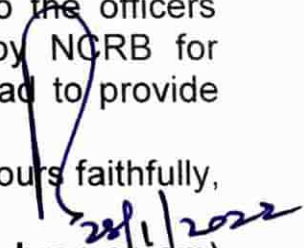
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

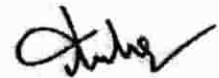
Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP





Aditya Trehan

A.P.P.

17.10.2017

I agree with the opinion  
of Ld APP

  
26-10-2017

  
12.10.17

I also agree. Lt. DOP may please  
see . . . . .

.. 11/26/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Rajiv Arun Ekka**  
Principal Secretary (Home)  
Government of Jharkhand  
Jharkhand

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

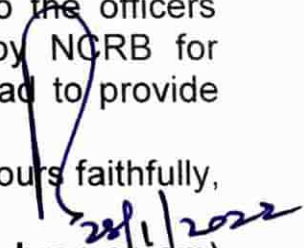
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

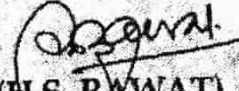
1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Dr. Rajneesh Goel**  
Additional Chief Secretary (Home)  
Government of Karnataka  
Karnataka

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

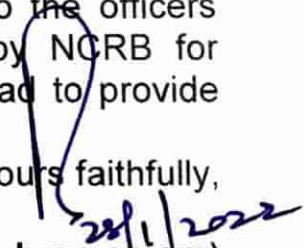
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Umang Narula**  
Advisor to Hon'ble LG (Home)  
Administration of Union Territory of Ladakh  
Ladakh

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

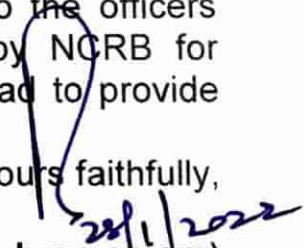
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I/1978

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/6/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri T K Jose**  
Additional Chief Secretary (Home)  
Government of Kerala  
Kerala

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

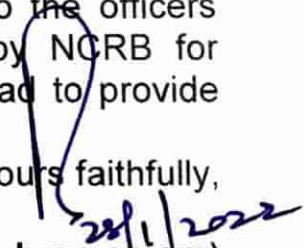
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I/PTG

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Respected Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.


2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With warm personal regards,*

Encl: as above

Yours sincerely

  
13/5/22  
(Shyamal Misra)

**Shri Rajeev Arora**  
Additional Chief Secretary (Home)  
Government of Haryana  
Haryana

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

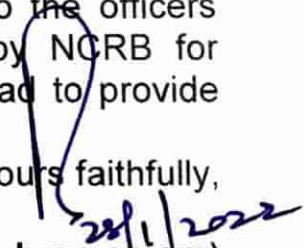
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I/PTG

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.




I have gone through the request and above submissions of SHO/e-PS Crime.


Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw  
11.10.17 Ld. Addl.PP

  
Aditya Trehan  
A.P.P.  
17.10.2017

I agree with the opinion  
of Ld APP

  
26-10-2017

  
12.10.17

I also agree. Ld. DOP may please  
see . . . . .  
.. 11/26/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/6/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Anbarasu,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

  
13/5/22  
(Shyamal Misra)

**Shri A. Anbarasu**  
Advisor to Hon'ble Administrator  
UT Administration of Lakshadweep  
Lakshadweep

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

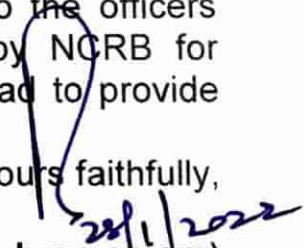
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

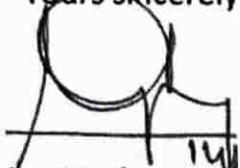
**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely

  
(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri D P Wahlang**  
Additional Chief Secretary (Home)  
Government of Meghalaya  
Meghalaya

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

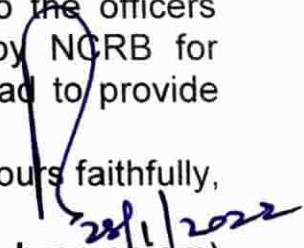
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

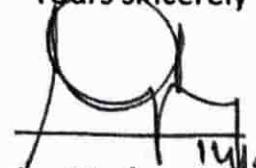
**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./- I. PHQ

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/6/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*With regards,*

Encl: as above

Yours sincerely

*Shyamal Misra*  
13/5/22

(Shyamal Misra)

**Shri Anand Limaye**  
Additional Chief Secretary (Home)  
Government of Maharashtra  
Maharashtra

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

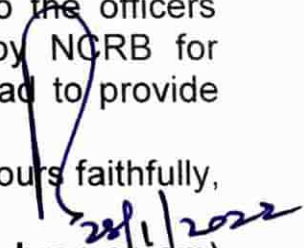
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I/PTG

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Respected Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Dr. Rajesh Kumar**  
Chief Secretary (Additional Charge – Home)  
Government of Manipur  
Manipur

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

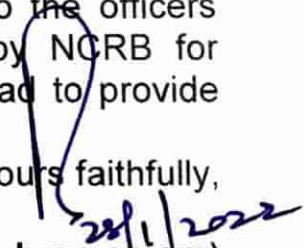
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I/PTG

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/6/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an "**e-Police Station**" at SCRB, Kamla Market Police Station Building, New Delhi. The "**e-Police Station**" shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge "**e-Police Station**" and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at "**e-Police Station**".



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.


2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

  
13/5/22  
(Shyamal Misra)

**Shri H. Lalengmawia**  
Home Secretary  
Government of Mizoram  
Mizoram

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

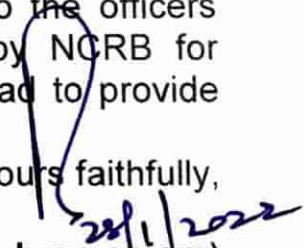
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

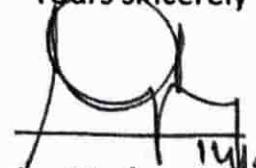
**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./- I. PHQ

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Abhijeet Sinha**  
Home Secretary  
Government of Nagaland  
Nagaland

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

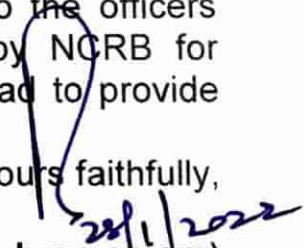
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/6/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Anbarasu,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

  
13/5/22  
(Shyamal Misra)

**Shri A. Anbarasu**  
Advisor to Hon'ble Administrator  
UT Administration of Lakshadweep  
Lakshadweep

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

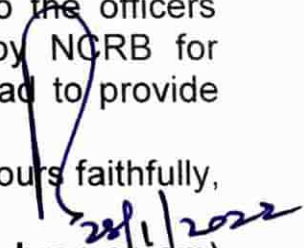
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

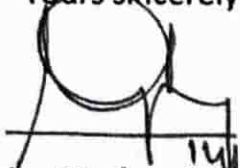
**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely

  
(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an "**e-Police Station**" at SCRB, Kamla Market Police Station Building, New Delhi. The "**e-Police Station**" shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge "**e-Police Station**" and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at "**e-Police Station**".



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Anurag Verma**  
Principal Secretary (Home)  
Government of Punjab  
Punjab

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

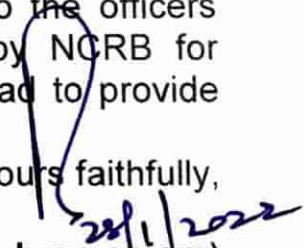
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./- I. PHQ

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.
1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

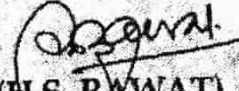
1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri Ravindra Telang**  
Principal Secretary (Home)  
Government of Sikkim  
Sikkim

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

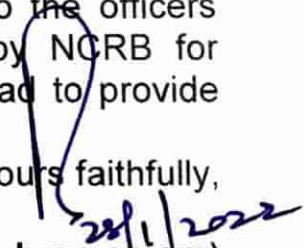
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

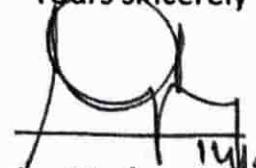
**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SsSP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS, DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

(Shyamal Misra)

**Shri S K Prabakar**  
Additional Chief Secretary (Home)  
Government of Tamil Nadu  
Tamil Nadu

**No. 1/4/2020-CCTNS (WS.IV)  
Government of India  
Ministry of Home Affairs  
Women Safety Division**

**North Block, New Delhi.  
Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /  
Principal Secretary / Secretary,  
(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

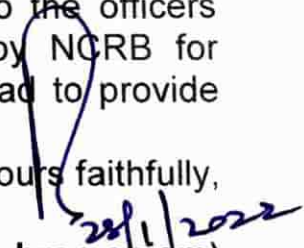
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated  
14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)  
Director (Women Safety)  
Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

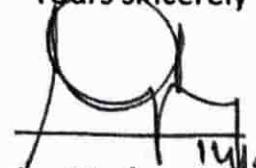
**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /P.P.C.

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./-I.P.H.C.

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*





**Shyamal Misra, IAS**  
Joint Secretary (Women Safety)  
Tel. No: 011-23092630  
e-mail: [jsws-mha@gov.in](mailto:jsws-mha@gov.in)



भारत सरकार  
GOVERNMENT OF INDIA  
गृह मंत्रालय  
MINISTRY OF HOME AFFAIRS  
NORTH BLOCK  
NEW DELHI - 110001

D.O. F. No. 1/4/2020-CCTNS (WS-IV)

May 13, 2022

*Dear Sir,*

Please refer to MHA letter No.1/4/2020-CCTNS (WS-IV) dated 28<sup>th</sup> January 2022 regarding the deployment of e-FIR module on the Crime and Criminal Tracking Network and System (CCTNS), a copy of which is enclosed. The facility for online filing of e-FIR is one of the measures for efficient provision of Citizen Services, and has been made possible through the deployment of Crime and Criminal Tracking Network and Systems (CCTNS) in all the police stations in the country. This facility has been developed and deployed as a module specifically in cases involving property/vehicle thefts where the accused details are not known.

2. As you may be aware, this online service has already been implemented in Delhi, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh. In order to facilitate States/ UTs in deploying the e-FIR module, the National Crime Records Bureau (NCRB) has also issued detailed instructions/SOP to the Nodal Officers for CCTNS in States/ UTs (copy enclosed). Keeping in mind the benefits of such a facility to a common citizen, the Department related Parliamentary Standing Committee for Home Affairs has recommended that such a service should be provided by all States/UTs.

3. In view of the above, I will be grateful if you would consider deployment of the e-FIR module in your State/UT and also take up an awareness campaign so that the citizens may benefit from this online facility. NCRB will be happy to facilitate and assist your State/UT in this endeavour.

*Warm regards,*

Encl: as above

Yours sincerely

*Shu*  
13/5/22

(Shyamal Misra)

**Shri Ravi Gupta**  
Principal Secretary (Home)  
Government of Telangana  
Telangana

**No. 1/4/2020-CCTNS (WS.IV)**  
**Government of India**  
**Ministry of Home Affairs**  
**Women Safety Division**

**North Block, New Delhi.**  
**Dated the 28<sup>th</sup> January, 2022.**

To,  
**Additional Chief Secretary /**  
**Principal Secretary / Secretary,**  
**(All States / Union Territories)**

**Subject :- Implementation of e-FIR in CCTNS – reg.**

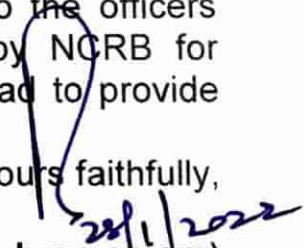
**Ref. : NCRB Advisory No.CCTNS(103)/Gen.Corr./36/NCRB/2018 dated 14.09.2018.**

Sir/Madam,

I am directed to refer to the above mentioned reference regarding Concept Note on e-FIR model circulated by NCRB for consideration by States / Union Territories for adoption as part of CCTNS. It is stated that facility of online filing of e-FIR by the citizens, adds value to the Citizen Service Portal for police services. With respect to the matters in which citizens can file e-FIRs may be decided by respective States / Union Territories. The e-FIR has been successfully deployed in the States of Delhi, Odisha, Rajasthan, Uttar Pradesh and Madhya Pradesh.

2. I am further directed to request you to issue suitable direction to the officers concerned to consider the concept note on e-FIR model circulated by NCRB for implementation in your State / Union Territory. The NCRB would be glad to provide support / further clarification in this regard.

Yours faithfully,

  
**(Anil Subramaniam)**  
**Director (Women Safety)**  
**Tel. 23094483**

Copy to :-

1. DGPs / Commissioner of Police (All States / Union Territories)
2. Director, NCRB, Mahipalpur, New Delhi.
3. CCTNS / ICJS Nodal Officers in All States / UTs.



**CCTNS(103)/Gen.Corr./36/NCRB/2018**  
Government of India  
Ministry of Home Affairs  
National Crime Records Bureau

NCRB/BPR&D Complex  
NH-8, Mahipalpur Service Lane  
New Delhi – 110 037

Dated: 14 .09.2018

To

The Nodal Officers  
CCTNS Project  
All States/ UTs

**Subject: Advisory on creation of e-FIR provisions – reg.**

Sir/Madam

As you are aware that most of States/UTs have launched Citizen Service Portal to serve the Citizens in a better way. Apart from the services provided through Portal, e-FIR a new concept is getting momentum, which is user friendly and acceptance of this is increasing day by day in general public. Delhi Police and Uttar Pradesh Police are already providing this facility to the citizen for Theft and other cases only wherein accused are unknown.

Therefore, it is advised that States/UTs may like to provide the facility of e-FIR to the citizen as done by Police of Delhi and Uttar Pradesh. Delhi Police Concept note on e-FIR model is enclosed for your kind reference.

Yours sincerely



(Sanjay Mathur, IPS) 14/9/18  
Jt. Director (CCTNS)/IG

**Copy to:**

JS (WS), MHA, North Block, New Delhi for kind information



**OFFICE OF THE COMMISSIONER OF POLICE : NEW DELHI**

F. NO 4816-4916 /Estt.-I /PTE

Dated: 13/04/2015.

**NOTIFICATION**

In exercise of powers conferred under section 10 of the Delhi Police Act, 1978 (34 of 1978), with the prior approval of the Lt. Governor of the National Capital Territory of Delhi, the Commissioner of Police, Delhi hereby directs and declare the Crime Branch of Delhi Police to have an e-Police Station presently situated at SCRB, Kamla Market Police Station Building, New Delhi or at any other place/places where the office is shifted in future and further that its officers of the rank of Inspector and above shall enjoy the powers of officers in charge of a Police Station for transmission and investigation of all cases registered at e-Police Station, exercising powers under the provision of the Code of the Criminal Procedure, 1973 (2 of 1974) and shall have jurisdiction over whole of the National Capital Territory of Delhi. The e-Police Station shall:-

- (i) Register FIR on the basis of electronically received information through mobile and web application for motor vehicles stolen or any other crime in Delhi.
- (ii) Ensure electronic transmission of digitally signed FIR to the complainant as well as area SHO, designated court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all India SSsP, SCRB and NCRB.
- (iii) Conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (iv) Generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts by the IO/SHO of the local area police station.
- (v) SHO e-Police Station through ACP e-Police Station shall forward the 'Untraced Report' to concerned court notified from time to time for further action as per law.
- (vi) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall reopen the case for further investigation and disposal.
- (vii) SHO e-Police Station through ACP e-Police Station shall forward cancellation report to concerned court notified from time to time for further action as per law for the FIRs registered due to mistake of facts or law or any other reasons.
- (viii) The final report u/s 173 Cr.P.C. as "Untraced" or "Cancelled" shall not be generated by SHO e-Police Station and the investigation of case (s) registered in the e-Police Station shall also be transferred to respective area police station for further action and disposal i.e. submitting final report u/s 173 Cr.P.C. in their respective court in the following circumstances: -



- 1) If the motor vehicle reported stolen is recovered or accused involved in the case is arrested before the acceptance of untraced report by the court competent to accept "Untraced Report" of SHO e-Police Station.
- 2) With the prior approval of DCP/Crime, for any other special reason (s).

By order and in the name of  
the Commissioner of Police:  
Delhi

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

F. NO. 48/K-7916/Estt./- I. PHQ

Dated : 13/4/15.

Copy forwarded to the following for information and necessary action to:-

1. The Joint Secretary(UT), Govt. of India, MHA, North Block, New Delhi (with 5 copies).
2. The Principal Secretary to Lt. Governor, Delhi.
3. The Addl. Secretary (Home) Govt. of NCT of Delhi.
4. The Registrar, Delhi High Court, Delhi.
5. The District and Sessions Judge, all the Districts, Delhi/New Delhi.
6. The Divisional Commissioner, GNCT Delhi, 5, Sham Nath Marg, Delhi alongwith 9 copies.
7. The Secretary (Law & Judicial), GNCT Delhi.
8. The Coordination Branch (GAD), GNCT Delhi along with English as well as Hindi version in duplicate for publication in Delhi Gazette Part -IV (Extra ordinary).
9. All Spl. CsP Delhi Police, Delhi/New Delhi.
10. All Jt. CsP Delhi Police, Delhi/New Delhi.
11. All DCsP Districts/Units Delhi Police, Delhi/New Delhi.
12. The SO to Commissioner of Police, Delhi.
13. PRO, Delhi Police, Delhi.
14. Addl. DCP/I.T. Centre (PHQ).
15. LA/FA to CP, Delhi.
16. ACsP/HQ (CB), (P), (C&T) and (G)/PHQ.
17. All Inspectors/Head Asstt./PHQ.
18. I/C CIPA.
19. HAR/PHQ with 5 spare copies.

  
( G.S. AWANA )  
DY. COMMISIONER OF POLICE:  
ESTABLISHMENT: DELHI

58/CP/CR/EOW

11.10.17

**LEGAL OPINION**

Request for legal opinion has been received from Shri Rajan Bhagat, DCP, Crime (CRO), Delhi. The undersigned has been asked to tender opinion with respect to listing of SHO/e-PS, Crime Branch as Prosecution Witness in Case of FIR and to prove Certificate u/s 65-B Indian Evidence Act, 1872.

It has been submitted by Inspector Shivaji Chauhan, SHO/e-PS that he was summoned to appear before the Court of Shri Gagandeep Jindal, Ld. MM, Room no. 311, Dwarka Courts, New Delhi to prove the copy of E-FIR no. 37934/2016 u/s 379/411 IPC (PS Janak Puri, West District) as a Prosecution Witness since the E-FIR contains his digital signatures as SHO/e-PS.

In this connection he has submitted that more than 1.5 Lacs MV Theft and Property Theft cases have been registered in the e-Police station during last two years, hence appearing for proving E-FIR in all such cases in all 6 courts of Delhi would not be practically feasible by a single officer i.e. SHO/e-PS, Crime Branch. He has further submitted that online FIR registered through online MV Theft App by the public, contains Digital Signatures of SHO/e-PS. These Digital Signatures are legally acceptable as per Section 5 of the IT Act. Besides legal acceptance of digital signature, SHO/e-PS Crime is summoned in the court to prove the FIR and digital signatures. Similarly, Certificate u/s 65-B Evidence Act should also be given by the local police/IO of the Case who has downloaded the FIR and other documents from the application.



I have gone through the request and above submissions of SHO/e-PS Crime.

Section 5 of IT Act, 2000 gives legal recognition to digital signatures. The Digital Signature certificate are issued by the Certifying Authority after fulfilling the procedure as prescribed under the Act. Further, in the normal course of practice, the copy of online FIR is accompanied by the Certificate u/s 65-B Evidence Act to prove the genuineness of the contents of FIR given by the concerned Duty Officer.

In view of the above factual position, in my considered opinion, it is clear that in E-FIR cases, the concerned Duty Officer of the PS to which E-FIR has been marked, has authorized access to the computer server preserving the data of FIR and is authorized to take out the print of copy of FIR from the online system. After taking out the print out of the FIR, it would be the Duty Officer of the concerned PS, who would provide the Certificate u/s 65-B of Indian Evidence Act to prove the genuineness of the contents of FIR in the form of secondary evidence. It is the Duty Officer who has to come to court to prove the source and authenticity of the FIR as this is the same that was stored in the computer system connecting to the server.

58A/C@COR/Edw

11.10.17

Ld. Addl.PP

I agree with the opinion  
of Ld APP

Ld APP  
12.10.17

3  
26-10-2017

I also agree. Ld. DOP may please  
see . . . . .

Aditya Trehan

A.P.P.

17.10.2017

12/10/17

3471/SCMS  
16/6/15

**STANDING ORDER NO. 437/2015**



**Reg:-Functioning of Motor Vehicle Theft e-FIR Mobile & Web Application (i) Registration, investigation and submission of final report u/s 173 Cr.P.C. (ii) Duties of staff of e-Police Station and area Police Station.**

Motor vehicles theft (MVT) in Delhi is a cause of public frustration and anger towards Police. Public expect early recovery of vehicle and apprehension of the culprits because M.V. Theft causes not only an economic loss but also loss of mobility. Investigation of such cases rarely proceeds from crime to criminal because no tell-tale signs are generally left at the spot. The breakthrough in these cases invariable is the consequence of human or technical intelligence based operations. As most of motor vehicles are insured, victims expect police to promptly register their complaint and take up investigation for early finalization of the case so that they can claim insurance if the vehicle is not recovered.

Therefore, a mobile/web Application has been developed by Delhi Police for a total transformation of the system to enable the complainants to register FIR and receive a copy of the same instantly without going to a Police Station. Away from the prevailing system, this systemic transformation will make life to simpler for citizens through hassle free registration, facilitate scientific investigation and help to curb corruption.

**I. Objectives of the Application**

- i) Immediate online lodging/downloading of First Information Report (FIR) for vehicles stolen in Delhi through Mobile/Web.
- ii) Electronic matching of stolen and unclaimed vehicles from the centralized database.
- iii) "Untrace Report" to the complainant to facilitate insurance claim duly accepted by the concerned designated Court.
- iv) Timely disposal of cases to reduce pendency at PSs and Courts.

**II. Basic Features of App**

- i) Complaint can be lodged through mobile or web any time anywhere without going to Police Station.

2/10/15

*Handwritten signature/initials*

DCP/Crime (HQ)	<i>Handwritten signature</i>
ACP/Crime (HQ)	
Insp./Admn./Crime	<i>Handwritten signature</i>

*Handwritten signature/initials*



- ii) E-Police Station – having jurisdiction all over NCT of Delhi established under Crime Branch.
- iii) Instant despatch of a copy of digitally signed FIR to the email of the complainant, area SHO, designated Court etc. and to insurance company, if available on record.
- iv) Facility of auto messaging on mobile and/or web i.e. SMS and/or email to all concerned i.e. PCR, all SHOs and districts DCsP/Addl.CsP of Delhi, State Transport Authority, National Crime Record Bureau (NCRB), State Crime Record Bureau(SCRB) and all district Senior Superintendents of Police SSsP in India for search of vehicle, etc.
- v) Automatic electronic matching process of stolen and unclaimed vehicles from the centralized database.
- vi) Management Information System (MIS) for analysis and taking preventive measures.
- vii) Generation of first and/or subsequent/final case diaries for the action taken report filled up in the system Application by the Investigation Officer (IO) of the local Police Station i.e., generation of case diary for each day to day investigation conducted by the IO.
- viii) Generation of a final report u/s 173 Cr.P.C. as 'Untraced' or as 'Cancelled' and transmission of the same to concerned designated Court for consideration/acceptance.
- ix) Generation of "Final Report" with digital signature of concerned designated Court after acceptance.
- x) Timely disposal of cases to reduce workload and pendency at the level of Police Stations.

### **III. Functional details**

- i) This Application developed for lodging FIR of M.V. Theft cases shall be hosted at technically suitable place for its smooth functioning.



- ii) Web Application URL shall have a link with the official website of Delhi Police [www.delhipolice.nic.in](http://www.delhipolice.nic.in).
- iii) Mobile Application shall be available on Android, IOS and Windows supported App Stores for free download.
- iv) First time users for mobile app shall have to register by providing mobile phone number and email id. A One Time Password (OTP) shall be received by the user on mobile & web on SMS and email respectively.
- v) The complainants approaching Police Station directly or through Central Police Control Room for lodging FIR of M.V. Theft shall be facilitated in the concerned Police Station. Each Police Station shall be provided user-id for lodging FIR through respective duty officer/SHO.
- vi) Modules of mobile and web Application
  - 1. Complainants Module
    - a. Mobile Phone
    - b. Web link
  - 2. Duty Officer Module
  - 3. SHO Module (for local area Police Station)
  - 4. Investigating Officer Module
  - 5. ACP Module (for local area SDPO)
  - 6. E-Court Module
  - 7. Management Information System (MIS)
    - a. e-Police Station – M.V. Theft
    - b. SHO
    - c. SDPO
    - d. District
    - e. Range
    - f. Delhi



g. e-Court

8. Administration Module

#### **IV. Electronic records generation through Mobile and Web Application**

##### **i) Electronic Daily Diary**

Information received either through mobile or web from a complainant Module or Duty Officer module regarding theft of a motor vehicle with or without any article (s) kept in it, shall be instantly recorded in the electronic daily diary maintained in the Application. The Application system shall generate serial number from No. 1 w.e.f 0000 hrs. daily.

##### **ii) First Information Report**

The Application system thereafter generates FIR for each such information recorded in the electronic Daily Diary maintained through Application of e-Police Station – M.V. Theft. The system shall generate serial numbers from No. 1 w.e.f 0000 hrs of 1<sup>st</sup> January every year.

##### **iii) Electronic Case Diary**

1. The Application server shall generate case diary of electronic investigation/enquiry conducted for each case incorporating electronic log details immediately after completing the process of registration of FIR and generation of intimation etc. daily and from the second day to fifth day at 0800 hours, thereafter, every 5<sup>th</sup> day till the generation of final report u/s 173 Cr.P.C.
2. The Application server generated case diary shall bear Serial Number after FIR No. and year i.e. FIR/YEAR/01.
3. The action taken report submitted by Investigation Officer through module of this Application shall generate electronic case diary on the day of its submission. The case diaries shall bear the Serial number mentioning the FIR No. followed by Year and then the day of writing of the case diary from the date of registration FIR plus the alphabet A. For example



if the information filled on the first day itself, it will be **FIR/Year/01A**. Similarly, if the case diary is written on the second day the serial number will be : **FIR/Year/02A** and so on.

## **V. Integration of Application with other database/system advantages and maintenance**

### **i) Database of Colonies of Delhi**

Selection of Police Station is a mandatory field in the Application wherein data of more than 3 lakh colonies with suggestive Police Stations has been made. SCRB shall keep updating this database time to time till the integration of this Application with Know Your Police Station (KYPS) Application.

### **ii) VAHAN**

VAHAN is an all India database of vehicles registered with State Transport Authorities of the States & UTs of India. It facilitates the user to get all relevant details of a vehicle by entering the registration number, engine number, chasis number, etc.

### **iii) ZONAL INTEGRATED POLICE NETWORK (ZIPNET)**

This facilitates online automatic matching from database of SCRB for stolen and recovered motor vehicles from Delhi. This also facilitates online updation of stolen and recovered vehicles in real time.

## **VI. E-Police Station – M.V. Theft**

The Commissioner of Police, Delhi with the prior approval of the Hon'ble Lt. Governor of the National Capital Territory of Delhi in exercise of powers vested Under Section 10, Delhi Police Act 1978 has declared the Crime Branch of Delhi Police to have an **"e-Police Station"** at SCRB, Kamla Market Police Station Building, New Delhi. The **"e-Police Station"** shall have jurisdiction over whole of the National Capital Territory of Delhi. An officer of the rank of Inspector and above shall enjoy the powers of officer in charge **"e-Police Station"** and exercise powers under the provision of the Cr.P.C. 1973 (2 of 1974) for transmission and investigation of all First Information Reports (FIRs) registered at **"e-Police Station"**.



## **VII. Duties and Responsibilities**

### **1. The duties and responsibilities of "e-Police Station" are as under:-**

- (i) To lodge daily diary entry in the Application system of all the information electronically received through mobile or web application of M.V. Theft.
- (ii) To register FIR on the basis of information electronically received through mobile or web Application for motor vehicle stolen in Delhi.
- (iii) To ensure electronic generation of digitally signed FIR to the complainant as well as area SHO, designated Court, insurance company (if available) and also send emails to the PCR, all SHOs Delhi Police, District DCsP, State Transport Authority, all SSSP in India, SCRB and NCRB.
- (iv) To conduct investigation electronically as well as through the staff of respective area police station under the supervision of respective SHO/ACP.
- (v) To generate case diaries electronically on the prescribed format for the investigation and the action taken/efforts made by the IO/SHO of the local area Police Station.
- (vi) SHO e-Police Station through ACP e-Police Station shall forward 'Untrace Report' to the concerned court, notified from time to time for further action as per law.
- (vii) After the acceptance of untraced report by the competent court, if there is any clue or accused involved in the case is arrested, the concerned area police station shall re-open the case for further investigation and disposal.
- (viii) SHO/e-Police Station through ACP e-Police Station shall forward cancellation report to the concerned court, notified from time to time, for further action as per law for the FIRs registered due to mistake of facts or any other reasons.
- (ix) The final report u/s 173 Cr.P.C as "Untraced" or "Cancelled" shall not be generated by SHO/e-Police Station. The investigation of case(s) registered in the e-Police Station shall also be transferred



to respective area police station for further action and disposal i.e. for submitting final report u/s 173 Cr.P.C in their respective court in the following circumstances :-

1. If the motor vehicle reported stolen is recovered or accused involved in the case is arrested during investigation.
2. With the prior approval of DCP/Crime, for any other special reason(s).

## **2. Duties of Duty Officer of area Police Station**

The duty officer shall be provided user ID with password (OTP) to Login to the module for following functions:-

- i) Lodge the FIR for the complainant's approaching Police Station directly or through PCR.
- ii) Assign FIR to the investigating officer for investigation.
- iii) Retrieve FIR or check status for information to complainants and making other enquires.
- iv) Change IO on the direction of SHO.

## **3. Duties of Investigation Officer of area Police Station**

The Investigating Officer shall be provided User ID with Password (OTP) to login to the module carrying folder(s) of FIR (s). Assigned IO shall get system generated OTP for every FIR folder for accessing each time and for taking following action:-

- i) Contact the complainant within 24 hours
- ii) Obtain signatures on the print out copy of FIR
- iii) Visit scene of crime
- iv) Conduct Enquiry/Investigation
- v) Prepare Site Plan
- vi) Record statement of complainant and witness(s)
- vii) Collect available evidence
- viii) Make efforts to identify the culprit and trace the stolen vehicle
- ix) Fill information in the application for generating case diaries
- x) Update complainant with the progress from time to time



#### **4. Duties of area SHO**

- i) Keep upto date information of available Duty Officers and Investigating Officers in the Application.
- ii) Ensure assigning of the FIRs by the Duty Officer of the Police Station to the Investigating Officers promptly.
- iii) Ensure that the IO contacts complainant, visit the spot and feed information of action taken report within 24 hours of lodging FIR.
- iv) Transfer the FIR to concerned Police Station as per instructions given in para VIII regarding guidelines for transfer of investigation.
- v) The FIR received on transfer shall not be transferred further without the written orders district DCP/Addl. CP.
- vi) Peruse the case diary of action taken by the Investigating Officer of Police Station.
- vii) Although, care has been taken in the Application, the FIR of the vehicles stolen from the jurisdiction of NCT of Delhi is lodged, in case any such FIR is registered for an offence committed out-side NCT of Delhi, the same shall be transferred manually through a Road Certificate as per the existing procedures. A printout of the FIR and other related documents will be sent to the concerned district.
- viii) SHO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- ix) SHO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **5. Duties of area SDPO**

- i) Peruse the case diary forwarded by SHO of the Police Station of Sub Division.



- ii) SDPO shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist SHO.
- iii) SDPO shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **6. Duties of district Addl. CP/DCP and Jt. CP/Range**

- i) The supervisory officers shall have the primary responsibility for analysing trends and taking steps for prevention and detection of crime. MIS Module has been provided to assist the SHO and senior supervisory officers.
- ii) The supervisory officers shall motivate and lead the staff in using the technology and for making the implementation of this Application a success.

#### **VIII. Guidelines for transfer of investigation of cases**

- i) In case the IO is able to identify the accused, arrests him/them, recovers the vehicles and the case will be transferred to the local Police Station for further investigation. I.O will assist the complainant in getting the vehicle released on Superdari. The final report u/s 173 Cr.P.C will be submitted by the IO/SHO/ACP of the local area Police Station (where the offence has occurred) to the concerned Court (not e-Court).
- ii) In case, a gang is caught by a specialised unit or some other police station and several vehicles are recovered, the case(s) shall be transferred on the orders of DCP/Crime to the concerned area police station(s) for further investigation from where the vehicle was reported stolen. The local police will be responsible for completing investigation and submission of final report u/s 173 Cr.P.C. including arresting other accused/receiver of stolen property, recovery of vehicles or getting vehicles released on superdari etc.
- iii) SHO of local PS can transfer the FIR to concerned Police Station, if the place of occurrence is far off from the jurisdiction of the police Station. The facility has been provided in the Application for using it only if the place of occurrence is far off from the jurisdiction of



the Police Station. However, SHO shall not transfer FIR to the adjoining Police Station under any circumstances.

- iv) The FIR received on transfer shall not be transferred further without the written permission of district DCP/Addl. CP.

### **IX. Duties & Responsibilities for maintenance of Application etc.**

The responsibility of maintaining the Mobile App and Web App will lie with the IT Centre, PHQ and SCRB respectively. They shall undertake the following actions for maintenance of the same:-

1. Development, maintenance, troubleshooting, upgradation/ modification.
2. Security audit from any CERT.IN empanelled firm.
3. Uploading/hosting of App/Web on respective App stores/web servers.
4. Payment of periodical charges to keep the Application working.
5. Keep custody of source code.
6. Keep electronic backup of Application software and data generated/created in the Application as well as server logs etc.

### **X. Record Keeping**

- i) At e-Police Station—M.V. Theft, electronic record shall be kept in separate electronic folders for each FIR containing all documents created or e-generated in the Application relating to FIR including Final Report duly accepted by the concerned designated Court.

1. At local Police Station- A year wise register shall be maintained in all the Police Stations in two parts.

In Part-I details of all FIRs referred to the Police Station during the year in following columns shall be maintained:

- a. Serial No.
- b. FIR No.

- c. Final Disposal i.e. Untraced, Cancelled, Transferred to other Police Station (Name)
- d. Investigation taken up by the Police Station

In Part-II details of all FIRs in which investigation is taken up by the Police Station shall be maintained in the following columns:-

- a. Serial No.
  - b. FIR No.
  - c. Final Disposal
2. Copy of FIR on which IO obtains signature of the complainant with Index to FIR proforma on top of each FIR shall be kept in a folder for maintaining records. Similar to the other cases maintained in the Police Station.
  3. VRK shall also maintain the record of each such FIR for which investigation is taken up by the Police Station in the manner similar to other cases maintained in VRK as per S.O. No. OPS 37 (previous S.O. No. 342/2008)

*Munir Khan*  
12/6/2015

**(BHIM SAIN BASSI)**  
**COMMISSIONER OF POLICE, DELHI**

**O.B. No. 12 /RB/PHQ dated 15/06/2015**

No. 2281-2409/Record Branch/PHQ Dated Delhi the 15/06/2015

Copy forwarded for information and necessary action to the:-

1. All Spl.Cs.P, and Jt. CsP, Delhi.
2. Principal/PTC, Jharoda Kalan, New Delhi.
3. All Distts./Units DCsP including FRRO, Delhi/New Delhi.
4. S.O to C.P, Delhi.
5. LA and FA to C.P, Delhi.
6. All ACsP in PHQ including ACP/I.T.Centre/PHQ
7. All Insprs/PHQ.
8. HAR/PHQ.



**ORDER**

On creation of e-Police Station in Crime Branch, the following officers of Crime Branch are designated as mentioned against each in addition to their present assignment with immediate effect:-

SL. No.	Rank, Name, No. & PIS No. of the officer	Designated As
1.	Shri Ravinder Kumar Tyagi, ACP	ACP/e-Police Station (Crime Branch)
2.	Inspr. Shivaji Chauhan, No. D-I/132 (28840462)	SHO/e-Police Station (Crime Branch)

  
(H.S. RAWAT) ACP/CB  
FOR POLICE ESTABLISHMENT BOARD  
POLICE HEADQUARTERS: DELHI.

No. 26098-197 /CB-I/PHQ dated Delhi, the 18/05 /2015.

Copy to: -

1. All Special Cs.P, Delhi Police.
2. All Joint Cs.P./ Addl.CsP in Delhi Police (including P/PTC).
3. All Distts./Units DCsP including FRRO and Addl.DCsP/GA, Estt. and IT Centre/PHQ, Delhi.
4. S.O., P.S. and Reader to C.P., Delhi.
5. P.R.O., Delhi Police.
6. All ACsP and Inspectors in PHQ
7. All ACs in CB/PHQ.

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**CRIME (CRO) : DELHI**

No. 2891-2986 /SCRB, dated, New Delhi, the 30-05-2017

To

All District DCsP Including IGIA, Railway & Metro  
Delhi/New Delhi.

**Subject:- Vehicle details in M.V. Theft Application.**

**Memo.**

The Ld. e-Court of Shri Rajesh Malik, ACMM, Room No. 37, Ground Floor, Tis Hazari Court has made the observations that in the first Case Diary, IOs are making changes in the details of Engine No./Chassis No. without any reasons, whereas correct information is being reflected in the FIR/system. Further, SHOs/Duty Officers/IOs are not providing 'Untraced Reports' to the complainants approaching them but they are referring them to approach Court. These acts are creating duplicacy of work and inconvenience to e-Courts.

It is, therefore, requested that the SHOs may be directed to ensure that the Engine No./Chassis No. already available in the M.V. Theft/FIR Application should be change in the first Case Diary only after verification of its correctness and also upload the relevant documents in support of any alteration of information.

SHOs may also be directed to provide 'Untrace Report' to the complainants approaching police station, as copy of the same are also available on SHO Module.

  
( RAJAN BHAGAT )  
Dy. Commissioner of Police  
Crime (CRO), Delhi

No. 2907 20 /SCRB, dated, New Delhi, the 30-05-17

Copy to:-

1. SOs to Spl.CsP/L&O (S), (N) and Crime.
2. SOs to Jt.CsP/Ranges, Crime.
3. Inspector/CCTNS for information of the Core Team and CCTNS staff posted in police station.
4. SHO/e-PS.

*Received*

