

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO. 2025**

**TO BE ANSWERED ON THE 03<sup>RD</sup> MARCH, 2020/ PHALGUNA 13, 1941 (SAKA)**

**CITIZEN CENTRIC SERVICES**

**2025. SHRIMATI NAVNEET RAVI RANA:**

**Will the Minister of HOME AFFAIRS be pleased to state:**

**(a) whether the Government has launched various police-related citizen centric services on the Crime and Criminal Tracking Network and Systems (CCTNS) platform;**

**(b) if so, the details thereof along with its aims and objectives;**

**(c) whether the Government has made any efforts to popularize the said services throughout the country including the rural areas and if so the details thereof;**

**(d) the total number of Cyber Tipline Reports that have been received so far, State/UT-wise; and**

**(e) the action taken by the Government in this regard so far?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI G. KISHAN REDDY)**

**(a) & (b): States/ Union Territories have launched respective State Citizen Portals under Crime and Criminal Tracking Network and Systems (CCTNS). These portals provide citizen centric police services, including online filing of complaints, obtaining status of complaints, obtaining copies of FIRs, viewing details of arrested persons/ wanted criminals, viewing details of**

**missing person/ unidentified dead bodies, viewing details of stolen/ recovered vehicles and other property, download of forms, request for antecedent verification and request for issue of various No Objection Certificates (NoC) from police.**

**(c): "Police" and "Public Order" are State subjects under the Seventh Schedule to the Constitution of India. Steps taken by the States/ Union Territories to popularize the State Citizen Portals are not maintained centrally.**

**(d) & (e): As per available information, a total of 25809 Cyber Tipline Reports have been received and these have been sent to respective States/ Union Territories for taking further action. Details of total number of Cyber Tipline Reports shared with States/ Union Territories are at Annexure.**

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**ANNEXURE**  
**L.S.US.Q.NO.2025 FOR 03.03.2020**

Statement referred to in regard to the reply to part (d)&(e) of the Lok Sabha Question No. 2025 for 03.03.2020

(From: 26.04.2019 to 21.02.2020)

S.No.	State/ UT	Cyber Tipline Reports Shared by NCRB
<b>States</b>		
1.	Andhra Pradesh	80
2.	Arunachal Pradesh	1
3.	Assam	701
4.	Bihar	1143
5.	Chhattisgarh	112
6.	Gujarat	1900
7.	Goa	6
8.	Haryana	1064
9.	Himachal Pradesh	274
10.	Jharkhand	109
11.	Karnataka	979
12.	Kerala	590
13.	Madhya Pradesh	1004
14.	Maharashtra	2083
15.	Meghalaya	7
16.	Manipur	279
17.	Mizoram	28
18.	Nagaland	9
19.	Odisha	397
20.	Punjab	1118
21.	Rajasthan	1780
22.	Sikkim	63
23.	Tamil Nadu	845
24.	Telangana	612
25.	Tripura	6
26.	Uttarakhand	129
27.	Uttar Pradesh	1811
28.	West Bengal	3993
<b>Union Territories</b>		
29.	Andaman & Nicobar Islands	4
30.	Chandigarh	135
31.	Delhi	4211
32.	Daman and Diu	13
33.	Dadra & Nagar Haveli	NA
34.	UT of Jammu & Kashmir & UT of Ladakh	311
35.	Lakshadweep	NA
36.	Puducherry	12
<b>Total</b>		<b>25809</b>

(Source: NCRB)