

Cybercrime Incident Report

INTRODUCTION:

Cybercrime Incident Report (CIR) is an initiative of Bengaluru City Police to deal with the increasing number of cybercrimes in the city of Bengaluru. This system uses the existing emergency response system called Namma-112 wherein victims can directly call the police and get their complaints registered as soon as they realize that such crime has happened to them. This has reduced the time between the occurrence of crime and lodging of complaint which will result in increased possibility of lesser damage to the victim.

This initiative has helped to reduce the response time of police and also increased the responsiveness from the banks. The average response time of banks for CEN PS requests is much higher than those sent from CIR as RBI is directly involved in this initiative of Bengaluru City Police. The former has also developed a detailed SoP for banks in connection with the CIR system.

BACKGROUND

Before CIR was launched, the victims of cyber crime had to go to the police station to lodge an FIR. Generally, this takes a lot of time and crucial hours are wasted in this. Hence, a need was felt to create a mechanism which will reduce the time lag between occurrence of crime and reporting. That is when Cybercrime Incident Report (CIR) was conceptualized.

The decision to use the existing emergency response number rather than a new helpline number was taken because of the ease of recall of this number. When in panic, the victims usually call police emergency number. Hence, it was decided to use the same number for lodging complaints relating to cyber financial frauds.

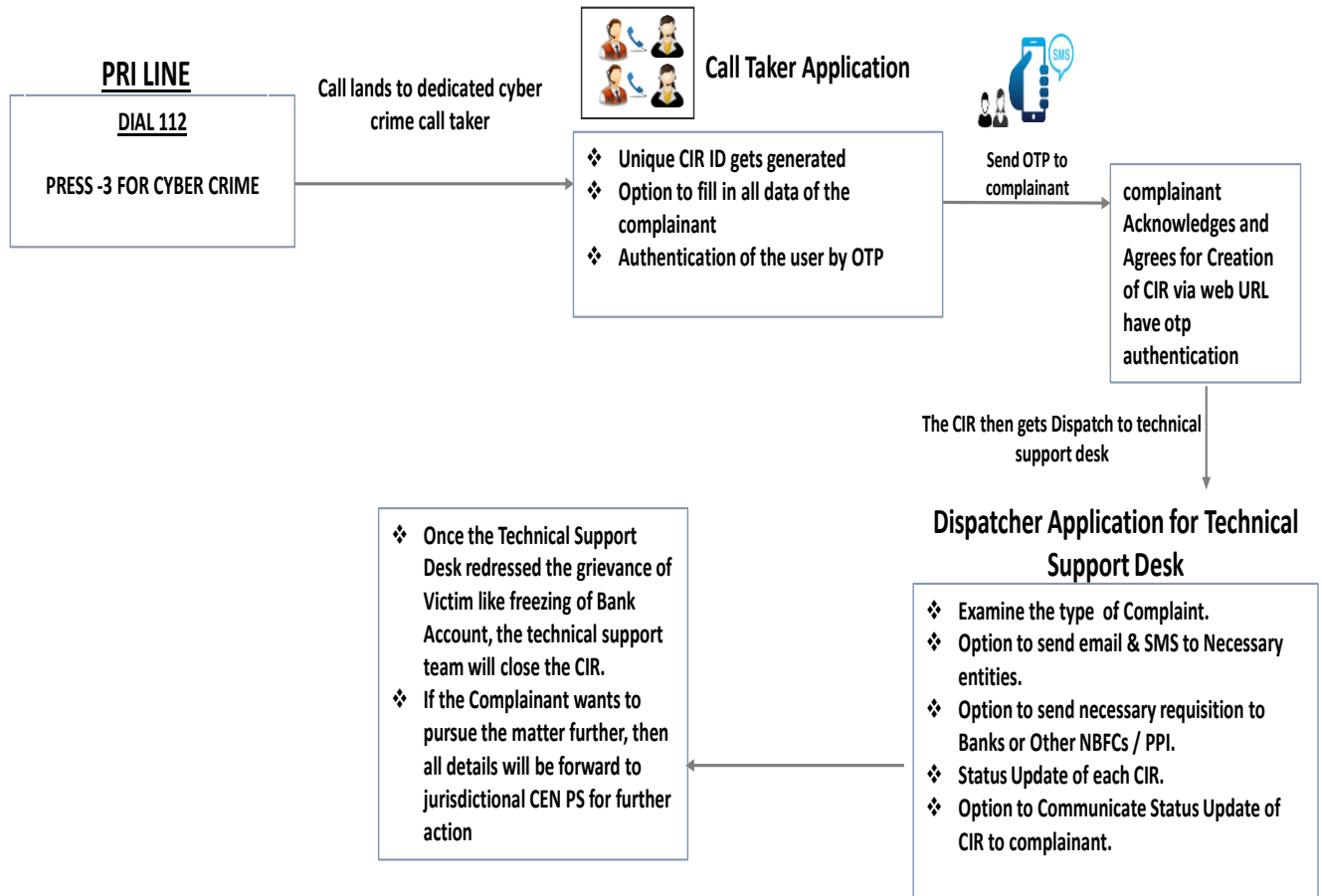
FUNCTIONING OF THE CIR

The way this system essentially works is that the victim, upon realization of the crime, will call 112 and be directed through IVRS to Cyber Crime Incident Reporting System which is similar to National cyber crime reporting system 1930. Here, a call taker will collect all the necessary information as per the pre defined format which is different for different kinds of cyber crimes. Once the information is collected from the caller, an SMS is sent to the caller with a URL link. Upon clicking this link, a window opens up showing all the information shared by the victim for their confirmation. Here the caller has two options. If they agree with the information, they click on “I agree” button. But if they think certain information needs changes or is wrongly filled in by the call taker, they request changes and the necessary changes are made by the call takers. Once the caller accepts, the call taker then forwards the information to the investigators.

The investigators then send emails to the banks in order to get information regarding the transaction details. Once the information regarding transaction details is received, another email is sent to get the accounts frozen. Thereafter, the CIR is sent to the police station to get FIR registered in the case so that the process of getting the money back for the victim through a court order can be initiated.

This initiative saves the victim from greater loss as the time lapse between the crime and reporting can be minimized as they can lodge a complaint as soon as they get to know of it through a phone call. This has benefitted the common citizens, especially senior citizens and those unable to move out of the house, immensely.

FLOW CHART



CONCLUSION:

Cybercrime Incident Report (CIR) is an attempt to help the victims of financial cybercrimes. The success of this initiative depends both on police and financial institutions. Both need to work in tandem with each other. Currently, there are quite a few financial institutions which do not have a 24/7 helpline which delays the response. Also, those which do have 24/7 helpline have a shortage of staff which again delays their responses. It is important that with the country moving towards more and more e-transactions, the financial institutions catch up. Further, the newly created CIR system also is learning with each passing day. So far, several victims

have been benefitted from this system. It is a work in progress which will improve with time and experience.