

# How to Complaint Online Fraud in India

If you become a victim of online fraud such as UPI scam, OTP fraud, fake call, shopping scam or social media hacking, act immediately. Fast reporting increases the chance of getting your money back.

## Step 1: Immediately Call the Helpline

Dial 1930 (National Cyber Crime Helpline).

- 1 Call within the first few minutes of fraud
- 2 Provide transaction ID
- 3 Tell bank name and amount
- 4 Give your mobile number linked to bank

## Step 2: Report on Cyber Crime Portal

Visit: <https://www.cybercrime.gov.in>

- 1 Click 'Report Other Cyber Crime'
- 2 Create account using mobile number
- 3 Upload proof (screenshot, message, transaction receipt)
- 4 Submit complaint and note acknowledgement number

## Step 3: Inform Your Bank

- 1 Call bank customer care immediately
- 2 Request to block transaction
- 3 Freeze card / net banking / UPI
- 4 Submit written complaint in branch

## Step 4: Collect Evidence

- 1 Take screenshots of chat
- 2 Save call numbers
- 3 Keep transaction receipt
- 4 Do not delete messages

## Important Tips

- 1 Never share OTP or PIN
- 2 Police never asks for payment to catch criminals
- 3 Do not install unknown apps like screen sharing apps
- 4 Always verify payment request

## What Happens After Complaint

- 1 Bank attempts to freeze fraud account
- 2 Police investigation starts
- 3 You may be contacted for verification
- 4 Refund depends on reporting time