

Office of the  
Additional Director General of Police,  
State Cyber Crime Cell, Punjab



ਦਫਤਰ  
ਵੱਖਰ ਡਾਇਰੈਕਟਰ ਜਨਰਲ ਪੁਲਿਸ,  
ਸਟੇਟ ਸਾਈਬਰ ਕਰਾਈਮ ਸੈੱਲ, ਪੰਜਾਬ

To

All Deputy Commissioners In Punjab.

No 8552-75 IS/CC Date: 9/8/23

**Sub: Assistance in spreading awareness regarding Cyber Volunteer Programme of the Ministry of Home Affairs. Govt. of India and assistance in registration of volunteers, reg.**

In 2020, the Ministry of Home Affairs established the **Indian Cyber Crime Co-ordination Center (I4C)** as a federal body mandated to create a multi-dimensional frame-work to deal with cybercrimes in a co-ordinated and comprehensive manner. A web-portal, namely National Cybercrime Reporting Portal (NCRP), was launched under the aegis of the I4C which provides an online platform/portal for citizens to instantly report any cybercrime. Special focus has been laid on cybercrimes against women and children. Under the I4C, MHA has also developed a **Cyber Crime Volunteer frame-work**, which was rolled out on 1<sup>st</sup> Oct., 2020 and directions were issued for utilization of cyber volunteer framework vide letter no. 22003/33/2019-I4C CF no. 3472651, Gol, MHA dated 30-06-2023(Copy attached). Details of this scheme/frame-work can be accessed on the National Cybercrime Reporting Portal ([www.cybercrime.gov.in](http://www.cybercrime.gov.in)).

**Aims and Objects:**

2. The aim of the **Cyber Volunteer Programme** is to bring together citizens having passion to provide their voluntary services towards making a cyber-safe society, and keep the virtual space safe for users, particularly for the vulnerable sections of society. Creating a safe cyber space is an important security imperative for any progressive and developed society. With the increasing mobile and internet penetration in India, this gathers more criticality.

3. Under this programme, any Indian citizen can volunteer to be associated by registering for any of the following three categories of '**Cyber Volunteers**':

- (i) **Cyber Volunteer - Unlawful Contents Flagger:** For identifying online illegal/unlawful content like child pornography, rape/gang rape, terrorism, radicalization, anti-national activities, etc., and reporting the same to the government.

- (ii) **Cyber Awareness Promoter:** For creating awareness among citizens about cyber-crimes special focus on vulnerable groups like women, children and elderly, rural population etc.
- (iii) **Cyber Expert:** For dealing with specific domains of cyber-crime, viz., cyber forensics, network forensics, malware analysis, memory analysis, cryptography, cyber security breaches etc.

#### Registration of Cyber Volunteers:

4. The registration process/procedure for the volunteers is an online process. This can be done in the following manner:

- An individual shall be required to register as volunteer through a dedicated section "**Cyber Volunteers**" - on the National Cybercrime Reporting Portal (NCRP). S/he shall be required to furnish some mandatory personal information like full name, father's name, mobile number, e-mail id, residential address, etc.
- ID proof and address proof will be required to be uploaded at 'Upload ID Proof' tab in registration form.
- For registration as "**Cyber Volunteer-Unlawful Content Flagger**", no prior verification(KYC) is required.
- For registration as "**Cyber Awareness Promoter or Cyber Expert**", prior verification(KYC) will be carried out by the local police authorities.

5. Once a volunteer from Punjab has registered herself/himself on the portal, the details of such volunteer shall be accessible to the State Nodal Officer for Punjab. Smt. Nilambari Jagadale IPS, Deputy Inspector General of Police, State Cyber Crime Cell, Punjab (e-mail id: [aigcc@punjabpolice.gov.in](mailto:aigcc@punjabpolice.gov.in)) has been nominated as the State Nodal officer for the State of Punjab for this purpose.

#### Role & Responsibilities of Volunteers:

6. The volunteers shall be our cyber cops without uniform. The State Nodal Officer (DIG, Cyber Crime) shall utilize the expertise, knowledge and services of the Cyber Volunteers in the prevention and detection of cyber crimes and for spreading awareness in society. The Cyber Volunteers shall be expected to play the following roles:

- Assist the police with their IT knowledge and expertise in understanding issues related to in complex cyber crimes.
- Commit to provide voluntary service of around 2-4 hours a week.
- Most of the times, the support shall be sought remotely, and the volunteer shall not be required to physically come to any police cyber crime office.
- Patrol the cyber/virtual space and bring to the notice of Cyber Crime Wing any criminal act, or potentially criminal act, taking place on the web/internet.

The Cyber Crime Wing in association with the Indian Cyber Crime Co-ordination Center (I4C) shall provide trainings and capacity building inputs to such officers.

It is a fact that creating a cyber safe society and a cyber aware community is a joint responsibility. This cannot be done by law enforcement agencies (LEAs) alone. Also, due to the dynamic nature of the cyber-space, LEAs are finding it difficult to keep abreast with the latest technological advancements. Hence, domain experts in industry and academia need to collaborate and synergize their efforts with LEAs for ensuring proper investigations into cyber offences and bringing the perpetrators to law.

9. In my view, participating in this programme would be a mutually beneficial experience for the volunteer as well as for the LEA. For the volunteer, it would be an invaluable exposure to real-life cases of emerging cyber crimes and vulnerabilities in cyber domains leading to crimes. For us, we would get access technical knowledge and expertise through collaborative association. We intend to take-up the process of registration of volunteers in a campaign mode from 1<sup>st</sup> August, 2023 to 30<sup>st</sup> September, 2023.

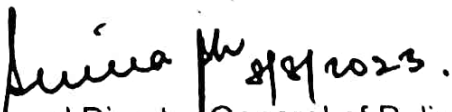
10. In light of the above, I call on you to kindly accept the following requests and take action on the same:

- (a) Inform all the head of departments and Educational Institutions under your jurisdiction about the Cyber Volunteer Programme.
- (b) Take measures to spread awareness about this programme and encourage citizens to register as volunteers of their choosing (Unlawful Content Flagger; Awareness Promoter or Cyber Expert).
- (c) Launch a campaign for maximum registration of volunteers between 1<sup>st</sup> August, 2023 and 30<sup>st</sup> September, 2023.

11. I shall be highly grateful, if you could kindly help in spreading awareness about this programme in your district, particularly amongst students of colleges/universities, faculty of technical institutions, free-lance IT professionals, IT firms/companies, or any other organization you may deem fit.

12. A district nodal officer for this programme may be designated and contact details may please be shared on [aigcc@punjabpolice.gov.in](mailto:aigcc@punjabpolice.gov.in).

Enclosure:- As above.

  
Additional Director General of Police,  
State Cyber Crime Cell, Punjab,  
Phase- 04, SAS Nagar.

No.22003/33 2019-14C  
CF No. 3473651  
Government of India  
Ministry of Home Affairs  
Indian Cyber Crime Coordination Centre.  
(CIS Division)  
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5<sup>th</sup> floor, NDCC-II Building  
Jai Singh Road, New Delhi  
Dated 30<sup>th</sup> June, 2023

To,

DGPs/CPs of all States/UTs

**Subject:- Utilizing of Cyber Volunteers framework of I4C, MHA-reg.**

Sr. Madam,

The Ministry of Home Affairs has set up Indian Cybercrime Coordination Centre (I4C) under a scheme to handle all the issue related to cybercrime in a comprehensive and coordinated manner. One of the main objectives of I4C is to create an ecosystem for prevention of cybercrime and to provide cyber safety tips to citizen for cyber hygiene.

2. Kind attention is invited to DO of Union Home Secretary vide No.22003/33 2019-14c dated 23<sup>rd</sup> October, 2020 (copy enclosed herewith for ready reference), in which it was informed that I4C has developed a **Cyber Crime Volunteer Framework**, which was rolled out on 1<sup>st</sup> October, 2020.

3. The Cyber Crime Volunteer Framework aims to bring together citizens having passion to serve the society by making the cyber space clean and safe. Any Indian citizen can get associated by registering on National Cybercrime Reporting Portal as a 'Cyber Volunteer'.

4. Services of these Volunteers may be utilized by States/UTs for spreading awareness amongst people. Help of these volunteers may be taken for designing and implementing awareness campaigns at the ground level, creation of awareness material, public outreach through various social media platform and other means of communication. Volunteers can also be used to flag unlawful content and help police with their technical expertise. These volunteers will increase police outreach in the society.

5. May I request your personal attention in the matter and bolster our collective efforts for fighting cybercrimes. Citizens may be encouraged to come forward and help make the society safe by registering and acting as 'Cyber Volunteers'.

Incl:- As above.

(Rajesh Kumar)

CEO (I4C)

Tel: 011-23438207



D.O. No. 22003/33/2019-IAC

23<sup>rd</sup> October 2019

Dear Chief Secretary,

As you are aware, Ministry of Home Affairs has implemented a scheme called, 'Indian Cyber Crime Coordination Centre' (I4C), to deal with cybercrimes in a coordinated and comprehensive manner. MHA is also running a web portal "National Cybercrime Reporting Portal" under the I4C Scheme, which enables citizens to report all cybercrimes with special focus on cybercrimes against women and children.

2. This ministry has developed a Cyber Crime Volunteer Framework, which has been rolled out from 1<sup>st</sup> October, 2020. It can be accessed through "National Cybercrime Reporting Portal" which enables the participation of Citizens in tackling of the menace of cybercrime. The Cyber Crime Volunteer Framework aims to bring together citizens having passion to serve the society in making the cyber space clean and safe. Any Indian citizen can get him/herself associated by registering in any of the three categories of 'Cyber Volunteer',

- (a) **Cyber Volunteer Unlawful Content Flagger** - For identifying online illegal/unlawful content like Child Pornography, Rape/Gang Rape, terrorism, radicalisation, antinational activities, etc. and reporting to government.
- (b) **Cyber Awareness Promoter** - For creating awareness about cybercrime among citizens including vulnerable groups like women, children and elderly, rural population, etc.
- (c) **Cyber Expert** - For dealing with specific domains of cybercrime forensics, network forensics, malware analysis, memory analysis, cryptography, etc.

3. The registration procedure for the volunteers is as follows:

- (a) An individual shall be required to register as volunteer through a dedicated section "Cyber Volunteers" on National Cybercrime Reporting Portal. He/ She shall be required to furnish some mandatory personal particulars like Full Name, Father's Name, Mobile Number, Email Address, Residential Address, etc.

Contd.p/2.

- (b) ID proof and Address proof will be required to upload at "Upload ID Proof" tab in registration form.
- (c) For registration as "Cyber Volunteer unlawful content flagger", no prior verification (KYC) is required.
- (d) For registration as 'Cyber Awareness Promoter or Cyber Expert', prior verification (KYC) will be carried out by concerned State.

4. Once a volunteer has registered, the details will be accessible to the State Nodal officer concerned;

- (a) The State needs to take further action as per law in case of "unlawful content" provided by a volunteer,
- (b) The State can utilise services of "Cyber Awareness Promoters" from the pool of volunteers, verified by the Police, for creating awareness among public including vulnerable groups like women, children and elderly, rural population etc. regarding cybercrime issues.
- (c) The State can take help of "Cyber Expert" from the pool of volunteers, verified by Police, for technical help related to cybercrime forensics, network forensics, malware analysis, memory analysis, cryptography, etc. required during the course of investigation.

6. At National level, overall supervision and execution of the framework shall be with I4C. States/UTs are the main stakeholders for operating this 'Cyber Crime Volunteer Framework'. The State Nodal Officers already designated for National Cybercrime Reporting Portal will handle all activities of Cyber Volunteer. It is requested to direct "State Nodal Officers" of National Cybercrime Reporting Portal to make efforts in associating the people as Cyber Crime volunteers and utilize the services of registered Cyber Crime Volunteers.

7. May I seek your personal indulgence in the matter to bolster our collective efforts to strengthen the mechanisms to deal with cybercrimes in coordinated manner. We may encourage citizens to come forward and contribute for the cause of nation and make the society safe by registering themselves as Cyber Crime Volunteers.

With regards,

Yours sincerely

*(Signature)*  
(Ajay Bhalla)

The Chief Secretares of States/UTs

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*(Signature)*  
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