

POLICE HEADQUARTERS · CITIZEN PORTAL

Suraksha

Citizen User Guide

A complete reference for filing complaints, uploading evidence, and tracking investigations through the official police complaint portal.

VERSION

1.0

PUBLISHED

May 2026

AUDIENCE

Members of the public

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01 About Suraksha

Suraksha is the official citizen complaint portal of the Police Headquarters (PHQ). It allows members of the public to report crimes, upload supporting evidence, and follow the progress of their complaint from the moment it is filed until it reaches a final outcome (FIR Registered or Closed).

Every complaint filed through Suraksha is assigned a unique Acknowledgement Number, routed to the appropriate police station, reviewed by the Officer-in-Charge (OC), and investigated by an assigned Investigating Officer (IO). You can monitor every step using your acknowledgement number.

02 Getting Started

Accessing the portal

Open your web browser and visit the Suraksha home page provided by your local police headquarters. The portal works on desktop and mobile browsers.

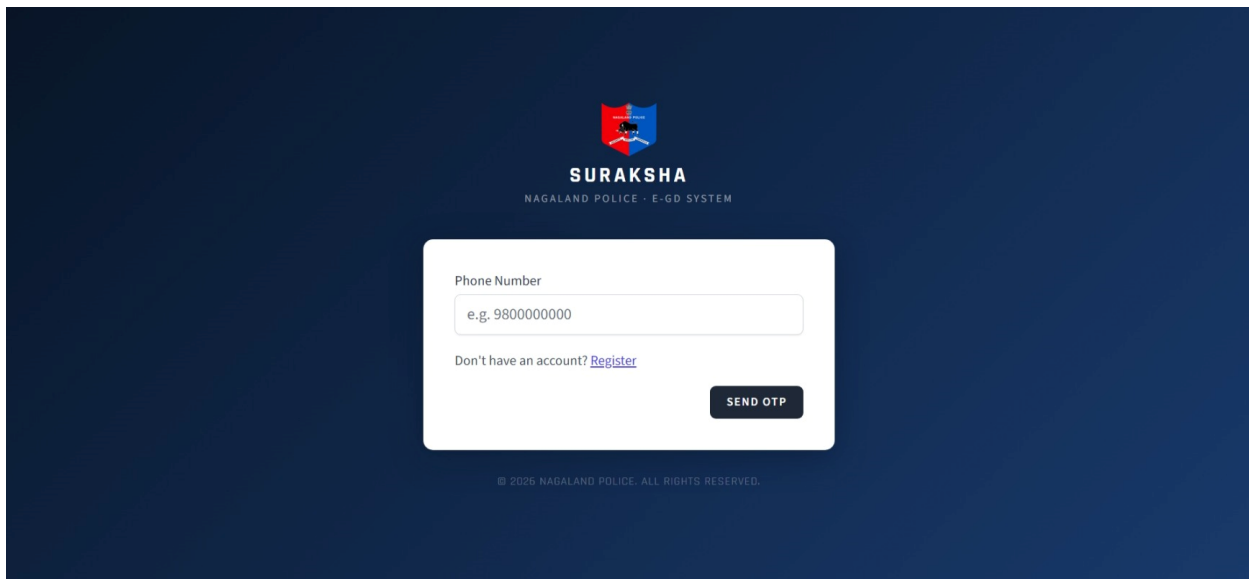


Figure 1: Login Page

Do I need to create an account?

Yes. You cannot file a complaint without registering. Creating an account also allows you to manage multiple complaints, edit pending complaints, and view a unified dashboard.

Logging in

1. Enter your registered phone number.
2. Click 'Send OTP'.
3. Enter the OTP and click 'Verify & Login'.

03 Filing a New Complaint

From the home page access 'File a Complaint' module. The form is divided into clear sections so that you can complete it at your own pace.

SURAKSHA
ONLINE CRIME REPORTING & POLICE MANAGEMENT PORTAL — NAGALAND POLICE

LIVE SYSTEM 12:06:04 Public User LOGOUT

FILE A COMPLAINT TRACK COMPLAINT MY DASHBOARD

FILE A COMPLAINT e-GD PORTAL

Online Crime Reporting — Nagaland Police SURAKSHA e-GD System

YOUR RIGHT TO REGISTER A COMPLAINT — SECTION 173, BNSS 2023
Every citizen has a legal right to report any cognizable offence. No police officer can refuse to register an FIR for a cognizable offence. Online complaints submitted through SURAKSHA are treated as valid complaints as per BNSS 2023. All complaints are auto-logged into the Electronic General Diary upon submission.

1 Rights
Legal acknowledgement & consent

2 Your Info
Complainant details & contact

3 Incident
Crime category & description

4 Evidence
Suspect info & file uploads

SECTION A — LEGAL RIGHTS & CONSENT

- ✓ You have the right to register a complaint at any police station regardless of jurisdiction.
- ✓ Your complaint will be assigned a unique Acknowledgement Number as proof of registration.
- ✓ No officer may refuse to register your complaint without providing a written reason.
- ✗ Filing a false complaint is a punishable offence under the BNSS 2023.
- ✓ Your personal data will be processed solely for the purpose of investigating this complaint.

I acknowledge and understand my legal rights
I have read and understood all the legal rights stated above

I consent to data processing
I agree to the processing of my personal information for this complaint

NEXT STEP →

Figure 2: File A Complaint 1

Step-by-step

1. Read and tick the 'Acknowledgement of Rights' confirmation.
2. Read and tick the 'Data Processing Consent' confirmation.
3. Enter your full name as it appears on your identification.
4. Enter your 10-digit Indian mobile number (must start with 6, 7, 8 or 9). This number is encrypted in our database.

- 5.** Select the police station that has jurisdiction over the location where the incident occurred. Stations are grouped by district.
- 6.** Select one or more crime categories that best describe the incident.
- 7.** If the incident is theft-related, choose the appropriate sub-category (vehicle, mobile/device, cash/jewellery, livestock, household items, bag snatching, shoplifting or other).
- 8.** Describe the incident in your own words (between 30 and 5,000 characters). Include date, time and location if known.
- 9.** Add suspect information if available (optional, up to 3,000 characters).
- 10.** Upload any supporting evidence (see section 4).
- 11.** If you wish to remain anonymous, tick the 'File anonymously' box. You may still indicate whether you are willing to meet the officer.
- 12.** Click 'Submit Complaint'.

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ONLINE CRIME REPORTING & POLICE MANAGEMENT PORTAL — NAGALAND POLICE

LIVE SYSTEM 12:15:36 Public User LOGOUT

FILE A COMPLAINT TRACK COMPLAINT MY DASHBOARD

FILE A COMPLAINT e-GD PORTAL

Online Crime Reporting — Nagaland Police SURAKSHA e-GD System

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1 Rights
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Crime category & description

4 Evidence
Suspect info & file uploads

SECTION A — COMPLAINANT INFORMATION

Submit Anonymously
Your name and phone number will be stored securely but kept hidden from all police officers.

Full Name * Mobile Number *

Nearest Police Station *

SECTION B — INCIDENT DETAILS

Crime Category *

Detailed Description of Incident *

Minimum 30 characters - Maximum 5 000 characters

Figure 3: File A Complaint 2

Crime categories

You can select one or more of the following 18 categories:

- Theft / Burglary / Cheating
- Assault / Bodily Harm

- Fraud / Cyber Crime
- Missing Person
- Domestic Violence
- Property Damage / Vandalism
- Sexual Harassment / Assault
- Narcotic Drug Case
- Offences Against Women and Children
- Murder / Kidnapping / Abduction
- Faked / Forged Currency
- Corruption / Bribery
- Drunken Behaviour / Rash Driving / Disturbing Public Peace
- Liquor Trafficking
- Arms Trafficking
- Human Trafficking
- Extortion
- Other

04 Uploading Evidence

Strong evidence helps the police investigate quickly. You can attach multiple files to a single complaint.

Accepted file types and limits

Images	JPEG, PNG, WEBP
Documents	PDF
Video	MP4, MOV, WEBM
Audio	MP3, WAV, OGG, M4A
File size	Maximum 100 MB per file
Quantity	Maximum 10 files

Tips for good evidence

- Use original copies whenever possible — avoid screenshots of screenshots.
- Name files clearly (for example, 'cctv-front-gate.mp4').
- Do not edit or crop files in a way that removes context.

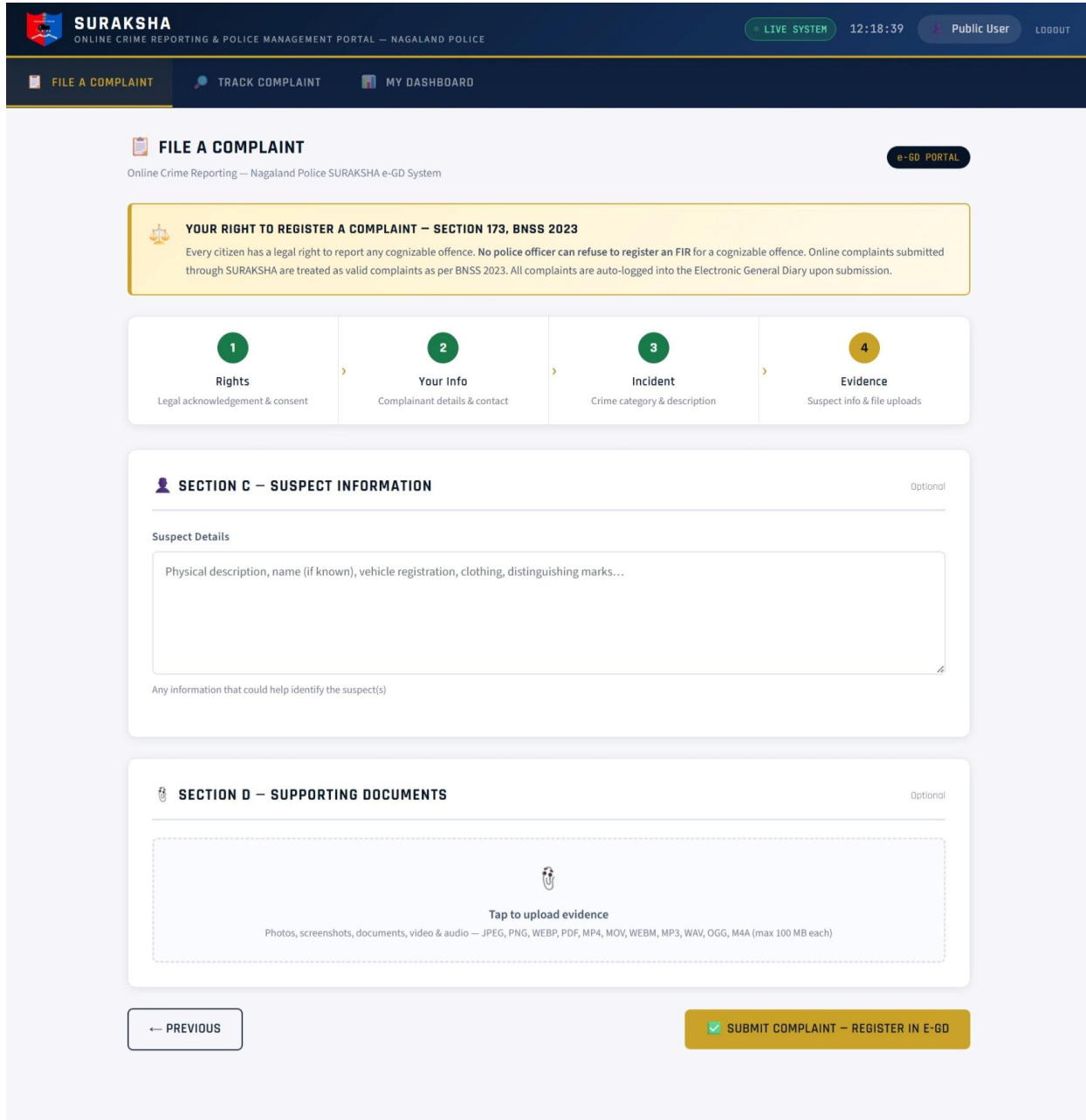


Figure 4: File A Complaint 3

05 Theft-Specific Details

When you indicate that a vehicle or electronic device was stolen, additional fields appear so that the police can issue alerts and search records.

Stolen vehicle

Registration	Vehicle registration number
VIN	Vehicle Identification Number (chassis)
Engine	Engine number
Identity	Make, model and year
Features	Distinctive features — colour, dents, stickers, modifications

Stolen device

IMEI	IMEI 1 and IMEI 2 (for mobile phones)
Serial	Serial number
SIM	Associated phone number / SIM
Identity	Make, model and colour

06 Acknowledgement or Reference Number

After successful submission you will see a confirmation screen showing your Acknowledgement Number.

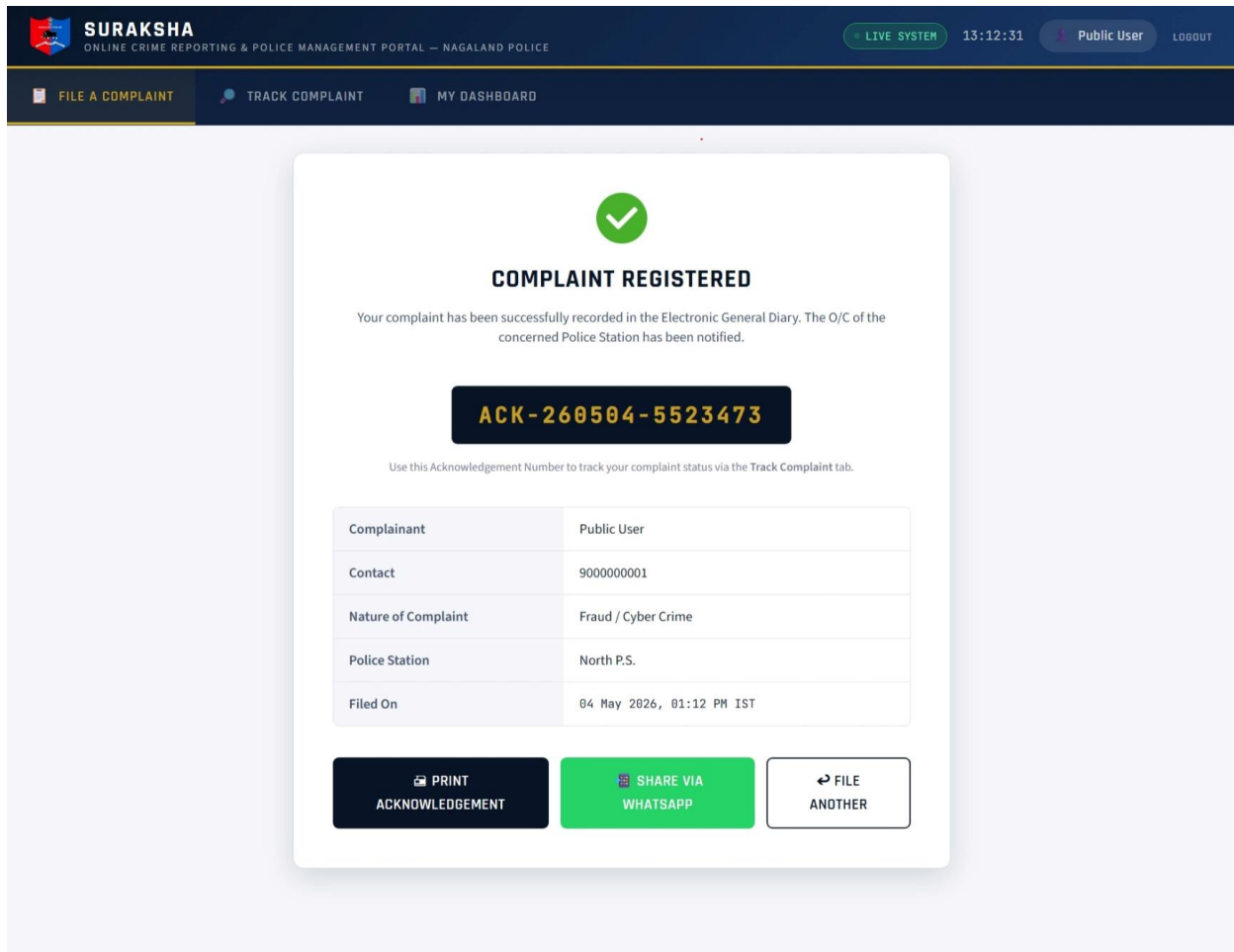
FORMAT

ACK-YYMMDD-XXXXXXX Example: ACK-260504-A1B2C3D

What to do with your acknowledgement number

- Save it — you will need it to track your complaint.
- Click 'Download Acknowledgement (PDF)' to keep a printable copy.

- Share it only with people you trust; combined with your phone number it grants access to the complaint.



SURAKSHA
ONLINE CRIME REPORTING & POLICE MANAGEMENT PORTAL – NAGALAND POLICE

LIVE SYSTEM 13:12:31 Public User LOGOUT

FILE A COMPLAINT TRACK COMPLAINT MY DASHBOARD

COMPLAINT REGISTERED

Your complaint has been successfully recorded in the Electronic General Diary. The O/C of the concerned Police Station has been notified.

ACK-260504-5523473

Use this Acknowledgement Number to track your complaint status via the Track Complaint tab.

Complainant	Public User
Contact	9000000001
Nature of Complaint	Fraud / Cyber Crime
Police Station	North P.S.
Filed On	04 May 2026, 01:12 PM IST

PRINT ACKNOWLEDGEMENT SHARE VIA WHATSAPP FILE ANOTHER

Figure 5: File A Complaint 3

07 Tracking Your Complaint

1. Open the 'Track Complaint' page (/track-complaint).
2. Enter your acknowledgement number.
3. Enter the phone number you used while filing.
4. Click 'Track'.

You will see a complete timeline of every status change made by the OC and the IO, with the date, the officer's name (where applicable) and any notes added by the police.

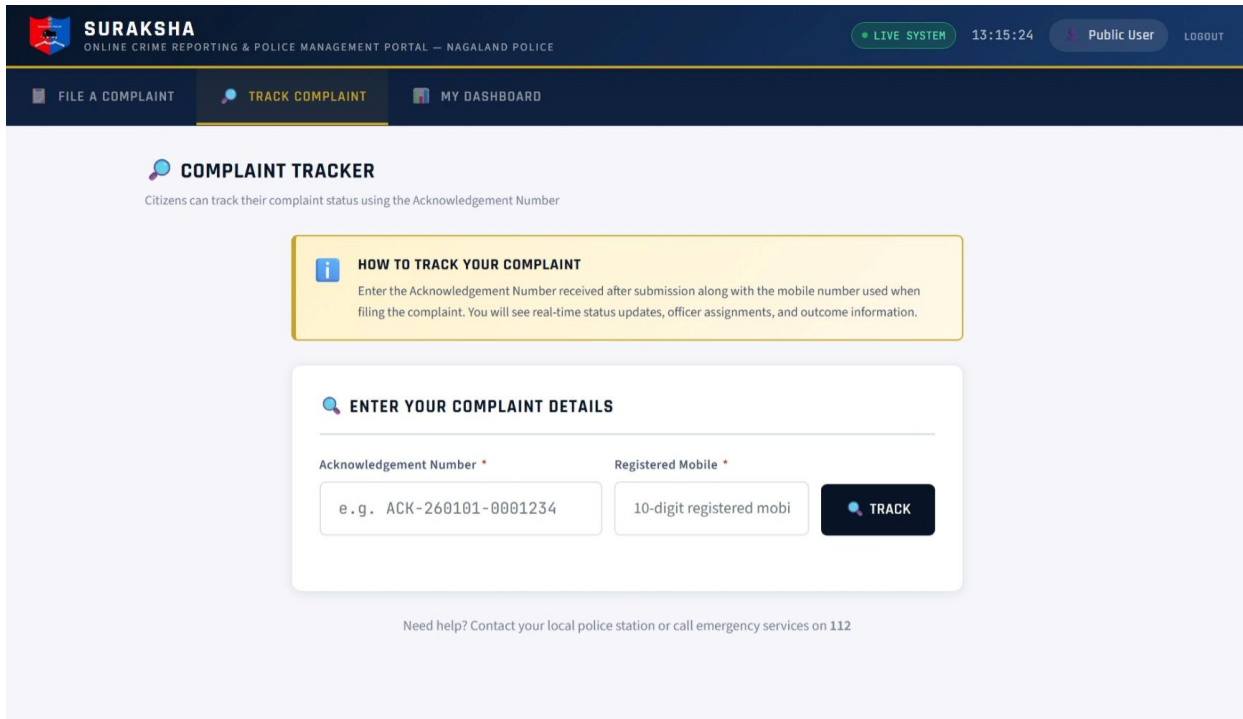


Figure 6: Track Complaint 1

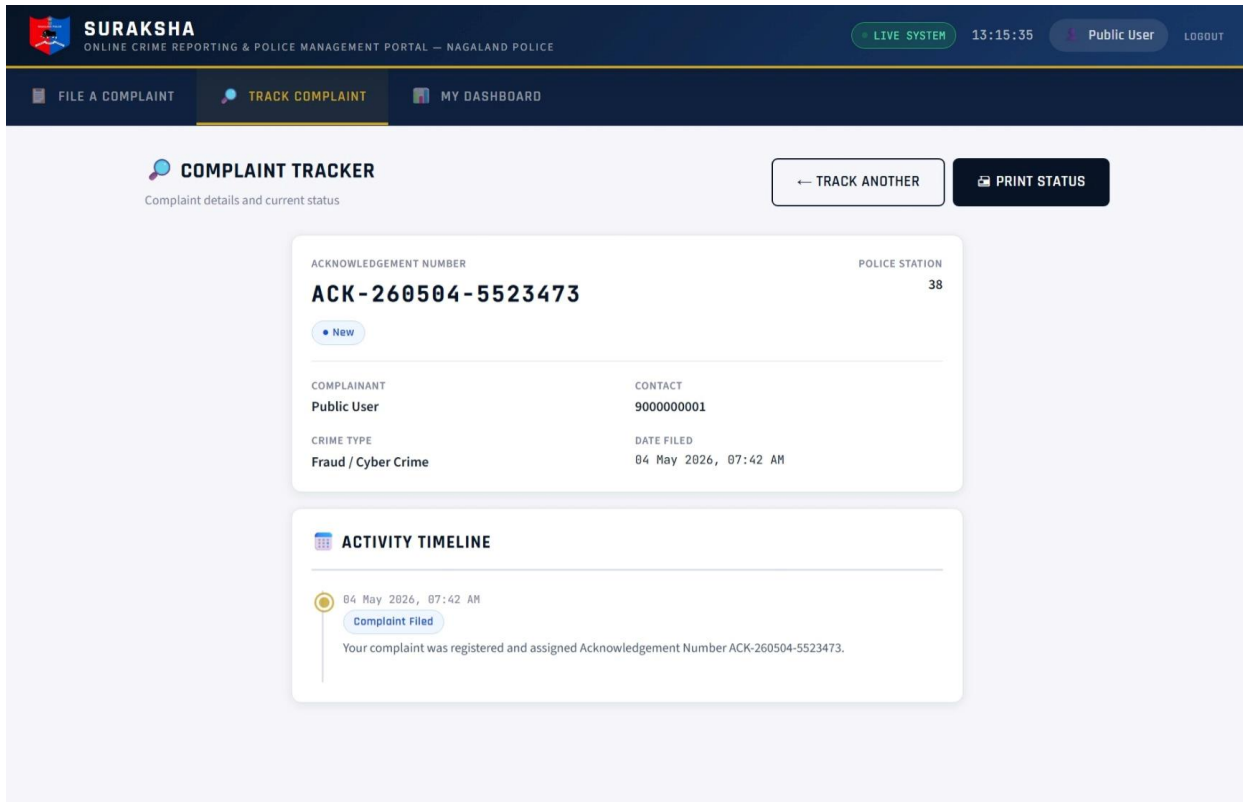


Figure 7: Track Complaint 2

08 Your Dashboard and Profile

Registered users have access to /dashboard where you can:

- See every complaint you have filed in a single list.
- Open any complaint to read full details and the audit timeline.
- Edit complaints that are still in 'New' status (see section 9).
- Update your profile (name and phone number).
- Add or remove supporting documents on pending complaints.

SURAKSHA
ONLINE CRIME REPORTING & POLICE MANAGEMENT PORTAL – NAGALAND POLICE

LIVE SYSTEM 13:17:29 Public User LOGOUT

FILE A COMPLAINT TRACK COMPLAINT MY DASHBOARD

MY COMPLAINTS
Manage and track the complaints you have submitted

+ FILE NEW COMPLAINT

MY PROFILE EDIT PROFILE

FULL NAME: Public User MOBILE NUMBER: 9000000001

Name and phone updates will apply to future complaints. Existing complaints retain the details entered at the time of filing.

ACK. NUMBER	CATEGORY	STATION	FILED ON	STATUS	ACTIONS
ACK-260504-5523473	Fraud / Cyber Crime	North P.S.	04 May 2026	New	TRACK EDIT
ACK-260428-0670306	Theft / Burglary / Cheating	North P.S.	28 Apr 2026	In Progress	TRACK Not editable
ACK-260428-4175690	Theft / Burglary / Cheating	North P.S.	28 Apr 2026	Closed	TRACK Not editable
ACK-260428-1495799	Domestic Violence	North P.S.	28 Apr 2026	In Progress	TRACK Not editable

Figure 8: My Dashboard

09 Editing or Withdrawing a Complaint

You may edit a complaint only while its status is 'New'. Once an OC assigns an Investigating Officer, the complaint becomes locked from the citizen side because the police investigation has begun.

- To edit: open the complaint from your dashboard and click 'Edit'.
- To remove a document: open the complaint and click the bin icon next to the file.

- To withdraw an entire complaint: contact the police station directly with your acknowledgement number; only the OC can close a complaint formally.

10 Understanding Complaint Statuses

Your complaint moves through the following states:

STATUS	TYPE	DESCRIPTION
New	ACTIVE	Just filed, awaiting Investigating Officer assignment by the Officer-in-Charge.
In Progress	ACTIVE	An IO has been assigned and is actively investigating.
Report Submitted	ACTIVE	The IO has submitted the final investigation report to the OC for review.
FIR Registered	FINAL	The OC has formally registered a First Information Report (Cognizable offences).
Closed	FINAL	The OC has closed the complaint, usually for Non-Cognizable offences. The closure reason is shown to you.

11 Privacy, Rights and Anonymity

- Your phone number is encrypted in storage.
- Anonymous complaints do not display your name to officers, but you may opt in to a meeting if you wish.
- Every authentication event (login, logout) is logged for security audit purposes.
- Your evidence files are stored on a separate, access-controlled disk and are visible only to authorised police personnel handling your case.
- You retain the right to withdraw consent and request deletion of personal data subject to applicable law — contact the OC of the relevant station.

12 Frequently Asked Questions

I lost my acknowledgement number. What should I do?

If you registered an account, log in to your dashboard — all your complaints are listed there. Otherwise, visit the police station with proof of identity and the approximate date of filing; an officer can look it up.

Can I add more evidence after filing?

Yes, while the complaint is still 'New' you can upload more files from your dashboard. After assignment, share new evidence directly with the assigned IO.

Will I get notified when the status changes?

Yes, users will get notified through SMS upon status changes. Status updates are also visible on the Track Complaint page. If you registered, your dashboard reflects changes in real time.

What is the difference between Cognizable and Non-Cognizable?

Cognizable offences (for example, murder, robbery) allow the police to arrest without a warrant and typically progress to FIR Registered. Non-Cognizable offences require the magistrate's permission and are usually closed at the police-station stage with a written reason.

Who do I contact for help?

Call the police station you selected during filing, or the PHQ helpline. Always quote your acknowledgement number.