

No. 22003/208/CPGRAMS/2025-I4C

Government of India

Ministry of Home Affairs

Indian Cyber Crime Coordination Centre (I4C)

5<sup>th</sup> floor, NDCC-II Building

Jai Singh Road, New Delhi

Dated: 29<sup>th</sup> January, 2026

**PUBLIC NOTICE**

**Subject: Information regarding implementation of Grievance Redressal Mechanism under CPGRAMS.**

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to citizens 24x7 to lodge grievances to public authorities on any subject related to service delivery. It aims to promote a responsive, transparent, and accountable administration.

2. The I4C under the Ministry of Home Affairs, functions as a research and coordination body dedicated to strengthening the national framework for combating cybercrime. The I4C is committed to the effective redressal of public grievances in letter and spirit. Experience has shown that when an applicant approaches the correct Public Authority, it significantly expedites the resolution process. Therefore, it is essential to apprise citizens about the operational ambit of I4C concerning the redressal of grievances.

**3. Following issues are worth mentioning in this context:**


- i. 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India and States/UTs are primarily responsible for prevention, detection, and investigation of all crimes including cybercrime through their Law Enforcement Agencies (LEAs).
- ii. I4C is not an investigative agency. The complaints received on National Cybercrime Reporting Portal (NCRP) are investigated by the Law

Enforcement Agencies (LEA) of State/UT concerned and not by I4C as it does not possess the powers of investigation under the Bhartiya Nagarik Suraksha Sanhita, 2023 (BNSS). Accordingly, the custodian of information available on NCRP or other portals like Sahyog, Samanvaya etc. are Law Enforcement Agencies of States/UTs I4C manages only the technical infrastructure related to NCRP. The status of investigation is also updated on NCRP by LEAs of States/UTs from time to time. All complainants can see the status of their complaint by visiting NCRP.

- iii. The lien marking/freezing of bank account is not done by I4C, MHA. The decision to lien mark/freeze a bank account is either taken by the Investigating Officer of LEA concerned under the provision of BNS/BNSS on the basis of investigation and evidences or by the bank officials under various regulations of RBI.
  - iv. Likewise, the blocking of mobile numbers and devices is also done by LEAs of States/UTs under the appropriate provisions of Telecommunications Act, 2023 and rules made there under along with BNS/BNSS and not by I4C.
  - v. Accordingly, all grievances relating to State Governments, Union Territory Administrations, and the Government of NCT of Delhi are to be redressed by the respective State/UT Government through their Law Enforcement Agencies (LEA).
  - vi. As I4C functions as a national-level coordination centre, grievances received on CPGRAMS that pertain to specific incidents of cybercrime or local law enforcement matters are forwarded/transferred to the concerned State/UT nodal authorities for appropriate action.
4. In view of the above cited facts, the general public is hereby informed:
- i. To file grievance applications with appropriate public authorities of States/UTs in case they desire information regarding investigations undertaken or portal-specific operational data (National Cybercrime Reporting Portal data).

- ii. Citizens may track the status of their grievances using the unique registration ID provided at the time of lodging the complaint on <https://pgportal.gov.in/Status>.
- iii. **Exclusions from CPGRAMS:** As per DARPG comprehensive guidelines dated 23.08.2024 available on <https://pgportal.gov.in> under 'What's New', the following categories of grievances are not permissible for redressal under this platform:
- a) **Sub-judice Matters:** Any case currently under consideration by a court of law or matters concerning judgments already delivered by a court.
  - b) **Personal Disputes:** Issues involving personal or family feuds and private disputes.
  - c) **RTI Matters:** Queries or complaints relating to the Right to Information Act (which should be handled via the dedicated RTI portal).
  - d) **National Security:** Matters impacting the territorial integrity of the country or friendly relations with foreign nations.
  - e) **Service Matters:** As mentioned in the DoPT's O.M. No. 11013/08/2013-Estt(A-III) dated 31.8.2015, the grievances regarding service matters shall not be submitted on this platform.

5. This notice is issued to facilitate the effective implementation of the grievance redressal mechanism and to ensure that citizens' concerns reach the rightful redressal office for prompt resolution.



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