

USER MANUAL : MONEY RESTORATION MODULE

Presented by

Cyber Fraud Mitigation Centre, I4C

VICTIM LOGIN

LOGIN PAGE : VICTIM

Login Process:

- a. **Victim** have to visit **Money Restoration Module** and select the **“Citizen Login”**
- b. Enter the **Mobile Number** for 2-factor authentication. Victim will receive an **OTP** on Registered Mobile Number, that needs to be entered for successful login.

The screenshot displays the login interface for the NCRP - Money-Restoration module. The page header includes the Government of India logo, the Indian Cybercrime Coordination Centre logo, and the text 'साइबर पुलिस पोर्टल Cyber Police Portal'. The main navigation menu contains links for 'Raise Request', 'User Manual', 'How to Apply', 'FAQ', 'Check Status', and 'Contacts', along with a 'Login' button. The login form is centered and contains the following elements:

- A user icon and the text 'Please login to continue'.
- Two radio button options: 'LEA Login' and 'Citizen Login'. The 'Citizen Login' option is selected.
- A text input field labeled 'Mobile Number*' with an arrow pointing to it from a callout box.
- A 'Send OTP' button.
- A 'Forgot Password?' link.
- A 'Raise Request' button.

To the right of the login form is a large illustration of a man talking on a mobile phone, with the text 'For Financial fraud call on 1930' below it. The footer of the page states: '© Website Content Managed by Ministry of Home Affairs, Govt. of India. Best viewed in Mozilla Firefox, Google Chrome.'

VICTIM RAISE REFUND REQUEST

Step 1: Victim will be redirected to **“Raise Refund Request”** page

The screenshot displays the NCRP-Money Restoration Portal interface. At the top, there is a header with the Government of India logo and the Indian Cybercrime Coordination Centre logo. Below the header, there is a navigation bar with links for 'How to Apply', 'Raise Refund Request', 'User Manual', 'FAQ', 'Check Status', and 'Contacts'. A 'Public Advisory' banner is visible, stating: 'Citizens are advised not to engage with any middlemen or agents (dalais). Please use the official portal to track application status. For assistance, contact your concerned Police Station.' The main content area features a progress bar with three steps: 'OTP', 'Complaint', and 'Refund'. The 'Step 1: Raise Refund Request' section is highlighted and contains the following text: 'Enter the 14-digit Complaint Acknowledgement ID and verify using OTP.' Below this text is a form titled 'Raise Refund Request' with a text input field labeled 'Registered Acknowledgement number*' containing the value '20812250091188' and a 'Resend OTP' button. A blue arrow points from a text box below to the input field.

Enter the **Acknowledgement ID** of NCRP-CFCFRMS(Cyber crime Portal) and **verify using OTP**

VICTIM RAISE REFUND REQUEST

Step 2: Victim will be able to see Complaint Summary – “Complaint Details & Debit Details”

Step 2: Complaint Summary

Complaint Details

S.No.	Acknowledgement No.	Complainant details	Reported amount (₹)	Provisional Restorable amount (₹)	Reported Date & Time	State/ District/ PS
1	20812250091188	Nitesh Kumar Dabas 8700921637 khanjhawla 110081	₹139,650	₹8,984.13	08-12-2025 04:07:01 PM	DELHI ROHINI CYBER POLICE STATION ROHINI

Debit Details

S.No.	Bank Name	Account No.	Reported Amount (₹)	Transaction Id/UTR No.	Transaction Date & Time	Complaint Date & Time
	Commerce and United Bank of India)					
2	State Bank of India	43296869507	₹7,000	533827652689	04-12-2025 12:46:00 PM	08-12-2025 04:07:01 PM
3	State Bank of India	4296869507	₹50,000	533840736020	04-12-2025 04:45:00 PM	08-12-2025 04:07:01 PM
4	State Bank of India	4296869507	₹27,800	533832018539	04-12-2025 02:01:00 PM	08-12-2025 04:07:01 PM

VICTIM RAISE REFUND REQUEST

Step 3: Victim will be able to see - **“Restoration Refund Details & Submit”** to check

Restoration Details

Disclaimer: 'Put on Hold' does not guarantee restoration. The amount shown is provisional and subject to change. The actual amount restored may differ from the amount put on hold. Restoration could be done through the police or a court order. **However, if you have a court Order, please upload it here.**

S.No.	Bank Name	Account No.	Provisional Restorable Amount (₹)	Action Date & Time	<input type="checkbox"/>	Court Order
1	HDFC Bank	50200020903853	₹2,122.09	10-12-2025 12:00:00 AM	<input type="checkbox"/>	No file
2	ICICI Bank	657405500786	₹4,301.04	09-12-2025 09:37:04 AM	<input type="checkbox"/>	No file
3	Punjab National Bank (Including Oriental Bank of Commerce and United Bank of India)	2547000100196454	₹1,010	17-12-2025 03:47:36 PM	<input type="checkbox"/>	No file

Upload Court Order ⓘ

Upload

Bank Name

Account No.

Restorable Amount

Victim can also upload Court Order

VICTIM RAISE REFUND REQUEST

Step 3: Victim will be also given option to enter “**Refund Account Details**”-

Refund Account details ⓘ

Please provide the bank account details in which the money will be restored. Enter the correct IFSC code to confirm the account details.

S.No.	Bank Name	Account No.	IFSC Code	Branch Name
1	Yes Bank	<input type="text" value="Account Number*"/> 010726400000313	<input type="text" value="IFSC Code*"/>	-

Upload PAN Card * ⓘ

Remarks*
Enter Remarks here ... (max 500 characters)

I hereby solemnly affirm that the information furnished above is true and correct. I also confirm that the refund bank account details are accurate and same as mentioned in the Court Order.

Submit the Request

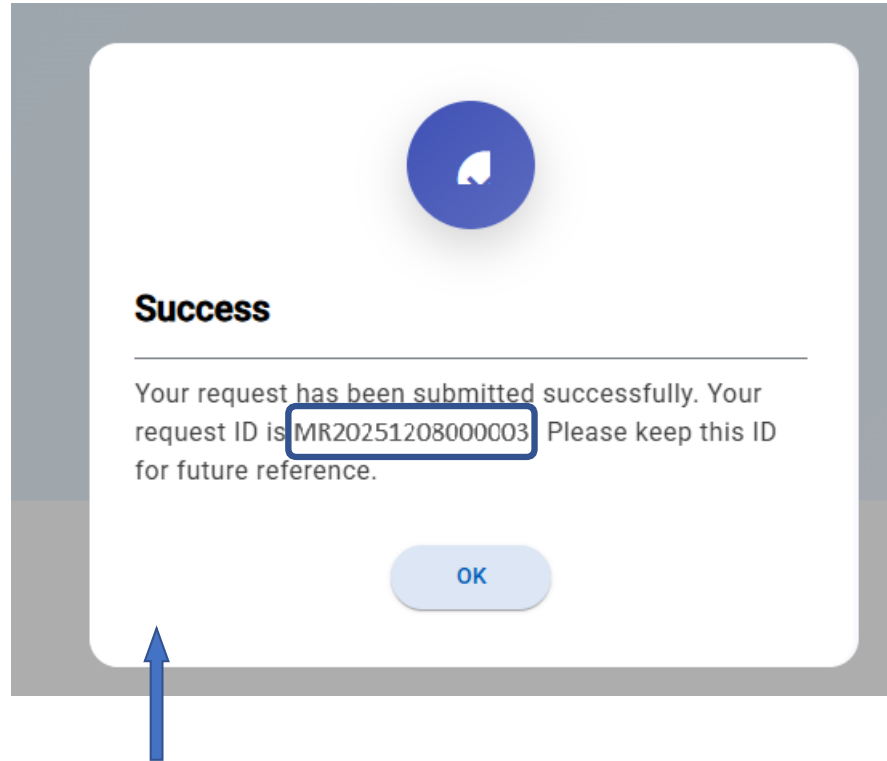
Victim has to fill either the existing account number from where the money has been debited or a new Account Number & IFSC code, wherein the money has to be restored.

Victim will upload PAN card

Victim has to enter the remarks

Select the checkbox for declaration

VICTIM RAISE REQUEST PAGE - 3



Unique Request ID
Eg:
MR20251208000003
will be generated