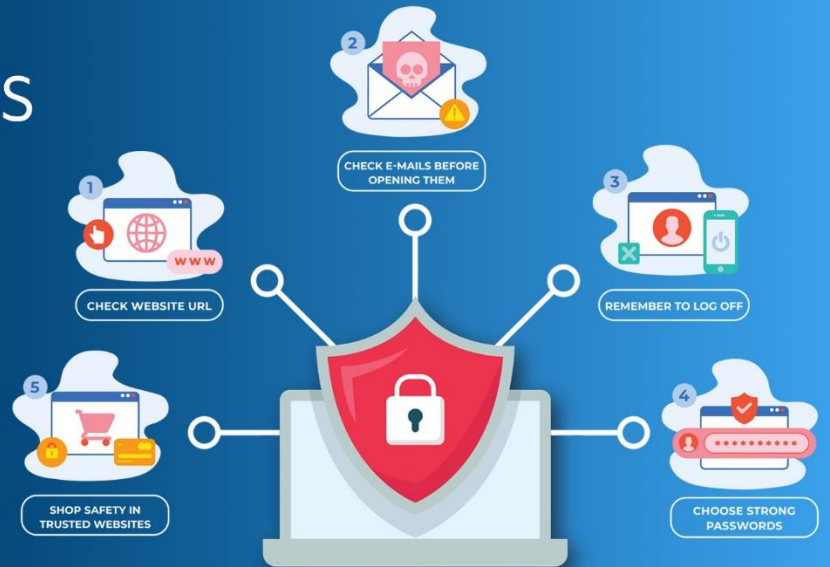




# INVESTIGATOR'S DIRECTORY

CYBER WARRIORS  
SERIES-2.0



STATE ITCCELL, DGP OFFICE  
TELANGANA POLICE





# INVESTIGATOR'S DIRECTORY

CYBER WARRIORS  
SERIES-2.0

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**Disclaimer:** The information contained herein has been obtained from several sources believed to be reliable. While compiling the contents of this book care has been taken to provide the material in a lucid way. It would be happy to hear any suggestions, corrections, modifications and further topics to be addressed so that the same will be taken care in the future.

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# INTRODUCTION

All are aware that internet and technology integration is increasing in the lives of people and processes. Dependence on the internet has increased manifold and is increasing exponentially in the daily life of individuals. Though the use of the internet has eased access to several channels of information in the life of an individual, it has also invited challenges to the public, out of which, some are reported as cybercrime cases.

As the Government of India goes digital with the Digital India program, the use of e-commerce, e-Banking, e-Office, e-Health, e-Governance, e-KYC Services, etc., has encouraged citizens to go digital to perform day-to-day transactions. Social media is another domain where internet usage poses a threat due to unresolved identities that have invited challenges to Police agencies to deal with them, particularly in the cases of women and children. The methods and techniques cyber criminals used to commit their crimes are innumerate and continued to grow each year in both number and sophistication. As such, there has been a constant surge in cases of cybercrime reported in the past few years, especially in the pandemic period.

The Police Agencies are facing challenges in fighting cybercrimes and they have been leading the fight against these cybercrimes through the enforcement of IT Act and the conduct of cyber threats awareness programs & campaigns among the people. The officials, especially, involved in Cybercrime investigation and prosecution, are experiencing difficulty in securing information and digital evidence which is very important for combating crime. Further, it would be practically difficult in the current digital landscape to retrieve the kind of evidence required to solve some of the cases reported to the Police agencies.

Digital evidence is any information or data of value to the investigation that is stored on, received by, or transmitted by an electronic device. Text messages, emails, pictures, videos, and internet activities are some of the most common types of digital evidence. Most of the criminals, unknowingly, leave digital footprints such as IP address, posting on a social media platform, or using their mobile device for everyday use etc. This information could reveal – intent, location, and time of the crime, relationship with the victim, and relationship with other suspects.





As the first responder, an activity of the collection and presentation of digital evidence begins with the Police. To facilitate a satisfactory review of facts and artefacts of evidence involved in the case, service providers need to be consulted to gather digital information related to the incident/crime. This directory describes different types of digital services available in the digital world and probable crime that takes place. Further, this book provides a list of Service Providers and their Nodal Officers to be contacted by the Investigating Officers for the collection of the required information and digital evidence that they need to investigate cybercrime cases.

In conclusion, this directory is designed principally for the use of Investigating Officers as well as the officers overseeing the collection of information and digital evidence process. The goal of this directory is to guide the Investigating Officers through the facility-based collection of critical information and digital evidence from service providers. It also alerts the Investigating Officer to navigate through the correct direction of the investigation process and helps construct a strong case for prosecution.





# GATHERING DIGITAL EVIDENCE FROM DIGITAL SERVICE PROVIDERS

Digital evidence is information stored and transmitted in a form (binary) that may be relied on in courts. The Information Technology Act defined that digital/electronic form of evidence as 'any information of probative value that is either stored or transmitted in electronic form'. Computer documents, emails, text and instant messages, transactions, images, and internet histories are examples of information that can be gathered from electronic devices and used very effectively as evidence.

Digital evidence can be found on computer hard drives, CDs, cloud, flashcards etc., associated with electronic/digital crime such as online frauds, child pornography, credit card frauds, etc. Also, suspects' email or mobile phone artefacts might contain critical evidence regarding their intent, their whereabouts at the time of a crime, and their relationship with other suspects.

The activity of collecting critical information and digital evidence will begin when the law initiates a criminal investigation. At this stage, the information and digital evidence need to be called from Service Providers by the Investigating Officers to facilitate a satisfactory review of facts and artefacts of evidence involved in the incident/crime.

The Internet and other Service Providing Agencies are liable to preserve certain information and provide them to the Law Enforcement Agencies (LEA) if required under the Law for investigation. The Investigating Agencies may acquire such information from -

- 1) Telecom Service Providers (TSP)
- 2) Internet Service Providers (ISP)
- 3) Banking and Financial Institutions
- 4) Social Media Service Providers
- 5) E-Commerce Companies
- 6) E-Wallets
- 7) E-Mail Service Providers
- 8) Over The Top (OTT) Service Providers
- 9) Other Service Providers

The Nodal/In-charge Officers of the above Service Providing Agencies can render the support needed by I.Os to streamline the data evidence collection process.





# TELECOM SERVICE PROVIDERS





## Brief on Telecom Service Providers:

A Telecommunication Service Providers (TSP) is a type of Communications Service Providers that has traditionally provided telephone and similar devices.

Data obtained from Telecom Service Providers are helpful for the investigators in quickly identifying the suspects/accused. TSPs offer voice, internet, television, networking, and data services. These services can either be wired or wireless.

### **Details of the information and digital evidence need to be sought from service providers for the investigation purpose:**

The Investigating Officers can collect the following information for investigation purposes:

1. Customer Application Form (CAF) details
2. Know Your Customer(KYC) details of the user
3. Details of Call Data Records (CDRs)
4. Details of mobile number connected to it and its location
5. Details of Internet Protocol(IP) data and location records
6. Details of General Packet Radio Services (GPRS) logs
7. Phone Number used to register the Bulk SMSs
8. Login/Logout IPs used for sending the Bulk SMSs
9. Details of registration particulars for Bulk SMS.
10. Trunk ID/ILD particulars.
11. Mobile Tower location CDR data.
12. Any other relevant information deemed fit for investigation



<b>TELECOM SERVICE PROVIDERS</b>					
<b>Sl.No.</b>	<b>Operator</b>	<b>Nodal Officer Name</b>	<b>e-Mail ID</b>	<b>Mobile No</b>	<b>Address</b>
1.	AIRCEL	Nodal Officer	ap.nodaldesk@aircel.co.in, upw.nodaldesk@aircel.co.in	9808192866	Aircel Limited, Municipal No. 66-5-25, HM Vibha Towers, 3rd Floor, Laskar Hosur Road, Koramangala, (Beside Forum Mall) Bangalore-560029
2.	AIRTEL	In-charge Officer	nodalofficer3.ap@in.airtel.com		Bharti Aritel Limited, #55, Divyashree Towers, Opp:Jayadeva Hospital, Bannerghata Main Road, Bangalore 560059
3.	ANDAMAN & NICOBAR (WEST BENGAL)	Mr. R Balaji Prasad	ddgterm-and@nic.in	3192242727 Fax-243636	Oto Building, I Floor, Bengali club Road, Near Head Post Office, Port Blair, A&N- 744101
4.	ANDHRA PRADESH	Mr. B Suresh Krishna	ddgtermap.dot@nic.in	8662487699 Fax-2466099	0-11,Telcom Officer's Complex, Tikkell Road, Mogalrajpuram,Vijaya wada - 520010
5.	ASSAM	Mr. Vineet Kumar Matur	ddgvtm-asm@nic.in	3612734222	



6.	ATRIA CONVERGANCE TECHNOLOGIE S PVT LTD.	Mr.C.N. Suresh Babu	nodal.term@acttv.in		
7.	BANGALORE (KARNATAKA)	Mr. SRN Prasad	ddgtermbg-dot@nic.in	8022372323 Fax-22373636	II Floor, Aminity Block, Palace Road, Bangalore-560001
8.	BIHAR	Mr. S. S. Singh	ddgtermbr-dot@nic.in	6122506220 Fax- 506362	7 <sup>th</sup> Floor, Telephone Bhawan, R Block, Patna- 800001
9.	BSNL	Nodal Officer	dgmnsual@bsnl.co.in, vightd10@bsnl.co.in	1352620605 9490120744	BSNL Karnataka Circle, Divisional Engineer Li Room, No:101, CMX Building, Devaraj URS Road, Bangalore 560001
10.	CELLONE	In-charge Officer	techcellone_hyd@bsnl.co.in		
11.	CHENNAI	Mr.P Jagadeesan	ddgytmchn-dot@nic.in	4426451000	3 <sup>rd</sup> Floor, Kellys Telephone Exchange,22 Kellys Road, Chennai- 10



12.	CHHATTISGARH	Sd Bind	ddgterm.cg@nic.in	7712226300	2 <sup>nd</sup> Floor, CTO Building, Jaistambh Chowk, Raipur
13.	DELHI	Mr. NK Chhokar	ddgtermd-dot@nic.in	1126469191	5 <sup>th</sup> & 6 <sup>th</sup> Floor, MTNL Tel Building, Nehru Place, N Delhi-19
14.	Etisalat D B Telecom Pvt Ltd	Telecome service provider	appellatebh@cheersmobile.in		Etisalat D B Telecom Pvt Ltd, 2nd Floor, VAU's Automobiles Building, Ashiana Digha Road, Near Godavari Apartments, Ashiana, Patna, Bihar - 800014
15.	GUJARAT	Mr. AK Bhatia	ddg-term-guj@nic.in	7925510011 Fax- 5510022	1 <sup>st</sup> Floor, P&T Administrative Building, Khanpur, Ahmedabad-380001
16.	HARYANA	Mr. RP Singhal	ddgtermhr-dot@nic.in	1712602222 Fax-2602111	3 <sup>rd</sup> Floor, CGMT BSNL Office Building 107, The Mall Ambala Cant.
17.	HATHWAY CABLE & DATACOM LTD.	Mr.Sudhir Shetye	sudhir.shetye@hathway.net	9870700700	



18.	HIMACHAL PRADESH	Mr. Sarvendra Singh	ddgtermhp-dot@nic.in	1772629700	Hari Niwas, Khalini, Simla, Hp-171002
19.	HYDERABAD (ANDHRA PRADESH)	Mr. G Gouri Sankar	ddgvtmhyd-dot@nic.in	4027543377 Fax-27543322	2nd Floor, Telephone Exchange Building, Bholakpur, KavadiGuda, Hyderabad-80
20.	IDEA	Mr.Parkash Nodal Officer	inodal.upw@idea.adityabirla.com inodal.ap1@idea.adityabirla.com  9911009460, 9990035235 9990035263	9990035224	Idea Cellular Limited, #75, Civil Station, Richmond Road, Bnagalore-560025
21.	JAIPUR (RAJASTHAN)	Mr.Bk Gupta	ddgterm.jp-dot@nic.in	1412712631 Fax-2712624	Ground Floor, Sanchar Bhawan Jhalana Institutional Area, Jaipur-302004
22.	JAMMU & KASHMIR	Mr. AK Singh	ddgvtm-jk@nic.in	1912470111 Fax-2471998	4 <sup>th</sup> Floor, Technical Block, Telephone exchange Building, Trikuta Nagar, Rail Head Complex, Jammu
23.	JHARKHAND (BIHAR)	JB Prasad	ddgtermjh-dot@nic.in	6512273444 Fax-2273900	2 <sup>nd</sup> Floor, Arttc Building, BSNL, (Near Jumar River), Hazaribagh Road, P.O. Neori, Ranchi -835217
24.	KARNATAKA	Mr Natrajan	ddgtermktt-dot@nic.in	8026637777 Fax-26638888	Ground Floor, Sanchar Complex, WMS, Compound, 47 <sup>th</sup> Cross, 9 <sup>th</sup> Main, 5 <sup>th</sup> Block, Jaya Nagar, Bangalore 560 041





25.	KERALA	V.Raghunandan	ddgtermkrl-dot@nic.in	4842205900 Fax-2205903	Oto The Oog (Term), Kerala, Oot, BSNL Telecom Store Depot., Gandhi Nagar, Ernakulam 682020
26.	KOLKATA	Mr. Hasan Zaheer	ddgvtmkol-dot@nic.in	3323572002 Fax-23572003	QA Bhawan, Block - EP & GP, Sector - V, Saltlake, Kokata - 700001
27.	LUCKNOW (UP - EAST)	Mr. Mahidhar Pant	ddgvtmlko@up.nic.in	5222727244 Fax-2727222	5/464-465,Viram Khand-V, Gomti Nagar, Lucknow
28.	M/S AT&T GLOBAL NETWORK SERVICES INDIA	Mr.Naveen Tandon	naveen.tandon@intl.att.com,	9811163896	
29.	M/S BHARAT SANCHAR NIGAM LTD.	Mr.Sanjay Kumar, DGM	dgmop.bbnw@gmail.com	9412000480	
30.	M/S BHARTI AIRTEL LTD	Mr. Ravi Gandhi	ravi.gandhi@airtel.com	9871106558	
31.	M/S CITYCOM NETWORKS PVT. LTD	Mr. Amit Kumar	amit.kumar@spectranet.in	9873128715	



32.	M/S DISHNET WIRELESS LTD.	Mr. Anant Chakole	anant.chakole@aircel.co.in	9706499695	
33.	M/S MAHANAGAR TELEPHONE NIGAM LTD.		dgmint@bol.net.in gmbbmbi@mtnl.net.in		
34.	M/S ORANGE BUSINESS SERVICES INDIA NETWORK PVT. LTD.	Mr. Rajesh Ballal	rajesh.ballal@orange.com	9810479210	
35.	M/S RELIANCE COMMUNICAT IONS LIMITED	Mr. Amit Mathur	a.mathur@relianceada.com	9312208215	
36.	M/S RELIANCE JIO INFOCOMM LIMITED	Mr. Mahipal Singh	mahipal.singh@ril.com	9717899166	
37.	M/S TATA COMMUNICATIO NS LTD.	Mr. Satish Gaikwad	praveensharma@tatacommunic ations.com satish.gaikwad@tatacommunic ations.com	8237043438	



38.	M/S TELSTRA TELECOMMUNICATI ONS PVT. LIMITED	Mr. Bikash Suman	bikash.suman@team.telstra.com	9810610309	
39.	M/S VERIZON COMMUNICAT IONS INDIA PRIVATE	Mr. Debasish Dey	debashish.dey@in.verizon.com	9810074983	
40.	M/S VODAFONE IDEA LIMITED	Mr. Girish Joshi	rahul.vatts@vodafoneidea.com c.ramachandran@vodafoneidea.com	9819818856	
41.	MADHYA PRADESH	Mr. Vinod Gupta	ddgtermdot-mp@nic.in	7552550199 Fax-2550196	Doordarshan Bhawan, Room No.222, II Floor, Hoshangabad Road, Bhopal 462015
42.	MAHARASHTR A	Mr. KK Chanda	ddgtermnag-dot@nic.in	7122293999 Fax-2287989	2nd Floor Khamla Telephone Exch. Khamla Nagpur 440025
43.	MICROSOFT INDIA	Mr Chandrasek har	schandr@microsoft.com	9811674653	
44.	MOBILE TELESYSTEM INDIA (MTS)	Mr. Pankaj Sharma	upwcircle.nodalofficer@mtsindia.in	9152090601	



45.	MONEYMINT	Customer Care	<p>grievance@suvidhaa.com nodal.officer@mysmartpaisa.in care@mpurse.co.in</p>	<p>9223225225/ 9223227227</p>	<p>Suvidhaa Infoserve Pvt. Ltd., Hi-Tech Plaza, Mahakali Caves Road, Andheri (East), Mumbai -400093</p>
46.	MTNL	In-charge Officer	<p>gmvigil@mtnl.net.in</p>		
47.	MUMBAI	Mr. Madan Mohan	<p>ddgterm-mum@nic.in</p>	<p>2228574300 Fax-28573535</p>	<p>5th Floor, Technical Wing, Saki Vihar Telephone Exchange, Andheri (East), Mumbai - 400072</p>
48.	NETMAGIC SOLUTIONS PRIVATE LIMITED	Mr. Shivaji Gadiwader	<p>shivaji@netmagicsolutions.com</p>	<p>9820021139</p>	
49.	NORTH EAST-II (NORTH EAST)	Mr. AK Das	<p>ddgtermne2-dot@nic.in</p>	<p>386237171 Fax-237191</p>	<p>Behind OCB- Telephone Exchange Building, Dimapur-797112,</p>
50.	ODISHA	Mr. RK Garhwal	<p>ddgtermod-dot@nic.in</p>	<p>6742547500 Fax-2547889</p>	<p>4th Floor, Doorsanchar Bhawan, Unitix, Bhubaneswar-22, Odisha</p>
51.	POWER GRID CORPORATION OF INDIA LIMITED	Mr. Rohit Kumar	<p>rohit@powergridindia.com,</p>		



52.	PUNE (MAHARASHTRA)	Mr. Rama Gopal	ddgterm pune-dot@nic.in	2026121616 Fax-26134646	CTO Compound. Behind GPO, Church Road, Camp, Pune- 411001, Maharashtr
53.	RAILTEL CORPORATIO N OF INDIA LIMITED	Mr. Vikas Jain	sri@railtelindia.com,vikas.jain @railtelindia.com	9717644449	
54.	RAJASTHAN	Mr. Ramdeo Arya	ddgterm.rj-dot@nic.in	1412712621 Fax-2712624	Ground Floor, Sanchar Bhawan, Jhalana Institutional Area, Jaipur302004
55.	RELIANCE	Madhu Balusu	rcomnodaldesk.up@relianceada.com	9369999795	Reliance Communication Limited, Salarpurla Pearl, Residency Road, Ashok Nagar, Richmond Town, Beside Ballal Residency Hotel, Bangalore- 560050.
56.	RELIANCE	Mr. Aditya Singh	in-charge officer	9389946527	Reliance Communication Limited, Salarpurla Pearl, Residency Road, Ashok Nagar, Richmond Town, Beside Ballal Residency Hotel, Bangalore- 560050.
57.	RELIANCE DIGITAL	Mr. Ajay Nayer	reliancedigital@ril.com cshead.reliancedigital@ril.com	8451938628	



58.	SIFY	Mr. Shyam Sreedhara Nair	shyam.nair@sifycorp.com lea.support@sifycorp.com luithelp@sify.com gomathi.sitaram@sifycorp.com	9811901268 +91 44 2254 0770/77	Sify Technologies Limited II Floor, TIDEL Park, No.4, Rajiv Gandhi Salai, Taramani Chennai - 600 113, India.
59.	Starcomms	Telecom service providers	navneets@starcomms.com		
60.	TAMILNADU	Mr. N Asokra	ddgtermtn-dot@nic.in	4222436400 Fax-2436800	3rd Floor, Telecom Building, No-2, Bharthi Park Road-II, Coimbatore-641043
61.	TATA SKY BROADBAND PRIVATE LIMITED	Mr. Amit Malik	amit.malik@tataskybb.com	9716299730	
62.	TATA TEL	Mr. Ashwini Kumar	apsecurity.wing@tatatel.co.in nodal.security.upwest@tatatel.co. in	9045099779	Tata Teleservices Limited, 'A' Block Silicon Terraces, #30/1, Hosur Main Road, Koramangala, (Near Car HQ, Audugodi) Bangalore-560095.
63.	TWITTER.	Ms Mahima Koul	mkaul@twitter.com lawenforcement@twiter.com	9910z170854	



64.	UNINOR	Mr. Amit Gangwar	cno.upw@uninor.in, amit.gangwar@uninor.in, cno.ap@uninor.in	9058111082 9058111069	
65.	UTTAR PRADESH (EAST)	Mr. VP Singh	ddgvtmupe@up.nic.in	5222727400 Fax-2727600	5/464-465,Viram Khand-5,Gomti N5/464- 465,Viram Khand-5,Gomti Nagar, Lucknow
66.	UTTAR PRADESH (WEST)	Mr. AK Srivastava	ddgtermupw-dot@nic.in	1212402200 Fax-2402256	1st Floor Brahmpuri Tele. Exch. Meerut (U.P.)- 250002
67.	UTTARANCHAL	Mr. AK Srivastava	ddgterm-uk-dot@nic.in	1352734577 Fax-2734677	1st Floor, BSNL Telephone Exchange, 197 Rajpur Road, Dehradun ,Uttaranchal- 248001
68.	Videocon Assam	Nodal Officer	nodalofficer.assam@d2h.com	9085076762	Videocon d2h Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022.
69.	Videocon Bihar	Nodal Officer	nodalofficer.bihar@d2h.com	7061384201	Videocon d2h Limited (Formerly B.B.C.L.), Saryar Villa, 91, Montessori School Lane, Boring Road, Patna - 800001



70.	Videocon Chandigarh	Nodal Officer	nodalofficer.chandigarh@d2h. com	0172-5095981	Videocon d2h Limited (Formerly B.B.C.L.), F 373, Phase 8B, Industrial Area , Mohali,160071
71.	Videocon Chhattisgarh	Nodal Officer	nodalofficer.chhattisgarh@d2h. com	0731-475-2001	Videocon d2h Limited (Formerly B.B.C.L.), Brilliant Solitaire ,Plot No. 6- A, Scheme No. 78,Part-II, Indore (M.P.)- 452010
72.	VIDEOCON TELECOMMUNICATIONS	In-charge Officer	nodalofficer.wb@videocon.com, suman.pradhan@videocon.com		Videocon Telecommunications Ltd., Parvati Shopping Arcade, Block-C, 2nd Floor, Asansol, West Bengal Pin:713303
73.	Videocon, Arunachal Pradesh	Nodal Officer	nodalofficer.arunachalpradesh @d2h.com	9085076762	Videocon d2h Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022
74.	Videocon, Dadra and Nagar Haveli	Nodal Officer	nodalofficer.dadraandnagarhav eli@d2h.com	079-67776037	Videocon d2h Limited (Formerly B.B.C.L.), 202-204, Chakravarty Complex, B,H Urja House, Swastik Char Rasta, C.G. Road, Navrangpura, Gujarat 380009





75.	Videocon, Daman & Diu	Nodal Officer	nodalofficer.damananddiu@d2h.com	079-67776037	Videocon d2h Limited (Formerly B.B.C.L.), 202-204, Chakravarty Complex, B,H Urja House, Swastik Char Rasta, C.G. Road, Navrangpura, Gujarat 380009
76.	Videocon, Delhi	Nodal Officer	nodalofficer.delhi@d2h.com	8527493037	Videocon d2h Limited (Formerly B.B.C.L.), C-152,1st Floor,Okhla B.B.C.L.), C-152,1st Floor,Okhla Industrial Area, Phase -1 , New Delhi- 110020.
77.	Videocon, Goa	Nodal Officer	nodalofficer.goa@d2h.com	020-66879622	Videocon d2h Limited (Formerly B.B.C.L.), 893/6, 1st Floor, Lohia Jain Building, Good luck Chowk, Bhandarkar Road, Deccan Gymkhana, Pune: - 411004.
78.	Videocon, Gujarat	Nodal Officer	nodalofficer.gujarat@d2h.com	079-67776037	Videocon d2h Limited (Formerly B.B.C.L.), 202-204, Chakravarty Complex, B,H Urja House, Swastik Char Rasta, C.G. Road, Navrangpura, Gujarat 380009
79.	Videocon, Haryana	Nodal Officer	nodalofficer.haryana@d2h.com	0129-4269459	Videocon d2h Limited (Formerly B.B.C.L.), 5C/3BP 2nd Floor, ABOVE IDBI BANK,NIT.Faridabad.H aryana. Pin Code- 121001
80.	Videocon, Himachal Pradesh	Nodal Officer	nodalofficer.himachalpradesh@d2h.com	0172-5095981	videocon d2h Limited (Formerly B.B.C.L.), F 373, Phase 8B, Industrial Area , Mohali,160071



81.	Videocon, Jammu and Kashmir	Nodal Officer	nodalofficer.jammuandkashmir@d2h.com	0172-5095981	videocon d2h Limited (Formerly B.B.C.L.), F 373, Phase 8B, Industrial Area , Mohali,160071
82.	Videocon, Jharkhand	Nodal Officer	nodalofficer.jharkhand@d2h.com	0651-3296900	Videocon d2h Limited (Formerly B.B.C.L.), AH Complex, 1st Floor, Kadru,Ranchi- 834002
83.	Videocon, Karnataka	Nodal Officer	nodalofficer.karnataka@d2h.com	080-23002888	Videocon d2h Limited (Formerly B.B.C.L.), Vishnupriya Building, 4 <sup>th</sup> Floor, Near Sriramapuram Metro Station, Devaiah Park, Mahakavi Kuvempu Road, Bangalore - 560021
84.	Videocon, Kerala	Nodal Officer	nodalofficer.kerala@d2h.com	0484-6575757	Videocon d2h Limited (Formerly B.B.C.L.), 39/6481,C,1st Floor, South Point building, Ravipuram, Ernakulam , Cochin.-682015
85.	Videocon, Lakshadweep	Nodal Officer	nodalofficer.lakshadweep@d2h.com	0484-6575757	Videocon d2h Limited (Formerly B.B.C.L.), 39/6481,C,1st Floor, South Point building, Ravipuram, Ernakulam Cochin 682015 Cochin 682015
86.	Videocon, Madhya Pradesh	Nodal Officer	nodalofficer.madhyapradesh@d2h.com	0731-475-2001	Videocon d2h Limited (Formerly B.B.C.L.), Brilliant Solitaire ,Plot No. 6- A, Scheme No. 78,Part-II, Indore (M.P.)- 452010



87.	Videocon, Maharashtra	Nodal Officer	nodalofficer.maharashtra@d2h.com	020-66879622	Videocon d2h Limited (Formerly B.B.C.L.), 893/6, 1st Floor, Lohia Jain Building, Good luck Chowk, Bhandarkar Road, Deccan Gymkhana, Pune: - 411004.
88.	Videocon, Maharashtra	Nodal Officer	nodalofficer.mumbai@d2h.com cno.mumbai@videocon.com	022-42333529	Videocon d2h Limited (Formerly B.B.C.L.)Ground Floor, Techweb Centre, New Link Road,Oshiwara Jogeshwari (W), Mumbai 400 102
89.	Videocon, Manipur	Nodal Officer	nodalofficer.manipur@d2h.com	9085076762	Videocon d2h Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022.
90.	Videocon, Meghalaya	Nodal Officer	nodalofficer.meghalaya@d2h.com	9085076762	Videocon d2h Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022.
91.	Videocon, Mizoram	Nodal Officer	nodalofficer.mizoram@d2h.com	9085076762	Videocon d2h Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022.
92.	Videocon, Nagaland	Nodal Officer	nodalofficer.nagaland@d2h.com	9085076762	Videocon d2h Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022.



93.	Videocon, Orissa	Nodal Officer	nodalofficer.orissa@d2h.com	0674-6444127	Videocon d2h Limited (Formerly B.B.C.L.),A/60, B J B Nagar,1st Floor Bhubaneswar ,751014
94.	Videocon, Pondicherry	Nodal Officer	nodalofficer.pondicherry@d2h.com	044-64598312	Videocon d2h Limited (Formerly B.B.C.L.), 2nd Floor.Campus- 2.RMZ Millennia Business Park,143,Dr. MGR Road. Perungudi, Chennai. 600096
95.	Videocon, Rajasthan	Nodal Officer	nodalofficer.rajasthan@d2h.com	0141-6471025	Videocon d2h Limited (Formerly B.B.C.L.),Plot No- 306,308,309,4 <sup>th</sup> Floor, Gomes Defence Colony,Near Vaishali Circle,Vaishali Nagar, Jaipur. Rajasthan. 302021.
96.	Videocon, Sikkim	Nodal Officer	nodalofficer.sikkim@d2h.com	033-40067938	Videocon d2h Limited (Formerly B.B.C.L.), 4th Floor, Azimganj House, 7 Camac Street Kolkata - 700017
97.	Videocon, Tamilnadu	Nodal Officer	nodalofficer.tamilnadu@d2h.com	044-64598312	Videocon d2h Limited (Formerly B.B.C.L.), 2nd Floor. Campus-2. RMZ Millennia Business Park, 143, Dr. MGR Road. Perungudi, Chennai. 600096
98.	Videocon, Telangana	Nodal Officer	nodalofficer.telangana@d2h.com	040-40023364	Videocon d2h Limited (Formerly B.B.C.L.), 2nd Floor, Lumbibi Rock dale, Somajiguda, Hyderabad, 500082

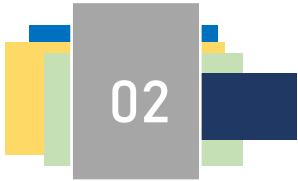


99.	Videocon, Tripura	Nodal Officer	nodalofficer.tripura@d2h.com	9085076762	Videocon d2h Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022
100.	Videocon, Uttarpradesh	Nodal Officer	nodalofficer.uttarpradesh@d2h.com	9717366776	Videocon d2h Limited (Formerly B.B.C.L.), H-111, Sector-63, Noida.201301
101.	Videocon, Uttarakhand	Nodal Officer	nodalofficer.uttaranchal@d2h.com	9717366776	Videocon d2h Limited (Formerly B.B.C.L.), H-111, Sector-63, Noida.201301
102.	Videocon, West Bengal	Nodal Officer	nodalofficer.westbengal@d2h.com	033-40067938	Videocon d2h Limited (Formerly B.B.C.L.), 4th Floor, Azimganj House, 7 Camac Street Kolkata - 700017
103.	VODAFONE	In-charge Officer	nodaldd.andhrapradesh@vodafone .com		Vodafone Mobile Service Limited, Maruthi Infotech Centre, #11/1,12/1, Koramangala Intermediate Ring Road, Amar Jyoti Layout, Bangalore 560071.
104.	WEST BENGAL	Ms. Supriya Dutta	ddgtermwb-dot@nic.in	3324606575 Fax-24606576	82, Bullygunj Place, II Floor, Near Convergence Hall, Kolkata-700019



105.	WESTCOM INTERNATIO NAL .CO.LTD	Telecome service providers	kai.airas@westcom-int.com		
106.	WORLD PHONE	Telecom service provider	bandwidthsupport@worldphone.in		The Chief Operating Officer, The World Phone Internet Services Private Ltd, C- 153 Okhla Industrial Area, Phase-I New Delhi- 110020
107.	ZIFFY	In- charge Officer	bankescalations@payziffy.com		
108.	5TH FLOOR, TECHNICAL WING, SAKI VIHAR TELEPHONE	Mr. Nitin Jain	ddgtermne1-meg@nic.in	3642220431 Fax-2220415	III Floor, CTO Building,Shillong- 793001





# INTERNET SERVICE PROVIDERS





## Brief on Internet Service Providers:

Internet Service Provider (ISP) is an agency that provides a myriad of services using the internet. Internet services can be organised in various forms such as commercial, community-owned, non-profit, or otherwise privately owned. Internet hosting is a service that runs services connected to the internet, allowing organisations and individuals to serve content or host services connected to the Internet.

The characteristics of anonymity and borderlessness govern cybercrime. For successful investigation of these crimes, understanding the activities of the suspect/accused in cyberspace is essential. Hence, the Internet Service Providers will facilitate Investigating Agencies with required information that transmitted by them for verification, or even the stored browsing history of users if needed.

### **Standard queries for collection of critical information and digital evidence for the investigation purpose**

In cybercrime cases, data provided by Internet Service Providers (ISPs) is helpful in the identification of suspects/accused. Such data is also valuable to identify crime trends and to take appropriate action. The I.Os may ask the Service Providers for the following information.

1. Details of session Login/Logout IP address particulars i.e. session log particulars
2. Details of destination IPs and Destination port
3. MAC address particulars of the device used
4. Static/ Permanent IP address of the device
5. User Address, contact number, e-Mail ID and living details
6. Details of local distributors such as Name and Mobile number (if local connection)
7. KYC details of the customer
8. What purpose (Office/Call Center/Home) the customer is using a broadband connection
9. Activity details of the User.
10. Any other relevant information deemed fit for investigation.





<b>Internet Service Providers (ISP)</b>					
<b>Sl.No</b>	<b>Operator</b>	<b>Nodal Officer Name</b>	<b>e-Mail ID</b>	<b>Mobile No</b>	<b>Address</b>
<b>1.</b>	ACTCORP (BEAM)	ISP/ Telecommunications	nodalofficer@acttv.in nodalofficer.hyd@actcorp.in nodalofficer.blr@actcorp.in nodalofficer.tn@actcorp.in nodalofficer.ncr@actcorp.in appellate.authorityhyd@actcorp.in	9121212121, 7288999999	2nd and 3rd Floor, Indian Express Building, No. 1, Queens Road, Bangalore - 560001
<b>2.</b>	ACTCORP (BROADBAND)	ISP/ Telecommunications	ajay.banda@actcorp.in nodalofficer.hyd@actcorp.in nodalofficer.blr@actcorp.in nodalofficer.tn@actcorp.in nodalofficer.ncr@actcorp.in appellate.authorityhyd@actcorp.in	9542445244	2nd and 3rd Floor, Indian Express Building, No. 1,Queens Road, Bangalore - 560001
<b>3.</b>	ACTTV	Nodal Officer	nodalofficer@acttv.in		
<b>4.</b>	AHMEDABAD (GUJARAT)	AK Tiwari	ddgterm-ahm@nic.in	7925501550	1 <sup>st</sup> Floor ,P&T Administrative Building, Kanpur, Ahmedabad- 380001
<b>5.</b>	AIRTEL	Legal Desk	bhartilds.liis@in.airtel.com		



6.	ALLIANCE BROADBAND SERVICES	Chunnial Pal	gclinkpvtltd@gmail.com support@alliancekolkata.com	913324306203 /973	G C Link Pvt. Ltd, E167/B,Raja S C Mullick Road, Opposite West Wind, Kolkata- 700047,Alliance Broadband Services Pvt.Ltd, Padmapukur (Entally), P-89, C.I.Troad, Kolkata-700014
7.	APPNIT TECHNOLOG IES PVT.LTD	In-charge Officer	contact@appnittech.com		
8.	ASTARRECH ARGE.COM	In-charge Officer	sohiltadhani60@gmail.com	9558417877	
9.	ATOM TRANSERV. CO.IN	Aditya Tilve	aditya.tilve@udio.in	9910770101	Udio, High Tech Plaza Office #2, Mahakali Caves Road, Andheri East,Mumbai - 400093
10.	ATOM TRANSERV.C O.IN	Jaseem Ansari	jaseem.ansari@udio.in	9833159727	
11.	ATOM TRANSERV.CO.IN / UDIO / SH MART / ATOM TECH	Kaplesh	rcu@atomtech.in brijesh.chuphal@transerv.co.in jaseem.ansari@transerv.co.in hema.anand@transerv.co.in nagraj@transerv.co.in rohini.ghutke@transerv.co.in prajakta.chawande@transerv.co.in info@transerv.co.in atom4u@atomtech.in	9769941183 02261307000 02261307070 022-61060600	4th Floor, Suraksha Ace Building, CST No. 34/3,Village Chakala, Plot No. 2-A, Andheri Kurla Road, Andheri (East), Mumbai, Maharashtra 400059 Website : <a href="https://www.atomtech.in">https://www.atomtech.in</a>



<b>12.</b>	BEAM CABLE SYSTEMS PVT LTD	Ajay Banda	ajay.banda@beamtele.com nodal.term@beamtele.com	9542445244	Beam Cable Systems Pvt. Ltd., Khaleel Mansion, Road No.1, Banjara Hills, Hyderabad City
<b>13.</b>	BHIM	Developer	contact.bhim@npci.org.in		
<b>14.</b>	BIGTREE	Mr Parkikshit	parikshitd@bigtree.in virajp@bigtree.in		
<b>15.</b>	BRIBHOO VAS	In-charge Officer	contact@bribhoorecharge.com		1.Damji Kjerai Bldg,Rrt,Mulund(W),M umbai
<b>16.</b>	BSNL	Narayana Rao	sdetecvig@bsnl.co.in	9490120744	
<b>17.</b>	EXCELL MEDIA	Rama Krishna	ramakrishna@excellmedia.net support@excellmedia.net	9866316212	
<b>18.</b>	HUSHMAIL	In-charge Officer	www.hushmail.com/business/legal		



19.	IVOICE TELECOM	In-charge Officer	sree@ivoicetelecom.com		
20.	LIV QUICK TECHNOLOGY	In-charge Officer	ceo@livquick.com vp@livquick.com support@livquick.com	8080811199	D-123/4,Oberoi Garden Estate, Chandivali Farms Ro Ad Andheri(E),Mumbai- 400072
21.	MEGHBALA BRODBAND	In-charge Officer	info@meghbelabrodband.com support@meghbelabrodband.com info@pacenetmeghbela.com tapabrata@meghbelabroadband.com		2 Ho Chi Minh Sarani, sakat building, Kolkata 700071 <a href="https://meghbelabrodband.com">https://meghbelabrodband.com</a>
22.	MOBDEEDS	In-charge Officer	contactus@mobdeeds.com		
23.	MTNL IP	Legal Desk	deinternet@bol.net.in		
24.	NETWORK18 ONLINE	Arnabadiya a Dasgupta	arnabaditya.dasgupta@network18 online.com		
25.	NETX	Aditya	skept@netxconnect.com		
26.	PIONEER ONLINE	Nodal Officer	support@pol.net.in		Pioneer Towers, Plot no. 16, Software Units Layout, Madhapur (Hitech- city), Hyderabad- 500081,



27.	PMPL	Legal Desk	support@pmplbroadband.net		
28.	PUBLIC DOMAIN REGISTRY	Legal Desk	compliance@publicdomainregistry.com		
29.	SIFY	Debraj Bhattacharya	fcs_kol@sifycorp.com compliance@publicdomainregistry.com	9836020024/ 666323000	Sifytechnologies Limited, II Floor, Tidel Park, No.4, Canal Bank Road, Taramani, Chennai-600113, India, Add-2- Senior Engineer, Customer Care Support, Sify Corporation, Kolkata Add(2): 2/1A Sarat Bose Rd. Kol 2
30.	SIFY LIMITED SERVICE PROVIDER INDIA	In-charge Officer	gomathi.sitaram@sifycorp.com lea.support@sifycorp.com shyam.nair@sifycorp.com luithelp@sify.com		Sifytechnologies Limited, II Floor, Tidel Park, No.4, Canal Bank Road, Taramani, Chennai-600113, India
31.	SKYTEL	Raj Kumar	rajskytel@gmail.com padmaja@skytel.in		
32.	SOUTHERN ONLINE	SOL	support@sol.net.in		
33.	SPACTRA NET	Mr Mohit Saxena	mohit.saxena@spactranet.in		
34.	SRITEL	Vamsi	vamsi@sritel.in		



35.	TATA	ISP/ Telecommunica tions	vigilance.mumbai@tatatelecommunicat ions.com gs.sharma@tatacommunications.com data.enterprise@tatatel.co.in	1800-266-1515	
36.	TIKONA BROADBAND / TINKONA	Sampat Jaydeep	jaydeep.sampat@tikona.in jayant.jape@tikona.in nnoc.systems@tikona.in s.nair@tikona.in j.nair@tikona.in til.appellate@tikona.in		2 <sup>nd</sup> floor, Corporation, L.B.S. Marg, Bhandup(West), Mumbai-400078, Add-2- 2Nd Floor, 'Corpora', L.B.S. Marg,Bhandup(West), Mumbai-400078
37.	VAINAVI	Padmaja	padmaja@vainavi.net nodal@vainavi.net		
38.	VIA NETWORK	Internet service providers	technicalsupport@vianetworks.net		
39.	VSNL	Section Vigilance	vigilance.mumbai@tatacommunica tions.com		
40.	WORLD PHONE	In-charge Officer	bandwidthsupport@worldphone.in sandeepdugar@worldphone.in dugar.hitesh@gmail.com hiteshdugar@worldphone.in		
41.	YOU TELE	Nodal Officer	idc@youbroadband.co.in		
42.	ZYTEL	Anil Kumar	anilkumar.ch@zyetel.com		





# SOCIAL MEDIA SERVICE PROVIDERS





## **Brief on Social Media Service Providers:**

Social Media are Facebook, Twitter, LinkedIn, Instagram, YouTube, Google plus, etc., that enable users to create and share content or to participate in social networking. Social Media is a great venue to share information with others such as photos, videos, chats, posts, and more; and in today's time, it can be accessed everywhere from mobile phone(s), making it easier to communicate with others at any given time.

Social Media networks have assisted in many investigations in criminal and civil actions for a wide variety of case types, which include stalking, harassment, murder, rape, identity fraud, burglary, child abuse, and extortion, scams counterfeiting, gambling, piracy, property crimes, terrorism, etc. In addition, it can be used to discredit or reinforce someone's claim, establish witness reliability, prove/disprove an alibi ascertain someone's character, check for all illegal or inappropriate behaviour, locate individuals and more.

The information obtained on Social Media can assist in a cyber-investigation by gathering valuable data to create a solid/strong case; this information includes profile details, list of friends, group memberships, chat logs, wall-posts, tweets, photos, videos, posts relating to past illegal activity GPS location, events attended and invited, check-ins, log-in times and much more.

## **Information and digital evidence that can be sought for the investigation purpose from the Service Providers**

In the investigation of cases, the social media information of an accused is used to supplement evidence and make a strong case. Hence, the I.Os may collect the following details for investigative purposes.

1. User Registration details. (Email ID, Alternate email ID, Mobile No., Date of Creation etc.)
2. Session login/logout I.P address particulars
3. Last Known locations of the user
4. User Location History (In case of Gmail accounts)
5. Linked Email accounts of the user, if any
6. Details of chat history
7. To remove alleged (fake) Profile
8. Details of connected Device Information
9. Any Other relevant information deemed fit for investigation





## YouTube

10. Posted Channel Full registered address.
11. IP Logs of the Posted Channel
12. Email ID and Mobile number of the channel.
13. Delete the Videos with the following URLs
14. Any other details available in your records

## FACEBOOK & INSTAGRAM

15. IP logs of URL
16. Registration details
17. Linked mobile number
18. Linked mail ID
19. Block FB/ Instagram account.

### ***Portal Pages Used for obtaining details from different Social Media Platforms:***

**Facebook/Instagram:** <https://www.facebook.com/records/>

**WhatsApp:** <https://www.whatsapp.com/records/>

**YouTube:** [https://support.google.com/youtube/contact/yt\\_gov\\_india](https://support.google.com/youtube/contact/yt_gov_india)

**Microsoft:** <https://leportal.microsoft.com/home>

**Twitter:** [https://legalrequests.twitter.com/forms/removal\\_request](https://legalrequests.twitter.com/forms/removal_request)

### ***Important Email Ids:***

**Locanto:** [support@locanto.com](mailto:support@locanto.com)

**Apple:** lawenforcement@apple.com

**AHA:** [support@aha.live](mailto:support@aha.live)

**Tinder:** [norma.rivera@match.com](mailto:norma.rivera@match.com)

**VOIP:** [legal@inteliquent.com](mailto:legal@inteliquent.com)

**PDR:** [grievance-officer@publicdomainregistry.com](mailto:grievance-officer@publicdomainregistry.com)

**Snapchat:** [grievance-officer-in@snap.com](mailto:grievance-officer-in@snap.com)

**Clickatell:** [casper.devilliers@clickatell.com](mailto:casper.devilliers@clickatell.com); [michael.loftus@clickatell.com](mailto:michael.loftus@clickatell.com)



### **Social Media Quick Links – to report Hacked & Impersonation information:**

Google - <https://support.google.com/youtube/answer/76187?hl=en>

Instagram - <https://help.instagram.com/149494825257596>

Facebook - <https://www.facebook.com/hacked>

Twitter - <https://help.twitter.com/en/safety-and-security/twitter-account-hacked>

LinkedIn - <https://www.linkedin.com/help/linkedin/answer/56363/reporting-a-hacked-account?lang=en>

### **For reporting Fake Information:**

Facebook -

[https://www.facebook.com/help/572838089565953?helpref=search&sr=2&query=reporting%20false%20claims&search\\_session\\_id=f886d969d0ffdf65b717d0567986859f](https://www.facebook.com/help/572838089565953?helpref=search&sr=2&query=reporting%20false%20claims&search_session_id=f886d969d0ffdf65b717d0567986859f)

WhatsApp -

<https://faq.whatsapp.com/general/security-and-privacy/staying-safe-on-whatsapp/>

Google - <https://support.google.com/youtube/answer/2802027>

Twitter - <https://help.twitter.com/en/safety-and-security/report-a-tweet>

Instagram - <https://help.instagram.com/1735798276553028>

LinkedIn - <https://www.linkedin.com/help/linkedin/answer/37822/recognizing-and-reporting-spam-inappropriate-and-abusive-content?lang=en>

### **For reporting Impersonation Information:**

Instagram - <https://help.instagram.com/370054663112398>

Twitter - <https://help.twitter.com/en/safety-and-security/report-twitter-impersonation>

Facebook - <https://www.facebook.com/help/contact/169486816475808>

Google - <https://support.google.com/youtube/answer/2801947?hl=en>

LinkedIn -

<https://www.linkedin.com/help/linkedin/answer/61664/reporting-fake-profiles?lang=en>



SOCIAL MEDIA SERVICE PROVIDERS					
Sl. No	Operator	Nodal Officer Name	e-Mail id	Mobile No	Address
1.	DEVIANART	In-charge Officer	help@deviantart.com		
2.	FACEBOOK.	Satya Yadav	saty@fb.com records@records.facebook.com vikram@fb.com records@fb.com records@facebook.com svc-go-india@fb.com	7995564315, 8879222222	Facebook Ireland Ltd., Hanover Reach, 5-7 Hanover Quay, Dublin 2, Ireland FACEBOOK INDIA ONLINE SERVICES PRIVATE LIMITED Unit Nos. 1203 and 1204, Level 12, Building No.20 Raheja MindSpace, Cyberabad, Madhapur, HITECH CITY HYDERABAD HYDERABAD TG 500081
3.	GOOGLE GROUPS / YOUTUBE / HANGOUT / GMAIL / PLAY STORE	Gitanjali	gitanjali@google.com support@youtube.com lis-apac@google.com	9999300447	
4.	GOOGLE INDIA	Chetan, Geetanjali	jaiaman@google.com lis-apac@google.com support@youtube.com gitanjali@google.com lis-apac@google.com	9818002990	



5.	INSTAGRAM	Mr Satya Yadav	saty@fb.com lawenforcement@instagram.com records@fb.com	79955564315	
6.	LINE	In-charge Officer	line-support@line		
7.	LINKED IN	In-charge Officer	lera_ie@linkedin.com adjha@linkedin.com deepa@linkedin.com dsapatnekar@linkedin.com		
8.	NETFLIX	In-charge Officer	privacy@netflix.com		
9.	ORKUT	Legal Support	legal-compliance@google.com		
10.	PINTEREST	In-charge Officer	https://help.pinterest.com/en/law -enforcement lawenforcement@pinterest.com		
11.	REDDIT	In-charge Officer	lawenforcement@reddit.com		
12.	SHARE CHAT	In-charge Officer	grievance@sharechat.co.in contact@sharechat.co.in		No.2, 26, 27 and 3, Sona Towers, 1st Floor, Krishna Nagar Industrial Area, Hosur Main Road, Bangalore: 560029 https://sharechat.com
13.	SKYPE	In-charge Officer	skleresp@skype.ne		



14.	SNAP INC / SNAPCHAT	Arbitration	arbitration-opt-out@snap.com lawenforcement@snapchat.com grievance-officer-in@snap.com		
15.	TELE GRAM	In- charge Officer	support@telegram.org wtg.csr@telegram.com		
16.	TIKTOK	Mr Mohit Bansal	mohit.bansal@bytedance.com		
17.	TINDER	In- charge Officer	help@gotinder.com privacyinquiries@gotinder.com		
18.	TOPIX	Legal Desk	lawenforcement@topix.com		
19.	TUMBLR	In- charge Officer	support@tumblr.zendesk.com lawenforcement@tumblr.com		
20.	TUMBLR	In- charge Officer	support@tumblr.com		
21.	TWITTER	In-charge Officer	lawenforcement@twitter.com support@twitter.com		
22.	VIBER	In- charge Officer	privacy@viber.com		
23.	VIBER	In- charge Officer	privacy@viber.com support@viber.com		



24.	VIMEO	In-charge Officer	support@vimeo.com		
25.	WAY2SMS SUPPORT	In-charge Officer	support@way2online.com		
26.	WECHAT	In-charge Officer	lawenforcement@wechat.com		
27.	WECHAT	In-charge Officer	lawenforcement@wechat.com		
28.	WHATSAPP	Mr Krishna Mohan Chaudhary	whatsapp@subpoenasolutions.com, whatsapp@zwillgen.com support@whatsapp.com records@records.whatsapp.com records@whatsapp.com kmchaudhary@fb.com	9154045727	
29.	WHATS APP	Social media	whatsapp@subpoenasolutions.com whatsapp@zwillgen.com support@whatsapp.com records@records.whatsapp.com		
30.	YAHOO INDIA	Mr Robin	robinfe@oath.com	8452049536	
31.	YAMMER	In-charge Officer	indiacc@microsoft.com		
32.	ZOOM VIDEO COMMUNICATIONS	Shri.Omkar Gayatri	india-nodal-officer@zoom.us	9820097485	ZVC India Private Limited Raheja Platinum Sag Bagh Road, Off: Andheri Kurla Road Marol Andheri East Mumbai 400059





# BANKING AND FINANCIAL INSTITUTIONS





## **Brief on Banking and Financial Institutions:**

Banking and financial institutions today face several information security-related threats. There is a visible surge in cyber-attacks, leading to an increase in issues related to legal, regulatory, and privacy compliance. Distributed Denial of Service (DDoS) attacks, Spear Phishing, Ransomware, and insider threats such as data theft, data diddling, etc., continue to endanger banking and financial institutions.

Records of Banks and Financial institutions provide ample evidence for investigation purposes. These records/documents help in determining suspicious money transfers, money laundering, whether the account is used for crime or not.

Net banking and financial institution's frauds are nowadays becoming common. Criminals use the various available technologies to fraud unaware citizens. The use of phishing emails, key loggers, and mobile phone SIM card cloning is the technique commonly used. The highest number of cybercrimes especially net banking and financial institution frauds made the job of the Police Department tough. Tracing the non-history sheeter criminals is another challenge.

In the net-banking and financial institutions frauds, cybercriminals are using very sophisticated tools to commit the crime such as Mobile SIM Morphing, Anonymizers, Phishing Mail, Nigerian fund transfer fraud, etc. Cybercriminals are taking advantage of people having less awareness about spam messages, phishing mails from where they can steal the required information.

### **Information and digital evidence to be collected from service providers for the investigation purpose:**

The Investigating Officers need to start with given inputs from the victim and contact Bank/Financial Institution to get required information to trace the location of the fraudster. The I.O can collect digital evidence and other information such as

1. Account holder name, statement of account from the date of opening to today
2. Scanned copy of Account Opening Form along with documents submitted as proof of identity & address
3. Registered Mobile number, email address, PAN, ATM card number(s) & Aadhaar number and other proofs linked to the account
4. Other accounts, if any, linked to the same PAN/Aadhaar number/email address/mobile number. If the linked account(s) is/are with some other branches, then details of those branches such as e-Mail ID, phone number of the branch, etc.





5. Details of savings account/ current accounts and available balance as on date
6. If any Notice(s) was/were received from any Law Enforcement Agency/Agencies earlier, the details of the sender are shared with us
7. Details of Login/Logout IP's of the transactions
8. IP Address of system from where the beneficiary request is initiated. (Sometimes the fraudsters use Anonymizers to spoof the IP Address).
9. IP Address of device from where the actual fund is transferred.
10. Data from the beneficiary bank account.
11. In case of money withdrawals, CCTV footage of ATM Center for a particular duration covering offence time
12. Details of purchases made by fraudsters and CCTV footage if available.
13. Collect CCTV footage from the source i.e. Bank and ATM
14. Particulars of saving deposits/ FDI's etc.
15. Locker particulars (Individual / Joint) whether it is linked to any other account?
16. Details of NRI accounts of the suspect/ accused
17. Particulars of the DMAT account attached to the Bank account
18. Details of investments in the Share market
19. Request for freezing of the account
20. Details of money withdrawal locations
21. Home branch phone number and mail ID particulars
22. Credit and Debit slips
23. Standing orders were given by A/c holders if any
24. Details of Safety deposit boxes
25. Insurance schemes attached to the A/c
26. Check the mobile service provided on the address and identity proofs.
27. Details of changing locations of the fraudster.
28. Mortgages connected to the A/c
29. Loan applications attached to the A/c
30. Where the said bank account of accused is being involved in any of the offence? If involved kindly furnish the details.
31. Any other relevant information deemed fit for investigation.



<b>BANKS</b>					
<b>Sl.No.</b>	<b>Operator</b>	<b>Nodal Officer Name</b>	<b>email id</b>	<b>Mobile</b>	<b>Address</b>
1.	ADITYA BIRLA IDEA PAYMENTS BANK LTD.	Rajesh	rajesh.k1@vodafoneidea.com fraud.reporting@vodafoneidea.com		
2.	AIRTEL PAYMENTS BANK LTD	Grievance Officer	grievance.officer@airtelbank.com n.kk@airtel.com		
3.	ALLAHABAD BANK	Dr S R Jatav	cppc@allahabadbank.in gmpd@allahabadbank.in gmhr@allahabadbank.in gmit@allahabadbank.in ho.kyc@allahabadbank.in cbs.po@allahabadbank.in ho.gac@allahabadbank.in zo.bangalore_legal@allahabadbank.in zo.bangalore@allahabadbank.in atmbo.mumbai@allahabadbank.in	08004500516 05222286378	Asst. General Manager, Allahabad Bank, CPPC Zonal Office Building, 1st Floor, Hazratganj, Lucknow Up-226001
4.	ALLAHABAD UP GRAMIN BANK	In-charge Officer	ho@aupgb.in	0522-2286489	
5.	ANDHRA BANK	Shri M K Srinivas	abcppc@andhrabank.co.in frmg@andhrabank.co.in ccdvisa@andhrabank.co.in dit- atmcell@andhrabank.co.in dit- atmmonitoring@andhrabank.co.in cardlost@andhrabank.co.in anjuunnikrishnan@andhrabank.co.in cbs- core@andhrabank.co.in cbs-dcms@andhrabank.co.in cbs-mis@andhrabank.co.in zccb1r@andhrabank.co.in	09666149852 040 24757153	Sr.Manager, Andhra Bank, Centralized Pension Processing Centre(CPPC) 4th Floor, Andhra Bank Building, Koti, Hyderabad-500095



6.	ANDHRA PRADESH GRAMEENA VIKASH BANK	In-charge Officer	customercare@apgvbank.in apgvikasbank2006@yahoo.co.in		
7.	ANDHRA PRAGATHI GRAMEENA	In-charge Officer	pragathibank@apgb.in		
8.	ASSAM GRAMIN VIKASH BANK	In-charge Officer	hoagb@agvb.co.in agvbank@yahoo.co.in		
9.	AU SMALL FINANCE BANK LTD.	In-charge Officer	customercare@aubank.in mayank.markanday@aubank.in pankaj.joshi@aubank.in		
10.	AXIS BANK	Mr. Hetal Pardiwala	ajay.chakote@axisbank.com ishika.jain@axisbank.com statutory.notice@axisbank.com n.sowmya@axisbank.com g.baldevakumar@axisbank.com ksrinivasa.rao@axisbank.com bbpag- bangalore@axisbank.com mouinur.rehman@axisbank.com rbo- bangalore@axisbank.com zina.sequeira@axisbank.com creditcards@axisbank.com b.sivaprakashreddy@axisbank.com	9167550333/ 7893966698	Nodal Officer Axis Bank Ltd, Gigaplex Bldg. No.1, 4th Floor, Plot No. I.T.5, Midc, Airoli Knowledge Park, Airoli, Navi Mumbai- 400708
11.	Balancehero.com / True Balance	Banking	fraud@balancehero.com cs@balancehero.com		



12.	BANDHAN BANK	In-charge Officer	ch.mumbai@bandhan.com ctm.bangalore@bandhanbank.com ch.bangalore@bandhanbank.com legal@bandhanbank.com info@bandhanbank.com atmcare@bandhanbank.com getintouch@bandhanbank.com		
13.	BANGIYA GRAMIN VIKAS BANK	In-charge Officer	gmpd@bgvb.co.in bgvb@rediffmail.com		
14.	BANK OF BARODA	Shri S K Goyal	cpsc.telecom@bankofbaroda.com cpsc.delhi@bankofbaroda.com gm.ops.ho@bankofbaroda.com it.nz@bankofbaroda.com aml@bankofbaroda.com legal.karnataka@bankofbaroda.com rm.karnataka@bankofbaroda.com pritesh.patel@bankofbaroda.com	011 23441347 011 23441342	Dy. General Manager, Bank Of Baroda, Central Pension Processing Centre, Bank Of Baroda Bldg. 16, Parliament Street, NewDelhi - 110 001
15.	BANK OF INDIA	ATM Cell	boi.starconnect@bankofindia.co.in ammanni.guntar@bankofindia.co.in headoffice.god@bankofindia.co.in dhanbad.god@bankofindia.co.in deepa.pathare@bankofindia.co.in		02261289432/6744 7107/ 67447110/ 02267447102/022226913 22/ 02222692289
16.	BANK OF INDIA	Shri R. Ashok Nimrani	cpsc.nagpur@bankofindia.co.in	0712 2764341 2764091/92 0712	Chief Manager Bank Of India, CPPC Branch, Bank Of India Bldg. 87-A, 1st Floor, Gandhibagh, Nagpur-440002.



17.	BANK OF MAHARASHTRA	Mr.D H Vardy	bom1407@mahabank.co.in cmcard@mahabank.co.in isgrecon@mahabank.co.in nfs.mitr@mahabank.co.in atmclaim@mahabank.co.in creditcardcell@mahabank.co.in cardcell_mumbai@mahabank.co.in hocomplaints@mahabank.co.in cmcustomerservice@mahabank.co.in zmbengaluru@mahabank.co.in dgmcmpl@mahabank.co.in dgmpln@mahabank.co.in gmrespln@mahabank.co.in anil.kumkar@mahabank.co.in zmthane@mahabank.co.in	08552033043 020 24467937/38 02222691322	Manager Bank Of Maharashtra Central Pension Processing Cell, 1177, Budhwar Peth, Janmangal, Bajirao Road Pune- 411002
18.	BARODA GUJARAT GRAMIN BANK	In-charge Officer	ho@barodagujaratrrb.co.in		
19.	BARODA RAJASTHAN KSHETRIYA GRAMIN BANK	In-charge Officer	ho@barodarajasthanrrb.co.in		
20.	BARODA UP GRAMIN BANK	In-charge Officer	ho@barodauprrb.co.in		
21.	CANARA BANK	Shri K S Hebbar	hebbarks@canarabank.com blrccp@canarabank.com i mbhelpdesk@canarabank.com spsharma@canarabank.co.in csscoagra@canarabank.com hocancardccbrm@canarabank.com fsssupport@canarabank.com isgrupayiss@canarabank.com	08197844215 080 26621845	Asst. General Manager Canara Bank Centralized Pension Processing Centre Dwarakanath Bhavan 29, K R Road Basavangudi, Bangalore 560 004



22.	CANARA BANK CREDIT CARD	In-charge Officer	hocancard@canarabank.com recoverywing@canarabank.com raodv@canarabank.com hoditpa@canarabank.com dsrinivas@canarabank.com ditwing@canarabank.com hocancard@canarabank.com	08025318309 , 9731458485	
23.	CAPITAL SMALL FINANCE BANK LTD	In-charge Officer	mail@capitalbank.co.in customerrelations@capitalbank.co.in		
24.	CATHOLIC SYRIAN BANK	Compliance Cell	pmla@csb.co.in		
25.	CENTRAL BANK OF INDIA	ATM Chief ATM FRMC	cmcppc@centralbank.co.in cmatmfrmc@centralbank.co.in atmswitch@centralbank.co.in	02249197318/ 02249197326, 022-49197317, 8879794550 , 9619288047	
26.	CENTRAL BANK OF INDIA	Shri V K Sinha	cppc@centralbank.co.in cmcppc@centralbank.co.in cmatmfrmc@centralbank.co.in atmswitch@centralbank.co.in cmitadc@centralbank.co.in cmatmsettlement@centralbank.co.in rmbangro@centralbank.co.in operbangro@centralbank.co.in agmatm@centralbank.co.in	02222703216 /2270/3217	Manager Corporation Bank (CPPC) Pandeshwar, Mangaladevi Temple Road, Post Box No. 88, Mangalore - 575001
27.	CHAITANYA GODAVARI GRAMEENA BANK	In-charge Officer	inspection@cggg.co.in fi@cggg.co.in it@cggg.co.in accounts@cggg.co.in		



28.	Citi Bank	Banking	head.customercare@citi.com retail.dox.india@citi.com pgcare@citi.com citialert.india@citicorp.com principal.nodal.officer@citi.com regionálnodalofficer.south@citi.com regionálnodalofficer.chennai@citi.com patrick.mariadas@citi.com regionálnodalofficer.mumbai@citi.com kishore.joe.thomas@citi.com bindhu.gopinat@citi.com ramana.v.ganesh@citi.com		
29.	CITI BANK CREDIT CARD	In-charge Officer	retail.dox.india@citi.com ramana.v.ganesh@citi.com head.customercare@citi.com pgcare@citi.com citialert.india@citicorp.com principal.nodal.officer@citi.com regionálnodalofficer.south@citi.com regionálnodalofficer.chennai@citi.com patrick.mariadas@citi.com regionálnodalofficer.mumbai@citi.com kishore.joe.thomas@citi.com bindhu.gopinat@citi.com		Citi Bank Credit Card Division, Begumpet, Hyderabad
30.	COASTAL LOCAL AREA BANK LT	Corporate Office	coastalho@coastalareabank.com		
31.	CORPORATION BANK	Shri B R Balia	hogovt@corpbank.co.in hopension@corpbank.co.in ftscentre@corpbank.co.in ftsfs@corpbank.co.in hoccd@corpbank.co.in blrcore@corpbank.co.in rmd@corpbank.co.in kycaml@corpbank.co.in query@corpbank.co.in	8762363957 0824 2425230 2861471	Manager Corporation Bank (CPPC) Pandeshwar, Mangaladevi Temple Road, Post Box No. 88, Mangalore - 575001
32.	CUBEWALLET (CITY UNION BANK)	In-charge Officer	customercare@cityunionbank.in cub084@cityunionbank.com cub076@cityunionbank.com inspection@cityunionbank.in krishnan.s1@cityunionbank.com co@cityunionbank.com	93444303738	



33.	CUBEWALLET (CITY UNIONBANK)	Ms. Aishwarya	wallet@cityunionbank.in	9380286561	
34.	DBS BANKS LIMITED(DEV BANK OF SINGAPORE)	In-charge Officer	hemantgaekwad@db.com customercareindia@db.com kaunainesmiles@db.com vijityadav@db.com surojitshome@db.com shantanusengupta@db.com sridharmurthy@db.com rameshk@db.com jigarmasalia@db.com sharathvk@db.com alvindsouza@db.com agnelofernandes@db.com vaspanmistry@db.com saurabhjakhadi@db.com sonalidas@db.com anirbanghose@db.com dbsincbops@db.com akankshakapoor@db.com mulapulli@db.com businesscarein@db.com	2266388888 / 226638899 2066218715	Fort House, 221, 3rd Floor, Dr. Dn Road, Fort, Mumbai 400- 001
35.	DCB Bank	Banking	nodal.officer@dcbbank.com sharon.coutinho@dcbbank.com haimontim@dcbbank.com yash.bothara@dcbbank.com customercare@dcbbank.com mohanpatil@dcbbank.com merzush.mistry@dcbbank.com sachin.ralhan@dcbbank.com		
36.	DENA BANK	Shri G Ratan	gbd@denabank.co.in cppcdena@denabank.co.in sujit.saha@denabank.co.in denacard@denabank.co.in helpdesk@denabank.co.in cbb@denabank.co.in denaconnect@denabank.co.in legal.mczo@denabank.co.in zo.bangalore@denabank.co.in cppcdena@denabank.co.in	022 22690191 022 22690192 02226767006	Nodal Officer Dena Bank, Centralized Pension Processing Centre (CPPC),Mumbai Main Office, 17, Hornimon Circle Mumbai- 400023





37.	DEOGHAR JAMTARA DISTRICT COOPERATIVE	In-Charge Officer	jharkhand.coopregistrar@gmail.com nodal.officer@dccb.com		
38.	DEUTSCHE BANK	Mr. Prakash	prakash.dhiwandkr@db.com kenita.rokade@db.com	9930732116	
39.	DHANLAX MI BANK LTD	In-charge Officer	aml@dhanbank.co.in ro.karnataka@dhanbank.co.in		
40.	EQUITAS SMALL FINANCE BANK LTD	In-charge Officer	customerservice@equitasbank.com rtgs-cell@equitasbank.com		
41.	ESAF SMALL FINANCE BANK LTD	In-charge Officer	principalnodalofficer@esafbank.com customercare@esafbank.com sathish.r@esafbank.com		
42.	EXPORT- IMPORT BANK OF INDIA	In-charge Officer	ccg@eximbankindia.in vikramaditya@eximbankindia.in		
43.	FEDERAL BANK	In-charge Officer	nli@federalbank.co.in venugopalvk@federalbank.co.in vjoseph@federalbank.co.in krishnan.v@federalbank.co.in		



44.	FINCARE SMALL FINANCE BANK LTD	In-charge Officer	customerservice@fincarebank.com		
45.	FINO PAYMENTS BANK LTD	In-charge Officer	milind.bhujbale@finobank.com reportfraud@finobank.com		
46.	FIRST DATA	Mr. Hasan Rizvi	hasan.rizvi@firstdata.com.au raudhelpdesk@firstdata.com.au	8108327866/ 02241634000	
47.	GRAMIN BANK OF ARYAVART	In-charge Officer	chairmansecretariat.gba@gba-rrb.com		
48.	GREATER BANK	Ms. Veena IT Dept.	info@greaterbank.com veena.shetty@greaterbank.com	2261285940	Church gate Chambers, Ground Floor, New Marine Lines, Mumbai - 400 020
49.	HDFC	Mr. Ashok Dighe	pghelpdesk@hdfcbank.com	7498268394/ 934752868	
50.	HDFC BANK	Shri Rahul Chandra	rahul.chandra@hdfc.com snehal.lagwankar@hdfcbank.com pghelpdesk@hdfcbank.com grievance.redressal@hdfcbank.com rcuecom@hdfcbank.com somasekhar.raodaduwai@hdfcbank.com sanjay.pandey@hdfcbank.com rahul.dixit@hdfcbank.com customerservices.cards@hdfcbank.com jaiprakashm.srikanta@hdfcbank.com	1204894104	Chief Manager HDFC Bank A-III, First Floor, Pension Dept., Sec-4, Noida (Up) - 201301



51.	HDFC BANK CREDIT CARDS	In-charge Officer	customerservices.cards@hdfcbank.com grievence.redressal@hdfcbank.com		HDFC Bank Credit Cards Division , Po Box No.8654, Thiruvanmiyur P.O Chennai-600041
52.	Himachal Pradesh Gramin Bank	Banking	contacthpgb@hpgbank.co.in		
53.	Home Credit	Loans	grievanceofficer@homecredit.co.in sathya.n68512@homecredit.co.in mohsin.m85579@homecredit.co.in socrates.s@homecredit.co.in care@homecredit.co.in	0124 6628713	Home Credit India Finance Private Limited DLF Infinity Tower C, 3rd Floor, DLF Cyber City Phase II, Gurgaon- 122002, India, <a href="https://www.homecredit.co.in">https://www.homecredit.co.in</a>
54.	HSBC Bank	Banking	nodalofficerinm@hsbc.co.in info@hsbc.co.in neeleshchavan@hsbc.co.in emilcusher@hsbc.co.in srinivas1naidu@hsbc.co.in	9703227575 9820087570 02261223908 02240546244 02240546243	
55.	ICICI CREDIT CARD	In- charge Officer	headcreditcards@icicibank.com naveen.surapaneni@icicibank.com		ICICI Bank , Gachibowli,Hyd-bad Rangachary.Kv@ICICI Cibank.Com
56.	ICICI BANK	Mr.K V Rangachary	rangachary.kv@icicibank.com emilcusher@hsbc.co.in saurabh.sin@icicibank.com rajneesh.khanna@icicibank.com shallendra.kumar@icicibank.com	9949612251	



57.	ICICI BANK	Shri Vinayak More	vinayak.more@icicibank.com	9820150167	Nodal Officer ICICI Bank Ltd., Corporate Head Office, ICICI Bank Towers, Bandra Kurla Complex Bandra (East), Mumbai
58.	IDBI BANK	Mr. Tarlochan Singh	tarlochan.singh@idbi.co.in		226619434, 02227463952/55 02266700576 9699520653
59.	IDBI BANK	Service Operation Manager	customercare@idbi.co.in		02227463952, /02227463955 08108051151 , 022-61279264
60.	IDBI BANK	Shri Jigar Pandya	jigar_pandya@idbi.co.in	2266908445	Nodal Officer IDBI Bank Ltd. Unit No. 2, Corporate Park Sion, Trombay Road, Near Swastik, Chambers, Chembur, Mumbai- 400071
61.	IDFC BANK	Bank Head Customer Service	banker@idfcbank.com sampark@idfcbank.com corporateservices@idfcbank.com head.customerservice@idfcbank.com banker@idfcbank.com sampark@idfcbank.com corporateservices@idfcbank.com head.customerservice@idfcbank.com colin.dsouza@idfcbank.com lea@idfcfirstbank.com		
62.	INDIA POST PAYMENTS BANK LTD	Grievances Redressal Officer	contact@ippbonline.in abhisar.s@ippbonline.in		



63.	Indiaideas.com	Bank	mnvasu@hotmail.com	91226059065	Ashiana, 1st Floor, Carter Road Bandra(W), Mumbai-400050
64.	INDIAN BANK	Shri B D Mane	cppc@indianbank.co.in cmcppc@indianbank.co.in atmsc_cb@indianbank.co.in creditcard@indianbank.co.in atmsc_cm@indianbank.co.in nodalofficer@indianbank.co.in atmsc_cash@indianbank.co.in ibhocustomerservice@indianbank.co.in ibhocustomercomplaint@indianbank.co.in bangalorecity@indianbank.co.in rtgscell@indianbank.co.in hoamlcell@indianbank.co.in atm_alerts@indianbank.co.in indmail@indian.co.in	9445030402 044 25231756/7 044 28134027	Nodal Officers Indian Bank CPPC, Fourth Floor, No. 66, Rajaji Salai,, Chennai- 600001
65.	INDIAN BANK CREDIT CARD	In-charge Officer	creditcard@indianbank.co.in	04425263999	Indian Bank Credit Card Division Chennai
66.	INDIAN OVERSEAS BANK	Shri G. Kumar	cppc@iobnet.co.in crcard@iobnet.co.in nfsiob@iobnet.co.in 0800ro@iobnet.co.in cybercell@iob.in iob_callcentre@yalamanchili.in creditcard@iobnet.co.in	09840080166 044 28514903 28889383	Manager Indian Overseas Bank Central Office, 763, Anna Salai, Chennai Tamilnadu - 600002
67.	INDUSIN D BANK	Mr Gagan Deep	sehgal.gagandeep@indusind.com reachus@indusind.com chintan.bhatia@indusind.com		IndusInd Bank, Brarkhamba, New Delhi
68.	INDUSIND BANK	Mr.Rakesh Manager CSO	nodal.officer@indusind.com boiblmahgoa@indusind.com head.cardservices@indusind.com abhijit.vedak@indusind.com vinayak.prabhu@indusind.com managingdirector@indusind.com	9672708111	



69.	INDUSIND BANK	Team In Charge Fraud Monitoring Cell	chintan.bhatia@indusind.com chintan.bhatia@indusind.com rakeshkumar.toshniwal@indusind.com vinayak.prabhu@indusind.com managingdirector@indusind.com	02266412373 /9930920281	Indusind Bank, Barakhamba, New Delhi.
70.	ING VYSYA BANK	Mr.Sachin	nodalofficer@ingvysyabank.com sachin.chandran@ingvysabank.com		
71.	JAMMU & KASHMIR BANK	In-charge Officer	zobang@jkbmail.com kycaml.chq@jkbmail.com		
72.	JAMMU & KASHMIR GRAMEEN BANK	In-charge Officer	pdg.hoj@jkgb.in inv.hoj@jkgb.in it.hoj@jkgb.in cmo.hoj@jkgb.in		
73.	JANA SMALL FINANCE BANK LTD	Grievance Redressal	customercare@janabank.com grievance.redressal@janabank.com jana.hotline@janabank.com nodal.officer@janabank.com		
74.	JHARKHAND GRAMIN BANK	In-charge Officer	headoffice.jgb@jgb-rrb.com		
75.	JIO PAYMENTS BANK	In-charge Officer	nodal.ktk@reliancejio.com		



76.	KALYAN JANATA SAHAKARI BANK	Head Office	response@kalyanjanta.in sndanait@kalyanjanata.in bprone@kalyanjanata.in	02512316641/23 15995/ 2221311	
77.	KARNATAK A BANK	Head Office Mangaluru	customerservice@ktkbank.com	082422283 55/341	
78.	KARNATAKA BANK	In-charge Officer	atm@ktkbank.com ccc@ktkbank.com vigilance@ktkbank.com bom.intdiv@ktkbank.com visarencon@ktkbank.com del.ro@ktkbank.com nfsrecon@ktkbank.com rajakumarph@ktkbank.com bangalore.ro@ktkbank.com ccc@ktkbank.com vyas@ktkbank.com		
79.	KARNATAKA GRAMIN BANK	In-charge Officer	customercare.ho@pkgbank.com compliance.ho@pkgbank.com vigil.ho@pkgbank.com		
80.	KARUR VYSYA BANK	In-charge Officer	customersupport@kvbmail.com kvbod@kvbmail.com customerservice@kvbmail.com activateiuser@kvbmail.com netsupport@kvbmail.com legal@kvbmail.com neftcfc@kvbmail.com abuse@kvbmail.com ejournal@kvbmail.com customersupport@kvbmail.com		
81.	KASHI GOMTI SAMYUT GRAMIN BANK	In-charge Officer	kgsgbank@kgsgbank.co.in		



82.	KERALA GRAMIN BANK	In-charge Officer	kgbho@keralagbank.com customercare.kgb@keralagbank.com		
83.	KOTAK	Mr. Shivkumar Ms. Anirudhha Roy	escalations@kotak.com shivkumar.sundaram@kotak.com aniruddha.ray@kotak.com nodalofficer@kotak.com customercare@kotak.com raymond.m.fernandes@kotak.com anand.bhatia@kotak.com rathnavel.subramanian@kotak.com sampath.kr@kotak.com service.bank@kotak.com	9885031691/88799796 10,080-25005865, 080-25005849	
84.	KRISHNA BHIMA SAMRUDDHI LAB LTD	Customer Grievance Redressal	info@kbsbankindia.com		
85.	LAKSHMI VILAS BANK	Mr. Ajithkumar	ajithkumar.lakshman@lvbank.in rajansundharam.sreenivasan@lvbank.in bangalorerohrd@lvbank.in bangaloreroplanning@lvbank.in. yogish.shivaram@lvbank.in		
86.	LANGPI DEHANGI RURAL BANK	Langpi DehangI Rural Bank	ldrbank@rediffmail.com		
87.	MADHYANCH AL GRAMIN BANK	In-charge Officer	mbgbgm@gmail.com		





88.	MAHARASHT RA GRAMIN BANK	In-charge Officer	smgad@mahagramin.co.in gmadmin@mahagramin.co.in cmvigilance@mahagramin.co.in itcmit@mahagramin.co.in		
89.	NAINITA L BANK	In- charge Officer	dharchula@nainitalbank.co.in		
90.	NARMADA JHABUA GRAMIN BANK	In-charge Officer	mpgbho.indore@bankofindia.co.in njgbhoindore@yahoo.com njgbho.indore@bankofinida.co.in ho.indore@njgbrrb.com		
91.	NATIONAL HOUSING BANK	In-charge Officer	ho@nhb.org.in chief vigilance office		
92.	NEW INDIA BANK	Mr.Swapnil	lalit.mistry@newindiabank.in prakash.vernekar@newindiabank.in bhaskar.shetty@newindiabank.in seema.lamba@newindiabank.in customercare@newindiabank.in card.operations@newindiabank.in swapnil.dabholkar@newindiabank.in	2266264107	
93.	NORTH EAST SMALL FINANCE BANK LTD	In-charge Officer	customercare@nesfb.com devashish.bhattacharya@nesfb.com		
94.	ODISHA GRAMYA BANK	In- charge Officer	devashish.bhattacharya@nesfb.com ogbho@odishabank.in administrator@odishabank.in		
95.	ONLINE TRANSACTI ON DETAIL	In-charge Officer	fss1.asc@sbi.co.in cardoperations@sbi.co.in		



96.	ORIENTAL BANK OF COMMERCE	Shri Shayan Kumar	cppc@obc.co.in insp@obc.co.in dit@obc.co.in gad@obc.co.in edp_mum@obc.co.in rh_mum@obc.co.in complaint@obc.co.in dbd.frm@obc.co.in spchugh@obc.co.in	0124 4126950 4126530 0124-4126164 , 0124-4126169	Chief Manager Oriental Bank Of Commerce CPPC & GBC, Plot No. 5, Institutional Area, Sector-32, Gurgaon- 122001
97.	OTP DETAIL	In- charge Officer	epg.support@sbi.co.in		
98.	PARSIK JANATA SAHAKARI BANK	IT Dept.	helpdesk@gpparsikbank.com itdeptomanisupport@gpparsikbank.com interbank@gpparsikbank.net	02225456518/ 25456500	
99.	PASCHIM BANGA GRAMIN BANK	In-charge Officer	complain@mail.pbgb.co.in		
100.	PayTM Bank		nodalofficer@paytmbank.com	0120-4809661	Paytm Payments Bank Limited, V J Towers, A-6, Sector 125 Noida, Uttar Pradesh- 201303
101.	PAYTM PAYMEN TS BANK	Cyber Cell	cybercell@paytm.com		
102.	PMC BANK	In-charge Officer	sampadamane@pmcbank.com poonamgawade@pmcbank.com jagrutisalvi@pmcbank.com atmcell@pmcbank.com helpdesk@pmcbank.com	2267804000 4150/4152	



103.	PRATHAMA UP GRAMIN BANK	In-charge Officer	cms@upgb.com		
104.	PUNJAB & SIND BANK	Shri Abhishek Rana	cppc@psb.co.in ho.pd_itletters@psb.co.in ho.fmd@psb.co.in	9464554448	Nodal Officer Punjab & Sind Bank, CPPC A-25, CPPC Cell, 1st Floor, Community Centre, Jwala Heri, Paschim Vihar, New Delhi 110063
105.	PUNJAB GRAMIN BANK	In-charge Officer	helpdesk@pjb.co.in punjabgraminbank@gmail.com		
106.	PUNJAB NATIONAL BANK	Shri M K Srivastav	creditcarddho@pnb.co.in skbansal@pnb.co.in vsrinivasan@pnb.co.in atmagr@pnb.co.in creditcardho@pnb.co.in atmcell@pnb.co.in cybercrimecell@pnb.co.in cccho@pnb.co.in cobngitd@pnb.co.in cobngitd@pnb.co.in care@pnb.co.in cyberfrmd@pnb.co.in atmswitch@pnb.co.in	8800692335	Nodal Officer Punjab National Bank (CPPC) Gurudwara Road, Karol Bagh New Delhi-110055
107.	PUNJAB NATIONAL BANK	Shri M K Srivastav	cppcdel@pnb.co.in hogbd@pnb.co.in	8800692335	Nodal Officer Punjab National Bank (CPPC) Gurudwara Road, Karol Bagh New Delhi-110055
108.	PURVANCH AL BANK	Planning	pjbplanning@gmail.com it@purvanchalbank.co.in cms@purvanchalbank.co.in pjbpgkp@gmail.com		
109.	RAJASTHAN MARUDHAR A GRAMIN	In-charge Officer	cvo@rmgb.in		



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111.	ROYAL BANK OF SCOTLAND	In-charge Officer	ross.mcewan@rbs.co.uk		
112.	SARSWAT BANK	IT Dept.	it_reconciliation@saraswatbank.com rr_patole@saraswatbank.com it_kunal.narkar@saraswatbank.com chargeback@saraswatbank.com vaibhav.salvi@saraswatbank.com customersupport@saraswatbank.com corporatecenter@saraswatbank.com atmuser_retailbanking@saraswatbank.com	9821479440 02227891142-43	
113.	SARVA HARYANA GRAMIN BANK	Head Office	cms@shgbank.co.in headofficeinspection@gmail.com		
114.	SAURASHTRA GRAMIN BANK	Head Office	sgb99@rediffmail.com sgbfi@sgbrrb.org		
115.	SBI	Shri Shirish Anant Patki	shirish.patki@sbi.co.in, agmvig.lhohyd@sbi.co.in, helpline.lhohyd@sbi.co.in, cfo.lhoban@sbi.co.in, compliance@sbi.co.in, dgm.kyc@sbi.co.in, gm.compliance@sbi.co.in agm.nodcyb@sbi.co.in, surveillance.lhoban@sbi.co.in, cm6it.cms@sbi.co.in	9867568262, 7798889365, 9930802321,022-7514242, 22740669	Chief Manager, State Bank Of India, Government Accounts Department, Corporate Centre, CBD Belapur, Navi Mumbai
116.	SBI - INTERNET BANKING	In-charge Officer	agm.inb@sbi.co.in		AGM, Internet Banking, State Bank Of India, State Bank Global IT Center, Ground Floor, A-Wing, Sector-11, C.B.D., Belapur, Navi Mumbai, Maharashtra 400614



117.	SBI CMS ATM CARDS	Legal Desk	cms.atm@sbi.co.in		
118.	SBI CREDIT CARD	In- charge Officer	chargeback@sbicard.co vishal.fernandez@sbicard.com shivshankar.n@sbicard.com		
119.	SBI CREDIT CARDS	Legal Desk	ddhody@ge.com chargeback@sbicard.com vishal.fernandez@sbicard.com shivshankar.n@sbicard.com		
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121.	SBI NEFT	Mr Vijay Belwal	vijay.belwal@sbi.co.in, neftinfo.psg@sbi.co.in		
122.	SBI PG	Mr Vijay Belwal	vijay.belwal@sbi.co.in		
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124.	SHAMRAO VITTHAL CO- OPERATIVE BANK	AGM	ranemam@svcbank.com		
125.	SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA	Chief Grievance Officer	vivekm@sidbi.in pandeyak@sidbi.in hedao@sidbi.in		



126.	SMS LOG DETAIL	In-charge Officer	sms.asc@sbi.co.in		
127.	SOUTH INDIAN BANK	FM Cell	fmcell@sib.co.in ccc@sib.co.in		
128.	STANDARD CHARTERED BANK	Nodal Officer	principal.nodalofficer@sc.com nodal.officer@sc.com card.services@sc.com head.service@in.standardchartered.com janardhanan.ak@sc.com valerine.rodrigues@sc.com standrcustomer.care@sc.com customer.care@sc.com janardhanan.ak@sc.com valerine.rodrigues@sc.com		
129.	STATE BANK OF BIKANER & JAIPUR	Chief Manager	atmreconho@sbbj.co.in atmcell@sbbj.co.in amba.lal.salvi@sbbj.co.in gmvigilance@sbbj.co.in agmwig@sbbj.co.in sailendra@sbbj.co.in dgmit@sbbj.co.in cmcomplaints@sbbj.co.in customercare@sbbj.co.in	9920963346/ 9867249904	
130.	STATE BANK OF BIKANER & JAIPUR	Shri Subhash Gupta	scgupta@sbbj.co.in, 0141-5172101, 0141-2227758/5172259, 0141-2316921 ,	9413398707	Chief Manager, State Bank Of Bikaner & Jaipur CPPC, 2nd Floor, SMS Highway Jaipur, Rajasthan - 302005
131.	STATE BANK OF HYDERABAD	Smt Sameer Janakidevi	cpsc-hyd@sbhyd.co.in atmnodalcell@sbhyd.co.in agmmumreg1@sbhyd.co.in dgmcompliance@sbhyd.co.in agmcompliance@sbhyd.co.in agmadc@sbhyd.co.in cmgrievances@sbhyd.co.in	040 23387483, 23387811, 040-23202104, 022-27579766	Chief Manager, State Bank Of Hyderabad, CPPC 1st Floor, Methodist Complex, Opp.- Chermas Shop, Abids, Hyderabad - 500001



132.	STATE BANK OF INDIA	In-charge Officer	agmacpnw2.lhohyd@sbi.co.in	7798889365/ 9930802321	
133.	STATE BANK OF MYSORE	Diwakara Poojary U	cppcmangalore@sbm.co.in dgmmbai@sbm.co.in dgmcz@sbm.co.in ccbz@sbm.co.in ccso@sbm.co.in gmia@sbm.co.in ccsd@sbm.co.in gm.ia@sbm.co.in gmvi@sbm.co.in grm@sbm.co.in gmos@sbm.co.in gmo@sbm.co.in atmteam@sbm.co.in	9448291386 0824 2216173 0824 2218775	Asst. General Manager State Bank Of Mysore (CPPC) 2nd Floor, Manjusha building, Bejai - Mangalore. Pin: 575004
134.	STATE BANK OF PATIALA	Shri Kamal Garg	infocppc@sbp.co.in	9779586330 0175 2392092 0175 2392094	Chief Manager State Bank Of Patiala, CPPC Pragati Bhawan, 1st Floor, Urban Estate-III, Patiala, Punjab-147002
135.	STATE BANK OF TRAVANCORE	Ms. Jaishri Ramchandran	cppc@sbt.co.in	04712351903/ 2324217/ 2326525,	Chief Manager State Bank Of Travancore Chembikalam Buildings 3rd Floor, Vazhuthacaud Trivandrum-695014
136.	SUBHADRA LOCAL BANK LTD	Grievance Redressal Officer	subhadra@subhadrabank.com		
137.	SURYODAY SMALL FINANCE BANK LTD	Corporate Office	info@suryodaybank.com nodalofficer@suryodaybank.com		
138.	SYNDICATE BANK	In-charge Officer	cardcentre@syndicatebank.co.in hoins@syndicatebank.co.in kyc@syndicatebank.co.in cardcentre@syndicatebank.co.in	0820-2573363 0820-2575402/ 1196/4075	Syndicate Bank(Card Division) Bangalore



139.	SYNDICATE BANK	Shri A. G. Gopinath	syndcpppc@syndicatebank.co.in	0820 2575402 1196 4075	Nodal Officer Syndicate Bank. Operations Department Central Pension Processing Centre Head office: Manipal, Karnataka- 576104
140.	TAMIL NADU GRAMA BANK	Head Office	headoffice@tngb.co.in accounts@tngb.co.in		
141.	TAMILNAD MERCANTILE BANK	KYC Dept.	kyc@tmbank.in		
142.	TELENGANA GRAMEENA BANK	In-charge Officer	tgbho@tgbhyd.in		
143.	TJSB BANK	Digital Prod Dept.	visacard@tjsb.co.in snehal.shinde@tjsb.co.in response@tjsb.co.in	2225838725	
144.	TRIPURA GRAMIN BANK	Head Office	tgraminbank@gmail.com hoddev@tripuragraminbank.co.in		
145.	UJJIVAN SMALL FINANCE BANK	Ujjivan Bank Ningombam	annie.ningombam@ujjivan.com		
146.	UJJIVAN SMALL FINANCE BANK LTD	Ms. Sangeetha Tiwari	sangeeta.tiwari@ujjivan.com rno.south@ujjivan.com		





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148.	UNION BANK OF INDIA	MS. Hemalatha Rajan	cgo@unionbankofindia.com	2222896601, 022-2201683, 22896872, 22021924, 022-22896601, 22021924, 02223789536/507, 02223789543, 02223789578, 02222896439	Personal Banking & Operations Department, Union Bank Bhawan, 239, Vidhan Bhawan Marg, Nariman Point, Mumbai - 21
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150.	UNION BANK OF INDIA	Vigilance	ashokkupadhyay@unionbankofindia.com	2222896439	
151.	UNITED BANK OF INDIA	Smt. Kajal Banerjee	cppc@unitedbank.co.in cmcpc@unitedbank.co.in	9434810858 033 22622549 /1042	Asst. General Manager United Bank Of India CPPC, Head Office, 4th Floor 11, Hemanta Basu Sarani Kolkata-700001



152.	UNITED BANK OF INDIA	Sr.Manager It	webmaster@unitedbank.co.in	2222875213	
153.	UNITED COMMERCIAL BANK	Shri M.S. Khobregade	cppcna@ucobank.co.in gbmcell.kolkata@ucobank.co.in uco.custcare@ucobank.co.in bo.treasurynfscell@ucobank.co.in hosp.cscell@ucobank.co.in	7122559969,022- 66547322-23/28-29	Senior Manager United Commercial Bank Central Pension Processing Centre, Somalwar Bhawan I Floorsadar, Mount Road Extension Nagpur -420 001
154.	UTKARSH SMALL FINANCE BANK	In-charge Officer	communications@utkarsh.bank customercare@utkarsh.bank		
155.	UTTAR BIHAR GRAMEENA BANK	In-charge Officer	smopr@ubgb.in ubgb@ubgb.in		
156.	UTTARAKHA ND GRAMIN BANK	In-charge Officer	info@ugb.org.in		
157.	UTTARBANGA KSHETRIYA GRAMIN	In-charge Officer			



158.	VIJAYA BANK	Chief Manager IT Automated Banking Transaction Cell	mbd.pension@vijayabank.co.in mbdagm@vijayabank.co.in robanslegal@vijayabank.co.in robansouthplanning@vijayabank.co.in ccd@vijayabank.co.in pushkarsingh@vijayabank.co.in robansouthcm@vijayabank.co.in robansouthagm@vijayabank.co.in	25584066 9241001301	Senior Manager, Vijaya Bank, Merchant Banking Division Head Office, 41/2, M.G. Road, Trinity Circle, Bangalore-560001
159.	VIJAYA BANK	Shri Arava Amarnath	mbd.pension@vijayabank.co.in mbdagm@vijayabank.co.in customercomfortcell@vijayabank.co.in ajabhashamum@vijayabank.co.in romumbailegal@vijayabank.co.in atmrecon@vijayabank.co.in debitccc@vijayabank.co.in hovigilancedgm@vijayabank.co.in cvo@vijayabank.co.in gsnarangcvo@vijayabank.co.in robanslegal@vijayabank.co.in robansouthplanning@vijayabank.co.in ccd@vijayabank.co.in pushkarsingh@vijayabank.co.in robansouthcm@vijayabank.co.in robansouthagm@vijayabank.co.in	080 25584066 080 25582915	Senior Manager, Vijaya Bank, Merchant Banking Division Head Office, 41/2, M.G. Road, Trinity Circle, Bangalore-560001
160.	YES BANK	Mr. Samir Branch Service Delivery Leader	vinodh.sarran@yesbank.in head.grievanceredressal@yesbank.in ombudsman@yesbank.in ombudsman@yesbank.in nodalvinodh.sarran@yesbank.in head.grievanceredressal@yesbank.in principalnodalofficer@yesbank.in	982007883601246624 987,02267659939	





# E-COMMERCE SERVICE PROVIDERS





## Brief on E-Commerce Service Providers:

Today commerce is getting its new sphere; it is shifted from its old physical markets to electronic & mobile commerce, where one can shop, do transactions any time anywhere, all are just one click away. Global e-shopping giants *Amazon*, *E-bay*, and Indian originated *Flipkart*, *Snapdeal* and lots more have developed a new road mapping for shopping. All organisations are increasing their technical base, more and more depending upon the internet for transactions without analysing the risk associated with the technology. But, as nothing comes without drawbacks, e-Commerce also has some ailments. Cybercrime is one of the biggest problems for the e-Commerce industry.

Further, all banks have set up their desktop and mobile formats to ease online transactions. When most of the transactions are going on electronically, they are becoming the source of crime.

### **The information and digital evidence need to be collected from service providers for the investigation purpose:**

Since e-Commerce companies collect user's information for extending their services, including user's addresses, modes of payment, bank details, and purchased item details, the Investigating Officers can collect the following information and digital evidence from them to build a strong case.

1. Registration details. (Date, Email ID, Alternate email ID, Mobile No etc.) with KYC form
2. Details of login/logout I.P address along with date and time of fraudulent transaction
3. Last Known locations of the user
4. Location History
5. Details of linked Email accounts
6. Chat History of the user
7. Request to stop the alleged transactions and initiate refund of the used amount.
8. Particulars of transactions including IP address, date & time
9. Merchant details, beneficiary details, items purchased details
10. Details of Shipping address and details of counter foil report
11. If possible, Geo-Location of the alleged user
12. Details of linked Wallets and bank A/Cs
13. Details of couriers agency/Company personal along with his contact number  
Who delivered goods to the fraudster
14. Request to initiate the process to revert the defrauded amount to the bank  
A/C of the complainant
15. Details of Point of Sales (POS), Merchant name and details of a fraudulent transaction.
16. Details of IP Nos., registered mobile No. & e-Mail ID and particulars transaction through  
which online purchase has been made.
17. Address of delivery, purchaser's name, contact number, email ID, etc.
18. Details of Courier company which has delivered the item/goods
19. If not delivered, stop delivery of the above-said transaction immediately
20. Any other relevant information deemed fit for investigation



E Commerce					
Sl.No.	Operator	Nodal Officer Name	e-Mail ID	Mobile	Address
1.	AJIO	Grievance Officer	<a href="mailto:grievance.officer@ajio.com">grievance.officer@ajio.com</a>		
2.	AMAZON	In-charge Officer	<a href="mailto:police-inquiries@amazon.in">police-inquiries@amazon.in</a> <a href="mailto:cs-reply@amazon.in">cs-reply@amazon.in</a> <a href="mailto:safeharbor@amazon.in">safeharbor@amazon.in</a> <a href="mailto:cis@amazon.com">cis@amazon.com</a>	02230400101	Brigade Gateway,8th Floor,26/1,Dr.Rajkumar Road, Malleshwaram(W),Bangalore-560-055
3.	AMAZON	Mr. Rahul	<a href="mailto:police-inquiries@amazon.in">police-inquiries@amazon.in</a> <a href="mailto:police-inquiries-india@amazon.in">police-inquiries-india@amazon.in</a> <a href="mailto:qla@amazon.in">qla@amazon.in</a> <a href="mailto:rahulsunrahul@amazon.com">rahulsunrahul@amazon.com</a> <a href="mailto:cs-reply@amazon.in">cs-reply@amazon.in</a> <a href="mailto:info@qwikcilver.com">info@qwikcilver.com</a> <a href="mailto:pratap@qwikcilver.com">pratap@qwikcilver.com</a> <a href="mailto:nodal.officer@qwikcilver.com">nodal.officer@qwikcilver.com</a> <a href="mailto:prashanth.eyyala@qwikcilver.com">prashanth.eyyala@qwikcilver.com</a> <a href="mailto:shankar.b@qwikcilver.com">shankar.b@qwikcilver.com</a>	2230400101	
4.	ARZOO	Mr. Rajesh	<a href="mailto:rajesh.m@arzoo.com">rajesh.m@arzoo.com</a>		
5.	BESTYLISH	In-charge Officer	<a href="mailto:care@bestylish.com">care@bestylish.com</a>		Plot No.217,Udyog Vihar Phase-1,Gurgoan



6.	BIG BASKET	In-charge Officer	customerservice@bigbasket.com	1860 123 1000	no. 7, service road, off 100 feet road Indiranagar, landmark: above HDFC bank, Bangalore 560071, Karnataka, India
7.	BLUESTONE	Mr. Jayesh	jayesh.haridasan@bluestone.com cs@bluestone.com	1800-419-0066	BlueStone Jewellery and Lifestyle Pvt. Ltd. 302, Dhantak Plaza, Makwana Road, Marol, Andheri (East) Mumbai-59, Maharashtra, India Website : <a href="https://www.bluestone.com">https://www.bluestone.com</a>
8.	CARATLANE	Mr. Bharat Raj	bharatraj.p@caratlane.com contactus@caratlane.com cs @caratlane.com		Website : <a href="https://www.caratlane.com">https://www.caratlane.com</a>
9.	CROMA	Croma	customersupport@croma.com	7207666000	Infiniti Retail Limited Unit No. 701 & 702, Wing A, 7th Floor Kaledonia, Sahar Road, Andheri (East) Mumbai 400069
10.	DECATHLON	Decathlon	care.india@decathlon.com		
11.	DHAMAAL SHOP.COM	In-Charge Officer	info@dhamaalshop.com dhamaalshop.patna@gmail.com		
12.	EBAY	Krishna Mohan	kchaudhary@ebay.com	9867712149	



13.	EBAY	In-Charge Officer	dl-ebay-in-grievance-officer@ebay.com ebayindia.helpdesk@gmail.com	2266690000	
14.	EBAY	N. Rao	nagerao@ebay.com		
15.	EBAY	In-Charge Officer		2266690149	
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17.	FABINDIA	Fab India	support@fabindia.net mailus@fabindia.net		
18.	FIRST CRY	First Cry	customercare@firstcry.com	67297729	BrainBees Solutions Pvt Ltd. Rajashree Business Park, Plot No 114, Survey No 338, Tadiwala Road Nr. Sohrab Hall, Pune 411001, Maharashtra.
19.	FLIPKART	Panduranga Acharya	panduranga.acharya@flipkart.com cs@flipkart.com legal-escalations@flipkart.com grievance.officer@flipkart.com	8095444255	Flipkart Internet Private Limited, Buildings Alyssa, Begonia & Clove Embassy Tech Village, Outer Ring Road,Devarabeesanahalli Village, Bengaluru, 560103, Karnataka.





20.	FLIPKART INTERNET PRIVATE LTD	Mr. Murthy	murthy.sn@flipkart.com noreply@flipkart.com vendor@flipkart.com pgchargeback@flipkart.com payment-fraud@flipkart.com dharma@flipkart.com rahib.fuzail@flipkart.com uday.ks@flipkart.com cs@flipkart.com	9886263626	Vaishnavi Summit, GF,7th Main,80' Road,3rd Block, Koramangal Industrial Layout, Bangalore 560- 034
21.	FUTURE BAZAR	Legal Desk	support@futurebazaar.com		
22.	FX MART & FLIPKART & PHONEPAY	In-charge Officer	rajiv.dudeja@fxmartindia.com ramanan.darshan@fxmartindia.com murthy.sn@flipkart.com		SCF 13,First Floor, Block B,High Street Market,Royale Paam Zirakpur Mohali PB 140 603
23.	GAME 24X7	In-charge Officer	contact@games24x7.com		Malad West,Mumbai-440-064
24.	GIFT BIG	In-charge Officer	support@giftbig.com		104,1st Main Vijay Jatti Building 3rd Floor Bangalore
25.	GODADDY	In-charge Officer	legal@godaddy.com leo@godaddy.com contentcomplaints@godaddy.com reg_admin@godaddy.com indialeinquiries@godaddy.com kwillis@godaddy.com compliancemgr@godaddy.com	04049187600	Hyderabad
26.	GROFFERS	In-charge Officer	info@groffers.com		Grofers India Pvt Limited



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28.	JABONG	Customer Service Representative	care@jabong.com	1246128000	Plot No.109, Udyog Vihar, Phase 4, Gurgaon-122-015
29.	KHELMART.COM	In-charge Officer	care@khelmart.com		
30.	KOOVS.COM	In-charge Officer	care@m-eretail.com	1246770033	Koovs Marketing Consulting Pvt. Ltd 3rd Floor, 77 A Sector-18, IFFCO Road, Gurgaon - 122015 Website : <a href="https://www.koovs.com">https://www.koovs.com</a>
31.	LENSKART	Mr Piyush	peyush.bansal@gmail.com		
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34.	MMPL	In-charge Officer	south.customerscare@money-on-mobile.net customerscare@money-on-mobile.com		#G-101,1st Floor, Technopolis Galada,Towers, Begumpet, Hyderabad- 500-016 Andhra Pradesh India
35.	MOBIKWIK SYSTEMS PVT LTD	Mr. Rohit Shadeja	fraudalerts@mobikwik.com risk@mobikwik.com	7376490285 / 01139595550	758,1st Floor, Phase-III, Okhla Industrial Area, New-Delhi 122-016 India
36.	MYNTRA	In-charge Officer	support@myntra.com ccmanager@myntra.com mukesh.bansal@myntra.com divya.bahudana@myntra.com anoop.kapoor@myntra.com security@myntra.com	8043541999	The Associate Officer, Myntra.Com, Maruthi Chambers, Annexe Building, Rupena Agrahara, Hosur Road, Bangalore 560068
37.	MYNTRA	Mr. Anoop Kapoor	anoop.kapoor@myntra.com divya.bahudana@myntra.com mukesh.bansal@myntra.com ccmanager@myntra.com	8067996666 61561988	Myntra Designs Pvt Ltd. 2rd floor, AKR Tech Park, 7th Mile, Krishna Reddy Industrial Area, Kudlu Gate, Bangalore Website : www.myntra.com
38.	NAPPTOL	In-charge Officer	support@naaptol.com legal@naaptol.com	+91 922-004- 9000	Napptol Bazzar, Number- 11, Canopus, Kabra Galazy Star-1 CHS,Brahmand, Azadnagar, Thane West-400607
39.	NATURE'S BASKET	In-charge Officer	cs@naturesbasket.co.in		



40.	NO BROKER TECHNOLOGIES	Customer Care	rentpay-disputes@nobroker.in	9241700000	374, 23rd Cross Rd, Sector 7, HSR Layout, Bengaluru, Karnataka 560102
41.	OLX	OLX India OLX International	grievance-officer@olx.in complaints@council.bbb.org safety@olx.in press@olx.com legal@olx.com support@olx.in	+91 99999140999	OLX Group Ground Floor, Tower 3A, DLF Corporate Park, DLF City, Phase 3 122002 Gurgaon, Delhi Website : <a href="https://www.olx.in/">https://www.olx.in/</a>
42.	ONE 97 COMMUNICA TION LTD	In-charge Officer	info@one97.com		B-121, Sector 5, Noida, Up-201-301
43.	PAYZAPP	HDFC Bank Payzapp	support@payzapp.in disputes@hdfcbank.com grievanceofficer@payzapp.in cybercell@payzapp.in navya.shetty@hdfcbank.com		
44.	PETSWORLD INDIA	In-charge Officer	support@petsworld.in		
45.	QUIKR	In-charge Officer	support@quikr.com grievanceofficer@quikr.com	080-67364545, 1800 200 1034	Quikr India Private Limited No. 106, SRK Nagar Post, Krishnarajpuram Hobli Thanisandra Main Road, Bangalore- 560045 Website : <a href="http://www.quikr.com">www.quikr.com</a>
46.	SHOPCLUES	In-charge Officer	support@shopcluescom.zendes k.com	0124 441 4888	40A/5, 2nd Floor, Gurgaon Head office, Gurgaon-122- 001



47.	SHOPCLUES.COM	Mr. Rajesh Jha	rajesh.jha@shopclues.com apurv.narula@shopclues.com kanchan.kukreja@shopclues.com info@shopclues.com support@shopcluescom.zendesk.com customersupport@shopclues.com	9971846309	Clues Network Pvt. Ltd., 40A/5, 2nd Floor, Gurgaon Head office, Gurgaon-122 001 www.shopclues.com
48.	SHOPNBUYMART.COM	In-charge Officer	info@shopnbuymart.com		
49.	SHOPPERS STOP	In-charge Officer	customercare@shoppersstop.com privacy.concern@shoppersstop.com	1800-419-6648	Shoppers Stop Limited Umang Tower, 5th Floor, MindSpace, Off. Link Road, Malad (West), Mumbai, Maharashtra - 400 064 www.shoppersstop.com/
50.	SHOPPING.INDIATIMES.COM	In-charge Officer	grievance.it@timesinternet.in sales.indiatimes@timesinternet.in		
51.	SHOPPING.REDIFF.COM	In-charge Officer	shopsupport@rediff.co.in		
52.	SNAPDEAL	Mr. Krishna Mohan Chaudhary Director Legal	buyerfraud@snapdeal.com grievanceofficer@snapdeal.com ritesh.pandey@snapdeal.com abhishek.mishra01@snapdeal.com legal@snapdeal.com help@snapdeal.com egal@snapdeal.com krishna.chaudhary@snapdeal.com	9643202515/92126/ 92126/ 9886734248/ 9810275055	Jasper Infotech Pvt Ltd, 246, 1st Floor, Phase- III, Okhla Industrial Area, New-Delhi 110-020 6th Floor, Cyberscape, Golf Course Extension Road Sector-59, Gurugram, Haryana- 122002 Website : www.snapdeal.com



53.	SNAPSHOT INDIA	In-charge Officer	care@snapshotindia.com gopal.badarvada@sbicard.com		
54.	SPORTSJAM.IN	In-charge Officer	info@sportsjam.in orders@sportsjam.in		
55.	SUVIDHA	Ms. Reema Thakker Richard Fernandes Mr. Ashok Shukla Ms. Komal Rathod Mr. Gaurhav Talwar	care@suidhaa.com support@suidhaa.com grievance@suidhaa.com reema.thakker@suidhaa.com komal.rathod@suidhaa.com richard.fernandes@suidhaa.com gaurhav.talwar@suidhaa.com	02267765318/ 02267765228 022 - 6776 5300	Suidhaa infoserve Pvt Ltd., Andheri East, Mumbai Suidhaa Infoserve Limited Unit No 02, 28th Floor, GIFT-II Building, Block No.56,Road-5C, Zone-5, Gift City, Gandhinagar - 382355, Gujarat.Website : suidhaa.com
56.	TVC SKY SHOP LIMITED	In-charge Officer	support@tvcskyshop.com		TVC House, Khandwala Center, Daftary Road, Malad(East) Mumbai- 400097,Maharastra
57.	UBER B.V	In-charge Officer	neteng@uber.com	1458423500	Vijzestraat 68,1017 HI Amsterdam, Netherlands



58.	UDIO & SHMART	In-charge Officer	amol.agate@udio.in aditya.tilve@udio.in jaseem.ansari@udio.in ping@udio.in	02267737800 / 919910770101 / 9198333159727	High Tech Plaza Office #2, Mahakali Caves Road, Adheri East, Mumbai-400- 093
59.	URBAN LADDER	In-charge Officer	hello@urbanladder.com security@urbanladder.com		
60.	VALUECART .IN	In-charge Officer	care@valuecart.in		
61.	VIA.COM	In-charge Officer	care@via.com		
62.	VOONIK	In-charge Officer	care@voonik.com		
63.	WALMART	In-charge Officer	subhash.shete@walmart.com		
64.	WOODEN STREET	In-charge Officer	support@woodenstreet.com		
65.	WOHOO.IN( FORMELY GIFTBIG.COM	In-charge Officer	contact@games24x7.com		Koramangala Industrial Estate, Bangalore 560 095



66.	YEBHI	Mr Abhishek Manoj Yadav	abhisjek.singh@yebhi.com manoj.yadav@yebhi.com		
67.	ZAPPOS	In-charge Officer	cs@zappos.com		Ground Floor, Tower C, Diamond District, Old Airport Rd, Domlur, Bengaluru 560008, India, Website : www.zeta.tech/in
68.	ZIG WHEELS	In-charge Officer	compliance@girnarsoft.com		
69.	ZOPPER	In-charge Officer	assure@zopper.com nickmudit@gmail.com		ZOPPER Pvt. Services Ltd, H-211, Sector-63, NOIDA, Uttar Pradesh-201301
70.	BigBazaar	E-commerce	ankit.thakkar@futereretail.in ankita.sharma1@futereretail.in kiran.premchandani@futereretail.in rohitashwa.bhotica@futuregroup.in	91 22-3084 1300	Future Retail Knowledge House, Shyam Nagar Off Jogeshwari-Vikhroli Link Road Jogeshwari (East), Mumbai 400060 Website : shop.bigbazaar.com
71.	Blue Dart	E-commerce	balakrishnaa@bluedart.com muraliv@bluedart.com		
72.	DOMINOSIN	E-commerce	rajpal_sharma@dominosin.com		
73.	Infinity Electric / westcomint.c	E-commerce	abuse@webwerks.com		WebWerks India Pvt. Ltd., 124, Unique Industrial Estate, Prabhadevi, Mumbai, MAHARASHTRA - 400025





74.	Just Dial	E-commerce	jobskolkata@justdial.com bangalore@justdial.com kolkata@justdial.com	033-44065599, 033-39826767	Just Dial Limited, No:703, Godrej Waterside Tower One Sector V, Salt Lake City, Kolkata-700091.
75.	Lease Web	E-commerce	security@leaseweb.com		The Technical Support Officer,RIP Mean, 1090 BB Amsterdam, Netherlands
76.	Qwikilver	E-commerce	nodal.officer@qwikilver.com info@qwikilver.com	-8108	Qwikilver solutions Pvt Ltd, 207, Gupta Arcade, L.S.C, Plot #5 Mayur Vihar Phase-1 Extn, Delhi-110091
77.	Sale2kart.in	E-commerce	info@sale2kart.in	9971876990	The Future Tree, Plotno.- 1-C, New Rz-B-74, Upper Ground Floor, Mahavirvihar, New Delhi- 110045
78.	Sports365	E-commerce	support@sports365.in		
79.	woohoo.in	E-commerce	support@woohoo.in	18004194438	QwikCilver Solutions Private Limited, # 104,1st Main,Vijay Jatti Building, 3rd Floor , 5th Block, Koramangala Industrial Estate, Bangalore - 560095
80.	Xiaomi	E-commerce	india-fraudprev@xiaomi.com service.in@xiaomi.com		



81.	Yourtireshopsupply.com	E-commerce	support@yourtireshopsupply.com	(818) 352-8717-111, (800) 300-2674-111,	7317 Foothill Blvd. Tujunga, CA 91042
82.	Agrahandicraft.com	E-commerce	sandlus0036@gmail.com		Rahul Jewelers, 503, Kaveri Apartment Khandari, Agra, Uttar pradesh, 282005
83.	dialanddeal.com	E-commerce	ck@dialanddeal.com	7779960002	DialanddealMarketingPvt Ltd. Blockno- 281/2/3,Roadno-9 Adityapur-2,Jamshedpur- 831013, Jharkhand
84.	POWER TORRNT	E-commerce	hvagra@torrentpower.com ccagra@torrentpower.com		
85.	Nearbuy	E-commerce	support@nearbuy.com legal@nearbuy.com	7303390325	Nearbuy India Private Limited Building No. 22, LSC Madangir Pushp Vihar Commercial Complex, Saket, New Delhi - 110062
86.	Red Bus	E-commerce	support@redbus.in mansur@redbus.in		





# E-WALLETS





## Brief on Electronic/Digital Wallets:

E-Wallets are software programs that securely store data. This data is needed to enable the wallet owner to conduct payments online or at points of sale (POS). E-Wallets replaced the traditional methods of payment, such as the use of currency or Bank cheques.

E-Wallets hold a variety of data items which is necessary for the compliance and security section. Payment Service Providers or Acquirers require some of this data to execute a payment transaction for various purposes. Exact data an E-Wallet store is subject to regulations include the following:

- *Authentication Data*, including username and password
- *Personal Data*, like Name, Address, and Date of Birth. Those are mandatory for registering an e-wallet.
- *Communication Channels* like Email or phone number of the customer. This allows the E-Wallet provider to reach out to them in case of need.
- *Stored Payment Instruments*, including Bank Account or Credit Card data relevant for transactions
- *Historical Transaction Data*, detailing past transactions for reference by the user, the e-wallet provider, and financial authorities

## The I.Os can seek the information for investigation from Service Providers:

1. Personal details of the account holder (mobile number, e-mail etc.)
2. Username and Password details
3. Details of E-wallet provider and financial authorities
4. Bank account and credit card data used for Transactions
5. History of payments and other transactions
6. Any other relevant information deemed fit for investigation



<b>E- WALLETS</b>					
<b>Sl.No.</b>	<b>Operator</b>	<b>Nodal Officer Name</b>	<b>e-Mail ID</b>	<b>Mobile</b>	<b>Address</b>
<b>1.</b>	9 M-PESA OR VODAFONE MPESA WALLET	Mr. Baiju Ayush	leasupport.mpesa@vodafone.com baiju.budhwani@vodafoneidea.com ayush.tiwari1@vodafoneidea.com customercare.vmpl@vodafone.com nodal.upwvmp@vodafone.com prabhat.sinha@vodafone.com nodal.upwl@vodafone.com jayalakshmi.potluri@vodafone.com nodaldesk.upwest@vodafone.com nodaldd.upwest@vodafone.com appellate.upwvmp@vodafone.com	719022249, 9720101550, 9720101509,9885018306, 9720101510-71710001	Vodafone M-Pesa Limited, B1/G2, 3 <sup>rd</sup> Floor, Mohan Cooperative Indl. Estate, Mathura Road, New Delhi-44
<b>2.</b>	AIRTEL DTH	Haryana	121@in.airtel.com 0124 4448080,011 42666500, 040 44448080, 8133848080, 9955148080, 011 44448080, 079 44448080, 0124 4448080, 8628048080, 9596748080, 080 44448080, 0484 4448080, 020 44448080, 02244448080, 8132948080, 7077448080, 0172 4448080, 0141 4448080,	04444448080, 0522 4448080, 033 44448080, 0755 4448080	Bharti Airtel Limited, 1, Bharti Crescent, Nelson Mandela Road, Phase II, Vasant Kunj, Delhi. +91 11 42666500
<b>3.</b>	AIRTEL MONEY	In-charge Officer	wecare@airtelmoney.com grievance.officer@airtelmoney.in		
<b>4.</b>	AOL	In-charge Officer	<a href="https://help.aol.com/contact/">https://help.aol.com/contact/</a>		
<b>5.</b>	ATOM TECHNOLOGIES LIMITED	In-charge Officer	atom4u@atomtech.in		Atom Technologies Ltd, Suren Road, Andheri East, Mumbai-400-093



<b>6.</b>	AXIS WALLET	In-charge Officer	fcm.co@emrecharge.com		
<b>7.</b>	BILL DESK	Mr. Jatin	support@billdesk.com pgsupport@billdesk.com jatinsingh@billdesk.com shiva.kumar@billdesk.com nodal@billdesk.com rahul@billdesk.com genius@billdesk.com	02261060512/ 02261060600 91 22- 4092 0001, 011- 46960000	Indiaideas.com Limited E-510 Crystal Plaza, New Link Road, Andheri (W), Mumbai - 400 053. Website : www.billdesk.com
<b>8.</b>	BLACK BERRY	In-charge Officer	lawfulaccess@blackberry.com lawfulaccess@bbmtek.com		
<b>9.</b>	CC AVENUES	In-charge Officer	contact@ccavenue.com risk@ccavenue.comservice@ccavenue.com  912267425555 26000816 /32913622 / 6699204	19912267425542 022-66920419	Plaza Asaid, S.V.Road, Santa Cruz(West), Mumbai
<b>10.</b>	Chillr	Payment wallet	talktous@chillr.in support@chillr.in	022-69002240	Chillr HQ Backwater Technologies Pvt. Ltd 201, 2nd Floor, Pinnacle House, Khar Pali Road, Bandra(W), Mumbai-400050 Website :
<b>11.</b>	CITRUSPAY.COM	In-charge Officer	contact@citruspay.com fraud.alert@citruspay.com citrusnodalofficer@payu.in	8767709900 9311417755,	Citrus Payment Solutions 3 <sup>rd</sup> Floor, Viraj Buildings, Khar(West), Mumbai PayU Payments Private Limited, 5th Floor, Icon Tower, Opposite



					KFC Restaurant, Baner Road, Pune - 411045 Website: consumers.citrusp ay.com/
12.	COUNTER MAIL	In-charge Officer	legal@countermail.com		
13.	Digi Secure	Payment wallet	digipursecare@unionbankofindia.com		Digisecure Technologies Private Limited No.3, Venkatesapuram Colony First Cross Street Ayanavaram Chennai 600023
14.	DIRECPAY.COM	In-charge Officer	contact@direcpay.com	9619712858	Reliable Tech Park, Level 4,B Wing, Airoi, Navi Mumbai 400-708
15.	EASYBILL	In-charge Officer	prepaid.support@easybill.co.in irecharge.support@easybill.co.in busticket.support@easybill.co.in airticket.support@easybill.co.in info@easybill.co.in ccare@easybill.co.in ubc.support@easybill.co.in		Easy Bill Private Limited, 51,3rd Floor,Okhla Industrial Estate- III, New Delhi - 110 020.
16.	EASYMOBILERE CHARGE.COM	In-charge Officer	info@easymobilerecharge.com gurdeep.singh@easymobilerecharge.in	9318919882 / 7307270730	



17.	EBILLING SOLUTIONS (EBS)	HR Manager	tushar@ebs.in sales@ebs.in risk@ebs.in upport@ebs.in	912244887000 / 912228613156	Third Floor, Suashish IT Park, Building 'B',CTS No 68/E, Plot No- 134(1), Dattapada Road, Boirvali East, Mumbai- 400-066
18.	EMRECHARGE.COM	Appa Rao	apparao@emrecharge.com support@emrecharge.com karthik.k1987@gmail.com support@emrecharge.com	7039596773 / 93805 63285 / 9699243100	
19.	EPAYKERELA/ VOLKS ELECTRONICS	In-charge Officer	volkscom@eth.net		
20.	eTranWallet (Kedia info)	Payment wallet	vivek@kediainfo.com abhishek@kediainfo.com	+91 8885181000	Kedia Infotech Limited, 518,Swapnalok Complex S.D Road, Secunderabad 500003,. Telangana.
21.	Euronet Worldwie	Payment Gateway	sarora@euronetworldwide.com		
22.	EzeTap	Payment wallet	sales@ezetap.com		





23.	EZPAYONLINE E.IN	In-charge Officer	support@ezpayonline.in	9023172605	
24.	FINO Pay Tech	Pay wallet	info@fino.co.in wecare@finopaytech.com garima.kaushik@finopaytech.com rajesh.save@finopaytech.com rajesh.sharma@finopaytech.com remit_rcu@finopaytech.com t.ravi@finopaytech.com milind.bhujbale@finopaytech.com ajit_upadhyay@finopaytech.com	022 30155050, 022 39540738	
25.	FREE CHARGE	In-charge Officer	care@freecharge.in risk.team@freecharge.in grievanceofficer@freecharge.com freecharge.nodal@axisbank.com risk@freecharge.com	022-40770612, 9945511142, 022-40770672, 022-40770673	Free Charge, Vaibhav Chambers, Limit No.2A,2nd Floor, Bandra Kurla Complex,Bandra East,Mumbai-51  Axis Bank Ltd NPC1, 5th Floor, "Gigaplex", Plot No I.T.5, MIDC Airoli Knowledge Park, Airoli , Navi Mumbai-400708
26.	FUTURE PAY	Mr.Ankit Thakkar Ms.Ankita Sharma	support@future,pay.co.in ankitasharma1@futereretail.in gyanendra.singh@futerertetail.in rohitashwa.bhotica@futreuregroup.in kiran.premchandani@futereretail.in		
27.	GI TECHNOLOGY/ ICASH WALLET	In-charge Officer	support@gitechnology.in		GI TECHNOLOGY PRIVATE LIMITED C-9, 2nd Floor, Left Wing, Thiru- Vi- Ka Industrial Estate, Guindy, Chennai, Tamil Nadu - 600 032



28.	GS PAY	In-charge Officer	info@gspay.com		
29.	HOTREMIT	In-charge Officer	help@hotremmit.com	9003818197/ 9840783416	
30.	ICICI POCKET WALLET	In-charge Officer	pockets@icicibank.com karthik.junnuri@icicibank.com fraudhelpdesk@firstdata.com.au shrikant.satam@firstdata.com.au priya.tandel@firstdata.com.au		
31.	ICICI PREPAID	In-charge Officer	ajinkya.duragkar@icicibank.com naveen.surapaneni@icicibank.com karthik.junnuri@icicibank.com		
32.	ICICI Wallet (pockets)	Payment wallet	pockets@icicibank.com fraudhelpdesk@firstdata.com.au shrikant.satam@firstdata.com.au ajinkya.duragkar@icicibank.com	75698 67777	ICICI Bank Tower near Chakli Circle, Old Padra Road, Vadodara 390007, Gujarat.
33.	INCASHM E WALLET	In-charge Officer	care@incashme.com		
34.	INFIBEAM	In-charge Officer	customerservice@infibeam.me		
35.	INSTAMOJO	In-charge Officer	support@instamojo.com		3rd Floor & 4th Floor, Maa Grace, 12 7th Cross Road, Koramangala 1A Block Bangalore - 560034



36.	InstaPay	Payment wallet	instantpay.ind@ingenico.com instantpay@techprocess.co.in		
37.	ITZCASH	In-charge Officer	risk@itzcash.com		
38.	JANACASH	In-charge Officer	customercare@janalakshmi.com	080-46020100	Jana Small Finance Bank Ltd No. 11, 5th floor, Divyashree Chambers O'Shaughnessy Road, Bengaluru - 560025.
39.	JBSPL	In-charge Officer	support@jbspl.com	02786993141 /02786993142/ 02786993143 /919924060162	306-Aristo Complex, Opp. Madhav Darsan, Waghawadi Road, Bhavnagar, Gujarat, India
40.	Jio Money	Payment wallet	nodaloffice.jiomoney@ril.com	18008919999	Reliance Payment Solutions Reliance Corporate Park, Ghansoli, Navi Mumbai - 400 701.
41.	JUST PAY INDIA	In-charge Officer	support@justpayindia.com info@justpayindia.com	1416556677	Shop No.1, Parvathi Nagar, Naya Khera, Jaipur 302-039, Rajasthan



42.	KEDIA INFOTECH LTD/ETRAIN WALLET	Mr. Sri Ram Vivek	sriram@kediainfo.com vivek@kediainfo.com		
43.	KEEPCALLING	Ms Cristina Cornea	customerservice@keepcalling.com cristina.cornea@keepcalling.com		
44.	KITECASH	In-charge Officer	crew@kitecash.in	7290068856	Sona House, 35/75, Punjabi Colony, Katora Talab Raipur- 492110, Chhattisgarh
45.	KOMPARIFY.COM	In-charge Officer	support@komparify.com	9500027575 / 9543014477	Cheeni Labs3-H Century Plaza, 560 Anna Salai Teynampet, Chennai, Tamil Nadu, India - 600018
46.	LIME BY AXIS BANK (AXIS WALLET)	Suresh Warriar, Ms. Swapna Chendvankar	suresh.warrier@axisbank.com swapna.chendvankar@axisbank.com fcm.co@axisbank.com		
47.	Liv Quik	Payment wallet			The Liv Quik Technology (India) Private Limited, D- 3123/4, Oberoi Garden Estate, Chandivali Farms Road, Andheri (E), Mumbai - 400072



48.	M CLIP	In-charge Officer	boardamclip@wibmo.com		
49.	M CLIP WALLET (BANK OF BARODA)	In-charge Officer	barodamclip@wibmo.com mwallet@bankofbaroda.com		
50.	Master Card	Payment wallet	rajesh.wadhwa@mastercard.com		
51.	MIXS.IN	In-charge Officer	cr.saivarma@meteoriteinformatics.com	99666668748	
52.	MOBIKWIK	Mr. Bipin	bipin.p.singh@gmail.com nodal@mobikwik.com contact@zaakpay.com fraudalerts@mobikwik.com	783869354,011-61266390, +919466446644, 783869354, 9599814101/102	D-28b, Moti Nagar, New Delhi, Pin110015 3rd Floor, Augusta Point, Golf Course Road, Sector 53, Gurgaon, Haryana- 122002
53.	MOBILESS	In-charge Officer	rupeshpr77@gmail.com		



54.	MOBILESS.IN	In-charge Officer	support@mixs.in,info@mobiles.in rupeshpr77@gmail.com sarvesh.chauhan@hitachi-payments.com rajeev.garg@hitachi-payments.com dvr.rhms@hitachi-payments.com help.mobiles@gmail.com info@hitachi-payments.com		
55.	MONEY ON MOBILE	In-charge Officer	hari.parkar@moneyonmobile.net customercare@money-on-mobile.com rajashree.gollar@money-on-mobile.com	2245021500	
56.	MPURSE	In-charge Officer	care@mpurseservices.com	+91 9711302264	MPurse Services Private Limited 22, 3rd Floor, AltF CoWorking JMD Empire Square Building DLF Phase 1, Sector 28, Gurugram, Haryana - 122001
57.	MY PAY CASH	In-charge Officer	nodal.officer@mysmartpaisa.in		
58.	NETELLER	In-charge Officer	complaints@neteller.com complaints.info@financial-ombudsman.org.uk		South Quay Plaza 183 Marsh Wall London E14 9Sr,United Kingdom
59.	NOVAPAY.IN	In-charge Officer	care@novopay.in nodalofficer@novopay.in contact@novopay.in	+91 92431 92431	18/2A, GRS Towers, Second Floor, Above Namdhari's Fresh, Sarjapur Road, Bangalore-560102



60.	OBOPAY.COM	In-charge Officer	info@obopay.com cardssupport@obopay.com		
61.	ONE PAY INDIA PVT LTD	In-charge Officer	care@onepay.co.in ajay.kejriwal@10cindia.com		11th Floor Vatika Towers Sector 54 Gurgaon Haryana 122002
62.	ONE97 (PAYTM)	Amarpal Tomar	info@one97.com		
63.	OXIGEN WALLET	Ms. Rubina Chadha	rubina.chadha@myoxygen.com fraud.control@myoxygen.com care@oxigen.com partgha.sinha@myoxygen.com	9643200257	Oxigen Sevcies India Private Limited, Building No.94, Institutional Area, Sector 32, Gurgoan- 122-016, Haryana
64.	OXYGEN WALLET	Mr. Neeraj Kumar	neeraj.kumar@myoxygen.com prashant.verma@myoxygen.com ramesh.swamy@myoxygen.com care@oxigenwallet.com chanda.singh@myoxygen.com partha.sinha@myoxygen.com tx.notifications@myoxygen.com notifications@myoxygen.com mohit.kapoor@myoxygen.com vinod.kanojia@myoxygen.com arun.saxena@mpowersoft.com rubina.chadha@myoxygen.com neeraj.kumar@myoxygen.com	9711151243 +91-9811280815	Oxygen Services India Pvt. Ltd. 8th Floor, c/o COOFFIZ, Magnum Towers, Golf Course Extension, Sector 58 Gurugram, 122011, Haryana.



65.	PAY WORLD	Mr. Lalit	contact@payworldindia.com lalit.bafna@sugaldamani.com praveen.dhabhai@payworldindia.com anuj.bhatia@payworldindia.com	0124 642 8844	Sugal and Damani Utility Services Pvt. Ltd., 138, Udyog Vihar, Phase-1, Golf Course Extension, Sector 58 Gurgaon, Haryana - 122001
66.	PAY1.IN	In-charge Officer	listen@pay1.in	02242932288 / 02267242288	Pay1, 726, IJMIMA Complex, New Link Rd, Mindspace, Malad West, Mumbai, Maharashtra 400064
67.	PAY2ALL.IN	In-charge Officer	sanjay@pay2all.in	9999123063 / 8802034056	
68.	PAY4INDIA.COM	In-charge Officer	info@pay4india.co.in		
69.	PAYB U AND PAY U MONEY	In-charge Officer	reportfraud@payu.in care@payu.in	1246624800	7 <sup>th</sup> Floor, Pearl tower, Plot No 51, Institutional Area, Sector 32, Gurgaon-122- 001
70.	PayCash.com	Payment wallet	nodal.escalation@icicims.com		





71.	Paymate	Payment wallet	contact@paymate.co.in	022 26616170	
72.	PAYPAL	Mr. R Prabu	rprabhu@paypal.com grievance-india@paypal.com. asiapacificpolice@paypal.com nagerao@paypal.com		PayPal Payments Private Limited Plot C, IL&FS Financial Centre, 2B, 22, G Block BKC, Bandra East, Mumbai, Maharashtra 400051 Website : www.paypal.com/in/home
73.	PAYPLUTUS	In-charge Officer	care@payplutus.com contact@appnittech.com	01206900881 / 01206900882	Appnit Technologies Private Limited, 403, Tower-A, 4th Floor, Logix Technova, Sector 132, Noida (U.P.) 201301.
74.	PayTM Bank	Payment wallet	nodalofficer@paytmbank.com	0120-4809661	Paytm Payments Bank Limited, V J Towers, A-6, Sector 125 Noida, Uttar Pradesh-201303
75.	PAYTM MOBILE SOLUTIONS PVT.LTD	Mr. Rahul Bali	cybercell@paytm.com security@paytm.com shubham.negi@paytm.com	9643979797 / 88261 33995 / 01204770770 /7042927197/ 9572031248	B-121 Sector 5 Noida Up-201301



76.	PayU	Payment Gateway	reportfraud@payu.in indranil.ain@payu.in parveen.kumar@payu.in shravan.jha@payu.in gurpal.kumar@payu.in	9999864592, 9891297450, 0124-6624927, 0124-6624812, 9716600377, 9971670545, 9910073040, 98997777166	
77.	PAYUMONEY	In-charge Officer	merchantcare@payumoney.com care@payumoney.com		
78.	PHONEPE	Mr. Rajiv Dudeja	rajiv.dudeja@fxmartindia.com fxmoga@fxmartindia.com ramanan.darshan@fxmartindia.com sudhir.s@phonepe.com cybercell@phonepe.com	080-68727374	Ashford Park View, Site No - 9 Industrial Layout, Koramangala 3rd Block, 80 ft Road, Bangalore-560034.
79.	POWER MAHADISCOM	Payment wallet	helpdesk_pg@mahadiscom.on		
80.	PUNJAB	V K Ahuja	ddgtermph-dot@nic.in	1722272040 Fax-2217700	1st Floor, Telephone Exchange Building, Sector-70, Mohali, Chandigarh- 160071



81.	QUBE PAY	In- charge Officer	qubepay@gmail.com		
82.	RAZOR PAY	In-charge Officer	contact@razorpay.com grievances@razorpay.com riskteam@razorpay.com	080-46669555	RAZORPAY Razorpay Software Pvt NO. 22, 1st Floor, SJR Cyber, Laskar- Hosur Road, Aduodi Bangalore-560030
83.	RECHARGEDONE. COM	In-charge Officer	info@rechargedone.com	9247011137	
84.	RECHARGEITNOW	Ganesh	care@rechargeitnow.com sharat.jain@rechargeitnow.com finance@rechargeitnow.com shubhra.saxena@rechargeitnow.com mahesh.agarwal@esteltelecom.com support-care@rechargeitnow.com ganesh.garg@rechargeitnow.com		In-Charge Officer, Estel House, 126, Sector 44, Institutional Area, Gurgoon, Hararyana, 122002
85.	RECHARGE- ONLINE.COM	In-charge Officer	rechargeonline.com@gmail.com	7699001853	
86.	RELIANCE PAYMENT SOLUTIONS LIMITED	Mr. Viral	care@jiomoney.com viral.turakhia@ril.com merchant.care@jiomoney.com nodalofficer.jiomoney@ril.com headcustomersupport.jiomoney@ril.com	7718890312	



87.	RELOAD.IN (RELOAD ONLINE SERVICES INDIA PVT LTD)	In-charge Officer	support@reload.in	4064557799	House No: 6-3- 668/10/63, Flat No. 401, Plot No. 63 Durga Nagar Colony, Punjagutta Hyderabad - 500082
88.	SBI BUDDY	In-charge Officer	agm.nodcyb@sbi.co.in dm1it.cms@sbi.co.in alert.buddy@sbico.in contactcentre@sbi.co.in support.statebankbuddy@sbi.co.in report.statebankbuddy@sbi.co.in	18004253800 / 08026599990	
89.	SBI EBUDDY	Mr. Gautam Jha	gautam.jha@sbi.co.in	9599697385	
90.	SBI EBUDDY	Mr. Parashant	support.statebankbuddy@sbi.co.in	2224570459	
91.	SBI EBUDDY	Mr. Anwar	epg.cms@sbi.co.in	9594795412	
92.	SBI EBUDDY	Mr. Ashish	agm.nodcyb@sbi.co.in epg.support@sbi.co.in cm6it.cms@sbi.co.in dgmcfp.csnb@sbi.co.in	27573921	



93.	SBIEPAY	Mr. Amar K. Patel	amar.k.patel@accenture.com sbiipay@sbi.co.in support.statebankerupe@sbi.co.in rfc.sbiipay@sbi.co.in opshead.sbiipay@sbi.co.in ops1.sbiipay@sbi.co.in ops2.sbiipay@sbi.co.in cmgbu.zodeh@sbi.co.in dm1it.cms@sbi.co.in	1800112211 18004253800, 1800112211	
94.	SMART E PAYMENT SOLUTIONS	Gena Fiege	contact@smartpayments.net help@epaybill.in info@epaybill.in	(703) 516- 4282 /4115	
95.	SPEED PAY PLUS	In-charge Officer	support@speedpayplus.com		Srinilaya Cyber spazio, West Wing 1st Floor, 8-2- 269/A/2/1 to 6, Road No 2, Banjara Hills, Hyderabad, India 500034
96.	SPICE DIGITAL / SPICESAFAR.CO M	Vikas Kumar	vikas.kumar@spicedigital.in	9216346405, 120-5029101, 0172-5094980	Global Knowledge Park, 19A &19B, Sector-125, Noida -201 301 (UP)
97.	SPICE MONEY	In-charge Officer	nodaldesk@spicemoney.com varun.dogra@spicemoney.com grievances@spicemoney.com gagan.kukreja@spicemoney.com customercare@spicemoney.com ppicare@spicemoney.com	0120-3859415, 120 3986786, 120 5077786	Spice Money Limited, Spice Global Knowledge Park, 19A &19B, Sector-125, Noida- 201301, UP.
98.	SUPER CELL	In-charge Officer	info@supercell.net transaction@supercell.com		



99.	TATA MMPL	Mr. Krishna Rao	rohit.gupta@mrupee.in krishnarao.b@mrupee.in customercare.up@tatatel.co.in uco.custcare@ucobank.co.in uco.mbanking@ucobank.co.in costomerservice@tatacommunication.com	9219509596 / 90440 99888/0116655815	
100.	TECHPROCESS / PAYNIMO / MOTOTPSL / GSPAY (GLOBAL & SECURE PAY)	In-charge Officer	support@techprocess.co.in instantpay@techprocess.co.in instantpay.ind@ingenico.com banks@techprocess.co.in info@gspay.com	022-67664411, 6724735352	Mehra Estate, LBS Marg, Vikhroli (West), Mumbai- 79
101.	THE MOBILE WALLET	In-charge Officer	cs@tmwpay.com	8879757289	
102.	THE MOBILE WALLET	In-charge Officer	netsafe@tmwpay.com cs@themobilewallet.com	7507375073	
103.	TO IDEA MONEY	Mr.Devangshu Chowdry	ideamoneygrievofficer@idea.adityabirla.com ideamoneycare@idea.adityabirla.com manish.srivastava4@idea.adityabirla.com ideamoneygrievoffice@idea.adityabirla.com zeeshan.zakaria@idea.adityabirla.com fraud.reporting@adityabirla.bank kishore.gurudasani@adityabirla.bank	9594003642	Windsor 5th Floor, Vidyanagari Marg. Off CST Road, Kalina, Santa Cruz(E), Mumbai-400-098



104.	TRANSACTION ANALYST	In-charge Officer	c3support@transcasionanalyst.com support@transactionanalyst.com analyst.comsuresh.r@transactionanalyst.com padmaja.n@transactionanalyst.com smohan.v@transactionanalyst.com		
105.	TRUPAY	In-charge Officer	info@trupay.com		
106.	UCO BANK WALLET	In-charge Officer	suggestions-customer-care@ucobank.co.in mail- uco.custcare@ucobank.co.in queries-hoe_banking.calcutta@ucobank.co.in other atm queries-hoatm.calcutta@ucobank.co.in	18002740123	
107.	Ucopay Plus	Wallet	uco.custcare@ucobank.co.in uco.mbanking@ucobank.co.in		Website : <a href="https://www.ucobank.com">https://www.ucobank.com</a>
108.	We Pay Payments	Payment wallet	security@wepay.com		
109.	XPAY WALLET	In-charge Officer	customer-care@uaeexchange.co.in		
110.	Yes Pay	Wallet	principal.nodalofficer@yesbank.in. cybercell@yesbank.in sachin.sadiram@yesbank.in amit.kothawade@yesbank.in vihang.mate@yesbank.in	022-39489374	YES Bank Limited 5th Floor, ONE International Center, YES Bank Tower, Elphinstone (W), Mumbai – 400013 Website : <a href="http://www.yesbank.in">www.yesbank.in</a>



111.	YESBANK.IN	Mr. Gurpal Kumar	dlnocdbopsteam@yesbank.in cybercell@yesbank.in reportfraud@payu.in care@payu.in contact@payu.in nitin.gupta@payu.in yestouch@yesbank.in yestouch@yesbank.in yestouch@yesbank.in	9891297450/97166 00377/9971670545 9910073040/9899 777166	
112.	YESBANK.INPAYU	Mr. Sarven	payu-chargeback@payu.in	9999864592	The CEO, Pay U payments Private Limited, 7 <sup>th</sup> floor, Pearl Tower, Plot No 51, Institutional Area, Sector32, Gurgaon:122001
113.	YPAYCASH.COM	Mr. Mrinal Zaakpay	nfo@ypaycash.com mrinal.sinha@mobikwik.com compliance@zaakpay.com nodalofficer@ypaycash.com info@ypaycash.com	7829744417/ 990082944 1800-4250-6789,	The Manager, Y Cash Software Solutions Pvt. Ltd., 1140, 3Rd Floor, 17 <sup>th</sup> Cross, 7 <sup>th</sup> Sector, HSR Layout, Bangalore 560102
114.	ZAKK EPAYMENT & MOBIKWIK	In-charge Officer	contact@zaakpay.com mrinal.sinha@mobikwik.com upasana@zaakpay.com fraudalerts@mobikwik.com risk@mobikwik.com nodal.officer@zaakpay.com. upasana@zaakpay.com mrinal.sinha@mobikwik.com	919466446644/ 919599814101/ 9599814102	8A,DDA Pocket1, Sector 7, Dwaraka, New Delhi-110-075
115.	ZETA	In-charge Officer	support@zeta.in		
116.	ZIPCASH	In-charge Officer	amold@zipcash.in help@zipcash.in		





117.	ZOHO BITCOIN	Legal	legal@zohocorp.com rajaganapathy.j@zohocorp.com		
118.	DIGI PURSE (UNION BANK)	Mr. Sanjeev		9892253067	
119.	DIGI PURSE (UNION BANK)	Mr. Thouseef Ahmed	fsssupport@fss.co.in	8754460331	
120.	DIGI PURSE (UNION BANK)	Mr. Gyan Singh	digipursecare@unionbankofindia. com digipursecare1@unionbankofindia. com help@hotremit.com	2222892000 044- 47415741 8879772211, 022-22892522-23,	
121.	E-PURSE CROP WALLET (CORPORATION BANK)	In-charge Officer	epurse@corpbank.co.in caps2@corpbank.co.in		





# E-MAIL SERVICE PROVIDERS





### **Brief on E-mail Service Providers:**

E-mail is a widely used and highly distributed application involving several performers that perform different functions. These performers include hardware and software components, services, and protocols that provide interoperability between its users and among the components along the path of mail transfer. Cybercriminals forge an E-mail header or send it anonymously for illegitimate purposes which leads to several crimes and thus makes E-mail investigation crucial.

### **Details of the information and digital evidence need to be collected from service providers for the investigation purpose:**

To facilitate Investigating Officers, the E-mail Service Providers can provide the information and digital evidence for investigation and prosecution of a case. The information mentioned below can be collected from E-mail Service Providers by the Investigating Officers:

1. Account registration details of the user
2. IP Address & MAC address details of the alleged computer used at the time of registration of the e-Mail ID.
3. Content of E-mail message – to understand and investigate an attack or malicious intent of the intrusions.
4. Origin and destination of messages, and traces of the path traversed by the message.
5. Details to identify spam and phishing networks.
6. Copies of delivered E-mails and server logs to identify the source of an E-mail.
7. Details of Login and logout from the date of creation to till date
8. Data about the owner of the mailbox to identify a person behind an E-mail address.
9. Delete/Block/Remove the alleged Email ID Permanently
10. User's contact number and alternate email IDs
11. Geo-location details of mail ID from date of creation to till date
12. Details of the user received and sent mail from/ to a particular mail ID



**For Gmail & Yahoo mails:**

13. Details of deleted/ archived/ trash messages
14. Details of Draft/messages
15. Details of starred messages
16. Contact and mail IDs synched to the mail
17. Events / Tasks scheduled on calendar attached to the mail
18. Details of the user when he was last active
19. Details of devices (Phone, Tablet, or Computer) through which mail is accessed



**For Yahoo only:**

20. Details of subscriptions made by the user using the email ID
21. Details of travel particulars registered with this mail ID



**For Gmail only:**

22. Details of important/scheduled mails
23. Details of chats synched to Gmail
24. Details of blocked/ hide contacts and invites sent using the mail ID
25. Any other relevant information for investigation purposes.





<b>E-MAIL SERVICE PROVIDERS</b>					
<b>Sl.No.</b>	<b>Operator</b>	<b>Nodal Officer Name</b>	<b>e-Mail ID</b>	<b>Mobile</b>	<b>Address</b>
<b>1.</b>	HOTMAIL	In-charge Officer	indiacc@microsoft.com globalcc@microsoft.com talvares@microsoft.com globalcc@microsoftcc.com msnwcc@microsoft.com	980526399	International Criminal Compliance Department, One Microsoft Way, Redmond, Washington, USA
<b>2.</b>	REDIFFMAIL	Ms. Jyothi	jyotid@rediff.co.in customersupport@rediff.co.in legal@rediff.co.in		
<b>3.</b>	THE GOOGLE.INC	Ms. Gitanjali	lis-apac@google.com gitanjali@google.com sdtiwari@google.com theflipshop@gmail.com	9999300447	1600 Amphi Theatre, Parkway Mountain View, C.A.940-943
<b>4.</b>	YAHOO WEB SERVICES PVT LTD	In-charge Officer	au-legalpoc@yahoo-inc.com guyot@yahoo-inc.com		Legal Department, Pier 8/9, 23 Hickson Road, Millers Point NSW-2000, Australia





# OVER THE TOP (OTT) SERVICE PROVIDERS





## Brief on OTT Platforms:

OTT is the abbreviation for the 'Over-The-Top' and refers to the distribution of video content through high-speed Internet connection over public networks instead of sharing the content by traditional distributors, cable, and satellite television platforms. There is a wide range of OTT platforms – including Netflix, Amazon Prime Video, Zee 5, Yup TV, Aha media, etc.

The user of streaming services needs to be extra careful as OTT platforms are being the next big target for cybercriminals. With the growing popularity of streaming services, these platforms are increasingly exploited by cybercriminals to launch various attacks. These attacks range from phishing attacks aimed at collecting account credentials and financial information to using the names of these platforms. The Cyber-criminal lure to trick users into downloading various threats including adware and malware.

## Details of the information and digital evidence to be collected from service providers for the Investigation purpose:

In case of investigation needs, the Investigating Officers can seek the below information from the OTT service providers:

1. User account credentials
2. Name of Production House
3. Contact details of production house
4. Type of Content broadcasted
5. Region Broadcasted
6. Details of Publisher
7. Censor certification and any other approvals provided by the Ministry of Information & Broadcasting, GoI.



<b>OVER THE TOP (OTT) SERVICE PROVIDERS</b>					
<b>Sl.No.</b>	<b>Operator</b>	<b>Nodal Officer Name</b>	<b>e-Mail ID</b>	<b>Mobile</b>	<b>Address</b>
1.	AIRTEL DTH	In-charge Officer	121@in.airtel.com	04044448080	Bharti Airtel Limited, 1, Bharti Crescent, Nelson Mandela Road, Phase II, Vasant Kunj, Delhi India Contact Number- +91 11 42666500
2.	AIRTEL DTH	In-charge Officer	Bihar Jharkhand	9955148080	
3.	AIRTEL DTH	In-charge Officer	Delhi	1144448080	
4.	AIRTEL DTH	In-charge Officer	Gujarat	7944448080	
5.	AIRTEL DTH	In-charge Officer	Himachal Pradesh		
6.	ASSAM	In-charge Officer		8133848080	



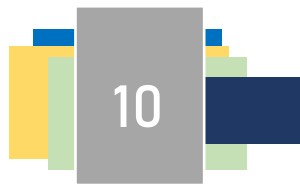


7.	Bookings.com	OTT			<a href="https://www.booking.com/content/law-">https://www.booking.com/content/law-</a>
8.	D2H	Legal Desk	Customercare@d2h.com		
9.	DIS DEN	Mr Vibhav S	vaibhavs@denonline.in		
10.	DISH TV	Mr.Puneesh	puneesh_k@dishtv.in		
11.	SITI CABLE NETWORK	OTT	rajivc@wwil.net rajivchakraborty@siticable.com Sanjoy.Das@siticable.com Abdullah.Mullick@siticable.com	9874476222	Operations Incharge, Rajib Chakraborty, 29/F, B.T.Road, Peerless Nagar Complex, Sodepur, Panihati, 24Pgns(N), Kolkata-700114
12.	SONY	OTT	Sunil.Kumar1@ap.sony.com sonyindia.care@ap.sony.com		
13.	SUN DIRECT TV	Mr.Sivakumar	Sivakumar.m@sundirect.in		
14.	TATA SKY	Mr.Sunil	sunilbr@tatasky.com vikramm@tatasky.com rajaram@tatasky.com help@tatasky.com	9223308855	
15.	VIDEOCON, ANDAMAN AND NICOBAR ISLANDS	Mr.Jayanta Sarkar	nodalofficer.andamanandnicobarislands@d2h.com	3340067938	Videocon D2H Limited (Formerly B.B.C.L.), 4th Floor, Azimganj House, 7 Camac Street Kolkata - 700017



16.	VIDEOCON, ANDHRA PRADESH	Mr. N S Prakash Rao	nodalofficer.andhraprad esh@d2h.com	7670820860	Videocon D2H, D.No 48-12- 4H/1, Indralok Estates, Adj To Kay Hotel, Gunadala, Vijayawada – 520004, AP, India
17.	VIDEOCON, ASSAM	Mr. Dhanjit Talukdar	nodalofficer.assam@d2h .com	9085076762	Videocon D2H Limited (Formerly B.B.C.L.), H No. 20, 1st Floor, Udayan Path, Tripura Road, Jayanagar, Opp Sneha Bandhan, Near Reliance Market, Guwahati-781022.
18.	VIDEOCO, PUNJAB	Mr. Ajay Garg	nodalofficer.punjab@d2h.c om	1614678402	Videocon D2H Limited (Formerly B.B.C.L.), Plot No. 1673 , Phase I, Dugri , Ludhiana 141002
19.	Wish Net Private Limited	OTT	info@wishnet.co.in		Wish Net Private Limited, 86, Golaghata Road, Saraswati Apartment, 6th Floor, Kolkata- 700048, West Bengal, India





# OTHER SERVICE PROVIDERS





## **Brief on Other Service Providers:**

There are different types of Service Providers – Corporate, Government and Organisations. They include Business, Gaming, file-sharing, web-based Service Providers, broad casting networking and so on. These Service Providers provide real-time data and other services.

### **Details of the information and digital evidence need to be collected from other service providers for the investigation purpose:**

Information and digital evidence obtained from Other Service Providers are helpful to prove the case. The Investigating Officers may ask for the following information for the investigation purpose.

1. User Registration Particulars
2. Details of IP Logs in respect of bank transactions /IDs
3. KYC Form ( Customer Details Form)
4. Contact Number
5. Email Address
6. Payment details
7. Any Other relevant information deemed fit for investigation



<b>OTHER SERVICE PROVIDERS</b>					
<b>Sl.No.</b>	<b>Operator</b>	<b>Nodal Officer Name</b>	<b>e-Mail ID</b>	<b>Mobile</b>	<b>Address</b>
1.	ADIPOL	In-charge Officer	adipol.trading@adipol.es	34607200639	C/Maria Cub 78,Entlo.3 Barcelona Spain
2.	AKBAR TRAVELS	In-charge Officer	support@akbartravelsonline.com out@airbnb.com dpo@airbnb.com		
3.	APPLE	Legal Desk	euro.space@apple.com		
4.	BENGALI MATRIMONY	In-charge Officer	domainadmin@matrimony.com	04424631500	Bengalimatrimony.Com (Matrimony.Com Pvt Ltd), No. 94, TVH Beliciaa Towers, 10th Floor, MRC Nagar, Chennai600028, Tamilnadu.
5.	BHARAT MATRIMONY	In-charge Officer	jmuruga@bharatmatrimony.com saichithra@bharatmatrimony.com plsenthil@bharatmatrimony.com		
6.	BIGROCK	In-charge Officer	tos@bigrock.com compliance@bigrock.com abuse@bigrock.com		The Chief Operating Officer, Big rock Solutions Limited, Direct Plex, Old Nagardas Road, Near Andheri Subway,



					Andheri(E) Mumbai400069
7.	BOOK MY SHOW	Mr. Shri Gatla	shri.gatla@bookmyshow.com nadeem.shaikh@bookmyshow.com kanchan.pashte@bookmyshow.com riskmanagement@bookmyshow.com helpdesk@bookmyshow.com	9224244591	Big Tree Entertainment Private Limited Ground Floor Wajeda House, Gulmohar Cross Road No. 7, Juhu Scheme, Mumbai, Maharashtra - 400049 Website : in.bookmyshow.com
8.	BOOK MY SHOW	Mr. Rohit Pujar	rohit.poojari@bookmyshow.com	9819150639	
9.	BOOK MY SHOW	Legal Desk Help Desk	legal@bookmyshow.com helpdesk@bookmyshow.com		
10.	CHARGE4U	In-charge Officer	charge4udevelopers@gmail.com 0866245899	7093003888	Anjaneya Mansion 4th Floor, Marathalli Bangalore Karnataka 560-037
11.	CLEAR TRIP	Mr. Mangesh	mangesh.bhanu@cleartrip.com hotelcs@cleartrip.com legal@cleartrip.com media@cleartrip.com marketing@cleartrip.com rcu@cleartrip.com business@cleartrip.com,		
12.	CLUBJIVA	In-charge Officer	support@clubjiva.in		



13.	DELL	Mr.Sainath Dell	sainath_e@dell.com in_consumer_tech_support@dell.com		
14.	EASYMYTRIP	In-charge Officer	support@easemytrip.com legal@easemytrip.com		
15.	EBIX CASH	In-charge Officer	risk@ebixcash.com nodalofficer1@ebixcash.com nodalofficer2@ebixcash.com nodalofficer3@ebixcash.com	+91-22-6112 5656	Ebix Payment Services Pvt Ltd2nd Floor, Manek Plaza, Kalina CST Road, Kolekalyan, Santacruz (East), Mumbai, Mumbai City MH 400098
16.	EXPEDIA	In-charge Officer	aaepriavacy@aaetravel.com		
17.	FAST TICKET	Parul Balar	parul@fastticket.in care@fastticket.in support@fastticket.in	9227771455	Office No 1 To 8, 1st Floor Dr. Mansukhlal Tower Athwagate Circle, Surat - 395001
18.	FAST TICKET	Mr. Sanjay	sanjay.jayani@fastticket.in	9227960000	
19.	FAST TICKET	Mr. Pronit	pronit.das@sujavgroup.com	9227578888	



20.	FAST TICKET	Ms. Shivangi	shivangi@fastticket.in	2616718100	
21.	FREE LANCER LIMITED	In-charge Officer	support@freelancer.com security@freelancer.com	134845748	Level 20,World Square 680 George Street Sydney, New South Wales Australia 2000
22.	GOIBIBO	In-charge Officer	parveen.kumar@ibibogroup.com management@goibibo.com payu-hargeback@ibibogroup.com content.disputes@goibibo.com ibibodomains@ibibogroup.com legal@goibibo.com		Legal Support Ibibo Web Pvt. Ltd 4 <sup>th</sup> Floor, Pearl Tower, Plot No 51, Sector-32, Gurgaon Haryana 122001
23.	HELP CHAT(TAPZO)	In-charge Officer	support@tapzo.com support@helpchat.in	8069406001	
24.	HOTELS.COM	In-charge Officer	support@hotels.com hotelreviews@hotels.com		
25.	HOTMAIL / MICROSOFT	In-charge Officer	indiacc@microsoft.com globalcc@microsoft.com talvares@microsoft.com globalcc@microsoftcc.com msnwwcc@microsoft.com		The Legal Support Team, Hotmail.Com, Microsoft
26.	HP	Mr. Pawan Kumar Singh	manjul.prakash@hp.com pawan.kumar@hp.com		





27.	INNOPARK	In-charge Officer	info@innopark.in		4th Floor, Block-A, Cyber Pearl, Deloitte, Hitech City, Hyderabad -81
28.	IRCTC	Mr Itaf Irctc	itaf@irctc.co.in pcbihari2494@irctc.com ggmhrd@irctc.com rakesh-mishra@irctc.co.in info@irctc.com		
29.	IRCTC	Mr Rakesh IRCTC	rakesh-mishra@irctc.co.in		
30.	IRCTC	In-charge Officer	etickets@irctc.co.in, care@irctc.co.in info@irctc.com tourticket@irctc.com		Indian Railway Catering and Tourism Corporation Ltd., B- 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi 110001.
31.	MAKE MY TRIP	In-charge Officer	saurabh.taneja@makemytrip.com santosh.sukumaran@makemytrip.com	8142777350 04040328747	103 First Floor, Abk- Olbee Plaza, Road No.1, Banjara Hills, Hyderabad-500-034
32.	MATRIMONY	In-charge Officer	salesfinance@matrimony.com legal@matrimony.com		
33.	MICROSOFT	Customer Care Microsoft 2	cntus.comr.as.in.	40-6694 0000	Campus, Gachibowli, Hyderabad - 500 032



34.	NAUKRI.COM	Mr. Amit	legal@naukri.com		The Legal Team, Naukri.Com, Noida
35.	NIMBUZZ	Legal Desk	robin@nimbuzz.com avpdoll@nimbuzz.com		
36.	OLA	Mr. Raghu	raghu.k1@olacabs.com cybercrimeescalations@olacabs.com	080-67350900, 9900107577	ANI Technologies Private Limited #414, 3rd Floor, 4th Block, 17th Main, 100 Feet Road, Koramangala, Bengaluru, 560034
37.	OLA CABS	In-charge Officer	support@olacabs.com nodal@zipcash.in grievance.officer@zipcash.in raghu.k@zipcash.in	8044050055 080-64515820	Ani Technologies Pvt. Ltd Arprabhoomi Holdings, Plot No- 521,6 <sup>th</sup> Floor ,Udyog Vihar Phase-III, Gurgoan 122-016
38.	OLA CABS	A.M.Iktear Uddin	security@olacabs.com	99866386002	Mumbai Branch Office : A-Wing, 4th Floor Sunteck Centre, 37-40, Subhash Road, Vile Parle East, Mumbai-57 Ph: 022-30947900
39.	OLA CABS	Mr. Balram	balram.cr@olacabs.com	9945000247	Delhi Branch Office : Arprabhoomi Holdings, Plot No.521, 6th Floor, Udyog Vihar, Phase III, Gurugram -122016 Ph : 0124-3845800



40.	OYO ROOMS	Ms. Geetanjali Prankur Chaturvedi Mr. Sushant, Mr. Shukla	bookings@oyorooms.com prankur.chaturvedi@oyorooms.com sushant.shukla@oyorooms.com		
41.	PEPPER TAP	In-charge Officer	care@peppertap.com info@peppertap.com	18601216001	3rd Floor, Unitech Trade Centre, Sector- 43, Sushanth Lok-1, Gurgaon, Haryana-112-001
42.	PROTONMAIL	In-charge Officer	legal@protonmail.com		
43.	QUICK HEAL ANTI VIRUS	Mr. Prasant Nimberkar	trackmylaptop@quickheal.co.in	8657966600 / 02066835900	Mr.Prasant Nimberkar, Nodal Officer, Quick Heal Technologies(P)Ltd., India QuickHealTechnologies(P)Ltd., 603, MayfairTowers-II, Wakdewadi, Shivaji Nagar, Pune-411005, Maharashtra.
44.	REDIFFMAIL	Ms. Jyothi	jyotid@rediff.co.in customersupport@rediff.co.in legal@rediff.co.in dixond@rediff.co.		Legal Support, Rediff.com India Limited, Mahalaxmi Engineering Estate, L.J. First Cross Road, Mahim(West), Mumbai400016



45.	REVV	In-charge Officer	care@revv.co.in	9250035555	
46.	SHAADI.COM	Sriram Sivaramakrishnan	care@shaadi.com legal@shaadi.com sriram.s@peopleinteractive.in		
47.	SKYPE	Legal Desk	noc@skype.net lerm@skype.net		
48.	SPICE DIGITAL	In-charge Officer	info@spicedigital		Global Knowledge Park,19A &19B, Sector-125, Noida- 201-301
49.	SPICE SAFAR	In-charge Officer	helpdesk@spicesafar.com	11725094980	
50.	TEMP MAIL	In-charge Officer	<a href="https://temp-mail.org/en/contact">https://temp- mail.org/en/contact</a>		
51.	THOMASCOOK	In-charge Officer	goldcircle@in.thomascook.com dpo@in.thomascook.com		



52.	TPSL	In-charge Officer	support@techprocess.co.in		Tech process Payment Services Ltd, Building No.1, Mehra Estate, LBS Marg, Vikhroli(West) Mumbai-79
53.	TRANSACTION ANALYSTS	In-charge Officer	mohan.v@transactinanalysts.com c3support@transactionanalyst support@transactionanalysts.com suresh.r@transactionanalysts. com padaja.n@transactionanalysts. com		
54.	TRAVEL GURU	In-charge Officer	service@travelguru.com		
55.	USA.COM (E-MAIL PROVIDER)	In-charge Officer	domains@world.com legalnotice@mail.com		World media group, LLC, 90 Washington Valley Rd., #1128, Bedminster, New Jersey, USA
56.	VIBER MEDIA S.AR.I	Data Privacy Officer	californiarequest@viber.com		Luxembourg
57.	WORLD2VOIPLEGAL DESK	World Voip Nodal Officer	world2voip@gmail.com		



58.	YAHOO INDIA PRIVATE LIMITED	Mr. Robin Fernande	robinfe@yahoo-inc.com in-legal@yahoo-inc.com lawenforcement-inquiries@yahoo-inc.com in-legalpoc@yahoo-inc.com	02233000000, 022-3308969 Fax: +91 22 3308 9699	Unit No. 304, 3rd Floor, Satellite Gazebo, East Wing, Guru Hargovindji Marg, (A G Link Road), Andheri (East), Mumbai 400093
59.	YATRA.COM	In-charge Officer	support@yatra.com dataprivacy@yatra.com		
60.	ZOOM CAR	In-charge Officer	support@zoomcar.com		
61.	ZOPPER PVT LTD	In-charge Officer	nickmudit@gmail.com		H-211, Sector-63, Noida, Uttar Pradesh 201-301
62.	BACK PAGE	Website	dom-admin@backpage.com abuse@backpage.com	8664566877	Backpage.com LLC, PO Box 192307, Dallas, TX, 75219, US
63.	CERT-IN	Website	incident@cert-in.org.in info@cert-in.org.in	011-24368572, 1800-11-6969	Indian Computer Emergency Response Team (CERT-In), Ministry of Electronics and Information Technology, Government of India, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi-110003



64.	FSI BLOG.COM / KIASTINA TECHNOLOGIES LIMITED	website	contact@hot-india.com		Demeta stavrinu kiastina Technologies limited, suite 2 Portland house glacis road, Gibraltor
65.	GIFTCART.COM	website	cx@giftcart.com		
66.	GO4FRESH.IN	website	contact@go4fresh.in		
67.	LACANTO SUPPORT Team / US WEBSITE	website	support@locanto.in support@locanto.com		The Chief Operating Officer, Locanto Support Team, Locanto
68.	Mile Web Inc	Website	sales@mileweb.com	(+1(408)634-8189)	4701 Patrick Henry Drive, #2101, Santa Clara, CA95054, United States



69.	Money Nett	website	i.oyeleke@moneynett.com		
70.	MOUTHSHUT	website	support@mouthshut.com saif@mouthshut.com irfan@mouthshut.com		
71.	PIN INTEREST	website	<a href="https://help.pinterest.com/en/law-enforcement">https://help.pinterest.com/en/law-enforcement</a> lawenforcement@pinterest.com		
72.	PLANETROMEO.COM	website	domainadmin@planetromeo.com		Herman Bijkerk, Planet Romeo B.V., De Ruyterkade 7, Amsterdam, Netherlands
73.	REDDIE	website	lawenforcement@reddit.com		
74.	WEB DESK TECHNOLOGIES	Website	info@webdesktechnologies.com		The Chief Executive Officer, Webdesk Technologies, 5, Tarapada Chakraborty Sarani, 771/A, BlockP" New Alipore
75.	WHOIS.COM / NOC4HOST	website	abuse@noc4hosts.com		





76.	WORD PRESS	website	law-enforcement@wordpress.com		
77.	XHAMSTER. COM	website	protect@whoisguard.com		Who is guard protected, who is guard,inc, p.o. box 0823- 03411, panama
78.	XVIDEO	website	domain@wgcz-sro.com		WGCZs.r.o. Siroka 36/5, JOSEFOV, Postal Code 11000, City Praha, Province Praha, Country, CZ
79.	GETNETWORKLTD.	Website	prasad@getnetwork.in support@getnetwork.in	033-64554555/7555/8555, 18004190123, Fax- 03330082250	The Nodal Officer, Ariyan Glorry, 1 <sup>st</sup> Floor, Panchasayar 1931 Chak Garia Garia-Kolkata-700094
80.	HTTP://CLIPSAG E.COM/95ZWZ2 Q2AGZQ.HTML	website	contact@anonymousspeech.com		NONYMOUSSPEECH, 1- 3-3 SAKURA HOUSE, TOKYO, Japan Postal Code: 169-0072
81.	GRANDECOM		technicalsupport@grandecom.com		



82.	INDIANGIFTSPO RTAL.COM		support@igp.com		
83.	BAID GROUP	Finance	domains@cumulativetech.com		Anand Punjabi, Cumulative Tech, C-14 Tagore Park Kolkata-39 West Bengal.
84.	BALANCEHERO	Finance	fraud@balancehero.com		Balancehero India Pvt Ltd Huda City Centre Metro Station, 5th floor, sector - 29, Gurgaon, Haryana 122001, India Website : <a href="https://truebalance.io/">https://truebalance.io/</a>
85.	ADDA 52	Gaming	ainfo@adda52.com		
86.	Sachar	gaming	info@sachargaming.com	022 25259555, 022 25259901	Sachar Gaming Pvt. Ltd., B/1, Basement, Krushal Commercial Complex, G.M. Road, Chembur (W), Mumbai - 400089.
87.	Wallet	Hospitality	service@makemytrip.com vishwas.sharma@makemytrip.com ovin.veigas@makemytrip.com mice@makemytrip.com vikas.bhasin@makemytrip.com mk.pallai@makemytrip.com pradeep.mendon@makemytrip.com riskcontrol@makemytrip.com rahul.gautam@makemytrip.com vinod.asrani@makemytrip.com		



88.	Hike	Instant Messaging	<p>grievanceofficer@hike.in care@hike.in legal@hike.in</p>		<p>Hike Private Limited 910, 911, Ninth Floor, Westend Mall, Janakpuri Near District Centre, New Delhi - 10058, India Website : <a href="https://hike.in">https://hike.in</a></p>
89.	Imo	Instant Messaging	<p>privacy@imo.im</p>		
90.	ESEVA WORLD WWW.ESEVA WORLD.COM		<p>info@esevaworld.com</p>		
91.	EZEEPAYSERVI CE.COM	Recharge Gateway	<p>balajiss@ezeepayservice.com</p>	<p>9003818197 9840783416</p>	
92.	SMARTEPAY	Recharge Gateway	<p>info@smartepay.in padmaja@skytel.in</p>	<p>7035164282</p>	
93.	BIGTREE	Retail	<p>parikshitd@bigtree.in virajp@bigtree.in</p>		
94.	QATAR AIRWAYS	Travel	<p>callcenter@in.qatarairways.com</p>		



95.	FLICKR	Media Hosting	help@flickr.com		
96.	MULTILINK WORLD	Online services	accounts@multilinkworld.com accountsupport@multilinkworld.com satyendra@multilinkworld.com rohit@multilinkworld.com	022 46577777	Multilink Online Services Pvt. Ltd. 805, Quantum Towers, 8th Floor, Ram Baug, S. V. Road, Nadiyawala Colony 2, Malad West, Mumbai - 400 064, Maharashtra.





# GRIEVANCE REDRESSAL OFFICERS

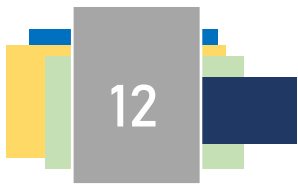




## GRIEVANCE REDRESSAL OFFICERS OF SOCIAL MEDIA PLATFORM

SL No	Name of the Social Media platform	Nodal Officer
1.	<b>Chingari</b>	Sri. Mr, Deepak Salvi, Email ID: grievanceofficer@chingari.io Phone number: +919321498897
2.	<b>FACEBOOK</b>	Ms. Spoorthi Priya, FBGOIndia@fb.com, Postal Address: 216 Okhla Industrial Estate, Phase III, New Delhi – 110020.
3.	<b>GOOGLE</b>	Sri. Joe Grier, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. E-Mail: <a href="mailto:support-in@google.com">support-in@google.com</a>
4.	<b>Koo, an Indian twitter rival</b>	Sri. Mr. Rahul Satyakam, Email: <a href="mailto:redressal@kooapp.com">redressal@kooapp.com</a>
5.	<b>LinkedIn</b>	Ms. Tanya Mampilly, Legal Content Policy Manager, LinkedIn Technology Information Pvt. Ltd., Tower A, Global Technology Park, Bangalore 560103.
6.	<b>ShareChat</b>	a) Ms. Harleen Sethi, Grievance@sharechat.co and nodalofficer@sharechat.co b) Mr. G. T. Thomas Phillippe (Chief Compliance Officer), complianceofficer@sharechat.co
7.	<b>Telegram</b>	Sri. Mr. Abhimanyu Yadav. ( <a href="mailto:abhimanyu@telegram.org">abhimanyu@telegram.org</a> )
8.	<b>Twitter</b>	Sri. Dharmendra Chatur, 4 <sup>th</sup> Floor, The Estate, 121, Dickenson Road, Karnataka, Inida.
9.	<b>WhatsApp</b>	Sri. Paresh B Lal, WhatsApp, Post Box No. 56, Road No. 1, Banjara Hills, Hyderabad – 500 034, Telangana, India.





# TEMPLATES FOR SERVICE PROVIDERS





## Draft Letter Format to **Mobile (Telecom) Service Provider:-**

**To** Nodal Officer (with detailed address)

Sir,

**Sub:** - Request for submission of SDR, DOA, CAF & CDR.

**Ref:** - Case Reference

(Gist of the case)

For the purpose of expeditious investigation of the case and for collection of evidences, the following relevant information may kindly be submitted in respect of Cell Phone Number:

---

1. SDR {Subscriber Details Record}
2. Date of Activation
3. Customer Application Form
4. CDR \_\_\_\_\_ from \_\_\_\_\_ to
5. Certificate of u/s 65-B (4) (c) of the Indian Evidence Act-1872 in compliance to the provisions of Sec. 65-B (2) (a) (b) (c) & (d) of the Indian Evidence Act-1872, may please be Submitted.

An early reply in the matter through Post/ Mail is highly requested.

### **Signature of Issuing Authority**

(Superintendent of Police)

Address: \_\_\_\_\_

e-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_





**Draft letter format to ISP requesting for user subscriber details of the IP Addresses:-**

To  
**Nodal Officer (with address)**

Sir,

Ref:- Case Reference

Sub:- Request for furnishing of user subscriber details in respect of IP Addresses

Gist of the case.

For the purpose of expeditious investigation of the case, the detailed information on the following points along with relevant documents may kindly be submitted to this Office for taking further follow up action.

1. User Subscriber Details of the following alleged IP address.
2. Other relevant information in respect of the User Subscriber that is the address of correspondence, contact number, e-Mail IDs and billing details.
3. MAC ID of the alleged computer system / IMEI Address of the computer resources with respect of the relevant IP address.
4. CAF / NTC in respect of the User Subscriber in respect of the alleged IP address.
5. It is further requested that, the Certificate u/s 65-B (4) (c) in compliance to the provisions of Sec. 65-B (2) (a) (b) (c) & (d) of the Indian Evidence Act-1872, may please be submitted.

Sl.	IP address	Log details in date & time as per UTC [Universal Co-ordinated Time] /GMT [Greenwich Mean Time]	Log details in date & time as per IST [Indian Standard Time] = [UTC + 05:30hrs] / [GMT+ 05:30hrs]
1.			

An early reply in the matter through mail & post is highly requested.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



To  
The Dy. Commissioner of Police/Superintendent of Police,  
District/Commissionerate.

//Through Proper Channel//

Sir,

Sub: Request to obtain user details of the following IPDR Logs Airtel Services Pvt Ltd  
-Reg.

Ref: Crime .No:     /     /2021 of \_\_\_\_\_ PS, District/Commissionerate.

\*\*\*

With reference to the subject cited, on Date \_\_\_\_\_ at \_\_\_\_\_ hours  
received a complaint from Smt. \_\_\_\_\_. In which she stated that unknown  
person hacked her gmail ID and facebook account and texting vulgarly about her in facebook  
and sending mails vulgarly to others. Based on this complaint we registered a case in Crime  
No. \_\_/2021, under sections 420 IPC and 66-C of IT Act,

In this regard it is requested to address a letter to Reliance Airtel Services Pvt. Ltd  
Service provider for User ID details and address of following IP Logs

Time	IP Address
2021-01-19 00:00 to 23:59	2401:4900:4e07:22a3:9156:1b66:499d:dd72

Submitted for necessary action

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**DRAFT LETTER FORMAT TO THE NODAL OFFICER OF ISP  
{DETAILS FOR BROADBAND CONNECTION}**

To **Nodal Officer of the ISP** (with address & e-Mail ID)

Sir,

Ref:- Case Reference

Sub:- Request for furnishing of information.

(Gist of the case)

For the purpose of expeditious investigation of the case, it is kindly requested to furnish the information along with relevant documents in original on the following points at an early date, for taking further follow up action.

1. The Subscriber details in respect of landline phone number: \_\_\_\_\_
2. The original New Telephone Connection Form in respect of the aforementioned landline phone number.
3. Other relevant information on the following points may please be furnished:-
  - a. The date of submission of application by the Customer for landline connection and for Internet connection.
  - b. On which date, the telephone connection was provided by the Telephone Office.
  - c. Whether Internet connection facility was provided by the Telephone Office to that landline number and on which date?
  - d. Whether, Modem has been issued to the applicant for Internet connection to that landline phone number?
  - e. On which date, the Modem has been supplied?
  - f. Whether user ID & password was provided by BSNL for the Modem at the time of broadband connection? Kindly furnish the details.
  - g. Kindly furnish the Make, Model, Sl. No. & MAC ID of the Modem?
  - h. What type of Internet connection is being provided to that Landline Connection?
  - i. What is the Plan of such Internet connection?
  - j. Whether Telephone bills have been paid regularly by the Customer?
  - k. Whether telephone bills have been paid by the Customer regularly during the month of? Kindly furnish the document in support of payment of bill.
  - l. Any other relevant information in support of the queries.

Yours faithfully,

Supdt. Of Police

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**DRAFT LETTER FORMAT TO FACEBOOK LAW ENFORCEMENT RESPONSE TEAM, USA**

NOTICE UNDER SECTION 91 of Cr.P.C.

To: - **Facebook Law Enforcement Response Team, 1 Hackers way,**  
1601 Willow Road, Menlo Park California 94025, USA  
E-Mail ID:- records@fb.com

Sir,

Ref: Case Reference

Sub: Production of Documents: - Account Registration Details along with Log details.

(Gist of the case)

List of Facebook accounts along with Profile Name and URL is as follows:

Profile /User Name:-

URL:-

In the interest of justice and for expeditious investigation of the case, it is, therefore requested to submit the following point-wise information and produce the required documents to the undersigned by **(DD: MM: YEAR)** Positively.

Detailed information on the following aspects may please be furnished:-

- 1) Account Registration Details: - Account registration details of Facebook account.
- 2) Date of Creation: - Date of creation of Facebook account along with IP details.
- 3) Browsing Log: - Browsing log details in respect of aforesaid Facebook account from the date of registration to till date.
- 4) Emails: - Email addresses added to that Facebook account (even those removed by the user).
- 5) IP Addresses: -List of IP addresses where the user logged into the aforesaid Facebook account.
- 6) Phone Numbers: - Mobile phone numbers added to the Facebook account, including verified mobile numbers added for security purposes.

It is further requested that, the Certificate u/s 65-B (4) (c) of the Indian Evidence Act-1872 in compliance to the provisions of Sec. 65-B (2) (a) (b) (c)& (d) of the Indian Evidence Act-1872, may please be furnished.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**DRAFT LETTER FORMAT TO WHATSAPP**

Notice U/Sec. 69 (B) of Information Technology Amendment Act, 2008  
and Sec.91 & 160 Cr.P.C of India.

To

**The Domain Administrator, WhatsApp Inc.**

650 Castro Street, Suite 120-219, Mountain View, CA 94041. USA

Email: records@whatsapp.com

domain@fb.com, whatsappLEC@subpoenasolutions.com

Sir,

Sub: Request to furnish the details pertaining to WhatsApp account's - Reg.  
Ref: Crime No: \_\_/20\_\_, U/Sec.\_\_\_\_ of IT Act of \_\_\_\_\_ Police Station,

\* \* \*

With reference to the subject cited, it is to submit that I am working as Inspector of Police  
at \_\_\_\_\_ Police Station, \_\_\_\_\_ District/Commissionerate Telangana  
State, India. I am investigating the above referred Case Gist of FIR \_\_\_\_\_

WhatsApp Accounts / Numbers used by the fraudster:

1. \_\_\_\_\_

In this connection it is requested to furnish the following information for the purpose of  
investigation.

1.	Date and Time of Generation of WhatsApp account.
2.	Type and Model of Device used
3.	Last Seen IP address and Date
4.	Symmetric and Asymmetric contacts.

**DECLARATION**

I declare that the case under investigation is not political, Military, Racial or Religious  
character as required under Mutual legal Assistance Treaty (MLAT) and arrangements of  
international conventions under which the request was being made.

I further declare that the information requested shall be used only for the purpose of  
the investigation of this case and shall not be disclosed directly or indirectly to any other  
agency or person without the consent of the competent authority of the www.whatsapp.com

\_\_\_\_\_ Police Station, \_\_\_\_\_ District/Commissionerate, Telangana State.  
India, Mobile No. \_\_\_\_\_ e-Mail ID: \_\_\_\_\_

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_



E-Mail: \_\_\_\_\_  
Mobile No: \_\_\_\_\_

**NOTICE u/s 91/160 Cr.P.C**

To  
**YouTube (Google LLC)**  
1600 Amphitheatre Parkway,  
Mountain View, CA 94043, USA.  
lis-apac@google.com

Sir,

Sub: Request to \_\_\_\_\_ in your Sites for further investigation – Reg.  
Ref:- Cr.No.\_\_\_\_/2020, U/S \_\_IPC & Sec. \_\_\_\_\_ I.T. Act 2000 of  
\_\_\_\_\_ P.S., \_\_\_\_\_.

\* \* \* \* \*

With reference to the above subject, it is to submit that Gist of the Case:-

\_\_\_\_\_

\_\_\_\_\_Basing on the above complaint a case in Cr.No.\_\_\_\_/20\_\_\_\_, U/S \_\_ IPC & Sec.  
\_\_\_\_ of I.T. Act 2000 has been registered and took up the investigation.

During the investigation, the complainant has been examined and recorded her detailed  
statement. It is learnt that accused

\_\_\_\_\_

**Encl:** List of URL's of the photos posted in trailing mail content.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_  
E-Mail: \_\_\_\_\_  
Mobile No: \_\_\_\_\_



**DRAFT LETTER FORMAT TO FINANCIAL INSTITUTION (BANK)  
NOTICE UNDER SECTION 91 OF Cr.P.C.**

To  
**Name of the Bank,** (with address & e-Mail ID)

Sir,

Ref:- Case Reference  
Sub: - Production of Documents.

(Gist of the Case)

Details of the bank account of the accused:-

In the interest of justice and for expeditious investigation of the case, it is therefore requested to submit the following point-wise information and produce the required documents to the undersigned by \_\_\_\_\_ DATE \_\_\_\_\_ positively.

Detailed Information along with relevant documents required to be submitted: -

1. Detailed information as regards of the account holder in respect of the aforementioned bank account
  - a. Name of the account holder
  - b. Correspondence address of the account holder
  - c. Contact number
  - d. Registered Mobile Number
  - e. E-mail account if any
  - f. Date of opening of bank account
2. Original Account Opening Form {AOF} in respect of the aforesaid bank account.
3. Original documents submitted by the account holder at the time of opening of the account, in compliance to the provisions of KYC norm.
4. Account statement in respect of the aforementioned bank account for the period from \_\_\_\_\_ to \_\_\_\_\_.
5. Present status of the aforementioned bank account
6. Whether ATM-cum-Debit card has been issued to the Customer by the Bank?
  - a. Card Number
  - b. Date of submission of application by the accused for issuing of ATM- cum-Debit card
  - c. Date of issue
  - d. Place of issue {on which address ATM Card was delivered to the customer}
  - e. Application submitted by the accused in the bank to provide ATM- cum-Debit card
7. It is further requested to kindly freeze the operation of the aforesaid bank account.
8. On which date the said bank account has been frozen.
9. Amount frozen may please be furnished.
10. Whether the said bank account of the accused is being involved in any of the offence? If involved, kindly furnish the documents pertaining to the said aspect and the action taken by your bank into the said matter.
11. It is requested that Certificate u/s 2A of Bankers Book Evidence Act, 1891 may kindly be furnished along with the report.
12. Any other relevant information for the interest of prosecution.

Yours faithfully,

Station House Officer  
Address: \_\_\_\_\_



E-Mail: \_\_\_\_\_  
Mobile No: \_\_\_\_\_

**NOTICE u/s 91/160 Cr.P.C**

To  
The Nodal Officer (LEA),  
**Quadrant Televentures Limited,**  
Punjab.

Sir,

*Sub:* \_\_\_\_\_ Police Station - Request to provide details of Bulk  
SMSs Service Provider - Reg.

*Ref:* Cr.No \_\_\_/20\_\_\_ of \_\_\_\_\_ Police Station, \_\_\_\_\_.

\* \* \* \* \*

With reference to the above cited subject, this is to inform that, a requisition was received from Sri. \_\_\_\_\_, Inspector of Police, \_\_\_\_\_ PS, \_\_\_\_\_; for obtaining details (name, address, email address and contact number) of 'Bulk SMS Service Provider' wherein the sender of the objectionable SMSs needs to be identified, for investigation. The particulars of SMSs received are as follows:

Sl. No.	Date & Time	Bulk SMS Code (along with Network & State code)	Recipient's Mob. No.
1	___/___/20___	_____	_____

Therefore, it is requested to provide these details ASAP.

Yours faithfully,

Supdt. Of Police

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_





**E-COMMERCE SITES**  
**DRAFT LETTER FORMAT TO ONLINE MARKETING SITES**

**NOTICE UNDER SECTION 91 of Cr.P.C**

To: - Address of Online Marketing Site

Sub: Production of Document

Ref: Case Reference (FIR No. \_\_\_\_\_)

Sir,

In inviting a reference to the case on the subject cited above, this is to intimate that, the Telangana State investigating into the aforementioned case. It has been alleged that, some unknown accused has fraudulently made online shopping of Rs \_\_\_\_\_ from the account of the complainant vide A/c no \_\_\_\_\_ by using his / her ATM Card bearing no- \_\_\_\_\_. The scanned copy of the bank account statement as well as the transaction details is enclosed for your reference.

Sl. No.	DATE	POS REFERENCE	PARTICULRS	DEBITED MONEY

In the interest of justice and for expeditious investigation of the case, it is requested to submit the following point-wise information and produce the required documents to the undersigned positively by Date

Detailed information on the following points may please be furnished in respect of the aforementioned transactions:-

1. Detailed description of each fraudulent transaction with relevant to Wallet ID?
2. Nature of each fraudulent transaction?
3. IP details of the computer system used along with date and time for committing the said fraudulent transaction?
4. Whether accused had created or registered any account in your website for committing the offence?
  - a. Date & time of registration / creation of ID
  - b. IP details along with date & time of the computer system used for registration/creation of the account
  - c. Type of operating system of fraudster's computers
  - d. Physical address of the computer system
5. Mobile phone numbers used for registration or for generation of OTP or for any authentication process or used to call by Customer Service Centre.
6. E-mail addresses used for registration or used for communication
7. Mailing address of the merchant or shipping address



8. Whether accused had opened any wallet in your website for committing fraudulent transactions?
9. On which date and time, the said Wallet was created by the accused?
10. IP details of the computer system used by the accused for creation of the said wallet?
11. What was the transaction limit set by the accused for the said Wallet?
12. Whether the said Wallet created by the accused was linked to any bank account?
13. Details of the bank account along with the bank name and IFSC Code may please be furnished.
14. Detailed transactions made by the accused through the said Wallet may please be furnished.
15. Whether accused had purchased or made online shopping of any goods or articles through your website?
16. Counter foil receipt in respect of delivery of goods by online shopping website to the fraudster [DRS:- Delivery Run Sheet]
17. Detailed particulars of Courier Agency or company personnel along with his contact number or e-Mail ID; who had delivered the purchased goods / products to the fraudster
18. Date and time of delivery of goods
19. Address of delivery of goods
20. As these are fraudulent transactions, it is hence requested to kindly initiate the process to revert back of the defrauded amount to the bank account of the complainant.
21. Any other valuable information in the interest of prosecution of the case.

An early reply in this matter through Post (HARD COPY) / Mail (SOFT COPY) may please be furnished.

So also it is further requested that, the Certificate u/s65B (4) (c) in compliance to the provisions of Sec. 65-B (2) (a) (b) (c) & (d) of the Indian Evidence Act-1872, may please be submitted along with the report.

TREAT THIS MATTER AS EXTREMELY URGENT

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



To  
The Nodal Officer,  
The **PayTM Mobile Solutions Pvt. Ltd**  
B-121, Sector 5, NOIDA, U.P.- 201301.  
CyberCell@paytm.com,

**NOTICE U/S 91 CR.P.C**

Sub: - Request to Block the Paytm Bank account and furnish the account statement and KYC documents of the account holder -Reg.

Ref:- FIR No. \_\_\_\_\_ of \_\_\_\_\_ PS, \_\_\_\_\_ District/Commissionerate.  
@@@

With reference to the above cited subject, it is to submit that the Police Station, is investigating online Debit/ Credit card frauds cases. During the course of investigation came it to know that the fraudster created Paytm wallet and uploaded the fraud amount and then transfer the fraud amount into the following Paytm Payment Bank Accounts.

SNO.	PAYTM A/C NO.	IFSC CODE	Account Statement
1. 1			<b>from date of opening to till date</b>

Hence, it is requested you to block above Paytm accounts immediately and revert the unused amount to the complainant and furnish the following details for the purpose of investigation.

**Statement of Paytm wallet / Paytm Account from the date of opening & Registered of wallet/ Account to till date.**

1. Beneficiary accounts in which money has been transferred from the above said account.
2. IP address – Login and logout details.
3. Copy of KYC Documents (i.e. AADHAAR, PANCARD).
4. Please furnish the full address to which paytm atm card was delivered to the account holder

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**DRAFT LETTER FORMAT TO E-MAIL SERVICE PROVIDER  
REQUESTING FOR ACCOUNT REGISTRATION DETAILS OF THE E-MAIL ACCOUNT:-**

NOTICE UNDER SECTION 91 OF Cr.P.C.

To Name of E-mail Service Provider, (with address & e-Mail ID)

Sir,

Sub: - Production of Documents.

Ref:- Case Reference.

Gist of FIR:-

In the interest of justice and for expeditious investigation of the case, it is therefore requested to submit the following point-wise information and produce the required documents to the undersigned by **(DD: MM: YEAR)** positively.

Detailed Information along with relevant documents required to be submitted:-

1. Account registration details / User Subscriber Information of the following e-Mail IDs
2. IP address details along with MAC address of the alleged computer used at the time of registration of the aforementioned e- mail ID with the E-mail Server.
3. Log in details [concerned IP address with login date & time in respect of the aforementioned e-Mail ID for the period from creation / registration of e-mail account to till date.

It is further requested to preserve and retain the information as requested for.

It is further requested that, the Certificate u/s 65-B (4) (c) of the Indian Evidence Act-1872 in compliance to the provisions of Sec. 65-B (2) (a) (b) (c)& (d) of the Indian Evidence Act-1872, may please be furnished.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**Notice U/Sec: 69 (A)& 79(3) ITA Act 2008 and Sec. 91 & 160 Cr.P.C**

To  
**The Google.Inc.**  
1600 Amphi theatre,  
Parkway, Mountain view,  
C.A.940943.  
Email: [lis-apac@google.com](mailto:lis-apac@google.com)

Sir,

**Sub** : Request to the furnish the details pertaining to fake  
Gmail ID- Reg.

**Ref** : Crime No \_\_\_\_\_ of \_\_\_\_\_ Police Station,  
District/ Commissionerate.

\* \* \*

With reference to the above cited subject, it is to inform you that the following Gmail IDs are involved in above said reference case in \_\_\_\_\_ P.S., District/ Commissionerate, India. Wherein, someone created a fake Gmail account and cheated the complainant in the name of providing the job. The alleged Gmail I'd is:

abc@gmail.com  
xyz@gmail.com  
pqr@gmail.com

The crime committed by the offender is punishable under the Sections of Law were attracted in this case are as follows:

**Section 420 in The Indian Penal Code:** Cheating and dishonestly inducing delivery of property.—Whoever cheats and thereby dishonestly induces the person deceived to deliver any property to any person, or to make, alter or destroy the whole or any part of a valuable security, or anything which is signed or sealed, and which is capable of being converted into a valuable security, shall be punished with imprisonment of either description for a term which may extend to seven years, and shall also be liable to fine.

Therefore, you are requested to **block/remove/delete** above mentioned fake Gmails and furnish the **Login and Logout details** of above mentioned person account details from **date of creation to till date and furnish the registered mobile/email details** for further investigation.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**NOTICE U/Sec 91 Cr.P.C**

Sir,

Sub: - Request to furnish the following details of the sub-domain\_\_\_\_\_ which took mx(mail exchange) services from Sendgrid for further investigation –Reg.

\*\*\*\*\*

This is to inform you that we received a complaint (Gist of the Case)\_\_\_\_\_ Basing on the complaint a case is registered with Cr.No:\_\_\_/20\_\_\_\_\_.

During Investigation:\_\_\_\_\_

Hence, it is requested to furnish the following details further investigation.

1.	Type of services rendered
2.	Payment details for mail services
3.	Mail id access logs.
4.	Registration details
5.	Inbox and outbox history

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To,  
**Legal Team**  
Sendgrid



**NOTICE U/s 91/160 Cr.P.C**

Sir,

Sub: Request to furnish registration details and IP logs of the mail id: \_\_\_\_\_  
\_\_\_\_\_ for further investigation - Reg.

\* \* \* \*

This is to inform you that received a complaint (Gist of the Case) \_\_\_\_\_

Basing on the above contents of the complaint a case registered in Cr No. \_\_\_/20\_\_\_ U/Sec: \_\_\_  
IPC and Sec \_\_\_\_\_ IT Act at is Police Station and investigation into.

Hence, it is requested to furnish the following details of the email id:  
\_\_\_\_\_ for further investigation purpose.

1.	Full Registration details (address & contact details).
2.	Hosting details including control IP logs.
3.	Payment details for domain registration and hosting.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To

**96 Mowat Avenue**

Toronto, ON M6K 3M1

Canada

Tucows.com

info@tucows.com

domainabuse@tucows.com



**NOTICE U/s 91&160 Cr.P.C**

To  
Incharge Officer,  
**Microsoft.**

Sir,

Sub: -Request to provide furnish the details pertaining to Gmail ID's (Most Important) for further investigation- Reg

Ref: Cr.No.\_\_\_\_,U.Sec:\_\_\_Dist/Commissionerate of PS.

\* \* \* \*

With reference to the above cited subject, it is to inform you that following Outlook IDs are involved in above said reference case in Police Station, District/Commissionerate.

1. xyz@outlook.com
2. abc@outlook.com

In this connection it is requested to furnish the following details, which will be helpful for investigation.

1. Login and Logout details along with IP details of the above said mail ID's from date of creation to till date.
2. Furnish the creation details, Alternate Email ID, Contact Number; of said Email ID's and any significant information.
3. Furnish whether any mails found among the disputed above mails.

**NOTE: MATTER MOST URGENT.**

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_





**NOTICE U/Sec 91 Cr.P.C**

Sir,

Sub: - Requesting to block the pirated URL(s)\_\_\_\_\_ -Reg.

\*\*\*

(Gist of the Case)

Basing on the content of the complaint, a case is registered with C.No.\_\_\_\_\_/20 \_\_\_\_.

URLs\_\_\_\_\_.

In this regard you are directed to remove or block the content in the above said URL(s) with an immediate effect and furnish the details of the user who uploaded the movie for further investigation of the case.

In case of failure of compliance you are liable for punishment under Copyrights Act, 1957.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To

**Movierulz**

movierulz@complainmail.com



**NOTICE U/s 91 Cr.P.C**

Sir,

Sub: Request to furnish following details of Domain Name: \_\_\_\_\_ for further investigation purpose – Reg.

Ref: Cr.No: \_\_/20\_\_ of Police Station, District/Commissionerate

\* \* \*

With reference to the above cited subject, it is inform you that (Gist of the Case) \_\_\_\_\_ Basing on the complaint registered a case in Cr.No. \_\_/20\_\_ U/Sec \_\_\_\_\_ IPC and Sec. \_\_\_\_\_ Information Technology Act and investigation is under process.

On verification it is found that the website domain" \_\_\_\_\_ " is registered at Godaddy.

Hence, it is requested to furnish the following details of websites: \_\_\_\_\_ for further investigation purpose.

1.	Full registrant details (address & contact details).
2.	Hosting details including control panel IP logs
3.	Payment details for domain registration and hosting
4.	Provide the details of above message ID.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To  
Admin-Legal-III,  
Subpeona Compliance,  
**Godaddy**  
[indialeinquiries@godaddy.com](mailto:indialeinquiries@godaddy.com)



**DRAFT LETTER FORMAT TO THE WEBSITE SERVICE PROVIDER**

NOTICE UNDER SECTION 91 OF Cr.P.C

To Nodal Officer of the Website  
(with address & e-Mail ID)  
Sir,

Sub: - Production of Document  
Ref: - Case Reference

Gist of the case.

In the interest of justice and for expeditious investigation of the case, it is therefore requested to submit the following point-wise information and produce the required documents to the undersigned by **(DD: MM: YEAR)** positively.

Detailed Information along with relevant documents required to be submitted:-

1. Through which Profile/IDs & e-mail accounts, the photos and videos {with relevant URL} containing obscene material against the victim were uploaded in the website.
2. The user registration details of the profile /IDs, e-mail accounts from which the photos /video clippings containing obscene material having sexually explicit act derogating the image of the complainant were uploaded in the website with reference to the URLs as per enclosed document file.
3. The relevant IP addresses, MAC ID of the computer system which was used for uploading of the said obscene photo/video clippings against the victim.
4. The log in details in respect of the fake profiles/IDs used for uploading the said obscene photo/video clippings.
5. The relevant E-mail account, correspondence and contact details of the user subscriber of the fake profiles/IDs used for uploading the said obscene video clippings.
6. It is requested to remove the obscene photo/video clippings posted in the website, preserve and retain the information /material posted in the website.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



## DRAFT LETTER FORMAT TO DOMAIN HOSTING PROVIDER

### NOTICE UNDER SECTION 91 of Cr.P.C

To: - Address of Domain Hosting Provider

Sir,

Ref: Case Reference  
Sub: Production of Document

Gist of the case:-

In the interest of justice and for expeditious investigation of the case, it is requested to submit the following point-wise information and produce the required documents in respect of the domain name:- \_\_\_\_\_ to the undersigned by **(DD: MM: YEAR)** positively.

The detailed information on the following aspects may please be furnished:-

#### 1. Registrant Details

- ✓ Registrant Name
- ✓ Registrant Organization
- ✓ Registrant Address
- ✓ Registrant Contact details {Phone Number}
- ✓ Creation Date
- ✓ Updated Date
- ✓ Registrant Contact Email

#### 2. Administrative Details

- ✓ Admin Name
- ✓ Admin Organization
- ✓ Admin Address
- ✓ Admin Contact details {Phone Number}
- ✓ Admin Contact Email

#### 3. Technical Details

- ✓ Tech Name
- ✓ Tech Organization
- ✓ Tech Address
- ✓ Tech Contact details {Phone Number}
- ✓ Tech Contact Email



4. Billing Contact Information,
5. Its Creation and Expiry dates,
6. Its current Status in the Registry {Whether active or not}
7. IP Address of the Computer System used at the time of applying / registration of the Domain Name
8. Details of the Browser of the computer system used
9. Activity log details of the Registrant /Administrator at the time of accessing the Domain
10. Credit card number or Account Details of the Registrant
11. Government identification number or other financial information
12. Phone model,
13. Device ID and customer number if any

An early reply in this matter through Post/ Mail may please be furnished. So also it is further requested that, the Certificate u/s 65B (4) (c) of the Indian Evidence Act-1872 in compliance to the provisions of Sec. 65-B (2) (a) (b) (c) & (d) of the Indian Evidence Act-1872, may please be submitted.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**NOTICE u/s 91 Cr.P.C**

Sir,

Sub:- Request to furnish the registration details along with IP logs and travel details of registered mobile number: \_\_\_\_\_ for further investigation – Reg.

\*\*\*\*\*

With reference to the above subject it is to submit that (Gist of the Case) \_\_\_\_\_ Basing on the complaint registered a case in Cr.No. \_\_\_/20\_\_ u/s \_\_\_\_\_ IPC and \_\_\_\_\_ IT Act of \_\_\_\_\_ PS, \_\_\_\_\_ and investigation into.

During the course of \_\_\_\_\_ it is found that one of the beneficiary mobile number: \_\_\_\_\_ is registered with Uber.

Hence, it is requested to furnish the registration details along with IP logs and travel details of registered mobile number: \_\_\_\_\_ for further investigation.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To  
Law Enforcement Response Team,  
**Uber.com**  
[lert@uber.com](mailto:lert@uber.com)



**NOTICE U/s 91Cr.P.C**

Sir,

Sub: Cr.No: \_\_/20\_\_\_\_\_ PS-Request to furnish the registration, login and other personal details of profile \_\_\_\_\_ which is registered in your site for further investigation -reg.

\* \* \* \*

With reference to the above cited Subject, it is inform that (Gist of the Case) \_\_\_\_\_

\_\_\_\_\_.

Basing on the complaint registered a case in Cr. No. \_\_/20\_\_ U/s \_\_\_\_\_ IPC section \_\_\_\_\_ of IT act and investigation is under process.

Hence you are requested to furnish the below details of profile user name of "\_\_\_\_\_".

1.	IP details of profile
2.	Registration details.
3.	Furnish the Profile photo used in the website
4.	Registered phone numbers if any
5.	Registered mail.id
6.	Mode of payment for further investigation.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To

The Legal Team,  
**Shaadi.com.**  
legal@shaadi.com



**NOTICE u/s 91 Cr.P.C**

Sir,

Sub: - Request to provide the following details of the merchant for further investigation  
-Reg.

\*\*\*\*\*

With reference to the above cited subject, this is inform you that received a complaint  
(Gist of the Case) \_\_\_\_\_

Based on above contents, a case was registered in C.No:\_\_\_/20\_\_ and investigation is under  
process.

<b>Date &amp; Time</b>	<b>Order Number</b>	<b>CC Avenue Reference</b>	<b>Transaction ID</b>	<b>Amount in INR</b>

During the course of the investigation, it is learnt that the payment gateway of the  
website: \_\_\_\_\_ is CC Avenue.

Hence it is requested to furnish the following details for further investigation.

- 1) Complete Merchant details including KYC documents.
- 2) Beneficiary bank account details
- 3) Complete credits from CC Avenue to Merchant's bank account from date of Tie up.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To  
Risk Executive,  
**CC Avenue.**  
[risk@ccavenue.com](mailto:risk@ccavenue.com)  
[fraud@ccavenue.com](mailto:fraud@ccavenue.com)





**NOTICE u/s 91/160 Cr.P.C**

Sir,

Sub: -

Ref: - Case Reference

(Gist of the case)

It is to submit that (Gist of the Case) \_\_\_\_\_  
\_\_\_\_\_.

Basing on the complaint registered a case in Cr. No: \_\_/20\_\_ U/s \_\_\_\_ IPC and  
Section \_\_\_\_ IT Act and investigated into.

Hence, you are requested to furnish the **stay particulars** and registration details  
which are linked to Mr. \_\_\_\_\_ for further investigation.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To  
Nodal Officer,  
12<sup>th</sup> Floor, Spaze Palazo,  
Sector 69, Southern Peripheral Road,  
Near Sohna Road, Gurgaon-122101.

**OYO Rooms**

Sushant.shukla@oyorooms.com



**NOTICE u/s 91/160 Cr.P.C**

Sir,

Sub: \_\_\_\_\_

Ref:- Cr.No.\_\_\_\_/20\_\_\_\_, U/S \_\_\_\_ IPC & Sec. \_\_\_\_\_ I.T. Act of \_\_\_\_\_ P.S., \_\_\_\_\_.

\* \* \* \*

It is to submit that (Gist of the Case) \_\_\_\_\_

\_\_\_\_\_

Basing on the above complaint a case in Cr.No.\_\_\_\_/20\_\_\_\_, U/S \_\_ IPC & Sec. \_\_\_\_ of I.T. Act 2000 has been registered and took up the investigation.

\_\_\_\_\_

\_\_\_\_\_.

Herewith enclosing the list of URL's of the pictures to be deleted.

Encl: List of URL's of the photos posted in trailing mail content.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To  
Support Team,  
**Locanto.**  
Support@locanto.com.



To  
The **FRRO**,  
Hyderabad, Telangana State.

Sir,

Sub:- Request to provide the Visa details and valid period of the foreigners for the purpose of investigation – Reg.

Ref:- Crime No. \_\_\_/20 \_\_, U/s. \_\_\_\_, \_\_\_\_, IPC and Sec. \_\_\_ & \_\_\_ of IT Act of \_\_\_\_\_ PS, \_\_\_\_\_ District/Commissionerate, \_\_\_\_\_.

\* \* \*

With reference to the subject cited it is to submit that the following mentioned foreigners are found suspicious in the above referred case.

SI No.	NAME	DOB	PASSPORT NO.	REMARKS (Nationality)
1				
2				
3				

In view of the above, it is requested to furnish the details of Visa valid period in respect of the above mentioned three foreigners for the purpose of further investigation.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_



**NOTICE u/s 91 Cr.P.C**

Sub:- Request to furnish the registration details (name & email id) and booking & delivery address details for further investigation –Reg.

This is to inform you that, received a complaint (Gist of the Case)\_\_\_\_\_.

Basing on the complaint registered case under section: \_\_\_\_\_ IPC and \_\_\_\_\_ IT Act of \_\_\_\_\_ Police Station.

Hence, it is requested to furnish the registration details (name & email id) and booking & delivery address details for further investigation.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To

Legal team,  
**Zomato.**  
legal@zomato.com



**NOTICE u/s 91 Cr.P.C**

Sir,

**Sub:** Request to furnish the required details registered on the Apple devices with following IMEI: 356459\_\_\_\_\_,356459\_\_\_\_\_ for further investigation - Reg.

**Ref:** Cr.No:\_\_\_\_/2020, U/Sec 420 IPC and Sec 66-D of IT Act.

\* \* \* \*

With reference to the subject, it is to submit that we received complaints of cheating through SIM SWAP, wherein the accused are contacting customers of Airtel network and asking them to update their SIM to e-SIM. In the process fraudsters are collecting the QR code from the customers and activating the SIM card by scanning QR code on e-SIM enabled handsets (i-phone). Further using the mobile number, fraudsters are transferring amount from the bank accounts of the victims by logging into wallets and net banking.

During the investigation of the cases cited in above reference, fraudsters used e-SIM card in apple device. Following are the IMEI numbers obtained: 356459\_\_\_\_\_, 356459\_\_\_\_\_.

Whereas it is requested you to furnish:

- Products Purchased details along with store information.
- Payment mode details at the time of products purchase.
- Furnish the Apple ID's registered.
- Furnish the registration details.

Hence it is requested to provide the information asked above of Apple devices with following IMEI Nos:356459\_\_\_\_\_,356459\_\_\_\_\_ for further investigation purpose.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To

**Apple India Private Limited**  
19th Floor, Concorde Tower C,  
UB City, No.24,  
Vittal Mallya Road,  
Bangalore 560001, India.



**NOTICE u/s 91/160 Cr.P.C**

It is to submit that on \_\_\_\_\_ received a complaint from (Gist of the Case) \_\_\_\_\_.

Basing on the complaint registered a case in Cr.No: \_\_/20\_\_ U/s \_\_\_IPC and Section \_\_\_\_\_ IT Act and investigation is under process.

We came to know that the accused person using phone number \_\_\_\_\_. On verifying call data we found some **Indigo** messages. Hence, you are requested to furnish the **travel particulars** and registration details which are linked to Mr. \_\_\_\_\_ for further investigation.

Yours faithfully,

Station House Officer

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Mobile No: \_\_\_\_\_

To  
The Incharge  
**Indigo Airlines,**  
Hyderabad.  
Apellateauthoritygoindigo.in



**NOTES**

**Telecom Service Providers**

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**NOTES**

**Internet Service Provider**

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**NOTES**

**Bank and Financial Institutions**

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**NOTES**  
**E-Wallets**

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**NOTES**

**Other Service Providers**

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# INVESTIGATOR'S DIRECTORY

CYBER WARRIORS  
SERIES-2.0



STATE ITCELL, DGP OFFICE  
TELANGANA POLICE