



गृह मंत्रालय
MINISTRY OF
HOME AFFAIRS



USER MANUAL : MONEY RESTORATION MODULE

Presented by

Cyber Fraud Mitigation Centre, I4C

VICTIM LOGIN

LOGIN PAGE : VICTIM

Login Process:

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

The screenshot displays the NCRP - Money-Restoration login interface. The header includes the Government of India logo, the Indian Cybercrime Coordination Centre (NCRP) logo, and the text 'NCRP - Money-Restoration'. Below the header, there are navigation links: 'Raise Request', 'User Manual', 'How to Apply', 'FAQ', 'Check Status', and 'Contacts'. A 'Login' button is located in the top right corner. The main content area features a login form with the heading 'Please login to continue'. The form has two radio buttons: 'LEA Login' and 'Citizen Login', with 'Citizen Login' selected. Below the radio buttons is a text input field labeled 'Mobile Number*'. A blue arrow points to this field, and a blue box with the text 'Registered Mobile Number to be entered by Victim' is positioned next to it. Below the input field are buttons for 'Send OTP', 'Forgot Password?', and 'Raise Request'. On the right side of the page, there is an illustration of a person talking on a phone and a warning about financial fraud: 'For Financial fraud call on 1930'.

VICTIM RAISE REFUND REQUEST

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

The screenshot displays the NCRP-Money Restoration Portal interface. At the top, the header includes the Government of India logo and the Indian Cybercrime Coordination Centre (IC3) logo. A navigation bar contains links for 'How to Apply', 'Raise Refund Request', 'User Manual', 'FAQ', 'Check Status', and 'Contacts'. A 'Public Advisory' section states: 'Citizens are advised not to engage with any middlemen or agents (dalals). Please use the official portal to track application status. For assistance, contact your concerned Police Station.' Below this, a progress bar shows three steps: 'OTP', 'Complaint', and 'Refund'. The 'Complaint' step is currently active, and a sub-step 'Step 1: Raise Refund Request' is highlighted. The instructions read: 'Enter the 14-digit Complaint Acknowledgement ID and verify using OTP.' A form field labeled 'Registered Acknowledgement number*' contains the value '20812250091188'. A 'Resend OTP' button is located next to the input field. The title 'Raise Refund Request' is displayed above the form.

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

VICTIM RAISE REFUND REQUEST

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

Step 2: Complaint Summary

Complaint Details

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

Debit Details

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

VICTIM RAISE REFUND REQUEST

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

Step 3: Restoration Refund Details & Submit

Restoration Details

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

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

Upload Court Order ⓘ

Upload

Victim can also upload Court Order

Bank Name

Account No.

Restorable Amount

VICTIM RAISE REFUND REQUEST

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

Refund Account details ⓘ

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

S.No.	Bank Name	Account No.	IFSC Code	Branch Name
1	Yes Bank	Account Number*  010726400000313	IFSC Code* 	-

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

Upload PAN Card * ⓘ

 [Select Document](#)

Victim will upload PAN card

Remarks*

Enter Remarks here ... (max 500 characters)

Victim has to enter the remarks

k1beMZ



Captcha*

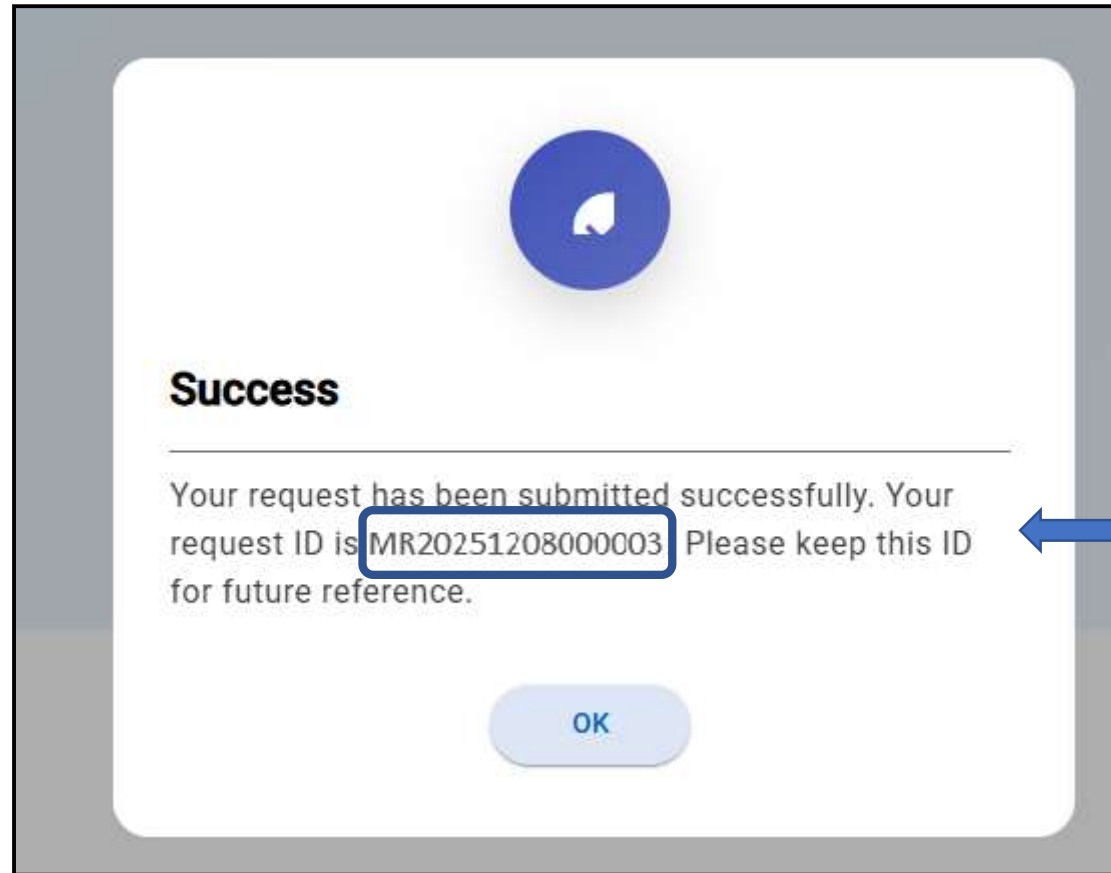
☐ I hereby solemnly affirm that the information furnished above is true and correct. I also confirm that the refund bank account details are accurate and same is mentioned in the Court Order.

Select the checkbox for declaration

 Raise Request For Refund

Submit the Request

VICTIM RAISE REQUEST PAGE - 3



Unique Request ID

Eg: **MR20251208000003**
will be generated