



SURAKSHA

Nagaland Police · Online Crime Reporting

USER MANUAL

Citizen Guide

How to report a crime and track your complaint online

A simple, step-by-step guide — no technical knowledge needed.

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Welcome

SURAKSHA lets you report a crime to the Nagaland Police from your phone or computer — without visiting a police station. You can also track what is happening with every complaint you file, at any time.

You have the legal right to report any cognizable offence, and every complaint you submit is officially logged with a unique Acknowledgement Number.

Before you start

- A mobile phone that can receive SMS messages (used to verify your identity).
- Any photos, documents or videos you want to attach as evidence (optional).

Part 1 — File a complaint

Open the SURAKSHA website. The first page is the complaint form, arranged as four simple steps shown along the top: Rights, Incident, Evidence, and Your Info.


SURAKSHA
ONLINE CRIME REPORTING & POLICE MANAGEMENT PORTAL — NAGALAND POLICE

[LIVE SYSTEM](#)
11:31:28
[Public Portal](#)

[FILE A COMPLAINT / REPORT TO POLICE](#)
[TRACK COMPLAINT](#)


FILE A COMPLAINT / REPORT TO POLICE

Online Crime Reporting — Nagaland Police SURAKSHA e-GD System

e-GD PORTAL


YOUR RIGHT TO SUBMIT A COMPLAINT
 Every citizen has a legal right to report any cognizable offence. Online complaints submitted through SURAKSHA are treated as valid complaints as per BNS. All complaints are auto-logged into the system upon submission.

1

Rights
Legal acknowledgement & consent

2

Incident
Description of what happened

3

Evidence
Suspect info & file uploads

4

Your Info
Complainant details & verification


SECTION A — LEGAL RIGHTS & CONSENT


 You have the right to submit a complaint at any police station regardless of jurisdiction.


 Your complaint will be assigned a unique Acknowledgement Number as proof of receipt.


 Filing a false complaint is a punishable offence under BNS.


 Your personal info will be processed solely for the purpose of processing this complaint.


Disclaimer: Submitting a complaint on this portal does not confirm submission of an FIR. Your submission will be reviewed by the concerned police station and if required, an FIR will be registered as per applicable law and you will be informed.

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

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

NEXT STEP →


SURAKSHA
NAGALAND POLICE E-GD SYSTEM
 Committed to serving and protecting the community with integrity and compassion through secure, transparent online complaint management.

QUICK LINKS
[Public User Guide \(PDF\)](#)

CONTACT US
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▲ The complaint form. Step 1 asks you to read your rights and give consent.

- Step 1 – Rights: Read the points about your rights, then tick “I acknowledge and understand my legal rights” and “I consent to data processing”. Click “Next Step”.
- Step 2 – Incident: Choose the type of crime and describe what happened, where, and when. Give as much detail as you can.
- Step 3 – Evidence: Add any suspect information and upload photos, documents or videos if you have them. This step is optional.
- Step 4 – Your Info: Enter your name, mobile number and address. You may also choose to file anonymously if you prefer not to share your identity.

- Click Submit. The system shows you an Acknowledgement Number — write it down or save it. It is your proof that the complaint was received.

Important: Filing a complaint here does not automatically register an FIR. The police station will review your complaint and, if required, register an FIR and inform you.

Part 2 — Track your complaints

To see your complaints and their progress, use the “Track Complaint” tab at the top of the page. You verify your identity with your mobile number.

- Click the “Track Complaint” tab.
- Type the mobile number you used when filing, then click “Send OTP”.
- Enter the 6-digit OTP you receive by SMS and click “Verify & Continue”.

You now see your personal dashboard, “My Complaints”. It lists every complaint filed under your number, along with the police station, the date filed, and the current status.

**SURAKSHA**
ONLINE CRIME REPORTING & POLICE MANAGEMENT PORTAL — NAGALAND POLICE

LIVE SYSTEM 11:31:36 Walo LOGOUT

FILE A COMPLAINT / REPORT TO POLICE TRACK COMPLAINT

**MY COMPLAINTS**
Manage and track the complaints you have submitted

FILE NEW COMPLAINT

**MY PROFILE**

EDIT PROFILE

FULL NAME
Walo

MOBILE NUMBER
9485281885

ADDRESS
Kohima, Nagaland

Profile updates apply to future complaints. Existing complaints retain the details entered at the time of filing.

ACK. NUMBER	STATION	FILED ON	STATUS	ACTIONS
ACK-260615-7468948	North P.S.	15 Jun 2026	Pending PE Approval	 TRACK Not editable
ACK-260615-3958283 1	North P.S.	15 Jun 2026	Report Submitted	 TRACK Not editable
ACK-260612-6419218	North P.S.	12 Jun 2026	In Progress	 TRACK Not editable
ACK-260612-8658822	North P.S.	12 Jun 2026	FIR Registered	 TRACK  DOWNLOAD REPORT
ACK-260604-2814463	North P.S.	04 Jun 2026	PE Registered	 TRACK Not editable

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▲ Your dashboard: your profile at the top, and all your complaints listed below with their status.

- TRACK – opens the full history of that complaint (see Part 3).
- DOWNLOAD REPORT – available once a report is ready; saves a PDF copy.
- + FILE NEW COMPLAINT – starts a fresh complaint.
- EDIT PROFILE – update your name or address for future complaints.

Part 3 — See a complaint's timeline

Click “TRACK” next to any complaint to open its timeline. This shows every step the police have taken, with dates and who made each update.

The screenshot displays the SURAKSHA portal interface. At the top, the header includes the SURAKSHA logo, the text "ONLINE CRIME REPORTING & POLICE MANAGEMENT PORTAL – NAGALAND POLICE", a "LIVE SYSTEM" status indicator, the time "11:31:40", the user name "Walo", and a "LOGOUT" button. Below the header, a navigation bar shows "FILE A COMPLAINT / REPORT TO POLICE" and "TRACK COMPLAINT".

The main content area is titled "COMPLAINT TIMELINE" with the subtitle "Status history and officer updates for this complaint". It includes two buttons: "← BACK TO MY COMPLAINTS" and "PRINT".

The timeline details are as follows:

- ACKNOWLEDGEMENT NUMBER:** ACK-260615-3950283
- POLICE STATION:** North P.S.
- Report Submitted:** (Status)
- COMPLAINANT:** Walo
- CONTACT:** 9485201805
- DATE FILED:** 15 Jun 2026, 05:04 PM

The **ACTIVITY TIMELINE** section shows the following steps:

- 15 Jun 2026, 05:04 PM:** **Complaint Filed**. Your complaint was registered and assigned Acknowledgement Number ACK-260615-3950283.
- 16 Jun 2026, 01:02 PM:** **In Progress**. An officer has been assigned and your complaint is now under investigation. Updated by Officer-in-Charge OC Officer.
- 16 Jun 2026, 04:09 PM:** **Report Submitted**. The investigating officer has submitted their report for review. Updated by Investigating Officer IO Officer.

The footer contains the SURAKSHA logo, the text "NAGALAND POLICE E-GD SYSTEM", a commitment statement, "QUICK LINKS" (Public User Guide (PDF)), "CONTACT US" (Nagaland Police Headquarters, P.R Hill, Kohima-797001, Nagaland, 0370 2243711 / 2243713, scrb-ng@nic.in, scrbpnaga@yahoo.com), and copyright information "© 2026 Nagaland Police. All rights reserved." along with links for Privacy Policy, Terms of Service, and Disclaimer.

▲ The complaint timeline shows each update in order, newest steps at the bottom.

- Each entry shows the date, the status, and a short explanation.
- Use the “PRINT” button to print or save the timeline.
- Use “Back to My Complaints” to return to your list.

What the status labels mean

As your complaint moves through the system, its status changes. Here is what each label means in plain language:

New	Just received. Waiting for the police station to review it.
In Progress	An officer has been assigned and is investigating your complaint.
Report Submitted	The investigating officer has finished and sent their report for review.
PE Registered	A Preliminary Enquiry has been opened to look into the matter before deciding on an FIR.
Pending Approval	A decision (such as PE conversion or Transfer of Case) is waiting for a senior officer's approval.
FIR Registered	A First Information Report has been formally registered for your complaint.
Closed	The case has been completed and closed. A reason is always recorded.

Need help?

If you are stuck or something does not look right, contact the Nagaland Police Headquarters:

- Address: P.R Hill, Kohima-797001, Nagaland
- Phone: 0370 2243711 / 2243713
- Email: scrb-ngl@nic.in