



# Online Missing Person Registration

## Frequently Asked Questions (FAQs)

### **Q. 1:- What is Online Missing Person Registration facility?**

Ans: Online Missing Person Registration is a facility provided by Delhi police to register the report of missing person online by the public / citizen through mobile / web app.

### **Q. 2:- How to register online missing person report?**

Ans: Citizen can register Missing person report through web portal or Missing Person mobile App (Android).

### **Q. 3:- How to download and install Missing Person Mobile App?**

Ans: Missing Person mobile app (Android) is available on official website of Delhi Police i.e. [www.delhipolice.nic.in](http://www.delhipolice.nic.in) within “citizen services” link. You can download it by clicking on “Missing Person App (Android)” icon and install the downloaded .apk file in your android smart phone.

### **Q. 4:- What information of missing person do I require at the time of registration of missing person?**

Ans: Name, Relative name, address, gender Age (or age range), Incident details, Incident Place, Date and time of Incident of missing person are required at the time of registration.

### **Q. 5:- Do I need to know the Police station of the area of place of incident to register an online missing person report?**

Ans: You may select the police station from dropdown list (if known). However it is not mandatory to enter the police station at the time of registration.

**Q. 6:- Whether it is mandatory to upload the photograph of missing person at the time of registration?**

Ans: It is desirable to upload the photograph of missing person, if available, though it is not mandatory. The size of photograph should not exceed 200kb.

**Q. 7:- Is it necessary to provide the details of informant at the time of registration?**

Ans: Yes, Name and mobile number of informant is mandatory to register an online missing person report.

**Q. 8:- Is it necessary to sign up on website or mobile app to register an online missing person report?**

Ans: No, it is not required to sign up on web or mobile app to register online missing person report. Citizen can register missing person report only by having a valid mobile number which will be authenticated through an OTP.

**Q. 9:- Can I lodge a missing person report for more than one person at a time?**

Ans: Yes, you can lodge missing person report for more than one person at a time. One has to mention the number of missing persons in the box provided for the same. But one can give details about only one person like name, age, gender, photo, etc in the text boxes provided. The further details about the other missing persons can be mentioned in the incident details text box.

**Q. 10:- Will I get any acknowledgement after registering online missing person report?**

Ans: You will get an acknowledgement with reference number after registering online missing person report through web portal which could be downloaded and printed. Also, you will get a confirmation SMS with reference number while you register it through mobile app.

**Q. 11:- What support will I get after registering a Missing Person Report?**

Ans: After registering an online missing person report through web or mobile app, the call will be responded immediately by PCR Van as well as by enquiry officer of concerned police station and enquiry officer will take all necessary actions as per law.

## Q. 12:- How can I view the status of missing person report registered through Mobile/Web application?

Ans: You can view the status of your missing person report registered through Mobile/Web application by clicking on “View Complaint Status” within “Citizen Services” on Delhi Police website i.e. [www.delhipolice.nic.in](http://www.delhipolice.nic.in)

## Q. 13:- How to use Missing Person Mobile app?

Ans: Follow the steps given below:-

Visit the official website of Delhi Police i.e. [www.delhipolice.nic.in](http://www.delhipolice.nic.in)

Click on Citizen Services link (As shown in Figure 1)



Figure 1

You will be directed “Citizen Services” page. Click on “Missing Person App (Android)” icon to download the .apk file of Missing person mobile app. (As shown in figure 2). Install the downloaded .apk file in your android mobile.



Figure 2

open the “Delhi Police Missing Person Registration” app in your android mobile phone and follow the steps given below to login:-

1. Enter Name and Mobile number.
2. Generate OTP.
3. Enter OTP received on your mobile number.
4. Click on Login button.

(Refer figure 3)



The image shows the login screen of the Delhi Police Missing Person Registration app. At the top, the text "DELHI POLICE" is in a blue box, followed by "MISSING PERSON" in red and "REGISTRATION" in blue. Below this is the Delhi Police emblem, which features a blue circle with "DELHI POLICE" and "1947" in Hindi, a red center with "DP", and a red banner at the bottom with the motto "शांति • सेवा • न्याय". The login form consists of two rows. The first row has a label "Name" with a red asterisk, followed by a text input field labeled "Full Name". The second row has a label "Mobile Number" with a red asterisk, followed by a text input field labeled "Mobile Number". Below the first row is a red button labeled "GENERATE OTP". Below the second row is a label "OTP" with a red asterisk, followed by a text input field labeled "OTP". At the bottom is a blue button labeled "LOGIN".

Figure 3

Enter the details of Missing Person like Name, Number of person missing, Relative Name, Address, Gender, Age etc and click on next button. (Refer figure 4)

**Delhi Police Missing Registration**

### 1. Missing Person's Details

Name \*

Full Name

No. of Person \*

1

(Number of Missing Person)

(Further details of more missing person should be entered in the incident detail input box on the next page)

Alias

Alias

Relative's Name \*

Relative's Name

Relation \*

Address \*

Address

Gender \*

Year of Birth

YYYY

(For eg-1980)

Age Range

From

To

(Please enter either year of birth(4 digit) or age-range of missing person/)

Height From

feet

inch

c.m.

Height To

From

inch

c.m.

Weight

Weight(in KG)

Body Type

Complexion

NEXT

Figure 4

Enter the Incident Details and click on next button. (Refer figure 5)

**Delhi Police Missing Person Registration**

## 2. Incident Details

<b>Incident Details *</b>	Incident Details <hr/>
<b>Incident Place *</b>	Details of Place Last Seen <hr/>
<b>Date of Incident *</b>	Click to get calendar(YYYY-MM-DD) <hr/>
<b>Time of Incident *</b>	Click to get Clock(HH:MM) <hr/>

**NEXT**

Figure 5



Enter the Police Station of Incident (If known) and click on next button. (Refer figure 6)

The screenshot shows a web form titled "Delhi Police Missing Registration" with a red header. The main heading is "3. Details of Police Station" in blue. Below it, there are two dropdown menus. The first is labeled "Police Station (if known)" and has "AMAR COLONY" selected. The second is labeled "District" and has "SOUTH-EAST" selected. At the bottom, there is a large blue button labeled "NEXT".

Delhi Police Missing Registration	
<b>3. Details of Police Station</b>	
Police Station (if known)	AMAR COLONY
District	SOUTH-EAST
<b>NEXT</b>	

Figure 6

Upload the photo of missing person (If available) and click on next button. (Refer figure 7)

The screenshot shows a web form titled "Delhi Police Missing Registration" with a red header. The main heading is "4. Missing Person's Photo (if available)" in red. Below it, there are two red buttons. The first is labeled "CHOOSE PHOTO" and the second is labeled "NEXT".

Delhi Police Missing Registration	
<b>4. Missing Person's Photo (if available)</b>	
<b>CHOOSE PHOTO</b>	
<b>NEXT</b>	

Figure 7



Enter the Informant's details like Name, Address, Mobile Number etc and click on submit button. (Refer figure 8)

**Delhi Police Missing Registration**

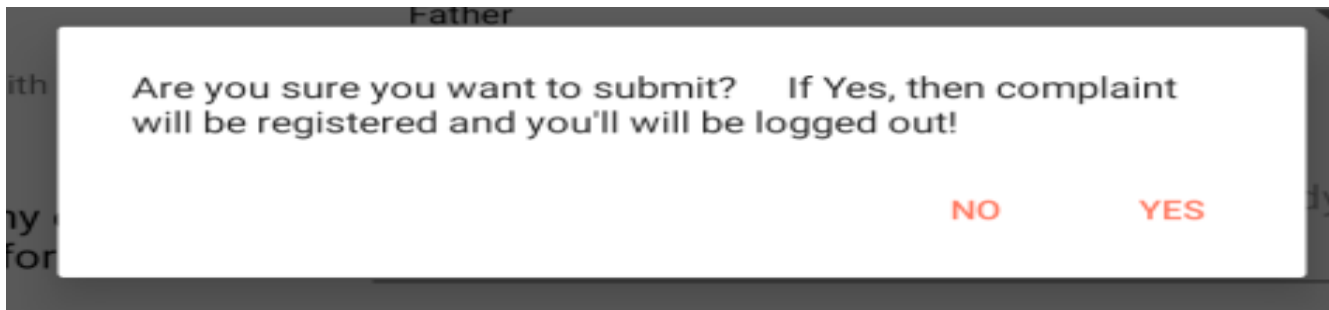
**5. Informant's Details**

<b>Name *</b>	Full Name
<b>Address</b>	Address
<b>Mobile Number *</b>	Mobile Number
<b>Mobile 2 / Landline No.</b>	Mobile 2/Landline No.
<b>Email ID</b>	Email ID
<b>Relation *</b>	-Select- ▼
(with missing person)	
<b>Any other information?</b>	Any other information.

**SUBMIT**

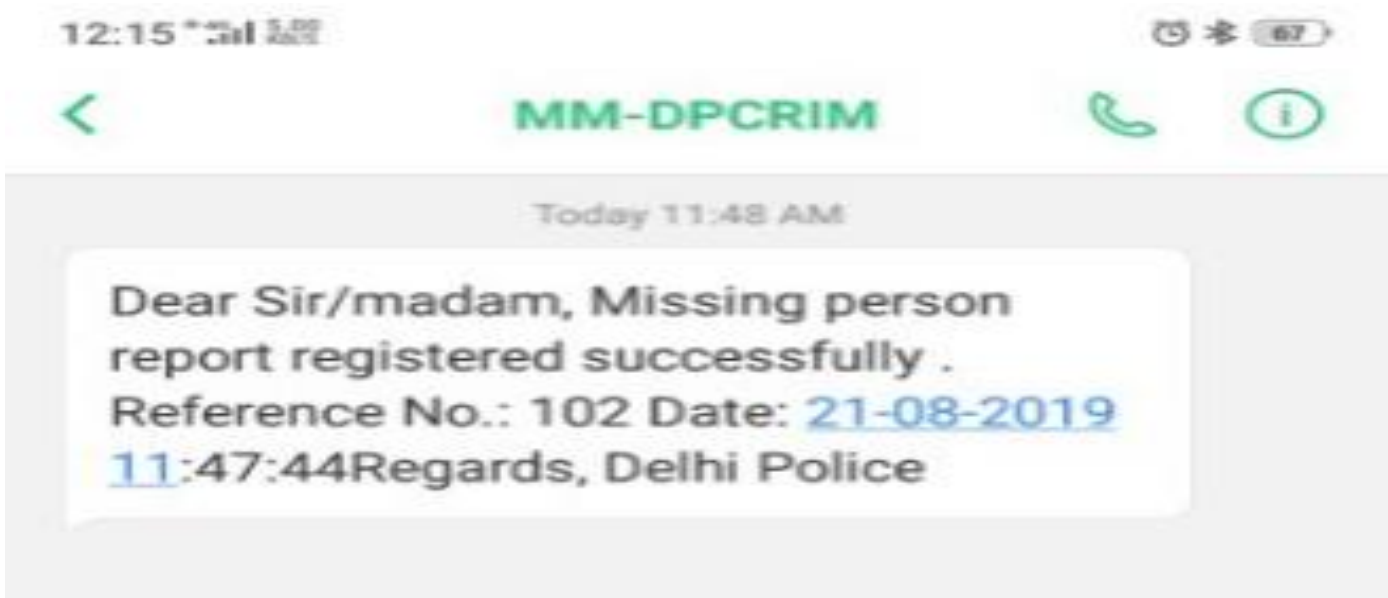
Figure 8

Once you click on submit button a message will appear on the screen of your mobile phone. Click on “Yes” to register or Click “No” to cancel the registration of missing person. (Refer Figure 9)



**Figure 9**

Informant will receive an acknowledgement through SMS on his/her mobile phone once the missing report is registered. Also, Police officer of concerned area will contact the informant for taking further necessary action. (Refer Figure 10)



**Figure 10**

## Q. 14:- How to use Online Missing Person Web application?

Ans: Follow the steps given below:-

Go to official website of Delhi Police i.e. [www.delhipolice.nic.in](http://www.delhipolice.nic.in) >>

Click on Citizen Services link (Refer figure 11)



Figure 11

You will be directed “Citizen Services” page. Click on “Missing Person Report” icon (As shown in figure 12)



Figure 12

The Page shown below will appear on your screen once you click on “Missing person report” icon. Enter the details of missing person in “Missing person details” tab. (Refer figure 13)

localhost:8080/citizenservices/missingpersonregistration.htm

Missing Person Details Details of Missing Incidence Details of Complainant/ Informant Police Station of Incidence Place

Name\*

No. of Missing Person\* 1

(Further details of Missing persons to be entered in Incident Details)

Alias

Relative Name

Relation Type -----Select-----

Address\*

Gender -----Select-----

Age Range(from)

Age Range(to)

Year of Birth

Body Build Type -----Select-----

Body Complexion Type -----Select-----

Weight(in Kg)

Height Range(From) feet inches c.m

Height Range(To) feet inches c.m

Upload Missing Person Photo(if Available)

S.No	File Name	File Type	File Subtype	Description
1	Browse... No file selected.	-----Select-----	-----Select-----	

(Maximum file size limit 200 kb)

Activate Windows  
Go to Settings to activate Windows

Submit Close

Figure 13

Enter the details of Incidence in “Details of missing incidence” tab. (Refer figure 14)

cas.cctns.gov.in:8080/citizenservices/missingpersonre:

GlassFish CCTNS Citizen view Fir http://10.34.6.15/ Outlook Web App IT HINDI

CCTNS Crime and Criminal Tracking Network and Systems

Delhi Police

Missing Person Details Details of Missing Incidence Details of Complainant/ Informant Police Station of Incidence Place

Incidence Details\*

Details of Place last seen\*

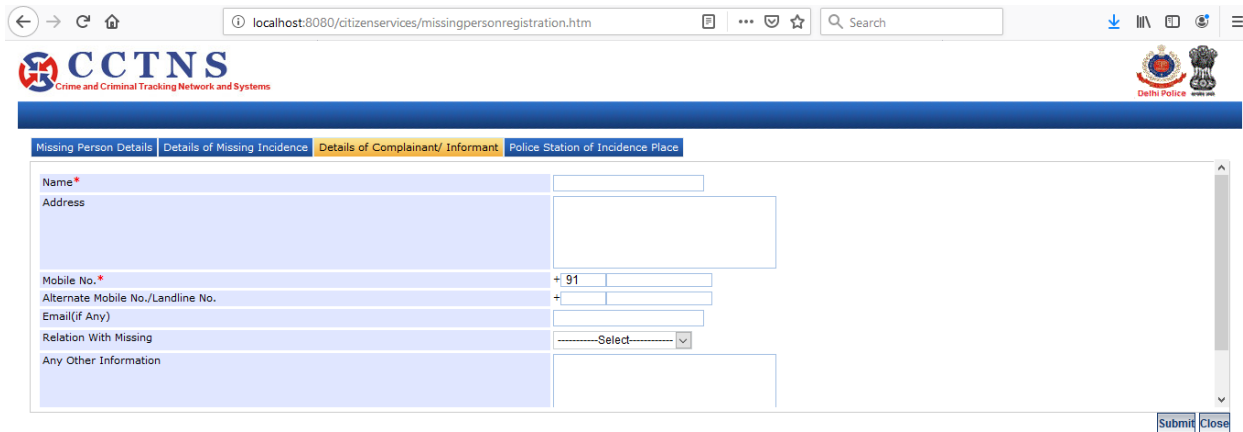
Date and Time\*

Clear

Submit Close

Figure 14

Enter the details of Complainant/Informant in “Details of Complainant/Informant” tab. (Refer figure 15)



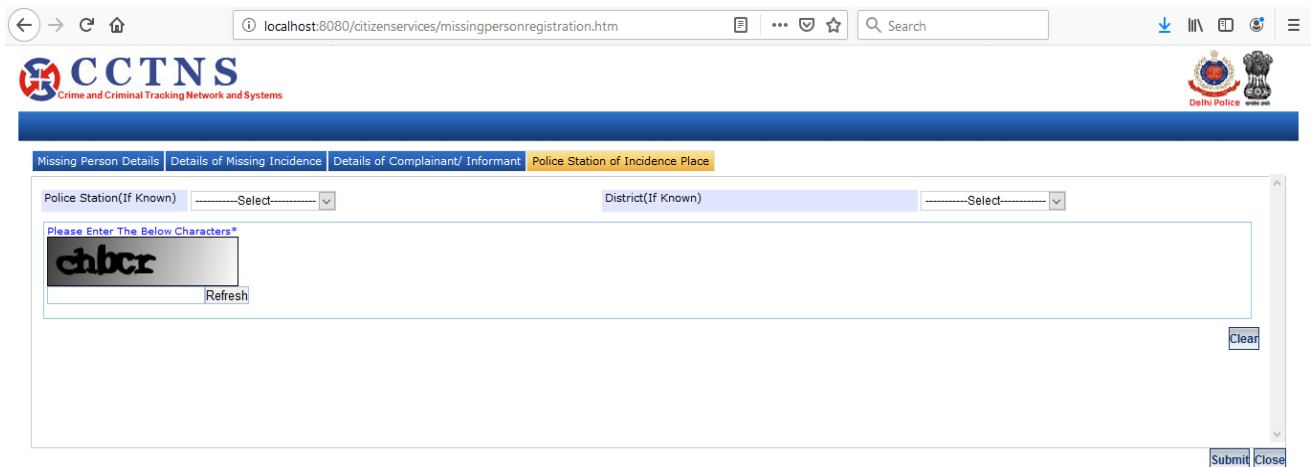
The screenshot shows a web browser window with the URL `localhost:8080/citizenservices/missingpersonregistration.htm`. The page header includes the CCTNS logo (Crime and Criminal Tracking Network and Systems) and the Delhi Police emblem. The navigation bar has four tabs: "Missing Person Details", "Details of Missing Incidence", "Details of Complainant/ Informant" (which is active), and "Police Station of Incidence Place". The form contains the following fields:

- Name \*
- Address
- Mobile No. \* (with a dropdown for country code, currently showing +91)
- Alternate Mobile No./Landline No.
- Email (if Any)
- Relation With Missing (with a dropdown menu showing "Select")
- Any Other Information

At the bottom right of the form are "Submit" and "Close" buttons.

Figure 15

Select the police station of incident (If known) from the dropdown box. Enter the correct “captcha” and click on submit button to register a missing report. (Refer figure 16)



The screenshot shows the same CCTNS web application with the "Police Station of Incidence Place" tab selected. The form includes:

- Police Station (If Known) (dropdown menu)
- District (If Known) (dropdown menu)
- A captcha section with the text "Please Enter The Below Characters\*" and a box containing the characters "chbcr". Below the box is a "Refresh" button.
- A "Clear" button.

"Submit" and "Close" buttons are located at the bottom right of the form.

Figure 16

A message in green colour will appear on your screen after registration. Click on "Click here to print" link to take the printout of the acknowledgement. (Refer figure 17 & 18)

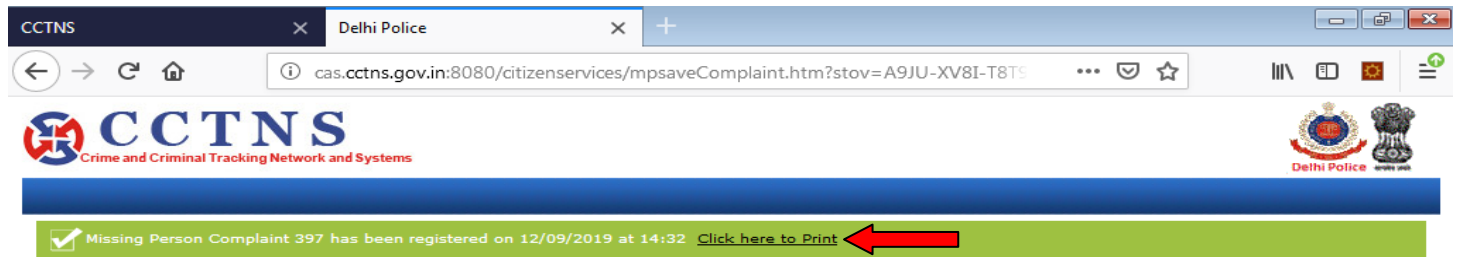


Figure 17



Figure 18

You will also receive an acknowledgement through SMS on complainant/informant's mobile number. Also, Police officer of concerned area will contact the informant for taking further necessary action. (Refer Figure 19)

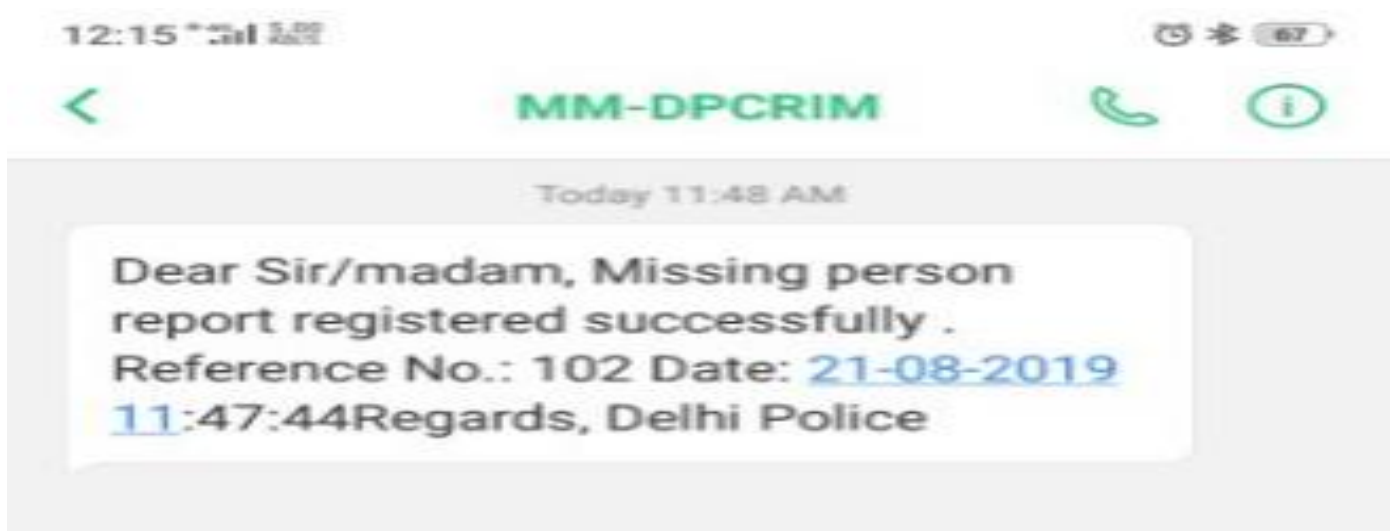


Figure 19