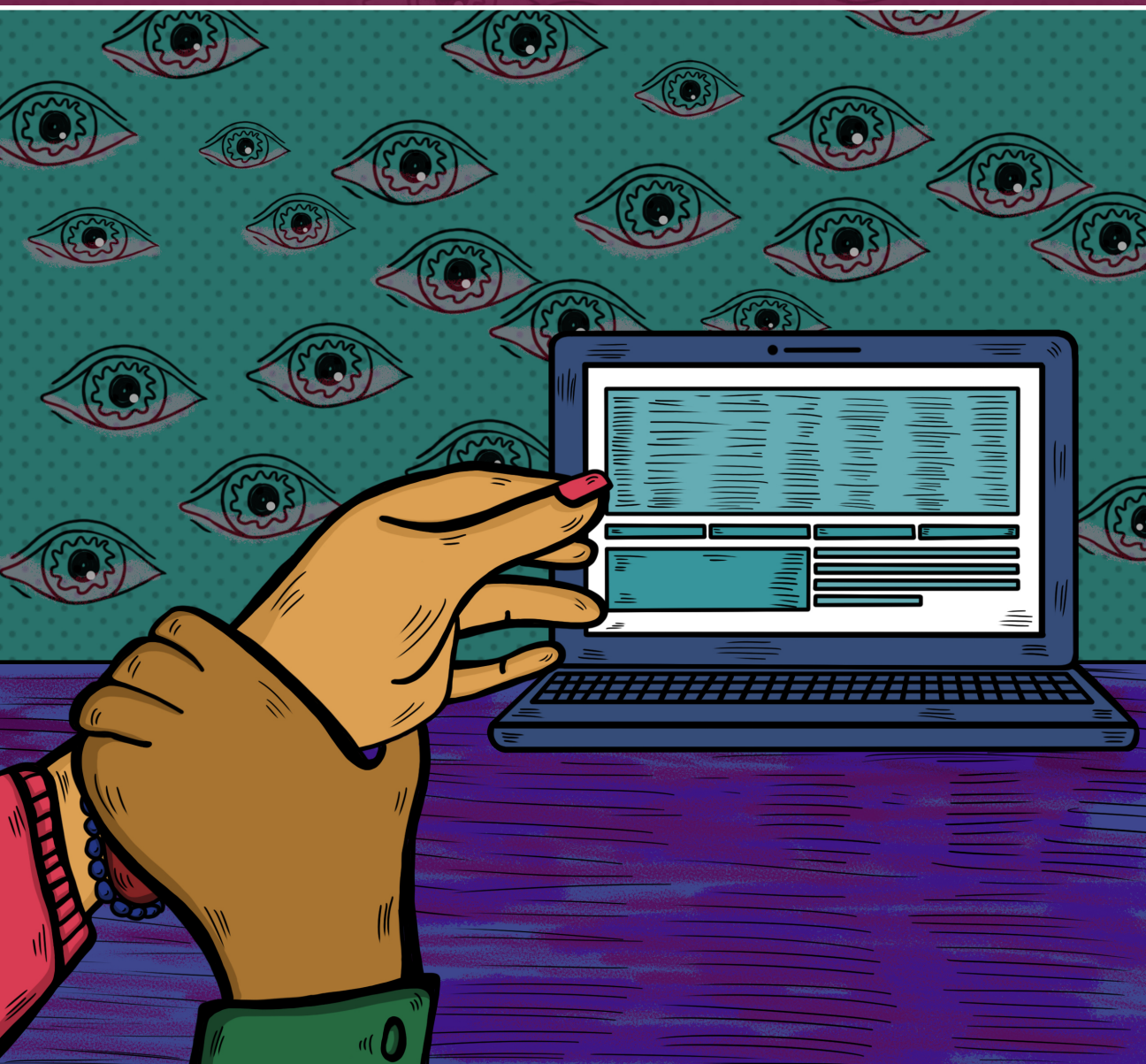




DigitalRightsFoundation
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Countering Digital Threats

Toolkit

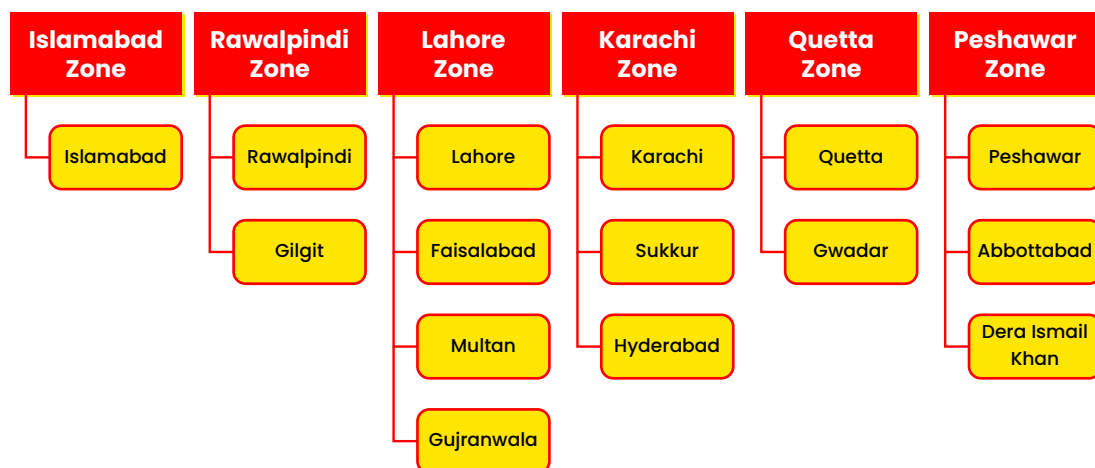


Cyber Crime Wing - FIA

After an individual has recognized an instance of cybercrime, the complainant may file a formal complaint by visiting the nearby Cybercrime Reporting Centers' helpdesk or by submitting an online complaint with the Cybercrime Complaint Registration Form (<https://complaint.fia.gov.pk/>) which is available at the website FIA.

Cybercrime Wing Offices

The Cybercrime Wing is distributed into six zones and fifteen Cybercrime Reporting Centers:



Procedure to Submit a Complaint with the FIA

To file a complaint successfully, the following steps must be followed;

- Visit the nearby CCW Center, or submit an online complaint.
- Submit a written complaint at the Helpdesk, set up within the CCW Center.
- The circle in charge registers the case and assigns a complaint number.
- Once the complaint number has been registered, the complainant gets a verification code on their cell phone.
- Once the complaint is verified by the Verification Officer, an Investigation Officer ("IO") gets marked.¹
- The IO shall chalk out an investigation work plan that needs the approval of the circle in charge (see Schedule 4 Annex-A Form below).²
- The IO shall submit an investigation report within six days.³
- In case a cognizable offence has been committed under the Act, the circle in-charge, after seeking legal opinion, shall order the registration of such case subject to the prior approval of the Additional Director in the zone.⁴
- In case of a non-cognizable offence under the Act, the circle in charge shall seek the permission of the competent Court for investigation under section 155 of the Code.⁵

NOTE:

It is highly advisable to file an in-person complaint by visiting your nearby Cybercrime Reporting Centers (CCRCs).

1. Section 7, paragraph 1 of PECA Rules, 2018

2. Section 7, paragraph 2 of PECA Rules, 2018

3. Section 7, paragraph 3 of PECA Rules, 2018

4. Section 7, paragraph 4 of PECA Rules, 2018

5. Section 7, paragraph 5 of PECA Rules, 2018

SCHEDULE 4 ANNEX-A FORM

INVESTIGATION WORK PLAN	
Case No:	
Implicated Persons:	
Investigation Plan date:	
Name of Investigator	
Allegations	(A brief summary of the reported complaint, including circumstances relevant to the matter being investigated)
Applicable legal norms	(State applicable laws (PECA 2016, PPC, etc) pertaining to the reported crime)
Implicated person	State name(s) of persons involved in the complaint and complete address and contact details.

WORK PLAN STEPS AND TIMELINES	
Investigate Action	{Identify interviewees, their contact details and a tentative schedule. Also, address issues of availability, order of interviews and special needs (e.g. interpreter, guardian)}

PROPOSED INTERVIEWS

No.	Name	Status (complainant, accused, witness, victim)	Contact Info (phone and e-mail)	Purpose of Interview	Tentative date/availability

EVIDENCE / RECORDS PRESERVATION AND COLLECTION

No.	Evidence/ Records to be Collected	Means of Collection/ Contact Point	Date Completed

Travel/ mission plan

{Proposed travel in connection with investigation – Include travel dates, length, purpose, location(s), number of investigator(s)/support required, and an estimation of costs}

RESOURCES

EQUIPMENT/INVESTIGATION TOOLS

{List required equipment for investigation, including laptop computer; portable printer; external hard drive; flash drive; digital camera; digital audio recorder; hard disk cloning software; SIM card reader/back-up; evidence bags/seals}

FORENSICS / EXTERNAL EXPERTISE

{List any forensic/external support or specialized forensic equipment required for the investigation}

Type of Evidence	Explanation	Date Obtained

Name and signature of assigned investigator:_____

Date:_____

Investigation Plan approved by:_____

(Circle in-Charge, Investigation)

From Complaint to Raid

- After a successful lodging of a complaint, the IO shall conduct a search and seizure in accordance with the provisions of PECA, 2016.⁶
- The IO must also obtain a prior warrant from the Court if required.⁷
- The case property that is seized must be handled properly and kept in good condition according to the Act and Schedule V, which describe the steps to follow.⁸

6. Section 8, paragraph 1 of PECA Rules, 2018

7. Ibid

8. Section 8, paragraph 2 of PECA Rules, 2018

SCHEDULE V

SEIZURE MEMO - (FORM-I)

Case Number:

Item:

Date of seize:

Time: Location:

Details of Person:

Details of Person from whom item(s) seized:

Address / Telephone Number / E-mail:

Description of item(s)

Description of item seized:	
Make/Model:	
Serial numbers:	
Colour:	
Condition:	
Number of pages (if documents):	
Any other identifying marks:	

	Name	Signature
Investigator		
Witness 1		
Witness 2		



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