

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO. 3926**

**TO BE ANSWERED ON THE 17<sup>TH</sup> MARCH, 2026/ PHALGUNA 26, 1947 (SAKA)**

**ONLINE COMPLAINTS THROUGH CCTNS**

**3926. SHRI ARUP CHAKRABORTY:  
SHRI DEVUSINH CHAUHAN:  
SHRI RAJPALSINH MAHENDRASINH JADAV:**

**Will the Minister of HOME AFFAIRS be pleased to state:**

**(a) the status of functioning of the Crime and Criminal Tracking Networks and Systems (CCTNS) across all States and Union Territories, including the number of police stations connected along with the status of CCTNS, State-wise;**

**(b) the details and the total number of online complaints filed via State Citizen Portals, particularly those related to crimes against women and children during the last three years, State-wise;**

**(c) the data on CCTNS downtimes in police stations, including the frequency, duration and reasons and the steps taken to resolve issues;**

**(d) whether the CCTNS platform enables seamless and real-time data sharing between States and UTs;**

**(e) if so, the steps taken to strengthen inter-state interoperability, standardisation of data formats and centralised access mechanisms, State-wise; and**

**(f) the total number of FIRs registered digitally through the CCTNS platform during the years 2023-2024 and 2024-2025 and state the percentage increase in digital registration compared to previous years, State/UT-wise?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI BANDI SANJAY KUMAR)**

**(a): As on 01.02.2026, all 17,798 Police Stations are using CCTNS. The State/UT-wise details of number of Police Stations using CCTNS are enclosed as Annexure-I.**

**(b) and (c): 'Police' and 'Public order' are State subjects under the Seventh Schedule to the Constitution of India. The responsibilities to maintain law and order, protection of life and property of the citizens including investigation and prosecution of crime and criminals rest with the respective State/UT Governments and are competent to deal with such offenses under the extant provisions of law. The implementation and operation of the State Citizen Portals and the CCTNS are carried out by the respective States/Union Territories within their jurisdictions. This includes the operation and monitoring of these systems, as well as aspects related to any system downtime. Accordingly, the State-wise details of online complaints registered through State Citizen Portals during the last three years, particularly those relating to crimes against women and children, as well as data regarding the frequency, duration and reasons for downtime of CCTNS in police stations, are not maintained centrally. However, all States/UTs have launched Citizen Service Portals in their respective jurisdiction through which citizens can register online complaints and view the status of action taken on their lodged complaints.**

**(d) and (e): CCTNS enabled all Police Stations to digitize police related process, including FIRs, chargesheets, etc. by entering data in CCTNS application hosted at State Data Centres in respective States/UTs. The data is then replicated in near real-time at National Data Centre. All Police Stations have been provided facility to search crime, criminal and property related information at National Data Centre. All States/UTs are using standardized Integrated Investigation Forms for entering information in CCTNS application leading to country-wide standardization of data format in CCTNS. Master Codes have also been provided to uniquely identify State, District, Police Station, Acts & Sections etc. to ensure all Law Enforcement Agencies use standard codes.**

**(f): The State/UT-wise details on number of FIRs registered digitally through the CCTNS platform during the years 2023, 2024 and 2025, and their percentage increase in registration compared to the previous years, are provided in Annexure-II.**

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**ANNEXURE – I**  
**L.S.US.Q.NO. 3926 FOR 17.03.2026**

**Status of implementation and operationalisation of the Crime and Criminal Tracking Network & Systems (CCTNS) as on 01.02.2026**

S. No.	States/UTs	Total No. of Police Stations (PS) in States/UTs	No. of PSs where CCTNS Software is deployed	States/UTs Data Replication started at NDC (Yes/No)
1	Andaman and Nicobar Islands	26	26	Yes
2	Andhra Pradesh	1025	1025	Yes
3	Arunachal Pradesh	113	113	Yes
4	Assam	335	335	Yes
5	Bihar	968	968	Yes
6	Chandigarh	22	22	Yes
7	Chhattisgarh	501	501	Yes
8	Dadra and Nagar Haveli and Daman and Diu	13	13	Yes
9	Delhi	225	225	Yes
10	Goa	47	47	Yes
11	Gujarat	805	805	Yes
12	Haryana	394	394	Yes
13	Himachal Pradesh	169	169	Yes
14	Jammu & Kashmir	268	268	Yes
15	Jharkhand	543	543	Yes
16	Karnataka	1103	1103	Yes
17	Kerala	567	567	Yes
18	Ladakh	11	11	Yes
19	Lakshadweep	16	16	Yes
20	Madhya Pradesh	1117	1117	Yes
21	Maharashtra	1204	1204	Yes
22	Manipur	102	102	Yes
23	Meghalaya	81	81	Yes
24	Mizoram	44	44	Yes
25	Nagaland	84	84	Yes
26	Odisha	681	681	Yes
27	Puducherry	57	57	Yes
28	Punjab	455	455	Yes
29	Rajasthan	1051	1051	Yes
30	Sikkim	30	30	Yes
31	Tamil Nadu	2096	2096	Yes
32	Telangana	877	877	Yes
33	Tripura	90	90	Yes
34	Uttar Pradesh	1849	1849	Yes
35	Uttarakhand	166	166	Yes
36	West Bengal*	663	663	Yes
	<b>Total</b>	<b>17798</b>	<b>17798</b>	<b>Yes</b> <b>(All 36 States / UTs)</b>

(\* Data partly shared)

**Status of Digital Registration of FIRs as per data replicated at National Data Centre**

S.No.	STATES/UTs	Digital Registration of FIRs				
		2023	2024	% increase (2023-24)	2025	% increase (2024-25)
1	Andaman and Nicobar Islands	1849	1778	-4%	1517	-15%
2	Andhra Pradesh	242132	219883	-9%	188206	-14%
3	Arunachal Pradesh	2795	2860	2%	2789	-2%
4	Assam	57474	36231	-37%	44202	22%
5	Bihar	261949	268275	2%	305665	14%
6	Chandigarh	3831	3626	-5%	4146	14%
7	Chhattisgarh	107781	111649	4%	113934	2%
8	Dadra and Nagar Haveli and Daman and Diu	601	413	-31%	638	54%
9	Delhi	353944	292243	-17%	256861	-12%
10	Goa	2980	3266	10%	3240	-1%
11	Gujarat	579051	611578	6%	641114	5%
12	Haryana	159909	137165	-14%	129960	-5%
13	Himachal Pradesh	20087	17995	-10%	18885	5%
14	Jammu & Kashmir	12632	13959	11%	26253	88%
15	Jharkhand	58595	57721	-1%	62439	8%
16	Karnataka	234939	220734	-6%	225301	2%
17	Kerala	369811	533881	44%	610165	14%
18	Ladakh	2908	530	-82%	612	15%
19	Lakshadweep	116	65	-44%	111	71%
20	Madhya Pradesh	495094	450730	-9%	437039	-3%
21	Maharashtra	602600	615481	2%	616296	0.13%
22	Manipur	556	846	52%	1184	40%
23	Meghalaya	1845	1743	-6%	3641	109%
24	Mizoram	2987	1119	-63%	1303	16%
25	Nagaland	427	582	36%	576	-1%
26	Odisha	191135	213786	12%	229793	7%
27	Puducherry	6588	7165	9%	7711	8%
28	Punjab	69980	63417	-9%	85909	35%
29	Rajasthan	292005	285033	-2%	273507	-4%
30	Sikkim	568	665	17%	623	-6%
31	Tamil Nadu	340027	219347	-35%	270738	23%
32	Telangana	233394	240667	3%	229199	-5%
33	Tripura	3861	3359	-13%	3333	-1%
34	Uttar Pradesh	895528	766779	-14%	782901	2%
35	Uttarakhand	31410	28019	-11%	27143	-3%
36	West Bengal*	196642	215321	9%	252788	17%
	<b>Total</b>	<b>5838031</b>	<b>5647911</b>	<b>-3%</b>	<b>5859722</b>	<b>4%</b>

(\*Data Partly Shared)