

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 30.7.1998

Date of hearing: 12th April, 2018

Complainant : Shri Varun Gupta

Respondent : Special Commissioner of Police
Delhi Police (Vigilance), PS
Barakhamba Road, New Delhi

Grievance No. : PGC/2017/DP/321

Grievance filed on : 21/11/2017

First hearing in the PGC : 01/03/2018

Scheduled on

1. Brief facts of the complaint

The complainant has filed a complaint of inaction against police officials on his complaint of hacking of face book account, g-mail account, whatsapp etc. of himself and his family members. He has requested for legal action into the matter.

2. Proceedings in the Public Grievances Commission

The PGC convened its first hearing in the complaint on 9th March, 2018 and the second hearing held on 12th April, 2018, when the following were present:-

Complainant : Not Present

Respondent : SI Surender, PS Begumpur
ACP Dinesh Kumar, PG/RD

3 Relevant facts emerging during the hearing

An ATR has been filed by SI Surender Singh, PS Begumpur, stating the following :-

- i. Various complaints have been received from Ms. Rohini Gupta, wherein she alleged that someone had tried to steal their valuable private information after her and her family members Facebook account, Android phone and whats app account etc.
- ii. The above complaint was related to Cybercrime hence for better enquiry, the said complaint was sent to Cyber Crime Cell, Rohini District, Delhi. It has been reported from the Cybercrime Unit, Rohini District, Delhi that the complainant was contacted many a times and asked her to provide the relevant information required for the purpose of enquiry i.e. URL Screen Shot of the Facebook Id's but the complainant did

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not provide the same. Hence, the above complaint was sent back to PS Begumpur, Rohini District, Delhi.

- iii. That above information is very much required for the purpose of enquiry and without the said information the enquiry in the said complaint could not be completed. Therefore, it is submitted that the complainant may be asked to furnish the required information to the enquiry officer for conducting the enquiry. Direction provided by the Hon'ble Commission will be highly obliged."

4. Directions of PGC

The complainant has not attended any of the two hearings held in the Commission so far. It appears that he is not interested in pursuing his case in PGC.

SI Surender, PS Begumpur is present and informed that the complaint was related to Cybercrime so the matter was sent to Cyber Crime Cell. The complainant was requested several times to furnish URL screen shot of the Face Book Id's which was declined by the complainant. Since no further investigation is possible in the absence of material information, therefore, the police has closed the matter.

In view of the above, the Commission has decided to close the case in PGC.

(SUDHIR YADAV)
MEMBER(PGC)

Copy to:

1. The Special Commissioner of Police (Vigilance), Delhi Police, PS Barakhamba Road, New Delhi.
2. The Addl. Commissioner of Police (Vigilance), Delhi Police, Police Station Barakhamba Road, New Delhi-110001.
3. The Deputy Commissioner of Police (District Rohini), Sector-23, PS Begumpur, Delhi-110086.
4. Shri Varun Gupta