

FREQUENTLY ASKED QUESTIONS

Question 01 : Why this application has been developed?

Answer : Delhi Police has consistently been adopting new methodologies and technologies to enhance its service delivery capacity. Our endeavour has been to identify areas where newer means can help in reducing public inconvenience.

Lodging a police report about a lost document becomes indispensable where it is a prerequisite for reissue of the lost document e.g. a passport.

Such losses are very often detected by victims after a gap of time and even the exact place and time of loss may also not be known to them. In particular, persons travelling through Delhi or tourists rarely find it possible to go back to the place where the article or document may have been lost and lodge a report in the Police Station for getting a new document issued.

Therefore Delhi Police has decided to enable mobile and web based reporting of such lost/missing articles without the need to go to a police station. This report can be lodged from anywhere in the world and a printable digitally signed report is instantaneously sent in response to the complainant.

Question 02 : What is the procedure for lodging a report?

Answer : Visit Delhi Police website www.delhipolice.nic.in and follow the 'LOST REPORT' Module.

Question 03 : What happens after I submit my information?

Answer : A digitally signed 'LOST REPORT' will be instantaneously sent back on the complainant's mobile phone and e-mail address.

Question 04 : What is the significance of LR No?

Answer : The 'LOST REPORT' bears a unique Lost Report number (LR No) about the information lodged. This LR Number can be used for future search and retrieval of a copy of the report.

Question 05 : What types of complaints can be lodged?

Answer : This service can be used to lodge a 'LOST REPORT' for any article/document lost in Delhi. A copies of such a police report is very often a prerequisite for obtaining a duplicate document or a new document. This can also prevent misuse of such lost document or article.

Question 06 : What types of complaints cannot be lodged?

Answer : This is not an emergency response service and should not be used to contact the police if:

- (i) A crime is taking place or is in progress.
- (ii) The suspect(s) involved in the crime is/are still at the scene or in the vicinity.
- (iii) Someone's life or property is in immediate danger.
- (iv) Someone has been injured in the incident.
- (v) The report pertains to a missing person.
- (vi) Physical evidence such as blood stains,

fingerprints have been found at a suspected scene of crime.

(vii) Missing/lost articles are related to any crime.

In the above situations or in any other emergency: Always call 100 or contact the nearest police station

Question 07 : I have not received an e-mail confirmation even though I have submitted my report.

Answer : (i) You may have accidentally provided a wrong e-mail address or your e-mail inbox is full.
(ii) You may also contact the SCRB, Delhi Police, Delhi at 011-23237006 to check your report.

Question 08 : How a 'LOST REPORT' can be verified?

Answer : Any person can verify the 'LOST REPORT' by filling LR No. in the search link of the application on the Delhi Police website www.delhipolice.nic.in.

Question 09 : I am a foreigner. Can I lodge a 'LOST REPORT' online?

Answer : You can lodge a police report through this application if you have lost or misplaced any article/document in Delhi.

Question 10 : Is any investigation/enquiry done by police after lodging of a complaint?

Answer : This is only information to police. The Police will not investigate or make any enquiries on the information lodged in this Application but will only keep a record of it for future reference by any person or agency.

Question 11 : What are the mandatory fields in the form?

Answer : Except the fields of day (DD), time (HH- MM) and mobile number all other fields are mandatory.

Question 12 : Is the report considered valid to get a duplicate document issued?

Answer : Yes, it is digitally signed and can be verified online by the authority which has to reissue a lost document.

Question 13 : What action will be taken if complainant lodged any false report?

Answer : False complaint/information to the police is a punishable offence.

Question 14 : Whether the print out of report taken is to be submitted in any police station?

Answer : No.

Question 15 : Whether "LOST REPORT" can be lodged if article/document is lost outside the area of Delhi?

Answer : No.

Question 16 : Whether "LOST REPORT" can be retrieved or not?

Answer : Yes, it can be retrieved through search link on the module.