



### Financial fraud and the Golden Hour

The advancement of technology and digital payment system exposed us to misuse and financial fraud. Today, cybercrime is highly prevalent and we're constantly on the radar of the fraudsters. However, with adequate knowledge and awareness the victims of financial frauds can still find a silver lining amidst grey clouds.

The Reserve Bank of India, other banks, different payment wallets, and the police have all teamed up to catch thieves and securely return people's money.

Incident response is the main pillar of remediation for combatting cybercrime and the **Golden Hour** appears to be the magic mantra to prevent victims of cyber fraud from losing their money.

The concept of the Golden Hour is used by the Police to describe the time immediately following a crime. Positive action taken during the Golden Hour gives police officers the best possible opportunity to gather evidence and catch the criminal.

If the victims report their financial frauds within the first hour, also known as the '**Golden Hour**', that can help the police to get into action immediately and it becomes easier to track the fraudsters faster and secure the victims money.



The Police recover the money using their 'stop payment mechanism'. Upon receiving the complaint, the details of fraud and the method of cheating, the banks are contacted by the police immediately via email and phone. The bank stop the money from being transferred.

The complaint should be duly accompanied by details of the victim's bank account, payment wallet or UPI ID, IFSC code of the connected bank account, etc. from where the fraudulent withdrawal was done. Availability of all documents and complete information can help nab the criminals faster.

**1930**  
National Anti-fraud  
Helpline Number



## How to lodge a complaint

The Ministry of Home Affairs of the central government has launched a helpline number **1930**, for redressal of cybercrimes.

So whenever there is a financial fraud, dial 1930 immediately to report the crime as early as possible and get help on an urgent basis.

Initially, primary details of the financial transaction will be asked, following which a mechanism will be initiated to rescue the stolen money from wherever it landed. Action will be taken by the police as per the crime.

These complaints are separate from the FIRs. The mechanism will freeze the criminals account and keep the transactions on hold for 24 hours. **If you do not convert your complain into FIR, the transaction will be released.**

The victim would be notified with an SMS to his registered mobile number, including the reference number of the complaints and a link to <https://www.cybercrime.gov.in/> the website on which the victim will be required to upload FIR details within 24 hours.

The victim can directly file a complaint at the police station of his district or city using the docket number received from 1930.

Go to the cyber-crime cell near you. If you are not in access of cyber-crime cell then reach the nearest police station and record a "zero FIR". In Zero FIR, the police officer is bound to take the complaint lodged by the Informant and then transfers over to another police station in whose jurisdiction the offence has occurred.

According to the IT Act, a cybercrime comes under the purview of global jurisdiction which means that a cybercrime complaint can be registered with any of the cyber cells in India, irrespective of the place where it was originally committed or the place where the victim is currently residing/ staying.



### Points to remember:

- Never ever believe any SMS / WhatsApp message / phone call from unknown person asking you to perform any financial transaction.
- Never download and install remote access apps like TeamViewer, AnyDesk or QuickKYC if induced by any unknown caller.
- When you realise that you have already become a victim of financial fraud and criminals have gained control over your phone through some remote access app, immediately disconnect the internet. The criminal will lose control over your phone.
- Do not switch off your phone, or you will miss the alert SMS from your bank.
- Uninstall the remote access apps from your phone.
- Do not delete or destroy the call history / message history or other evidence of the fraud.
- Even if you miss the Golden Hour, just keep in mind one thing. The criminals have drew up the trap to dupe many people. They wait till a good number of people are duped and a huge amount of money is collected. Then only they transfer the money at once to somewhere else. As you lodge a complaint, police will freeze their accounts, and that may save many other people from being victim like you.
- As on date there are 31 Cyber Police Stations all over West Bengal. A good idea is to know the details of the Cyber PS belonging to your jurisdiction to reach there faster.



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