Tamil Nadu Police launches e-CSR for online complaints

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News

Tamil Nadu's Director General of Police (DGP) and Head of Police Force Mahesh Kumar Aggarwal launched the 'e-CSR' facility in Chennai on Wednesday, 18 November 2026. Until now a complainant had to visit a police station to obtain a Community Service Register (CSR) receipt; now complaints can be filed from home under 'Register Complaint/e-CSR' on police.tn.gov.in and an electronic receipt obtained. An acknowledgement SMS follows at once; if no station is named, a district moderator forwards the complaint, and a second SMS names the station to visit within three days with documents. After a preliminary inquiry, the police register a regular CSR or an FIR, or close the complaint with reasons. Offences against women and children and complaints from senior citizens get priority; senior officers monitor a dashboard and district SPs review the cases monthly. The DGP said the facility is not for emergencies – people should dial 100 or 112. The e-FIR facility, now available for cyber frauds above ₹1 lakh, will be extended to mobile-phone snatching, mobile theft and two-wheeler theft within two to three weeks, he said, according to PTI.

Key facts for the exam

Point	Details
Launched	18 November 2026, Chennai
Launched by	DGP Mahesh Kumar Aggarwal

Point	Details
Portal	police.tn.gov.in – 'Register Complaint/e-CSR'
CSR	Community Service Register – complaint receipt
SMS	Instant acknowledgement; told to visit station within 3 days
Priority	Women, children, senior citizens
Monitoring	Dashboard; monthly review by SPs
Emergency	100 / 112 – e-CSR is not for emergencies
e-FIR to cover	Mobile snatching/theft, two-wheeler theft

Background

- Offences are of two kinds: 'cognizable' offences, where police may arrest without warrant and an FIR is mandatory; and 'non-cognizable' offences, which police cannot investigate without a Magistrate's order (BNSS Section 174). In Tamil Nadu such complaints, and petitions that do not immediately need an FIR, are entered in the CSR and a receipt is issued.
- Since 1 July 2024 the Bharatiya Nagarik Suraksha Sanhita (BNSS), 2023 has replaced the Code of Criminal Procedure, 1973. Its Section 173(1) gives legal backing to the 'Zero FIR', registered regardless of where the offence took place, and to e-FIRs given electronically (the informant must sign within three days).
- In the Seventh Schedule, 'public order' and 'police' are State List subjects. In Prakash Singh v. Union of India (2006) the Supreme Court issued seven directives, including a State Security Commission, a minimum two-year tenure for the DGP, separation of investigation from law and order, and Police Complaints Authorities.
- The Crime and Criminal Tracking Network and Systems (CCTNS), which links police stations across the country, was launched in 2009 and is implemented by the National Crime Records Bureau (NCRB, 1986) under the Union Home Ministry. Citizen services such as online complaints and e-FIRs are built on it.

Tamil Nadu link: At the same press meet, the DGP reportedly said legal hurdles to constable and sub-inspector recruitment had been cleared, about 1,200 sub-inspector vacancies would be filled soon, and the Tamil Nadu Uniformed Services Recruitment Board (TNUSRB) would speed up recruitment.

Frequently asked questions

What is this news about?

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What are the key facts to remember for the exam?

Launched: 18 November 2026, Chennai; Launched by: DGP Mahesh Kumar Aggarwal; Portal: police.tn.gov.in – 'Register Complaint/e-CSR'; CSR: Community Service Register – complaint receipt.

What is the background to this news?

Offences are of two kinds: 'cognizable' offences, where police may arrest without warrant and an FIR is mandatory; and 'non-cognizable' offences, which police cannot investigate without a Magistrate's order (BNSS Section 174).

Practice questions (with answers)

1. Which law gave statutory backing to the 'Zero FIR', registered regardless of where the offence occurred?

A) CrPC, 1973

B) Police Act, 1861

C) BNSS, 2023

D) IT Act, 2000

Answer: C – Explanation: BNSS Section 173(1) – Zero FIR and e-FIR (signed within 3 days). It replaced the CrPC from 1 July 2024.

2. Which body implements CCTNS (Crime and Criminal Tracking Network and Systems), linking police stations nationwide?

A) NCRB

B) CBI

C) NIA

D) BPR&D

Answer: A – Explanation: National Crime Records Bureau (NCRB, 1986, Home Ministry); CCTNS began in 2009. NCRB also publishes 'Crime in India'.

3. Police cannot investigate a non-cognizable offence without the order of:

A) Superintendent of Police

B) Magistrate

C) District Collector

D) Public Prosecutor

Answer: B – Explanation: A Magistrate – BNSS Section 174(2). So such complaints are usually entered in the CSR, not as an FIR.

4. Which body recruits police constables and sub-inspectors in Tamil Nadu?

A) TNPSC

B) TN Police Academy

C) Police Housing Corp.

D) TNUSRB

Answer: D – Explanation: TNUSRB – Tamil Nadu Uniformed Services Recruitment Board; it recruits for the police, prisons and fire services.

5. Which 2006 Supreme Court case ordered police reforms such as a State Security Commission and a two-year minimum DGP tenure?

A) Vineet Narain

B) Maneka Gandhi

C) Vishaka

D) Prakash Singh

Answer: D – Explanation: Prakash Singh v. Union of India (22 Sept 2006) – seven directives, including Police Complaints Authorities.

Sources: DT Next – dtnext.in (19 Nov 2026); Tamil Nadu Police – police.tn.gov.in (e-CSR); DT Next (PTI) – dtnext.in (18 Nov 2026); BNSS, 2023 – indiacode.nic.in. © Shanmugam IAS Academy.