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PART - II

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GOVERNMENT OF PUDUCHERRY
HOME DEPARTMENT

(G.O. Ms. No. 61, Puducherry, dated 23rd July 2026)

NOTIFICATION

Approval of the Lieutenant-Governor of Puducherry, is hereby accorded for the Establishment of the State Cyber Crime Coordination Centre (S4C) in the Union territory of Puducherry. The comprehensive Guidelines with regard to the need, objectives, jurisdictions, scope of functions, organizational structure, infrastructure and Logistics, Implementation, Coordination, Monitoring and Miscellaneous Provisions in the Establishment of the State Cyber Crime Coordination Centre (S4C) are as detailed below:—

GUIDELINES

I. *Preamble*.— The rapid growth of digital platform in banking, e-governance, education, commerce, and social media usage has resulted in evolving of cyber-enabled financial frauds, digital arrest frauds, online scams, impersonation, sextortion, online radicalization, cyber harassment and crimes against women and children. To combat these complex nature of cyber crime, there is an urgent requirement to institutionalise / establish a State-level Cyber Crime Coordination Centre for evolving mechanism aligned with the national cyber crime framework under the Indian Cyber Crime Coordination Centre (I4C).

II. *Source of Policy*.— The establishment of S4C for Union territory of Puducherry is based on:

(i) Direction of Hon'ble Union Home Minister, dated 26-12-2019 emphasising standardisation of cyber infrastructure in States/Union Territories.

(ii) Recommendations of the Department - related Parliamentary Standing Committee on Home Affairs (254th Report).

(iii) Order of the Hon'ble Supreme Court of India in *Suo Moto* Writ Petition (Crl.) No. 03/2025, dated 01-12-2025.

III. *Need for S4C in the Union territory of Puducherry*.— Union territory of Puducherry has Splintered Geography of four contiguous Districts / Regions, viz., Puducherry and Karaikal District, and Mahe and Yanam region located across three different states adjoining the border of Tamil Nadu, Kerala and Andhra Pradesh respectively. Presently one Cyber Crime Police Station is functioning in Puducherry and a Cyber Crime Cell in Karaikal, which is in the process of upgradation to Police Station.

Considering the geographic dispersion and different regional languages, evolving complaints, cyber financial fraud cases, and cross-border digital evidence dependency, online scams, digital arrest fraud, women and child related crimes, there is an essential requirement for establishment of State Level Cyber Crime Co-coordinator Committee (S4C) to combat the Cyber crimes by strengthening the Police Stations, enabling faster tracking mechanism, hotspot mapping, preventive and enforcement strategies, ensuring alignment with national cyber crime coordinates mechanism.

IV. *Objectives of Puducherry S4C.*— (i) Act as the State Nodal Cyber Crime Coordination Centre (S4C) for Union territory of Puducherry (aligning District and Regional cyber cell, Local Police Station, prosecution wing for evidence collection, Forensic labs) with I4C's national platforms, resources, advisories and threat intelligence.

(ii) To enable real-time response to cyber crimes of financial fraud by way of faster fund-freezing, coordinated takedown requests, and immediate victim support, significantly reducing financial losses.

(iii) Focused Protection for Women and Children to establish dedicated mechanisms within S4C for handling cyber crimes against women and children, including CSAM, cyber stalking, sextortion, and online harassment, ensuring trauma-informed investigation and coordinated victim support.

(iv) To improve various mechanisms for victim assistance/support.

(v) Ensure Inter-Departmental and private-sector coordination through coordination with banks, Fintechs, ISPs, CERTs, prosecutors, and Social Welfare Departments, and to provide a formal institutional mechanism for such multi-stakeholder engagement at the State Level.

(vi) To strengthen the Cyber Security posture of Union territory of Puducherry through cyber security ecosystem within the Police Department to effectively handle cyber security incidents and provide expertise, when necessary.

(vii) Strengthening prevention, detection, investigation, and forensic capabilities to develop state-specific cyber enforcement mechanism.

Establishment of the State Cyber Crime Coordination Centre (S4C)

1.1 *Constitution of the State Cyber Crime Coordination Centre (S4C).*— In pursuance of the policy directives of the Government of India for strengthening the institutional framework for combating cyber crime and in accordance with the Concept Note issued by the Ministry of Home Affairs on the establishment of State Cyber Crime Coordination Centres (S4Cs), the Government of Puducherry hereby establishes the

State Cyber Crime Coordination Centre (S4C), Puducherry, as the apex cyber crime coordination and management mechanism under the administrative control of the Puducherry Police.

The State Cyber Crime Coordination Centre (S4C) shall function as the nodal institution for coordinating cyber crime prevention, cyber crime investigation, cyber security, financial cyber fraud mitigation, capacity building, cyber awareness, research and innovation, digital forensic support, and inter-agency coordination within the Union territory of Puducherry.

1.2 *Headquarters.*— The Headquarters of the State Cyber Crime Coordination Centre (S4C) will be located at Puducherry District.

1.3 *Head of S4C.*— The State Cyber Crime Coordination Centre shall function under the overall supervision and administrative control of the Director-General of Police, Puducherry.

The IGP/DIGP shall function as the Head of the State Cyber Crime Coordination Centre (Head, S4C) and shall be responsible for overall policy implementation, strategic planning, coordination with the Government of India, and supervision of all Divisions of the Centre.

Officers in the rank of SSP Cyber shall function as the Executive Head of the State Cyber Crime Coordination Centre and shall be responsible for day-to-day administration, operational coordination, implementation of Government policies, supervision of constituent divisions, inter-agency coordination, and monitoring of cyber crime response mechanisms.

1.4 *Jurisdiction.*— The State Cyber Crime Coordination Centre shall exercise functional jurisdiction over the entire Union territory of Puducherry of all the following Districts and regions:—

- (i) Puducherry District;
- (ii) Karaikal District;
- (iii) Mahe region; and
- (iv) Yanam region.

1.5 *Scope of Functions.*— The State Cyber Crime Coordination Centre shall function as the central coordinating authority for all cyber crime-related activities within the Union Territory and shall discharge, *inter alia*, the following functions:

- (i) Cyber crime investigation and technical assistance;
- (ii) Mitigation of online crimes against women and children through the Online Crime Against Women and Children (OCWC) Mitigation Centre;
- (iii) Social media monitoring and lawful enforcement support;
- (iv) Cyber security coordination and incident response;
- (v) Digital forensic examination and technical investigation support;
- (vi) Emergency response to financial cyber frauds through the 1930 Helpline and Financial Cyber Crime Mitigation Centre (FCMC);
- (vii) Cyber crime awareness, capacity building and public education;
- (viii) Research, innovation and development of cyber crime investigation methodologies; and
- (ix) Coordination with I4C and other cyber crime platforms established by the Ministry of Home Affairs.

1.6 *Operational Philosophy.*— The State Cyber Crime Coordination Centre shall adopt an integrated, technology-driven, and victim-centric approach to cyber crime management.

Organisational Structure and Administrative Framework

2.1 *Organisational Structure.*— The State Cyber Crime Coordination Centre (S4C), Puducherry, shall function as an integrated and multidisciplinary organisation under the administrative control of the Police Department, Puducherry.

The organisational structure has been designed to ensure effective coordination among the constituent divisions while facilitating seamless integration with the Indian Cyber Crime Coordination Centre (I4C), Central Government agencies, financial institutions, telecom service providers, social media intermediaries and other stakeholders.

2.2 *Divisional Structure.*— The State Cyber Crime Coordination Centre shall consist of the following three functional Divisions:—

(Annexure-I)

- (A) Administration and Executive Support Division
- (B) Operations Division
- (C) Emergency Response Division

All divisions are headed by the designated Senior Superintendent of Police. These divisions are further organized into verticals and each vertical is headed by the Superintendent of Police and is assisted by Inspector of Police or Sub-Inspector of Police.

(A) *Administration and Executive Support Division*

This division shall provide administrative, technical, research, training and outreach support to the operational divisions and shall comprise the following verticals:

- (i) Administration Division
- (ii) State Digital Investigation Support Centre (State DISC)
- (iii) Cyber Crime Training Centre
- (iv) Cyber Crime Outreach Unit
- (v) Research and Innovation Unit

(B) *Operations Division*

This division shall function as the core operational arm of the State Cyber Crime Coordination Centre and shall comprise the following verticals:

- (i) Cyber Investigation Division
- (ii) Cyber Threat Intelligence Division
- (iii) Social Media Monitoring and Enforcement Division
- (iv) Cyber Security Division

(C) ***Emergency Response Division***

This division shall function as the primary emergency response mechanism for cyber incidents and financial cyber frauds and shall comprise following verticals:

- (i) National Cyber Crime Helpline (1930) Call Centre
- (ii) Financial Cyber Crime Mitigation Centre (FCMC)
- (iii) Online Crime Against Women and Children (OCWC) Mitigation Centre.

2.3 Responsibilities of Unit/Vertical Heads (Superintendent of Police).—

- (i) Supervision of day-to-day activities;
- (ii) Technical and operational coordination;
- (iii) Maintenance of records;
- (iv) Monitoring of performance;
- (v) Submission of reports to the Supervisory Officer; and
- (vi) Compliance with directions issued by the Head, S4C.

2.4 Supporting Staff.— Each constituent unit of the State Cyber Crime Coordination Centre shall be supported by Police Personnel to ensure efficient functioning. The Staff requirements for each verticals/units of S4C are mentioned in the Annexure-II.

2.4A Ministerial Establishment.— The State Cyber Crime Coordination Centre (S4C) shall be supported by a dedicated Ministerial Establishment to perform office administration, establishment matters, personnel records, accounts, budgeting, procurement, correspondence, record management, dispatch, maintenance of files, Court records, statistical returns, and other clerical and ministerial functions necessary for the efficient functioning of the Centre.

The Ministerial Establishment shall function under the overall supervision of the Administration Division and shall provide administrative assistance to all Divisions and Units of the State Cyber Crime Coordination Centre. The Ministerial Staff requirements of S4C are mentioned in the Annexure-II.

2.4B Hybrid Staffing Model.— The State Cyber Crime Coordination Centre (S4C) shall adopt a hybrid staffing model, as and when necessary, comprising Police Personnel and Technical Experts to effectively discharge specialised cyber crime functions. Police Officers shall perform all duties involving statutory powers, investigation, law enforcement, supervision and operational decision-making, while domain experts may be engaged for specialised technical functions.

2.4C Engagement of Technical Experts.— The Head of the State Cyber Crime Coordination Centre (S4C) may recommend the engagement of Domain Experts, Technical Consultants and Subject Matter Specialists on a contractual, outsourcing, project-based, or any other approved mode of engagement, together with the proposed remuneration, tenure of appointment, qualifications, experience, terms of engagement and duties, for specialised domains including Digital Forensics, Malware Analysis, Reverse Engineering, Incident Response, Cyber Threat Intelligence, Artificial Intelligence, Data Analytics, Cryptocurrency Investigation, Open-Source Intelligence (OSINT), Cloud Forensics, Cyber Security, Legal Research, Training, Research and other emerging technologies. Such recommendation, with the approval of the Director-General of Police, may be considered and approved by the Government for the effective and smooth functioning of the State Cyber Crime Coordination Centre (S4C).

2.5 Infrastructure and Logistics.— The Government shall endeavour to progressively strengthen the infrastructure of the State Cyber Crime Coordination Centre by providing:

- (i) Furnished office premises;
- (ii) Digital forensic laboratories;
- (iii) Cyber threat monitoring facilities;
- (iv) Security Operations Centre (SOC);
- (v) Training infrastructure;
- (vi) Conference and awareness facilities;
- (vii) Secure data storage;

- (viii) Advanced cyber investigation tools;
- (ix) Specialised software;
- (x) Communication equipment; and
- (xi) Other technical infrastructure required for efficient discharge of the functions of the Centre.

2.6 Future Expansion.— The Government may, on the recommendation of the Director-General of Police and based on future operational requirements, create additional divisions, specialised technical units, new posts and regional establishments for strengthening the cyber crime response mechanism in the Union Territory.

Implementation, Coordination, Monitoring and Miscellaneous Provisions

3.1 Implementation.— The Director-General of Police, Puducherry, shall take necessary action for the operationalisation of the State Cyber Crime Coordination Centre (S4C) in accordance with the provisions of this Government Order.

The Director-General of Police shall issue such Standing Orders, administrative instructions, deployment orders, Standard Operating Procedures (SOPs) and operational Guidelines as may be necessary for the effective functioning of the Centre.

3.2 Inter-Agency Coordination.— The State Cyber Crime Coordination Centre shall coordinate cyber crime-related matters within the Union territory of Puducherry.

For effective discharge of its functions, the S4C shall maintain close coordination with:

- (i) Indian Cyber Crime Coordination Centre (I4C), Ministry of Home Affairs;
- (ii) National Cyber Crime Reporting Portal (NCRP);
- (iii) National Cyber Crime Helpline (1930);
- (iv) Indian Computer Emergency Response Team (CERT-In);

(v) Cyber Crime Coordination Units of other States and Union Territories;

(vi) Banks, Financial Institutions, Payment Aggregators and Payment Service Providers;

(vii) Telecom Service Providers and Internet Service Providers;

(viii) Social Media Intermediaries and Digital Platforms;

(ix) Law Enforcement Agencies and Intelligence Organisations; and

(x) Academic Institutions, Research Organisations and Industry Partners.

3.3 Capacity Building and Technological Upgradation.— The State Cyber Crime Coordination Centre shall continuously strengthen its operational capabilities through:

(i) Specialised training programmes;

(ii) Certification courses;

(iii) Adoption of emerging technologies;

(iv) Acquisition of advanced cyber investigation and digital forensic tools;

(v) Development of cyber intelligence capabilities;

(vi) Collaboration with national and international institutions; and

(vii) Promotion of research and innovation in cyber policing.

3.4 Financial and Administrative Support.— The expenditure for the establishment, operation, maintenance and future expansion of the State Cyber Crime Coordination Centre shall be met from:

(i) Budgetary allocations of the Police Department of Government of Puducherry;

(ii) Assistance from the Government of India under approved Schemes;

(iii) Grants-in-aid and centrally sponsored projects; and

(iv) Any other source approved by the Government.

3.5A *Incentives.*— The Head of the State Cyber Crime Coordination Centre (S4C) may, subject to the availability of funds and separate orders, recommend the grant of suitable monetary or non-monetary incentives, special allowances, commendations, awards, career progression measures, or other recognition mechanisms for personnel serving in the State Cyber Crime Coordination Centre (S4C). Such recommendation, with the approval of the Director-General of Police, may be considered and approved by the Government for the effective functioning of the State Cyber Crime Coordination Centre (S4C).

3.6 *Power to Remove Difficulties.*— If, any difficulty arises in giving effect to the provisions of this Government Order, the Director-General of Police may issue suitable administrative directions, consistent with the provisions of this Government Order, for the removal of such difficulties.

Any issue involving creation of posts, financial implications, or policy matters shall be referred to the Government for appropriate orders.

3.7 *Interpretation.*— Any question relating to the interpretation of the provisions of this Government Order shall be referred to the Home Department, Government of Puducherry, whose decision thereon shall be the final.

(By order of the Lieutenant-Governor)

M.V. HIRAN,
Under Secretary to Government (Home).

ANNEXURE – I

Organisational Structure of State Cyber Crime Coordination Centre (S4C), Puducherry



ANNEXURE – II

**Staffing Pattern of State Cyber Crime Coordination Centre (S4C),
Puducherry**

1. Command Structure–

Head of S4C : IG / DIG

Executive Head : SSP Cyber

Sl. No.	Unit / Division	SP	Inspector	SI	HC	PC	Total
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<i>(i) Administration and Executive Support Division:</i>							
1	Administration Division	1	1	1	2	5	10
2	Cyber Crime Training Centre	1	1	1	2	2	7
3	State Digital Investigation Support Centre (SDISC).	1	1	1	1	4	8
4	Cyber Crime Outreach Unit			1	1	2	6
5	Research and Innovation Unit			1	1	5	9
Total		3	3	5	7	18	36
<i>(ii) Operations Division:</i>							
6	Cyber Investigation Division	1	3	5	8	30	47
7	Cyber Threat Intelligence	1	1	1	2	3	8
8	Social Media Monitoring and Enforcement Division.			1	2	5	10
9	Cyber Security Division			1	2	4	11
Total		2	4	8	14	42	70

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<i>(iii) Emergency Response Division:</i>							
10	1930 Call Centre	1	}	1	4	12	21
11	Financial Cyber Crime Mitigation Centre (FCMC).			1	3	6	13
12	Online Crime Against Women and Children (OCWC) Centre.			1	3	10	17
Total		1	2	3	10	28	44

Overall Summary

Supervising Officers (SP)	6
Unit Heads (Inspector)	9
Sub-Inspectors (SI)	16
Head Constables (HC)	31
Police Constables (PC)	88
Total Personnel	150

Note : The above staffing pattern represents the proposed sanctioned strength for the State Cyber Crime Coordination Centre (S4C), Puducherry.

2. Ministerial Staff Strength of State Cyber Crime Coordination Centre (S4C), Puducherry.

Sl. No.	Name of the Post	Proposed Strength
(1)	(2)	(3)
1	Superintendent	1
2	Assistant	2
3	Upper Division Clerk (UDC)	3
4	Lower Division Clerk (LDC)	3
Total		9

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