Ministry of Health & Family Welfare
Government of India

सत्यमेव जयते

A Portal to Report Violations of Prohibition of Electronic Cigarettes Act, 2019 and Cigarettes and Other Products Act, 2003 over Online Medium

User Manual for Violation Reporting Portal

Choose LIFE.
Not Tobacco.

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INTRODUCTION

MOHFW, GOI has introduced a portal to report violations of Prohibition of Electronic Cigarettes Act, 2019 and Cigarettes and Other Products Act, 2003 over online medium. This portal will allow the MOHFW, GOI to take necessary action on the reported violations and view analytics on the same. The software consists of a **Violation Reporting Portal** (for public users) and an associated web application (for MOHFW, GOI) containing dashboard.

This document serves as a User Manual for the violation reporting portal.
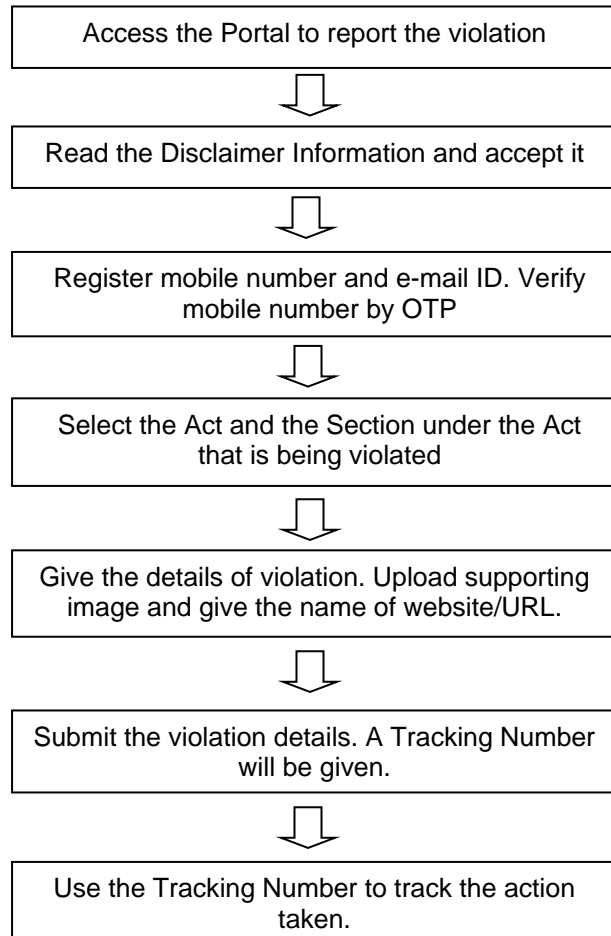
ACTORS

The following table details the actors relevant to the use cases in this document.

Reference	Actor Name	Actor Privileges
1	Public Users	register and report violations on the portal

WORKFLOW

The workflow for violation reporting portal is the following:

```
┌─────────────────────────────────────────────────┐
│     Access the Portal to report the violation    │
└─────────────────────────────────────────────────┘
                        ⬇
┌─────────────────────────────────────────────────┐
│    Read the Disclaimer Information and accept it  │
└─────────────────────────────────────────────────┘
                        ⬇
┌─────────────────────────────────────────────────┐
│   Register mobile number and e-mail ID. Verify   │
│             mobile number by OTP                  │
└─────────────────────────────────────────────────┘
                        ⬇
┌─────────────────────────────────────────────────┐
│   Select the Act and the Section under the Act   │
│             that is being violated               │
└─────────────────────────────────────────────────┘
                        ⬇
┌─────────────────────────────────────────────────┐
│  Give the details of violation. Upload supporting │
│      image and give the name of website/URL.      │
└─────────────────────────────────────────────────┘
                        ⬇
┌─────────────────────────────────────────────────┐
│   Submit the violation details. A Tracking Number │
│                 will be given.                    │
└─────────────────────────────────────────────────┘
                        ⬇
┌─────────────────────────────────────────────────┐
│   Use the Tracking Number to track the action    │
│                     taken.                        │
└─────────────────────────────────────────────────┘
```

HOMEPAGE

The violation reporting portal can be launched by entering the following URL in the web browser:

https://violation-reporting.ntcp.mohfw.gov.in/

The following screen is displayed:

This screen is the homepage of the portal. It shows description of the portal followed by the steps that a public user has to take in order to register and report a violation of Prohibition of Electronic Cigarettes Act, 2019 and Cigarettes and Other Products Act, 2003.

 button: Click to report a violation.

 button: Click to track a reported violation and check the status of action taken.

Learn about Prohibition of Electronic Cigarettes Act 2019 **button:** Click to learn about the Prohibition of Electronic Cigarettes Act, 2019. A PDF document for the Act will be opened in a new Browser Tab.

Learn about Cigarettes and Other Products Act 2003 **button:** Click to learn about the Cigarettes and Other Products Act, 2003. A PDF document for the Act will be opened in a new Browser Tab.

DISCLAIMER

The following screen is displayed on clicking the [Report a Violation] button:

This screen shows the disclaimer information. Before reporting a violation, the user first needs to read the terms carefully and then accept it.

[I Accept] **button:** Click to accept the disclaimer.

REGISTRATION

The following screen is displayed after clicking the [I Accept] button:

In this screen, the user enters his details and registers his/her email address.

Name: Enter your name in the provided alphanumeric textbox. This field is mandatory.

Age: Enter your age in the provided numeric textbox. This field is mandatory.

Gender: Select the gender from the dropdown list of options. The options are: Male, Female and Other. This field is mandatory.

State/UT: Select the state/UT from the dropdown list of options. This field is mandatory.

Email ID: Enter your e-mail address. Click on **Verify** button. This field is mandatory.
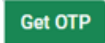
Verify **button:** Click on this button to verify if the email address is valid and genuine. If the email address doesn't get validated then the user can't proceed further.

In the next step, the mobile number of the user is to be registered and verified by OTP. The following screen is displayed.

Mobile Number: Enter a valid 10 digit mobile number. This field is mandatory.
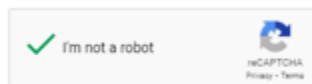
Get OTP **button:** Click on this button to get an OTP to verify mobile number.

On clicking the **Get OTP** button, the user receives a six-digit OTP on the provided mobile number. A timer starts and the OTP is to be entered within **180 seconds**. After entering the OTP, click on Verify OTP link. The timer then stops and the OTP is verified. In case the time runs out, the OTP gets expired and a new OTP can be sent by clicking on **Resend OTP** link.

In the next step, the following screen is displayed:

OTP: Enter the OTP received on the above mobile number. This field is mandatory.

 Captcha: Click on the checkbox to verify if the user is not a robot.

Submit **button:** Click to register the user.

Clear **button:** Click to clear the form.

VIOLATION REPORTING

The following screen is displayed on clicking the [Submit] button:

In this screen, the user enters the details of the violation. The user selects the Act and Section under the Act that is being violated. The user then enters a description of the violation in a maximum of **200 words**. Next, the user uploads an image giving the screenshot of the webpage and enters the URL of the website violating the Act.

Name of the Act under which the Violation has been Noticed: Select the radio button of the applicable Act. This field is mandatory.

Section of the Act that is being Violated: Select the radio button of the applicable Section of the above Act. This field is mandatory.
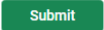
Description of the Violation (200 words): Enter the description of the violation noticed by the user. A maximum of 200 words can be entered. This field is mandatory.

Image of Violation: Upload an image of the violation. This is the screenshot of the web page violating the Act. This field is mandatory. Clicking on the image thumbnail will display a zoomed in view of the image.

[Add photos] **button:** Click to browse the user desktop to select the image to be uploaded.

Provide Name of Website/URL Violating the Act: Enter the URL of the website violating the Act. This field is mandatory.

 button: Click to submit the violation details.

 button: Click to clear the form.

REGISTRATION CONFIRMATION

The following screen is displayed on clicking the [Submit] button:

Your reported violation has been registered successfully.

The tracking number for this reporting is **P2300059**. You can use this tracking number to track the action taken.

[Home]

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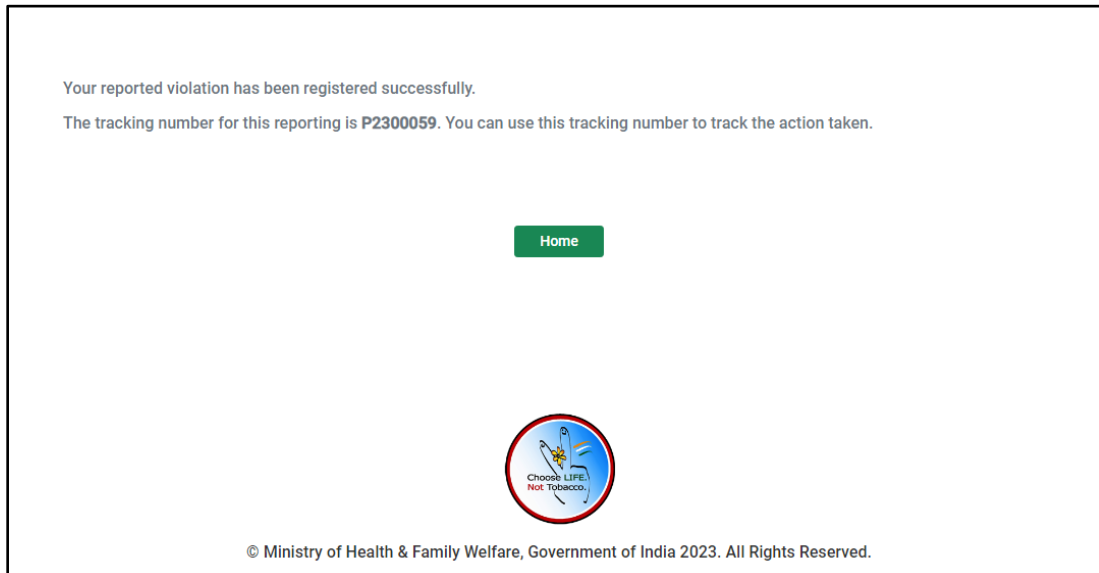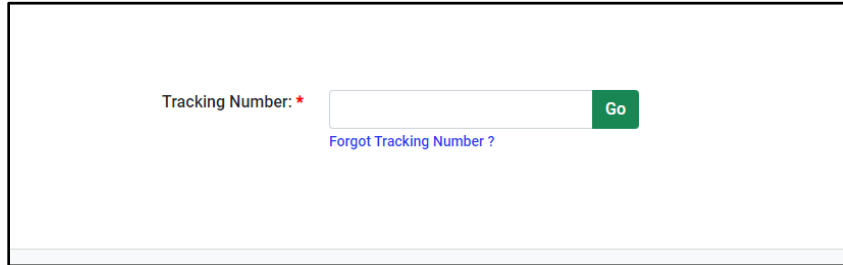
In this screen, a confirmation is shown that the violation has been reported. The user is given a **Tracking Number** to later track the status of action taken on the violation.

TRACKING THE REPORTED VIOLATION

The following screen is displayed on clicking the [Track Reported Violation] button on the homepage:

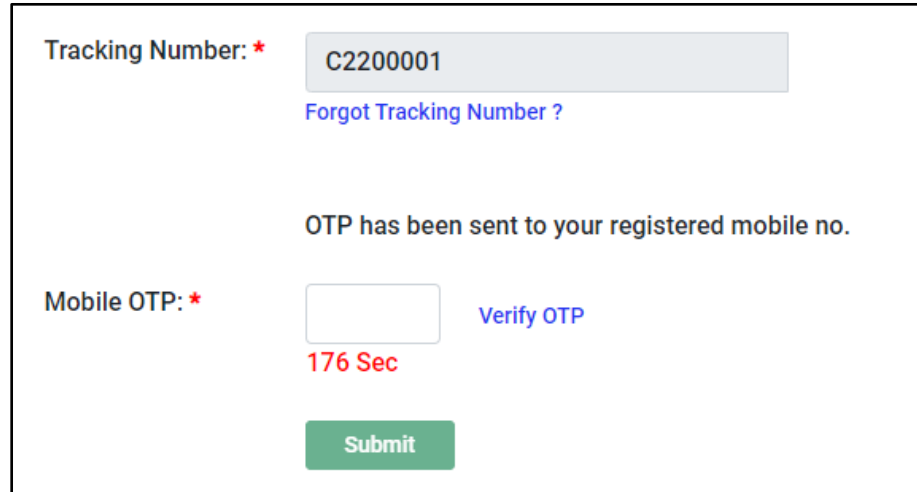In this screen, the user enters the Tracking Number of his reported violation to check the status of action taken.

Tracking Number: Enter the tracking number of the reported violation. This field is mandatory.

Forgot Tracking Number: Click this link to retrieve the tracking number on user's registered e-mail.

An OTP is sent to the user to verify the user. The user receives a six-digit OTP on the registered mobile number. A timer starts and the OTP is to be entered within **180 seconds**. After entering the OTP, click on **Verify OTP** link. The timer then stops and the OTP is verified. In case the time runs out, the OTP is expired and a new OTP can be sent by clicking on **Resend OTP** link.

Mobile OTP: Enter the OTP to verify that it is a genuine request.

Verify OTP: Click to verify mobile OTP.

After the mobile number is verified, the **Submit** button gets activated.

Submit **button:** Click to check the status of action taken.

In case the user has forgotten the tracking number, he can click on the Forgot Tracking Number link. The following screen is displayed:
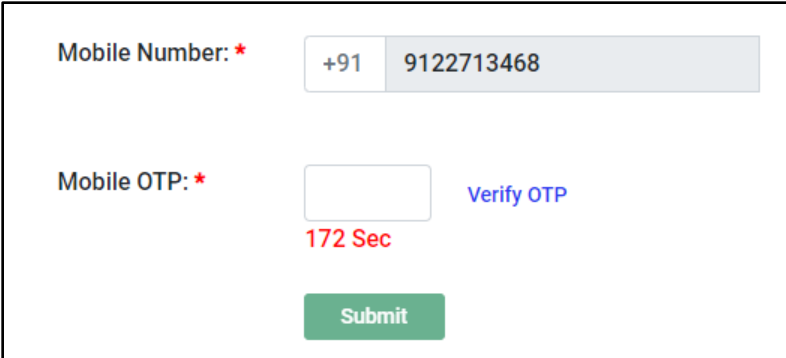

Mobile Number: Enter the mobile number of the user. This field is mandatory.

Get OTP **button:** Click on this button to verify user's mobile number.

On clicking the Get OTP button, the user receives a six-digit OTP on the provided mobile number. A timer starts and the OTP is to be entered within 180 seconds. After entering the OTP, click on Verify OTP link. The timer then stops and the OTP is verified. In case the time runs out, the OTP is expired and a new OTP can be sent by clicking on Resend OTP link.
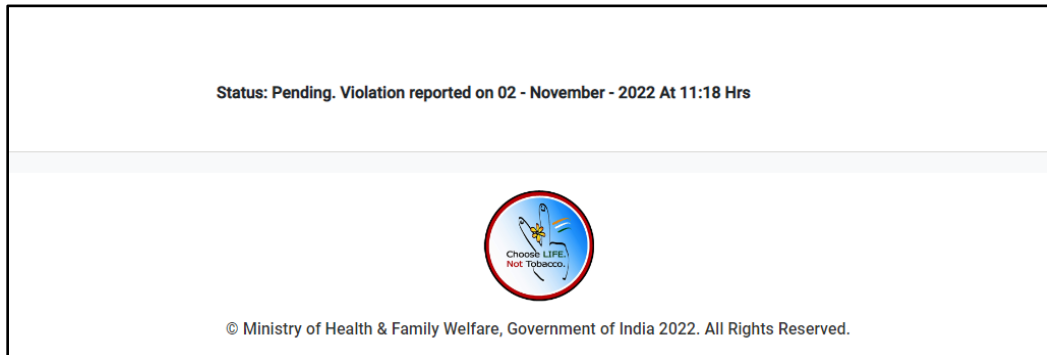

Mobile OTP: Enter the OTP received on the above mobile number. This field is mandatory.

Submit **button:** Click to check the status of action taken.

After verifying the mobile number, an email is sent to the user on his registered email address along with the tracking number.

ACTION TAKEN STATUS

If the correct **Tracking Number** has been entered, the following screen is displayed on clicking the Submit button:

Status: Pending. Violation reported on 02 - November - 2022 At 11:18 Hrs

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In this screen, the status of the action taken by MOHFW, GOI on the reported violation is shown. The date and time of action are also displayed. The status displayed will be one of the following:

Status: Pending. Violation reported on <date> at <time> Hrs

Status: Action Recommended on <date> at <time> Hrs

Status: No Action Required. Reported Violation closed on <date> at <time> Hrs

Status: Action Taken. Reported Violation closed on <date> at <time> Hrs