



**Ministry of Health & Family Welfare  
Government of India**

**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**



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<b>Publication Date</b>	02 November 2022
<b>Revision Date</b>	19 March 2024
<b>Version</b>	Draft Version 2.1

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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.

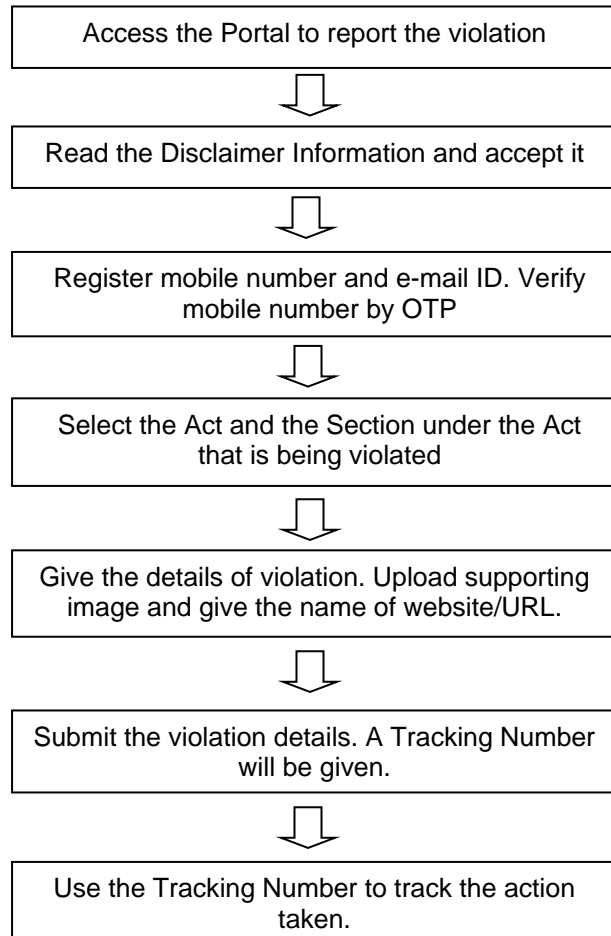
## ACTORS

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:



## 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:

स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
MINISTRY OF HEALTH AND FAMILY WELFARE

75  
Azadi Ka Amrit Mahotsav

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

This portal is an initiative of Ministry of Health and Family Welfare (GOI) to facilitate reporting of violations under Prohibition of Electronic Cigarettes Act 2019 and Cigarettes and Other Products Act 2003. Follow the Five easy steps illustrated below to report a violation and track the action taken.

- 1 Register your Mobile Number and Email id. An OTP will be sent to you for verification.
- 2 Select the Act and Section under the Act that is being violated.
- 3 Give the details of the violation. Upload supporting image and give the name of website/URL.
- 4 Submit the violation details. You will be given a Tracking Number.
- 5 Use the Tracking Number to track the action taken.

**Report a Violation** **Track Reported Violation**

**Learn about Prohibition of Electronic Cigarettes Act 2019** **Learn about Cigarettes and Other Products Act 2003**

User Manual for the Portal

- \* Prohibition of Electronic Cigarettes Act: Prohibition of Electronic Cigarettes (Production, Manufacture, Import, Export, Transport, Sale, Distribution, Storage and Advertisement) Act, 2019
- \* Cigarettes and Other Products (Prohibition of Advertisement and regulation of Trade and Commerce, Production, Supply and Distribution) Act, 2003

Choose LIFE, Not Tobacco

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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.

**Report a Violation**

**button:** Click to report a violation.

**Track Reported 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  button:



The screenshot shows the disclaimer page of the violation reporting portal. At the top left is the logo of the Ministry of Health and Family Welfare, Government of India, with the text 'स्वास्थ्य एवं परिवार कल्याण मंत्रालय' and 'MINISTRY OF HEALTH AND FAMILY WELFARE'. At the top right is the '75 Azadi Ka Amrit Mahotsav' logo. The main heading reads: 'A Portal to Report Violations of Prohibition of Electronic Cigarettes Act, 2019 and Cigarettes and Other Products Act, 2003 over Online Medium'. Below this, there are three lines of text: 'Prior to reporting a violation on this portal, we would request you to read the below information regarding terms and conditions.', 'The violation information you submit to this portal is encrypted via secure socket layer (SSL) encryption.', and 'We thank you for your cooperation.' Below these are two lines of text: 'The information I have provided on this portal is correct to the best of my knowledge. I acknowledge that providing false information could make me liable to penal actions under Indian Laws.' and 'I understand that action on the violations reported on this portal shall be taken by concerned authorities as per Indian Laws.' A red 'I Accept' button is centered below the text. Below the button is a circular logo with a hand holding a cigarette and the text 'Choose LIFE. Not Tobacco.' At the bottom, the copyright notice reads: '© Ministry of Health & Family Welfare, Government of India 2023. All Rights Reserved.'


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  button:



स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
MINISTRY OF HEALTH AND FAMILY WELFARE

75  
Azadi Ka Amrit Mahotsav

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

Register your Mobile Number and Email id. An OTP will be sent to you on your mobile for verification. The OTP will expire in 180 seconds. Enter the valid OTP and verify that you are not a robot. Click SUBMIT button to move to next step.

Name: \*

Age: \*

Gender: \* -- Select --

State/UT: \* -- Select --

Email ID: \*

I'm not a robot   
reCAPTCHA  
Privacy - Terms



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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.

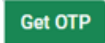


**button:** Click on this button to verify if the email address is valid and genuine. If the email address doesn't get validated then the user can't proceed further.

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

The screenshot shows a registration form with two main sections. The first section is for the Email ID, with a label 'Email ID: \*' and a text input field containing 'abcdef@gmail.com'. A green checkmark is visible to the right of the input field. The second section is for the Mobile Number, with a label 'Mobile Number: \*'. It features a dropdown menu for the country code, currently showing '+91', followed by a text input field for the mobile number. To the right of the mobile number input is a green button labeled 'Get OTP'.

**Mobile Number:** Enter a valid 10 digit mobile number. This field is mandatory.



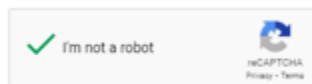
**button:** Click on this button to get an OTP to verify mobile number.

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:

The screenshot shows a verification form. It has three input fields: 'Email ID: \*' with 'mohit@gmail.com' and a green checkmark; 'Mobile Number: \*' with '+91' in a dropdown and '9999999999' in the text field; and 'OTP: \*' with '531815' in the text field. Below the OTP field, the text 'OTP Verified.' is displayed in green. At the bottom, there is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot'. To the right of the reCAPTCHA is a small icon and the text 'reCAPTCHA Privacy - Terms'. At the very bottom, there are two buttons: a green 'Submit' button and a red 'Clear' button.

**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.



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



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

## VIOLATION REPORTING

The following screen is displayed on clicking the  button:

Select the Act and Section under the Act that is being violated.

Enter a description of the violation in a maximum of 200 words. Upload the image giving the screen shot of the webpage and enter the URL of the website violating the act.

Click SUBMIT button to register your reporting of the violation. You will be given a Tracking Number. Note this Tracking Number and use it to track the action taken.

Name of the Act under which the Violation has been Noticed \*


Prohibition of Electronic Cigarettes Act, 2019  
 Cigarettes and Other Products Act, 2003

Section of the Act that is being Violated \*

Section 4 - Prohibition on production, manufacturing, import, export, transport, sale, distribution of electronic cigarette

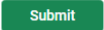

Description of the Violation (200 words) \*

Image(s) of Violation (Screen shot of website page, maximum 5 images can be uploaded) \*



(Image formats allowed JPEG, JPG, PNG, GIF, Max-Size: 2MB)

Provide Name of Website/URL Violating the Act \*

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.

 **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.




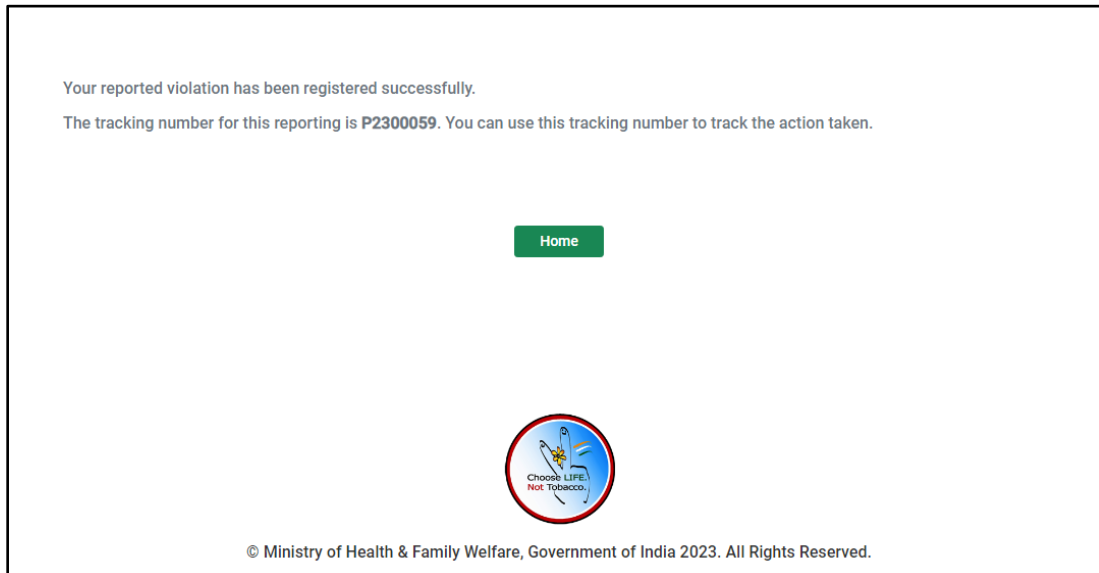
**button:** Click to submit the violation details.



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

## REGISTRATION CONFIRMATION

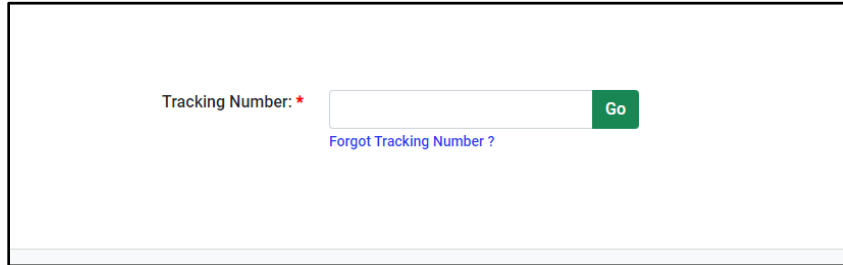
The following screen is displayed on clicking the  button:



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  button on the homepage:



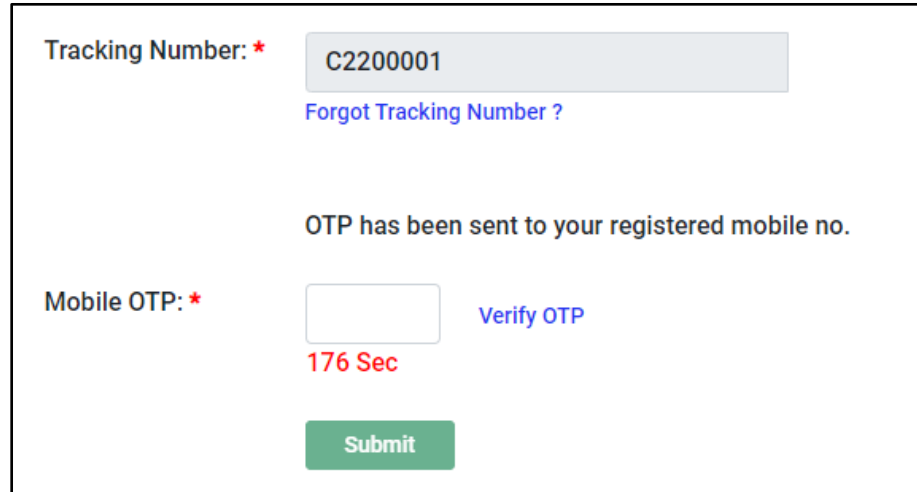
Tracking Number: \*    
[Forgot Tracking Number ?](#)

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.



Tracking Number: \*   
[Forgot Tracking Number ?](#)

OTP has been sent to your registered mobile no.

Mobile OTP: \*  [Verify OTP](#)  
176 Sec

**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.

 **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:

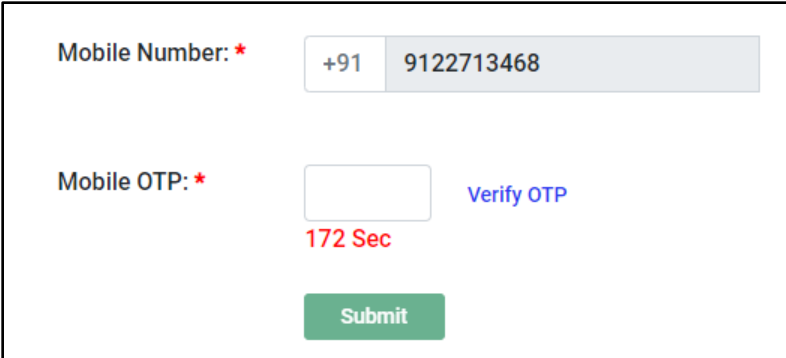


Mobile Number: \*    +91        [Get OTP](#)

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

 **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 Number: \*    +91    9122713468

Mobile OTP: \*        [Verify OTP](#)

172 Sec


[Submit](#)

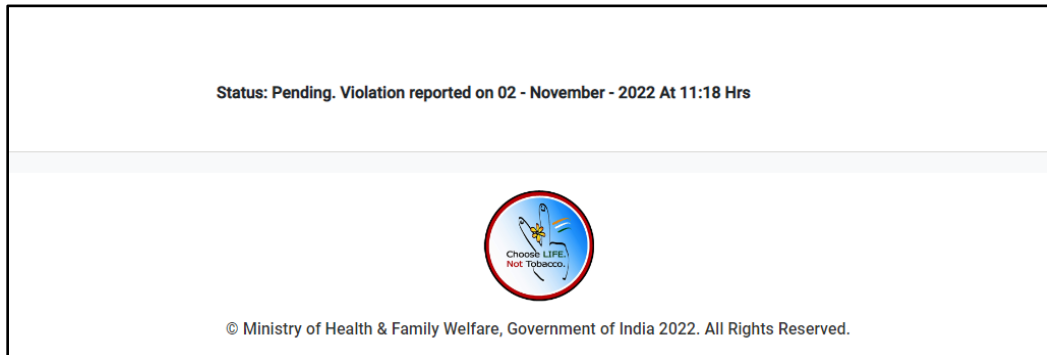
**Mobile OTP:** Enter the OTP received on the above mobile number. This field is mandatory.

 **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  button:



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