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Tamil Nadu Police launch e-CSR facility to enable online filing of complaints



CHENNAI – 19 Nov, 2026 The Tamil Nadu Director-General of Police and Head of Police Force, Mahesh Kumar Aggarwal, on Wednesday launched the e-CSR (electronic Community Service Register) facility at the State Police Headquarters here.

The initiative, aimed at making it easier for the public, particularly senior citizens and women, to lodge complaints online without having to visit police stations, is another step towards ensuring transparency in the police system, Dr. Aggarwal said.

“People are unhappy when their complaints are not acknowledged through the issuance of a CSR at police stations. They can now lodge complaints relating to minor offences online and receive an e-CSR on their mobile phones through SMS,” he said.

Complainants can approach the jurisdictional police station with the e-CSR and other relevant documents to obtain a regular CSR or have an FIR registered, as applicable, within three days.

Senior police officers would monitor the progress of e-CSR complaints and the number of cases subsequently converted into regular CSRs or FIRs. The e-FIR facility, introduced last month exclusively for cybercrime offences, had received a good response, he said.