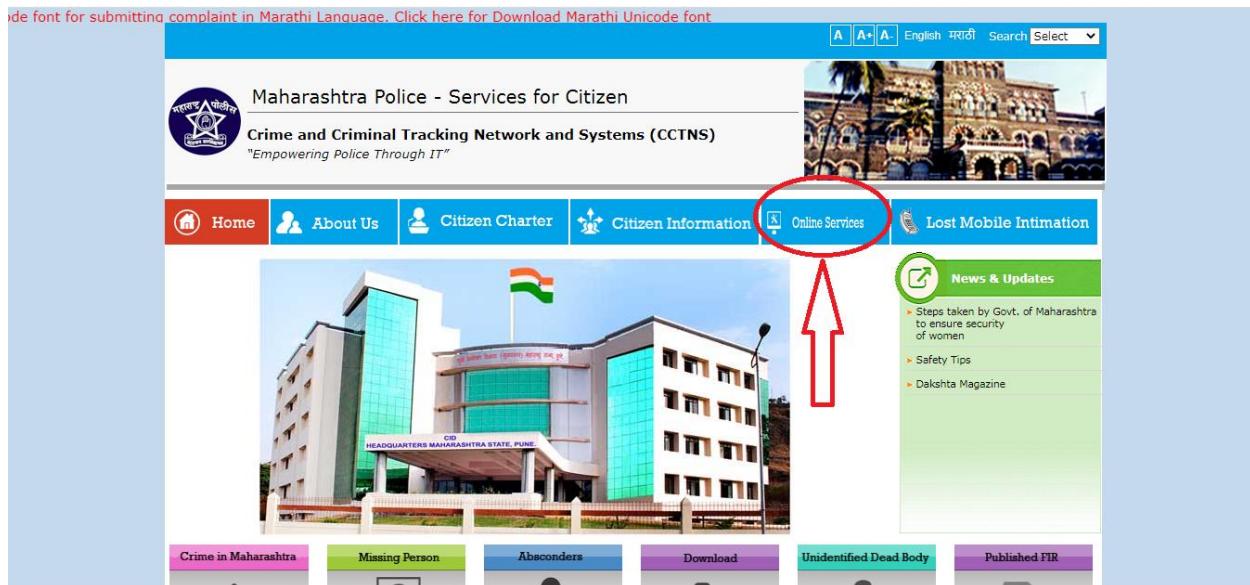


RESET PASSWORD USING REGISTER MOBILE NUMBER IN CITIZEN PORTAL

1. Enter below URL in into browser tab.

URL <https://citizen.mahapolice.gov.in/citizen/mh/index.aspx>

2. Home page will open. Clicked on Online Services Tab.



3. Login page will open.

Citizen Login

Username:

Password:

Please enter Password:

Enter the characters in the textbox below
Characters are case sensitive
Sbfta

does not match

Language:

About Police Department

The Indian Police Service, simply known as Indian Police or IPS, is one of the three All India Services of the Government of India. In 1948, a year after India gained independence from Britain, the Imperial Police (IP) was replaced by the Indian Police Service. The IPS is not a law enforcement agency; rather it is a civil service in which officers are selected on the basis of professional merit as proven by competitive examinations, and to which all police officers are professionally identified. Police officers are employed by the police departments of respective states of India.

Latest Information

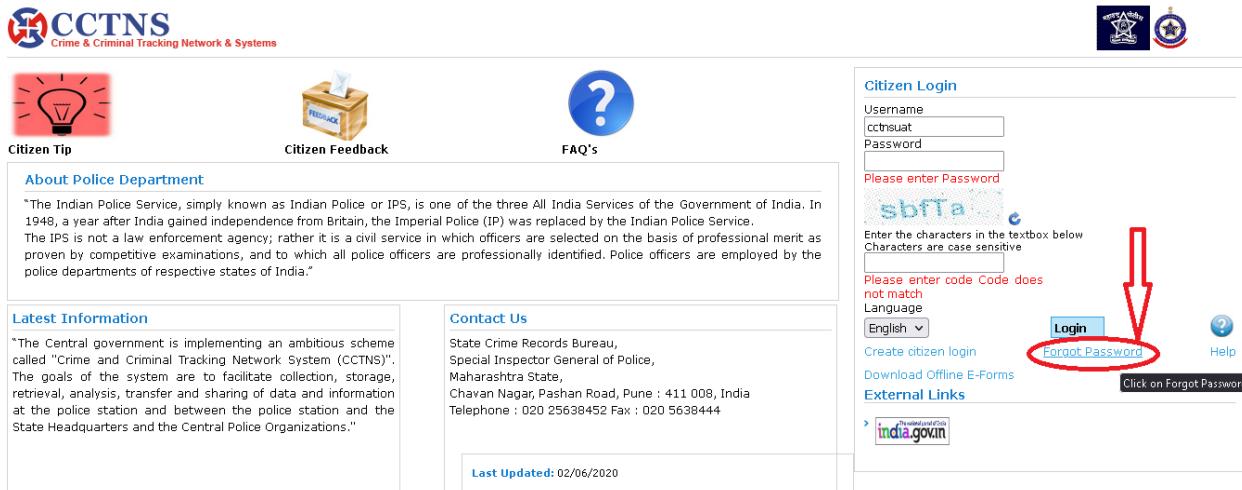
The Central government is implementing an ambitious scheme called "Crime and Criminal Tracking Network System (CCTNS)". The goals of the system are to facilitate collection, storage, retrieval, analysis, transfer and sharing of data and information at the police station and between the police station and the State Headquarters and the Central Police Organizations."

Contact Us

State Crime Records Bureau,
Special Inspector General of Police,
Maharashtra State,
Chavan Nagar, Pashan Road, Pune : 411 008, India
Telephone : 020 25638452 Fax : 020 5638444

Last Updated: 02/06/2020

4. Click on Forgot password link button.

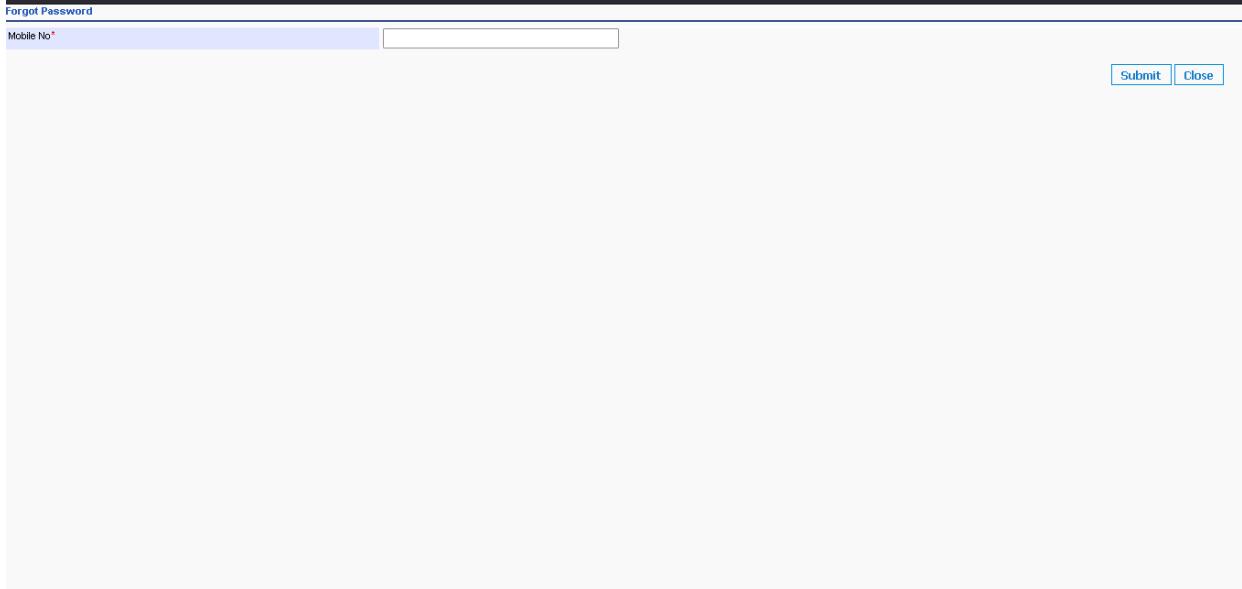


The screenshot shows the CCTNS website with a navigation bar at the top. Below the navigation, there are three main links: 'Citizen Tip' (with a lightbulb icon), 'Citizen Feedback' (with a ballot box icon), and 'FAQ's' (with a question mark icon). The 'About Police Department' section contains a brief history of the Indian Police Service. The 'Latest Information' section provides details about the CCTNS scheme. The 'Contact Us' section lists the State Crime Records Bureau's address. The 'Citizen Login' form is displayed on the right, showing fields for 'Username' (cctnsuat) and 'Password' (left empty). Below these fields are error messages: 'Please enter Password' (highlighted with a red arrow) and 'Please enter code Code does not match'. A CAPTCHA box shows 'sbftTa' with a red arrow pointing to it. The 'Forgot Password' link is circled in red. Other buttons include 'Login', 'Create citizen login', 'Download Offline E-Forms', and 'External Links'.

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CAS CITIZEN Ver 4.5.0
JavaScript:__doPostBack('lnkForgotPassword',''); Joruds Bureau, Ministry of Home Affairs, Government of India. Best viewed at : 1024x768, IE 7, Firefox 3.6.3

5. Below screen will appear. Enter your register mobile number and click on Submit button.



The screenshot shows a 'Forgot Password' page. It has a 'Mobile No*' input field with a placeholder '(000) 000-0000'. Below the input field are 'Submit' and 'Close' buttons. The page has a light gray background and a dark blue header bar.

Forgot Password

Mobile No.*

Enter Valid register mobile number in the above text box



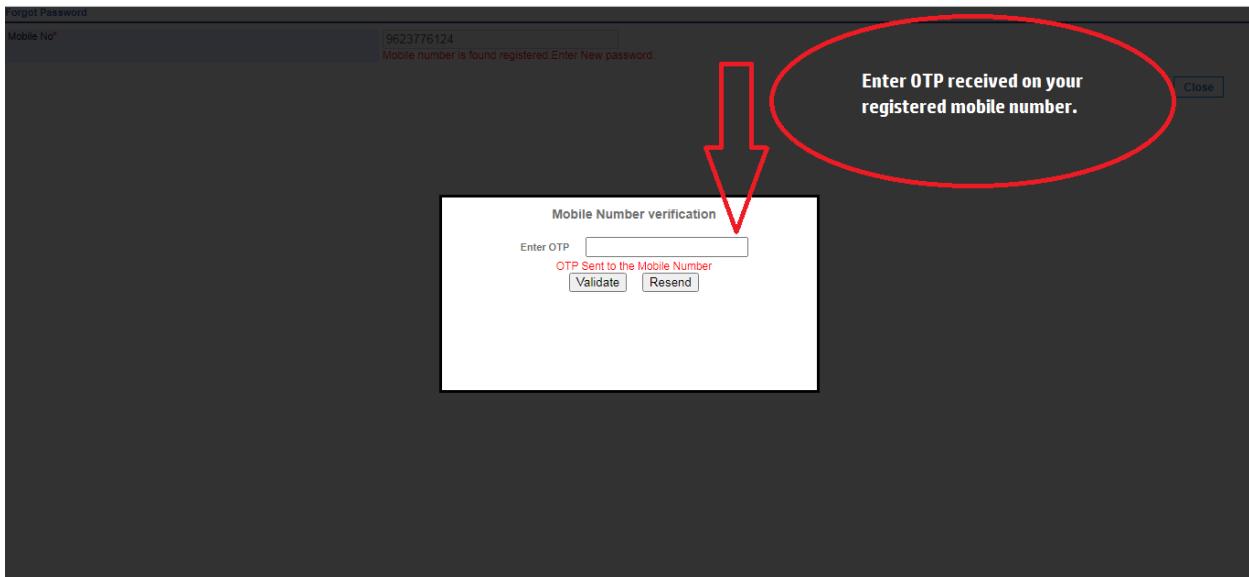
Forgot Password

Mobile No.*

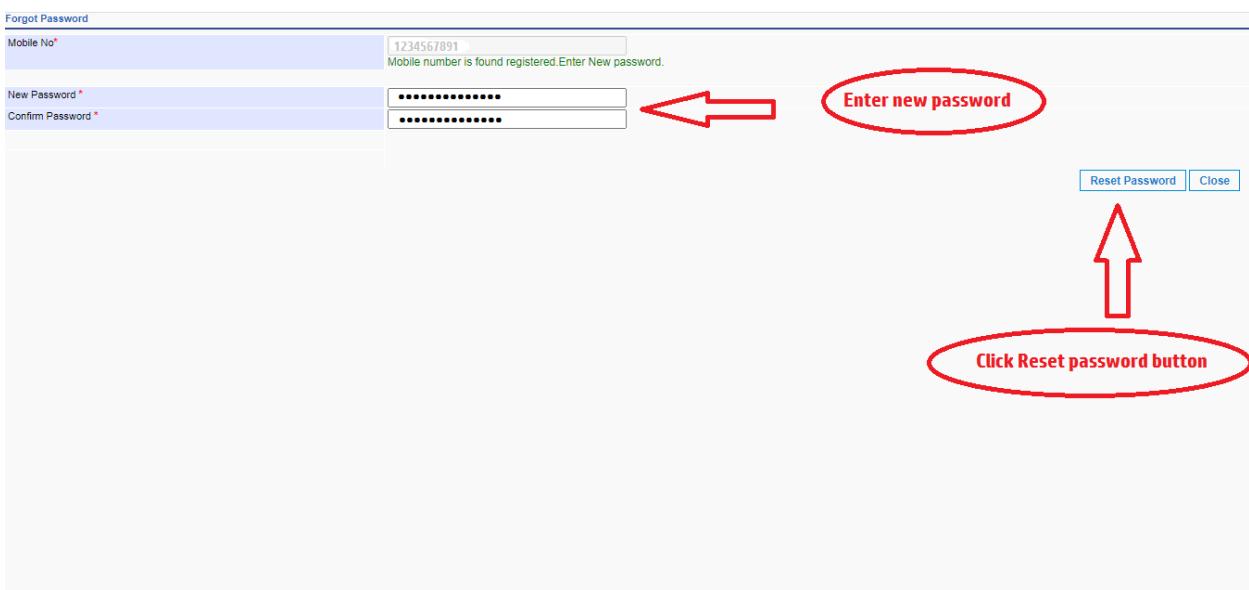
Enter Submit button



6. If user has register already then user will get OTP for forgot password on register mobile number.
7. Enter OTP in the below screen and click Validate button.



8. After Valid OTP checked system will allow user to reset password.



9. User need to type new and confirmed password, if its matched user will able to see successfully message after password reset button clicked.

10. You Will receive the updated credentials on your mobile number via SMS.

Forgot Password

Mobile No*

Your password reset successfully, and send to your register mobile number.

>Password reset successfully

Close

Click on close button for go to login page.

