

# Step-by-Step Instructions for Reporting Online Incidents

Digital Safety Guide | Focus: Busia County, Kenya

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## Why Reporting Matters

In Busia County, where more youth and small businesses are going online, digital crimes like fraud, impersonation, cyberbullying, online blackmail, and fake job scams are on the rise.

Many people don't report because they:

- Don't know **where** or **how** to report.
- Fear shame or not being taken seriously.
- Assume nothing will be done.

But reporting is how you protect yourself, help others, and stop cybercriminals. This guide will walk you through exactly **how to report an online incident**, whether it's on WhatsApp, Facebook, TikTok, or email.

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## 1. Identify the Type of Incident

First, understand what has happened:

Incident	Example
Fraud/Scam	Sent money for goods but never received them
Impersonation	Fake Facebook account using your name
Cyberbullying	Harassment or threats via inbox or public posts
Sextortion	Someone threatens to expose private photos or videos unless paid

<b>Data Breach</b>	Someone leaks your KCSE certificate, ID photo, or medical records online
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## 2. Gather Evidence

Before anything else, collect proof. You'll need it when reporting.

### Take screenshots of:

- Messages, posts, emails
- Phone numbers, usernames, profile links
- Receipts or MPESA transaction codes
- Date and time of the incident

Save any files or videos separately. **Don't delete anything.**

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## 3. Report to Local Authorities in Busia

### a) Nearest Police Station or DCI Office

Report physically to:

- **Busia Police Station** or
- **DCI Busia County Office** (along Kisumu-Busia Road)

Tell them clearly:

- What happened
- When and how it started
- Any threats or money involved

- Show your evidence (screenshots or printouts)

They will issue:

- **OB Number (Occurrence Book)** – keep this for follow-up
- A recommendation for further action (cybercrime unit, arrest, etc.)

 Always ask for and write down the OB number before leaving.

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## 4. Report to National Cybercrime Units

You can also report directly to the national teams that handle digital threats.

### DCI Cybercrime Unit (Nairobi HQ)

- Email: [cybercrime@dcj.go.ke](mailto:cybercrime@dcj.go.ke)
- Website: [www.dci.go.ke](http://www.dci.go.ke)
- Hotline: **0800 722 203 (toll-free)**

Attach your evidence when emailing. Give full details of what happened.

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## 5. Report to Your Service Provider

If fraud or abuse happened via:

### Safaricom

- Forward scam SMS to **333** (free)
- Dial **100** or visit a Safaricom shop in Busia town

### Airtel Kenya

- Call **100** or **456**
- Visit Airtel shop in Busia CBD

They can freeze numbers, reverse MPESA payments (in some cases), and flag fraud accounts.

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## 6. Report on the Platform (Social Media or App)

Most platforms allow you to report users and posts directly.

### Facebook / Instagram

- Tap . . . on the post or message → Choose **Report**
- Reason: Harassment, scam, impersonation, fake profile
- Block the person after reporting

### WhatsApp

- Open the chat → Tap contact → Scroll to bottom → Tap **Report and Block**
- Also delete the chat to avoid emotional distress

### X (Twitter)

- Tap . . . on tweet or profile → Choose **Report**

### TikTok

- Tap the share icon on a post → Tap **Report**
  - Provide reason (scam, bullying, etc.)
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## 7. When to Involve a Lawyer or NGO

For **serious incidents** like:

- Intimate image leaks
- Defamation
- Blackmail involving money or nudity
- Repeated stalking or cyberbullying

You can get support from:

- **KICTANet Legal Aid** → [www.kictanet.or.ke](http://www.kictanet.or.ke)
  - **Article 19 East Africa**
  - **HEDSO (Health and Economic Development Strategy Organization)** – Busia Programs Team
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## 8. What to Expect After Reporting

✓ Authorities may:

- Begin an investigation
- Track SIM card registration details
- Recover money in some MPESA cases
- Block fake social media accounts
- Charge suspect in court (under the Computer Misuse and Cybercrimes Act 2018)

✗ Authorities may **not**:

- Always recover lost money

- Respond quickly (follow up is essential)

Keep calling, visiting, and insisting your case is followed through.

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## 9. Sample Reporting Script (What to Say at the Police Station)

*“Jina langu ni Akinyi. Nilipata ujumbe kwa WhatsApp kutoka kwa mtu nisiyemjua akinitishia kwamba atachapisha picha zangu kwa mitandao. Alitaka pesa. Nimeleta ushahidi hapa kwa screenshots. Naomba OB number na msaada wa kuchukua hatua.”*

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## 10. Follow Up

- Visit the police again after a few days with OB number.
  - If no action is taken, escalate to **DCI HQ** or **county legal aid groups**.
  - Inform your chief or area MCA if needed.
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## Local Resources in Busia

Service	Location	Contact
DCI Busia Office	Along Kisumu-Busia Rd	Visit in-person
Huduma Centre – Busia	Near DC’s Office	For ID/phone issues
HEDSO – Busia Office	Ochude Centre(Along Busia - Mumias Road), Matayo’s Busia	<a href="https://hedso.org">https://hedso.org</a>
Safaricom Shop	Busia CBD	Dial 100

Airtel Shop	Opposite Naivas	Dial 456
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## Final Words

You have the **right to be safe online**. Whether you're a student, mama mboga, boda boda rider, or small business owner in Busia digital safety belongs to you too.

**Don't suffer in silence. Report, follow up, and educate others.**