भारत दूरसंचार

INDIA TELECOM

सत्यमेव जयते

Government of India
Ministry of Communications
Department of Telecommunications

C-DOT CEIR

User Manual for Mobile User

Version 01

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Chapter 1

Introduction

1.1. SCOPE

This document is intended for the mobile users, who can use the services of CEIR to block/unblock their devices as well as to know the status of any mobile device through Know Your Mobile app.

1.2. BACKGROUND

Indian telecom sector is growing, especially in mobile communications, which brings pride to the nation in terms of inclusive growth, reduction in digital divide, affordable cost and better opportunities resulting into better life of citizen. As per TRAI data, there are 1175 million mobile connections in Telecom Network of the country at the end of Aug 2022. With the growing importance of mobile phones and variety of new applications, in addition to voice and data communications, consumers are using them for storing a number of personal details like phone contacts, bank account details, passwords, ATM PIN, date of birth etc. Thus, mobile handset has become a valuable item particularly in terms of the personal data/information stored in it.

With this success story, issues like increasing theft cases of mobile handsets, cloning of IMEI, illegal & non-genuine mobile phones have also cropped up. Mobile phone handsets with new technologies such as 3G/4G/Smart phones with advanced features and applications are expensive in the market and reselling of stolen handsets becomes lucrative for thieves.

These challenges created the requirement of a platform where a Mobile Users can request to block the use of his mobile device, so that nobody can use it in any service provider's network.

CEIR system does not only provide the platform to users to raise the request for blocking but it also discourages the steeling of mobile device as it becomes useless after blocking.

1.3. PROCESS FLOW

The following steps explains the process flow for user to block a stolen device:

i. User is required to file a police complaint and then report about loss/theft of mobile phones through web portal www.ceir.gov.in.

ii. Reported mobile device will be blocked across all the service provider networks.

iii. All the existing mobile numbers with that same (cloned) IMEI will be put in an override list so that services to other existing mobile phones with same IMEI numbers are not affected. At present the services of cloned devices are allowed as in the network large no of such devices are active.

iv. If the stolen device is used with any SIM, the details of user will be recorded and shared with police authorities for tracing.

Chapter 2

Blocking and Unblocking

This chapter describes the process used to block a mobile device after its being lost or stolen. It also explains the process of unblocking, in case user recovers his blocked device, so that it can be used again.

2.1.   BLOCKING OF MOBILE DEVICE

Before initiating the request, the mobile users should have gotten the new SIM from TSP for his mobile connection as it will be required for OTP verification and he should also have following documents:

i. Police complain i.e. FIR/LR regarding lost/stolen mobile device.

ii. Identity Proof of User

iii. Purchase invoice of Mobile device (optional)

After arranging the required documents user should go through following steps to raise the blocking request:

2.1.1. Go to the URL www.ceir.gov.in.
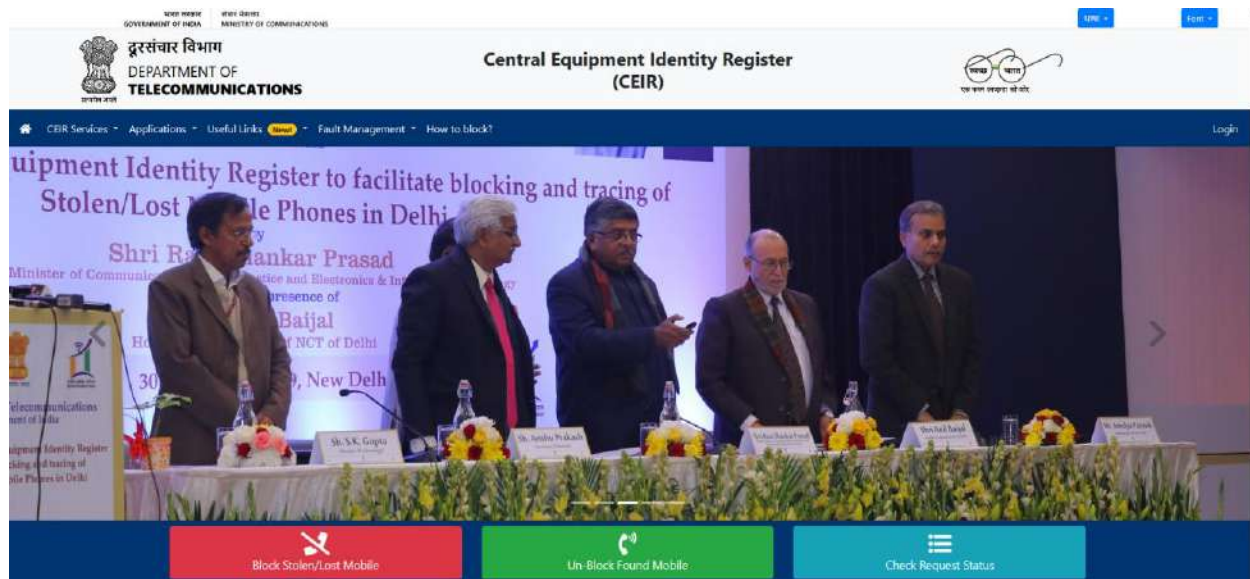
2.1.2. It will show three options in red, green and blue tabs. For blocking request, click on red tab "Block Stolen/Lost Mobile".

⊘ Request for blocking lost/stolen mobile

 # All (*) marked fields are mandatory.

Device Information

Mobile Number 1*	+91 Mobile Number 1	**Mobile Number 2**	+91 Enter if dual sim mobil
IMEI 1	Enter 15 digit IMEI Number	**IMEI 2**	Enter if dual sim mobile
Device Brand*	Select ▾		
Device Model	Device Model	**Upload mobile purchase invoice**	Browse... No file selected.

Lost Information

Lost Place*	Lost Place	**Lost Date***	2022-01-25 14:17:18 📅
Select State/UT*	Select ⌄		
Select District*	Select ⌄	**Select Police Station***	⌄
Police Complaint Number*	Police Complaint Number	**Upload Police Complaint***	Browse... No file selected.
			🗎 Add more complaint

Mobile Owner Personal Information

Owner Name*	Owner Name	**Address***	Owner Address
Upload Identity*	Select ⌄	Browse... No file selected.	
Identity Number*	Enter Identity Number	**Email ID**	Email-ID
Captcha*	fqa2126 🔄	👤✓ Enter the text in image	
Mobile Number for OTP*	+91 Mobile Number	⊙ Get OTP	

☐ Declaration: I hereby declare that all the details furnished above are true and correct to the best of my knowledge and belief. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

2.1.3. It will open a page asking for the details of mobile device, FIR/LR and user identity. After filling the form enter the appropriate value for captcha and click on Get OTP option.

 # All (*) marked fields are mandatory.

Device Information

Mobile Number 1*	+91	9818100515	**Mobile Number 2**	+91	Enter if dual sim mobil
IMEI 1	353344111005158		**IMEI 2**	Enter if dual sim mobile
Device Brand*	01-Jun-2020	▾		
Device Model	S20 plus		**Upload mobile purchase invoice**	Browse... cdot.pdf

Lost Information

Lost Place*	New Delhi	**Lost Date***	2022-01-25 14:17:18 🗓
Select State/UT*	NCT Delhi ⌄		
Select District*	CENTRAL ⌄	**Select Police Station***	ANAND PARBAT ⌄
Police Complaint Number*	2022/1005	**Upload Police Complaint***	Browse... cdot.pdf

🖹 Add more complaint

Mobile Owner Personal Information

Owner Name*	Vishesh	**Address***	hesh Sarovar Niwas, Anand Pa
Upload Identity*	Aadhaar ID ⌄	Browse... cdot.pdf	
Identity Number*	124578986532	**Email ID**	vishesh@cdot.in
Mobile Number for OTP*	+91 9818100515	⟳ Get OTP	
Enter OTP*	OTP	💬 Verify OTP	

OTP sent on 9818100515
OTP will expire in 4:43

☐ Declaration: I hereby declare that all the details furnished above are true and correct to the best of my knowledge and belief. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

2.1.4. Verify the OTP and submit the request.

🖹 Your request for blocking mobile is accepted, and the device will be blocked within 24 hours. Please note request ID '202201250227370515' for future reference

Device Information

Mobile Number 1	919818100515	Mobile Number 2	
IMEI 1	353344111005158	IMEI 2	
Device Brand	01-Jan-2020	Device Model	S20 plus
Mobile Purchase Invoice	Download	Circle Name	Delhi

Lost Information

State	NCT Delhi	District	CENTRAL
Police Station	CHANDNI MAHAL	Block Request Date	2022-01-25 14:27:17
Lost Place	New Delhi	Lost Date	2022-01-25 14:17:18
Police Complaint Number	2022/1005	Request Status	Accepted for blocking
Police Complaint	Download		
Complaint Source	SDRS		

Mobile Owner Personal Information

Aadhaar ID	124570986532	Aadhaar ID	Download
Email ID	vishesh@cdot.in	Mobile Number(OTP)	919818100515
Name	Vishesh	Address	cdot campus

Police Action

| Current Action | Action Pending | | |

2.1.5. The CEIR system will accept the request otherwise it will show an appropriate error message to user. It will also show 18-digit Request ID and user should keep it safe. This Request ID would be required to check the status of request as well as to unblock it when device is recovered.

2.1.6. To verify the status go to the home page of CEIR and click on the blue tab of Check Request Status.

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Central Equipment Identity Register
(CEIR)

CEIR Services ▾ Applications ▾ Useful Links (New) ▾ Fault Management ▾ How to block?   Login

≣ Check lost/stolen Mobile Request Status

Enter Request ID   202201250227370515

◀ Submit

2.1.7. It will ask for Request ID. Enter the Request ID and click on submit button.

2.1.8. It will show the status of request. For successful request it will show Request Accepted for Blocking, which has been forwarded to all Service Providers to block IMEI of mobile device in their network so that nobody can use it for mobile services.

The CEIR system is also connected with Delhi Police's ZIPNET system, which is used by ZIPNET System for sharing the Lost Report of lost or stolen mobile devices with CEIR System. For the Lost Reports received from ZIPNET System, the CEIR system also generates the blocking requests as in case of requests received from "Block Stolen/Lost Mobile" interface and forwards them to TSP to block them into their network.

In case user tries to block an already blocked device through ZIPNET System at "Block Stolen/Lost Mobile" interface of CEIR System, then the request will be failed with message "The request is already received from other source."

2.2.   UNBLOCKING OF MOBILE DEVICE

In case of Unblocking user is assumed to have Request ID of blocked device before going forward to unblock his mobile. User should go through following steps to raise the unblocking request:

2.2.1. Go to the URL www.ceir.gov.in.
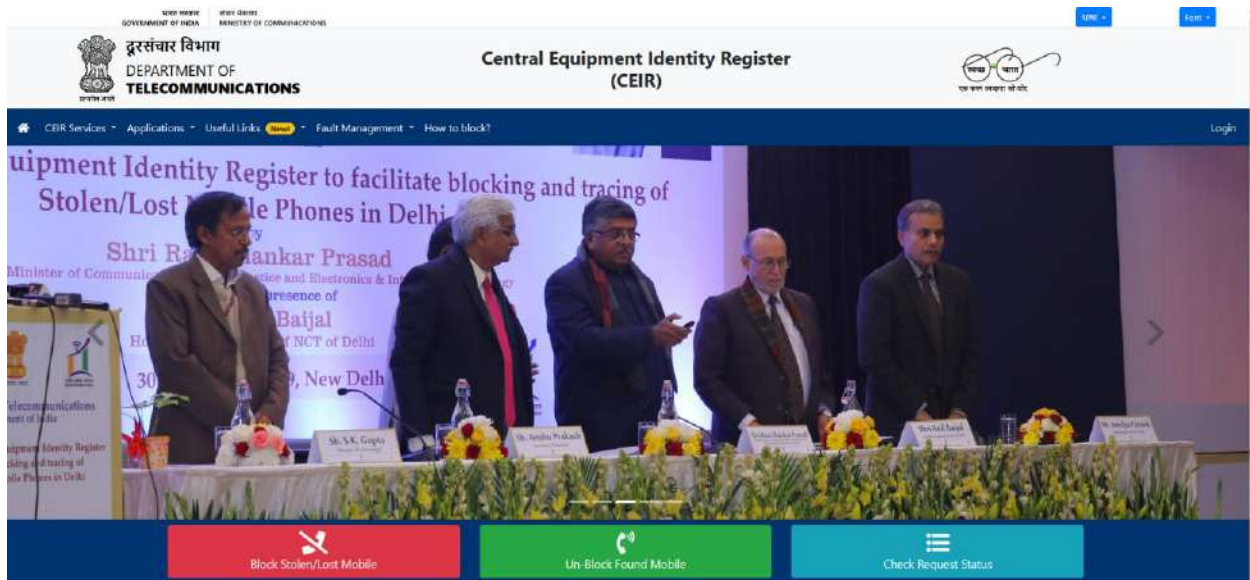
2.2.2. It will show three options in red, green and blue tabs. For unblocking request, click on green tab "Un-Block Found Mobile".
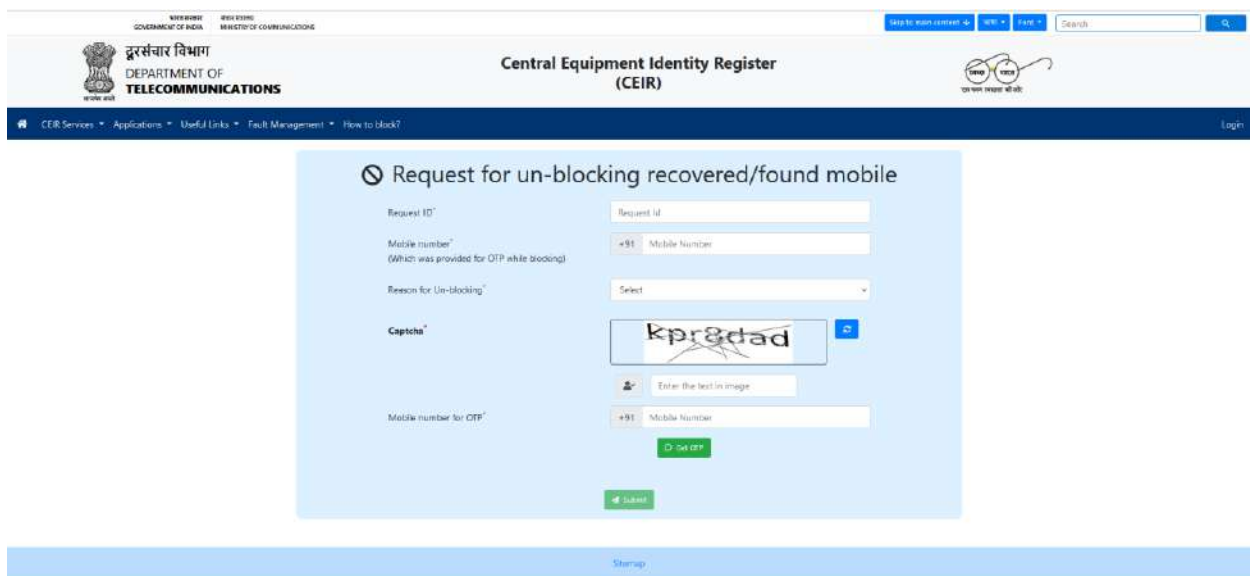
2.2.3. It will ask for Request Id, Mobile Number for OTP and Reason for Unblocking. Enter the appropriate value for each input and click on Get OTP button.

2.2.4. Verify the OTP and click on Submit button. It will show the details of request along with option "Un-block" to unblock the mobile device.

2.2.5. Click on Un-block option, it will accept the request successfully.

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Central Equipment Identity Register (CEIR)

🏠 CEIR Services ▾ Applications ▾ Useful Links ▾ Fault Management ▾ How to block?   Login

🖶 Print

🖺 Successfully accepted for un-blocking. Request details for request ID '202201250227370515'.

Device Information

Mobile Number 1	919818100515	Mobile Number 2	
IMEI 1	353344111005158	IMEI 2	
Device Brand	01-Jun-2020	Device Model	520 plus
Mobile Purchase Invoice	Download	Circle Name	Delhi

Lost Information

State	NCT Delhi	District	CENTRAL
Police Station	CHANDNI MAHAL	Block Request Date	2022-01-25 14:27:37
Lost Place	New Delhi	Lost Date	2022-01-25 14:17:18
Police Complaint Number	2022/1005	Request Status	Accepted for un-blocking
Police Complaint	Download		
Complaint Source	SDRS		

2.2.6. The status of request can be verified through Check Request Status option.

≡ Check lost/stolen Mobile Request Status

Enter Request ID   202201250227370515

✈ Submit

Status: Request accepted for un-blocking

2.2.7. It will show the status of request as "Request accepted for Un-blocking". The request shall be forwarded to Service Providers and once they unblock it in their network, the mobile device can be used for mobile services.

In case mobile device is blocked through Delhi Police's ZIPNET system, then user is assumed to unblock his device through ZIPNET System. User will not be able to unblock it through CEIR System. Once CEIR System will receive unblock request from ZIPNET System, then it will forward this request to Service Providers. After unblocking of mobile device by Service Providers in their network, user can use his mobile device.

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Chapter 3

Know Your Mobile

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This chapter describes the process used to know the status of mobile device through KYM (Know Your Mobile) application through its IMEI. Using this application user can ensure about the validity of device, before purchase of mobile device. This application can be accessed through SMS, mobile app and web portal.

3.1. SMS

To know the status of mobile device, user has to send text KYM <IMEI> to 14422. In its response application will send the status of device.

3.1.1. Send the SMS KYM <IMEI> to 14422.
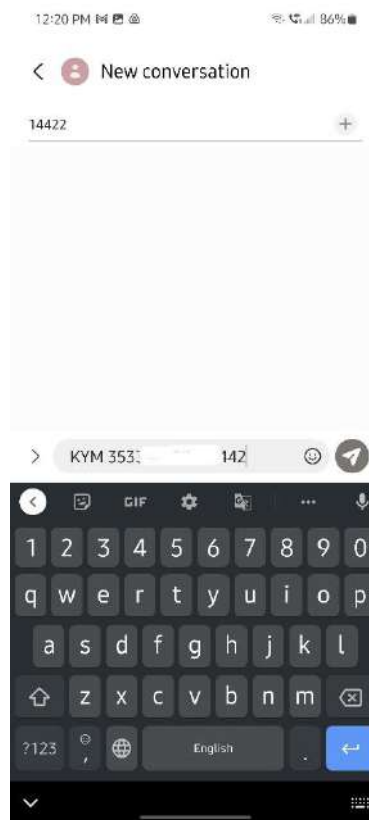
3.1.2. In case of valid device user will receive the details of device.
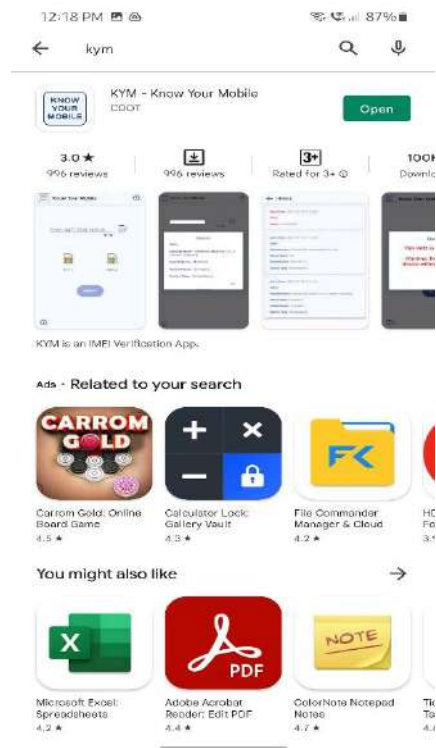
3.1.3. Otherwise, it will receive the message that device is invalid or in case it is blocked then it will receive device is blocked.
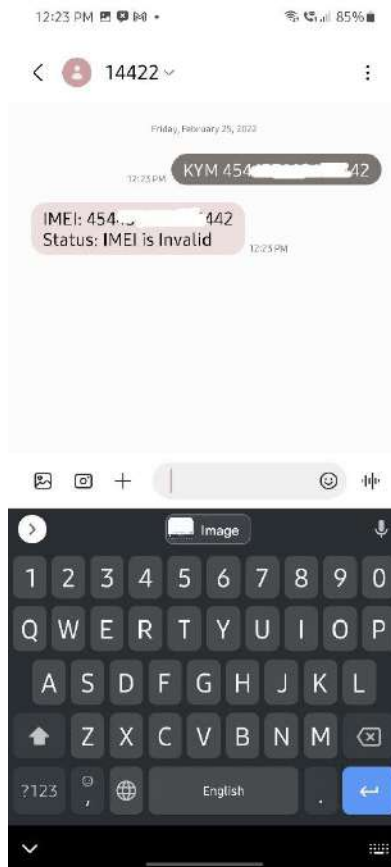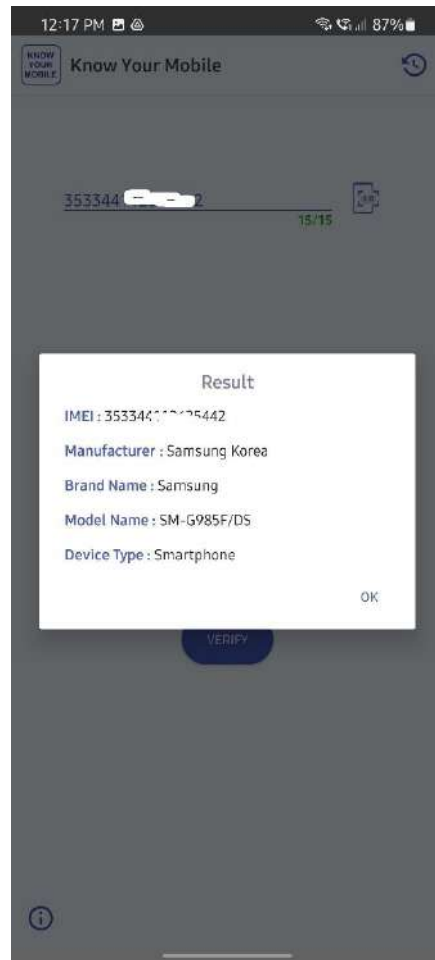
3.2. MOBILE APP

User can get the information of their mobile device through KYM mobile app too. It is available at both android and iOS play store.

3.2.1. Install the app and open it. It will ask for IMEI of mobile device whose status is required to be verified.

3.2.2. After providing the IMEI click on verify button it will show the details of device in case it is a valid device.

3.2.3. Otherwise, it will show the message that device is invalid or in case it is blocked then it will receive the message device is blocked.

3.3.   WEB PORTAL

User can also verify the status of mobile device through web portal too.

3.3.1. Go to the URL www.ceir.gov.in. Scroll down a bit and it will show the section KYM.

3.3.2. Click on the Web portal option. It will ask for mobile number for verification.

3.3.3. Enter the number and it will ask for OTP verification. After OTP verification it will ask for IMEI of mobile device.

3.3.4. For valid device it will show the details of device.

IMEI: 3533   12

Title	Remarks
Status	IMEI is Valid
Brand Name	Samsung
Model Name	SM-G985F/DS
Manufacturer	Samsung Korea
Device Type	Smartphone

Check another IMEI

3.3.5. Otherwise, it will show it invalid IMEI or in case of blocked device it will show device is blocked.

☑
C-DOT CEIR IMEI Verification

Mobile Number	+91	9899236569	↕	Get OTP

(For User Authentication Please Enter Mobile Number)

1794	↕	Verify OTP
35334 41	↕	Check

**Invalid IMEI