



सत्यमेव जयते

Government of India
Ministry of Communications
Department of Telecommunications

C-DOT CEIR

User Manual for

Mobile User

Version 02

Table of Contents

CHAPTER 1	3
1.1. SCOPE	3
1.2. BACKGROUND	3
1.3. PROCESS FLOW	3
CHAPTER 2	5
2.1. BLOCKING OF MOBILE DEVICE	5
2.2. UNBLOCKING OF MOBILE DEVICE	9
2.3. CHECK REQUEST STATUS	14
2.4. FORGOT REQUEST ID	16
CHAPTER 3	18
3.1. SMS	18
3.2. MOBILE APP	20
3.3. WEB PORTAL	23

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/5G 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 stealing 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 got 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 complaint 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 following steps to raise the blocking request:

2.1.1. Visit URL www.ceir.gov.in

2.1.2. It will show four option tabs in red, green, blue and indigo. To submit 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 Police Station*	
Select District*	Select	Upload Police Complaint*	Browse... No file selected.
Police Complaint Number*	Police Complaint Number	Add more complaint	

Mobile Owner Personal Information

Owner Name*	Owner Name	Address*	Owner Address
Upload Identity*	Select	Upload Police Complaint*	Browse... No file selected.
Identity Number*	Enter Identity Number	Email ID	Email-ID
Captcha*		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. A form will open as shown above with 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.

Request for blocking lost/stolen mobile

CEIR service is now available for all India subscribers.

All (*) marked fields are mandatory.

Device Information

Mobile Number 1*	+91 9257812211	Mobile Number 2	+91 Enter if dual sim mobile
IMEI 1	357694679260843	IMEI 2	Enter if dual sim mobile
Device Brand*	Samsung		
Device Model	S23 Ultra	Upload invoice	Browse... No file selected.

Lost Information

Lost Place*	Near Patel Market	Lost Date*	2023-11-23 11:42:12
Select State/UT*	Andhra Pradesh	Select District*	VISAKHAPATNAM
Select Police Station*	CYBER CRIME	Police Complaint Number*	98745621
Upload Police Complaint*	Browse... FIR 1.pdf	+Add more	

Mobile Owner Personal Information

Owner Name*	Bunty	Address*	3- 36 , Ivy Apartment , Gurgoan
Identity*	Aadhaar ID	Upload Identity*	Browse... Id Proof.pdf
Identity Number*	987456321123	Email ID	bunty@cdot.in
Mobile Number for OTP*	+91 9257812211	Get OTP	
Enter OTP*	370199	Verified	



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.

[Submit](#)

2.1.4. Verify the OTP and submit the request.

[Print](#)

Your request for blocking mobile is accepted, and the device will be blocked within 24 hours. Please note request ID '202311231145322211' for future reference

Note:You will be notified through SMS when Traceability data of mobile is received.

Device Information			
Mobile Number 1	919257812211	Mobile Number 2	
IMEI 1	357694679260843	IMEI 2	
Device Brand	Samsung	Device Model	S23 Ultra
Mobile Purchase Invoice	None	Circle Name	Rajasthan

Lost Information			
State/UT/City	Andhra Pradesh	District	VISAKHAPATNAM
Police Station	CYBER CRIME	Block Request Date	2023-11-23 11:45:32
Lost Place	Near Patel Market	Lost Date	2023-11-23 11:42:12
Police Complaint Number	98745621	Request Status	Blocking Request is under processing.
Police Complaint	Download	Complaint Source	SDRS

Mobile Owner Personal Information			
Aadhaar ID	987456321123	Aadhaar ID	Download
Email ID	bunty@cdot.in	Mobile Number(OTP)	919257812211
Name	Bunty	Address	Flat no- 36 , Ivy Apartment , Gurgoan

Police Action	
Current Action	Action Pending

2.1.5. The CEIR system will accept the request. In case of any error it will show an appropriate error message to user. On successful submission of the request, 18-digit Request ID will be generated which should be kept safely for future reference. This Request ID would be required to check the status of request as well as to unblock it when device is recovered.

2.2. UNBLOCKING OF MOBILE DEVICE

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

2.2.1. Visit URL www.ceir.gov.in

The screenshot shows the homepage of the Central Equipment Identity Register (CEIR) website. At the top, there is a header with the Government of India logo and the Department of Telecommunications logo. The main navigation bar includes links for CEIR SERVICES, APPLICATIONS, CONTACT US, HELP, PUBLIC NOTICES, and HOW TO BLOCK?. The central banner features the text "LOST YOUR MOBILE?" and "Put in your details and let the Central Equipment Identity Register (CEIR) help you trace and block your lost or stolen device". Below the banner, there is a call to action: "Find out if your mobile device is genuine or not by using KYM App". At the bottom, there are four buttons: "Block Stolen/Lost Mobile", "Un-Block Found Mobile", "Check Request Status", and "Forgot Request ID".

2.2.2. It will show four option tabs in red, green, blue and indigo. To unblock recovered mobile, click on green tab “Un-Block Found Mobile”.

The screenshot shows the CEIR website interface. At the top, there is a header with the Government of India logo and the Department of Telecommunications logo. The main title is 'Central Equipment Identity Register (CEIR)'. Below the header, there is a navigation menu with options like 'CEIR Services', 'Applications', 'Useful Links', 'Fault Management', and 'How to block?'. The main content area displays a form titled 'Request for un-blocking recovered/found mobile'. The form has the following fields: 'Request ID' (empty), 'Mobile number' (with '+91' prefix and 'Mobile Number' placeholder), 'Reason for Un-blocking' (a dropdown menu set to 'Select'), 'Captcha' (an image with the text 'kpr8dad' and a 'Get OTP' button), and 'Mobile number for OTP' (with '+91' prefix and 'Mobile Number' placeholder). A 'Submit' button is located at the bottom of the form. A 'Sitemap' link is visible at the bottom of the page.

2.2.3. It will ask for Request Id, Mobile Number for OTP, Reason for Unblocking and Captcha. Enter the appropriate value for each input and click on “Get OTP” button.

This screenshot shows the same CEIR website form as in the previous image, but with the following values entered: 'Request ID' is '202201250227370515', 'Mobile number' is '+91 9818100515', 'Reason for Un-blocking' is 'Recovered by police', and the 'Captcha' image shows the text 'g9n9v32'. The 'Get OTP' button is highlighted in green, indicating it has been clicked. The 'Submit' button remains visible at the bottom of the form.

2.2.4. Verify the OTP and click on Submit button.



Print

Click to un-block

Request details for request ID '202311210222292667'.

Note: You will be notified through SMS when Traceability data of mobile is received.

Device Information			
Mobile Number 1	916230942667	Mobile Number 2	
IMEI 1	868384060833000	IMEI 2	
Device Brand	Redmi	Device Model	Redmi 10 Pro
Mobile Purchase Invoice	Download	Circle Name	Himachal Pradesh

Lost Information			
State/UT/City	NCT Delhi	District	VIGILANCE
Police Station	VIGILANCE PS	Block Request Date	2023-11-21 14:22:29
Lost Place	Nehru Place	Lost Date	2023-11-17 14:01:29
Police Complaint Number	C-1205	Request Status	Blocking Request is successfully processe
Police Complaint	Download	Complaint Source	SDRS
Police Action	Action Pending		

Mobile Owner Personal Information			
VoterId	C-1290	VoterId	Download
Email ID	nks@test	Mobile Number(OTP)	916230942667
Name	Rakesh	Address	CDOT Campus Mandi Road Mehrauli

Police Action	
Current Action	Action Pending

Click to un-block

2.2.5. To unblock your device, you can select the 'Click to unblock' option.



Successfully accepted for un-blocking. Request details for request ID '202311210222292667'.

Device Information

Mobile Number 1	916230942667	Mobile Number 2	
IMEI 1	868384060833000	IMEI 2	
Device Brand	Redmi	Device Model	Redmi 10 Pro
Mobile Purchase Invoice	Download	Circle Name	Himachal Pradesh

Lost Information

State/UT/City	NCT Delhi	District	VIGILANCE
Police Station	VIGILANCE PS	Block Request Date	2023-11-21 14:22:29
Lost Place	Nehru Place	Lost Date	2023-11-17 14:01:29
Police Complaint Number	C-1205	Request Status	Un-Blocking Request is under processing.
Police Complaint	Download	Complaint Source	SDRS

Mobile Owner Personal Information

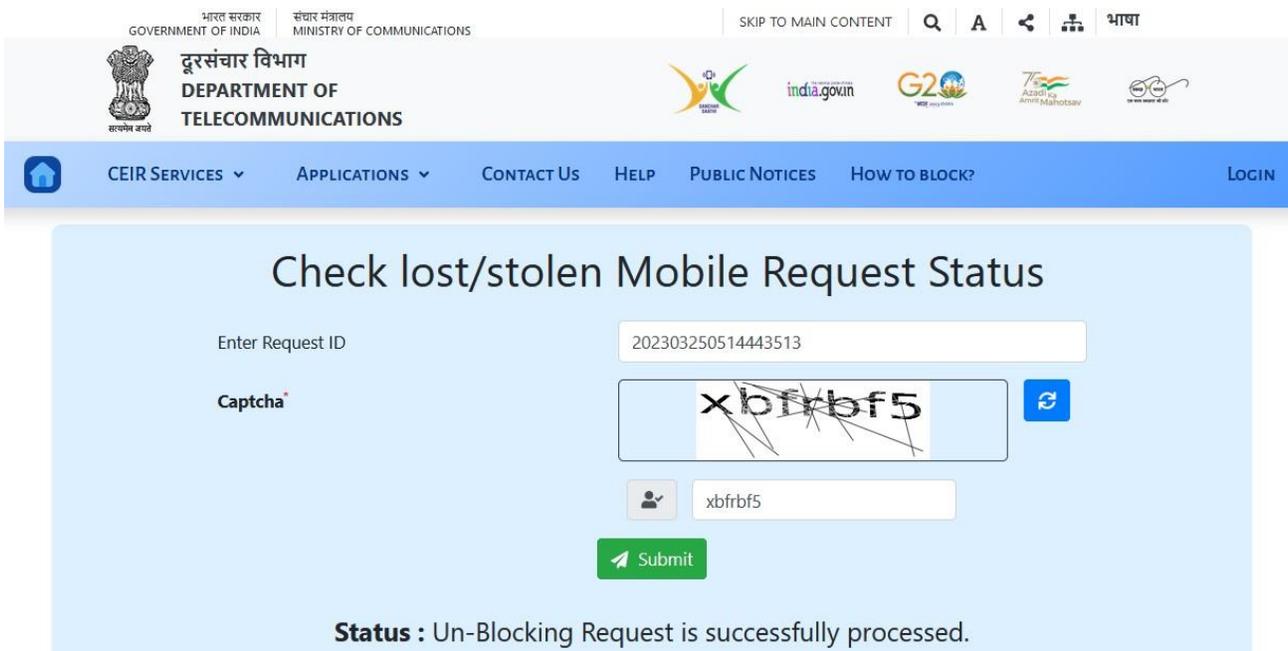
VoterId	C-1290	VoterId	Download
Email ID	nks@test	Mobile Number(OTP)	916230942667
Name	Rakesh	Address	CDOT Campus Mandi Road Mehrauli

Police Action

Current Action	Action Pending
----------------	----------------

2.2.6. The unblocking request will be submitted successfully.

2.2.7. The status of request can be verified through Check Request Status option. The request will be submitted successfully.



भारत सरकार
GOVERNMENT OF INDIA

संचार मंत्रालय
MINISTRY OF COMMUNICATIONS

SKIP TO MAIN CONTENT

Q A

भाषा

दूरसंचार विभाग
DEPARTMENT OF
TELECOMMUNICATIONS

CEIR SERVICES ▾ APPLICATIONS ▾ CONTACT US HELP PUBLIC NOTICES HOW TO BLOCK? LOGIN

Check lost/stolen Mobile Request Status

Enter Request ID

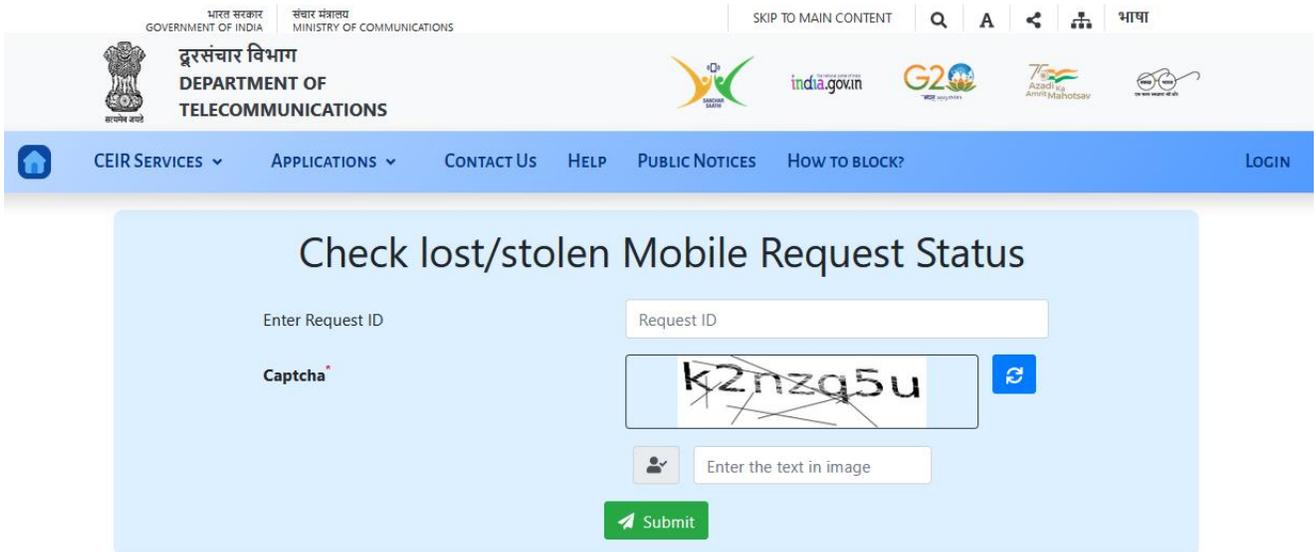
Captcha

Status : Un-Blocking Request is successfully processed.

2.2.8. It will show the status of request as “Un-Blocking Request is successfully processed”. 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.

2.3. CHECK REQUEST STATUS

2.3.1. To verify the status, go to the home page of CEIR and click on the blue tab “Check Request Status”



GOVERNMENT OF INDIA | संघार मंत्रालय
MINISTRY OF COMMUNICATIONS

दूरसंचार विभाग
DEPARTMENT OF
TELECOMMUNICATIONS

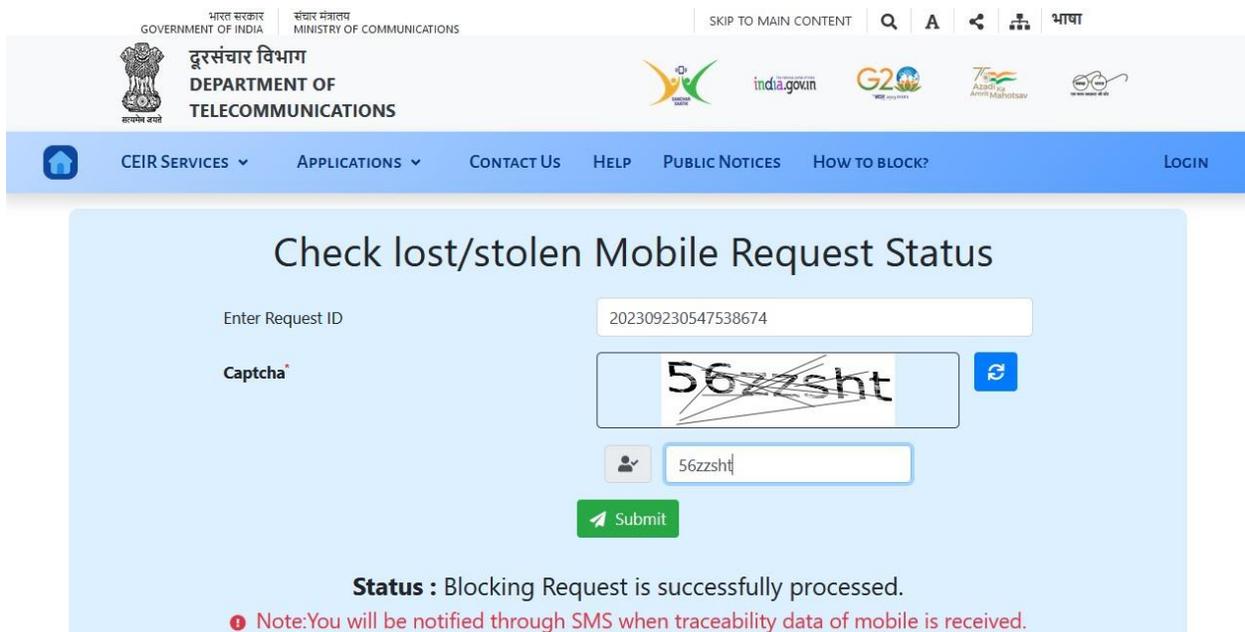
CEIR SERVICES | APPLICATIONS | CONTACT US | HELP | PUBLIC NOTICES | HOW TO BLOCK? | LOGIN

Check lost/stolen Mobile Request Status

Enter Request ID

Captcha 

2.3.2. It will ask for Request Id and Captcha. Enter the appropriate value for each input and click on Submit button.



GOVERNMENT OF INDIA | संघार मंत्रालय
MINISTRY OF COMMUNICATIONS

दूरसंचार विभाग
DEPARTMENT OF
TELECOMMUNICATIONS

CEIR SERVICES | APPLICATIONS | CONTACT US | HELP | PUBLIC NOTICES | HOW TO BLOCK? | LOGIN

Check lost/stolen Mobile Request Status

Enter Request ID

Captcha 

Status : Blocking Request is successfully processed.
Note: You will be notified through SMS when traceability data of mobile is received.

2.3.3. It will show the status of request. For successful request it will show “Blocking Request is successfully processed”, 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.

Note: If your device has been blocked through ZIPNET, CCTNS or any other state police portal then you cannot check the status of your request using the CEIR portal.

2.4. FORGOT REQUEST ID

2.4.1. In case User forgot the Request ID. User should go to the home page of CEIR and click on the indigo tab “Forgot Request ID” option.

The screenshot shows the 'Forgot Request ID' form on the CEIR website. The form is titled 'Forgot Request ID' and is set against a light blue background. At the top left, there is a 'Captcha' section with a red asterisk. To the right of this is a captcha image showing the text 'vqum5a' with a blue refresh button. Below the captcha is a text input field with the placeholder 'Enter the text in image'. To the left of the next input field is the text 'Mobile number for OTP (Which was provided for OTP/Notifications while blocking)*'. The input field itself has a dropdown menu showing '+91' and a text box for the 'Mobile Number'. Below these fields are two green buttons: 'Get OTP' and 'Submit'. The top of the page features the Government of India logo, the Department of Telecommunications logo, and various navigation links like 'CEIR SERVICES', 'APPLICATIONS', 'CONTACT US', 'HELP', 'PUBLIC NOTICES', 'HOW TO BLOCK?', and 'LOGIN'.

2.4.2. It will ask for Captcha and Mobile Number which was provided during blocking process. Afterward, click “Get OTP”, verify the OTP and then click the submit button to retrieve the Request ID.

Forgot Request ID

Captcha*



u7vb979

Mobile number for OTP (Which was provided for OTP/Notifications while blocking)*

+91

6371744279

Get OTP

Submit

Following RequestId(s) found based on provided mobile number '916371744279' :

S.No.	Request Id
1	202309220355404279

2.4.3. It will show the list of Request Id's belonging to blocking requests submitted using the given mobile no.

Chapter 3

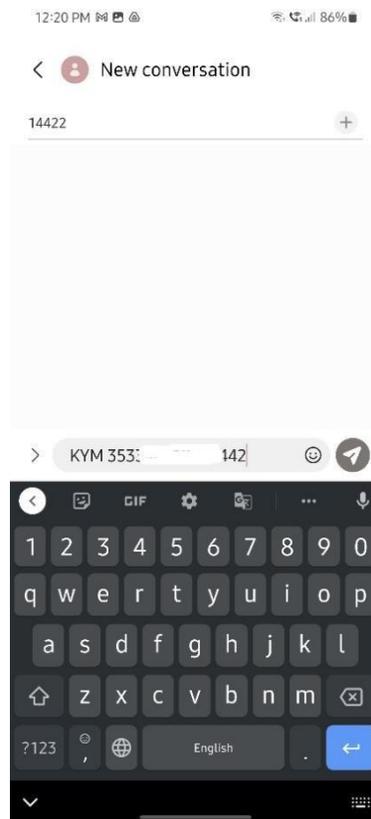
Know Your Mobile

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.

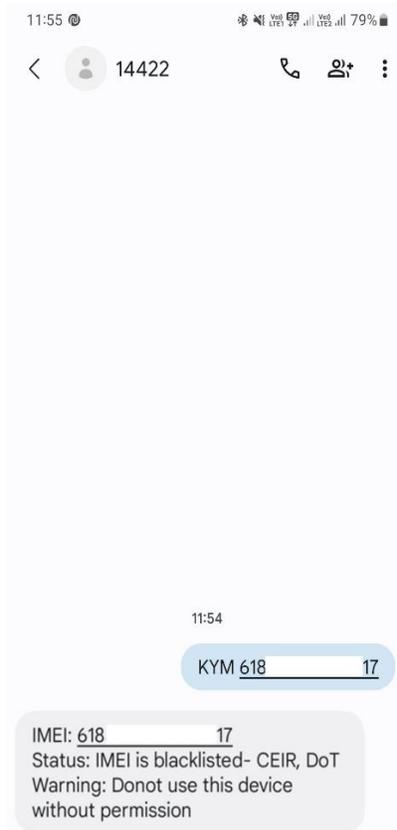
3.1.1. Send the SMS KYM <IMEI> to 14422.



3.1.2. In case of valid device user will receive the details of device.

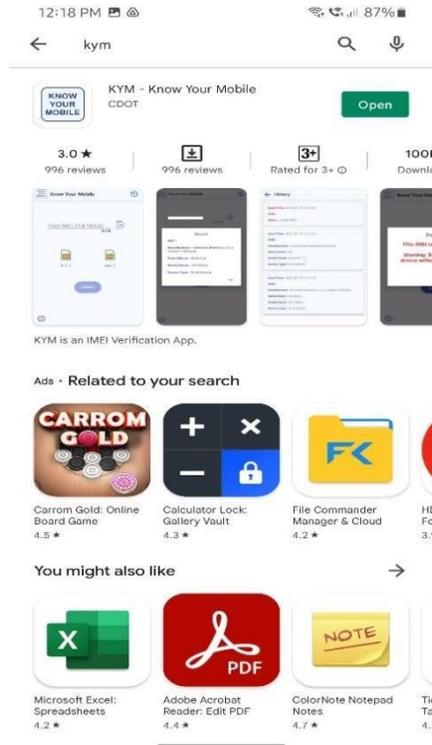


3.1.3. Otherwise, it will receive the message that device is invalid or in case it is blocked then it will receive device is blocked.

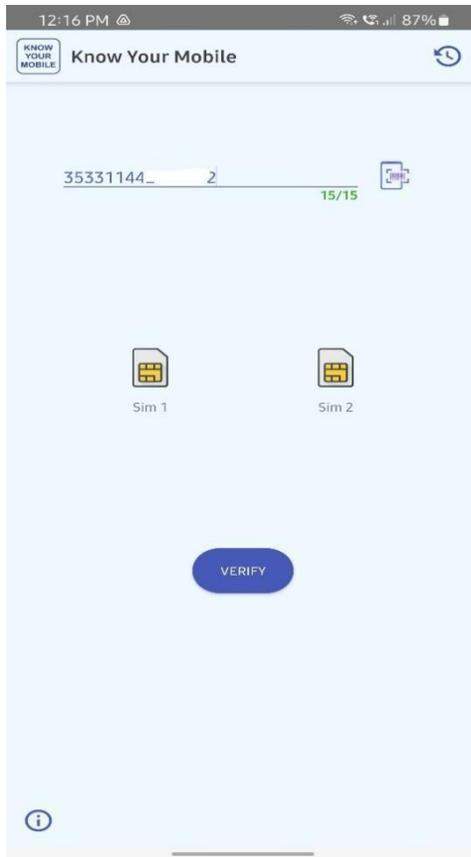


3.2. MOBILE APP

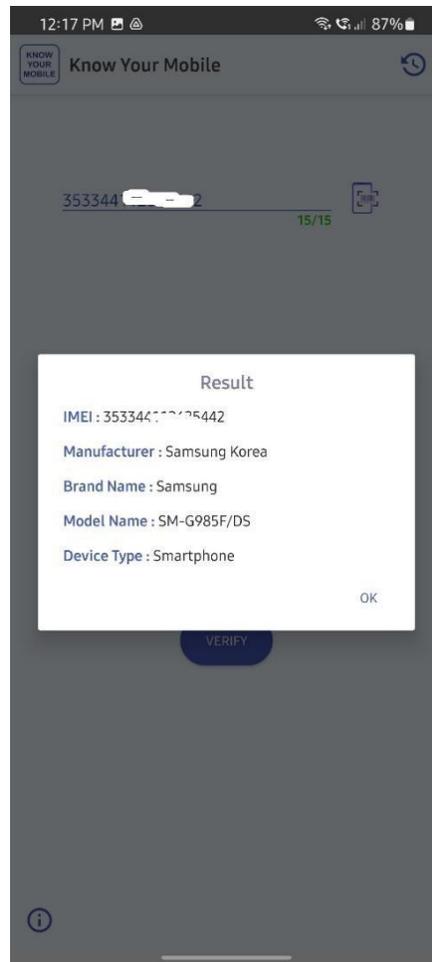
User can get the information of their mobile device through KYM mobile app too. It is available at both android and iOS play store.



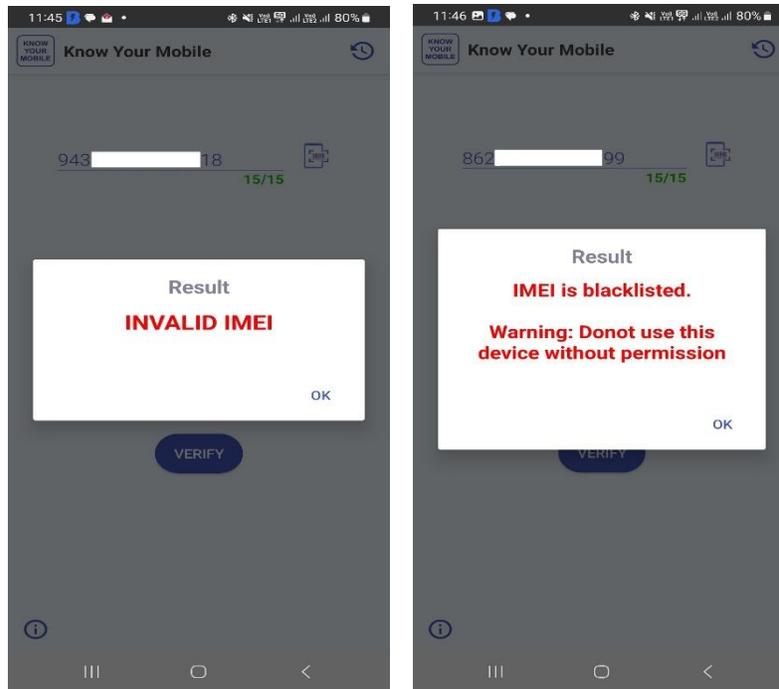
3.2.1. Install the app and open it. It will ask for IMEI of mobile device whose status is required to be verified.



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.

Know Your Mobile (KYM)

Through KYM, you can check the validity of your mobile device even before buying it. IMEI is written on the mobile packaging box. It could be found on the mobile bill/invoice. From your mobile you can check the IMEI number by dialling ***#06#**. IMEI number will be shown on mobile screen. If the status of the mobile is shown as Black-listed, duplicate or already in use, please avoid buying the mobile. KYM could be used through any of the following 3 methods.


SMS

Type **KYM <15 digit IMEI number>** from your mobile and send the SMS to 14422.


KYM app

Download the KYM app from Play Store (for Android) or from App Store (for iOS).


Web portal

To use the web portal, click [here](#).

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

भारत सरकार
GOVERNMENT OF INDIA

संचार विभाग
MINISTRY OF COMMUNICATIONS

SKIP TO MAIN CONTENT

Q A

भाषा

दूरसंचार विभाग
DEPARTMENT OF
TELECOMMUNICATIONS

CEIR SERVICES APPLICATIONS CONTACT US HELP PUBLIC NOTICES HOW TO BLOCK? LOGIN

IMEI Verification

Captcha*

Enter the text in image

Mobile number for OTP* +91

Get OTP

Submit

3.3.3. Enter the captcha and mobile number to verify OTP, then click "Get OTP." After verifying OTP, provide the IMEI of the mobile device you want to check then click on "Submit" button.

IMEI Verification

Captcha* 

Mobile number for OTP*

+91

Enter OTP*

IMEI Number*

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

Following Details found based on provided IMEI number '350 29' :

Title	Remarks
Status	IMEI is Valid
Brand Name	Samsung
Model Name	SM-A346E/DSN
Manufacturer	Samsung Korea
Device Type	Smartphone

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

Following Details found based on provided IMEI number '845 57' :

Title	Remarks
Status	IMEI is Invalid

Check another IMEI

Following Details found based on provided IMEI number '862 99' :

Title	Remarks
Status	IMEI is blacklisted.

Warning : Do not use this Device without permission

Check another IMEI

END