



सत्यमेव जयते

Government of India
Ministry of Communications
Department of Telecommunications

C-DOT CEIR

User Manual for Mobile User

Version 03

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Chapter 1

Introduction

1.1. SCOPE

This document is intended for 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 the CEIR portal or the Sanchar Saathi Mobile app.

1.2. BACKGROUND

The 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 in a better life for citizens. As per TRAI data, there are 1175 million mobile connections in the Telecom Network of the country at the end of Aug 2022. With the growing importance of mobile phones and a 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, a 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 smartphones 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 Mobile Users can request to block the use of their mobile device, so that nobody can use it in any service provider's network.

The CEIR system not only provides a platform for users to raise requests for blocking, but it also discourages the stealing of mobile devices as it becomes useless after blocking.

1.3. PROCESS FLOW

The following steps explain the process flow for the 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 the web portal www.ceir.gov.in or <https://www.sancharsaathi.gov.in> or the Sanchar Saathi Mobile App.
- ii. The 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 the same IMEI numbers are not affected. At present, the services of cloned devices are allowed, as in the network a large no of such devices are active.

- iv. If the stolen device is used with any SIM, the details of the 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 it has been lost or stolen. It also explains the process of unblocking, in case the user recovers their 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 their mobile connection as it will be required for OTP verification, and they should also have the following documents:

- i. Police complaint, i.e., FIR/LR regarding lost/stolen mobile device.
- ii. Identity Proof of User
- iii. Purchase invoice of the Mobile device (optional)

After arranging the required documents user should follow the steps to raise the blocking request:

2.1.1. Visit URL www.ceir.gov.in or <https://www.sancharsaathi.gov.in>



2.1.2. It will show four option tabs in red, green, blue, and indigo. To submit a blocking request, Click on the red tab “Block Stolen/Lost Mobile”.

Request for blocking lost/stolen mobile

CEIR service is now available for all India subscribers.

All (*) marked fields are mandatory.

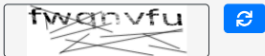
Device Information

Mobile Number 1*	+91	Mobile Number 1	Mobile Number 2	+91	Enter if dual sim mobile
Please ensure, Mobile Number 1 in lost/stolen mobile handset has been re-issued.					
IMEI 1	Enter 15 digit IMEI Number		IMEI 2	Enter if dual sim mobile	
Device Brand*	Select				
Device Model	Device Model		Upload invoice	Choose file No file chosen	
Mobile Price*	Mobile Price				

Lost Information

Lost Place*	Lost Place	Lost Date*	2025-10-14 10:57:14	
Select State/UT*	Select	Select District*	Select	
Select Police Station*	Select	Police Complaint Number*	Police Complaint Number	
Upload Police Complaint*	Choose file	No file chosen	+Add more	

Mobile Owner Personal Information

Owner Name*	Owner Name	Address*	Owner Address
Identity*	Select	Upload Identity*	Choose file No file chosen
Identity Number*	Enter Identity Number		Email ID
Captcha*			Enter Captcha*
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.

Proceed

2.1.3. A form will open as shown above with the details of the mobile device, FIR/LR, and user identity. After filling the form, enter the appropriate value for the captcha and click on the 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 8804034133

Mobile Number 2 +91 8789821642

Please ensure, Mobile Number 1 in lost/stolen mobile handset has been re-issued.

IMEI 1 356284536195597

IMEI 2 Enter if dual sim mobile

Device Brand* Samsung

Device Model S25 Ultra

Upload invoice Choose file invoice.pdf

Mobile Price* 130000

Lost Information

Lost Place* saket metro

Lost Date* 2025-10-14 14:49:51

Select State/UT* NCT Delhi

Select District* SOUTH

Select Police Station* MEHRAULI

Police Complaint Number* 98745612

Upload Police Complaint* Choose file FIR.pdf

+Add more

Mobile Owner Personal Information

Owner Name* Charu

Address* H.no-52, G-29 ,Mansa Bhawan

Identity* Aadhaar ID

Upload Identity* Choose file No file chosen

Identity Number* 797223582449

Email ID Charuchanda59@gmail.com

Mobile Number for OTP* +91 8804034133

Get OTP

Enter OTP* 467696

Verify OTP

OTP sent on 8804034133
OTP will expire in 3:08



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.

Proceed

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 '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 the user. On successful submission of the request, an 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 the request as well as to unblock it when the device is recovered.

2.2. UNBLOCKING OF MOBILE DEVICE

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

2.2.1. Visit URL www.ceir.gov.in or <https://www.sancharsaathi.gov.in>



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

The screenshot shows the 'Request for un-blocking recovered/found mobile' form on the Department of Telecommunications website. The form is titled 'Request for un-blocking recovered/found mobile' and contains the following fields and buttons:

- Request ID***: A text input field with the placeholder 'Request Id'.
- Mobile number***: A text input field with the placeholder '+91 Mobile Number'. A note below the field states: '(Which was provided for OTP/Notifications while blocking)'.
- Reason for Un-blocking***: A dropdown menu with the placeholder 'Select'.
- Captcha***: A captcha image showing the text 'yzq18zy' and a blue refresh button.
- Mobile number for OTP***: A text input field with the placeholder '+91 Mobile Number'.
- Get OTP**: A green button with a circular arrow icon.
- Submit**: A green button with a checkmark icon.

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

The screenshot shows the 'Request for un-blocking recovered/found mobile' form with the following values entered:

- Request ID***: 202201250227370515
- Mobile number***: +91 8804034133
- Reason for Un-blocking***: Recovered by police
- Captcha***: yzq18zy
- Mobile number for OTP***: +91 8804034133

The 'Get OTP' and 'Submit' buttons are visible at the bottom of the form.

2.2.4. Verify the OTP and click on the Submit button.

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

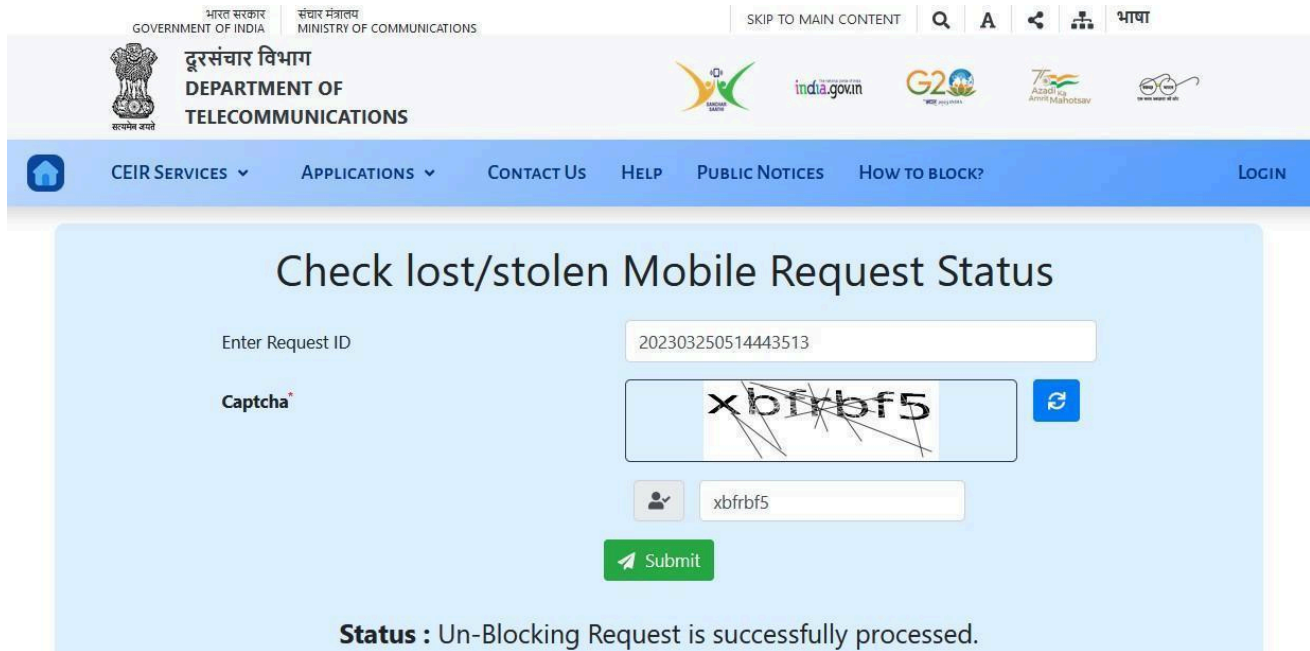
Mobile Owner Personal Information			
VoterId	C-1290	VoterId	Download
Email ID	nks@test	Mobile Number(OTP)	916230942667
Name	Rakesh	Address	CDOT Campus Mandi Road Mehrauli

Click to un-block

11 | Page

2.2.6. The unblocking request will be submitted successfully.

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



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SKIP TO MAIN CONTENT

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 the 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.”

The screenshot shows the CEIR website header with the Government of India and Ministry of Communications logos. The main navigation bar includes links for CEIR SERVICES, APPLICATIONS, CONTACT US, HELP, PUBLIC NOTICES, and HOW TO BLOCK?. The central form is titled 'Check lost/stolen Mobile Request Status'. It contains a 'Request ID' input field, a 'Captcha' input field with a captcha image, and a 'Submit' button. The form is set against a light blue background.

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

The screenshot shows the CEIR website header and navigation bar. The central form is titled 'Check lost/stolen Mobile Request Status'. It contains a 'Request ID / Complaint No.' input field with the value '202409101110366328', a 'Captcha' input field with a captcha image, and a 'Submit' button. Below the form, a status message reads: 'Status : Blocking Request is successfully processed on 2024-09-10 23:10:36.' A note below the status message reads: 'Note: Traceability report of your mobile handset has been received and sent to HADAPSAR, PUNE CITY, Maharashtra. Please contact above police station.' Below the note is a table with the following data:

Traceability Access Time
2025-08-31 18:50:32
2025-08-15 11:56:40
2025-08-15 11:46:07
2025-08-01 20:44:16
2024-09-09 17:29:12

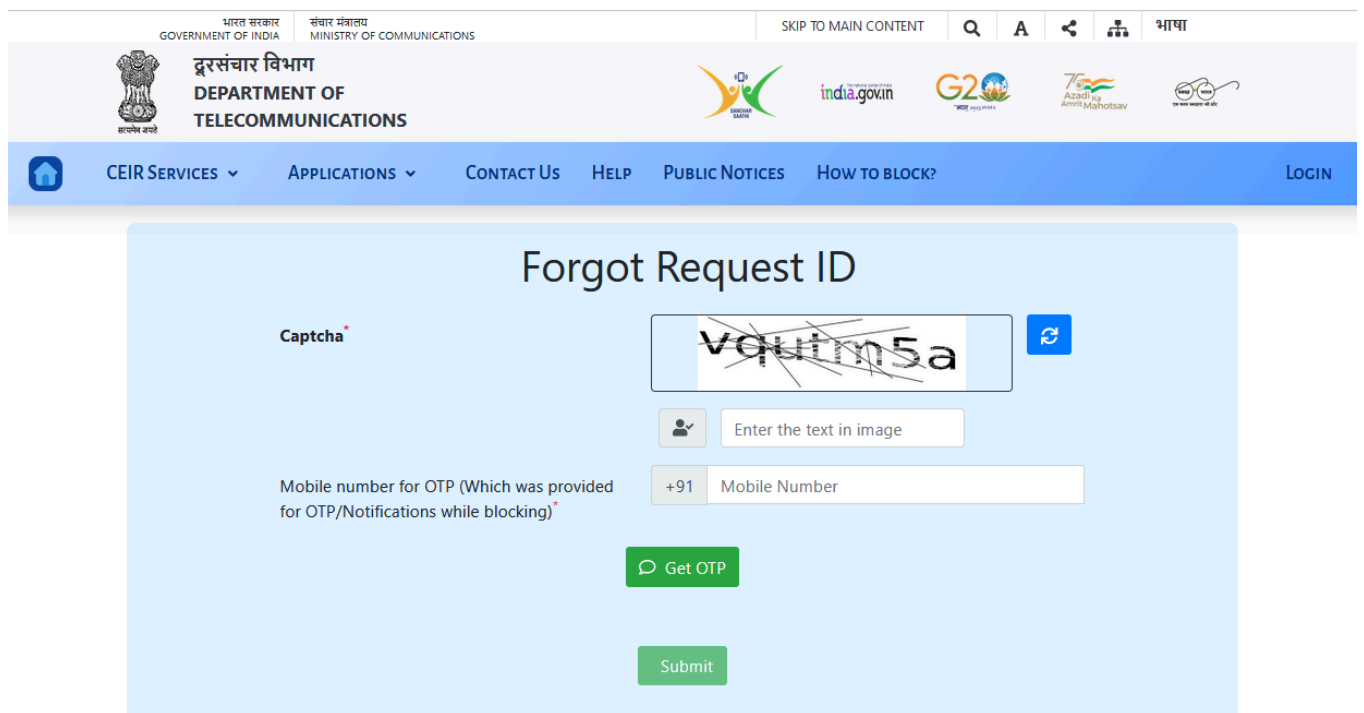
2.3.3. It will show the status of the request. For a successful request, it will show “Blocking Request is successfully processed”, which has been forwarded to all Service Providers to block the IMEI of the mobile device in their network, so that nobody can use it for mobile services. If available, the page also displays traceability details, including the Police station name, District, State, and traceability access times.

Note: Request ID / Complaint No. Format Information

1. Request ID generated through CEIR/Sanchar Saathi portal /App (e.g, 202412132300527123).
2. Complaint number generated on Delhi Police portal (e.g, 12345383/2024 or 80002347 or 123A).
3. Complaint number generated on the other State/UT Police portal (e.g, 279970082501243).

2.4. FORGOT REQUEST ID

2.4.1. In case the User forgot the Request ID. The 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' page on the CEIR portal. The page has a light blue background. At the top, there is a header with the Government of India logo, the Department of Telecommunications logo, and various navigation links. Below the header, there is a blue navigation bar with links for CEIR SERVICES, APPLICATIONS, CONTACT US, HELP, PUBLIC NOTICES, HOW TO BLOCK?, and LOGIN. The main content area is titled 'Forgot Request ID'. It contains a 'Captcha' section with a box showing the text 'vquim5a' and a button to refresh the captcha. Below this is a text input field labeled 'Enter the text in image'. To the left of the input field, there is a label 'Mobile number for OTP (Which was provided for OTP/Notifications while blocking)*'. Below the input field is a dropdown menu for the country code, currently showing '+91', and a text input field for the 'Mobile Number'. There are two green buttons: 'Get OTP' and 'Submit'.

2.4.2. It will ask for the Captcha and the Mobile Number that was provided during the 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

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

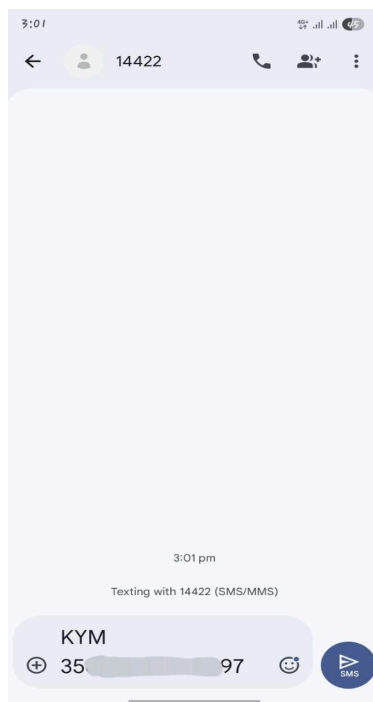
Know Genuineness of Your Mobile Handset

This chapter describes the process used to determine the status of a mobile device through the CEIR portal or the Sanchar Saathi Mobile App. Using this application, users can ensure the validity of the device before purchasing of mobile device. This application can be accessed through SMS, mobile app, and web portal.

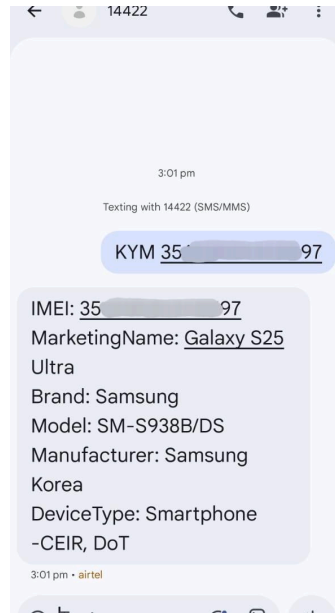
3.1. SMS

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

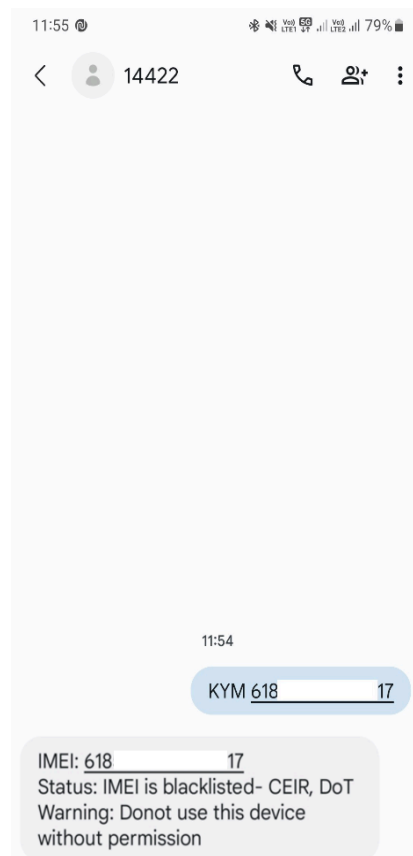
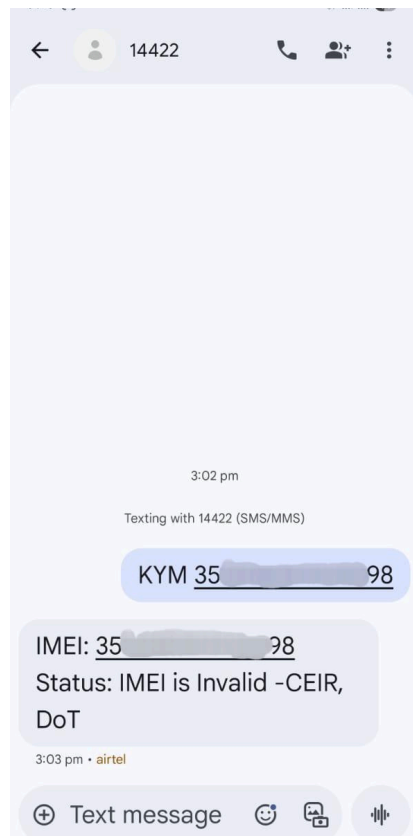
3.1.1. Send the SMS KYM <IMEI> to 14422.



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

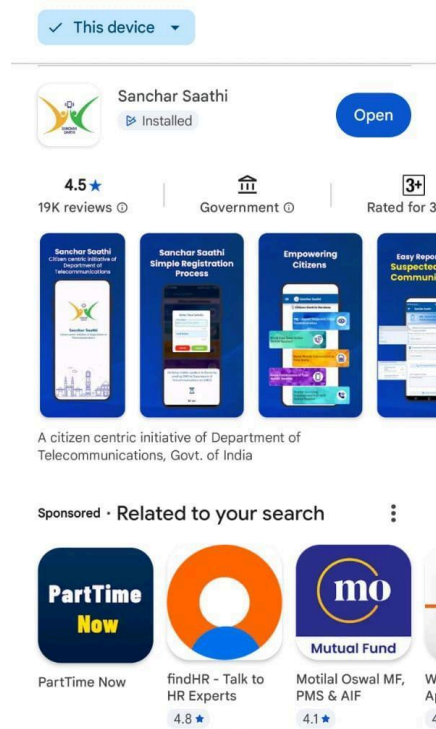


3.1.3. Otherwise, it will receive the message that the device is invalid, or in case it is blocked, then it will receive device is blocked.



3.2. MOBILE APP

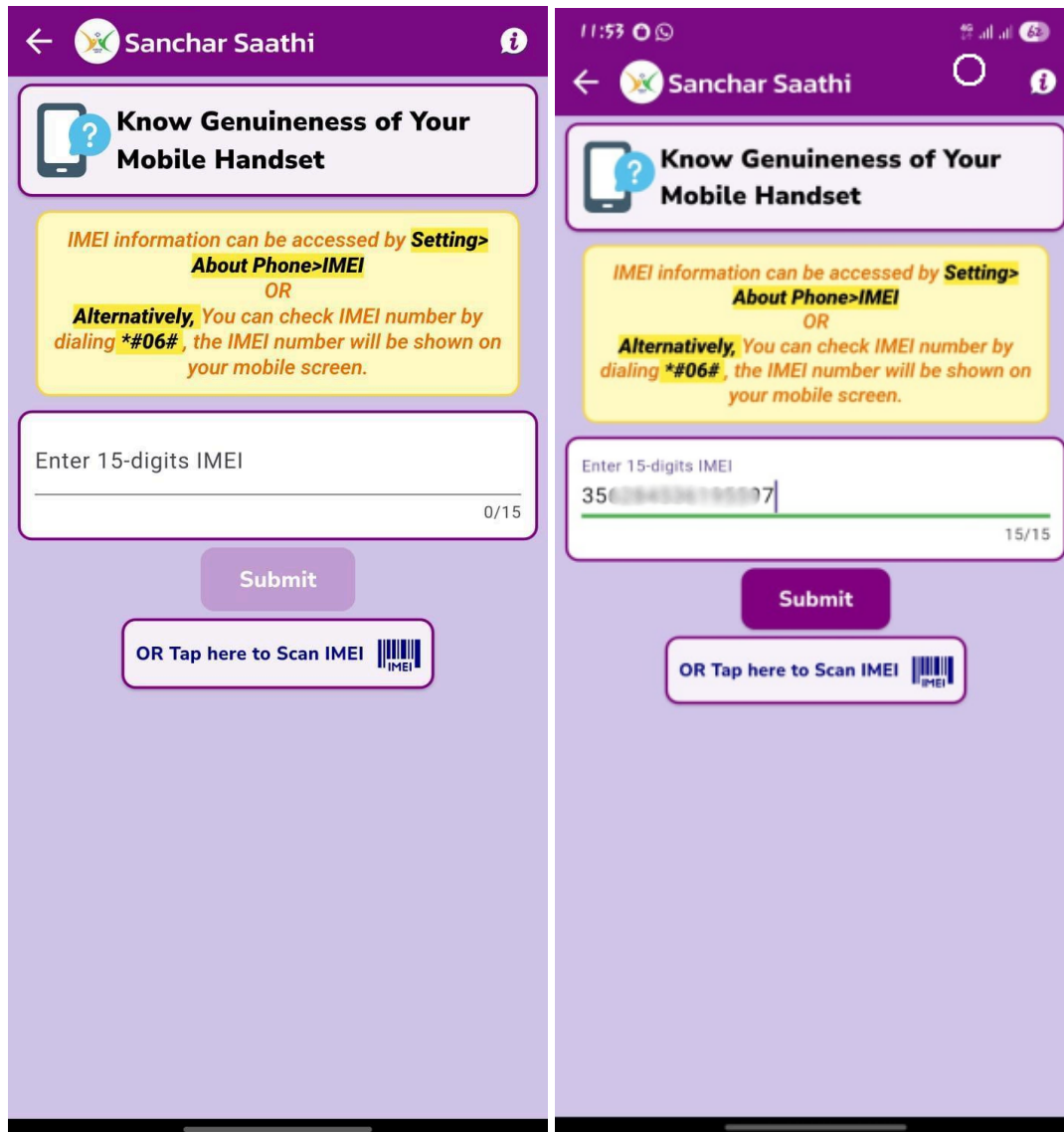
Users can get information about their mobile device through the Sanchar Saathi mobile app too. It is available on both the Android and iOS play store.



3.2.1. Install the app, complete the registration process, and then select “Know Genuineness of Your Mobile Handset” from the five options on the home screen to check your mobile handset.



3.2.2. Now it will ask for the IMEI of the mobile device whose status is required to be verified.



3.2.3. After providing the IMEI, click the “Submit” button. It will show the details of the device in case it is a valid device.

Sanchar Saathi

Know Genuineness of Your Mobile Handset

IMEI information can be accessed by **Setting> About Phone>IMEI**
OR
Alternatively, You can check IMEI number by dialing ***#06#**, the IMEI number will be shown on your mobile screen.

Enter 15-digits IMEI

0/15

Submit

OR Tap here to Scan IMEI

IMEI Information

IMEI: 35[REDACTED]97

Marketing Name: Galaxy S25 Ultra

Brand Name: Samsung

Model Name: SM-S938B/DS

Manufacturer: Samsung Korea

Device Type: Smartphone

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

Know Genuineness of Your Mobile Handset

IMEI information can be accessed by **Setting> About Phone>IMEI**
OR
Alternatively, You can check IMEI number by dialing ***#06#**, the IMEI number will be shown on your mobile screen.

0/15

OR Tap here to Scan IMEI

IMEI Information

Status: IMEI is invalid

IMEI: 35 123456789012345

Know Genuineness of Your Mobile Handset

IMEI information can be accessed by **Setting> About Phone>IMEI**
OR
Alternatively, You can check IMEI number by dialing ***#06#**, the IMEI number will be shown on your mobile screen.

0/15

OR Tap here to Scan IMEI

IMEI Information

Status: IMEI is blacklisted

IMEI: 357 9225

Warning: Do not use this device without permission.

3.3. WEB PORTAL

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

3.3.1. Go to the URL www.ceir.gov.in or <https://www.sancharsaathi.gov.in>. Scroll down a bit, and it will show the section Know Genuineness of Your Mobile Handset.

Know Genuineness of Your Mobile Handset

Through this, 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. It could be used through any of the following 2 methods.

SMS

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

Web portal

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

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

The screenshot shows the official website of the Department of Telecommunications, Government of India. The header includes the Government of India logo, the text 'दूरसंचार विभाग DEPARTMENT OF TELECOMMUNICATIONS', and various logos like 'india.gov.in', 'G20', and '75 Azadi Ka Amrit Mahotsav'. A navigation bar contains links for 'CEIR SERVICES', 'APPLICATIONS', 'CONTACT US', 'HELP', 'PUBLIC NOTICES', 'HOW TO BLOCK?', and 'LOGIN'. The main content area is titled 'IMEI Verification' and contains a form with the following elements:

- A 'Captcha' section with a box containing the text '6g91pyb' and a refresh button.
- A text input field labeled 'Enter the text in image'.
- A 'Mobile number for OTP' section with a dropdown for the country code (currently '+91') and a text input field for the 'Mobile Number'.
- A green button labeled 'Get OTP'.
- A green button labeled 'Submit' at the bottom.

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 the "Submit" button.

IMEI Verification

Captcha

6991pvl

6g91pyb

Mobile number for OTP*

+91

87

46

Enter OTP*

288817

IMEI Number*

350

29

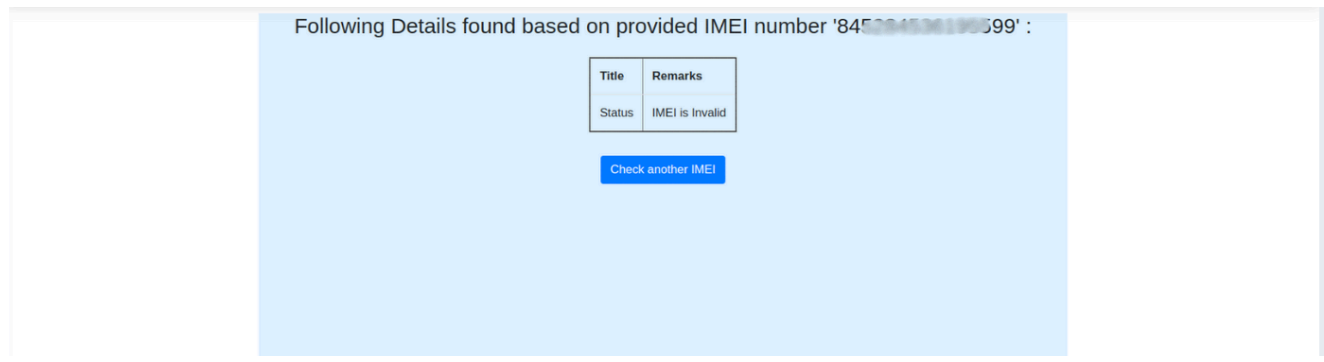
Submit

Following Details found based on provided IMEI number '35067' :

Title	Remarks
Brand Name	Samsung
Model Name	SM-S938B/DS
Manufacturer	Samsung Korea
Marketing Name	Galaxy S25 Ultra
Device Type	Smartphone

[Check another IMEI](#)

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



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

