

Beginner Friendly CEIR Portal Guide

Losing a mobile phone can be upsetting, especially when it holds personal information, important files and access to essential apps. The Government of India provides the Central Equipment Identity Register, known as CEIR, to help citizens block their lost or stolen mobile devices and reduce the risk of misuse.

This manual is prepared for beginners and explains the complete process in simple language. Every step is arranged clearly to help you submit a complaint on the CEIR portal without confusion.

The screenshot shows the CEIR portal interface. At the top, there's a header with the Government of India logo, Ministry of Communications, and various utility links like 'SKIP TO MAIN CONTENT', search, and language options. Below this is a navigation bar with links for 'CEIR SERVICES', 'APPLICATIONS', 'CONTACT US', 'HELP', 'PUBLIC NOTICES', and 'HOW TO BLOCK?'. The main content area is titled 'Request for blocking lost/stolen mobile' and includes a note that 'CEIR service is now available for all India subscribers.' and a warning that 'All (*) marked fields are mandatory.' The form itself is titled 'Device Information' and contains several input fields: 'Mobile Number 1' (with a dropdown for country code '+91'), 'Mobile Number 2' (with a dropdown for country code '+91'), 'IMEI 1' (with a dropdown for 'Enter 15 digit IMEI Number'), 'IMEI 2' (with a dropdown for 'Enter if dual sim mobile'), 'Device Brand' (with a dropdown for 'Select'), 'Device Model' (with a dropdown for 'Device Model'), and 'Upload invoice' (with a 'Choose File' button and 'No file chosen' text). There is also a red warning message: 'Please ensure, Mobile Number 1 in lost/stolen mobile handset has been re-issued.'

1. Introduction

Losing a mobile phone can disrupt daily life and put your personal information at risk. The Central Equipment Identity Register, known as CEIR, helps citizens block lost or stolen devices so they cannot be misused. This manual provides a simple and structured guide for first-time users who want to file a complaint on the CEIR portal.

2. Requirements Before You Begin

Police Complaint (FIR or Acknowledgement): Report the loss to the police and keep a digital copy of the FIR.

- **IMEI Number:** Found on the phone box, invoice or warranty card. Dual SIM phones have two IMEIs.
- **Identity Proof:** Aadhaar, PAN, Driving Licence or Voter ID.
- **Proof of Ownership:** Purchase bill if available.
- **Contact Details:** A working mobile number and email for OTPs.

3. Filing a Complaint on the CEIR Portal

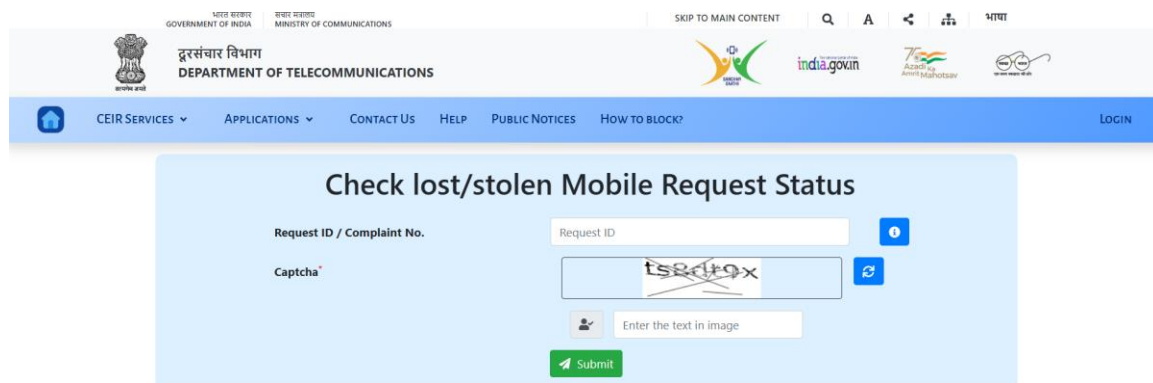
- **Step 1: File a Police Complaint**
File an FIR online or at a police station and keep a digital copy ready.
- **Step 2: Gather Device Information**
Prepare IMEI numbers, model, SIM numbers and invoice details.
- **Step 3: Visit the CEIR Portal**
Open the official CEIR website and select “Block Lost or Stolen Mobile.”
- **Step 4: Fill Out the Complaint Form**
Enter device details, police complaint details and personal details. Upload required documents.
- **Step 5: Complete OTP Verification**
Submit the form, enter the OTP and save the Request ID.

4. After Submission

CEIR shares device details with telecom operators and the device becomes blocked across Indian networks.

5. Check Request Status

Open “Check Request Status” on the CEIR portal and enter your Request ID.



The screenshot shows the CEIR portal interface. At the top, there is a header with the Government of India logo, the Department of Telecommunications name in Hindi and English, and various utility links like 'SKIP TO MAIN CONTENT', search, and language options. Below the header is a navigation bar with links for 'CEIR SERVICES', 'APPLICATIONS', 'CONTACT US', 'HELP', 'PUBLIC NOTICES', 'HOW TO BLOCK?', and 'LOGIN'. The main content area is titled 'Check lost/stolen Mobile Request Status'. It contains two input fields: 'Request ID / Complaint No.' and 'Request ID'. Below these is a 'Captcha' section with a box containing the text 'ts2d+9x' and a button to refresh the image. There is also a text input field labeled 'Enter the text in image'. At the bottom of the form is a green 'Submit' button.

6. Unblock After Recovery

Select “Unblock Found Mobile,” enter Request ID, verify with OTP and submit.

The screenshot shows the CEIR portal interface for requesting un-blocking of a recovered or found mobile. The header includes the Government of India logo, the Department of Telecommunications logo, and navigation links like 'CEIR SERVICES', 'APPLICATIONS', 'CONTACT US', 'HELP', 'PUBLIC NOTICES', and 'HOW TO BLOCK?'. The main form area is titled 'Request for un-blocking recovered/found mobile' and contains the following fields and buttons:

- Request ID***: A text input field.
- Mobile number***: A text input field with a dropdown for country code (showing '+91') and a label 'Mobile Number'. A note below states: '(Which was provided for OTP/Notifications while blocking)'. There is also a 'Mobile number for OTP*' field at the bottom.
- Reason for Un-blocking***: A dropdown menu currently showing 'Select'.
- Captcha***: A captcha image showing '24y655w' with a blue refresh button. Below it is a text input field labeled 'Enter the text in image'.
- Buttons**: A green 'Get OTP' button and a green 'Submit' button at the bottom.

7. Troubleshooting

Try another browser or reduce file size if the form does not submit. Provide both IMEIs for dual SIM devices.

8. Useful Practices

Store IMEI numbers safely. Keep digital copies of invoices and enable device tracking.

9. Conclusion

The CEIR portal helps citizens protect their mobile devices and information during the stressful situation of losing a phone. By following the steps described in this manual, a beginner can confidently file a complaint, block a device, check the status and request unblocking if required.

Following are the benefits of using the CEIR portal effectively to have ease in case of Mobile Phone lost and found case.

- Helps users quickly block a lost or stolen mobile to prevent misuse of personal data and SIM services.
- Allows easy unblocking of the device once it is recovered, making the phone functional again.
- Supports authorities by enabling IMEI-based tracking across networks, improving the chances of locating and recovering the device.