



Central Equipment Identity Register Portal

TRC User Manual v 1.0



Document Change History

Version	Change Type	Description	Date
Draft		Submitted for internal review	March 2020
Version 2.0		Update done for feedback received during AT & Key changes	May 2021



Contents

<i>Document Change History</i>	<i>i</i>
<i>Contents.....</i>	<i>ii</i>
<i>Figures</i>	<i>iii</i>
1 Overview.....	1
1.1 Scope	1
1.2 Acronyms & Abbreviations.....	1
1.3 Conventions.....	1
2 TRC Operations.....	2
2.1 Application Overview.....	2
2.2 Logging into the Application	2
2.3 Application User Interface.....	8
2.3.1 Dashboard.....	11
2.4 Manage Type Approval	14
2.5 Edit Type Approved Devices	19
2.6 Filter Type Approval Requests	21
2.7 Sorting Type Approved Requests	22
2.8 Export Type Approved Requests	22
2.9 Grievance Management	24
2.10 Filter Grievances	28
2.11 Sorting Grievances	29
2.12 Export Grievances	30



Figures

Figure 1: CEIR Home Page	2
Figure 2: TRC Registration	3
Figure 3: Verify OTP	5
Figure 4: Enter OTP	5
Figure 5: Login	6
Figure 6: Home Page	7
Figure 7: Forgot Password.....	7
Figure 8: Set New Password.....	8
Figure 9: Home Page	8
Figure 10: Edit Information.....	10
Figure 11: Change Password.....	10
Figure 12: Manage Account	11
Figure 13: Home Page	11
Figure 14: Grievance Management	12
Figure 15: Manage Type-Approved	13
Figure 16: Notifications	13
Figure 17: Home Page	15
Figure 18: Manage Type-Approved	16
Figure 19: Type-Approved Devices	16
Figure 20: Manage Type-Approved	17
Figure 21: Manage Type-Approved	20
Figure 22: Update Report Type-Approve Devices.....	20
Figure 23: Filter Type Approval Requests	21
Figure 25: Export Type Approval Requests	23
Figure 26: Open or Save Exported File	23
Figure 27: Exported Type Approval Requests	23
Figure 28: Home Page	24
Figure 29: Grievance Management	25
Figure 30: Create Grievance.....	25
Figure 31: Grievance Management	27
Figure 32: Filter Grievances.....	28
Figure 33: Filtered Grievances.....	29
Figure 34: Grievance Management	30
Figure 35: Open or Save Exported Grievance File	31
Figure 36: Exported Grievances	31



1 Overview

1.1 Scope

The objective of this manual is to help TRC use the CEIR (Central Equipment Identity Register) application to report Type approved devices and report grievances.

1.2 Acronyms & Abbreviations

Acronym	Full Form
CEIR	Central Equipment Identity Register
IMEI	International Mobile Equipment Identity
PDA	Personal Digital Assistant
TAC	Type Allocation Code
TRC	Telecommunication Regulator of Cambodia

1.3 Conventions

Information	Convention
UI elements (such as names of windows, buttons, and fields)	Bold
References (such as names of files, sections, paths, and parameters)	<i>Italics</i>
*	Indicates a mandatory field or column



2 TRC Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) TRC Portal application is used to report type approved SIM-based devices that are imported in Cambodia. Registration of TAC of all the imported devices ensures that legal devices are made available for sale in the market.

TRC perform the following tasks:

- Report type approval certificates for the imported devices
- Report grievances

2.2 Logging into the Application

Before login, the TRC must register in the application.

To register:

1. Enter the CEIR Home Portal URL in the browser address bar. This opens the CEIR Home Portal page.

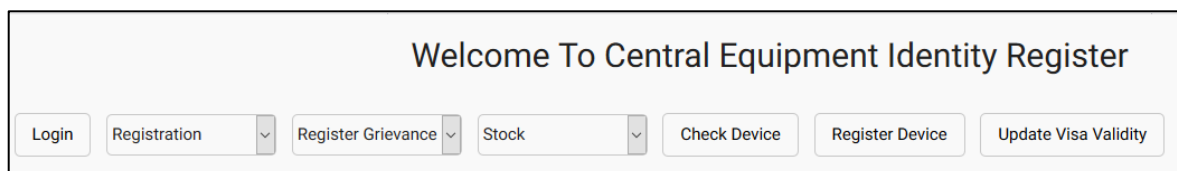
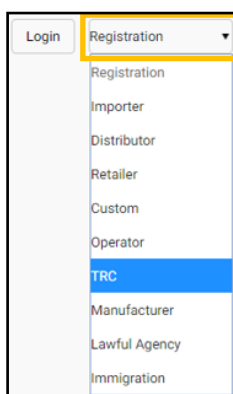
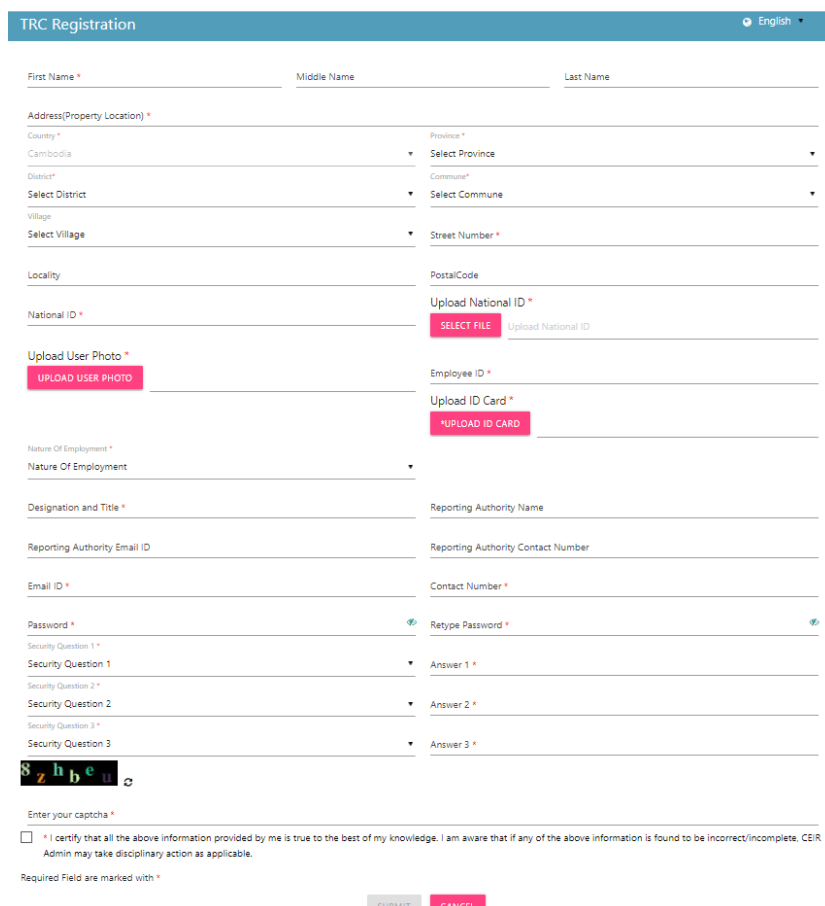


Figure 1: CEIR Home Page

2. Select **TRC** form the **Registration** list.



The **TRC Registration** page appears. The TRC needs to fill in the following information.



The screenshot shows the 'TRC Registration' form with the following fields and sections:

- Header:** 'TRC Registration' and a language dropdown set to 'English'.
- Name Fields:** 'First Name *', 'Middle Name', and 'Last Name'.
- Address (Property Location) *:**
 - Country * (Dropdown: Cambodia)
 - Province * (Dropdown: Select Province)
 - District * (Dropdown: Select District)
 - Commune * (Dropdown: Select Commune)
 - Village (Dropdown: Select Village)
 - Street Number *
 - Locality
 - Postal Code
- Identification:**
 - National ID *
 - Upload National ID * (SELECT FILE button, Upload National ID text)
 - Upload User Photo * (UPLOAD USER PHOTO button)
 - Employee ID *
 - Upload ID Card * (UPLOAD ID CARD button)
- Employment:** Nature Of Employment *
- Reporting Authority:**
 - Designation and Title *
 - Reporting Authority Name
 - Reporting Authority Email ID
 - Reporting Authority Contact Number
- Contact:**
 - Email ID *
 - Contact Number *
- Security:**
 - Password * (with eye icon)
 - Retype Password * (with eye icon)
 - Security Question 1 * (Dropdown: Answer 1 *)
 - Security Question 2 * (Dropdown: Answer 2 *)
 - Security Question 3 * (Dropdown: Answer 3 *)
- Captcha:** A captcha image with the text '8 z h e'.
- Terms:** A checkbox for 'I certify that all the above information provided by me is true to the best of my knowledge. I am aware that if any of the above information is found to be incorrect/incomplete, CEIR Admin may take disciplinary action as applicable.'
- Footer:** 'Required Field are marked with *', 'SUBMIT' button, and 'CANCEL' button.

Figure 2: TRC Registration

3. ***First Name:** Enter the first name.
4. **Middle Name:** Enter the middle name (if any).
5. ***Last Name:** Enter the last name.
6. ***Email:** Enter the mail ID. This mail ID would be used for communication.
7. ***Phone:** Enter the contact number. This number would be used to send notifications.
8. ***Address:** Enter the TRC 's address:
 - a. Street Number
 - b. Village
 - c. Locality



- d. District
 - e. Commune
 - f. Province
 - g. Country
9. ***National ID:** Enter national ID.
10. ***Upload National ID:** Upload National ID file
11. ***Upload Photo:** Upload Photo file
12. ***Employee ID:** Enter employee ID.
13. ***Upload ID Card:** Upload Official ID Card file
14. ***Nature of Employment:** Select nature of Employment.
15. ***Designation and Title:** Enter designation/Title of Reporting Authority in your organization.
16. ***Reporting Authority Name:** Enter name of Reporting Authority in your organization.
17. ***Reporting Authority Email ID:** Enter e-mail ID of Reporting Authority in your organization.
18. ***Reporting Authority Contact Number:** Enter contact number of Reporting Authority in your organization.
19. ***Password:** Enter a login password. This is the password that would be used to log into the CEIR TRC Portal application.
20. ***Confirm Password:** Re-enter the password for confirmation.
21. ***Select three security questions and enter an answer for each question.** This is required by the system when the TRC forgets the password. In such a situation, the system requires identification to authenticate the TRC. These security questions are used for authentication of the TRC.
22. ***Enter the captcha shown on the page.** This is required to prove that the TRC is not a robot.
23. ***Select the declaration check box.**
24. Click **SUBMIT**.

An OTP is sent to the TRC personnel's mail ID and contact number.



Verify OTP

The text and an e-mail with OTP details has been sent to your registered Phone Number and E-Mail ID

VERIFY OTP

Figure 3: Verify OTP

The TRC personnel is prompted to enter both the OTPs in the page for verification.

Enter OTP

261508

849619

Resend OTP

DONE

Figure 4: Enter OTP

Enter the two OTPs and click **Done**.

If the two OTPs match, the following message appears. If the OTPs do not match, click **Resend OTP**. The two OTPs are resent, one to the contact number and the other to the mail account.

Verify OTP

Your OTP is verified! The form has been submitted for approval. You will receive an intimation on your registered e-mail with the approval status within 2 to 3 working days

OK

After the OTPs are verified successfully, the registration request is sent to the CEIR Admin. The approval turnaround time is 2-3 days. After approval from the CEIR Admin, a mail containing the TRC's registration ID is sent to the TRC's mail account. This registration ID is a unique automatically generated ID. This ID is the login username for access to the CEIR TRC Portal application.

To start using the application, log into the application.

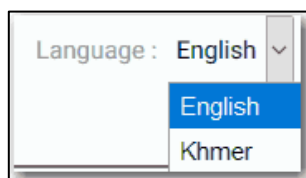
To login:



1. Open the browser and enter the CEIR TRC Portal URL in the address bar. The login screen appears.

Figure 5: Login

On the top right corner of the login screen is the **Language** option. The application supports two languages: **English** and **Khmer**. On selecting a given language, all the field and column labels in the application appear in the selected language. All user inputs are, however, in English.



2. Next, enter the assigned login username and password.

Username is the registration ID that is sent on mail to the TRC after successful registration in the system. The registration ID is a unique ID that is automatically generated by the system. The login password is the password that the TRC enters in the registration page. Refer to during *Figure 2: TRC Registration*.

3. Enter the captcha.

4. Click **LOGIN**.

If the login and password are incorrect or the captcha is not correct, an error message appears, and you are prompted to re-enter the login details.

On entering correct information, the application Home page appears.

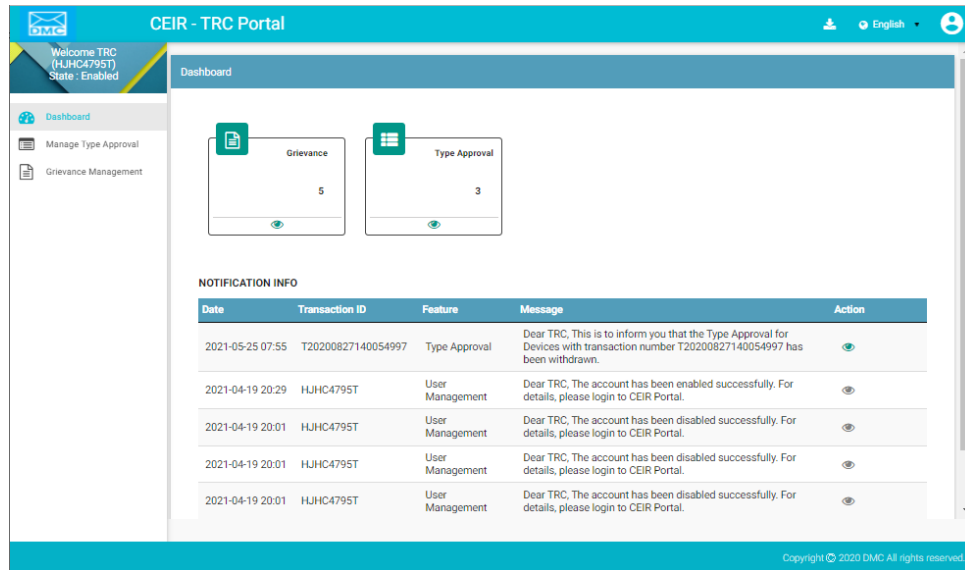


Figure 6: Home Page

If the TRC forgets the assigned password, click the **Forgot Password** link on the **Login** page. The **Forgot Password** page appears.

Forgot Password

Please enter your User ID *

FLHF0071K

Please select your security question, provide at the time of registration *

What was your childhood nickname

Provide answer to the question*

Sammy

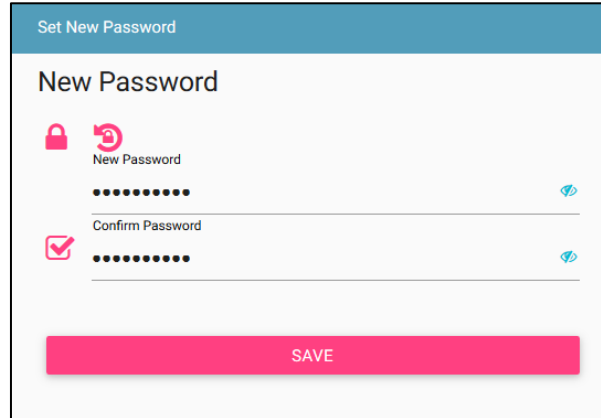
SUBMIT

CANCEL

Figure 7: Forgot Password


1. Enter the login username.
2. Select a security question from the list. Select any one of the security questions that were selected during registration.
3. Enter the answer to the selected security question. This should match the answer given at the time of registration.
4. Click **SUBMIT**.

The **Set New Password** page appears.



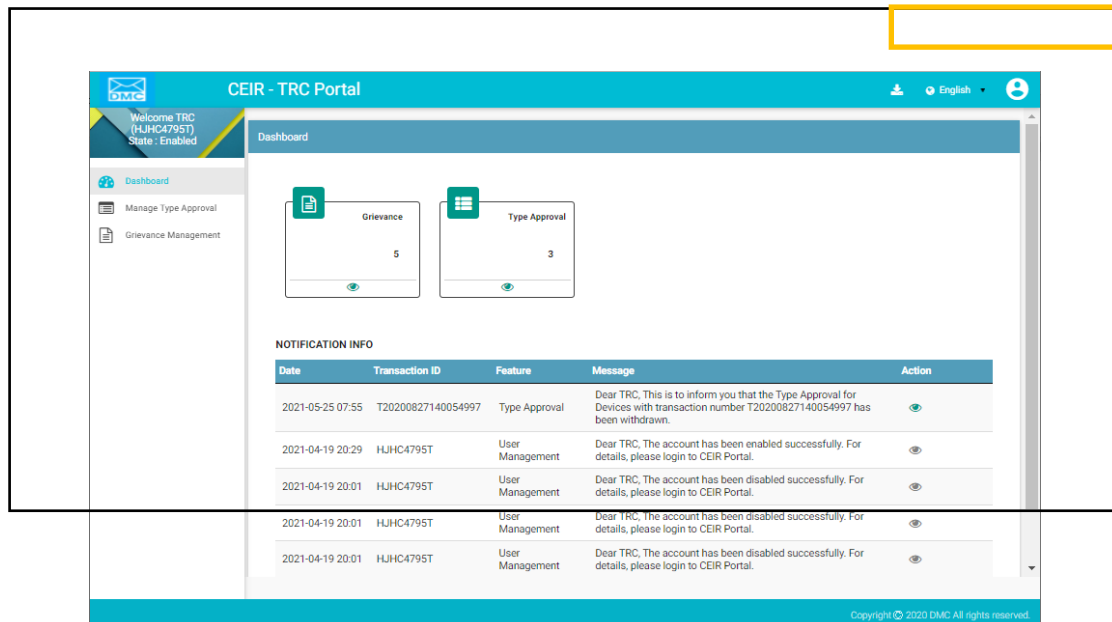
The form is titled "Set New Password" and "New Password". It contains two input fields: "New Password" and "Confirm Password". Each field has a password strength indicator (a blue eye icon) to the right. Below the fields is a red "SAVE" button.

Figure 8: Set New Password






5. Enter a new password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
6. Re-enter the password.
7. Click **Save**.

2.3 Application User Interface

On logging into the application successfully, the CEIR TRC Portal Home page appears.



The screenshot shows the CEIR - TRC Portal Home page. The top header is blue with the DMC logo, "CEIR - TRC Portal", and user information (English, profile icon). The left sidebar contains a "Welcome TRC (HJHC4795T) State : Enabled" message and a menu with "Dashboard", "Manage Type Approval", and "Grievance Management". The main content area is titled "Dashboard" and features two cards: "Grievance" with a count of 5 and "Type Approval" with a count of 3. Below these is a "NOTIFICATION INFO" table.

Date	Transaction ID	Feature	Message	Action
2021-05-25 07:55	T20200827140054997	Type Approval	Dear TRC, This is to inform you that the Type Approval for Devices with transaction number T20200827140054997 has been withdrawn.	
2021-04-19 20:29	HJHC4795T	User Management	Dear TRC, The account has been enabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	

Copyright © 2020 DMC All rights reserved.

Figure 9: Home Page

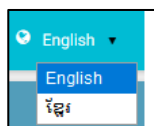
The Home page has all the feature menus on the left panel.

The center of the page is the Dashboard.



The top right corner of the screen displays the following menu options:

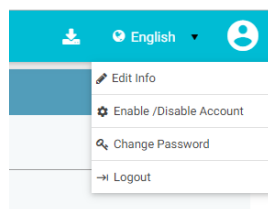
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



- **Home:** Click on it to go to the **DMC Home Portal** page.



- **(User profile):** Click on it to see the following menu:



73464221


- **(Edit Info):** Click on it to modify the registered information. The **Edit Information** page opens.

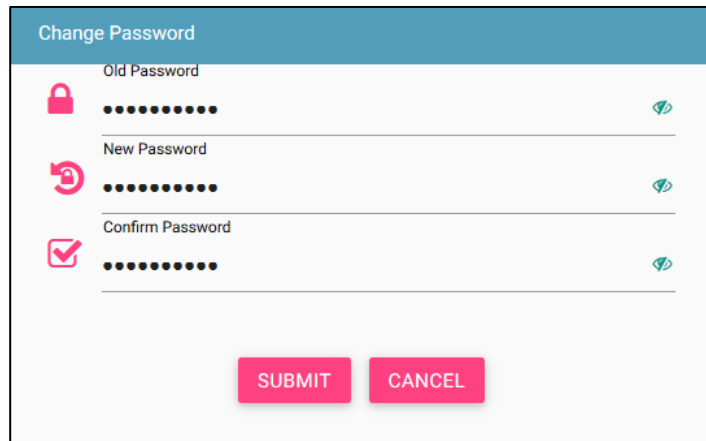
Edit Information

First Name *	Middle Name	Last Name
TRC		ONE
Address(Property Location) *		
TRC village		
Country *	Province *	
Cambodia	Prey Veng	
District *	Commune *	
Village	Street Number *	
	10	
Locality	Postal Code	
sait	263676	
National ID *	Upload National ID(Passport Document) *	Preview
N/D01222222	mt.jpg	
Upload User Photo *	Employee ID *	
mt.jpg	EMP01011111111111111111111111111111	
Upload Employee ID *	Nature Of Employment *	
mt.jpg	Contract	
Designation and Title *	Reporting Authority Name	
TRC	ran	
Reporting Authority Email ID	Reporting Authority Contact Number	
c8@goldilocks-tech.com	999364737647367	
Email ID	Contact Number *	
c9@goldilocks-tech.com	999624727867847	
Security Question 1 *	Answer 1 *	
What was your childhood nickname?	baaje	
Security Question 2 *	Answer 2 *	
What is your nearest sibling's birth year?	1995	
Security Question 3 *	Answer 3 *	
What was the name of the first college you applied to for higher studies?	dehradun	

Required Field are marked with *



Figure 10: Edit Information

1. Make the required changes.
 2. Click **Submit** to save the changes.
-  (**Change Password**): Click on it change the login password.



The image shows a 'Change Password' form. It has a blue header with the text 'Change Password'. Below the header, there are three input fields, each with a red icon on the left and a green eye icon on the right. The first field is labeled 'Old Password' and has a red padlock icon. The second field is labeled 'New Password' and has a red padlock icon with a circular arrow. The third field is labeled 'Confirm Password' and has a red checkmark icon. Each field contains a series of black dots representing masked text. At the bottom of the form, there are two red buttons: 'SUBMIT' and 'CANCEL'.

Figure 11: Change Password

1. **Old Password**: Enter the existing password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
 2. **New Password**: Enter a new password.
 3. **Confirm Password**: Re-enter the new password to confirm the password.
 4. Click **SUBMIT**.
-  (**Enable/Disable Account**): TRC s can deactivate their account or disable/enable their account.
 - Deactivating an account means deleting the TRC 's account. Once the TRC 's account is deleted, the TRC can raise a grievance to reactivate it when required. The grievance is sent to the CEIR Admin who reactivates the account. After reactivation, the TRC can use the same login username and password to log into the application.
 - When the account is disabled, TRC s can only view information and not add or modify information in the application. After the account is disabled, the TRC can enable it using the same menu.



The 'Manage Account' form has a blue header bar with the text 'Manage Account'. Below it, the text 'Request CEIR ADMIN to' is followed by two radio button options. The first option is 'Deactivate' with the description 'Permanently delete the account, you will not login into the portal.' The second option is 'Disable' (selected) with the description 'All the action will be disabled, only view option will be available'. At the bottom right, there are two pink buttons: 'SUBMIT' and 'CANCEL'.

Figure 12: Manage Account

1. Select **Deactivate** or **Disable**.
2. Click **SUBMIT**.

2.3.1 Dashboard

The Dashboard provides a quick display and access to the following information:

- Type Approved Requests
- Grievances

The dashboard screenshot shows a teal header with the DMC logo and 'CEIR - TRC Portal'. A sidebar on the left contains a 'Welcome TRC (HJHC4795T) State: Enabled' message and a menu with 'Dashboard', 'Manage Type Approval', and 'Grievance Management'. The main area has a 'Dashboard' title and two cards: 'Grievance' with a count of 5 and 'Type Approval' with a count of 3. Below these is a 'NOTIFICATION INFO' table.

Date	Transaction ID	Feature	Message	Action
2021-05-25 07:55	T20200827140054997	Type Approval	Dear TRC, This is to inform you that the Type Approval for Devices with transaction number T20200827140054997 has been withdrawn.	
2021-04-19 20:29	HJHC4795T	User Management	Dear TRC, The account has been enabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	

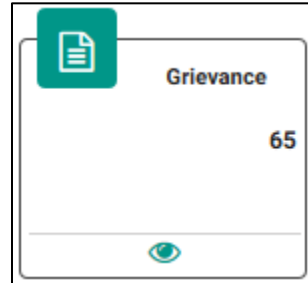
Copyright © 2020 DMC All rights reserved

Figure 13: Home Page



Grievances

The box displays the total number of grievances that are open.



Click  (**View**) to access the **Grievance Management** dashboard. Refer to *Grievance Management* for more information.

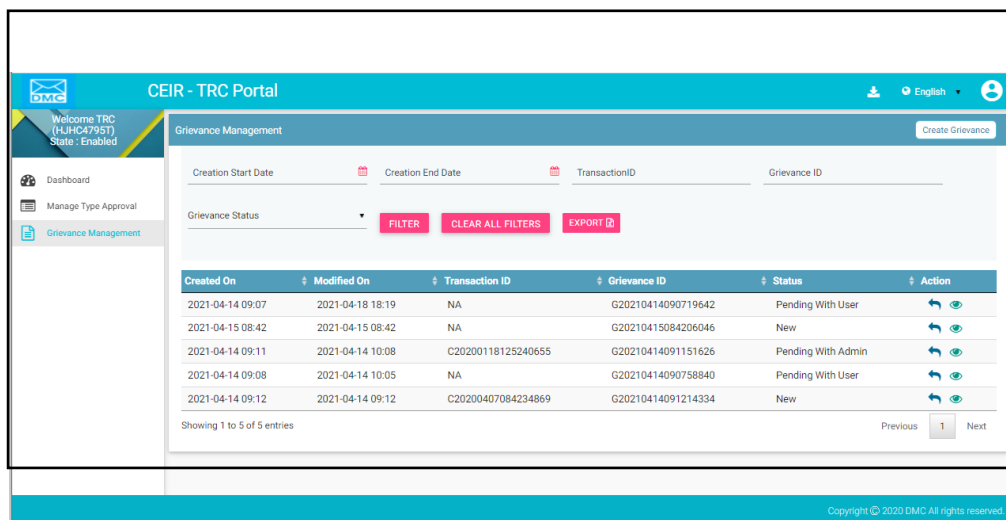
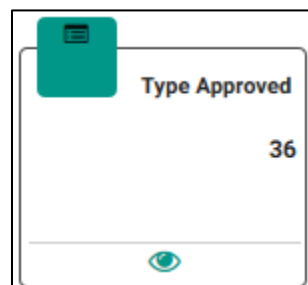


Figure 14: Grievance Management

Type Approved

The box displays the total number of type approval requests that are pending for approval.



Click  (**View**) to access the **Manage Type-Approved** dashboard. Refer to *Type Approval Management* for more information.

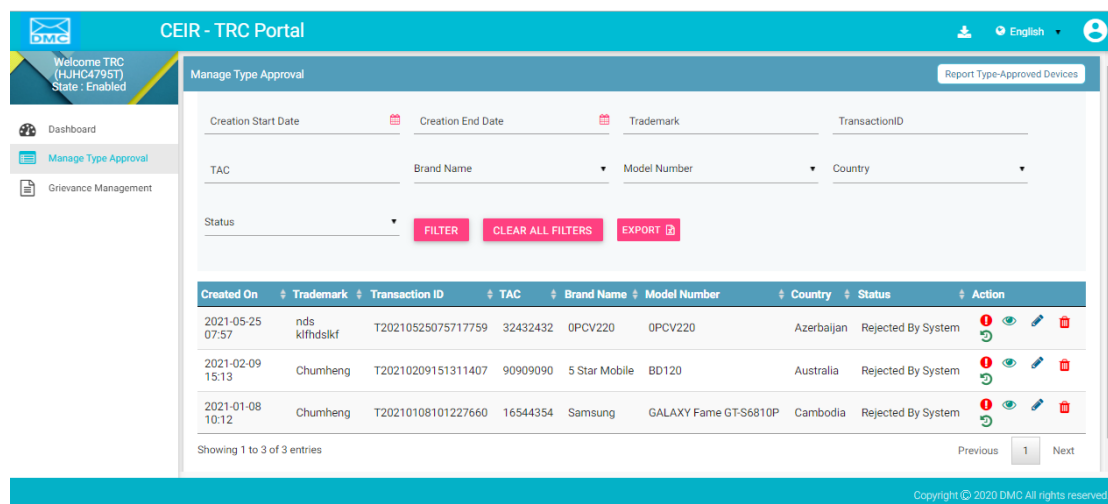


Figure 15: Manage Type-Approved

Notification Information


This section displays the most recent notifications. The System Admin can configure the total number of notifications displayed on users screens.

NOTIFICATION INFO

Date	Transaction ID	Feature	Message	Action
2021-05-25 07:55	T20200827140054997	Type Approval	Dear TRC, This is to inform you that the Type Approval for Devices with transaction number T20200827140054997 has been withdrawn.	
2021-04-19 20:29	HJHC4795T	User Management	Dear TRC, The account has been enabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	

Figure 16: Notifications

Notifications are of two types.



1. Notifications that provide only information. For example, a notification informing the TRC about the account status is an information only notification because it requires no action. The **View** icon () is disabled in such notifications.

Dear importer, The account has been enabled successfully. For details, please login to CEIR Portal.



2. Notifications that require some action by the TRC. For example, a notification about the type approval request approval or rejection by the CEIR Admin requires the TRC to



take some action such as fix the errors in the type approval request. The **View** icon () is enabled in such notifications. Click  (**View**) to access the relevant page of the notification.



Dear importer, This is to inform you that the consignment with transaction number C20200114174910470 has been rejected by customs.



The notification panel has the following columns:

- **Date:** Date of sending the notification
- **Transaction ID:** Transaction ID of the type approval request for which the notification is sent. If the notification is related to the TRC account, the login username is shown instead of any transaction ID.
- **Feature:** This is the name of the feature for which the notification is sent. For example, if the notification is for a type approval request, the feature name **Type Approval** is shown. The feature name is the one shown in the left panel of the Home page.
- **Message:** This is the message of the notification. An example is shown below.

Dear importer, This is to inform you that the consignment with transaction number C20200114174910470 has been rejected by customs.

- **Action:** This shows the **View** icon. It is activated  if the TRC can click on it else it is disabled .

Dear importer, The account has been enabled successfully. For details, please login to CEIR Portal.



Dear importer, This is to inform you that the consignment with transaction number C20200114174910470 has been rejected by customs.



2.4 Manage Type Approval

TRC issues a TAC (Type Allocation Code) approval certificate to the importer in response to their request to seek permission to import certain type of devices from the TRC (Telecommunication Regulator of Cambodia) when purchasing a consignment. The TAC approval certificate is required for each unique TAC.



TAC refers to the first eight alphanumeric characters of the device IMEI.



Consider a situation in which a TRC is approving a request that has Apple mobile devices: i10 and i9. There would be two TAC approval certificates required, one for the i10s and the other for i9s.

The TAC approval certificate is required for clearance at customs.

The type approval request goes through the following review stages:

- TRC uploads the request details.
- The request is processed and made available to the CEIR Admin.
- The CEIR Admin may approve or reject the request.
- If rejected, the TRC can withdraw the request. The entire cycle is then repeated until it is approved.

To upload type approved device details:

1. Select **Manage Type Approval** in the left panel.

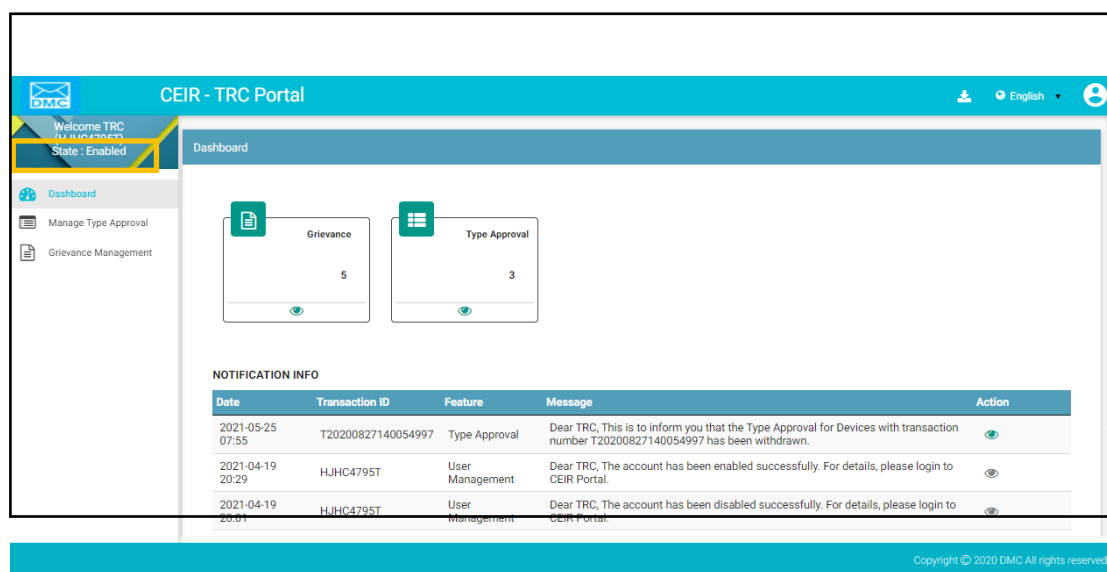
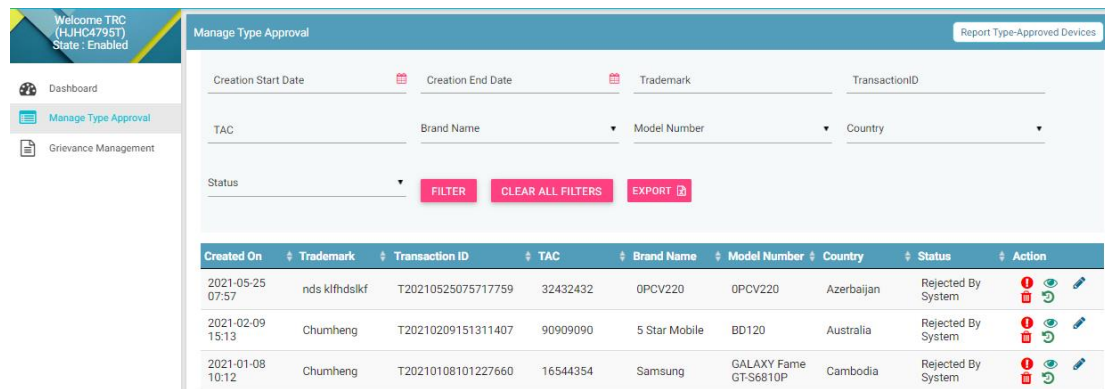


Figure 17: Home Page

The **Manage Type-Approved** dashboard appears.














Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	Action
2021-05-25 07:57	nds kifhdsikf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	  
2021-02-09 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	  
2021-01-08 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	  

Figure 18: Manage Type-Approved

2. Click **Report Type-Approved Devices** (seen on the top right corner of the page). The **Type-Approved Devices** page appears.

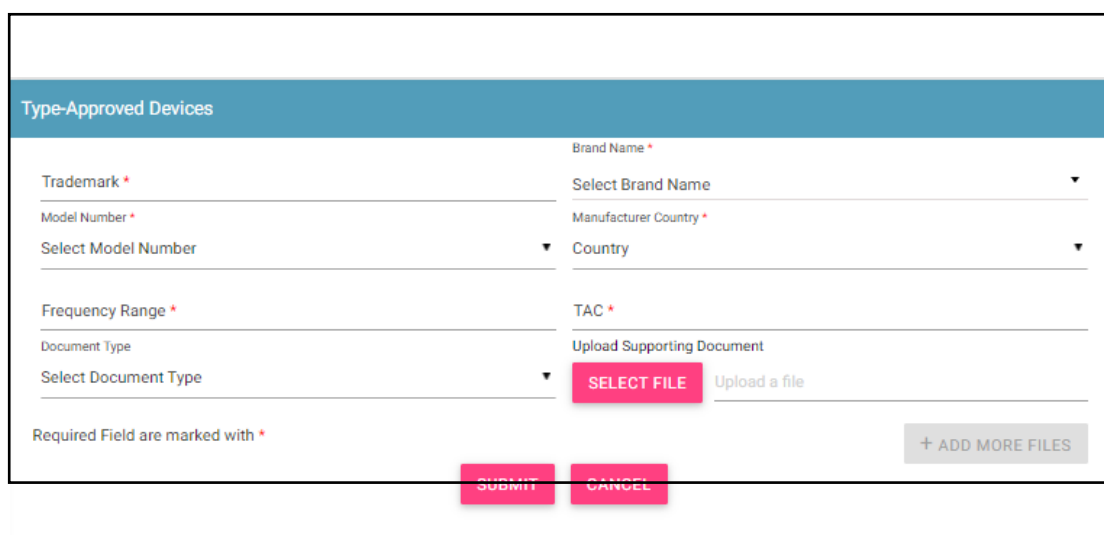


Figure 19: Type-Approved Devices

3. Enter the following information:
 - a. ***Trademark:** Enter the trademark of the product.
 - b. ***Product Name:** Select the product company from the list.
 - c. ***Model Number:** Select the model number of the product.
 - d. ***Country:** Select the country from where the device is imported.
 - e. ***Frequency Range:** Enter the frequency range supported by the device.
 - f. ***TAC:** Enter the code of the device.



g. **Document Type:** Select the type of document being uploaded. TRC s are required to upload three documents:

- **Technical Specifications:** This document has all the technical specifications of the device.
- **Performance Report:** This document has the performance details of the device.
- **TAC Approval Certificate:** This is the approval certificate issued by the supplier.

h. **Upload Supporting Document:** Click **Select File** to upload the document.

i. Click **+Add More Files** to upload more documents. This adds another set of **Document Type** and **Upload Supporting Document**.

4. Click **Submit**.

The type approval request is added, and a transaction ID is assigned to it.

The details appear on top of the **Manage Type- approved** page.

Manage Type Approval

Report Type-Approved Devices

Creation Start Date

Creation End Date

Trademark

TransactionID

TAC

Brand Name

Select Model Number

Country

Status

FILTER

CLEAR ALL FILTERS

EXPORT

Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	Action
2021-05-25 07:57	nds klfdslkf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	<div><div></div><div></div><div></div><div></div></div>
2021-02-09 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	<div><div></div><div></div><div></div><div></div></div>
2021-01-08 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	<div><div></div><div></div><div></div><div></div></div>

Showing 1 to 3 of 3 entries

Previous

1


Next

Figure 20: Manage Type-Approved




The following columns are seen on the page.

Column	Description
Creation On	Date of adding type approval request.
Trademark	Trademark name



Column	Description
Product Name	Name of the device
Transaction ID	Transaction ID assigned to the request.
Model Number	Model number of the device.
Country	Country from where the device has been imported.
TAC	Type allocation code of the device.
Status	<ul style="list-style-type: none">• New: This is the status assigned to the type approval request.• Processing: The request is processed internally.• Rejected by System: The request is rejected by the system if there is an error in the type approval request.• Approval Pending by CEIR Admin: After the processing is done, the type approval request sent for approval to the CEIR Admin.• Approved by CEIR Admin: The CEIR Admin approves the request.• Rejected by CEIR Admin: The CEIR Admin rejects the request.• Withdrawn by CEIR Admin: The CEIR Admin can withdraw the type approval request.• Withdrawn by User: The TRC can withdraw the type approval request.
Action	<p>This displays different actions that can be performed on the type approval request.</p> <ul style="list-style-type: none">• View : This is used to view the type approval request.
















Column	Description
	<ul style="list-style-type: none">• Edit : This is used to change the type approval request.• Delete : This is used to delete the type approval request.• History : This is used to view the transaction history of the request.

2.5 Edit Type Approved Devices

TRC s can modify the type approval request details.

To modify type approval request:

1. Click **Edit** () against the entry to be modified.

Manage Type Approval									
Creation Start Date		Creation End Date		Trademark		TransactionID			
TAC		Brand Name		Select Model Number		Country			
Status		FILTER		CLEAR ALL FILTERS		EXPORT			
Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	Action	
2021-05-25 07:57	nds klfdslkf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	   	
2021-02-09 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	   	
2021-01-08 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	   	

Showing 1 to 3 of 3 entries

Previous 1 Next

Figure 21: Manage Type-Approved

The **Update Report Type-Approve Devices** page appears.

Update Type-Approved Device

Trademark *

Chumheng

Brand Name *

Samsung

Frequency *

1000

Manufacturer Country *

Cambodia

Document Type

Select Document Type

Transaction ID

T20210108101227660

Model Number *

GALAXY Fame GT-S6810P

TAC *

16544354

Upload Supporting Document

SELECT FILE

Upload a file

Required Field are marked with *

UPDATE

CANCEL

+ ADD MORE FILES

Figure 22: Update Report Type-Approve Devices

2. Make the required changes.
3. Click **UPDATE**.



2.6 Filter Type Approval Requests

TRC can view specific type approval requests after defining specific values in the listed fields. For example, the TRC can view a device of a given TAC or a record if its transaction ID is known.

To view specific type approval requests:

The screenshot shows the 'Manage Type Approval' interface. At the top, there's a header bar with the title 'Manage Type Approval' and a button 'Report Type-Approved Devices'. Below the header, there are filter fields: 'Creation Start Date', 'Creation End Date', 'Trademark', 'TransactionID', 'TAC', 'Brand Name', 'Select Model Number', and 'Country'. There are also buttons for 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT'. Below the filters is a table with the following columns: 'Created On', 'Trademark', 'Transaction ID', 'TAC', 'Brand Name', 'Model Number', 'Country', 'Status', and 'Action'. The table contains three rows of data, all with a status of 'Rejected By System'. At the bottom, there's a pagination bar showing 'Showing 1 to 3 of 3 entries' and buttons for 'Previous', '1', and 'Next'.

Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	Action
2021-05-25 07:57	nds klfdslkf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	
2021-02-09 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	
2021-01-08 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	

Figure 23: Filter Type Approval Requests

1. Enter the required value in one or more of the listed fields:

- **Start Date and End Date:** This refers to the period of adding type requests in the system.
- **Transaction ID:** Each type approval request is assigned a unique transaction ID.
- **TAC:** This is the TAC assigned to the device.
- **Status:** Status of the type approval request.

2. Click **FILTER**.



The type approval requests that match the specified values are shown in the dashboard.

Manage Type Approval Report Type-Approved Devices

Creation Start Date Creation End Date Trademark TransactionID

TAC Brand Name Select Model Number Country

Status FILTER CLEAR ALL FILTERS EXPORT

Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	Action
2021-05-25 07:57	nds klfdslkf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	
2021-02-09 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	
2021-01-08 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	

Showing 1 to 3 of 3 entries Previous 1 Next

Figure 24: Filtered Type Approval Requests

The user can clear all filters using the “Clear All Filters” button. This will reset all the filter values applied on the page and the data table will be refreshed.

2.7 Sorting Type Approved Requests

By default, all records displayed are sorted based on modified date. User can sort the records by clicking the arrow button on header in the table displayed.

On first click, the records are sorted in ascending order. When user clicks the arrow buttons again, records are sorted in descending order.

Manage Type Approval Report Type-Approved Devices

Creation Start Date Creation End Date Trademark TransactionID

TAC Brand Name Select Model Number Country

Status FILTER CLEAR ALL FILTERS EXPORT

Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	Action
2021-01-08 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	
2021-05-25 07:57	nds klfdslkf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	
2021-02-09 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	

Showing 1 to 3 of 3 entries Previous 1 Next

2.8 Export Type Approved Requests

All the uploaded type approval requests can be downloaded in a .csv file. This is done using an export utility.



To export the type approval requests:

1. Click **Export** (seen on the top right corner of the **Manage Type-Approved** page).

The screenshot shows the 'Manage Type Approval' interface. At the top right, there is a button labeled 'Report Type-Approved Devices'. Below this, there are several filter fields: 'Creation Start Date', 'Creation End Date', 'Trademark', 'TransactionID', 'TAC', 'Brand Name', 'Select Model Number', and 'Country'. A 'Status' dropdown menu is also present. Below the filters are three buttons: 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT' (highlighted with a yellow border). Below the buttons is a table with the following data:

Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	Action
2021-05-25 07:57	nds klifhdsikf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	
2021-02-09 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	
2021-01-08 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	

At the bottom left, it says 'Showing 1 to 3 of 3 entries'. At the bottom right, there are 'Previous', '1', and 'Next' buttons.

Figure 25: Export Type Approval Requests

The following page appears.

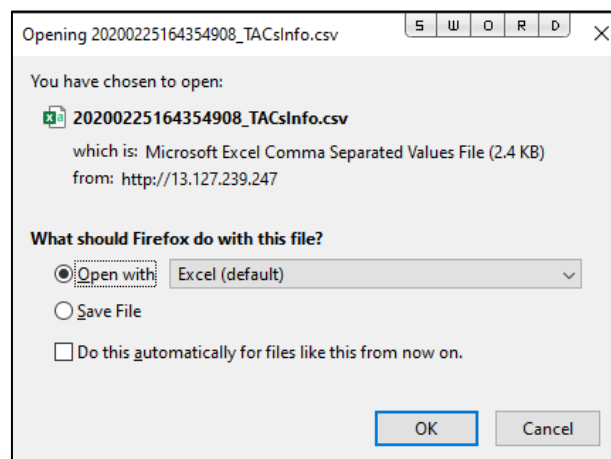


Figure 26: Open or Save Exported File

2. Click **Open with** to view the file. The file opens as an Excel file.

	A	B	C	D	E	F	G	H	I
1	Created On	Trademark	Transaction ID	TAC	Brand Name	Model Number	Country	Status	File
2	25-05-2021 07:57	nds klifhdsikf	T20210525075717759	32432432	OPCV220	OPCV220	Azerbaijan	Rejected By System	null
3	09-02-2021 15:13	Chumheng	T20210209151311407	90909090	5 Star Mobile	BD120	Australia	Rejected By System	TRC_sample heng_now.csv
4	08-01-2021 10:12	Chumheng	T20210108101227660	16544354	Samsung	GALAXY Fame GT-S6810P	Cambodia	Rejected By System	StockManufacturerTestCase.csv

Figure 27: Exported Type Approval Requests



Users can export filtered data as well. To do this, filter the type approval requests and then export the filtered data. Refer to *Filter Type Approval Requests* for information and then export the filtered data

2.9 Grievance Management

TRC can register complaints or grievances when there is a problem in the portal. For example, there could be situations when the registration feature is not working or there could be a problem in reporting the type approval request.

When a TRC raises a grievance, the grievance goes through the following stages:

1. A notification is sent to the CEIR Admin. The notification appears on the CEIR Admin portal. A mail is also sent to the registered mail of the CEIR Admin.
2. The CEIR Admin responds to the grievance. A response notification is sent to on the TRC portal, and the TRC 's registered mail ID.
3. Steps 1 to 2 are repeated until the grievance is closed. The CEIR Admin closes the grievance.

There are situations when the grievance is automatically closed. A grievance is automatically closed when the status of the grievance changes to **Pending with User**, but there is no response from the TRC for a specified period.

To raise a grievance

1. Select **Grievance Management** in the left panel.

Date	Transaction ID	Feature	Message	Action
2021-05-25 07:55	T20200827140054997	Type Approval	Dear TRC, This is to inform you that the Type Approval for Devices with transaction number T20200827140054997 has been withdrawn.	
2021-04-19 20:29	HJHC4795T	User Management	Dear TRC, The account has been enabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	
2021-04-19 20:01	HJHC4795T	User Management	Dear TRC, The account has been disabled successfully. For details, please login to CEIR Portal.	

Figure 28: Home Page

2. The **Grievance Management** page appears. Click **Create Grievance**.

Grievance Management						Create Grievance
Creation Start Date	Creation End Date	TransactionID	Grievance ID			
Grievance Status						
Created On	Modified On	Transaction ID	Grievance ID	Status	Action	
2021-04-14 09:07	2021-04-18 18:19	NA	G20210414090719642	Pending With User	↩ 👁	
2021-04-15 08:42	2021-04-15 08:42	NA	G20210415084206046	New	↩ 👁	
2021-04-14 09:11	2021-04-14 10:08	C20200118125240655	G20210414091151626	Pending With Admin	↩ 👁	
2021-04-14 09:08	2021-04-14 10:05	NA	G20210414090758840	Pending With User	↩ 👁	
2021-04-14 09:12	2021-04-14 09:12	C20200407084234869	G20210414091214334	New	↩ 👁	
Showing 1 to 5 of 5 entries						Previous 1 Next

Figure 29: Grievance Management

The **Create Grievance** page appears.

Create Grievance	
TransactionID	Category *
Document Type	Category
Select Document Type	Upload Supporting Document
	SELECT FILE Upload a file
	+ADD MORE FILES
Remarks *	
Required Field are marked with *	
SUBMIT	CANCEL

Figure 30: Create Grievance

3. Enter the following information:



- a. **Transaction ID:** Enter the transaction ID of the type approval request if the grievance is related to a type approval request
- b. ***Category:** Select the category of the grievance. The options are:
 - Type Approval Related: Problem in reporting type approval request etc.
 - Other: Problem with any other aspect of the application
 - Registration Related: Problem with registering information in the application.
- c. ***Remarks:** Enter information about the grievance raised. This helps the CEIR Admin to understand the problem in detail.
- d. **Document Type:** Select the type of identification or another document that is to be uploaded. The options are:
 - Passport
 - Technical Specification Document
 - Performance Report
 - Type Approved Certificate
 - Visa
 - NID (National ID)
 - Photo
 - Other
- e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- f. To upload more documents, click **+Add More Files**.

This adds two more fields: **Document Type** and **Upload Supporting Document**.



4. Click **SUBMIT**.

A grievance ID is generated and assigned to the registered grievance. The registered grievance appears on top of the dashboard.



Figure 31: Grievance Management

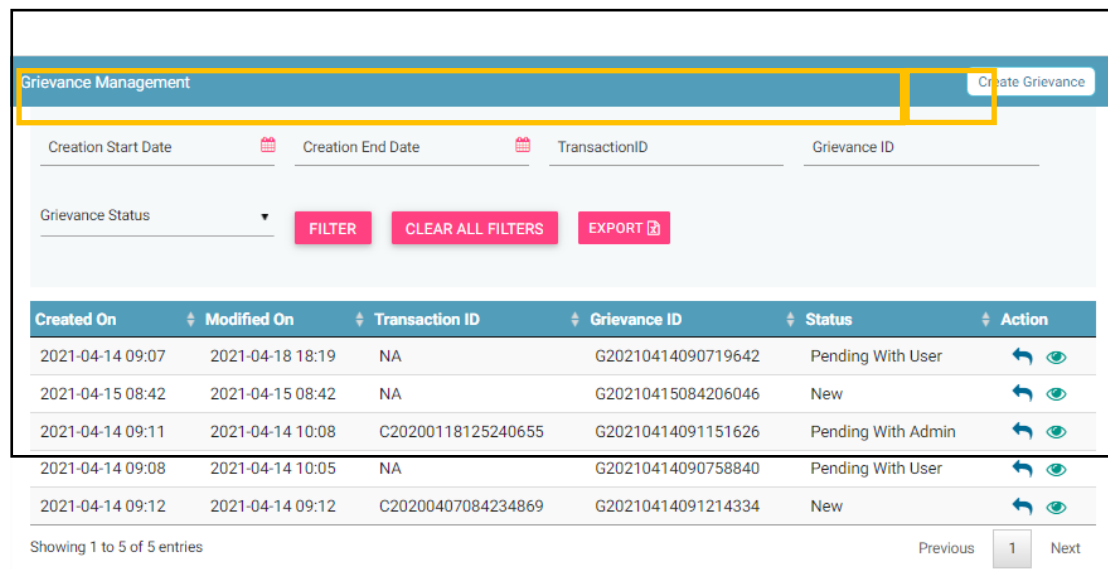
Column	Description
Raised Date	Date of raising a grievance.
Last Update Date	The date when the grievance was modified.
Transaction ID	The transaction ID of type approval request for which a grievance was raised.
Grievance ID	This is the ID that is automatically assigned to the grievance.
Grievance Status	<p>The uploaded grievance goes through different status modes.</p> <ul style="list-style-type: none"> • New: When a grievance is raised. • Pending with CEIR Admin: When a response is awaited from the CEIR Admin. • Pending with User: When a response is awaited from the TRC . • Closed: When the CEIR Admin closes the grievance.

Column	Description
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: none"> Reply : This is used to respond to the grievance. The response is provided by the CEIR Admin or TRC. The exchange of responses is done until the grievance is closed. View : This is used to view the grievance response history. The TRC can see all the responses exchanged for any grievance.

2.10 Filter Grievances

The TRC can view selective grievances depending on specific filter values. For example, the TRC can view only those grievances that are pending with the CEIR Admin. Similarly, one can view only those grievances that are closed.

To filter grievances:



The screenshot shows the 'Grievance Management' interface. At the top, there is a 'Create Grievance' button. Below it, there are filter fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'Grievance ID'. A 'Grievance Status' dropdown menu is also present. Below these fields are three buttons: 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT'. The main part of the interface is a table with the following columns: 'Created On', 'Modified On', 'Transaction ID', 'Grievance ID', 'Status', and 'Action'. The table contains five rows of data. At the bottom, there is a pagination bar showing 'Showing 1 to 5 of 5 entries' and 'Previous 1 Next'.











Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-04-14 09:07	2021-04-18 18:19	NA	G20210414090719642	Pending With User	 
2021-04-15 08:42	2021-04-15 08:42	NA	G20210415084206046	New	 
2021-04-14 09:11	2021-04-14 10:08	C20200118125240655	G20210414091151626	Pending With Admin	 
2021-04-14 09:08	2021-04-14 10:05	NA	G20210414090758840	Pending With User	 
2021-04-14 09:12	2021-04-14 09:12	C20200407084234869	G20210414091214334	New	 

Figure 32: Filter Grievances

1. Specify the required value in one or more of the fields listed:

- Start Date** and **End Date**: Period of raising grievances.



- **Transaction ID:** This is the transaction ID of the type approval request.
- **Grievance ID:** This is the ID assigned to the grievance.
- **Grievance Status:** The status can be:
 - New
 - Pending with CEIR Admin
 - Pending with User
 - Closed

2. Click **Filter**.

The filtered grievances are shown on the page.

The screenshot shows the 'Grievance Management' interface. At the top, there's a 'Create Grievance' button. Below it, a filter section includes input fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'Grievance ID'. A dropdown menu is set to 'Pending With User'. Three buttons are visible: 'FILTER' (highlighted in red), 'CLEAR ALL FILTERS', and 'EXPORT'. Below the filters is a table with the following data:

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-04-14 09:07	2021-04-18 18:19	NA	G20210414090719642	Pending With User	
2021-04-14 09:08	2021-04-14 10:05	NA	G20210414090758840	Pending With User	

At the bottom, it says 'Showing 1 to 2 of 2 entries' and has pagination controls: 'Previous', '1' (selected), and 'Next'.

Figure 33: Filtered Grievances

The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table will be refreshed.

2.11 Sorting Grievances

By default, all records displayed are sorted based on modified date. User can sort the records by clicking the arrow button on header in the table displayed.

On first click, the records are sorted in ascending order. When user clicks the arrow buttons again, records are sorted in descending order.



Grievance Management						Create Grievance
Creation Start Date	Creation End Date	TransactionID	Grievance ID			
Grievance Status	FILTER		CLEAR ALL FILTERS	EXPORT		
Created On	Modified On	Transaction ID	Grievance ID	Status	Action	
2021-04-15 08:42	2021-04-15 08:42	NA	G20210415084206046	New		
2021-04-14 09:12	2021-04-14 09:12	C20200407084234869	G20210414091214334	New		
2021-04-14 09:11	2021-04-14 10:08	C20200118125240655	G20210414091151626	Pending With Admin		
2021-04-14 09:07	2021-04-18 18:19	NA	G20210414090719642	Pending With User		
2021-04-14 09:08	2021-04-14 10:05	NA	G20210414090758840	Pending With User		
Showing 1 to 5 of 5 entries				Previous	1	Next

Figure 34: Sorted Grievances

2.12 Export Grievances

All the uploaded grievances can be downloaded in a **.csv** file. This is done using an export utility.

To export the grievances:

1. Click **Export** (seen on the top right corner of the **Grievance Management** page).

Grievance Management						Create Grievance
Creation Start Date	Creation End Date	TransactionID	Grievance ID			
Grievance Status	FILTER		CLEAR ALL FILTERS	EXPORT		
Created On	Modified On	Transaction ID	Grievance ID	Status	Action	
2021-04-14 09:07	2021-04-18 18:19	NA	G20210414090719642	Pending With User		
2021-04-15 08:42	2021-04-15 08:42	NA	G20210415084206046	New		
2021-04-14 09:11	2021-04-14 10:08	C20200118125240655	G20210414091151626	Pending With Admin		
2021-04-14 09:08	2021-04-14 10:05	NA	G20210414090758840	Pending With User		
2021-04-14 09:12	2021-04-14 09:12	C20200407084234869	G20210414091214334	New		
Showing 1 to 5 of 5 entries				Previous	1	Next

Figure 35: Grievance Management

The following page appears.

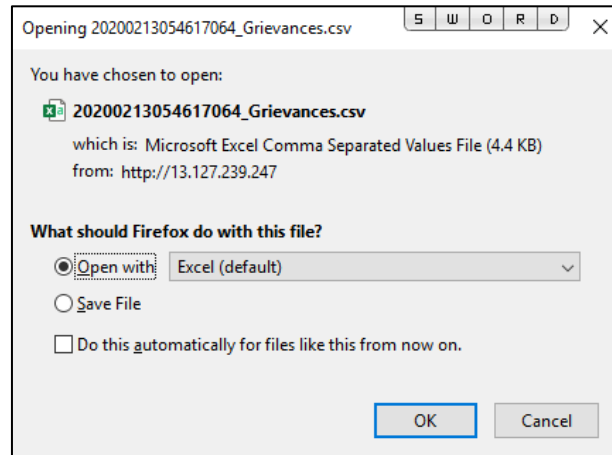


Figure 36: Open or Save Exported Grievance File

1. Click **Open with** to view the file.

	A	B	C	D	E	F	G
1	Created On	Modified On	Transaction ID	Grievance ID	Status	Remarks	File
2	26-02-2021 00:02	24-05-2021 09:51	NA	G20210226000222086	Pending With Admin	man 2	
3	24-05-2021 09:50	24-05-2021 09:50	G20210226000222086	G20210524095042482	New	kfh ladskhflkdshflksdhgklfdsiog test.jpg	
4	26-02-2021 00:01	26-02-2021 00:01	NA	G20210226000155355	New	Man 1	
5	04-08-2020 19:12	04-08-2020 19:12	NA	G20200804191236907	New	remarks	Capture.PNG

Figure 37: Exported Grievances

Instead of exporting all the grievances, TRC s can export filtered grievances. First, filter the grievance data based on specific filters (refer to *Filter Grievances*) and then export the filtered grievances using the export utility.