



Central Equipment Identity Register Portal

Operator User Manual v 2.1



Document Change History

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Draft		Submitted for internal review	February 2020
Version 2.1		Multiple System Admin, Configurable Notifications, Filter and sorting, Field Validations, History of the request, Address management	June 2021



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1 Overview

1.1 Scope

The objective of this manual is to help operators block and unblock devices (IMEIs/MEIDs/ESNs), download greylisted and blacklisted numbers, update their internal EIR systems, and report grievances.

1.2 Acronyms & Abbreviations

Acronym	Full Form
CEIR	Central Equipment Identity Register
EIR	Equipment Identity Register
ESN	Electronic Serial Number
IMEI	International Mobile Equipment Identity
MEID	Mobile Equipment Identifier
PDA	Personal Digital Assistant
TAC	Type Allocation Code
TRC	Telecom 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>



Information	Convention
*	Indicates a mandatory field or column



2 Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) Operator Portal application is used to block devices that violate the operator contract agreement. The devices that are blocked can be unblocked as well using the application. Operators can raise grievances to the CEIR administrator whenever there is any problem.

Operators can use the application to perform the following tasks:

- Block devices
- Unblock devices
- Download greylists for monitoring devices
- Download blacklists for blocking devices
- Report grievances

2.2 Logging into the Application

Before login, operators need to register in the application. Employee or operator personnel register on the CEIR portal on behalf of an operator.

To register:

1. Enter the DMC home portal page URL in the browser address bar. This opens the following page.

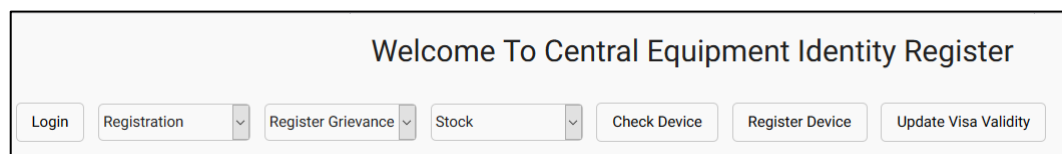
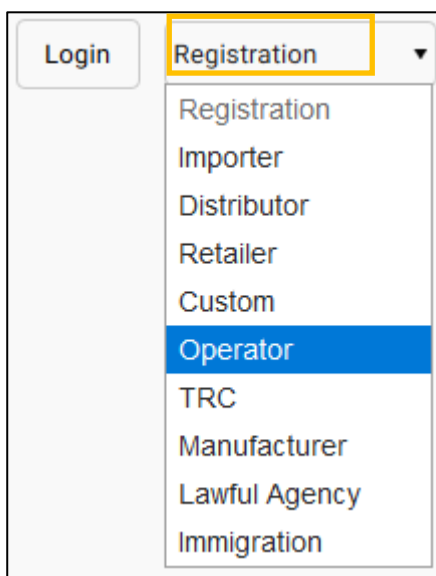
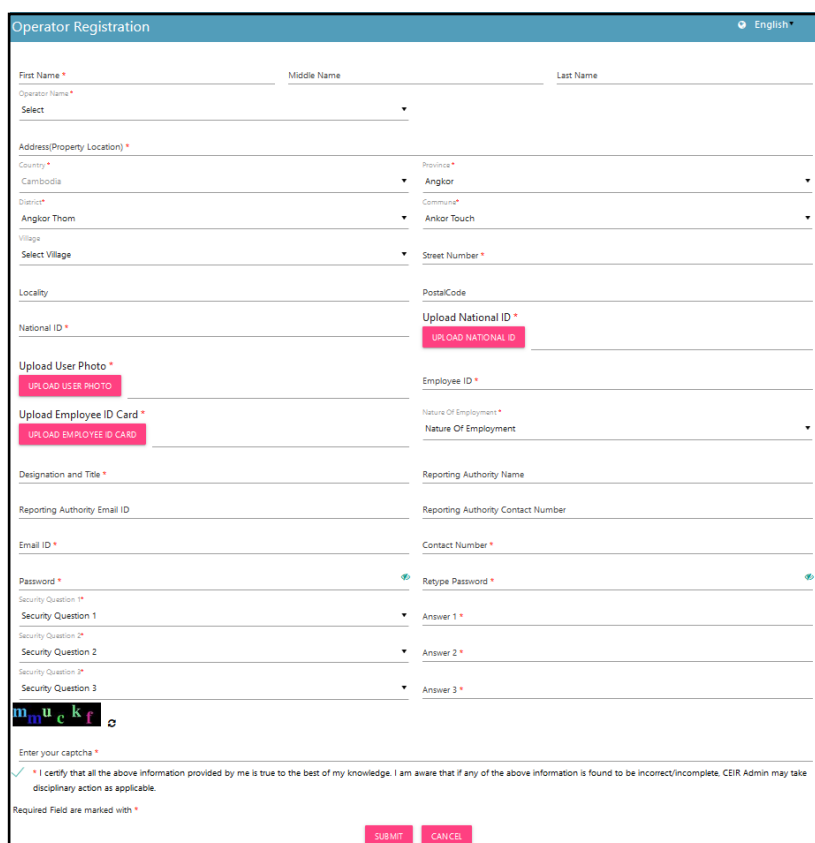


Figure 1: DMC Home Page

2. Select **Operator** from the **Registration** list.



The **Operator Registration** page appears. The operator needs to enter the following information.



Operator Registration English

First Name * Middle Name Last Name

Operator Name *
Select

Address(Property Location) *

Country * Cambodia Province * Angkor

District * Angkor Thom Commune * Angkor Touch

Village
Select Village Street Number *

Locality Postal Code

National ID * Upload National ID *
UPLOAD NATIONAL ID

Upload User Photo *
UPLOAD USER PHOTO

Employee ID *
Nature Of Employment *
Nature Of Employment

Upload Employee ID Card *
UPLOAD EMPLOYEE ID CARD

Designation and Title * Reporting Authority Name

Reporting Authority Email ID Reporting Authority Contact Number

Email ID * Contact Number *

Password * Retype Password *

Security Question 1 * Answer 1 *

Security Question 2 * Answer 2 *

Security Question 3 * Answer 3 *

Enter your captcha *

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.

Required Field are marked with *

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Figure 2: Operator 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. ***Type:** Select the operator type:
 - Metfone
 - Smart
 - Seatel
 - Cellcard
7. **Address:** Enter the operator's address:
 - *Street Number
 - Village
 - Locality
 - *District
 - *Commune
 - *Province
 - *Country
8. ***National ID:** Enter the national ID of operator personnel.
9. ***Upload National ID:** Upload the image of the original national ID of operator personnel. This can be a pdf or image (.jpeg) of size not more than 2 MB.
10. ***Upload Photo:** Upload the photograph of the operator personnel. The photograph can be a pdf or image (.jpeg) of size not more than 2 MB.
11. ***Employee ID:** Enter the employee ID of the operator.
12. ***Upload ID Card:** Upload the image of the ID card. The photograph can be a pdf or image (.jpeg) of size not more than 2 MB.
13. ***Nature of Employment:** Select the type of employment of the operator personnel:
 - Permanent
 - Temporary
 - Contract
14. ***Designation and Title:** Enter the designation of the operator's personnel.
15. **Reporting Authority Name:** Enter the name of the officer to whom the operator's personnel reports to.



16. **Reporting Authority Email ID:** Enter the mail ID of the officer to whom the operator's personnel reports to.
17. **Reporting Authority Contact Number:** Enter the contact number of the officer to whom the operator personnel reports to.
18. **Email ID:** Enter the mail ID of operator's personnel. This mail ID would be used for communication with the operator.
19. ***Contact Number:** Enter the mobile number of operator's personnel. Operators receive notifications at this mobile number.
20. ***Password:** Enter a login password. This is the password that would be used to log into the CEIR Operator Portal application.
21. ***Confirm Password:** Re-enter the password for confirmation.
22. ***Select three security questions and enter an answer for each question.** This is required by the system when the operator forgets the login password. In such a situation, the system requires some type of identification to authenticate the operator. The security questions are used to identify and authenticate the operator.
23. ***Enter the captcha shown on the page.** This is required to prove to the system that the operator is not a robot.
24. ***Select the declaration check box.**
25. Click **SUBMIT**.

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

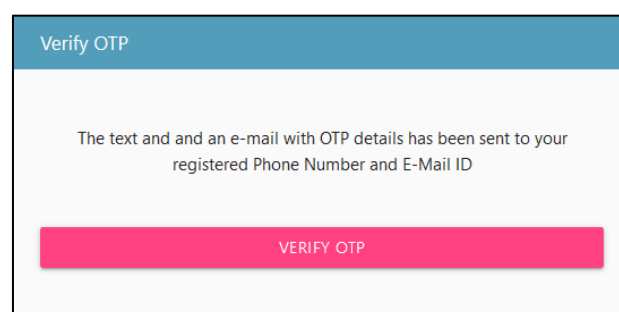


Figure 3: Verify OTP

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



Figure 4: Enter OTP

If the two OTPs match, the following message appears. If the OTPs do not match, an error message is displayed. In case the OTP is not received, click **Resend OTP** to request the CEIR system to resend the OTP. The two OTPs are resent, one to the contact number and the other to the mail account.

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

To start using the application, log into the application.

To login:

1. Open the browser and enter the DMC home portal URL in the address bar. The login screen appears.

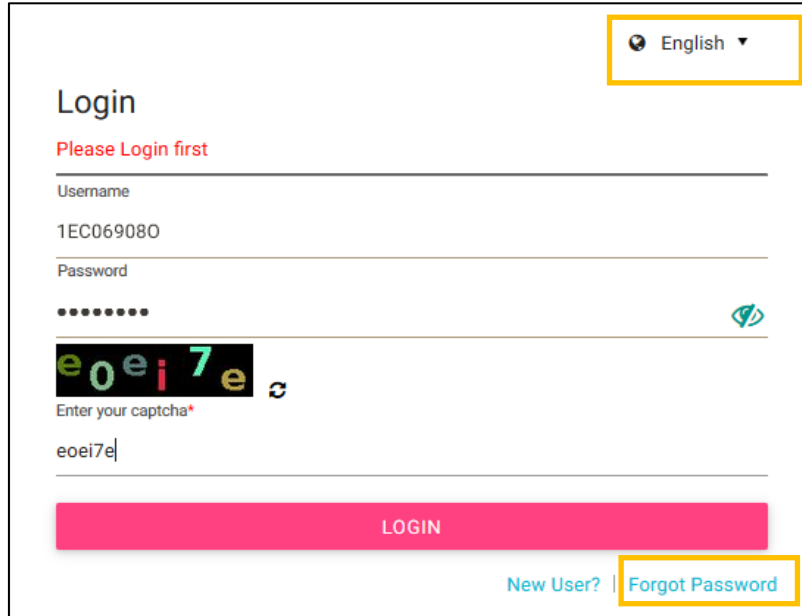
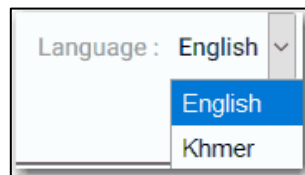


Figure 5: Login

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 operator after successful registration in the system. Username is a unique ID that is automatically generated by the system. The login password is the password that the operator enters in the registration page. Refer to during *Figure 2: Operator 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 the operator is prompted to re-enter the login details.

On entering correct information, the application Home page appears.

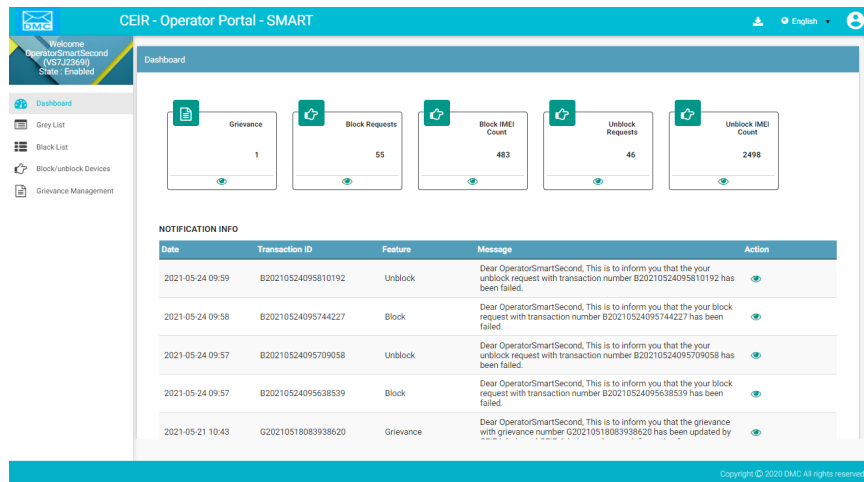


Figure 6: Home Page

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

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

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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.



Set New Password


New Password

New Password

Confirm Password

SAVE

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 Operator Portal Home page appears.

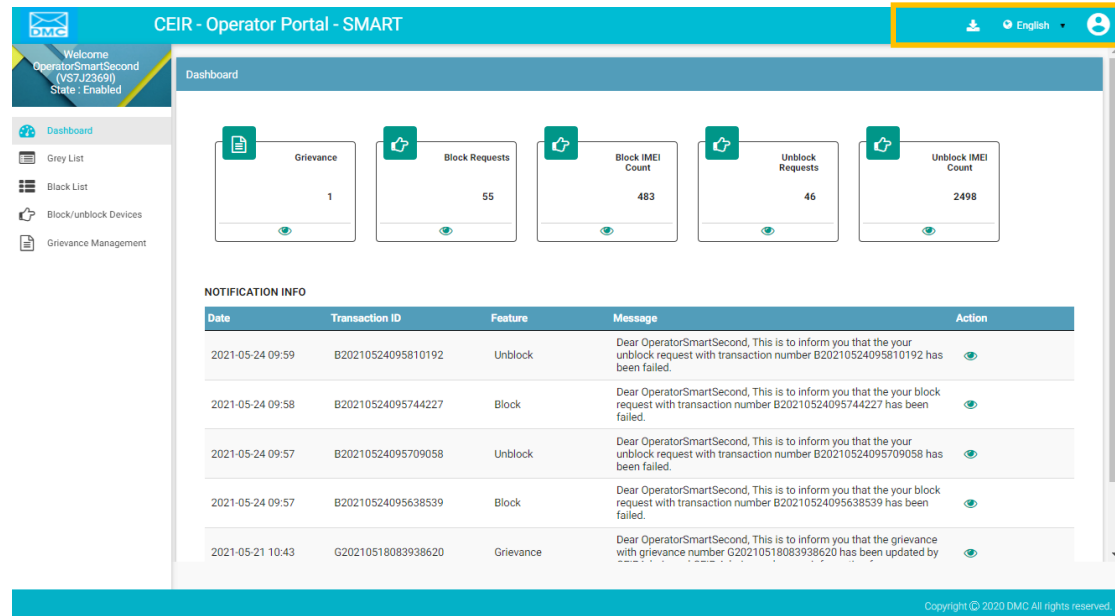




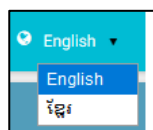
Figure 9: Home Page


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

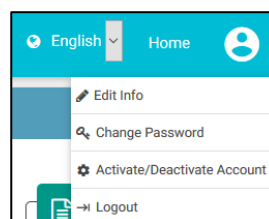
The center of the page is the Dashboard.

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.

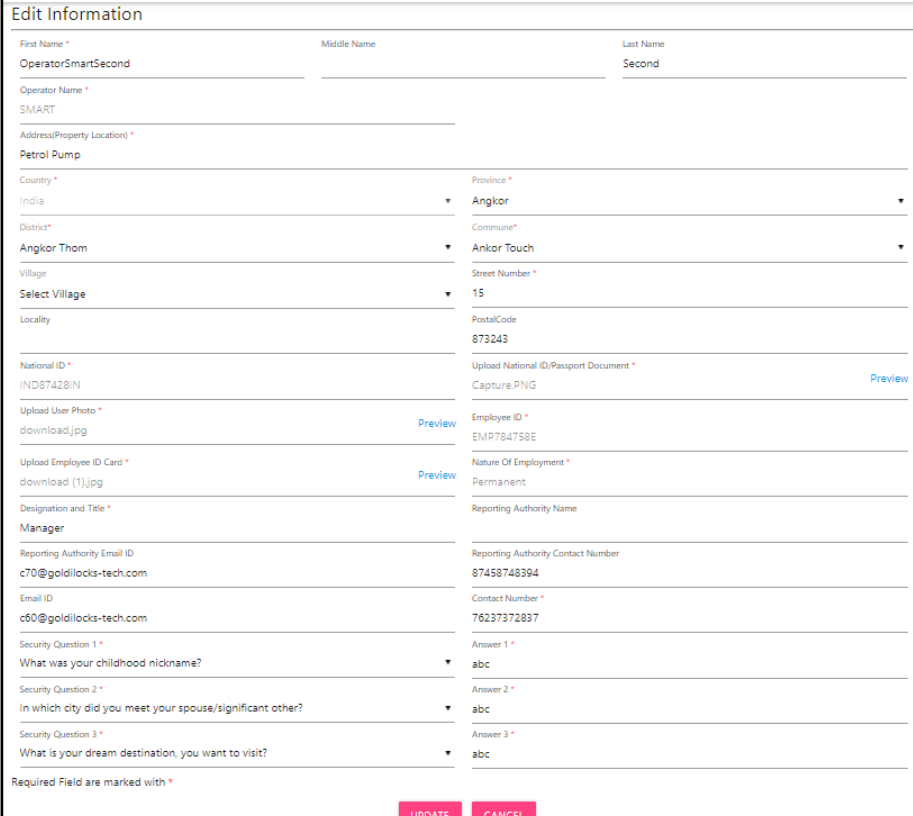


-  (**User profile**): Click on it to see the following menu:





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



The screenshot shows the 'Edit Information' form with the following fields and values:

First Name *	Middle Name	Last Name
OperatorSmart		Second
Operator Name *		
SMART		
Address(Property Location) *		
Petrol Pump		
Country *	Province *	
India	Angkor	
District*	Commune*	
Angkor Thom	Angkor Touch	
Village	Street Number *	
Select Village	15	
Locality	PostalCode	
	873243	
National ID *	Upload National ID/Passport Document *	Preview
IND87428IN	Capture.PNG	
Upload User Photo *	Employee ID *	
download.jpg Preview	EMP784758E	
Upload Employee ID Card *	Nature Of Employment *	
download (1).jpg Preview	Permanent	
Designation and Title *	Reporting Authority Name	
Manager		
Reporting Authority Email ID	Reporting Authority Contact Number	
c70@goldilocks-tech.com	87458748394	
Email ID	Contact Number *	
c50@goldilocks-tech.com	76237372837	
Security Question 1 *	Answer 1 *	
What was your childhood nickname?	abc	
Security Question 2 *	Answer 2 *	
In which city did you meet your spouse/significant other?	abc	
Security Question 3 *	Answer 3 *	
What is your dream destination, you want to visit?	abc	

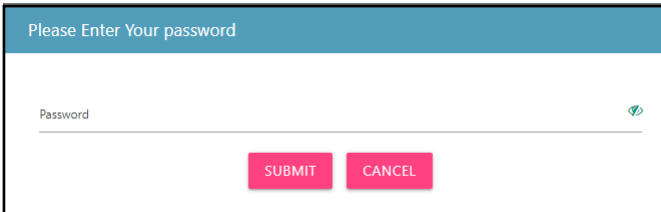
Required Field are marked with *

[UPDATE](#) [CANCEL](#)

Figure 10: Edit Information

1. Make the required changes.
2. Click **Submit** to save the changes.

User is prompted to enter the password for confirmation of edit profile.



The screenshot shows the 'Please Enter Your password' form with the following fields and buttons:


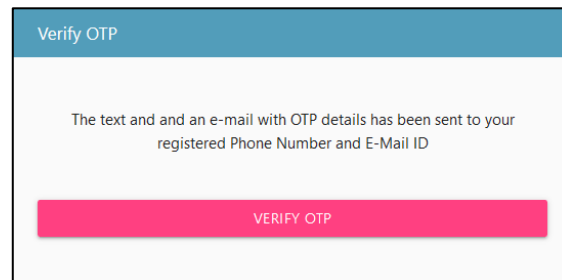
Please Enter Your password	
Password	
SUBMIT CANCEL	

Figure 11: Password confirmation

OTP is sent to the user in case contact number or email id is changed.

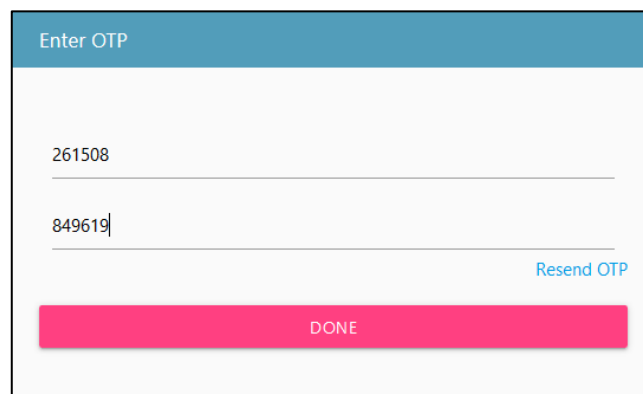


Verify OTP

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

VERIFY OTP

Figure 12: Verify OTP notification



Enter OTP

261508

849619

Resend OTP


DONE

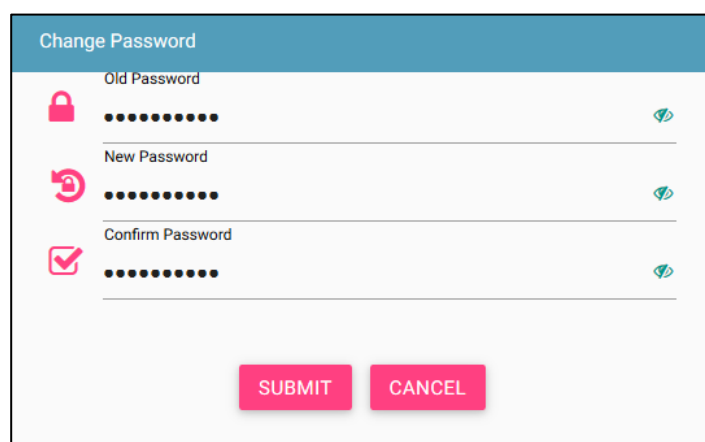
Figure 13: Verify OTP

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.

After the OTPs are verified successfully, user profile is updated.

-  **(Change Password)**: Click on it change the login password.



Change Password

Old Password



New Password

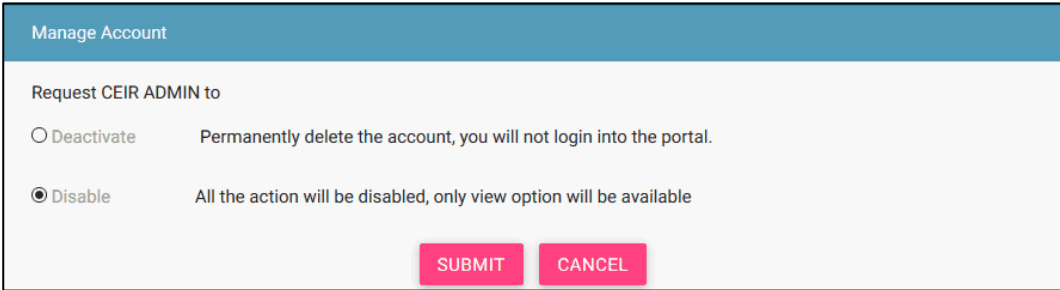
Confirm Password

SUBMIT CANCEL

Figure 14: 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):** Operator can deactivate their account or disable/enable their account.
 - Deactivating an account means deleting the login account. After the operator's account is deleted, he/she can raise a grievance to reactivate it when required. The grievance is sent to the CEIR administrator who reactivates the account. After reactivation, the operator can use the same login username and password to log into the application.
 - When the account is disabled, the operator can only view information and not add or modify information in the application. After the account is disabled, they can enable it using the same menu.



Manage Account	
Request CEIR ADMIN to	
<input type="radio"/> Deactivate	Permanently delete the account, you will not login into the portal.
<input checked="" type="radio"/> Disable	All the action will be disabled, only view option will be available
<div>SUBMIT CANCEL</div>	

Figure 15: Manage Account

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

2.4 Dashboard

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

- Block/Unblock Requests
- Block/Unblock Device Count



- Grievances

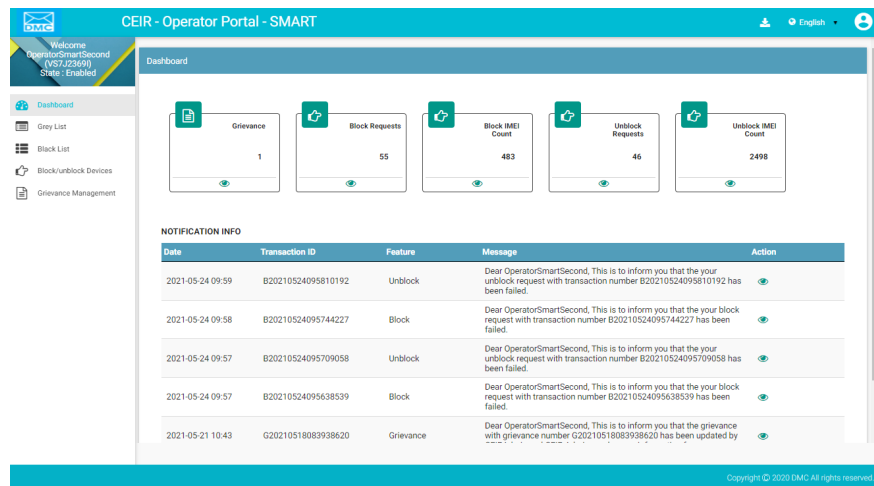
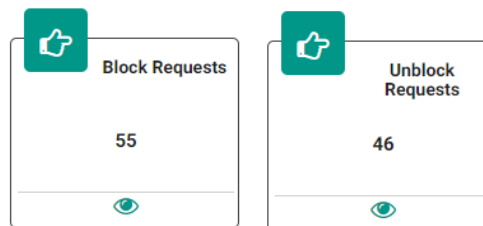


Figure 16: Home Page

Block/Unblock Requests

The box displays the total number of block and unblock requests.



Click (**View**) to go to the **Block/Unblock Devices** dashboard. Refer to *Block/Unblock Devices* for more information.

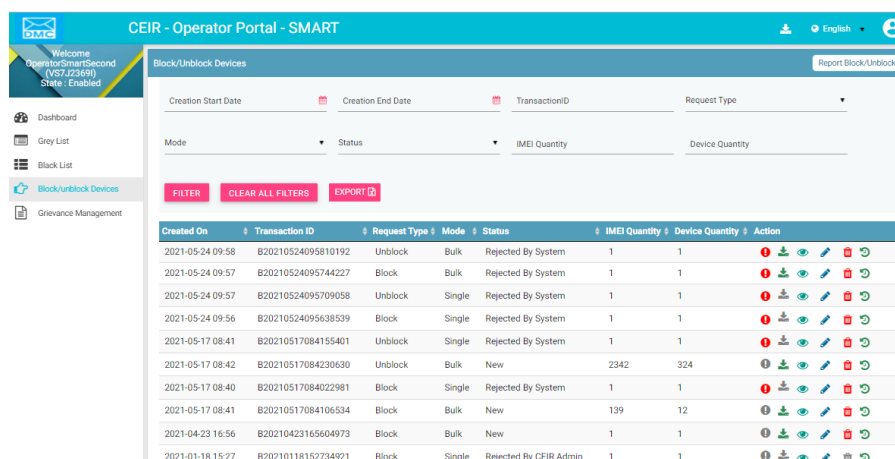
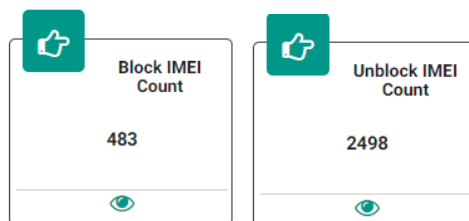


Figure 17: Block/Unblock Devices



Block/Unblock Device Count

The box displays the total number of devices (IMEIs) for which block and unblock requests have been registered.



Click (**View**) to go to the **Block/Unblock Devices** dashboard. Refer to *Block/Unblock Devices* for more information.

The screenshot shows the 'Block/Unblock Devices' dashboard. It includes a sidebar with navigation options: Dashboard, Grey List, Black List, Block/unblock Devices (selected), and Grievance Management. The main content area displays a table of device requests with columns for Created On, Transaction ID, Request Type, Mode, Status, IMEI Quantity, and Device Quantity. The table contains 12 rows of data, including details about blocked and unblocked devices, their quantities, and the status of the requests.

Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:58	B20210524095810192	Unblock	Bulk	Rejected By System	1	1	
2021-05-24 09:57	B20210524095744227	Block	Bulk	Rejected By System	1	1	
2021-05-24 09:57	B20210524095709058	Unblock	Single	Rejected By System	1	1	
2021-05-24 09:56	B20210524095638539	Block	Single	Rejected By System	1	1	
2021-05-17 08:41	B20210517084155401	Unblock	Single	Rejected By System	1	1	
2021-05-17 08:42	B20210517084230630	Unblock	Bulk	New	2342	324	
2021-05-17 08:40	B20210517084022981	Block	Single	Rejected By System	1	1	
2021-05-17 08:41	B20210517084106534	Block	Bulk	New	139	12	
2021-04-23 16:56	B20210423165604973	Block	Bulk	New	1	1	
2021-01-18 15:27	B20210118152734921	Block	Single	Rejected By CEIR Admin	1	1	

Figure 18: Block/Unblock Devices

Grievance

This box displays the total number of grievances raised.



Click (**View**) to go to the *Grievance Management* dashboard.

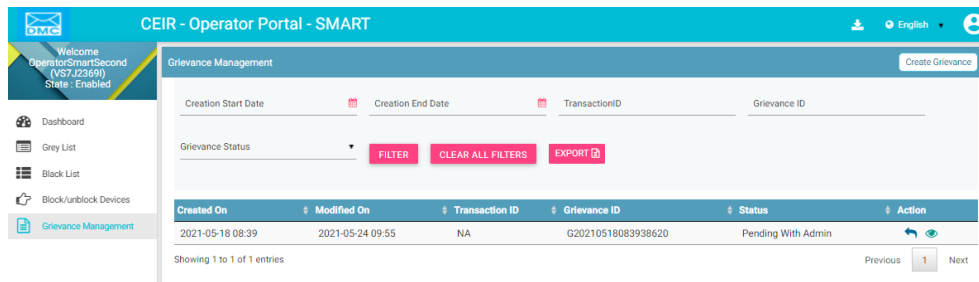


Figure 19: Grievance Management

Notification Information

This section displays the most recent notifications. System Admin can configure the number of notifications to be displayed on user dashboard.

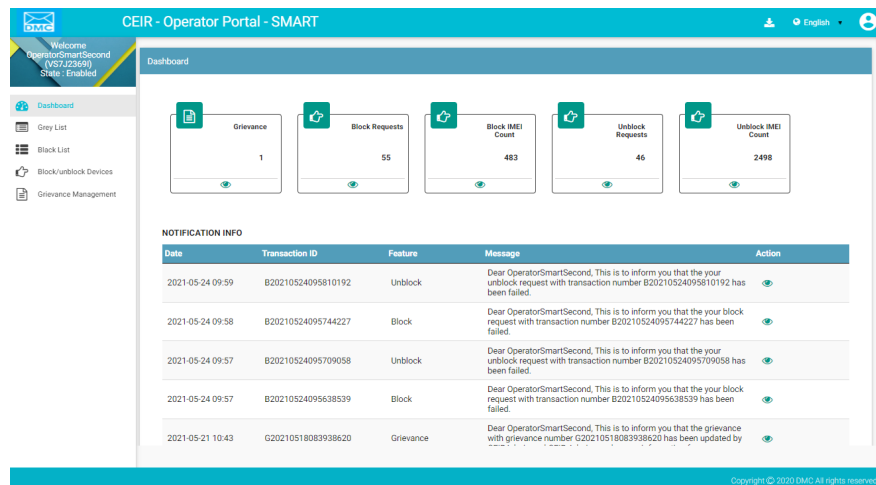


Figure 20: Home Page



Notifications are of two types.

1. Notifications that provide only information. For example, a notification informing the operator about the account status is an information only notification because it requires no action. The **View** icon (👁️) is disabled in such notifications.
2. Notifications that require some action by the operator. For example, a notification about the block device rejection by the CEIR administrator requires the operator to take some action. The **View** icon (👁️) is enabled in such notifications. Click 👁️ (**View**) to access the relevant request details.

The notification panel has the following columns:

- **Date:** Date of sending the notification



- **Transaction ID:** Transaction ID for which the notification is sent. If the notification is related to the operator 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 grievance, the feature name **Grievance** is shown.
- **Message:** This is the message of the notification. An example is shown below.
- **Action:** This shows the **View** icon. It is activated  if the operator can click on it else it is disabled .

2.5 Block/Unblock Devices

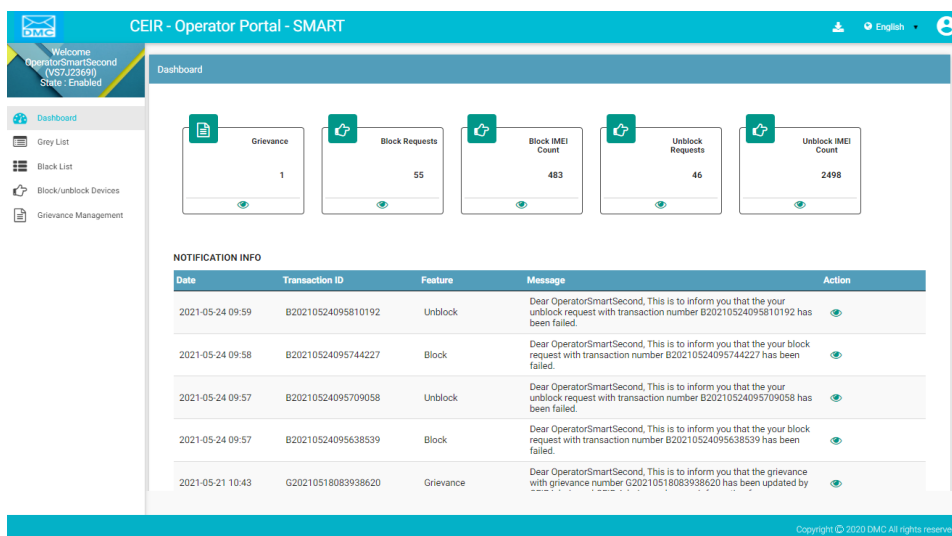
Operators block devices (IMEI/MEID/ESN) when there is a contract violation. The operator can block or unblock a single device at a time or multiple devices at a time.

Whenever a device is blocked, the IMEI/MEID/ESN of the device is kept in a greylist. This is done for a given duration after which the device IMEI/MEID/ESN is moved to the blacklist. Moving the information to the blacklist indicates permanent blocking.

2.5.1 Single Device Blocking/Unblocking

To block or unblock a single device:

1. Select **Block/Unblock Devices** in the left panel of the home page.








Date	Transaction ID	Feature	Message	Action
2021-05-24 09:59	B20210524095810192	Unblock	Dear OperatorSmartSecond, This is to inform you that the your unblock request with transaction number B20210524095810192 has been failed.	
2021-05-24 09:58	B20210524095744227	Block	Dear OperatorSmartSecond, This is to inform you that the your block request with transaction number B20210524095744227 has been failed.	
2021-05-24 09:57	B20210524095709058	Unblock	Dear OperatorSmartSecond, This is to inform you that the your unblock request with transaction number B20210524095709058 has been failed.	
2021-05-24 09:57	B20210524095638539	Block	Dear OperatorSmartSecond, This is to inform you that the your block request with transaction number B20210524095638539 has been failed.	
2021-05-21 10:43	G20210518083938620	Grievance	Dear OperatorSmartSecond, This is to inform you that the grievance with grievance number G20210518083938620 has been updated by	

Figure 21: Home Page

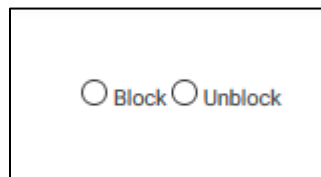


The **Block/Unblock Devices** dashboard appears.

Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:58	B20210524095810192	Unblock	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095744227	Block	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095709058	Unblock	Single	Rejected By System	1	1	[Icons]
2021-05-24 09:56	B20210524095638539	Block	Single	Rejected By System	1	1	[Icons]
2021-05-17 08:41	B20210517084155401	Unblock	Single	Rejected By System	1	1	[Icons]
2021-05-17 08:42	B20210517084230630	Unblock	Bulk	New	2342	324	[Icons]
2021-05-17 08:40	B20210517084022981	Block	Single	Rejected By System	1	1	[Icons]
2021-05-17 08:41	B20210517084106534	Block	Bulk	New	139	12	[Icons]
2021-04-23 16:56	B20210423165604973	Block	Bulk	New	1	1	[Icons]
2021-01-18 15:27	B20210118152734921	Block	Single	Rejected By CEIR Admin	1	1	[Icons]

Figure 22: Block/Unblock Devices

- Click **Report Block/Unblock** (seen on the top right corner of the menu bar).



- Select **Block** or **Unblock** as per the action to be taken.

Report Block

SINGLE **BULK**

Device Type
Device Type

No. of SIM slot *

Multiple SIM Status

Remarks *

Device network access disable status
☒ Immediate ☐ Default ☐ Other

Required Field are marked with *

SUBMIT **CANCEL**


Figure 23: Report Block

The screen has two sections: **Single** and **Bulk**.

By default, the **Single** section appears.

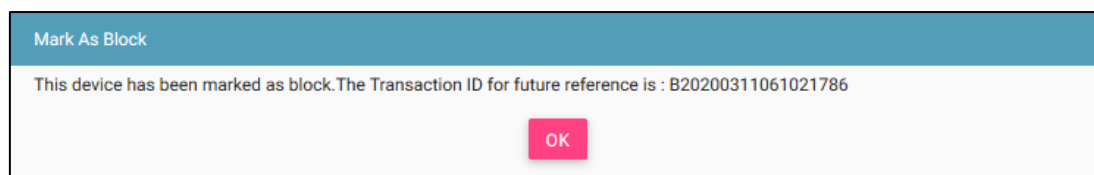
- Enter the following information:



- **Device Type:** Select the type of device to be blocked or unblocked.
- ***Device ID Type:** Select the type of ID to be entered for the device that is being blocked or unblocked:
 - IMEI
- ***No. of SIM slots:** Number of slots the device supports (1-4)
- **Device Serial Number:** Enter the device serial number.
- ***Remarks:** Enter details about device being blocked or unblocked.
- ***Category:** Select the reason for blocking the device:
 - Contract Violation
 - Other
- **Blocking Type:** Select the blocking mode. This is applicable only to blocking:
 - Immediate: The device is instantly blacklisted.
 - Default: The device is sent to the blacklist after a given duration. The duration is configurable by the CEIR administrator.
 - Later: The device is sent to the blacklist at the specified date. Select the date using the calendar .
- **IMEI:** Enter the value of the IMEIs of the device to be blocked.

5. Click **Submit**.

A unique transaction ID is generated, and the blocking or unblocking request is processed internally. The request can be seen on top of the dashboard.








For each request, the dashboard displays the following information:

Column	Description
Date	Date of registering the request to block or unlock the device.
Transaction ID	Transaction ID assigned to the request.




Column	Description
Request Type	The request type can be block or unblock depending on the action taken.
Mode	This indicates whether the transaction is for a single device (Single) or for bulk devices (Bulk).
Status	<ul style="list-style-type: none">• The request goes through the following status modes:<ul style="list-style-type: none">○ New: When a request is raised, the status is New.○ Processing: The request is verified internally.○ Rejected by System: If the request has an error, an error file is generated. The error file can be downloaded. The error could be in the file format, size, policy violation or request specifications.○ Pending Approval from CEIR Admin: If the request is successfully verified by the system, the request is shared with the CEIR administrator for review.○ Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the request if there is a problem. The operator can view the error file and fix the errors in the request.○ Approved by CEIR Admin: When the CEIR administrator approves the request, the status changes to Approved by CEIR Admin.○ Withdrawn by CEIR Admin: When the CEIR administrator withdraws the request, the status changes to Withdrawn by CEIR Admin. For example, this could be done



Column	Description
	<p>when the operator has wrongly marked a device as stolen, which has been rightly claimed by another user.</p> <ul style="list-style-type: none">○ Withdrawn by User: The operator can withdraw the request only when the status is New or Rejected by System.
IMEI Quantity	If the request is for a bulk device request, this refers to the number of IMEIs in the .csv file else it refers to the IMEIs in the single device being blocked or unblocked.
Device Quantity	Total number of devices being blocked or unblocked.
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none">• Error : This is enabled when there is an error file generated because of any problem with the file format or policy violation. Click on the icon to download the error file.• Download : This is used to take a dump of the .csv file that is uploaded to the system. This is enabled only for bulk requests. Click on it download the file.• View : This is used to view the request. Click on it view the request details.• Edit : This is used to modify the request. This is allowed only when the status is New or Rejected by System or Rejected by CEIR Admin. Click on it to modify the request details.• Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete the request.



Column	Description
	<ul style="list-style-type: none">History  : This is used to view the history of the request.

2.5.2 Bulk Device Blocking/Unblocking

Instead of blocking or unblocking one device at a time, operators can block or unblock multiple devices at a time. This saves time and speeds up the processing.

To block or unblock multiple devices, operators are required to enter the device information in a **.csv** file and upload it to the system. The format of the file and a sample are shown later in this section.

To block or unblock multiple devices:

1. Select **Block/Unblock Devices** in the left panel of the home page.

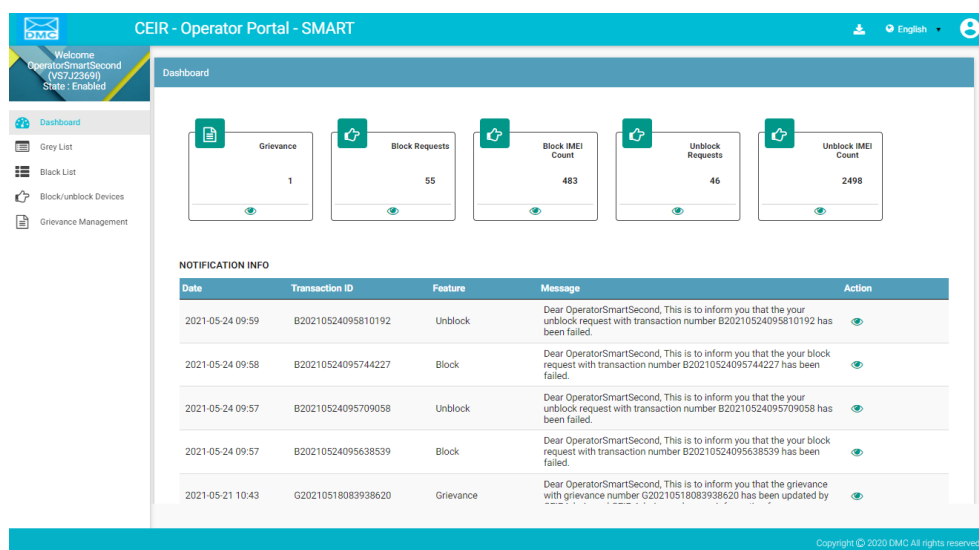
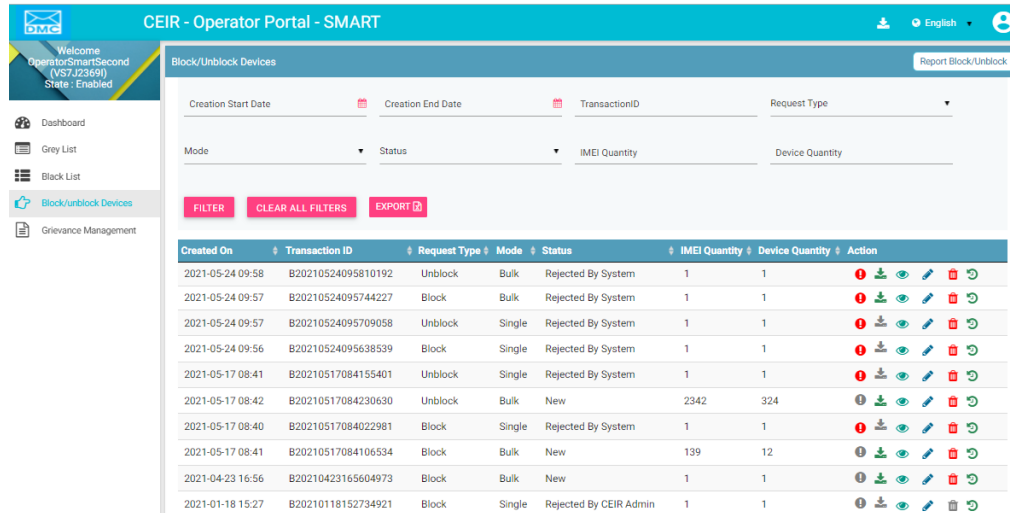


Figure 24: Report Block

The **Block/Unblock Devices** dashboard appears.





















































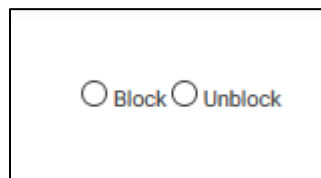
Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:58	B20210524095810192	Unblock	Bulk	Rejected By System	1	1	    
2021-05-24 09:57	B20210524095744227	Block	Bulk	Rejected By System	1	1	    
2021-05-24 09:57	B20210524095709058	Unblock	Single	Rejected By System	1	1	    
2021-05-24 09:56	B20210524095638539	Block	Single	Rejected By System	1	1	    
2021-05-17 08:41	B20210517084155401	Unblock	Single	Rejected By System	1	1	    
2021-05-17 08:42	B20210517084230630	Unblock	Bulk	New	2342	324	    
2021-05-17 08:40	B20210517084022981	Block	Single	Rejected By System	1	1	    
2021-05-17 08:41	B20210517084106534	Block	Bulk	New	139	12	    
2021-04-23 16:56	B20210423165604973	Block	Bulk	New	1	1	    
2021-01-18 15:27	B20210118152734921	Block	Single	Rejected By CEIR Admin	1	1	    

Figure 25: Block/Unblock Devices

2. Click **Report Block/Unblock**.



3. Select **Block** or **Unblock**.

4. On selecting **Block**, the **Report Block** page appears. Select **Bulk**.

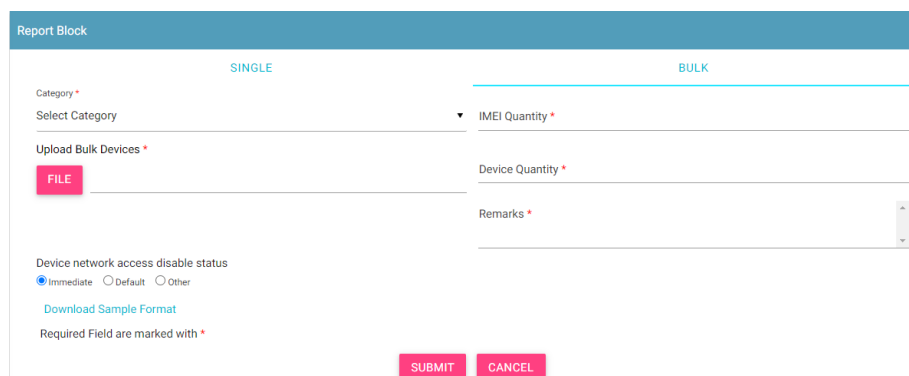


Figure 26: Report Block

Enter the following information:

- ***Category:** Select the reason for blocking or unblocking devices:
 - Contract Violation
 - Other



- ***Remarks:** Enter information about the bulk blocking or unblocking.
- ***IMEI Quantity:** The number of IMEIs to be blocked or unblocked.
- ***Device Quantity:** The number of Devices to be blocked or unblocked.
- ***Upload Bulk devices:** Enter the IMEI details in a file. This is a **.csv** file with defined column names. You need to enter device information in this file. First, download the file format, if required.

Click **Download Sample Format** to save the format of the **.csv** file in which to enter the details of the devices to be blocked or unblocked.

	A	B	C	D	E	F	G
1	DeviceType	DeviceIdType	MultipleSIMStatus	S/NofDevice	IMEI	DeviceLaunchdate	DeviceStatus
2							
3							

Enter the details under each column for each device to be blocked. The file size should not exceed 2 MB. The file name should not exceed 30 characters.

The file has the following columns:

- **Device type:** The device can be a handheld phone, mobile phone, feature phone, smart phone, Vehicle, Portable (include PDA), Module, Dongle, WLAN router, modem, connected computer, tablet, e- Book.
- ***Device ID type:** Type can be IMEI.
- **Multiple SIM Status:** No of multiple SIM slots the device supports (1-4)
- **S/N of Device:** Device serial number
- ***IMEI:** Value of IMEI
- **Device launch date:** Launch date or manufacturing date of the device (in the format, DDMMYYYY).
- **Device status:** Whether the device is new or used (New/Used)

	A	B	C	D	E	F	G
1	DEVICETYPE	DeviceIdType	MultipleSIMStatus	S/NofDevice	IMEI	DeviceLaunchdate	DeviceStatus
2	Handheld	IMEI	4	34562	999339988776608	22-05-2020	New
3	Handheld	IMEI	4	34562	999339988776609	22-05-2020	New
4	Handheld	IMEI	1	98126	999339988776610	22-05-2020	New
5	Handheld	IMEI	4	34562	999339988776611	22-05-2020	New
6	Handheld	IMEI	1	34523	999339988776612	22-05-2020	New
7	Handheld	IMEI	4	34562	999339988776613	22-05-2020	New
8	Handheld	IMEI	1	98126	999339988776614	22-05-2020	New
9	Handheld	IMEI	1	34523	999339988776615	22-05-2020	New
10	Handheld	IMEI	1	98126	999339988776616	22-05-2020	New

- Save the file and click **File** to upload the saved file to the system.



- Click **Submit**.

The request is saved, and a unique transaction ID is generated and assigned to the request. This transaction ID is used to track and identify the request.

The request appears on top of the dashboard.

2.6 Edit Block/Unblock Device Requests

Operators can change the block/unblock request details registered in the system. This can be done only when the request status is New or Rejected by System.

To modify request details:

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



















Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:58	B20210524095810192	Unblock	Bulk	Rejected By System	1	1	  
2021-05-24 09:57	B20210524095744227	Block	Bulk	Rejected By System	1	1	  
2021-05-24 09:57	B20210524095709058	Unblock	Single	Rejected By System	1	1	  
2021-05-24 09:56	B20210524095638539	Block	Single	Rejected By System	1	1	  
2021-05-17 08:41	B20210517084155401	Unblock	Single	Rejected By System	1	1	  
2021-05-17 08:42	B20210517084230630	Unblock	Bulk	New	2342	324	  

Figure 27: Block/Unblock Devices

The **Edit** page appears. The page has the same fields for block and unblock single devices.

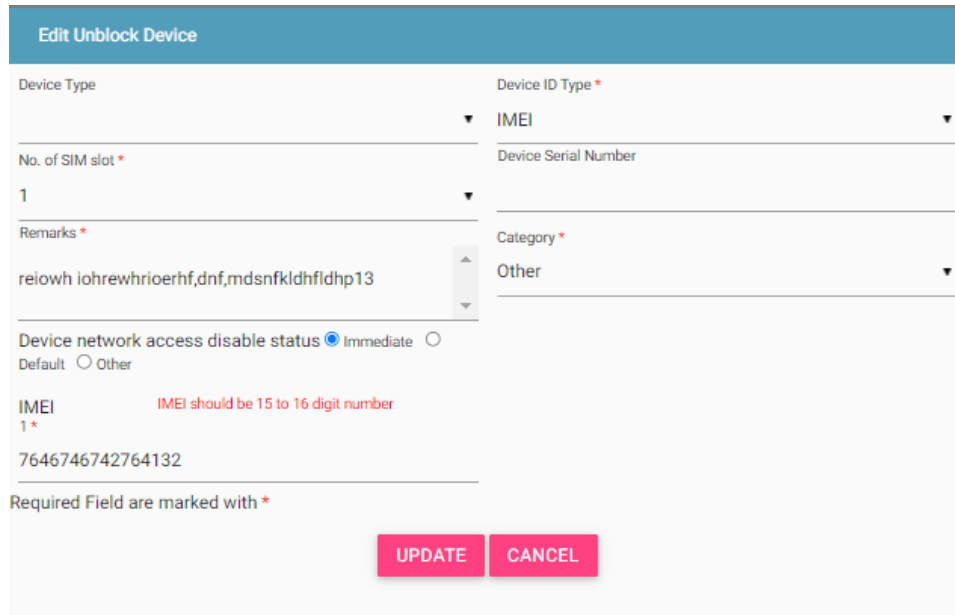


Figure 28: Edit Block Device (Single Device)

The **Edit** page is different for bulk devices (block and unblock).

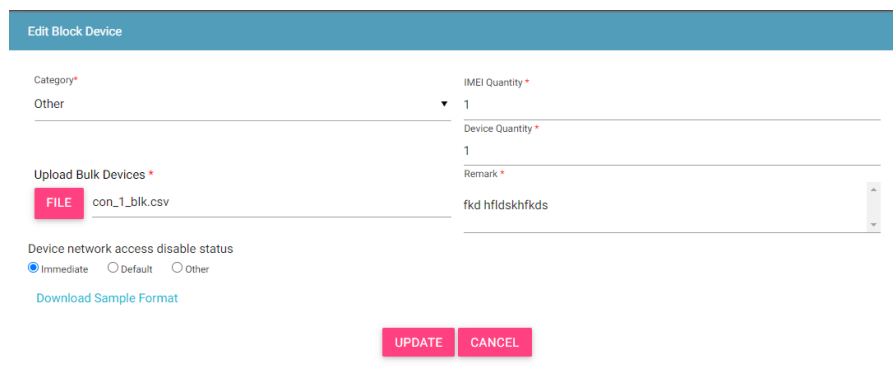


Figure 29: Edit Block Device (Bulk Device)

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

The status of the request changes to **New** and is submitted for reprocessing.

2.7 Filter Block/Unblock Device Requests

Operators can view selective block/unblock device requests after specifying the required filters. For example, operators can view requests that are pending approval from the CEIR administrator.



To filter block/unblock device requests:

The screenshot shows the 'Block/Unblock Devices' interface. At the top, there's a header bar with the title and a 'Report Block/Unblock' button. Below the header, there's a filter section with fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', 'Request Type', 'Mode', 'Status', 'IMEI Quantity', and 'Device Quantity'. Below the filter fields are buttons for 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT'. Below the filter section is a table with columns: 'Created On', 'Transaction ID', 'Request Type', 'Mode', 'Status', 'IMEI Quantity', 'Device Quantity', and 'Action'. The table contains five rows of data, all with a status of 'Rejected By System'.

Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:58	B20210524095810192	Unblock	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095744227	Block	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095709058	Unblock	Single	Rejected By System	1	1	[Icons]
2021-05-24 09:56	B20210524095638539	Block	Single	Rejected By System	1	1	[Icons]
2021-05-17 08:41	B20210517084155401	Unblock	Single	Rejected By System	1	1	[Icons]

Figure 30: Block/unblock Devices

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

- **Start Date** and **End Date**: This refers to the registering block/unblock device requests in the system.
- **Transaction ID**: Each request is assigned a unique transaction ID. Operators can view a specific request by entering its transaction ID.
- **Request Type**: This refers to the type of request: Block or Unblock.
- **Mode**: This refers to whether the request is for a single device or bulk devices: Single or Bulk.
- **Status**: This refers to the status of the request:
 - New
 - Processing
 - Rejected by System
 - Rejected CEIR Admin
 - Approved CEIR Admin
 - Withdrawn CEIR Admin
 - Withdrawn by User
- **IMEI Quantity**: Enter the number of IMEIs in the request.
- **Device Quantity**: Enter the number of devices in the request.

2. Click **FILTER**.

The requests that match the filter values are shown in the dashboard.



Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:58	B20210524095810192	Unblock	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095744227	Block	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095709058	Unblock	Single	Rejected By System	1	1	[Icons]
2021-05-24 09:56	B20210524095638539	Block	Single	Rejected By System	1	1	[Icons]
2021-05-17 08:41	B20210517084155401	Unblock	Single	Rejected By System	1	1	[Icons]

Figure 31: Filtered Device Block/Unblock 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 is refreshed.

2.8 Sorting Block/Unblock requests

By default, all records displayed are sorted based on modified date. User can sort the records as per his convenience 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.

Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:58	B20210524095810192	Unblock	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095744227	Block	Bulk	Rejected By System	1	1	[Icons]
2021-05-24 09:57	B20210524095709058	Unblock	Single	Rejected By System	1	1	[Icons]
2021-05-24 09:56	B20210524095638539	Block	Single	Rejected By System	1	1	[Icons]
2021-05-17 08:41	B20210517084155401	Unblock	Single	Rejected By System	1	1	[Icons]

Figure 32: Sort Block/Unblock Requests

2.9 Export Block/Unblock Device Requests

Operators can download all the uploaded requests in a .csv file. This is done using an export utility.

To export the uploaded requests:



1. On the **Block/Unblock Devices** page, click **Export**.

Date	Transaction ID	Request Type	Mode	Status	Quantity	Action
2020-03-11 06:10	B20200311061021786	Block	Single	New		
2020-03-09 06:36	B20200309063631248	Block	Single	New		
2020-03-09 06:35	B20200309063513045	Block	Bulk	New	20	
2020-03-05 07:39	B20200305073920503	Block	Single	New		

Figure 33: Block/Unblock Devices

The following page appears.

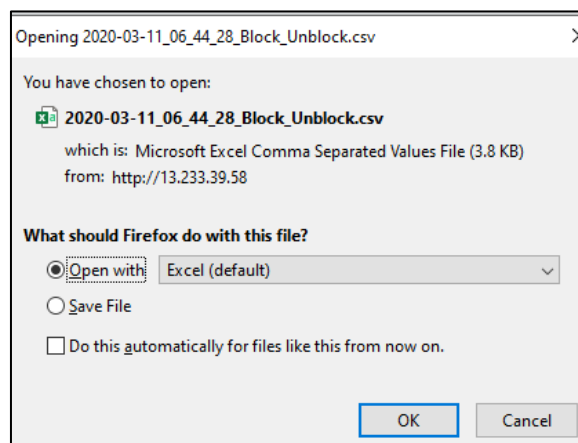


Figure 34: Open or Save Exported Block/Unblock Devices File

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

	A	B	C	D	E	F	G	
1	Created On	Modified On	Txn Id	Request Type	Mode	Status	Source	Filename
2	08-04-2020 12:07	08-04-2020 12:07	B20200408120702015	Unblock	Single	New	Metfone	
3	08-04-2020 12:07	09-04-2020 07:05	B20200408120721079	Unblock	Company	Rejected By System	Metfone	con_5_rec.csv
4	08-04-2020 14:45	09-04-2020 06:40	B20200408144546410	Block	Single	Rejected By CEIR Admin	Metfone	
5	09-04-2020 07:06	09-04-2020 07:07	B20200409070632024	Block	Single	Pending Approval From CEIR Admin	Metfone	
6	09-04-2020 07:12	09-04-2020 07:13	B20200409071244698	Block	Bulk	Pending Approval From CEIR Admin	Metfone	con_5_rec.csv
7	09-04-2020 07:24	09-04-2020 07:24	B20200409072413830	Unblock	Single	Rejected By System	Metfone	
8	09-04-2020 07:27	09-04-2020 07:27	B20200409072700865	Unblock	Bulk	Pending Approval From CEIR Admin	Metfone	con_5_rec.csv
9	09-04-2020 07:29	09-04-2020 07:30	B20200409072938039	Unblock	Single	Rejected By System	Metfone	
10	09-04-2020 13:41	09-04-2020 13:44	B20200409134113001	Block	Single	Pending Approval From CEIR Admin	Metfone	

Figure 35: Exported Block/Unblock Devices

Filtered data can also be exported. To do this, filter specific data by defining filter values. Refer to *Filter Block/Unblock Device Requests* for information and then use the export feature to export the filtered data.

2.10 Greylist



When a request to block a device is registered in the system, the IMEI of the device is moved to the greylist file. The device status is maintained in the greylist file for a given duration before it is moved to the blacklist file. The duration for which a blocked device is kept in the greylist file depends on the system configuration and type of blocking (Instant, Default, Later).

To view the greylist file:

1. Select **Grey List** in the left panel of the home page.

CEIR - Operator Portal - SMART

Welcome OperatorSmartSecond (VSTJ23691) State: Enabled

Dashboard

Grievance: 1

Block Requests: 55

Block IMEI Count: 483

Unblock Requests: 46

Unblock IMEI Count: 2498

NOTIFICATION INFO

Date	Transaction ID	Feature	Message	Action
2021-05-24 09:59	B20210524095810192	Unblock	Dear OperatorSmartSecond, This is to inform you that the your unblock request with transaction number B20210524095810192 has been failed.	
2021-05-24 09:58	B20210524095744227	Block	Dear OperatorSmartSecond, This is to inform you that the your block request with transaction number B20210524095744227 has been failed.	
2021-05-24 09:57	B20210524095709058	Unblock	Dear OperatorSmartSecond, This is to inform you that the your unblock request with transaction number B20210524095709058 has been failed.	
2021-05-24 09:57	B20210524095638539	Block	Dear OperatorSmartSecond, This is to inform you that the your block request with transaction number B20210524095638539 has been failed.	
2021-05-21 10:43	G20210518083938620	Grievance	Dear OperatorSmartSecond, This is to inform you that the grievance with grievance number G20210518083938620 has been updated by	

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Figure 36: Home Page

The **Grey List** page appears.

Grey List

Creation Start Date Creation End Date File Name File Type

FILTER CLEAR ALL FILTERS EXPORT

Created On	File Name	FileType	Action
2021-05-26 00:30:07	GreyList_Incremental_20210525.csv	Incremental	
2021-05-26 00:30:07	GreyList_Full_20210525.csv	Full	
2021-05-25 00:30:07	GreyList_Incremental_20210524.csv	Incremental	
2021-05-25 00:30:07	GreyList_Full_20210524.csv	Full	
2021-05-24 00:30:07	GreyList_Incremental_20210523.csv	Incremental	
2021-05-24 00:30:07	GreyList_Full_20210523.csv	Full	
2021-05-23 00:30:08	GreyList_Incremental_20210522.csv	Incremental	
2021-05-23 00:30:08	GreyList_Full_20210522.csv	Full	
2021-05-22 00:30:07	GreyList_Incremental_20210521.csv	Incremental	
2021-05-22 00:30:07	GreyList_Full_20210521.csv	Full	


Figure 37: Grey List



For each greylisted device, the following information is shown on the dashboard.

Column	Description
Created On	Date on which the file is created.
File Name	<p>Name of the file.</p> <p>The file naming convention is:</p> <p>GreyList_<Type of File>_<yyyymmdd>.csv</p> <ul style="list-style-type: none">• Type of File:<ul style="list-style-type: none">○ Full: A full file shows all the device IDs in the grey list as on yyyymmdd.○ Incremental: An incremental file shows the device IDs added or deleted on yyyymmdd.• yyyymmdd: The date of the greylist. <p>Example 1:</p> <p>GreyList_Full_20200503.csv</p> <p>The file is a grey list.</p> <p>Full: The file has the IMEIs/MEIDs/ESNs of all the devices that are in the greylist as on 5th March 2020.</p> <p>Example 2:</p> <p>GreyList_Incremental_20200703.csv</p> <p>The file is a grey list.</p> <p>Incremental: The file has the IMEIs/MEIDs/ESNs of the devices that were added or removed from the greylist on 7th March 2020.</p>
File Type	<p>A file can be:</p> <ul style="list-style-type: none">• Full: A full file is a list of all the devices that are in the greylist on a given date.



Column	Description
	<ul style="list-style-type: none">Incremental: An incremental file is a list of the devices that have been added or deleted on a given date.
Action	Download  : This is used to take a dump of the file to view it.

A sample incremental file is shown.

	A	B
1	Device ID	Operation
2	562378129102348	Add
3	789812234323154	Delete
4	8798123423420930	Add
5	342328123492013	Delete

A sample full file is shown.

	A
1	Device ID
2	562378129102348
3	789812234323154
4	8798123423420930
5	342328123492013

2.11 Filter Greylist

Operators can view selective files by specifying the required filters. For example, operators can view a greylist file for a given period or a greylist file that is full or incremental.

To filter a greylist file:



Grey List

Creation Start Date Creation End Date File Name File Type

FILTER **CLEAR ALL FILTERS** **EXPORT**

Created On	File Name	FileType	Action
2021-05-26 00:30:07	GreyList_Incremental_20210525.csv	Incremental	
2021-05-26 00:30:07	GreyList_Full_20210525.csv	Full	
2021-05-25 00:30:07	GreyList_Incremental_20210524.csv	Incremental	
2021-05-25 00:30:07	GreyList_Full_20210524.csv	Full	
2021-05-24 00:30:07	GreyList_Incremental_20210523.csv	Incremental	
2021-05-24 00:30:07	GreyList_Full_20210523.csv	Full	
2021-05-23 00:30:08	GreyList_Incremental_20210522.csv	Incremental	
2021-05-23 00:30:08	GreyList_Full_20210522.csv	Full	
2021-05-22 00:30:07	GreyList_Incremental_20210521.csv	Incremental	
2021-05-22 00:30:07	GreyList_Full_20210521.csv	Full	

Figure 38: Grey List

1. Enter the required value in one or more of the listed fields:
 - **Start Date and End Date:** This refers to the period of generating a greylist file.
 - **FileName:** This refers to the filename.
 - **File Type:** This refers to the type of greylist file: Full or Incremental.
2. Click **FILTER**.

Greylist files that match the specified values are shown in the dashboard.

Grey List

Creation Start Date Creation End Date File Name Incremental

FILTER **CLEAR ALL FILTERS** **EXPORT**

Created On	File Name	File Type	Action
2021-06-14 00:30:07	GreyList_Incremental_20210613.csv	Incremental	
2021-06-13 00:30:08	GreyList_Incremental_20210612.csv	Incremental	
2021-06-13 00:30:08	GreyList_Incremental_20210611.csv	Incremental	
2021-06-12 00:30:07	GreyList_Incremental_20210611.csv	Incremental	
2021-06-11 00:30:07	GreyList_Incremental_20210610.csv	Incremental	
2021-06-10 00:30:08	GreyList_Incremental_20210609.csv	Incremental	
2021-06-09 00:31:03	GreyList_Incremental_20210608.csv	Incremental	
2021-06-08 00:30:07	GreyList_Incremental_20210607.csv	Incremental	
2021-06-08 00:30:07	GreyList_Incremental_20210606.csv	Incremental	

Figure 39: Filtered Greylists

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 is refreshed.



2.12 Sorting Greylists

By default, all records displayed are sorted based on modified date. User can sort the records as per his convenience 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.

Created On	File Name	File Type	Action
2020-07-30 21:04:10	GreyList_Full_20200729.csv	Full	
2020-07-31 00:04:10	GreyList_Full_20200730.csv	Full	
2020-08-01 00:04:10	GreyList_Full_20200731.csv	Full	
2020-08-02 00:14:40	GreyList_Full_20200801.csv	Full	
2020-08-03 00:14:41	GreyList_Full_20200802.csv	Full	
2020-08-04 00:14:41	GreyList_Full_20200803.csv	Full	
2020-08-05 00:14:41	GreyList_Full_20200804.csv	Full	

Figure 40: Sort Greylists

2.13 Export Greylist

Operators can download the greylist in a .csv file. This is done using an export utility.

To export greylist files:

1. Click **Export** (seen on the top right corner of the **Grey List** page).

Created On	File Name	FileType	Action
2021-05-26 00:30:07	GreyList_Incremental_20210525.csv	Incremental	
2021-05-26 00:30:07	GreyList_Full_20210525.csv	Full	
2021-05-25 00:30:07	GreyList_Incremental_20210524.csv	Incremental	
2021-05-25 00:30:07	GreyList_Full_20210524.csv	Full	
2021-05-24 00:30:07	GreyList_Incremental_20210523.csv	Incremental	
2021-05-24 00:30:07	GreyList_Full_20210523.csv	Full	
2021-05-23 00:30:08	GreyList_Incremental_20210522.csv	Incremental	
2021-05-23 00:30:08	GreyList_Full_20210522.csv	Full	
2021-05-22 00:30:07	GreyList_Incremental_20210521.csv	Incremental	
2021-05-22 00:30:07	GreyList_Full_20210521.csv	Full	

Figure 41: Grey List

The following page appears.

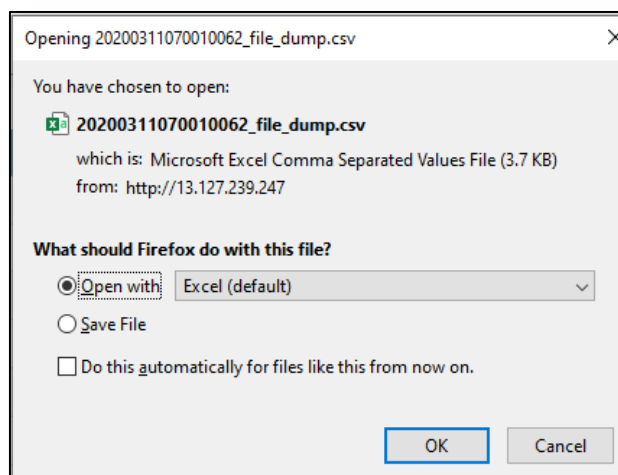


Figure 42: Open or Save Exported Greylists

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

	A	B	C
1	Created On	File Name	File Type
2	14-06-2021 00:30	GreyList_Incremental_20210613.csv	Incremental
3	14-06-2021 00:30	GreyList_Full_20210613.csv	Full
4	13-06-2021 00:30	GreyList_Incremental_20210612.csv	Incremental
5	13-06-2021 00:30	GreyList_Incremental_20210611.csv	Incremental
6	13-06-2021 00:30	GreyList_Full_20210612.csv	Full
7	13-06-2021 00:30	GreyList_Full_20210611.csv	Full
8	12-06-2021 00:30	GreyList_Incremental_20210611.csv	Incremental

Figure 43: Exported Greylists

Greylist files can be filtered and then exported. To filter greylist files, refer to *Filter Grey Lists* for information and then export the filtered data.

2.14 Blacklist

Device IMEIs/MEIDs/ESNs are moved from the greylist to the blacklist. The duration for which a device is kept in the greylist depends on the system configuration and the type of blocking selected at the time of blocking the device (Immediate, Default, Later).

To view blacklist files:



1. Select **Black List** in the left panel of the Home page.

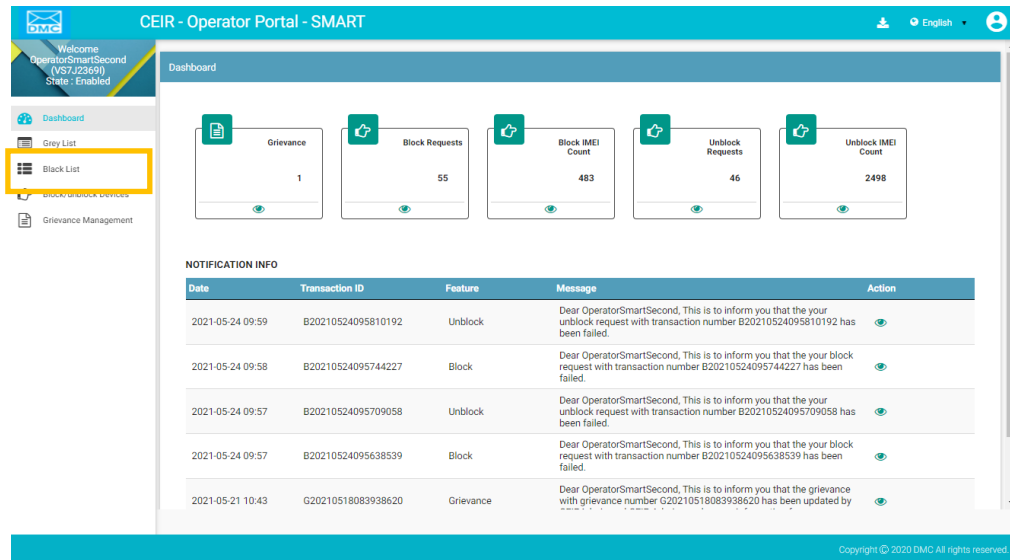


Figure 44: Home Page

2. The **Black List** page appears. The page shows the blacklist files generated on different dates.


Black List				
Creation Start Date	Creation End Date	File Name	File Type	
<div>FILTER CLEAR ALL FILTERS EXPORT</div>				
Created On	File Name	FileType	Action	
2021-05-26 00:30:34	BlackList_Incremental_20210525.csv	Incremental		
2021-05-26 00:30:34	BlackList_Full_20210525.csv	Full		
2021-05-25 00:30:44	BlackList_Incremental_20210524.csv	Incremental		
2021-05-25 00:30:44	BlackList_Full_20210524.csv	Full		
2021-05-24 00:31:06	BlackList_Incremental_20210523.csv	Incremental		
2021-05-24 00:31:06	BlackList_Full_20210523.csv	Full		
2021-05-23 00:30:41	BlackList_Incremental_20210522.csv	Incremental		
2021-05-23 00:30:41	BlackList_Full_20210522.csv	Full		
2021-05-22 00:30:34	BlackList_Incremental_20210521.csv	Incremental		
2021-05-22 00:30:34	BlackList_Full_20210521.csv	Full		

Figure 45: Black List

For each blacklist file generated, the following information is displayed on the page.

Column	Description
Created On	Date of creating the blacklist.
File Name	Name of the file. The file naming convention is BlackList_<Type of File>_<yyyymmdd>.csv



Column	Description
	<ul style="list-style-type: none">• Type of File:<ul style="list-style-type: none">○ Full: A full file shows all the device IDs in the blacklist as on date (yyyymmdd).○ Incremental: An incremental file shows the device IDs added or deleted on the date (yyyymmdd).• yyyymmdd: The date of the blacklist. <p>Example 1:</p> <p>BlackList_Full_20200503.csv</p> <p>The file is a blacklist.</p> <p>Full: The file has the IMEIs/MEIDs/ESNs of all the devices that are in the blacklist as on 5'th March 2020.</p> <p>Example 2:</p> <p>BlackList_Incremental_20200703.csv</p> <p>The file is a blacklist.</p> <p>Incremental: The file has the IMEIs/MEIDs/ESNs of the devices that were added or removed from the blacklist on 7'th March 2020.</p>
File Type	<p>A file can be:</p> <ul style="list-style-type: none">• Full: A full file has a list of all the devices that are in the blacklist as on a given date.• Incremental: An incremental file has a list of the devices that have been added or deleted on a given date.
Action	<p>Download : This is used to take a dump of the file to view it.</p>

A sample partial blacklist file is shown.



	A	B
1	Device Id	Operation
2	978375819405983	Add
3	978375819675984	Add
4	97213131123131	Add
5	1234567890123450	Add
6	12416002672400	Add
7	1234567890123450	Add
8	9999999999999990	Add
9	68756355553	Add

A sample full blacklist file is shown.

	A
1	Device ID
2	997823231012234
3	672312888893324
4	889911223344789
5	567788223319009
6	8987896785657230
7	2342121234545670

2.15 Filter Blacklist

Operators can view selective blacklist files depending on specific filter values. For example, the operator can view only those files that show the number of devices added or deleted on a given date.

To filter blacklist files:



Black List			
Creation Start Date	Creation End Date	File Name	File Type
<div><div>FILTER</div><div>CLEAR ALL FILTERS</div><div>EXPORT</div></div>			
Created On	File Name	File Type	Action
2021-05-26 00:30:34	BlackList_Incremental_20210525.csv	Incremental	
2021-05-26 00:30:34	BlackList_Full_20210525.csv	Full	
2021-05-25 00:30:44	BlackList_Incremental_20210524.csv	Incremental	
2021-05-25 00:30:44	BlackList_Full_20210524.csv	Full	
2021-05-24 00:31:06	BlackList_Incremental_20210523.csv	Incremental	
2021-05-24 00:31:06	BlackList_Full_20210523.csv	Full	
2021-05-23 00:30:41	BlackList_Incremental_20210522.csv	Incremental	
2021-05-23 00:30:41	BlackList_Full_20210522.csv	Full	
2021-05-22 00:30:34	BlackList_Incremental_20210521.csv	Incremental	
2021-05-22 00:30:34	BlackList_Full_20210521.csv	Full	

Figure 46: Black List

- Specify the required value in one or more of the fields listed:
 - Start Date** and **End Date**: Period of generated blacklist files.
 - FileName**: This refers to the filename.
 - File Type**: The type can be:
 - Full
 - Incremental
- Click **Filter**.

The filtered files are shown on the page.

Black List			
Creation Start Date	Creation End Date	File Name	Full
<div><div>FILTER</div><div>CLEAR ALL FILTERS</div><div>EXPORT</div></div>			
Created On	File Name	File Type	Action
2021-06-14 00:30:37	BlackList_Full_20210613.csv	Full	
2021-06-13 00:30:43	BlackList_Full_20210612.csv	Full	
2021-06-13 00:30:43	BlackList_Full_20210611.csv	Full	
2021-06-12 00:30:34	BlackList_Full_20210611.csv	Full	
2021-06-11 00:30:38	BlackList_Full_20210610.csv	Full	
2021-06-10 00:30:39	BlackList_Full_20210609.csv	Full	

Figure 47: Filtered Blacklists

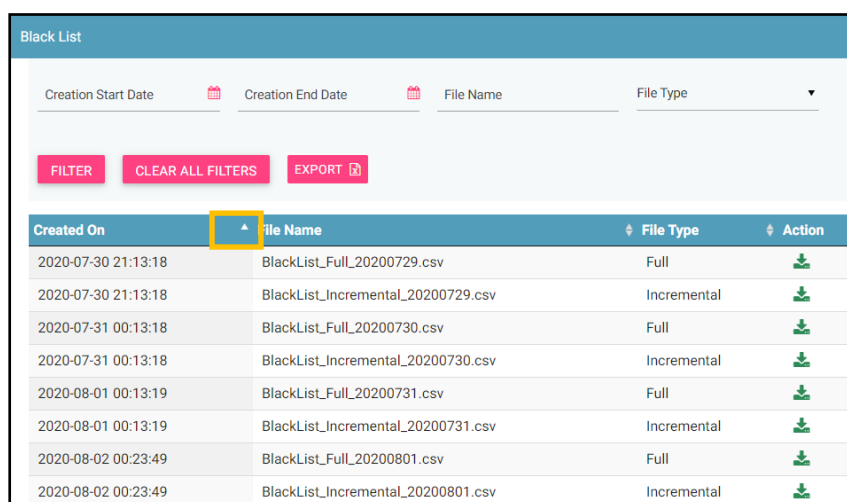


The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

2.16 Sorting Blacklists

By default, all records displayed are sorted based on modified date. User can sort the records as per his convenience 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.



Created On	File Name	File Type	Action
2020-07-30 21:13:18	BlackList_Full_20200729.csv	Full	
2020-07-30 21:13:18	BlackList_Incremental_20200729.csv	Incremental	
2020-07-31 00:13:18	BlackList_Full_20200730.csv	Full	
2020-07-31 00:13:18	BlackList_Incremental_20200730.csv	Incremental	
2020-08-01 00:13:19	BlackList_Full_20200731.csv	Full	
2020-08-01 00:13:19	BlackList_Incremental_20200731.csv	Incremental	
2020-08-02 00:23:49	BlackList_Full_20200801.csv	Full	
2020-08-02 00:23:49	BlackList_Incremental_20200801.csv	Incremental	

Figure 48: Sort Blacklists

2.17 Export Blacklist

The blacklist files can be downloaded in a .csv file. This is done using an export utility.

To export blacklist files:

1. Click **Export** (seen on the top right corner of the **Black List** page).











Black List			
Creation Start Date	Creation End Date	File Name	File Type
<div> <div>FILTER</div> <div>CLEAR ALL FILTERS</div> <div>EXPORT</div> </div>			
Created On	File Name	FileType	Action
2021-05-26 00:30:34	BlackList_Incremental_20210525.csv	Incremental	
2021-05-26 00:30:34	BlackList_Full_20210525.csv	Full	
2021-05-25 00:30:44	BlackList_Incremental_20210524.csv	Incremental	
2021-05-25 00:30:44	BlackList_Full_20210524.csv	Full	
2021-05-24 00:31:06	BlackList_Incremental_20210523.csv	Incremental	
2021-05-24 00:31:06	BlackList_Full_20210523.csv	Full	
2021-05-23 00:30:41	BlackList_Incremental_20210522.csv	Incremental	
2021-05-23 00:30:41	BlackList_Full_20210522.csv	Full	
2021-05-22 00:30:34	BlackList_Incremental_20210521.csv	Incremental	
2021-05-22 00:30:34	BlackList_Full_20210521.csv	Full	

Figure 49: Black List

The following page appears.

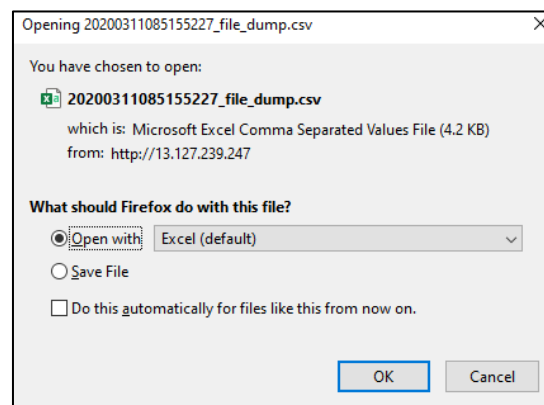


Figure 50: Open or Save Exported Blacklist File

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

	A	B	C
1	Created On	File Name	File Type
2	14-06-2021 00:30	BlackList_Incremental_20210613.csv	Incremental
3	14-06-2021 00:30	BlackList_Full_20210613.csv	Full
4	13-06-2021 00:30	BlackList_Incremental_20210612.csv	Incremental
5	13-06-2021 00:30	BlackList_Incremental_20210611.csv	Incremental
6	13-06-2021 00:30	BlackList_Full_20210612.csv	Full
7	13-06-2021 00:30	BlackList_Full_20210611.csv	Full
8	12-06-2021 00:30	BlackList_Incremental_20210611.csv	Incremental
9	12-06-2021 00:30	BlackList_Full_20210611.csv	Full
10	11-06-2021 00:30	BlackList_Incremental_20210610.csv	Incremental

Figure 51: Exported Blacklists

Instead of exporting all the blacklist files, operators can export filtered blacklist files. First, filter the blacklist data based on specific filters (refer to *Filter Blacklists*) and then export the filtered blacklist files using the export utility.



2.18 Grievance Management

Operators can register complaints or grievances when there is a problem in the portal. For example, there could be situations when the blocking/unblocking, grey list, or black list features are not functional.

When an operator raises a grievance, the grievance goes through the following stages:

1. A notification is sent to the CEIR administrator. The notification appears on the CEIR administrator portal. A mail is also sent to the registered mail of the CEIR administrator.
2. The CEIR administrator responds to the grievance. A response notification is sent to the operator portal, and the operator's registered mail ID.
3. Steps 1 to 2 are repeated until the grievance is closed. The administrator 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 operator for a specified period.

To raise a grievance

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

Date	Transaction ID	Feature	Message	Action
2021-05-24 09:59	B20210524095810192	Unblock	Dear OperatorSmartSecond, This is to inform you that the your unblock request with transaction number B20210524095810192 has been failed.	
2021-05-24 09:58	B20210524095744227	Block	Dear OperatorSmartSecond, This is to inform you that the your block request with transaction number B20210524095744227 has been failed.	
2021-05-24 09:57	B20210524095709058	Unblock	Dear OperatorSmartSecond, This is to inform you that the your unblock request with transaction number B20210524095709058 has been failed.	
2021-05-24 09:57	B20210524095638539	Block	Dear OperatorSmartSecond, This is to inform you that the your block request with transaction number B20210524095638539 has been failed.	
2021-05-21 10:43	G20210518083938620	Grievance	Dear OperatorSmartSecond, This is to inform you that the grievance with grievance number G20210518083938620 has been updated by	

Figure 52: Home Page

4. The **Grievance Management** page appears. Click **Report Grievance**.



Figure 53: Grievance Management

The **Report Grievance** page appears.

Figure 54: Report Grievance

5. Enter the following information:

- a. **Transaction ID:** Enter the transaction ID of the block/unblock request if the grievance is related to blocking/unblocking or the ID of the grey ID list if related to the grey list or the ID of the blacklist if related to blacklist.
- b. ***Category:** Select the category of the grievance. The options are:
 - Block/Unblock Related
 - Greylist Related
 - Blacklist Related
 - Other
- c. **Document Type:** Select the type of identification or another document that is to be uploaded.
- d. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- e. To upload more documents, click **+Add More Files**.

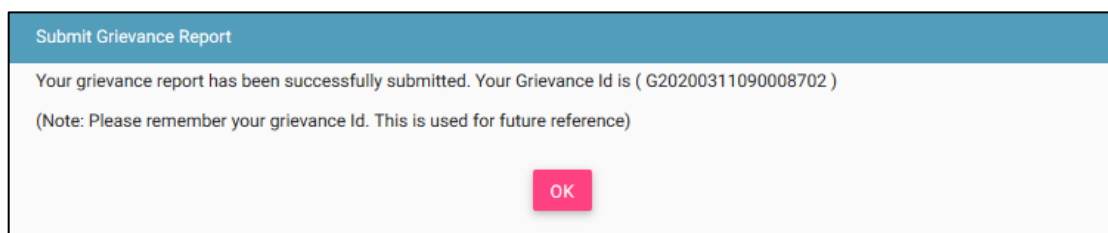
This adds two more fields: **Document Type** and **Select File**.



- f. ***Remarks:** Enter information about the grievance raised. This helps the administrator to understand the problem in detail.

6. Click **SUBMIT**.

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



The new grievance appears on the top of the page.

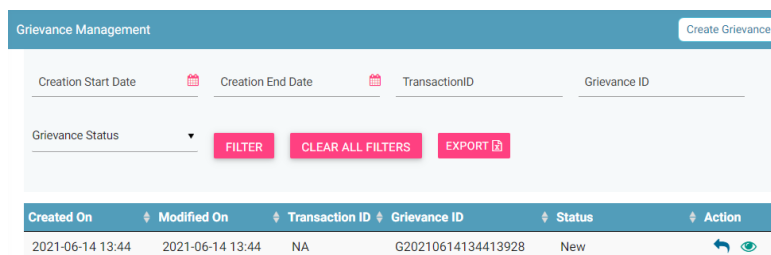




Figure 55: Grievance Management

For each grievance added, the following information is displayed on the page.

Column	Description
Created On	Date of raising a grievance.
Modified On	The date when the grievance was modified.
Transaction ID	The transaction ID of request for which a grievance was raised.
Grievance ID	This is the ID that is automatically assigned to the grievance.
Grievance Status	The uploaded grievance goes through different status modes. <ul style="list-style-type: none">• New: When a grievance is raised.



Column	Description
	<ul style="list-style-type: none">• Pending with CEIR Administrator: When a response is awaited from the CEIR administrator.• Pending with User: When a response is awaited from the operator.• Closed: When the CEIR administrator closes the grievance.
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 given by the CEIR administrator or operator. The exchange of responses is done until the grievance is closed.• View : This is used to view the grievance response history. The operator can see all the responses exchanged for any grievance.

2.19 Filter Grievances

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

To filter grievances:



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
2021-06-14 13:44	2021-06-14 13:44	NA	G20210614134413928	New	
2021-05-18 08:39	2021-05-24 09:55	NA	G20210518083938620	Pending With Admin	

Figure 56: Filter Grievances

- 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 ID of the transaction for which the grievance is raised.
 - Grievance ID**: This is the ID assigned to the grievance.
 - Grievance Status**: The status can be:
 - New
 - Pending with CEIR Administrator
 - Pending with User
 - Closed
- Click **Filter**.

The filtered grievances are shown on the page.

Grievance Management

Create Grievance

Creation Start Date

Creation End Date

TransactionID

Grievance ID

New

FILTER

CLEAR ALL FILTERS

EXPORT

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-02-26 00:19	2021-02-26 00:19	C20191031131125111	G20210226001939830	New	
2021-02-26 00:19	2021-02-26 00:19	NA	G20210226001910688	New	
2020-12-17 21:01	2020-12-17 21:01	NA	G20201217210153545	New	

Showing 1 to 3 of 3 entries

Previous 1 Next

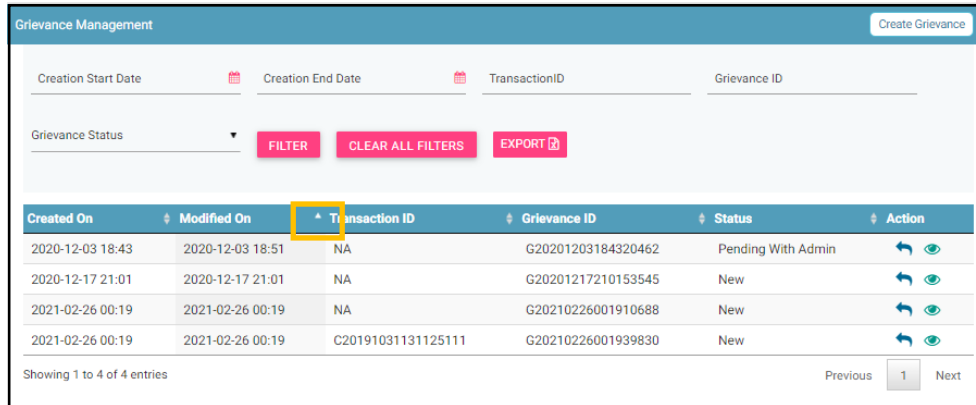
Figure 57: Filtered Grievances

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 is refreshed.

2.20 Sorting Grievances

By default, all records displayed are sorted based on modified date. User can sort the records as per his convenience 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.



Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2020-12-03 18:43	2020-12-03 18:51	NA	G20201203184320462	Pending With Admin	↩ 👁
2020-12-17 21:01	2020-12-17 21:01	NA	G20201217210153545	New	↩ 👁
2021-02-26 00:19	2021-02-26 00:19	NA	G20210226001910688	New	↩ 👁
2021-02-26 00:19	2021-02-26 00:19	C20191031131125111	G20210226001939830	New	↩ 👁

Showing 1 to 4 of 4 entries

Previous 1 Next

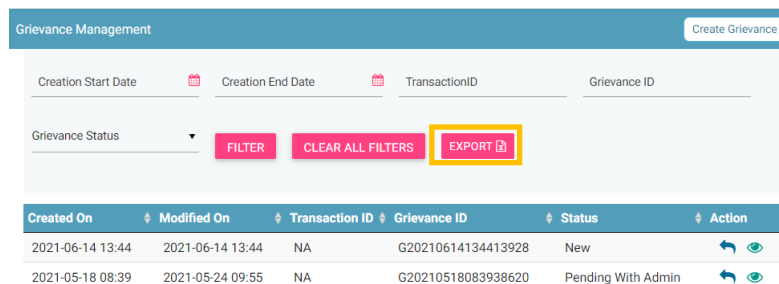
Figure 58: Sort Grievances

2.21 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).



Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-06-14 13:44	2021-06-14 13:44	NA	G20210614134413928	New	↩ 👁
2021-05-18 08:39	2021-05-24 09:55	NA	G20210518083938620	Pending With Admin	↩ 👁

Figure 59: Grievance Management

The following page appears.

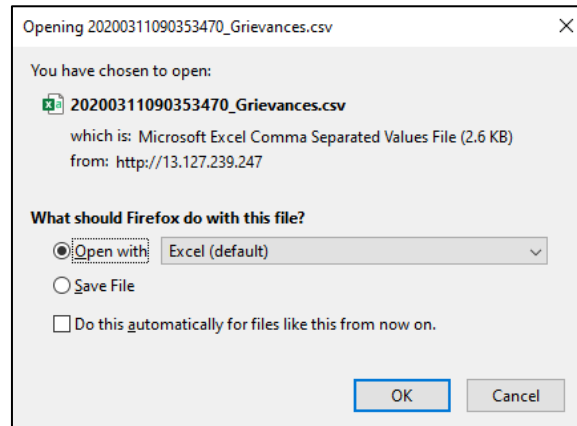


Figure 60: Open or Save Exported Grievance File

4. 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 00:19	26-02-2021 00:19	C20191031131125111	G20210226001939830	New	sadsd	
3	26-02-2021 00:19	26-02-2021 00:19	NA	G20210226001910688	New	sda adw	
4	17-12-2020 21:01	17-12-2020 21:01	NA	G20201217210153545	New	csadasddd	stockModal.PNG

Figure 61: Exported Grievances

Instead of exporting all the grievances, operators 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.