



Central Equipment Identity Register TRC

TRC User Manual v 1.0



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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
ESN	Electronic Serial Number
IMEI	International Mobile Equipment Identity
MEID	Mobile Equipment Identifier
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.

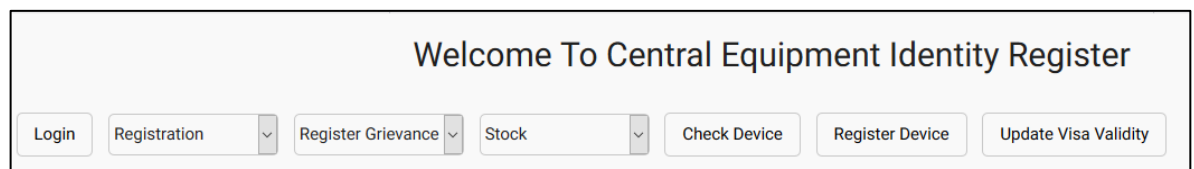
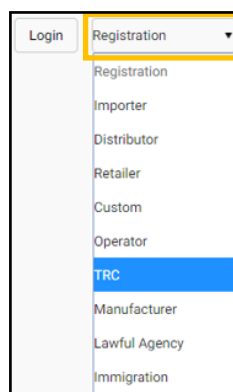


Figure 1: CEIR Home Page

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





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

English ▼

TRC Registration

First Name *	Middle Name	Last Name *
Ronit		Dhal
Address(Property Location) *		
DMC office Cambodia, RUPP-CJCC Russian Federation Blvd.,		
Street Number *	Village *	
110	Phnom Penh	
Locality *	District *	
Phnom Penh	Phnom Penh	
Commune *	Postal Code	
Phnom Penh		
Country *	Province *	
Cambodia ▼	Phnum Penh ▼	
National ID *	Upload National ID *	
QW123213	<div>SELECT FILE</div> National ID.pdf	
Upload Photo *	Employee ID *	
<div>UPLOAD PHOTO</div> Pic.jpg.pdf	FSD86786	
Upload ID Card *	Nature Of Employment *	
<div>*UPLOAD ID CARD</div> ID Card.csv	Permanent ▼	
Designation and Title *	Reporting Authority Name	
TRC Agent		
Reporting Authority Email ID	Reporting Authority Contact Number	
Email *	Contact Number *	
ronit.dhal@gmail.com	987680689	
Password *	Retype Password *	
*****	*****	
Security Question 1 *	Answer *	
What was your childhood nickname? ▼	Rony	
Security Question 2 *	Answer *	
In which city did you meet your spouse/significant other? ▼	School	
Security Question 3 *	Answer *	
In what city and country do you want to retire? ▼	Dalhousie, India	
<div>4ms4wo</div> <div>Enter your captcha *</div> <div>4ms4wo</div>		
<input checked="" type="checkbox"/> * 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 *		
<div>SUBMIT</div> <div>CANCEL</div>		

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.

The screenshot shows a 'Verify OTP' screen. At the top is a blue header with the text 'Verify OTP'. Below the header, the text reads: 'The text and an e-mail with OTP details has been sent to your registered Phone Number and E-Mail ID'. At the bottom of the screen is a large pink button with the text 'VERIFY OTP'.

Figure 3: Verify OTP

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

The screenshot shows an 'Enter OTP' screen. At the top is a blue header with the text 'Enter OTP'. Below the header, there are two input fields. The first field contains the text '261508'. The second field contains the text '849619'. To the right of the second input field is a blue link that says 'Resend OTP'. At the bottom of the screen is a large pink button with the text '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.

The screenshot shows a 'Verify OTP' screen with a success message. At the top is a blue header with the text 'Verify OTP' and a close button (X). Below the header, the text reads: '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'. At the bottom of the screen is a pink button with the text 'OK'.



After the OTPs are verified successfully, the registration request is sent to the CEIR administrator. The approval turnaround time is 2-3 days. After approval from the CEIR administrator, 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.

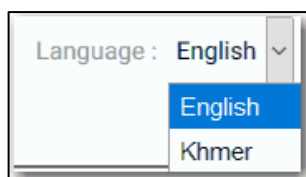
To start using the application, log into the application.

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.

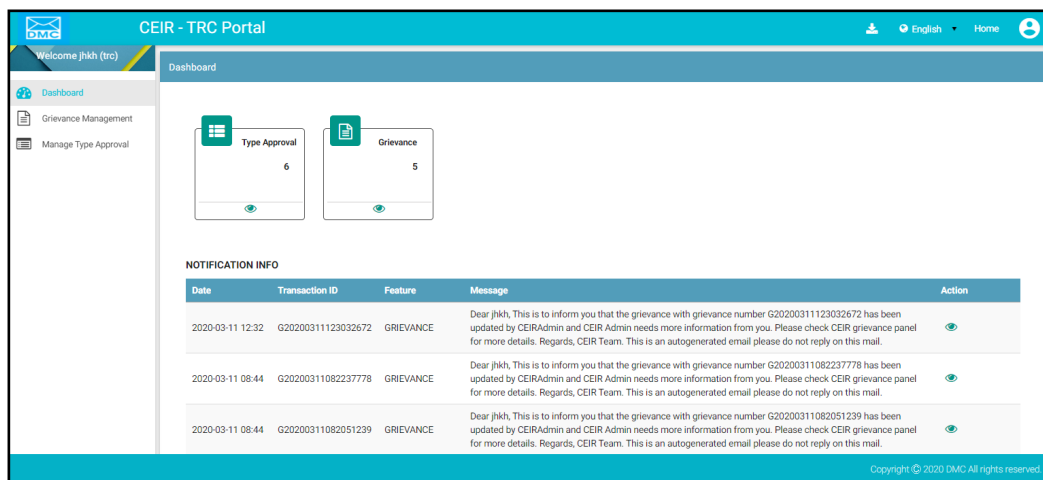


Figure 6: Home Page

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 'Set New Password' form has a blue header with the title 'Set New Password'. Below it, the main heading is 'New Password'. There are two input fields: 'New Password' and 'Confirm Password'. Each field has a red padlock icon on the left and a blue eye icon on the right. The 'New Password' field is currently filled with dots. Below the input fields is a large red button labeled '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 TRC Portal Home page appears.

The CEIR - TRC Portal Home page features a blue header with the DMC logo and the text 'CEIR - TRC Portal'. On the right side of the header, there are links for 'English' and 'Home', and a user profile icon. The main content area is divided into two sections. The top section, titled 'Dashboard', contains two cards: 'Type Approval' with a value of 6 and 'Grievance' with a value of 5. The bottom section, titled 'NOTIFICATION INFO', contains a table with columns for Date, Transaction ID, Feature, Message, and Action. The table lists three notifications related to grievance updates.

Date	Transaction ID	Feature	Message	Action
2020-03-11 12:32	G20200311123032672	GRIEVANCE	Dear Jkhk, This is to inform you that the grievance with grievance number G20200311123032672 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	
2020-03-11 08:44	G20200311082237778	GRIEVANCE	Dear Jkhk, This is to inform you that the grievance with grievance number G20200311082237778 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	
2020-03-11 08:44	G20200311082051239	GRIEVANCE	Dear Jkhk, This is to inform you that the grievance with grievance number G20200311082051239 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	

Figure 9: Home Page

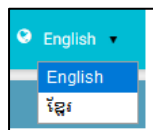


The Home page has all the feature menus on the left panel.

The center of the page is the Dashboard.

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

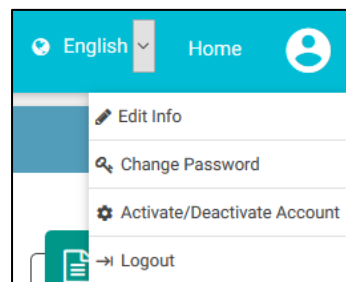
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



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



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



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


CEIR - TRC Portal

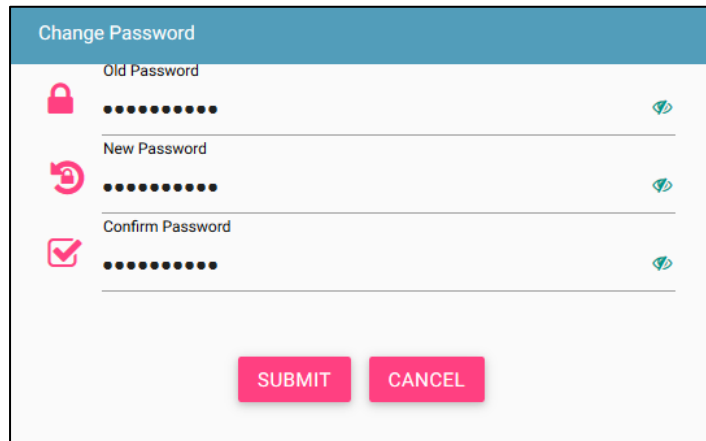
Edit Information

First Name *	Middle Name	Last Name *
jkhk	hkhk	hkhk
AsType *	Email *	
Company	heenakumari532@gmail.com	
Phone Number *		
5435353535		
Address(Property Location) *		
50 MANGLAM REGENCY		
Street Number *	Village *	
kumaon	Hayatpur	
Locality *	District *	
Faridabad	Up	
Commune *	PostalCode	
Uttar pradesh	123213	

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Figure 10: Edit Information

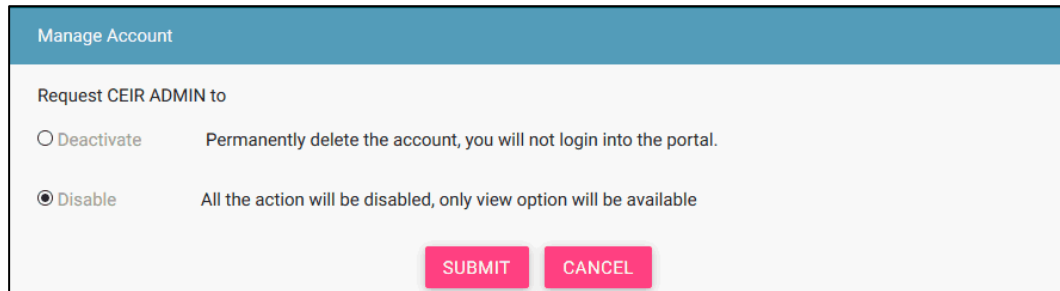
1. Make the required changes.
 2. Click **Submit** to save the changes.
-  **(Change Password):** Click on it change the login password.



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 circular arrow icon. 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 administrator 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 the header, the text 'Request CEIR ADMIN to' is displayed. There are two radio button options: 'Deactivate' and 'Disable'. The 'Deactivate' option is accompanied by the text 'Permanently delete the account, you will not login into the portal.' The 'Disable' option is accompanied by the text 'All the action will be disabled, only view option will be available'. At the bottom right of the form, there are two pink buttons labeled 'SUBMIT' and 'CANCEL'.

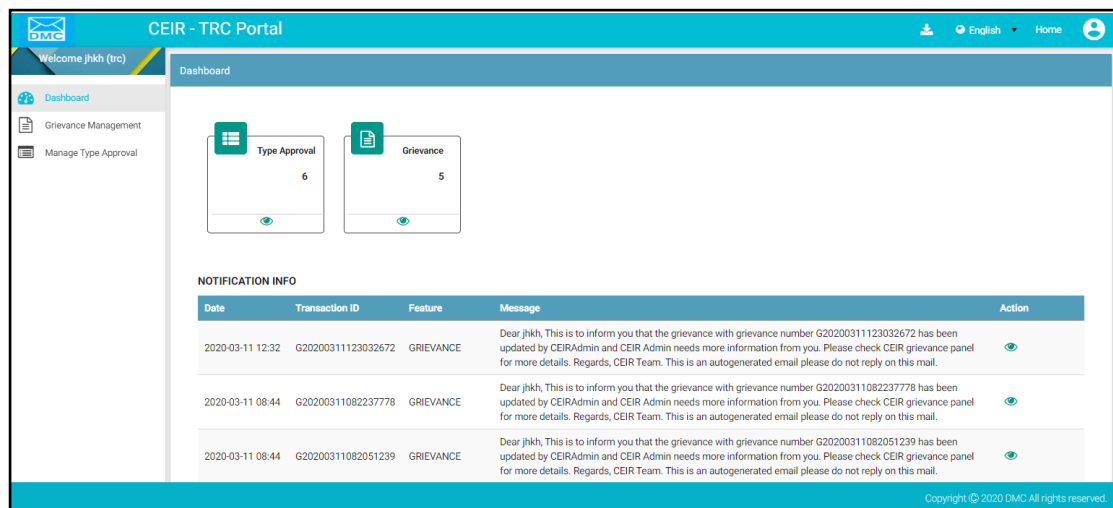
Figure 12: Manage Account

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



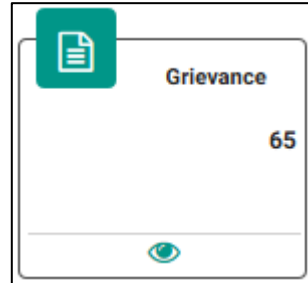
The dashboard screenshot shows the 'CEIR - TRC Portal' header with a welcome message 'Welcome jkh (tro)'. The left sidebar contains links for 'Dashboard', 'Grievance Management', and 'Manage Type Approval'. The main content area displays two cards: 'Type Approval' with a count of 6 and 'Grievance' with a count of 5. Below these cards is a 'NOTIFICATION INFO' table with columns for Date, Transaction ID, Feature, Message, and Action.

Date	Transaction ID	Feature	Message	Action
2020-03-11 12:32	G20200311123032672	GRIEVANCE	Dear jkh, This is to inform you that the grievance with grievance number G20200311123032672 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	
2020-03-11 08:44	G20200311082237778	GRIEVANCE	Dear jkh, This is to inform you that the grievance with grievance number G20200311082237778 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	
2020-03-11 08:44	G20200311082051239	GRIEVANCE	Dear jkh, This is to inform you that the grievance with grievance number G20200311082051239 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	

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.

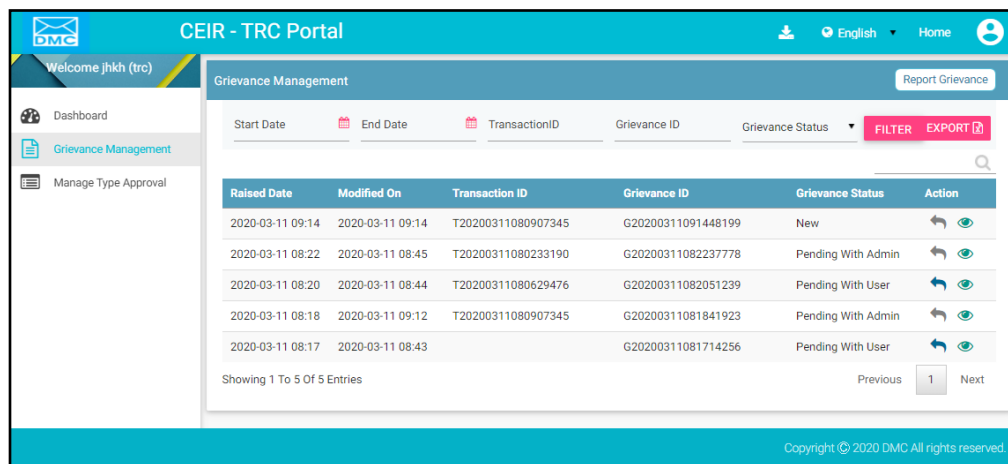
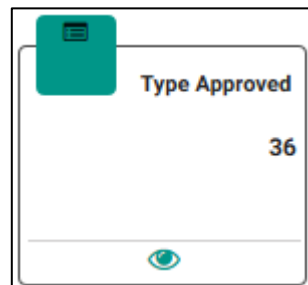


Figure 14: Grievance Management

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.



Created On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action
2020-03-11 08:09	TM988	Venifone	T20200311080907345	VX520, VX680	Bahrain	87897689	Approval Pending By CEIR Admin	
2020-03-11 08:06	TW322	Sony Ericsson	T20200311080629476	J20i	Australia	68768768	Processing	
2020-03-11 08:02	TM12	Apple	T20200311080233190	i10	Kazakhstan	45345343	New	
2020-03-06 11:54	TestTrc	Samsung	T20200306115447131	A80	Albania	98989898	Rejected By System	
2020-03-06 10:29	samTrc	Mi	T20200306102957031	2012052	Germany	32132132	Approved By CEIR Admin	
2020-03-06 07:07	trcManage2	Samsung	T20200306070755672	A80	Germany	78787878	Rejected By CEIR Admin	
2020-03-06 06:20	Trc Manage	Samsung	T20200306062039480	A80	Albania	98798798	Withdrawn By CEIR Admin	

Figure 15: Manage Type-Approved

Notification Information

This section displays the ten most recent notifications.

NOTIFICATION INFO				
Date	Transaction ID	Feature	Message	Action
2020-03-11 12:32	G20200311123032672	GRIEVANCE	Dear jhkh, This is to inform you that the grievance with grievance number G20200311123032672 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	
2020-03-11 08:44	G20200311082237778	GRIEVANCE	Dear jhkh, This is to inform you that the grievance with grievance number G20200311082237778 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	
2020-03-11 08:44	G20200311082051239	GRIEVANCE	Dear jhkh, This is to inform you that the grievance with grievance number G20200311082051239 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	

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 administrator 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/MEID.

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 administrator.
- The CEIR administrator 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.

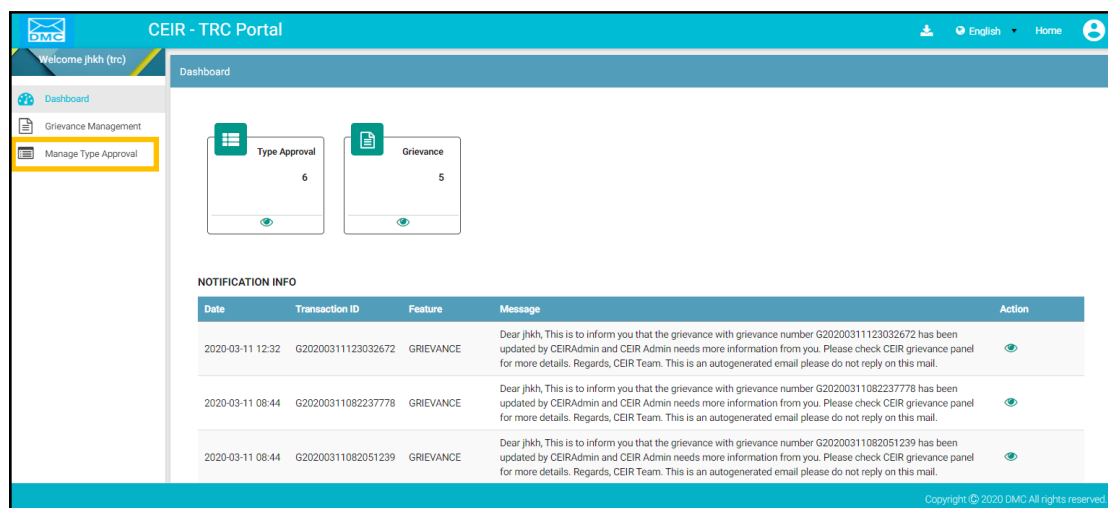


Figure 17: Home Page

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

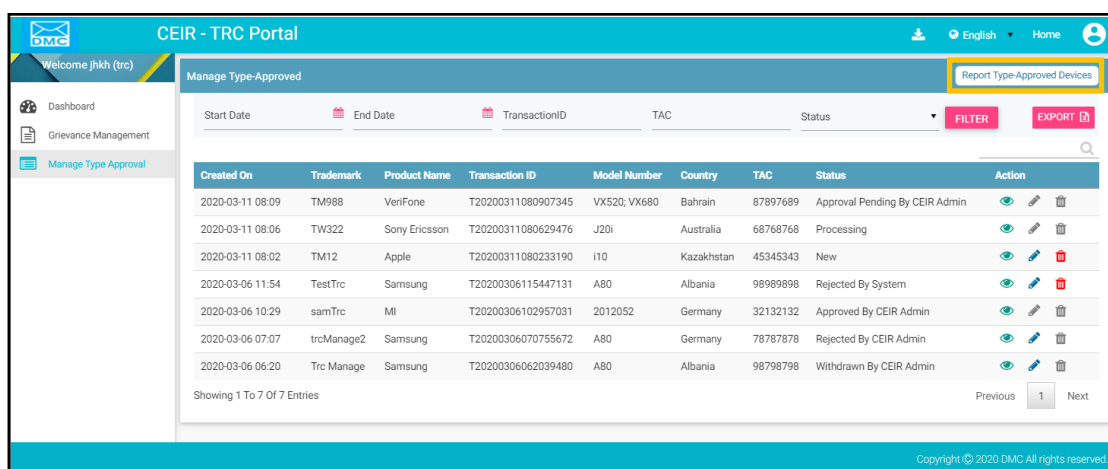


Figure 18: Manage Type-Approved



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-Approved

Report Type-Approved Devices

Start Date

End Date






















TransactionID

TAC

Status

FILTER

EXPORT

Created On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action
2020-03-11 08:09	TM988	VeriFone	T20200311080907345	VX520; VX680	Bahrain	87897689	Approval Pending By CEIR Admin	  
2020-03-11 08:06	TW322	Sony Ericsson	T20200311080629476	J20i	Australia	68768768	Processing	  
2020-03-11 08:02	TM12	Apple	T20200311080233190	i10	Kazakhstan	45345343	New	  
2020-03-06 11:54	TestTrc	Samsung	T20200306115447131	A80	Albania	98989898	Rejected By System	  
2020-03-06 10:29	samTrc	MI	T20200306102957031	2012052	Germany	32132132	Approved By CEIR Admin	  
2020-03-06 07:07	trcManage2	Samsung	T20200306070755672	A80	Germany	78787878	Rejected By CEIR Admin	  
2020-03-06 06:20	Trc Manage	Samsung	T20200306062039480	A80	Albania	98798798	Withdrawn By CEIR Admin	  

Showing 1 To 7 Of 7 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
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.



Column	Description
	<ul style="list-style-type: none">• Approval Pending by CEIR Authority: After the processing is done, the type approval request sent for approval to the CEIR administrator.• Approved by CEIR Admin: The CEIR administrator approves the request.• Rejected by CEIR Admin: The CEIR administrator rejects the request.• Withdrawn by CEIR Admin: The CEIR administrator 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.• Edit : This is used to change the type approval request.• Delete : This is used to delete the type approval 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-Approved

Report Type-Approved Devices

Start Date

End Date






















TransactionID

TAC

Status

FILTER

EXPORT

Created On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action
2020-03-11 08:09	TM988	VeriFone	T20200311080907345	VX520; VX680	Bahrain	87897689	Approval Pending By CEIR Admin	  
2020-03-11 08:06	TW322	Sony Ericsson	T20200311080629476	J20i	Australia	68768768	Processing	  
2020-03-11 08:02	TM12	Apple	T20200311080233190	i10	Kazakhstan	45345343	New	  
2020-03-06 11:54	TestTrc	Samsung	T20200306115447131	A80	Albania	98989898	Rejected By System	  
2020-03-06 10:29	samTrc	MI	T20200306102957031	2012052	Germany	32132132	Approved By CEIR Admin	  
2020-03-06 07:07	trcManage2	Samsung	T20200306070755672	A80	Germany	78787878	Rejected By CEIR Admin	  
2020-03-06 06:20	Trc Manage	Samsung	T20200306062039480	A80	Albania	98798798	Withdrawn By CEIR Admin	  

Showing 1 To 7 Of 7 Entries

Previous1Next

Figure 21: Manage Type-Approved

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

Update Report Type-Approve Devices

Trademark *
ZA

Product Name *
Samsung

Model Number *
A80

Country *
Algeria

Frequency *
1000

TAC *
12367889

Document Type
Technical Specification

Upload Supporting Document
SELECT FILE Upload one or more files

Required Field are marked with *

+ ADD MORE FILES

UPDATE

CANCEL

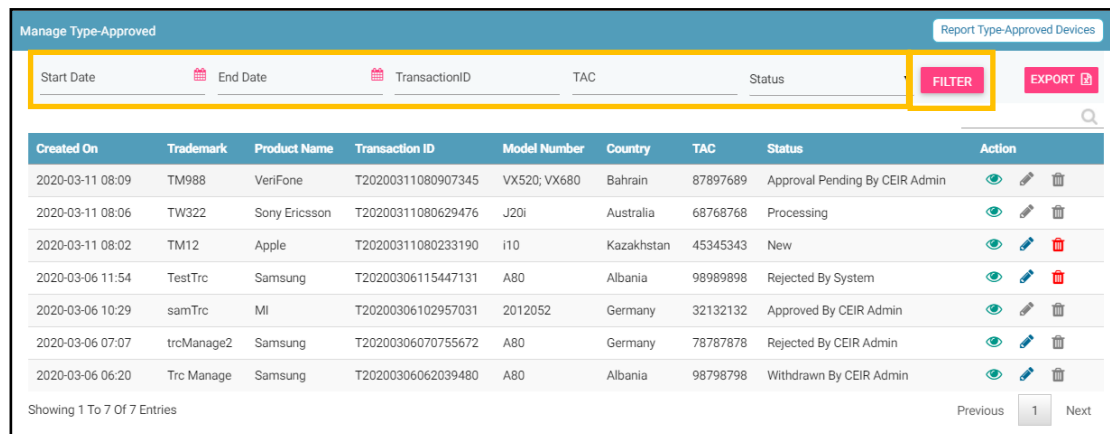
Figure 22: Update Report Type-Approve Devices

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-Approved' interface. At the top, there's a header 'Manage Type-Approved' and a button 'Report Type-Approved Devices'. Below the header, there are filter fields: 'Start Date', 'End Date', 'TransactionID', 'TAC', and 'Status'. A 'FILTER' button is highlighted with a yellow box. To the right of the filter fields is an 'EXPORT' button. Below the filter fields is a table with the following columns: 'Created On', 'Trademark', 'Product Name', 'Transaction ID', 'Model Number', 'Country', 'TAC', 'Status', and 'Action'. The table contains 7 entries. At the bottom of the table, it says 'Showing 1 To 7 Of 7 Entries'. There are 'Previous', '1', and 'Next' buttons at the bottom right of the table.






















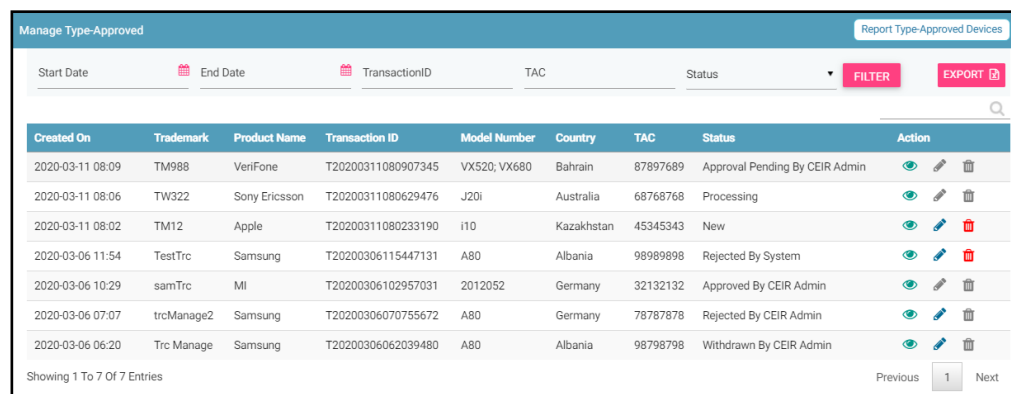
Created On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action
2020-03-11 08:09	TM988	VeriFone	T20200311080907345	VX520; VX680	Bahrain	87897689	Approval Pending By CEIR Admin	  
2020-03-11 08:06	TW322	Sony Ericsson	T20200311080629476	J20i	Australia	68768768	Processing	  
2020-03-11 08:02	TM12	Apple	T20200311080233190	i10	Kazakhstan	45345343	New	  
2020-03-06 11:54	TestTrc	Samsung	T20200306115447131	A80	Albania	98989898	Rejected By System	  
2020-03-06 10:29	samTrc	MI	T20200306102957031	2012052	Germany	32132132	Approved By CEIR Admin	  
2020-03-06 07:07	trcManage2	Samsung	T20200306070755672	A80	Germany	78787878	Rejected By CEIR Admin	  
2020-03-06 06:20	Trc Manage	Samsung	T20200306062039480	A80	Albania	98798798	Withdrawn By CEIR Admin	  

Figure 23: Filter Type Approval Requests

- 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.
- Click **FILTER**.

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



The screenshot shows the 'Manage Type-Approved' interface with the same filter fields as Figure 23. The 'FILTER' button is highlighted with a yellow box. The table below shows the same 7 entries as in Figure 23. At the bottom of the table, it says 'Showing 1 To 7 Of 7 Entries'. There are 'Previous', '1', and 'Next' buttons at the bottom right of the table.






















Created On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action
2020-03-11 08:09	TM988	VeriFone	T20200311080907345	VX520; VX680	Bahrain	87897689	Approval Pending By CEIR Admin	  
2020-03-11 08:06	TW322	Sony Ericsson	T20200311080629476	J20i	Australia	68768768	Processing	  
2020-03-11 08:02	TM12	Apple	T20200311080233190	i10	Kazakhstan	45345343	New	  
2020-03-06 11:54	TestTrc	Samsung	T20200306115447131	A80	Albania	98989898	Rejected By System	  
2020-03-06 10:29	samTrc	MI	T20200306102957031	2012052	Germany	32132132	Approved By CEIR Admin	  
2020-03-06 07:07	trcManage2	Samsung	T20200306070755672	A80	Germany	78787878	Rejected By CEIR Admin	  
2020-03-06 06:20	Trc Manage	Samsung	T20200306062039480	A80	Albania	98798798	Withdrawn By CEIR Admin	  

Figure 24: Filtered Type Approval Requests



2.7 Export Type Approved Devices

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).

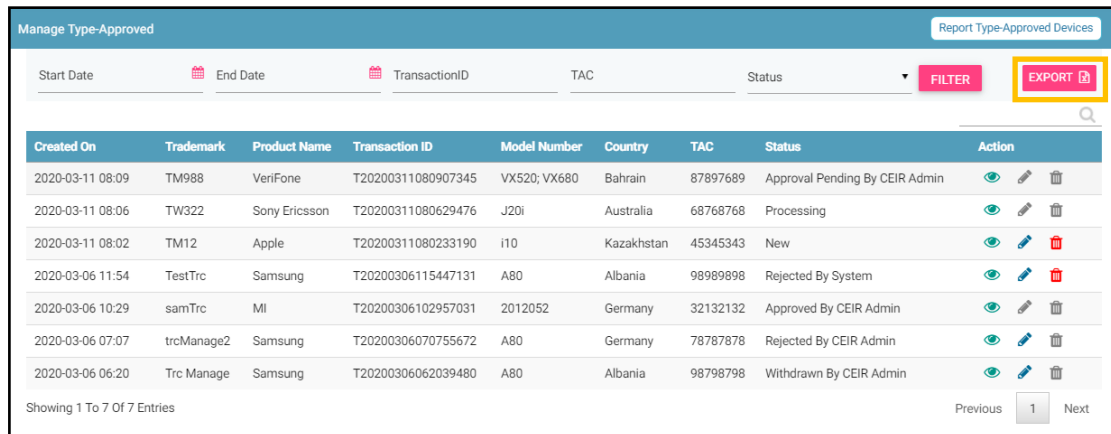


Figure 25: Export Type Approval Requests

The following page appears.

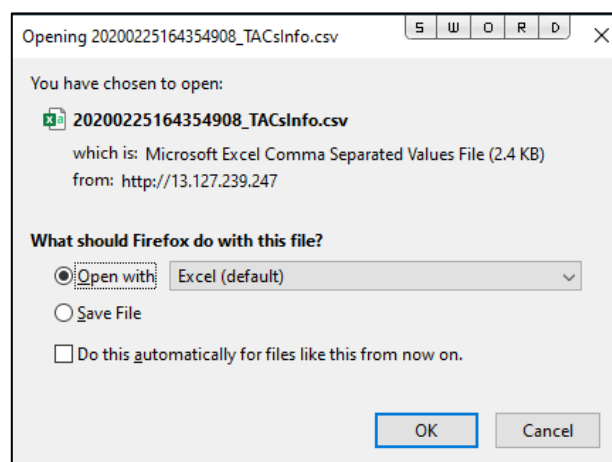


Figure 26: Open or Save Exported File

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

	A	B	C	D	E	F	G	H
1	TRANSACTION_ID	CREATED_ON	MANUFACTURER_NAME	COUNTRY	TAC	STATUS	USER_NAME	FILE_NAME
2	T20200227134759775	47:59.0		Saint Helena	98639261	Processing	Y8QK0862F	
3	T20200227134707899	47:08.0		Macau	87587575	Withdrawn By CEIR Admin	Y8QK0862F	
4	T20200227134559920	46:00.0		Latvia	30608321	Rejected By CEIR Admin	Y8QK0862F	
5	T20200227134452979	44:53.0		Korea"	North	86578464	Approved By CEIR Admin	Y8QK0862F

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

2.8 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 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 on the TRC portal, and the TRC '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 TRC for a specified period.

To raise a grievance

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

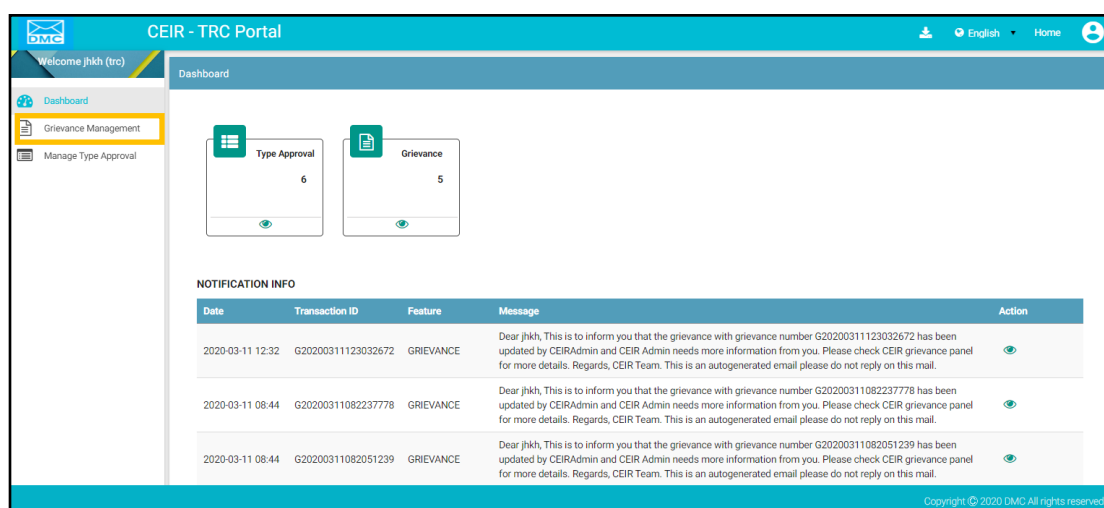


Figure 28: Home Page



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

Grievance Management						Report Grievance
Start Date	End Date	TransactionID	Grievance ID	Grievance Status		FILTER EXPORT
Raised Date	Modified On	Transaction ID	Grievance ID	Grievance Status	Action	
2020-03-11 09:14	2020-03-11 09:14	T20200311080907345	G20200311091448199	New		
2020-03-11 08:22	2020-03-11 08:45	T20200311080233190	G20200311082237778	Pending With Admin		
2020-03-11 08:20	2020-03-11 08:44	T20200311080629476	G20200311082051239	Pending With User		
2020-03-11 08:18	2020-03-11 09:12	T20200311080907345	G20200311081841923	Pending With Admin		
2020-03-11 08:17	2020-03-11 08:43		G20200311081714256	Pending With User		
Showing 1 To 5 Of 5 Entries						Previous 1 Next

Figure 29: Grievance Management

The **Report Grievance** page appears.

Report Grievance	
TransactionID	Category* Registration Related
Remarks* Unable to change registration information	
Upload Supporting Document SELECT FILE Upload a file	Document Type Select Document Type
Required Field are marked with *	
+ADD MORE FILES	
SUBMIT CANCEL	

Figure 30: Report Grievance

3. Enter the following information:

- Transaction ID:** Enter the transaction ID of the type approval request if the grievance is related to a type approval request
- *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.
- *Remarks:** Enter information about the grievance raised. This helps the administrator 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
 - 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.

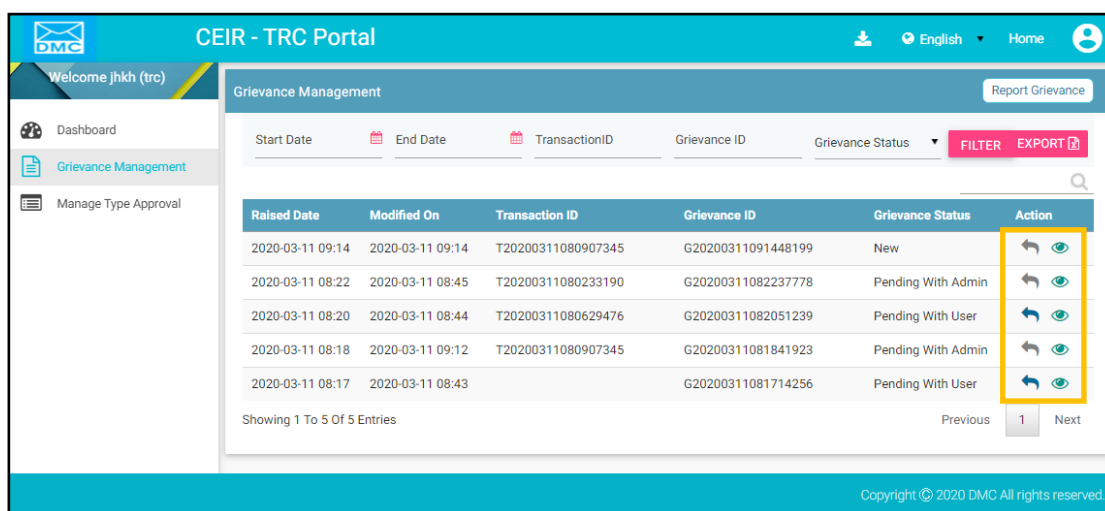




Figure 31: Grievance Management

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

Column	Description
Raised Date	Date of raising a grievance.
Last Update Date	The date when the grievance was modified.



Column	Description
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 Authority: When a response is awaited from the CEIR administrator.• Pending with User: When a response is awaited from the TRC .• 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 provided by the CEIR administrator 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.

2.9 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 administrator. Similarly, one can view only those grievances that are closed.

To filter grievances:



Grievance Management

Report Grievance

Start Date

End Date

TransactionID

Grievance ID

Grievance Status

FILTER

EXPORT

Raised Date	Modified On	Transaction ID	Grievance ID	Grievance Status	Action
2020-03-11 09:14	2020-03-11 09:14	T20200311080907345	G20200311091448199	New	
2020-03-11 08:22	2020-03-11 08:45	T20200311080233190	G20200311082237778	Pending With Admin	
2020-03-11 08:20	2020-03-11 08:44	T20200311080629476	G20200311082051239	Pending With User	
2020-03-11 08:18	2020-03-11 09:12	T20200311080907345	G20200311081841923	Pending With Admin	
2020-03-11 08:17	2020-03-11 08:43		G20200311081714256	Pending With User	

Showing 1 To 5 Of 5 Entries

Previous1Next

Figure 32: 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 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 Administrator
 - Pending with User
 - Closed
- Click **Filter**.

The filtered grievances are shown on the page.

Grievance Management

Report Grievance

Start Date

End Date

TransactionID

Grievance ID

Pending With Admin

FILTER

EXPORT

Raised Date	Modified On	Transaction ID	Grievance ID	Grievance Status	Action
2020-03-11 12:30	2020-03-11 13:40	T20200311080907345	G20200311123032672	Pending With Admin	
2020-03-11 08:18	2020-03-11 09:12	T20200311080907345	G20200311081841923	Pending With Admin	

Showing 1 To 2 Of 2 Entries

Previous1Next

Figure 33: Filtered Grievances



2.10 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).

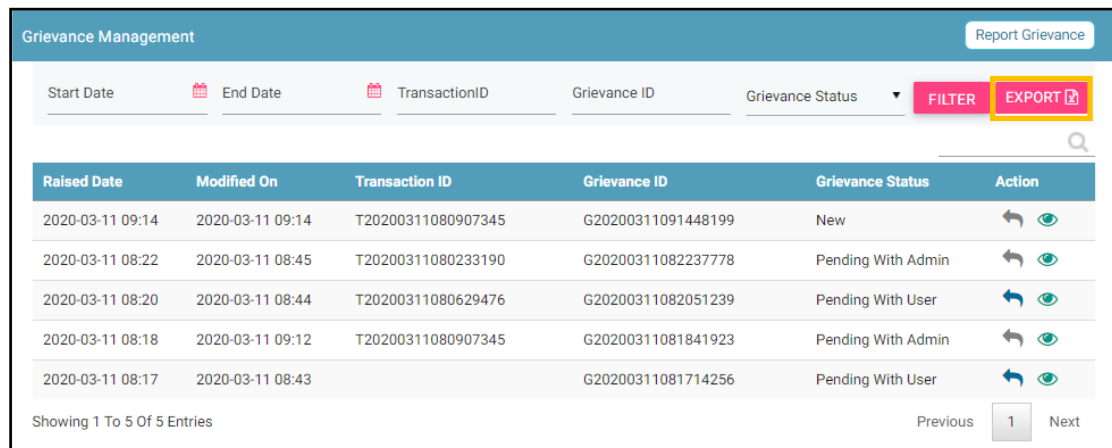


Figure 34: Grievance Management

The following page appears.

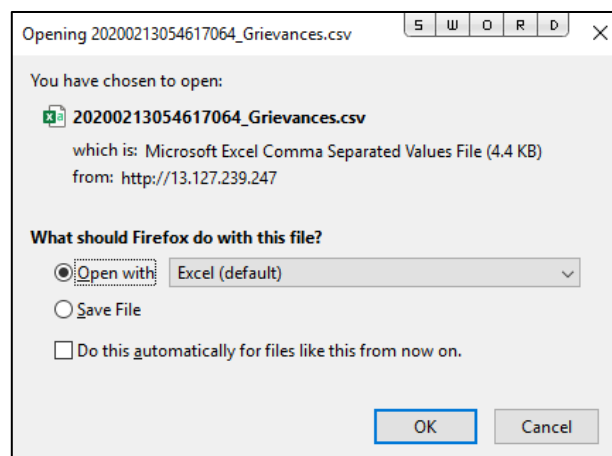


Figure 35: Open or Save Exported Grievance File

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

	A	B	C	D	E	F	G
1	GRIEVANCE_ID	GRIEVANCE_STATUS	CREATED_ON	MODIFIED_ON	CATEGORY	REMARKS	FILE_NAME
2	G20200214170722282	New	14-02-2020 17:07	14-02-2020 17:07	Report Related	Testing	2020-01-31_12_31_48_StolenAndRecovery.csv
3	G20200214140030236	Pending With Admin	14-02-2020 14:00	14-02-2020 14:00	Report Related	Testing	2020-01-31_12_31_48_StolenAndRecovery.csv
4	G20200214135507461	Pending With User	14-02-2020 13:55	14-02-2020 13:55	Device Recovery Related	Remarks by Admin	Consignment.csv
5	G20200214124541450	Closed	14-02-2020 12:45	14-02-2020 12:45	Report Related	remark by	Stock (15).csv
6							

Figure 36: 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.