



Central Equipment Identity Register Portal

TRC User Manual v 2.1



Document Change History

Version	Change Type	Description	Date
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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 TRC use the CEIR (Central Equipment Identity Register) application to report Type approved devices and report grievances.

1.2 Acronyms & Abbreviations

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

1.3 Conventions

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



2 TRC Operations

2.1 Application Overview

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

TRC perform the following tasks:

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

2.2 Logging into the Application

Before login, the TRC must register in the application.

To register:

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

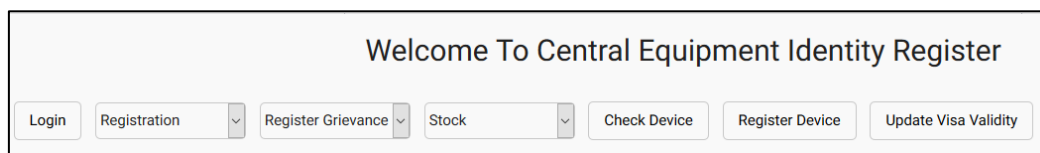
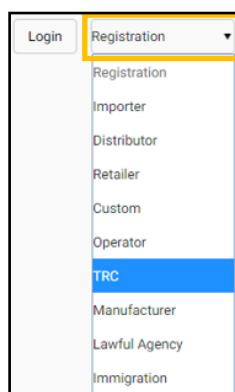


Figure 1: CEIR Home Page

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





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

TRC Registration

English

First Name * Middle Name Last Name

Address(Property Location) *

Country * Cambodia Province * Select Province

District * Select District Commune * Select Commune

Village Select Village Street Number *

Locality Postal Code

National ID * Upload National ID *
SELECT FILE Upload National ID

Upload User Photo *
UPLOAD USER PHOTO

Employee ID * Upload ID Card *
*UPLOAD ID CARD

Nature Of Employment *
Nature Of Employment

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 1
Security Question 2 * Answer 2 *
Security Question 2
Security Question 3 * Answer 3 *
Security Question 3

8 z h b e u

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 *

SUBMIT CANCEL

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 ID:** Enter the mail ID. This mail ID would be used for communication.
7. ***Contact Number:** 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.



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

Figure 3: Verify OTP

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

A screenshot of the 'Enter OTP' screen. It has 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, there is a blue link labeled 'Resend OTP'. At the bottom, there is a large pink button labeled '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.

A screenshot of a message box titled 'Verify OTP'. The message inside says: '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 center, there is a pink button labeled 'OK'.

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

To start using the application, log into the application.

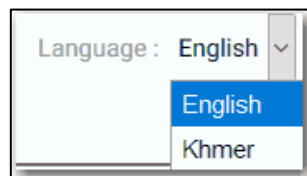
To login:



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

Figure 5: Login

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



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

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

3. Enter the captcha.

4. Click **LOGIN**.

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

On entering correct information, the application Home page appears.

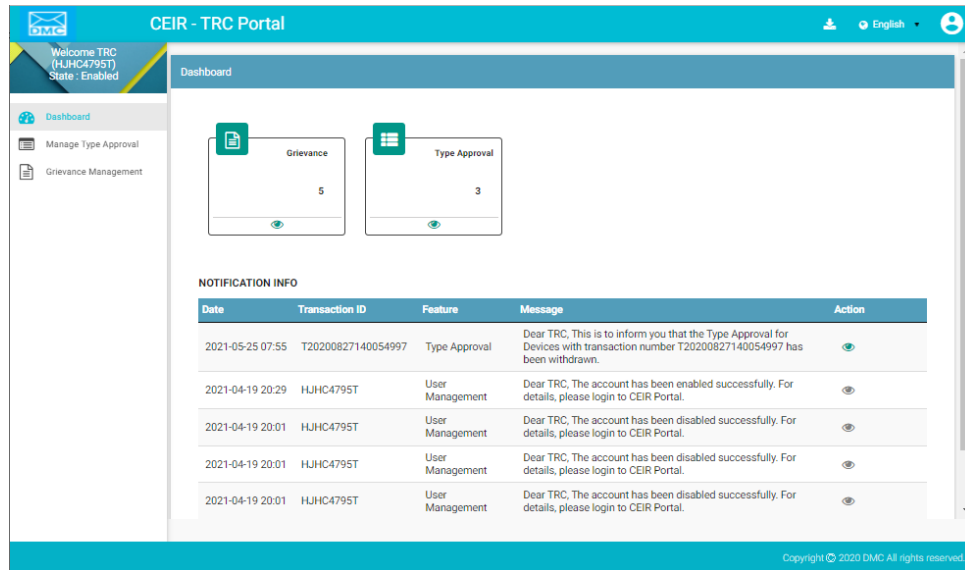


Figure 6: Home Page

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

Forgot Password

Please enter your User ID *

FLHF0071K

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

What was your childhood nickname

Provide answer to the question*

Sammy

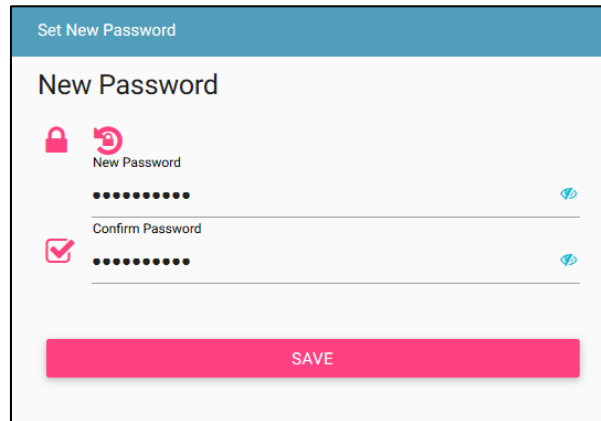
SUBMIT

CANCEL

Figure 7: Forgot Password


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

The **Set New Password** page appears.



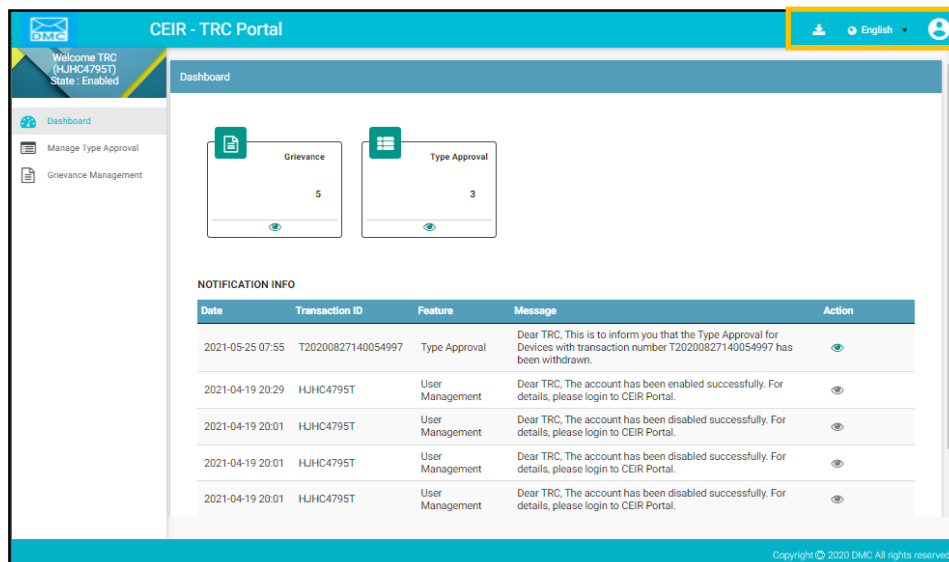
The form is titled 'Set New Password' and 'New Password'. It contains two input fields: 'New Password' and 'Confirm Password'. Each field has a password strength indicator (a series of dots) and a toggle icon (an eye) to show or hide the password. A red 'SAVE' button is at the bottom.

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 home page features a sidebar with navigation links: Dashboard, Manage Type Approval, and Grievance Management. The main content area shows a dashboard with two cards: 'Grievance' (5) and 'Type Approval' (3). Below these is a 'NOTIFICATION INFO' table.






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

Figure 9: Home Page

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


The center of the page is the Dashboard.

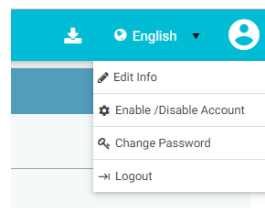
The top right corner of the screen displays the following menu options:




- **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.

Edit Information

First Name *	Middle Name	Last Name
TRCSecond		Second
Address (Property Location) *		
East Coast		
Country *	Province *	
USA	Angkor	
District *	Commune *	
Angkor Thom	Angkor Touch	
Village	Street Number *	
Select Village	1	
Locality	Postal Code	
	276372	
National ID *	Upload National ID/Passport Document *	Preview
USA142534	Capture.PNG	
Upload User Photo *	Employee ID *	
ZmbfileCheck.png	WM/PU67465A	
Upload Employee ID *	Nature Of Employment *	
download (1).jpg	Temporary	
Designation and Title *	Reporting Authority Name	
Traniee		
Reporting Authority Email ID	Reporting Authority Contact Number	
c58@goldilocks-tech.com	9898765432	
Email ID	Contact Number *	
c58@goldilocks-tech.com	7876545453	
Security Question 1 *	Answer 1 *	
What is the name of your childhood friend?	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	

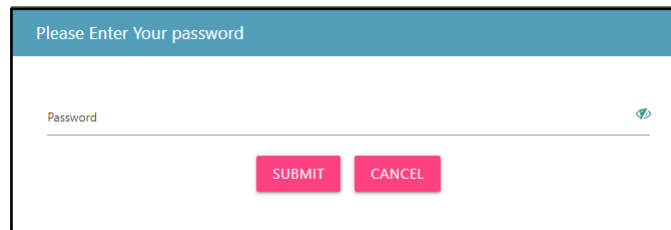
Required Field are marked with *

UPDATE **CANCEL**

Figure 10: Edit Information

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

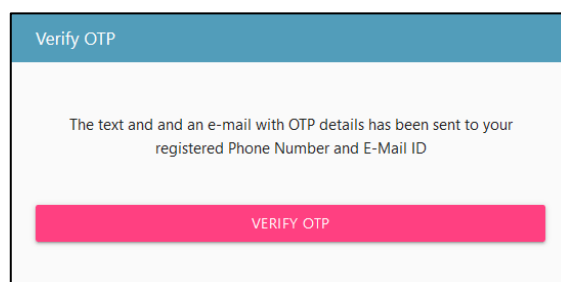
User is prompted to enter the password for confirmation of edit profile.



The screenshot shows a web form titled "Please Enter Your password". It features a single text input field labeled "Password" with a small eye icon to its right for toggling visibility. Below the input field are two buttons: "SUBMIT" and "CANCEL".

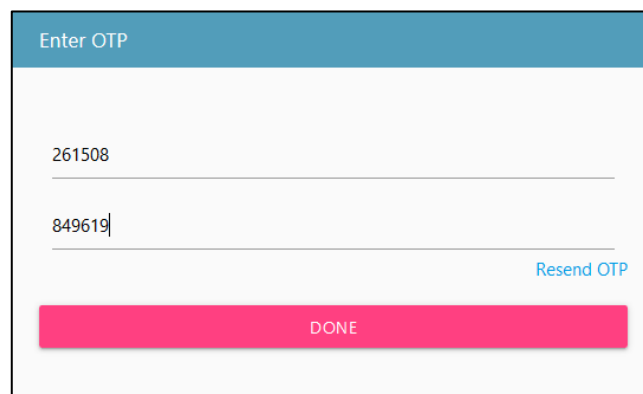
Figure 11: Password confirmation

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



The screenshot shows a notification screen titled "Verify OTP". The main text states: "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 labeled "VERIFY OTP".

Figure 12: Verify OTP notification



The screenshot shows a form titled "Enter OTP". It contains two text input fields. The first field contains the number "261508" and the second field contains "849619". To the right of the second input field is a blue link labeled "Resend OTP". At the bottom of the form is a large pink button labeled "DONE".

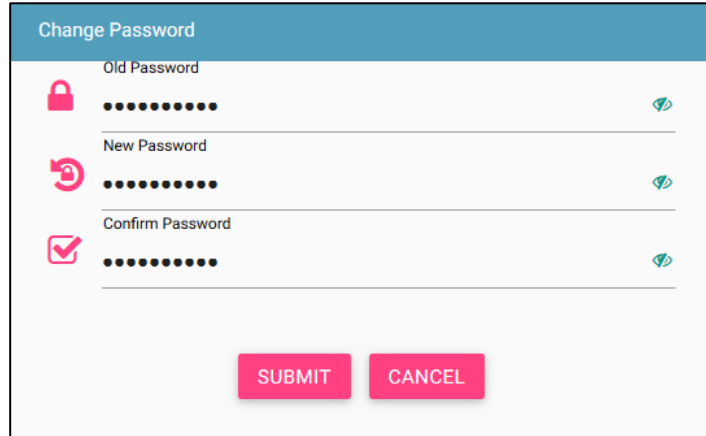
Figure 13: Verify OTP

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.

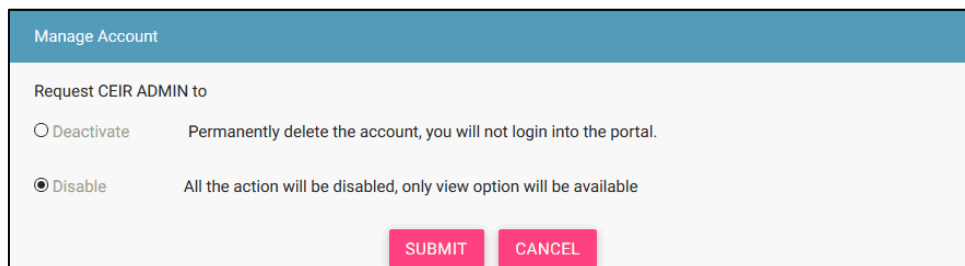
-  **(Change Password)**: Click on it change the login password.



The 'Change Password' form has a blue header bar with the title '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' with a lock icon. The second field is labeled 'New Password' with a circular arrow icon. The third field is labeled 'Confirm Password' with a 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 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):** TRC users can deactivate their account or disable/enable their account.



The 'Manage Account' form has a blue header bar with the title 'Manage Account'. Below the header, there is a section titled 'Request CEIR ADMIN to'. Under this section, there are two radio button options. The first option is 'Deactivate' with the description 'Permanently delete the account, you will not login into the portal.' The second option is 'Disable' with the description 'All the action will be disabled, only view option will be available'. At the bottom of the form, there are two red buttons: 'SUBMIT' and 'CANCEL'.

Figure 15: Manage Account

- Deactivating an account means deleting the TRC 's account. Once the TRC 's account is deleted, the TRC can raise a grievance to reactivate it when required. The grievance is sent to the CEIR Admin who reactivates the account. After reactivation, the TRC can use the same login username and password to log into the application.
- When the account is disabled, TRC s can only view information and not add or modify information in the application. After the account is disabled, the TRC can enable it using the same menu.



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

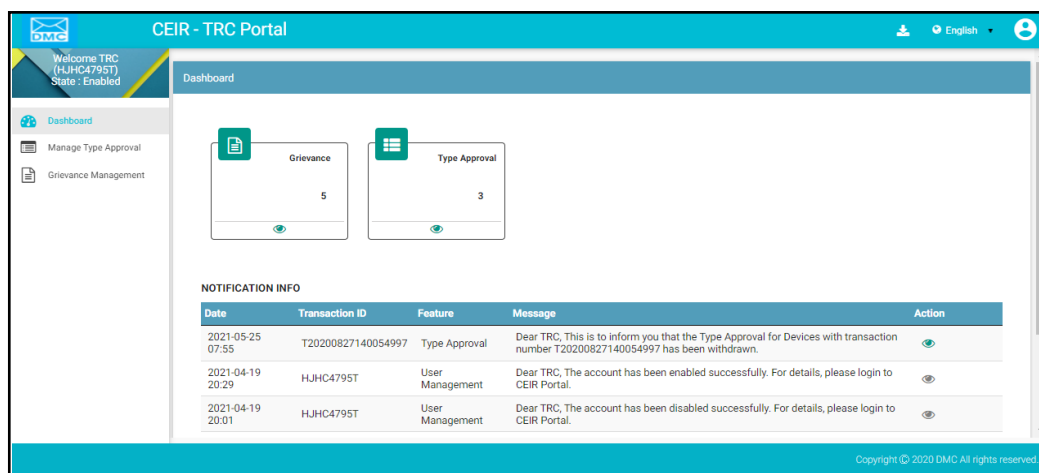
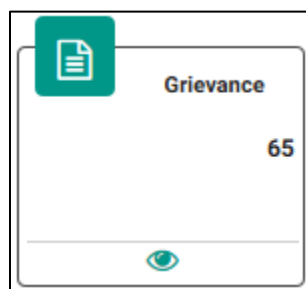


Figure 16: Home Page

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.

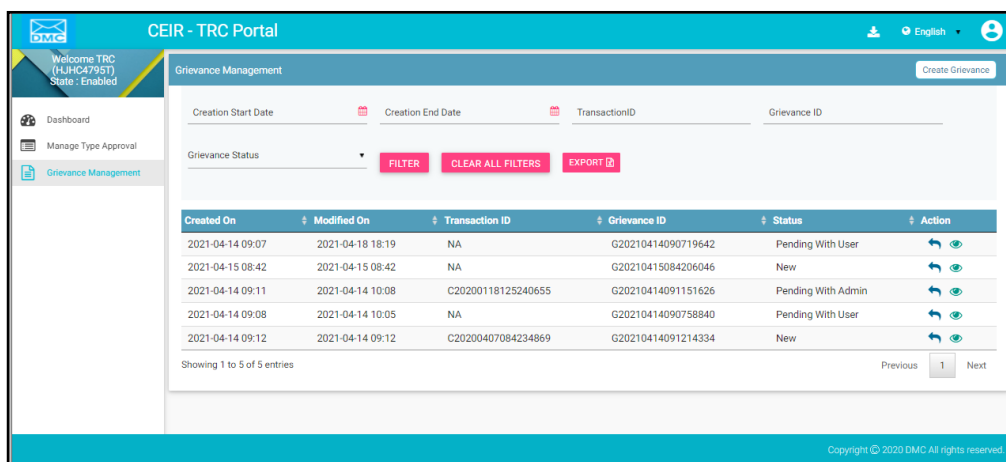
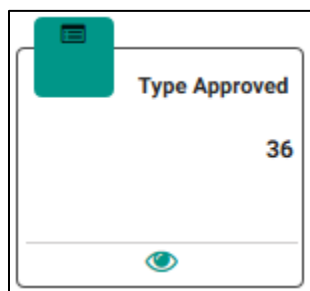


Figure 17: Grievance Management

Type Approved

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



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

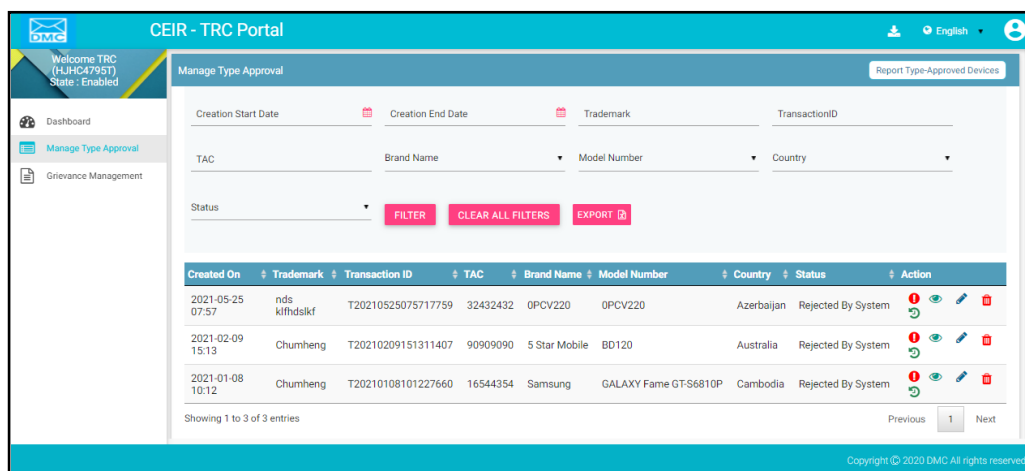


Figure 18: Manage Type-Approved




Notification Information

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

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



Figure 19: Notifications

Notifications are of two types.

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

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



2. Notifications that require some action by the TRC. For example, a notification about the type approval request approval or rejection by the CEIR Admin requires the TRC to take some action such as fix the errors in the type approval request. The **View** icon () is enabled in such notifications. Click  (**View**) to access the relevant page of the notification.

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





The notification panel has the following columns:

- **Date:** Date of sending the notification
- **Transaction ID:** Transaction ID of the type approval request for which the notification is sent. If the notification is related to the TRC account, the login username is shown instead of any transaction ID.



- **Feature:** This is the name of the feature for which the notification is sent. For example, if the notification is for a type approval request, the feature name **Type Approval** is shown. The feature name is the one shown in the left panel of the Home page.
- **Message:** This is the message of the notification. An example is shown below.

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

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

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



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



2.4 Manage Type Approval

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



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

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

The TAC approval certificate is required for clearance at customs.

The type approval request goes through the following review stages:

- TRC uploads the request details.
- The request is processed and made available to the CEIR Admin.
- The CEIR Admin may approve or reject the request.



- If rejected, the TRC can withdraw the request. The entire cycle is then repeated until it is approved.

To upload type approved device details:

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

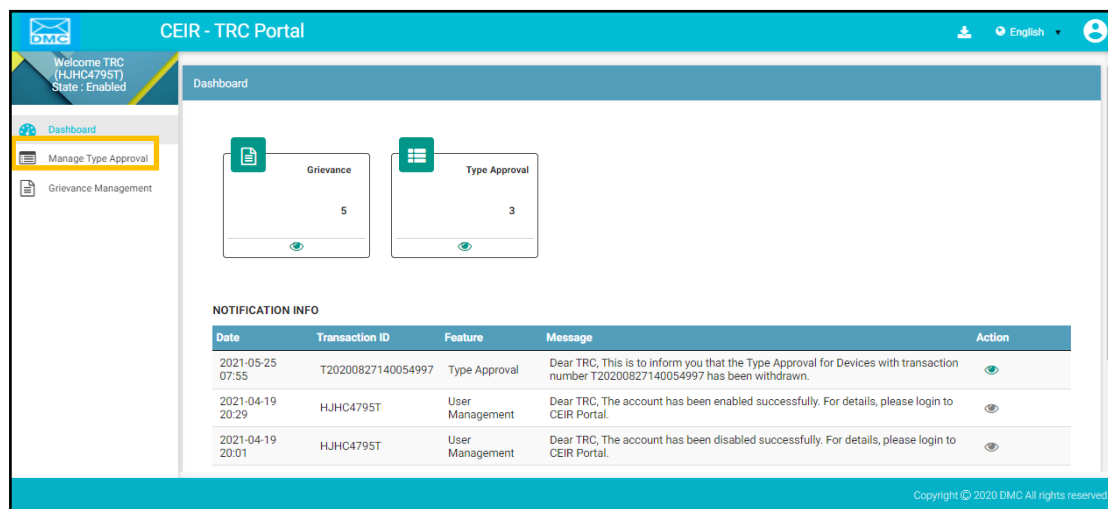


Figure 20: Home Page

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

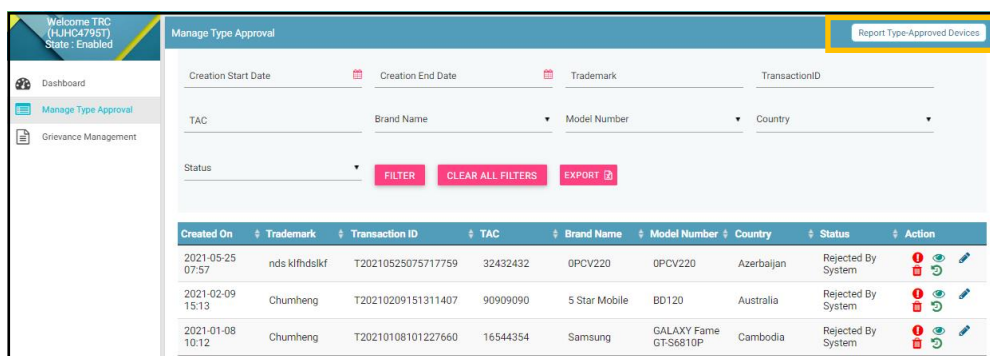


Figure 21: Manage Type-Approved

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

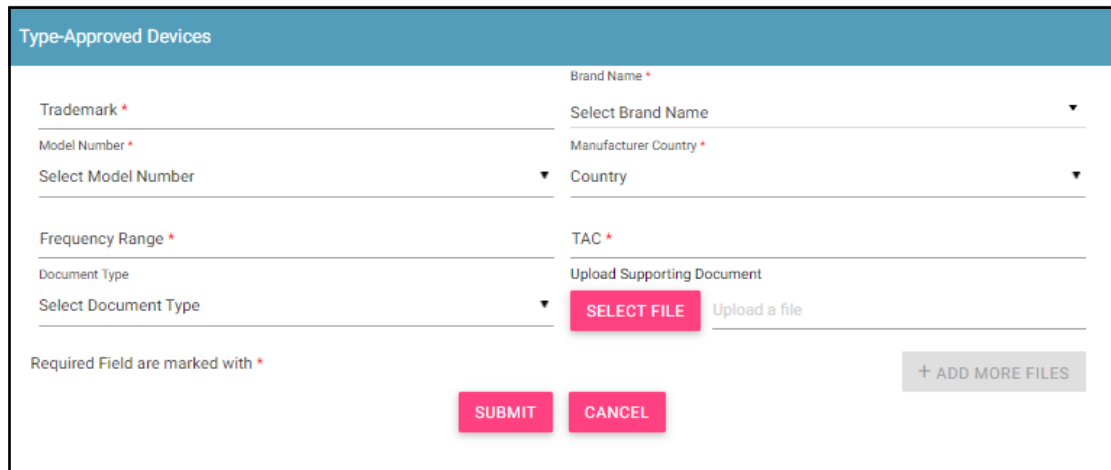


Figure 22: Type-Approved Devices

3. Enter the following information:
 - a. ***Trademark:** Enter the trademark of the product.
 - b. ***Product Name:** Select the product company from the list.
 - c. ***Model Number:** Select the model number of the product.
 - d. ***Country:** Select the country from where the device is imported.
 - e. ***Frequency Range:** Enter the frequency range supported by the device.
 - f. ***TAC:** Enter the code of the device.
 - g. **Document Type:** Select the type of document being uploaded. TRC s are required to upload three documents:
 - Technical Specifications: This document has all the technical specifications of the device.
 - Performance Report: This document has the performance details of the device.
 - TAC Approval Certificate: This is the approval certificate issued by the supplier.
 - h. **Upload Supporting Document:** Click **Select File** to upload the document.
 - i. Click **+Add More Files** to upload more documents. This adds another set of **Document Type** and **Upload Supporting Document**.
4. Click **Submit**.

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



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

Manage Type Approval

Report Type-Approved Devices

Creation Start Date

Creation End Date

Trademark

TransactionID

TAC

Brand Name

Select Model Number

Country

Status

FILTER

CLEAR ALL FILTERS

EXPORT

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

Showing 1 to 3 of 3 entries

Previous

1





Next

Figure 23: 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 Admin: After the processing is done, the type approval request sent for approval to the CEIR Admin.• Approved by CEIR Admin: The CEIR Admin approves the request.• Rejected by CEIR Admin: The CEIR Admin rejects the request.• Withdrawn by CEIR Admin: The CEIR Admin can withdraw the type approval request.• Withdrawn by User: The TRC can withdraw the type approval request.
Action	<p>This displays different actions that can be performed on the type approval request.</p> <ul style="list-style-type: none">• View : This is used to view the type approval request.• Edit : This is used to change the type approval request.• Delete : This is used to delete the type approval request.• History : This is used to view the transaction history of the request.

2.5 Edit Type Approved Devices

TRC s can modify the type approval request details.

To modify type approval request:

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



Manage Type Approval

Report Type-Approved Devices

Creation Start Date

Creation End Date

Trademark

TransactionID

TAC

Brand Name

Select Model Number

Country

Status

FILTER

CLEAR ALL FILTERS

EXPORT

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

Showing 1 to 3 of 3 entries

Previous1Next

Figure 24: Manage Type-Approved

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

Update Type-Approved Device

Trademark *

Chumheng

Transaction ID

T20210108101227660

Brand Name *

Samsung

Model Number *

GALAXY Fame GT-S6810P

Frequency *

1000

TAC *

16544354

Manufacturer Country *

Cambodia

Document Type

Select Document Type

Upload Supporting Document

SELECT FILE

Upload a file

Required Field are marked with *

UPDATE

CANCEL

+ ADD MORE FILES

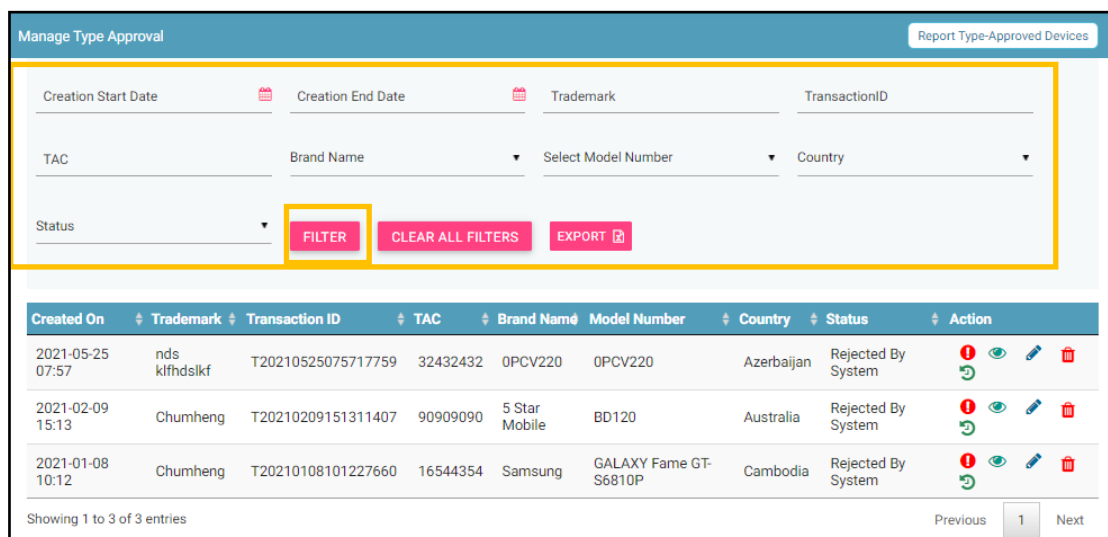
Figure 25: Update Report Type-Approve Devices

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

2.6 Filter Type Approval Requests

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

To view specific type approval requests:



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













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

Figure 26: 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.

Manage Type Approval

Report Type-Approved Devices

Creation Start Date

Creation End Date

Trademark

TransactionID

TAC

Brand Name

Select Model Number

Country

Status

FILTER

CLEAR ALL FILTERS

EXPORT

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

Showing 1 to 3 of 3 entries

Previous

1

Next

Figure 27: Filtered Type Approval Requests

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

2.7 Sorting Type Approved Requests

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

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

Manage Type Approval

Report Type-Approved Devices

Creation Start Date

Creation End Date

Trademark

TransactionID

TAC

Brand Name

Select Model Number

Country

Status

FILTER

CLEAR ALL FILTERS

EXPORT

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

Showing 1 to 3 of 3 entries

Previous

1

Next

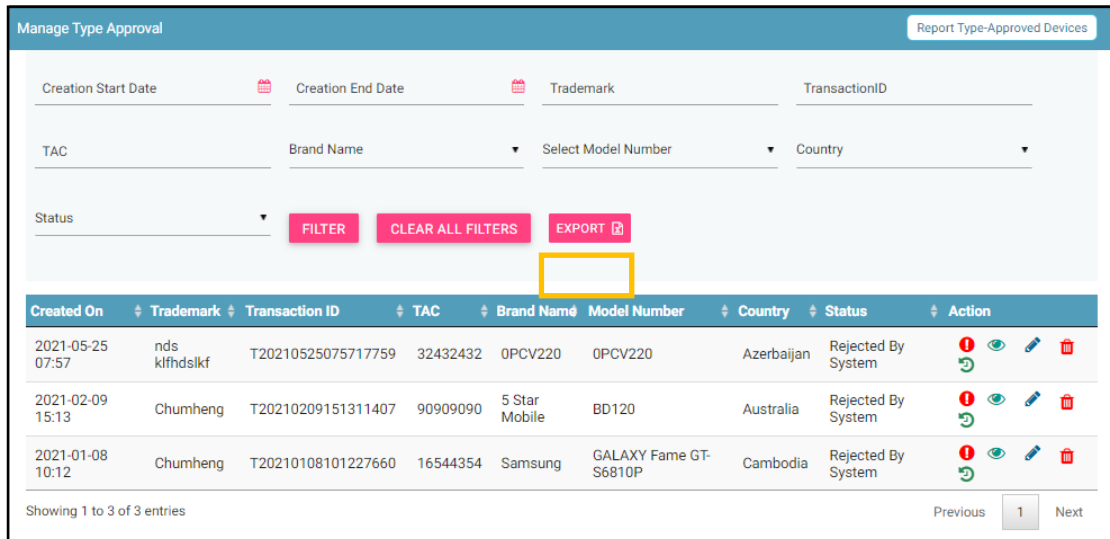
Figure 28: Sorting Type Approval Requests

2.8 Export Type Approved Requests

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

To export the type approval requests:

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



The screenshot shows the 'Manage Type Approval' interface. At the top right, there is a button labeled 'Report Type-Approved Devices'. Below this, there are search filters for 'Creation Start Date', 'Creation End Date', 'Trademark', 'TransactionID', 'TAC', 'Brand Name', 'Select Model Number', and 'Country'. A 'Status' dropdown menu is also present. Below the filters are three buttons: 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT' (highlighted with a yellow box). Below the buttons is a table with the following columns: 'Created On', 'Trademark', 'Transaction ID', 'TAC', 'Brand Name', 'Model Number', 'Country', 'Status', and 'Action'. The table contains three entries. At the bottom, there is a pagination bar showing 'Showing 1 to 3 of 3 entries' and 'Previous 1 Next'.













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

Figure 29: Export Type Approval Requests

The following page appears.

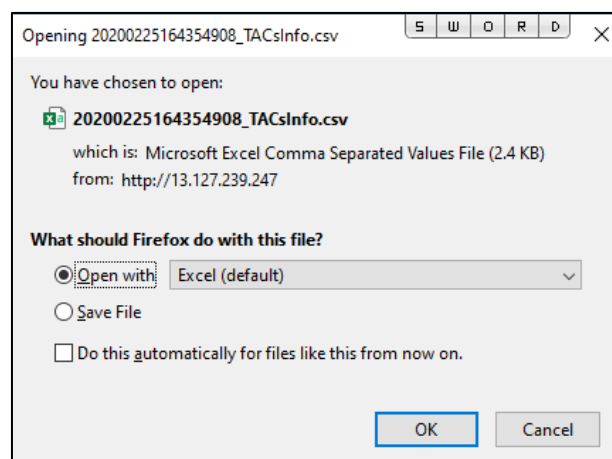


Figure 30: Open or Save Exported File

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



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

Figure 31: Exported Type Approval Requests

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

2.9 Grievance Management

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

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

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

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

To raise a grievance

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

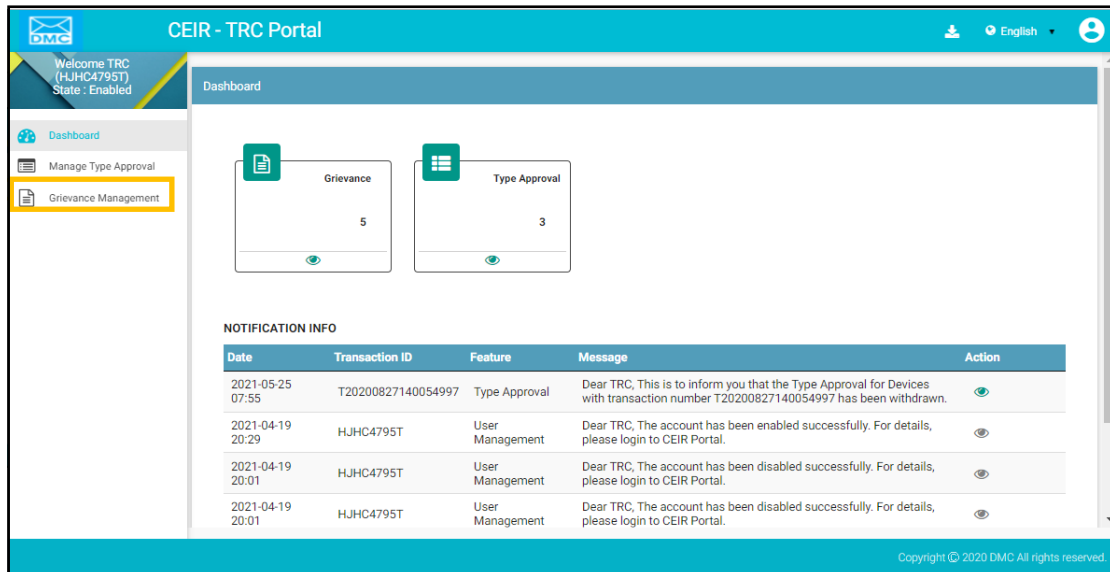


Figure 32: Home Page

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

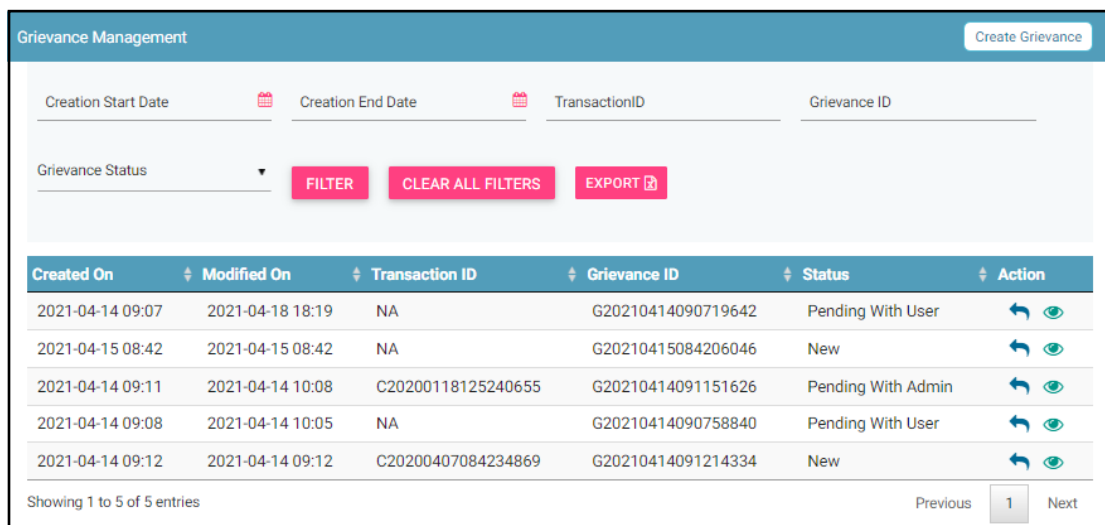


Figure 33: Grievance Management

The **Create Grievance** page appears.

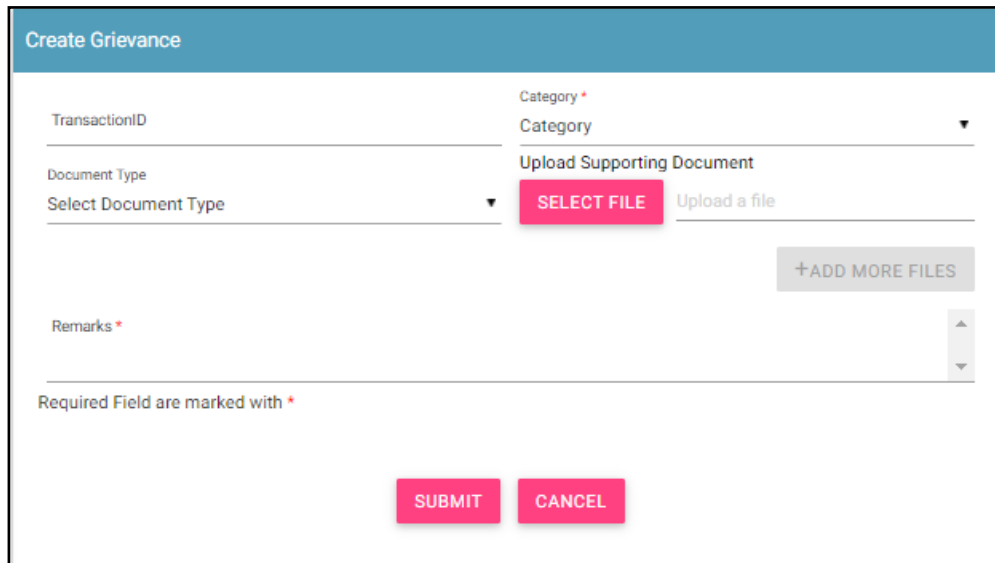


Figure 34: Create Grievance

3. Enter the following information:
 - a. **Transaction ID:** Enter the transaction ID of the type approval request if the grievance is related to a type approval request
 - b. ***Category:** Select the category of the grievance. The options are:
 - Type Approval Related: Problem in reporting type approval request etc.
 - Other: Problem with any other aspect of the application
 - Registration Related: Problem with registering information in the application.
 - c. ***Remarks:** Enter information about the grievance raised. This helps the CEIR Admin to understand the problem in detail.
 - d. **Document Type:** Select the type of identification or another document that is to be uploaded. The options are:
 - Passport
 - Technical Specification Document
 - Performance Report
 - Type Approved Certificate
 - Visa
 - NID (National ID)



- Photo
 - Other
- e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- f. To upload more documents, click **+Add More Files**.

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

4. Click **SUBMIT**.

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

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

Showing 1 to 5 of 5 entries



Previous 1 Next

Figure 35: Grievance Management

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 type approval request for which a grievance was raised.
Grievance ID	This is the ID that is automatically assigned to the grievance.



Column	Description
Grievance Status	<p>The uploaded grievance goes through different status modes.</p> <ul style="list-style-type: none">• New: When a grievance is raised.• Pending with CEIR Admin: When a response is awaited from the CEIR Admin.• Pending with User: When a response is awaited from the TRC .• Closed: When the CEIR Admin closes the grievance.
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: none">• Reply : This is used to respond to the grievance. The response is provided by the CEIR Admin or TRC. The exchange of responses is done until the grievance is closed.• View : This is used to view the grievance response history. The TRC can see all the responses exchanged for any grievance.

2.10 Filter Grievances

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

To filter grievances:



Grievance Management

Create Grievance

Creation Start Date

Creation End Date

TransactionID

Grievance ID

Grievance Status

FILTER

CLEAR ALL FILTERS

EXPORT

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

Showing 1 to 5 of 5 entries

Previous1Next

Figure 36: Filter Grievances

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

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

2. Click **Filter**.

The filtered grievances are shown on the page.



Grievance Management						Create Grievance
Creation Start Date		Creation End Date		TransactionID		Grievance ID
Pending With User						
		FILTER	CLEAR ALL FILTERS	EXPORT		
Created On	Modified On	Transaction ID	Grievance ID	Status	Action	
2021-04-14 09:07	2021-04-18 18:19	NA	G20210414090719642	Pending With User		
2021-04-14 09:08	2021-04-14 10:05	NA	G20210414090758840	Pending With User		
Showing 1 to 2 of 2 entries				Previous	1	Next

Figure 37: Filtered Grievances

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

2.11 Sorting Grievances

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

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

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

Figure 38: Sorted Grievances

2.12 Export Grievances

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



To export the grievances:

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

The screenshot shows the 'Grievance Management' interface. At the top right is a 'Create Grievance' button. Below it are filters for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'Grievance ID'. There is also a 'Grievance Status' dropdown. Below these filters are three buttons: 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT' (which is highlighted with a yellow box). Below the filters is a table with the following columns: 'Created On', 'Modified On', 'Transaction ID', 'Grievance ID', 'Status', and 'Action'. The table contains 5 entries. At the bottom, it says 'Showing 1 to 5 of 5 entries' and has 'Previous', '1', and 'Next' pagination links.

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

Figure 39: Grievance Management

The following page appears.

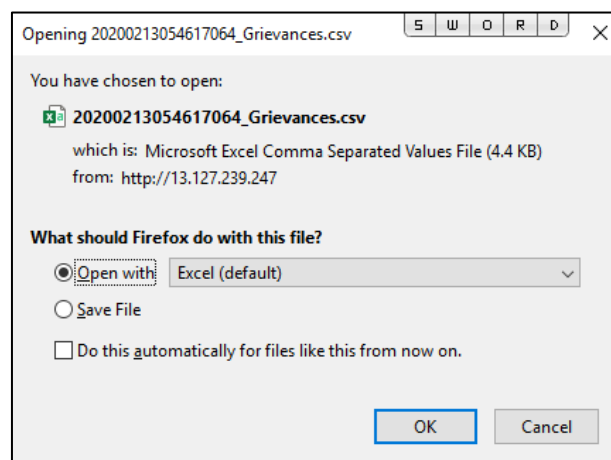


Figure 40: Open or Save Exported Grievance File

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

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

Figure 41: 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.