



CEIR Portal for Railway Protection Force

Overview & Purpose

The Central Equipment Identity Register (CEIR) portal, developed by the Department of Telecommunication, is a crucial tool designed to combat mobile phone theft and enhance security within the mobile communication ecosystem.

Its primary purpose is to:

- ✓ Enable the blocking, tracking, and management of lost or stolen mobile devices.
- ✓ Render stolen mobile phones unusable on any network by blocking their IMEI (International Mobile Equipment Identity) numbers, thereby deterring theft and illegal resale.
- ✓ Facilitate the recovery of lost phones through advanced tracking features.
- ✓ Help prevent the use of duplicate or cloned IMEI numbers, enhancing trust and security.

- ✓ Streamline coordination between telecom operators, law enforcement agencies (including RPF), and the public for efficient handling of mobile phone theft cases.

Mobile phone theft has become a significant concern for railway passengers. In response, RPF actively utilizes the CEIR portal as part of Operation Amanat to recover lost/stolen mobile phones reported via the Rail Madad platform.

Standard Operating Procedure (SOP) for using Central Equipment Identity Register (CEIR) Portal for Railway Protection Force

Aim & Objectives for RPF

The integration of the CEIR portal into RPF operations is driven by clear aims and objectives:

- ✓ Aim: To effectively block stolen or lost mobile devices and facilitate their recovery by tracking them, thereby discouraging mobile theft and protecting railway passengers.
- ✓ Objective: To respond efficiently to mobile theft-related complaints received through the Rail Madad platform under the umbrella of Operation Amanat.

Key Responsibilities of RPF Units

❖ Divisional Security Control Room (DSCR):

- ✓ Receives complaints pertaining to lost/stolen/misplaced mobile phones via Rail Madad.
- ✓ Forwards complaints to RPF field units for redressal.
- ✓ Designates an officer to handle mobile phone complaints.
- ✓ Verifies information and documents from field units before forwarding to the Zonal Nodal Officer.
- ✓ Records CEIR registration in the Rail Madad Action Taken Report.

❖ RPF Field Units:

- ✓ Attend to complainants regarding lost/stolen/misplaced mobile phones.
- ✓ Inform complainants about the option to register complaints on the CEIR portal and obtain their consent (Annexure A).
- ✓ Advise complainants to register an FIR for stolen phones; if unwilling/unable, proceed with CEIR registration based on consent.
- ✓ Collect necessary information (Annexure A, ID, mobile numbers) and share with DSCR.

- ✓ Make diary entries for received phones and issue receipts (Annexure D).
- ✓ Assist complainants in unblocking recovered devices via the CEIR portal.

❖ **Zonal Nodal Officer (Gazetted Rank):**

- ✓ Nominated by Zonal PCSC to supervise CEIR portal operations in the Zone.
- ✓ Ensures timely action on complaints and reviews performance of Zonal Cyber Cells.
- ✓ Approves and ensures registration of complaints in the CEIR portal after verification.
- ✓ Oversees all actions related to tracking, tracing, contacting, and coordinating device returns.

❖ **Zonal Cyber Cells:**

- ✓ Responsible for operating the CEIR portal under the supervision of the Nodal Officer.
- ✓ Log into the CEIR portal using divisional credentials to register complaints and block devices.
- ✓ Upload mandatory documents (Rail Madad complaint, Annexure A).
- ✓ Notes down the generated reference number for tracking.

- ✓ Maintains proper soft format records (Annexure-B, Table 1 & 2).
- ✓ Utilize the CEIR portal's tracking feature (Traceability Report) to locate devices.
- ✓ Establish contact with persons accessing lost devices and request their return to the nearest RPF post.
- ✓ Coordinate safe transit of recovered devices if needed.
- ✓ Share tracking details with Police Station if an FIR is registered.

❖ **Central TOPARC Unit (Railway Board):**

- ✓ Acts as the central coordinating body for monitoring CEIR portal operations by RPF.
- ✓ Reviews daily performance of Zonal Cyber Cells to prevent misuse.
- ✓ Receives monthly performance analysis reports from Zonal PCSCs.

Procedure: Reporting & Registration

1. Rail Madad Complaint Registration

- i. Complaints (lost/misplaced/theft) are registered in the Rail Madad portal (via 139 helpline or by passenger).
- ii. If complainant is traveling, DSCR contacts them to inform about RPF assistance at a station or advises to reach nearest RPF Post/Outpost.

2. RPF Field Unit Action

- i. RPF personnel assist in filing an FIR (if stolen).
- ii. If no FIR, explain CEIR portal features and obtain consent for registration (Annexure-A).
- iii. Collect minimum required information: Mobile No. (lost phone), Brand/Make, Lost Place/Date/Time, ID Card (PDF/JPEG/JPG), Complainant Name/Address/Contact No. (Optional: Second mobile no., Device Model, Email ID, Purchase Invoice).
- iv. Share collected information and signed Annexure-A with DSCR.
- v. Provide complainant with a copy of Annexure-A and DSCR contact.

3. CEIR Portal Registration (Zonal Cyber Cell)

- i. Nodal Officer verifies and approves complaint details/documents.
- ii. Zonal Cyber Cell logs into CEIR portal using divisional credentials to register complaints and block devices.
- iii. Uploads mandatory documents (Rail Madad complaint and Annexure-A) as a single PDF.
- iv. Notes down the generated reference number for tracking.
- v. Maintains proper soft format records (Annexure-B, Table 1 & 2).

Tracking & Recovery Process

1. Device Tracking

4. Updating Rail Madad

- i. Divisional Security Control updates the Rail Madad Action Taken Report with CEIR portal complaint reference number.

2. Contacting Device Users

Zonal Cyber Cells utilize the CEIR portal's Traceability Report to locate lost or stolen devices. This report provides critical information:

- ✓ **Reporting Information:** Request ID, Reporting MSISDN, IMEI, Report Date, Lost Date, Rail Madad Complaint Number.
- ✓ **Access Information:** MSISDN/IMSI used after loss, Latest Access Time, Source (Triplet/BL Access Log), Circle, TSP of new SIM.
- ✓ **Police Information:** Zone, Division, Trace Type (Suspected/Confirmed).

- ✓ Designated officer from Zonal Cyber Cell contacts the person currently accessing the lost device.
- ✓ Informs them about the loss/theft and complaint registration.
- ✓ Advises them to deposit the device at the nearest RPF post.

3. Device Recovery & Handover

- ✓ Recipient RPF post makes a diary entry of the phone's receipt, including details of the person delivering it and their ID.

- ✓ A receipt (Annexure D) is issued to the person delivering the phone.
- ✓ Complainant is contacted to collect the recovered device from the RPF post.
- ✓ Acknowledgement of handover is taken on Annexure A, and a diary entry is made.
- ✓ RPF assists the complainant in unblocking the device via the CEIR portal's "Un-Block Found Mobile" feature.
- ✓ Annexure A (with acknowledgment) and Annexure D are shared with Zonal Cyber Cell for complaint closure.
- ✓ RPF hands over the phone to the concerned police station if an FIR is registered; otherwise, to the complainant or their assigned person after identity verification.
- ✓ If RPF posts differ, Zonal Cyber Cell coordinates safe transit of the device.
- ✓ If FIR is registered after CEIR complaint, Zonal Cyber Cell shares tracking details with the Police Station.
- ✓ RPF does not pursue recovery for devices with registered FIRs.

CEIR Portal Interface (Example)

Below is an example of the CEIR portal's "Request for blocking lost/stolen mobile" interface:

The screenshot displays the CEIR portal's "Request for blocking lost/stolen mobile" interface. On the left is a blue sidebar with navigation options: User, Privilege, Stolen Device Reporting (highlighted with a red box), Block/Unblock Requests, IMEI TAC Details, Traceability Report, Traceability Details, and System Statistics. The main content area has a light blue header with a "Check status" button, the RPP logo, and a "View all requests" button. The title "Request for blocking lost/stolen mobile" is centered, with a note that all fields marked with an asterisk are mandatory. The form is organized into two columns. The left column includes fields for Mobile No 1 (with a country code dropdown), IMEI 1, Device Brand, Lost Place, Select Board, Select Division, Upload Rail Madad Complaint, and Upload mobile purchase invoice. The right column includes Mobile No 2, IMEI 2, Device Model, Lost Date (with a calendar icon), Select Zone, Rail Madad Complaint No., and Email ID. Each field has a "Find IMEI" button next to it. At the bottom right, there is a "more complaints" button.

Field	Value
Mobile No 1	+91 Mobile Number 1
IMEI 1	Enter 15 digit IMEI Number
Device Brand	Device Company
Lost Place	Lost Place
Select Board	Select
Select Division	Select
Upload Rail Madad Complaint	Choose File No file chosen
Upload mobile purchase invoice	Choose File No file chosen
Mobile No 2	+91 Mobile Number 2
IMEI 2	Enter 15 digit IMEI Number
Device Model	Device Model
Lost Date	2024-07-18 18:52:21
Select Zone	Select
Rail Madad Complaint No.	Rail Madad Complaint No.
Email ID	Email-ID

Supervision & Monitoring

- ✓ The Central TOPARC Unit acts as the central coordinating body, monitoring daily performance of Zonal Cyber Cells to prevent misuse and ensure SOP compliance.
- ✓ Monthly performance analysis of Zonal Cyber Cells is conducted by Zonal PCSCs, reviewing Rail Madad complaints and CEIR portal case performance.
- ✓ Monthly reports, including statistical data, are submitted to the Central TOPARC Unit by the 7th of every month for review.
- ✓ Achievements of Cyber Cells using the CEIR Portal are publicized in social media and press media by the Zones.

Compliance & Review

- ✓ Regular audits are conducted to ensure strict adherence to the SOP and prevent any misuse of the CEIR portal.
- ✓ Non-compliance or misuse of the portal will result in disciplinary actions as per Railway procedures.