

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
UNSTARRED QUESTION NO. 3914  
TO BE ANSWERED ON 18<sup>TH</sup> MARCH, 2020**

**STOLEN/LOST MOBILE PHONES**

**3914. SHRI HIBI EDEN:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has launched any portal where a mobile user can register a complaint of lost or stolen mobile phones and if so, the details thereof;
- (b) whether there has been a reduction in resale of lost/stolen mobile phones by blocking the IMEI number and if so, the details thereof and if not, the reasons therefor;
- (c) whether the Government has allowed the filing of complaint on the said portal without First Information Report (FIR) in case of lost/stolen mobile phones and if so, the details thereof and if not, the reasons therefor; and
- (d) the steps taken by the Government to spread awareness about the existence of the said portal?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS,  
HUMAN RESOURCE DEVELOPMENT AND  
ELECTRONICS & INFORMATION TECHNOLOGY  
(SHRI SANJAY DHOTRE)**

- (a) The Government has launched a web portal (<https://www.ceir.gov.in>) for customers of Delhi and Maharashtra, facilitating blocking of stolen or lost mobile phones.
- (b) Such data is not maintained.
- (c) The customer can submit request on the portal by uploading the police complaint and no First Information Report (FIR) is required. The requirement of police complaint has been made mandatory as a part of genuineness verification of the customer.
- (d) The Government has issued press releases to spread awareness about the existence of the said portal.

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