



Cyber Security Centre of Excellence West Bengal

Department of Information Technology & Electronics
Government of West Bengal



Advisory on Actions to be taken in case of Stolen/Lost Mobile Phones

What to do after your phone is stolen/Mobile Snatched/Mobile Lost?

STEPS:

1. Block your SIM Card: Contact your service provider and block the SIM Card (It has to be done as soon as possible)
2. State Police Complaint: File a complaint at the nearest police station, or you can also file a complaint online by visiting your state police citizen service portal.
3. Get a replacement SIM card with the same mobile number.
4. Remotely Erase Your Phone: If you've set up remote tracking and wiping features (like "Find My iPhone" for iOS or "Find My Device" for Android), use them to erase your phone remotely. This will protect your accounts and personal information from unauthorized access.
 - Google "Find My Device": For details regarding finding a lost android device one may refer to the following link; <https://support.google.com/android/answer/3265955?hl=en>
 - iOS "Find My iPhone": For details regarding finding a lost iPhone one may refer to the following link; <https://support.apple.com/en-in/104978>

5. Block of lost/stolen mobile devices through IMEI Number.

Report on Sanchar Saathi Portal of Govt. of India.

You need 3 things for reporting:

1. Mobile purchase invoice
2. Police complaint copy or PDF file
3. ID Proof of Mobile Owner

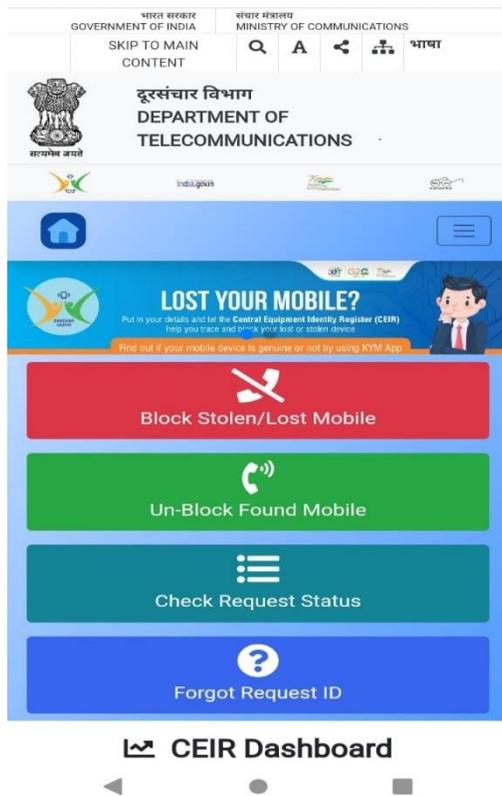
Brief details about Sanchar Saathi Portal (<https://sancharsaathi.gov.in/>)



The banner for the Sanchar Saathi portal features a blue background with a white and orange design. On the left, there is a circular logo with two stylized figures in orange and green, holding hands, with a mobile phone icon above them. The text 'SANCHAR SAATHI' is written below the logo. In the center, the text 'SANCHAR SAATHI' is prominently displayed in white, followed by 'AN INTEGRATED CITIZEN CENTRIC WEB PORTAL' in smaller white text. Below this, there are two main sections: 'REPORT' and 'TRACK'. The 'REPORT' section lists 'Suspected Fraud Communication & Unsolicited Commercial Communication/SPAM' and 'International Call with Indian Number'. The 'TRACK' section lists 'Your Lost or stolen mobile device', 'Your Mobile connections', and 'Your wireline internet service provider'. At the bottom left, there is a yellow button with the text 'ACCESS NOW' and three arrows pointing right. To the right of the button, there is a text box that says 'To get mobile safety, security and assurance through features like TAF COP, CEIR and Many more... <https://sancharsaathi.gov.in>'. On the right side of the banner, there is a cartoon illustration of a man in a blue suit and red tie, holding a laptop. In the top right corner, there are logos for 'INDIA TELECOM' and 'ITUWISA'.

Sanchar Saathi portal is a citizen centric initiative of Department of Telecommunications to empower mobile subscribers, strengthen their security and increase awareness about citizen centric initiatives of the Government. Sanchar Saathi empowers citizens by allowing them to know the mobile connections issued in their name, get disconnected the connections either not taken by them or not required by them, block and trace stolen/lost mobile phones and check genuineness of devices while buying a new/old mobile phone. Sanchar Saathi facilitates citizens for reporting suspected fraud communication and Unsolicited Commercial Communication (UCC) or spam. Sanchar Saathi contains various facilities like Chakshu, CEIR, TAF COP, KYM, RICWIN, KYI etc.

Brief details about Sanchar Saathi Portal CEIR Division (<https://ceir.sancharsaathi.gov.in/>)



CEIR (Central Equipment Identity Registry) module facilitates tracing of the lost/stolen mobile devices. This also facilitates blocking of lost/stolen mobile devices in the network of all telecom operators so that lost/stolen devices cannot be used in India. If anyone tries to use the blocked mobile phone, its traceability is generated. Once a mobile phone is found, it may be unblocked on the portal for its normal use by the citizens.

References:-

1. <https://support.google.com/android/answer/3265955?hl=en>
2. <https://support.apple.com/en-in/104978>
3. <https://sancharsaathi.gov.in/>
4. <https://ceir.sancharsaathi.gov.in/>