

Instructions

When entering the information of a lost/stolen mobile phone under the online system, the following instructions should be followed.

- When entering the information indicated on the screen, the information marked with a * mark should be mandatory.
- A valid phone number must be provided for the phone number entered at the end of the complaint, as an OTP number will be sent to the phone number when checking the status or confirming the complaint.

Police Station relevant to the incident: The police division where the mobile phone was lost/stolen should be mentioned.

Complaint Type: Lost/Stolen

Complaint: Briefly state the complaint

IMEI Number: Enter the 15-digit IMEI number or IMIs. There must be at least one IMEI number. When entering more than one IMEI number, separate them with a comma (,).

Date and Time of Occurrence: Enter the approximate date and time of the incident

Attachment: Attach file if available.

National Identity Card Number/Passport Number: A valid National Identity Card Number/Passport Number is mandatory.

Name: Enter the name of the owner of the phone.

Phone Number: Please provide a valid phone number where the complainant can be contacted.

Email Address: Please provide an email address only if available

Address: Please provide the address for information to be communicated.

I hereby certify that the information provided by me is true and correct to the best of my knowledge. I acknowledge that providing false information may be an offence under the Penal Code and I will be held responsible for the same. (Accept the information you have provided as true and correct and click on the empty box in front of the sentence mentioned here.)

Finally, click on "Submit Complaint".

- To verify the complaint, the complainant will receive an OTP number on the phone number provided and that number must be entered into the system and verified.
- If the complaint has been properly forwarded, the complainant will receive a text message on his/her mobile phone confirming receipt.

Have you already filed a complaint?

If so, click on "Check Status" to check the current status of the complaint.

An OTP number will be received on your phone. After entering that number, the complainant will be able to check the current status of the complaint submitted.