



Frequently Asked Questions

Q1) What is an IMEI number?

Ans. An IMEI (International Mobile Equipment Identity) number is a unique 15 digit number implanted in the Handset while manufacturing. Every GSM handset in the world carries a unique IMEI number.

Q2) Why IMEI is required?

Ans. IMEI number is required to uniquely identify a handset. It is like the registration number of a vehicle.

Q3) How can I check the IMEI number of my Handset?

Ans. You can check the IMEI number by dialling *#06#. By doing so, a 15 digit number is displayed on the handset, which is the IMEI number.

Q4) Why will my services be affected by using this handset with invalid IMEI number? Or

Why have I received a message from my Service Provider to get my IMEI number changed?

Ans. Your handset will not be usable in any network as your handset has invalid IMEI/ no IMEI number.

Spurious IMEI pose threat to National security and because of this reason Department of Telecom has ordered all the telecom operators not to allow calls to be processed on handsets with invalid IMEI numbers. However, to help you, we have opened these authorized GII centres, from where only you can get a genuine IMEI number implanted. Once a genuine IMEI number has been implanted, you will be able to continue using the handset.

Q5) Will changing my service provider / SIM card solve my problem?

Ans. No, IMEI is a handset feature and by changing the service provider / SIM card, the problem will not be solved.

Q6) Is there a way can I change my IMEI number myself or through any other source?

Ans. No, a genuine IMEI number can only be implanted at authorized GII service centres as per Govt approved processes recognized by COAI & MSAI. If it is done at any other unauthorised source it will not be valid.

Q7) Where should I go to get a genuine IMEI number?

Ans. You should only visit authorised GII service centres recognized by COAI & MSAI .Your nearest centre will be (List of centres are enclosed). You may also visit www.msai.in/GII/GSP to get the list of the nearest authorized centre.

Q8) How can I check whether my handset has been implanted by the authorized GII centre with a genuine IMEI number or not?



Ans. Type IMEI<space><15digit IMEI number> to 53232. You will get back the message that:

“This IMEI number has been issued for GII program.

Source: MSAI, official GSMA partner in India.”

Kindly note there is a charge of Rs.3 only per sms

Q9) Do I need to come in person or can I send a representative on my behalf?

Ans. Whoever comes to the authorized service center should carry a valid ID card.

Q10) Is there a limit of the handsets I can bring in ?

Ans. No, you can bring in as many handsets if you like. If you are bringing in multiple handsets it is advisable that you come in person with valid ID proof.

Q11) Is there any expiry date on my implanted IMEI number? Do I have to renew it periodically ?

Ans. No, The Implanted IMEI number will be valid for the life of the handset and you don't have to renew it ever.

Q12) What documents do I need to carry in order to change my IMEI number?

Ans. You need to carry ID proof. (Ex: Voter ID Card, Drivers Licences, etc). Your photograph will be captured at the authorized GII service centre, at no extra cost, apart from Rs. 199/-.

Q13) How much time will it take to change the IMEI number?

Ans. Less than 30 Minutes.

Q14) What are the requirements for changing IMEI number?

Ans. Please visit the authorized service centre in person with ID proof and the working handset.

Q15) How much it will cost?

Ans. It will cost Rs. 199 (all inclusive including your photo capture)
