



EQUIPMENT CLEARANCE SYSTEM (ECS)

USER MANUAL FOR TRCSL INDIVIDUAL USERS



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1. INTRODUCTION

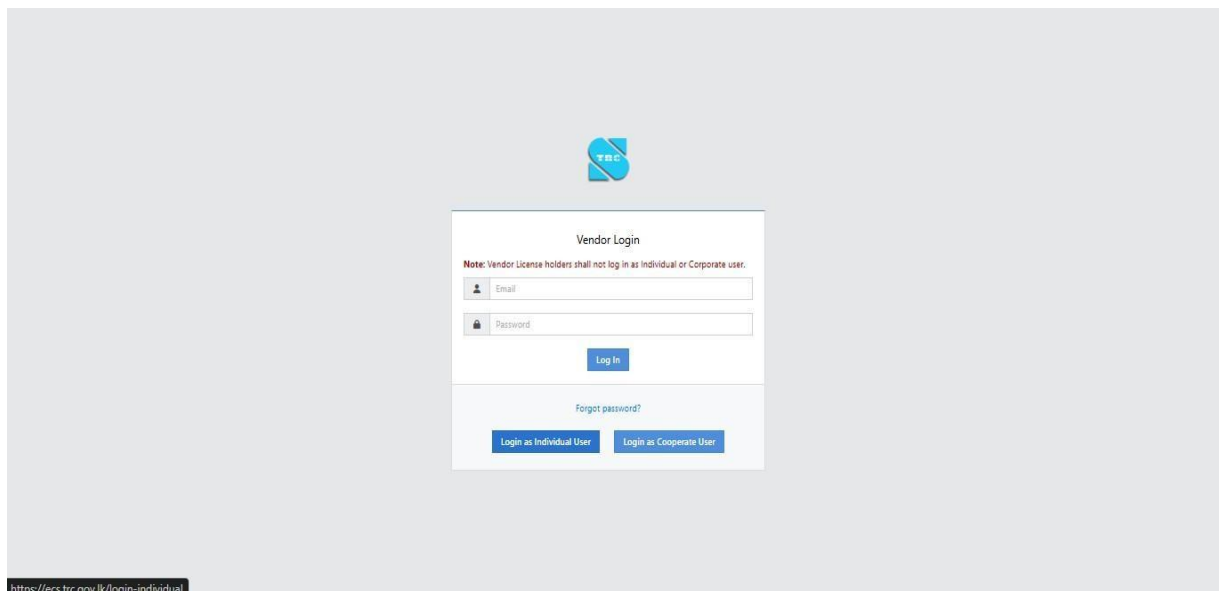
This manual is designed to guide individual users through the essential processes of registering and managing their accounts and tracking application statuses within the Telecommunication Regulatory Commission of Sri Lanka (TRCSL) online portal.

Individual users are required to ensure full compliance with TRCSL regulations throughout their operations. This includes the critical practice of purchasing and dealing only with IME registered devices and SRD devices, which ensures that all telecommunication devices comply with national regulations for security and network integrity.

This user manual will provide step-by-step guidance on navigating the TRCSL individual user's portal to successfully meet these requirements and facilitate smooth business operations with TRCSL.

2. INDIVIDUAL USER REGISTRATION PROCESS

- Open your preferred web browser. (We recommend using Google Chrome for the best experience).
- Click on the provided URL: <https://ecs.trc.gov.lk/signup/individual>
- The landing page will appear as shown below.





- New users must create an account before logging in.
- Before that to create an individual user account click on “Login as Individual User”.

Vendor Login

Note: Vendor License holders shall not log in as Individual or Corporate user.

Email

Password

Log In

[Forgot password?](#)

[Login as Individual User](#) [Login as Cooperate User](#)

<https://ecs.trc.gov.lk/login-individual>

- As a new user clicks on the “create an account” button.

Individual User Log in

Note: Not for Vendor License holders.

Email

Password

Log In

[Forgot password?](#)

[Create an account](#)



Process of the new account creation

Step 1: Fill the Individual user Registration Form

- Email: Provide your valid email address
- Password: Enter a secure password.
- Re-Enter Password: Confirm your password by typing it again.
- Then select user type as "Individual User"
- Click the blue "Confirm Email" button. This sends a verification code to your email.

A screenshot of the 'Individual User Registration' form. The form is titled 'Individual User Registration' and includes a note: 'Note: Not for Vendor License holders.' It contains several input fields: 'Email-' with a person icon, 'Password-' with a lock icon and a toggle eye icon, 'Re-Enter Password-' with a lock icon and a toggle eye icon, and 'Confirmation Code-' with a checkmark icon. Below the 'Email-' field is a 'Confirm Email' button. At the bottom are 'Create Account' and 'Cancel' buttons.

Individual User Registration

Note: Not for Vendor License holders.

Email-:

Password:

Re-Enter Password-:

Confirmation Code-:

☒



Step 2: Email Verification

- After clicking "Confirm Email," a green success message appears: "Verification code sent successfully to your provided email. Please check your mail."
- Check Your Email: Open your inbox and locate the email from TRCSL.

The screenshot displays the 'Individual User Registration' form. At the top, a note states 'Note: Not for Vendor License holders.' Below this, a green success message box reads: 'Verification code sent successfully to sampleindividual11@outlook.com. Please check your mail'. The form includes fields for 'Email:-' (containing 'sampleindividual11@outlook.com'), 'Password:-' (containing '1234@Sample'), and 'Re-Enter Password:-' (containing masked characters). A blue 'Confirm Email' button is positioned below the password fields. At the bottom, there is a 'Confirmation Code:-' section with a checkbox and a text input field labeled 'Confirmation code'. Below this, there are two buttons: 'Create Account' (blue) and 'Cancel' (grey).

Step 3: Verification Code

- Enter the Code: Return to the portal and input the 6-digit code in the "Confirmation Code" field.
- Create Account: Click the blue "Create Account" button.



Individual User Registration

Note: Not for Vendor License holders.

Verification code sent successfully to sampleindividual1@outlook.com.
Please check your mail

Email:-

sampleindividual1@outlook.com

Please proceed

Password:

Re-Enter Password:-

Confirm Email

Confirmation Code:-

☒

469042

Create AccountCancel

Individual User Registration

Note: Not for Vendor License holders.

Email:-

Email

Password:

Password

Re-Enter Password:-

Re-Enter Password

Confirm Email

Confirmation Code:-

☒

Confirmation code

Create AccountCancel

Account created successfully. Please log in.

3

Redirecting to login...

Go to Login Now



3. LOGIN TO PORTAL

- Email: Enter your registered email.
- Password: Enter your password.
- Submit: Click the blue "Log In" button.

The image shows a login form titled "Individual User Log in". It includes a note: "Note: Not for Vendor License holders." Below the note are two input fields: "Email" and "Password". The "Password" field has a message "Please fill out this field." and a blue "Log In" button. At the bottom, there are links for "Forgot password?" and "Create an account".

4. INDIVIDUAL USER ONBOARDING FORM.

Step 1: Navigate to Application

To complete the User Registration Process please fill in the Individual User Onboarding Form.

- Click "Individual User License Application" in the sidebar.
- The page loads with a form (initially empty for new users).

Step 2: fill in with the required details

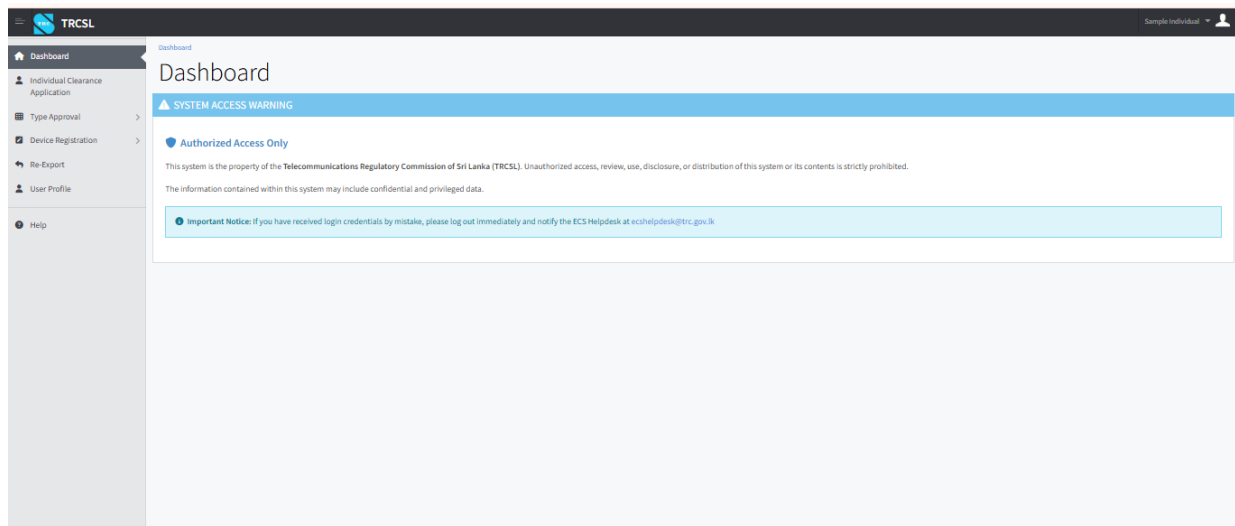
The image shows the "Individual User Onboarding" form. The form is titled "Individual Registration Application". It includes fields for "First Name*", "Last Name*", "Contact Number*", "Email*", "NIC Number*", "Passport Number", and "Address*". There are also dropdown menus for "Province", "District", and "City". A blue "Submit" button is at the bottom right.



5. OVERVIEW OF INDIVIDUAL USER DASHBOARD

Upon successful login, you will see the main dashboard with the following sections.

- Top Bar: TRCSL logo, user profile dropdown
- Sidebar Menu:
 - o Dashboard
 - o Individual User License Application
 - o Type Approval
 - o Device Registration
 - o Re-Export
 - o User Profile



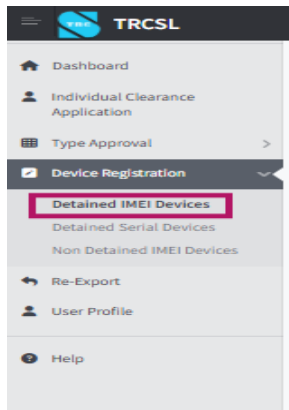


6. DEVICE REGISTRATION

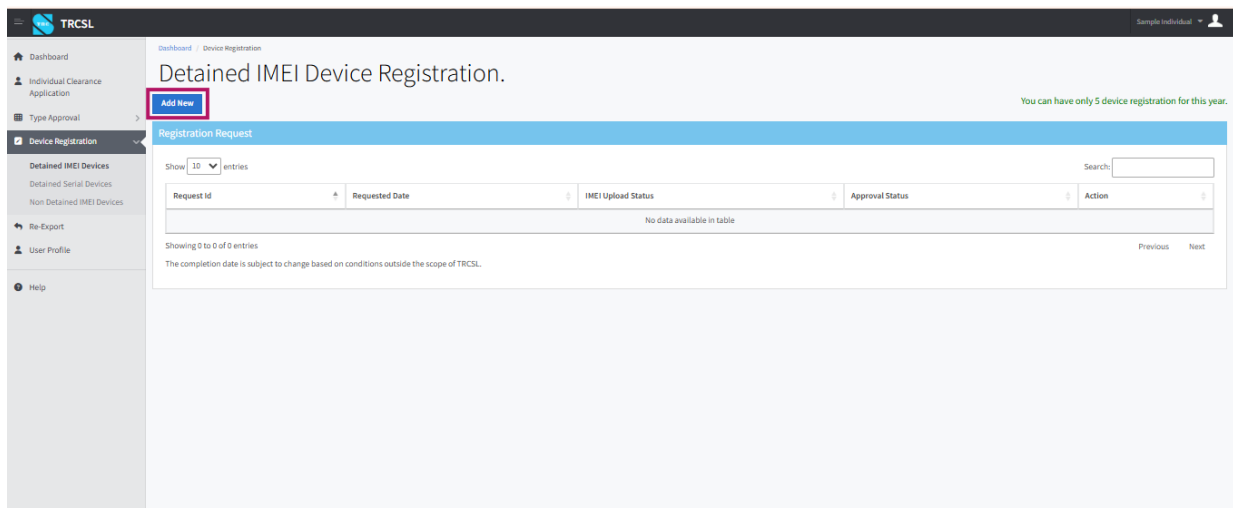
6.1. Detained IMEI Devices

Step 1: Accessing Device Registration Section

- Navigate to the "**Device Registration**" section from the left-hand navigation menu.
- Then access to the Device Registration->> **Detained IMEI Device**.



- By clicking on Detained IMEI Devices, you are directed to the screen below shown.
- On that above displayed page click the Add New button.
- Fill out the application form with User details and Invoice details.
- Once you click on the "Add New", You are direct in to the below shown screen.





Step 2: Application for Custom Clearance RTTE for Personal Use

TRCSL

Dashboard / Custom Clearance of RTTE for Personal Use

Application for Custom Clearance of RTTE for Personal Use

1. Applicant Details

Name of the Applicant: Sample Individual

Address: No. 45, 2 Galle Road, 3 Dehiwala 10350, 4 Sri Lanka

Contact Telephone Number: 0112345678

Email: sampleindividual1@outlook.com

Type of Bill: Air Way Bill

Remarks: Remarks

2. Details of RTTE

Equipment Details (Please fill up the table below)

Add Equipment

Type Of Equipment	Model	Make	Number of Units	IMEI/Serial	Operating Frequency	Tx power	Action
No records found							

3. Other Details

- Under the “**Application Details**” section you need to enter the required detail

TRCSL

Dashboard / Custom Clearance of RTTE for Personal Use

Application for Custom Clearance of RTTE for Personal Use

1. Applicant Details

Name of the Applicant: Sample Individual

Address: No. 45, 2 Galle Road, 3 Dehiwala 10350, 4 Sri Lanka

Contact Telephone Number: 0112345678

Email: sampleindividual1@outlook.com

Type of Bill: Customs Detention Receipt Number

CU5-260910-56789

09/01/2026

Remarks: Remarks

2. Details of RTTE

Equipment Details (Please fill up the table below)

Add Equipment

Type Of Equipment	Model	Make	Number of Units	IMEI/Serial	Operating Frequency	Tx power	Action
No records found							

3. Other Details



- By scrolling down, you need to add Equipment details under “**Details of RTTE**” Section. Click on the “Add Equipment” button as highlighted. Then the following window will be directed.
- Then you need to fill in the correct details and if you want to add multiple IMEI Numbers, please click on the “+” mark.

The screenshot shows the TRCSL Equipment Clearance System interface. The 'Details of RTTE' section is active, and the 'Add Equipment' button is highlighted. A modal form titled 'Add Equipment' is displayed, containing the following fields:

- Type of Equipment:
- Model:
- Make:
- Number of Units:
- Tx Power:
- Operating Frequency:
- Operating Frequency (GHz/MHz):
- IMEI Number:
- Enter IMEI:
- Remarks:

At the bottom of the modal, there are 'Cancel' and 'Add' buttons. A red box highlights the '+' icon next to the 'Enter IMEI' field, indicating where to click to add multiple IMEI numbers.

- Once you fill the details, you need to click on the “Add” button to as highlighted below to add the details.

The screenshot shows the TRCSL Equipment Clearance System interface with the 'Add Equipment' modal form filled out. The details entered are:

- Type of Equipment:
- Model:
- Make:
- Number of Units:
- Tx Power:
- Operating Frequency:
- Operating Frequency (GHz/MHz):
- IMEI Number:
- Enter IMEI:
- Remarks:

At the bottom of the modal, there are 'Cancel' and 'Add' buttons. A red box highlights the 'Add' button, indicating where to click to add the details.



- Once you add the details, those will be displayed as below.

The screenshot shows the 'Details of RTE' section of the TRCSL Equipment Clearance System. It includes a table for equipment details and a declaration section.

Type Of Equipment	Model	Make	Number of Units	IMEI/Serial	Operating Frequency	Tx power	Action
Mobile Phone	Galaxy S24	Samsung	1	359876543210123	900 MHz	24	Edit Delete
Mobile Phone	iPhone 15	Apple	1	351234567890123 358765432109876	2600 MHz	23	Edit Delete

3. Other Details

Commercial Invoice Number:

Commercial Invoice Date:

4. Declaration

I, the applicant, hereby certify that the information supplied in this application form is true in all respects.
I acknowledge that the Commission has right to reject the application in the case where any statement made herein is found to be false or the Commission is not satisfied in respect to any aspect of the application.
I have no objection to the detention of aforesaid RTE which does not comply with the Commission's technical standards.

I hereby accept the above declaration. ☐ Date:

- After, fill in the details under the **“Other Detail”** section and **“Declaration”** section.
- Then under the Declaration section, tick the box next to "I hereby accept the above declaration." The current date will automatically appear in the date field.

The screenshot shows the 'Supporting Documentations' section of the TRCSL Equipment Clearance System. It includes a section for uploading documents.

3. Other Details

Commercial Invoice Number:

Commercial Invoice Date:

4. Declaration

I, the applicant, hereby certify that the information supplied in this application form is true in all respects.
I acknowledge that the Commission has right to reject the application in the case where any statement made herein is found to be false or the Commission is not satisfied in respect to any aspect of the application.
I have no objection to the detention of aforesaid RTE which does not comply with the Commission's technical standards.

I hereby accept the above declaration. ☒ Date:

5. Supporting Documentations

Copies of following documents should be submitted with the application.
Please select all files to be submitted in a single action using the "Choose Files" option. Selecting files individually will replace any previously attached file.

1. NIC of the applicant

+ Add File 1
[Choose Files](#) No file chosen
Multiple attachments are allowed

2. Custom Detention Receipt /Commercial Invoice

+ Add File 2
[Choose Files](#) No file chosen
Multiple attachments are allowed



- After, add the supporting documents under the **“Supporting Documentations”** section.

I acknowledge that the Commission has right to reject the application in the case where any statement made herein is found to be false or the Commission is not satisfied in respect to any aspect of the application.
I have no objection to the detention of aforesaid RTTE which does not comply with the Commission's technical standards.

I hereby accept the above declaration. ☒ Date: 09/09/2026

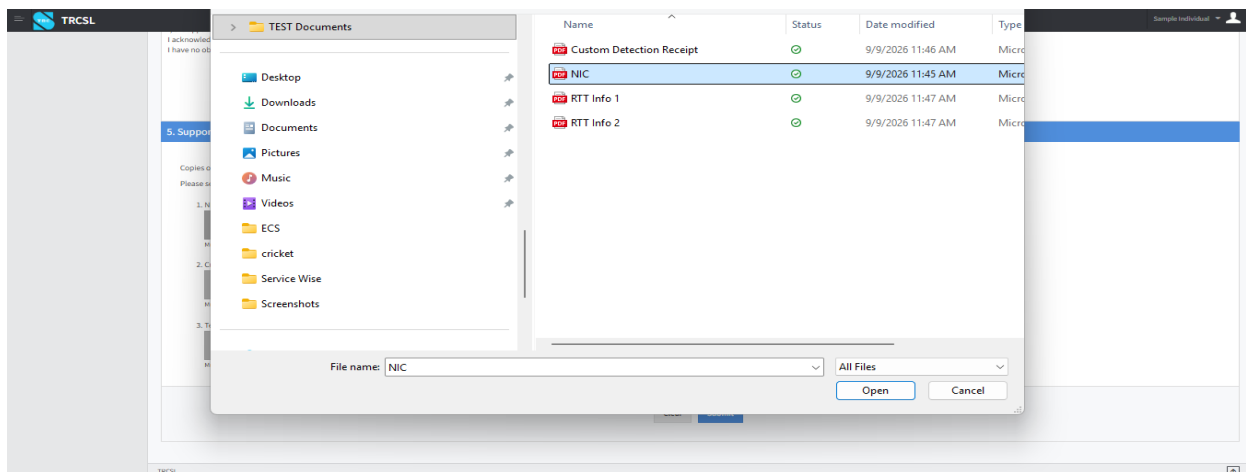
5. Supporting Documentations

Copies of following documents should be submitted with the application.

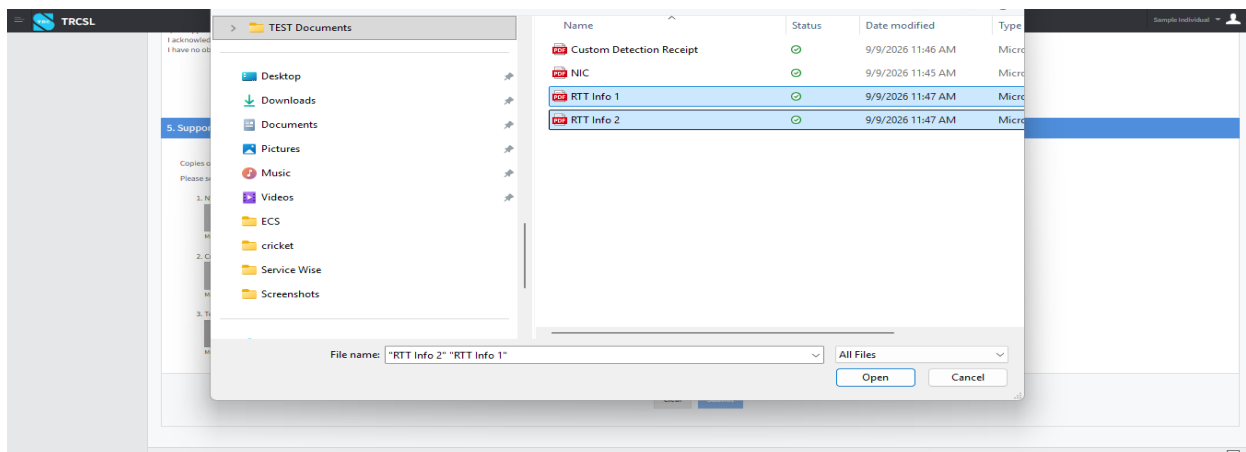
Please select all files to be attached in a single action using the “Choose Files” option. Selecting files individually will replace any previously attached file

1. NIC of the applicant
+ Add File 1
Choose Files No file chosen
Multiple attachments are allowed
2. Custom Detection Receipt / Commercial Invoice
+ Add File 2
Choose Files No file chosen
Multiple attachments are allowed
3. Technical Specifications of RTTE.
+ Add File 3
Choose Files No file chosen
Multiple attachments are allowed

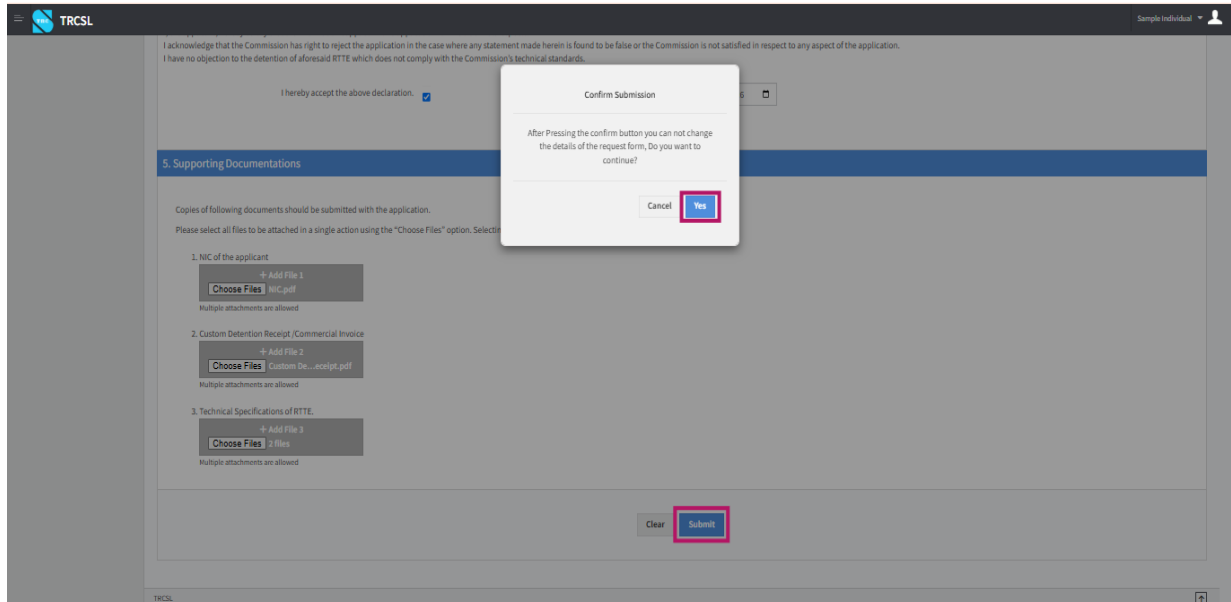
Clear Submit



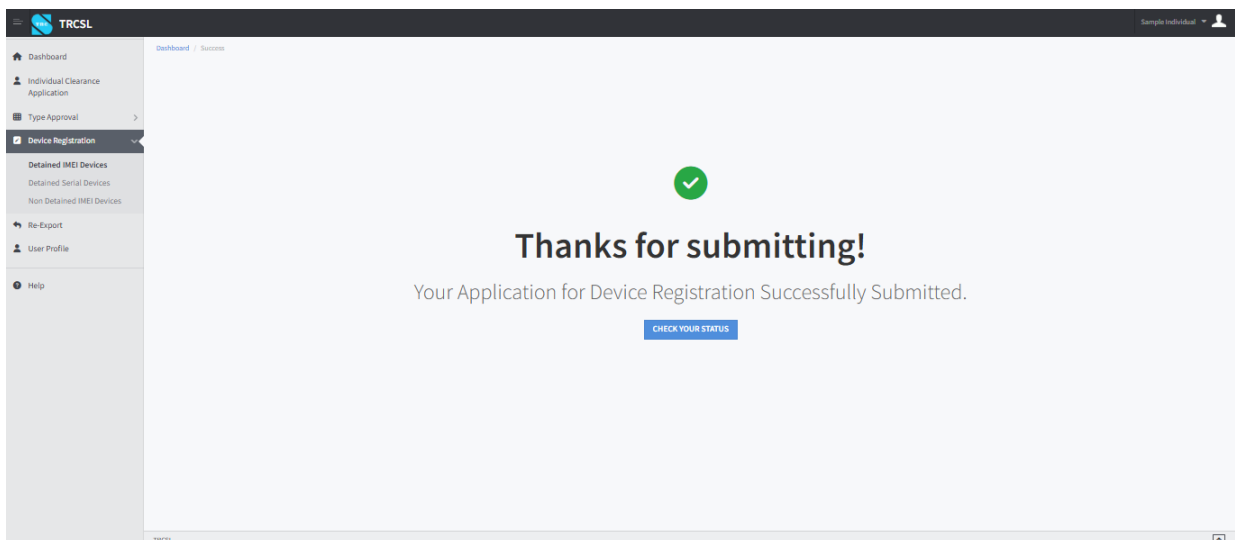
- As mentioned, if you want to add multiple supporting documents please select those at once avoiding selecting them separately



- Then once you add the file, you need to submit the request by click on **“Submit”** button and then confirm submission window will display and confirm by click on **“Yes”**.



- After successfully submission, the following confirmation page will be displayed.
- Once you click the **“Check your Status”** or direct to the **“Detained IMEI Devices”** again the requests will be displayed as below. as per the per the below.





- If the request is submitted successfully, the Approval Status will be displayed as "In Review". If the request is not submitted successfully, the Action column will display "Continue" and "Delete".

TRCSL

Dashboard

Individual Clearance Application

Type Approval

Device Registration

Dedicated IMEI Devices

Dedicated Serial Devices

Non Dedicated IMEI Devices

Re-Export

User Profile

Help

Sample Individual

Dedicated IMEI Device Registration.

[Add New](#)

You can have only 3 device registration for this year.

Registration Request

Show 10 entries

Request Id	Requested Date	IMEI Upload Status	Approval Status	Action
ECS-CCL-I-20260909-001	2026-09-09	SUBMIT	IN_REVIEW	
ECS-CCL-I-20260909-004	2026-09-09	DRAFT		Continue Delete

Showing 1 to 2 of 2 entries

The completion date is subject to change based on conditions outside the scope of TRCSL.

Previous 1 Next

- After submitting the request, you will receive a confirmation email acknowledging that your request has been received by TRCSL.

ECS-CCL-I-20260909-001 Custom Clearance Request

Dear Applicant,

We have received your Custom Clearance request.
Reference Number: ECS-CCL-I-20260909-001.

The request is in progress, and we will update you once the process advances and 2026-09-23 and the completion date is 2026-09-23 and tracking of the request available via <https://www.ecs.trc.gov.lk>.

This response is automatically generated by the Equipment Clearance System of TRCSL. Please do not reply.

Best regards,
Equipment Clearance System Team.



6.2. Detained Serial Devices

- Please follow same steps as described in the Detained IMEI Devices under section 4.1.

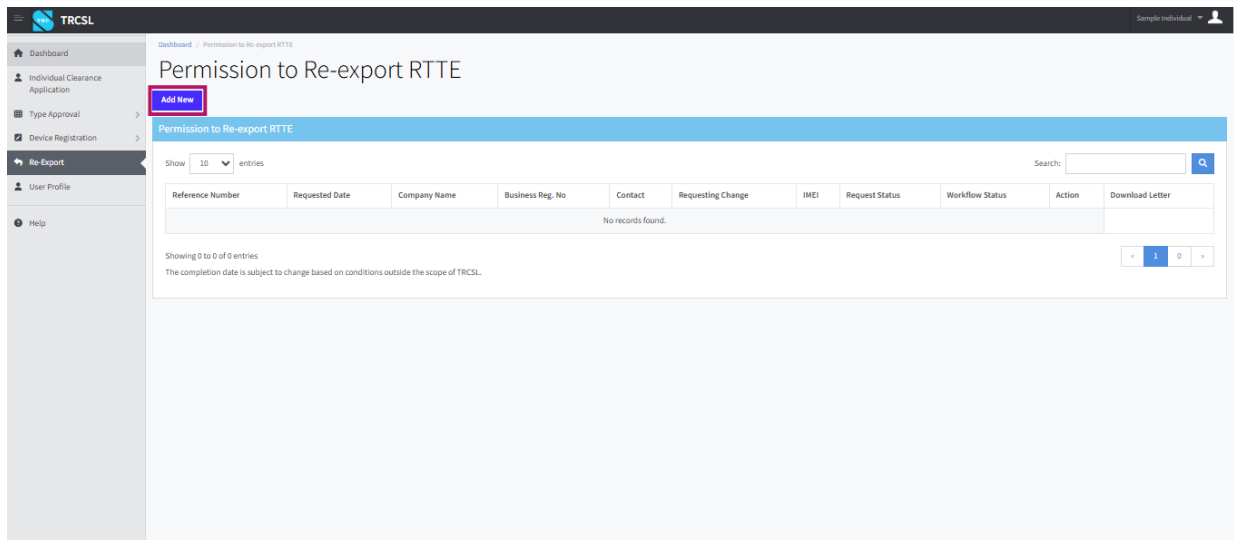
6.3. Non-Detained IMEI Devices

- Please follow same steps as described in the Detained IMEI Devices under section 4.1.

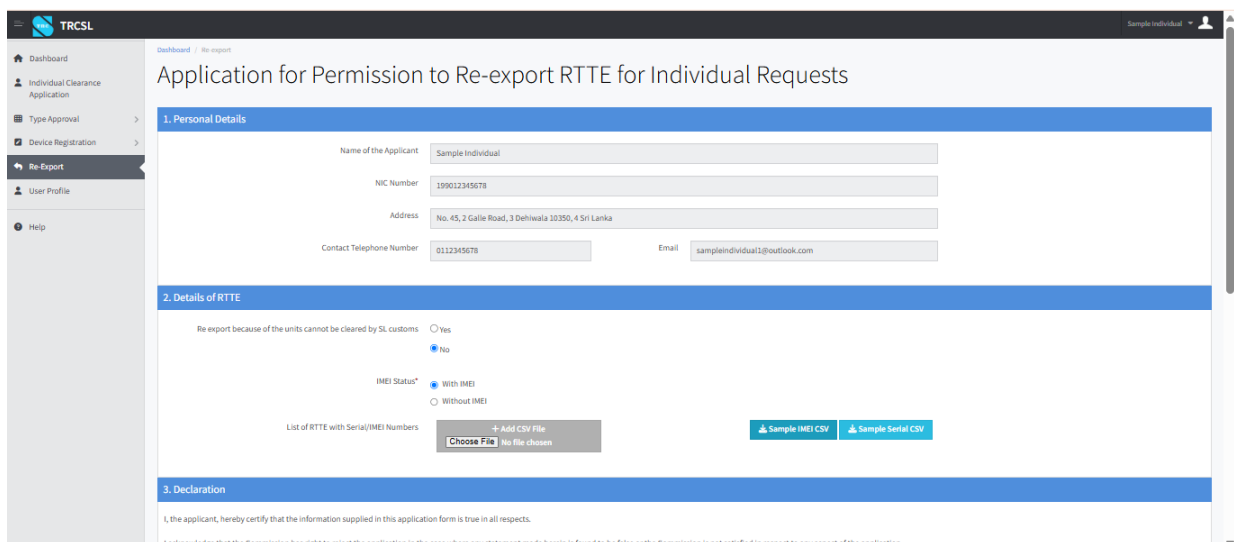
7. RE-EXPORT APPLICATION PROCESS

Step 1: Accessing Re-Export Section

- Navigate to the **“Re-Export”** section in the left-hand navigation menu.
- By clicking on Re- Export section, you are directed to the screen below shown,
- On that below displayed page click the Add New button as highlighted.

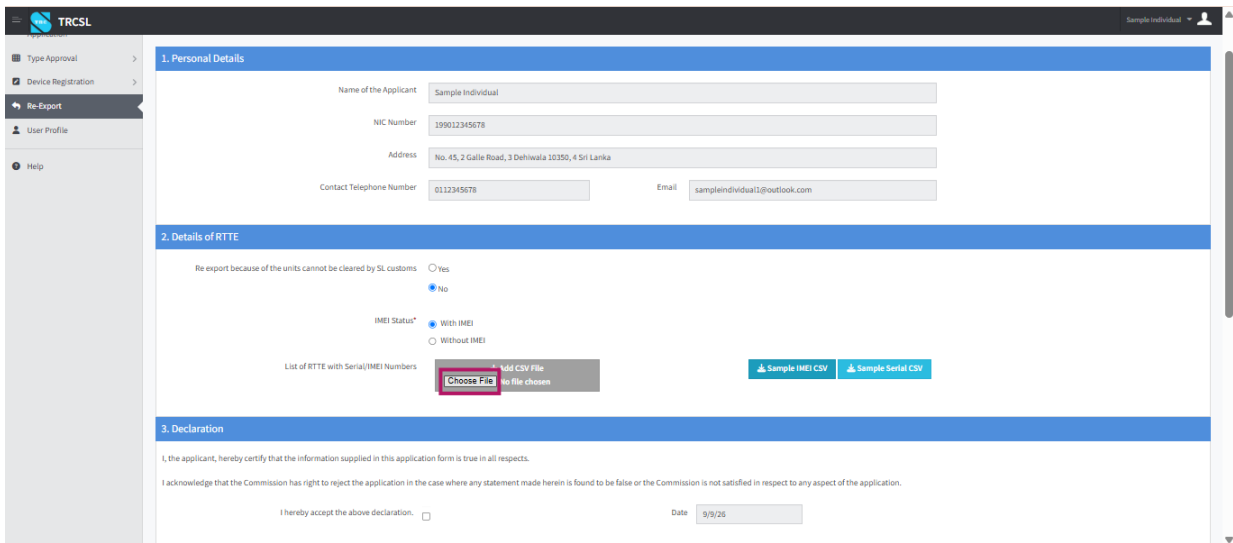


- You can view the personal details in the 1st section.
- Scroll down and fill out the application form.



Step 2: Fill the application form

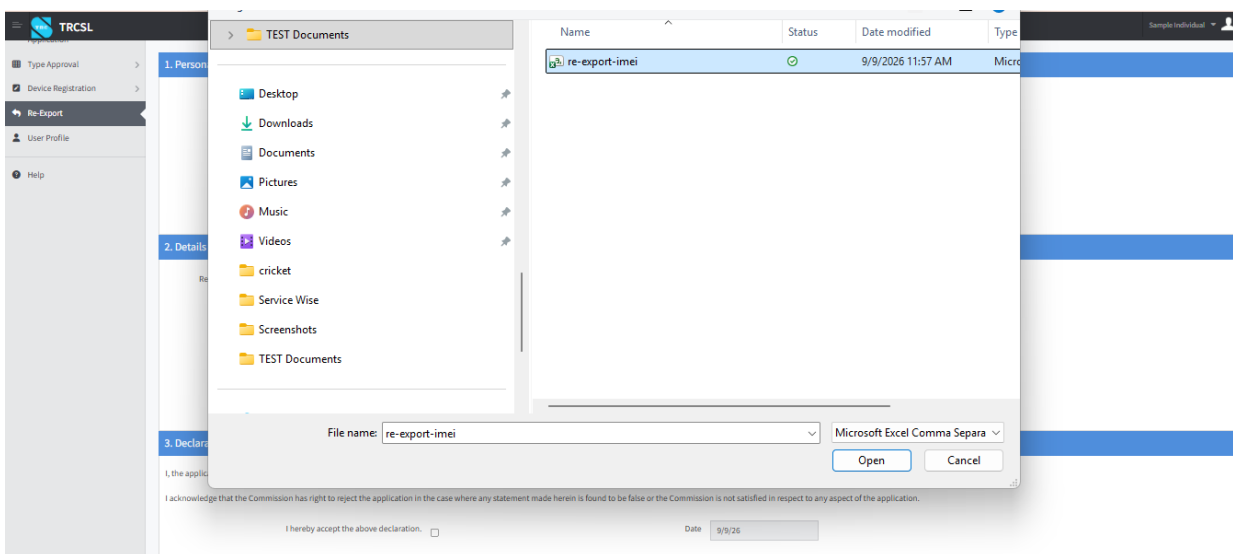
- As below,
- In the **"Details of RTTE"** section, select whether the device has an IMEI Status of "With IMEI" or "Without IMEI"
- You can download the Sample IMEI CSV or Sample Serial CSV files, then fill with the corrected details and save the file. If you save the excel file including the data, make sure to save it as CSV UTF 8 format.



The screenshot shows the TRCSL application form with the following sections:

- 1. Personal Details:** Fields for Name of the Applicant (Sample Individual), NIC Number (399012345678), Address (No. 45, 2 Galle Road, 3 Dehiwala 20350, 4 Sri Lanka), Contact Telephone Number (0112345678), and Email (sampleindividual3@outlook.com).
- 2. Details of RTTE:**
 - Re-export because of the units cannot be cleared by SL customs: ☐ Yes, ☒ No
 - IMEI Status*: ☒ With IMEI, ☐ Without IMEI
 - List of RTTE with Serial/IMEI Numbers: A button labeled "Choose File" is highlighted with a red box.
 - Buttons: "Sample IMEI CSV" and "Sample Serial CSV".
- 3. Declaration:** A text area for the applicant's declaration and a date field (9/9/26).

- Click the Choose File button and select the CSV file containing the list of RTTE serial or IMEI numbers from your computer.





- Then as the below screen, fill the details Under **“Declaration”** section, tick the box next to "I hereby accept the above declaration." The current date will automatically appear in the date field.
- Add the Supporting Documentations, by click Choose File for the sections to upload the necessary documents from your computer under the **“Supporting Documentations”** Section.

The screenshot shows the TRCSL web application interface. The top navigation bar includes the TRCSL logo and a user profile dropdown labeled 'Sample Individual'. The main content area is divided into two sections: '3. Declaration' and '4. Supporting Documentations'. In the '3. Declaration' section, there is a text area for a declaration, a checkbox labeled 'I hereby accept the above declaration.' which is checked, and a date field showing '9/9/26'. The '4. Supporting Documentations' section lists four categories of documents: 1. NIC of the applicant, 2. No objection letter for custom clearance issued by the Commission, 3. Frequency License (if applicable), and 4. Other. Each category has a '+ Add File' button and a 'Choose File' button. Below the document list, there are 'Clear' and 'Submit' buttons.

- Then once you add the file, you need to submit the request by click on **“Submit”** button and then confirm submission window will display and confirm by click on **“Yes”**

This screenshot shows the same TRCSL form as the previous one, but with a 'Confirm Submission' modal dialog box displayed in the center. The dialog box contains the text: 'After Pressing the confirm button you can not change the details of the request form, Do you want to continue?'. It has two buttons: 'Cancel' and 'Yes'. The 'Yes' button is highlighted with a red box. In the background, the 'Submit' button on the form is also highlighted with a red box.



- After submission, you'll see a confirmation page and by click on the blue color "Check Your Status" button you can view the status of your request as below screens or by directing to the "Re-Export" again the requests will be displayed.
- After submitting the request, you will receive a confirmation email acknowledging that your request has been received by TRCSL.