



**KAMARAJ IAS ACADEMY**  
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# Sanchar Saathi

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The Department of Telecommunications (DoT) has made it mandatory for all newly manufactured or imported mobile phones in India to come with the Sanchar Saathi app pre-installed.

## About Sanchar Saathi

It is a security and awareness platform developed by the Department of Telecommunications (DoT)

It is available both as an app and a web portal.

**Purpose:** To help mobile users manage their digital identity, report suspicious activity, and safeguard their devices

The platform also provides educational material on telecom safety and cyber risks, making it a combined service-and-awareness system.

## Sanchar Saathi Features

**'Chakshu' Feature:** It lets users report suspicious calls, SMS, and WhatsApp messages, such as fake KYC alerts, impersonation scams, or phishing links. It helps authorities spot fraud patterns.

**Report Spam and Unwanted Commercial Calls:** Users can report spam calls and messages that break TRAI rules. Complaints made within seven days can lead to action against the sender.

**Report Malicious Links and Apps:** Allows reporting of phishing links, unsafe APKs, and fraudulent websites

**Checking Mobile Connections Linked To Your Identity:** Shows how many mobile numbers are registered using your identity. Helps identify SIM cards taken without your knowledge.

**Blocking Lost or Stolen Phones:** Allows users to block the IMEI of a lost or stolen device so it can't be used. Phones can be unblocked if recovered.

**Verifying The Authenticity Of A Device:** Allows users to check if a phone is genuine by validating its IMEI. It is useful when buying second-hand phones.

**Reporting International Calls That Appear As Indian Numbers:** Some scammers use illegal telecom setups to make international calls appear as regular +91 calls. Sanchar Saathi enables users to report such cases.

**Finding Your Local Internet Service Provider:** The app also includes a feature that lets users check which wired internet service providers are available in their area by entering a PIN code, address, or provider name.

**Verifying Trusted Contacts and Helpline Numbers:** Provides a directory to confirm genuine customer-care numbers, emails, and websites of banks and other major institutions

**Kamaraj IAS Academy**

Plot A P.127, AF block, 6 th street, 11th Main Rd, Shanthi Colony, Anna Nagar, Chennai, Tamil Nadu 600040

Phone: **044 4353 9988 / 98403 94477** / Whatsapp : **09710729833**