



Sanchar Saathi

Published On: 02-12-2025

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