

Ministry of Communications



Department of Telecommunications (DoT) and WhatsApp Join Forces to Combat Misuse of Telecom resources for Digital Frauds and Scams

The partnership aims to enhance digital safety through training workshops and citizen awareness campaigns.

‘Scam Se Bacho,’ campaign against online scams and spam

All user safety materials will be translated into regional languages to maximize accessibility

Posted On: 17 MAR 2025 8:29PM by PIB Delhi

Department of Telecommunications (DoT) collaborates with WhatsApp to extend ‘Scam Se Bacho,’ Meta’s safety campaign against online scams and spam. As part of the collaboration, DoT and WhatsApp will work together to educate citizens on identifying & reporting suspected fraud communications in an effort to enhance digital safety and awareness.

DoT has taken various Initiatives to prevent misuse of telecom resources in cybercrime and financial frauds. A citizen centric Sanchar Saathi initiative in the form of portal (<https://sancharsaathi.gov.in>) & Mobile App has been developed to empower citizens to report suspect suspected fraud calls/messages, know their mobile connections and Block & Trace lost/ stolen mobile handsets among other facilities. Digital Intelligence Platform (DIP) of DOT exchange bidirectional digital intelligence with 550 stakeholders like banks, LEAs, about misuse of telecom resources and subsequent action.

In a significant step to enhance digital safety and awareness on ground, the initiative will include train-the-trainer workshops for DoT officials, Sanchar Mitras, Telecom Service Providers (TSPs), and field units. WhatsApp will also work with DoT to explore ways to build citizen centric services of Sanchar Saathi initiatives through WhatsApp platform for wider reach of Sanchar Saathi.

Joel Kaplan, Chief Global Affairs Officer, Meta met the Union Minister of Communication and Development of North East Region, Shri Jyotiraditya Scindia today and discussed the effectiveness of ongoing collaboration of DoT and Meta. WhatsApp is collaborating with Digital Intelligence Unit of

DoT and using the information provided by through DIP for proactive action on misuse of telecom resources for cybercrime and financial frauds.

Commenting on the partnership, **the Union Minister of Communication and Development of North East Region, Shri Jyotiraditya Scindia** said, *“As India advances on its path of digital transformation, ensuring the safety and security of our citizens remains a top priority. Our partnership with Meta strengthens this commitment to protect our people from fraudulent communications and cyber threats. By harnessing WhatsApp’s vast digital reach, we are strengthening efforts to ensure that our digital ecosystem remains secure and resilient for all”*

Joel Kaplan, Chief Global Affairs Officer, Meta, added, *“The best way to stop people falling victim to scams and online fraud is to make sure they know what to look out for and what they can do to stay safe. That’s why Meta invests a great deal in technology and resources to try and stay ahead of the scammers and give people the information they need. By working with the Department of Telecommunications, we can combine our technological expertise with the government’s commitment to citizen safety and help give Indians the knowledge they need to stay safe.”*



As part of the partnership, WhatsApp will also develop informative assets in collaboration with DoT to educate users on how to identify and report online scams and spam. These will cover different types of fraud, warning signs, and reporting mechanisms available on the Sanchar Saathi. All user safety materials will be translated into regional languages, including Hindi, Bengali, Marathi, Tamil, Telugu, Kannada, Malayalam, and Gujarati to maximize accessibility.

DoT is steadfastly committed to preventing the misuse of telecom resources by implementing advanced solutions and working closely with various stakeholders. Awareness of the citizens will help them keeping safe in the evolving digital ecosystem.

Samrat/ Allen

(Release ID: 2112016) Visitor Counter : 1603

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