

Ministry of Communications



DoT issues directions for pre-installation of Sanchar Saathi App in mobile handsets to verify the genuineness of mobile handsets

Pre-installed App must be Visible, Functional, and Enabled for users at first setup

Manufacturers must ensure the App is easily accessible during device setup, with no disabling or restriction of its features

Compliance Report due in 120 Days

प्रविष्टि तिथि: 01 DEC 2025 6:36PM by PIB Delhi

In order to safeguard the citizens from buying the non-genuine handsets, enabling easy reporting of suspected misuse of telecom resources and to increase effectiveness of the Sanchar Saathi initiative, the DoT has issued Directions dated 28.11.2025 mandating the manufacturer and importers of mobile handsets that are intended for use in India under the provisions of the Telecom Cyber Security to:

- i. Ensure that the Sanchar Saathi mobile application is pre-installed on all mobile handsets manufactured or imported for use in India.
- ii. Ensure that the pre-installed Sanchar Saathi application is readily visible and accessible to the end users at the time of first use or device setup and that its functionalities are not disabled or restricted.
- iii. For all such devices that have been already been manufactured and are in sales channels in India, the manufacturer and importers of mobile handsets shall make an endeavour to push the App through software updates.

Directions mandates to complete the implementation in 90 days and submit the report in 120 days.

Sanchar Saathi Initiative

The Department of Telecommunications (DoT) is undertaking Sanchar Saathi initiative for curbing misuse of telecom resources for cyber frauds and ensuring telecom cyber security. DoT has developed Sanchar Saathi portal & App which enables citizens to check genuineness of a mobile handset through

the IMEI number along with other facilities like reporting suspected fraud communications, lost/ stolen mobile handsets, check mobile connections in their name, trusted contact details of banks/ financial institutions.

The TCS Rules empowers the Central Government to issue directions to manufacturers of telecommunication equipment bearing International Mobile Equipment Identity (IMEI) number to provide assistance as required in relation to tampered telecommunication equipment or IMEI number. The Rules also mandates that such manufacturers or importers shall ensure compliance with the directions as may be issued by the Central Government for the purpose of giving effect to the rules.

Mobile handsets bearing duplicate or spoofed IMEI poses serious endangerment to telecom cyber security. Spoofed/ Tampered IMEIs in telecom network leads to situation where same IMEI is working in different devices at different places simultaneously and pose challenges in action against such IMEIs. India has big second-hand mobile device market. Cases have also been observed where stolen or blacklisted devices are being re-sold. It makes the purchaser abettor in crime and causes financial loss to them. The blocked/blacklisted IMEIs can be checked using Sanchar Saathi App.

Sanchar Saathi Mobile App can be downloaded to avail various services at:

For Android: <https://play.google.com/store/apps/details?id=com.dot.app.sancharsaathi>

For iOS: <https://apps.apple.com/app/sanchar-saathi/id6739700695>

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