Ministry of Communications

Downloads of Sanchar Saathi Mobile App crossed 50 lakh mark in around 6 months of its launch

Jan Bhagidari is helping Government in the fight against misuse of telecom resources

Sanchar Saathi Mobile App is available in English, Hindi and 21 Regional languages

The Mobile App allows users to Report Suspect Fraud Communications within seconds directly from the Call/ SMS logs

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The Sanchar Saathi initiative by the Department of Telecommunications (DoT) has made a significant impact in enhancing telecom security and empowering citizens. Since its launch, the mobile app has crossed 50 lakh downloads within six months. Recognizing the wide linguistic and regional diversity of India, DoT has expanded the app's accessibility by supporting English, Hindi, and 21 regional languages. Reporting of fraudulent calls and messages has been made even more seamless, with users now able to file reports directly from their call and SMS logs in just a few taps.

From the time of its launch, the Sanchar Saathi initiative has led to the recovery of over 5.35 lakh lost or stolen mobile handsets, the disconnection of more than 1 crore unauthorized mobile connections based on citizen reports, and the deactivation of over 29 lakh mobile numbers flagged through the Chakshu feature. The Sanchar Saathi Portal has witnessed over 16.7 crore visits, reflecting the growing public trust in this citizen-centric digital platform.

DoT has also implemented the Financial Fraud Risk Indicator (FRI), which assesses and categorizes mobile numbers based on their association with financial fraud risk. This tool enables banks, NBFCs, and UPI service providers to take proactive actions to protect consumers. As a result, 34 financial institutions have frozen 10.02 lakh bank accounts/payment wallets, and imposed debit/credit restrictions on 3.05 lakh accounts, based on FRI ratings.

Building on the success of the portal launched on 16th May 2023, DoT introduced the Sanchar Saathi Mobile App on 17th January 2025, offering users direct and convenient access to telecom security services. The app, available on both Android and iOS platforms, empowers users to protect their telecom identity and take swift action against potential fraud.

Key Features of the Sanchar Saathi Mobile App:

•   Chakshu – Report Suspected Fraud Communications:

Instantly report suspicious calls and SMS, directly from the mobile phone logs.

•   Know Mobile Connections in Your Name:

View and manage all mobile numbers registered under your name, helping detect and remove unauthorized connections.

•   Blocking Lost or Stolen Mobile Handsets:

Block, trace, and recover your mobile device quickly in case it is lost or stolen.

•   Know Mobile Handset Genuineness:

Easily verify whether a handset is genuine before making a purchase.

The Sanchar Saathi initiative exemplifies *Jan Bhagidari*—citizen participation in governance. Reports submitted by users play a crucial role in preventing the misuse of telecom resources for cybercrime and financial frauds. DoT continues to act upon these reports swiftly, with status dashboards available on the portal for public transparency.

Fully committed to safeguarding telecom infrastructure and user security, DoT urges all citizens to stay alert and make full use of the Sanchar Saathi platform to report suspicious telecom activities.

The Sanchar Saathi Mobile App can be downloaded from:

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

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

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