

Chakshu facility of Sanchar Saathi enables citizens to report suspected fraud communications under various categories

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Department of Telecommunications (DoT) has established Digital Intelligence Platform (DIP) for prevention of misuse of telecom resources in cyber-crimes and financial frauds

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Minister of State for Communications and Rural Development Dr Pemmasani Chandra Sekhar in a written reply to a question in the Rajya Sabha today said that the Department of Telecommunications (DoT)'s Sanchar Saathi initiative is accessible through web portal (www.sancharsaathi.gov.in) and Mobile App. Chakshu facility of Sanchar Saathi enables citizens to report suspected fraud communications under various categories. The details of number of suspected fraud communications reported through Chakshu facility year-wise, category-wise since its launch is as under:

Category	2024	2025	2026
Fake Customer Care Helpline	30969	60985	4519
IVR / Robo Calls	16037	14925	1376
Impersonation as DoT / TRAI	217	15595	809
Impersonation as Police, CBI, Customs, Aadhaar, RBI etc	44865	54639	6675
Impersonation as a relative / friend	258	19564	1201
Investment, Stock Market and Trading	165	29140	2112

KYC and Payment related to Bank / Electricity / Gas / Insurance etc	21281	106483	8325
Malicious link / website	8304	19418	2933
Online job / lottery /gifts/loan offers	23634	58560	4591
Sextortion	10901	21189	1774
Any Other Suspected Fraud	51593	119164	8540
Total	208224	519662	42855

Sanchar Saathi initiative empowers vigilant citizens to report suspected fraud communications, where a fraud was attempted but not actually committed. Cases involving actual financial loss due to frauds are handled by Indian Cyber Crime Coordination Centre (I4C), an organization under Ministry of Home Affairs (MHA) that has been mandated to handle cyber-crime as per allocation of business rules. Rather than acting on individual reported suspected fraud communications, DoT uses the crowd sourced data to carry out analysis and to zero down on misuse of telecom resources. Action is generally taken after giving opportunity for re-verification to the mobile user. The details of action taken based on such analysis are available on the dashboard of Sanchar Saathi portal. Based on 7.7 lakh inputs provided by the citizens, 39.43 lakhs mobile connections have been disconnected, 2.27 lakh mobile handsets have been blacklisted and 1.31 lakh SMS templates have been blacklisted.

To further prevent misuse of telecom resources in cybercrime and financial frauds, DoT has established Digital Intelligence Platform (DIP), a secure online platform, for bi-directional information sharing among stakeholders. More than 1200 organizations have been on-boarded on DIP including central security agencies, 36 State/UT Police, Indian Cyber Crime Coordination Centre (I4C), 1100 Banks, Unified Payments Interface (UPI) service providers, Payment System Operators (PSOs), Telecom Service Providers (TSPs), WhatsApp etc. DIP hosts the list of disconnected mobile numbers, known as Mobile Number Revocation List (MNRL), along with the reasons & date of disconnection and Financial Fraud Risk Indicator (FRI) which is a risk-based metric that classifies a mobile number to have been associated with medium, high, or very high risk of financial frauds. The suspected mobile numbers, provided by the citizens on Chakshu are also shared as part of FRI after due analysis.

Based on the information shared on DIP, stakeholders initiate necessary action as per their analysis on the associated accounts /profiles in their respective domain. As reported by stakeholders, total fraud amount prevented through FRI is more than ₹1000 crores based on transaction decline and alert/notifications given to citizens. Further, WhatsApp has disengaged 28 lakh profiles/accounts associated with shared mobile numbers.

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