सत्यमेव जयते

SANCHAR SAATHI

भारत दूरसंचार
INDIA TELECOM

Do you want to:

- Report any fraud call, SMS, WhatsApp message, advertisement call ?
- Block and trace your lost/stolen mobile handset ?
- Check how many SIMs are issued in your name ?

Sanchar Saathi portal / App : https://sancharsaathi.gov.in
A citizen centric Initiative to empower citizens and prevent misuse of telecom resources in cyber frauds

Department of Telecommunications
Ministry of Communications
Government of India

How Cyber Frauds and Crimes affect you ?

Home / Cities / Pune / Online fraud: Elderly couple duped of Rs 85 lakh in Pune

Online fraud: Elderly couple duped of Rs 85 lakh in Pune

According to the complaint, the fraudsters contacted her over the phone in January 2017 and assured her of the position of vice-president in an IT company in Pune at an annual salary of Rs 1.1 crore.

Retired teacher loses ₹1.72 cr to cyber frauds

By Vinay Dalvi

Apr 16, 2025 09:34 AM IST

A 61-year-old retired teacher lost ₹1.72 crore to cyber fraudsters posing as police, who used threats to extort money over a month-long scam.

Delhi: 5 held for procuring SIM cards on fake IDs, selling them to sham call centres, spammers

42% Indians experienced financial fraud in last 3 years, reveals survey

A survey conducted by private firms LocalCircles, has shown that 42% Indians surveyed experienced financial fraud in the last 3 years, 74% of those who experienced it failed to get money back. Getty Images

- Fraud Calls, SMSs, APK files, phishing links

- Innocent citizen

Our Strength: Digital Economy

35 crore UPI users
661 Banks live
18.3 Billion transaction
worth 24.77 lakh crores

1.2 Bn telecom subscribers

1.4 Bn Aadhaar

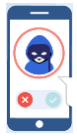
Threat

45 Lakh
Financial fraud complaints

33,000 Crores
Total Lost Amount reported

Threat landscape

Misuse of SIMs

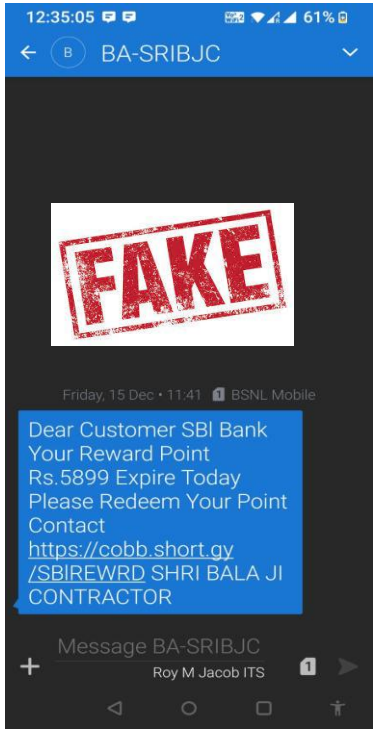


Spoofed Calls

SIM Boxes

Social media Apps

- CRIMINAL IMPERSONATES AS OFFICER OF CBI, POLICE
- CRIMINAL THREATENS YOU TO BE UNDER DIGITAL ARREST
- DEMANDING MONEY FOR RELEASE/COMPENSATION



Empowering citizens -Sanchar Saathi portal/ App: www.sancharsaathi.gov.in

Citizen Centric Services

1

New

REPORT SUSPECTED FRAUD COMMUNICATION

CHAKSHU

2

BLOCK YOUR LOST / STOLEN MOBILE

CEIR

3

KNOW YOUR MOBILE CONNECTIONS

TAFCOP

KNOW YOUR MOBILE / IMEI VERIFICATION

KYM

4

REPORT INCOMING INTERNATIONAL CALL WITH INDIAN NUMBER

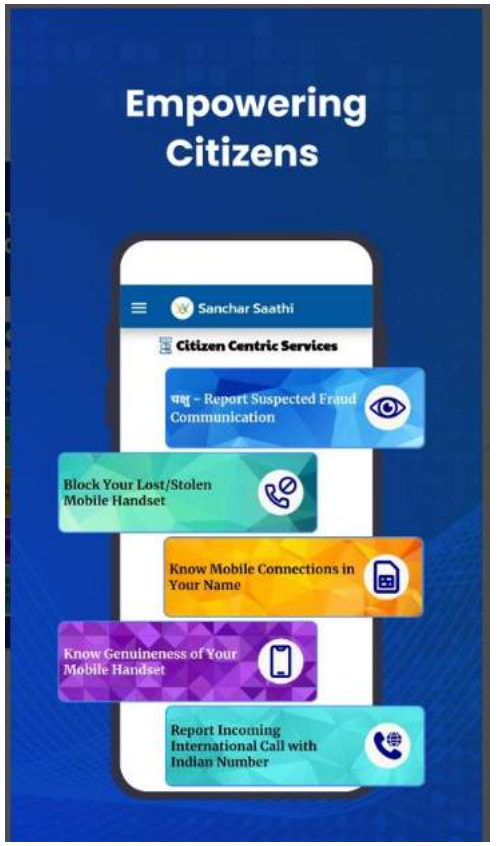
RICWIN

5

KNOW YOUR WIRELINE INTERNET SERVICE PROVIDER (ISP)

KYI

6



Launched on 16.05.2023

13.45 Cr+ visitors

Real time Dashboard

15 lakh+ Downloads

19 Regional languages – Inclusive Approach

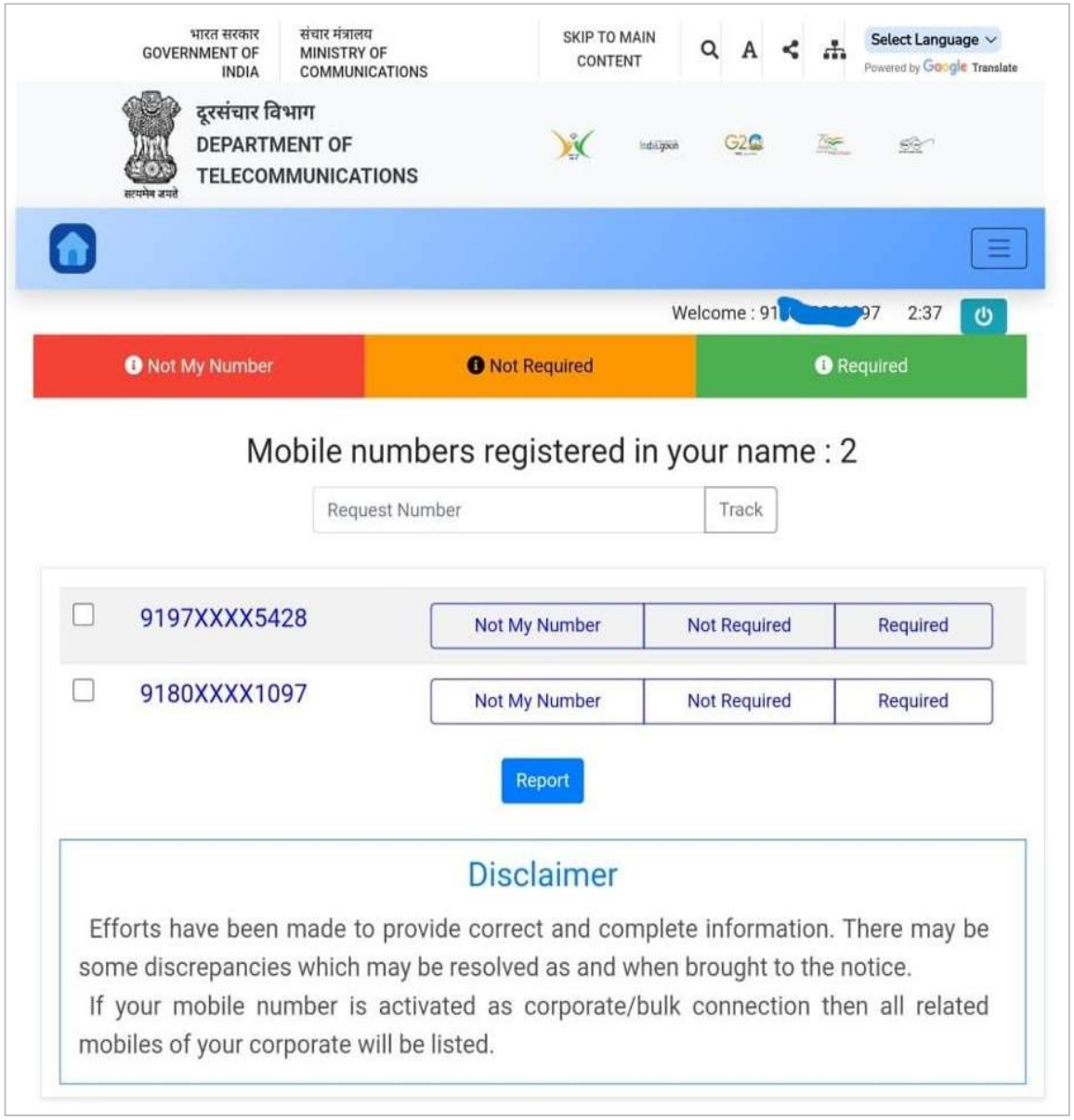
Jan Bhagidari to fight cyber frauds – Our Citizens our Strength

Reporting through call/ SMS logs fetch in Android

Reporting through Call/ SMS logs through iOS App extension

Video link: https://youtu.be/OI4l7a7Cl2c?si=isnlqzlOxenAeDqp

Facility 1: Know Your Mobile Connections



- Check list of all mobile connections in your Name

Citizens can report mobile connection

- **Not My Number**
- **Not Required**

- Integrated with Telecom Operators
- Automated process of re-verification
- Real time Tracking of request
- Paper less, hassle free
- Grievance Addressing facility (new)

Facility 2: Report Suspected Fraud and UCC Communication

चक्षु - Report Suspected Fraud Communication

(Report any suspected fraud communication received within last 30 days)

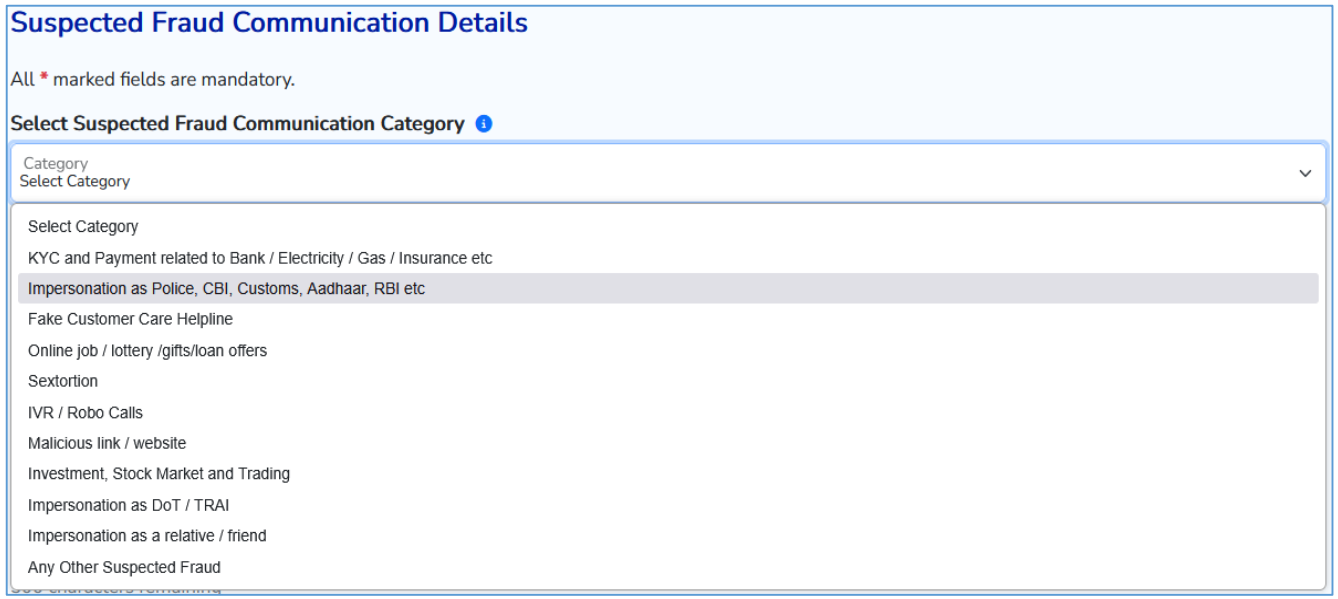
Chakshu

Chakshu facilitates citizens to report the suspected fraud communications with the intention of defrauding telecom service users for cyber-crime, financial frauds, non-bonafide purpose like impersonation or any other misuse through Call, SMS or WhatsApp.

Few examples of suspected fraud communications are communication related to Bank Account / Payment Wallet / SIM / Gas connection / Electricity connection / KYC update / expiry / deactivation, impersonation as Government official / relative, sextortion related etc.

Note: If you have already lost money due to financial fraud or are a victim of cyber-crime, please report at cyber crime helpline number 1930 or website https://www.cybercrime.gov.in. Chakshu facility does not handle financial fraud or cyber-crime cases.

Continue for reporting →



Proactive citizen reporting, **OTP** based verification, **Computer vision** on screenshot uploaded, Real time **dashboard**

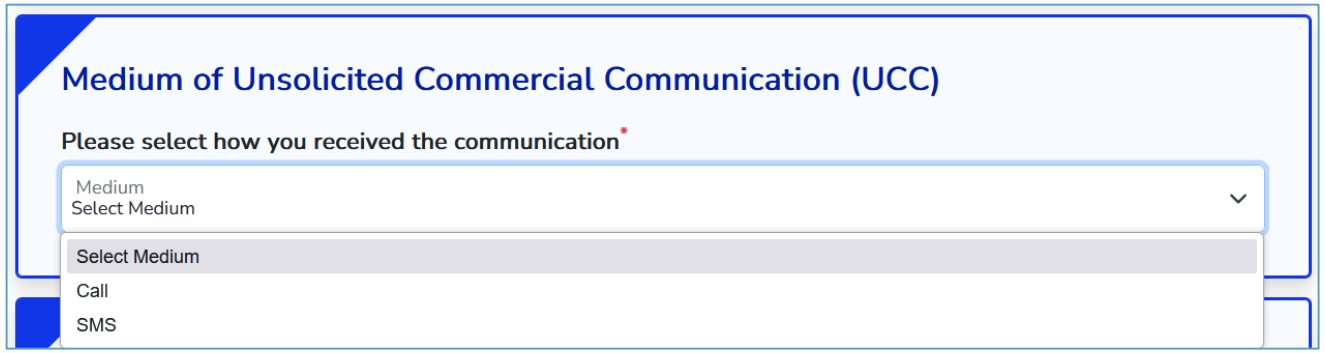
Facility 2: Report Suspected Fraud and UCC Communication

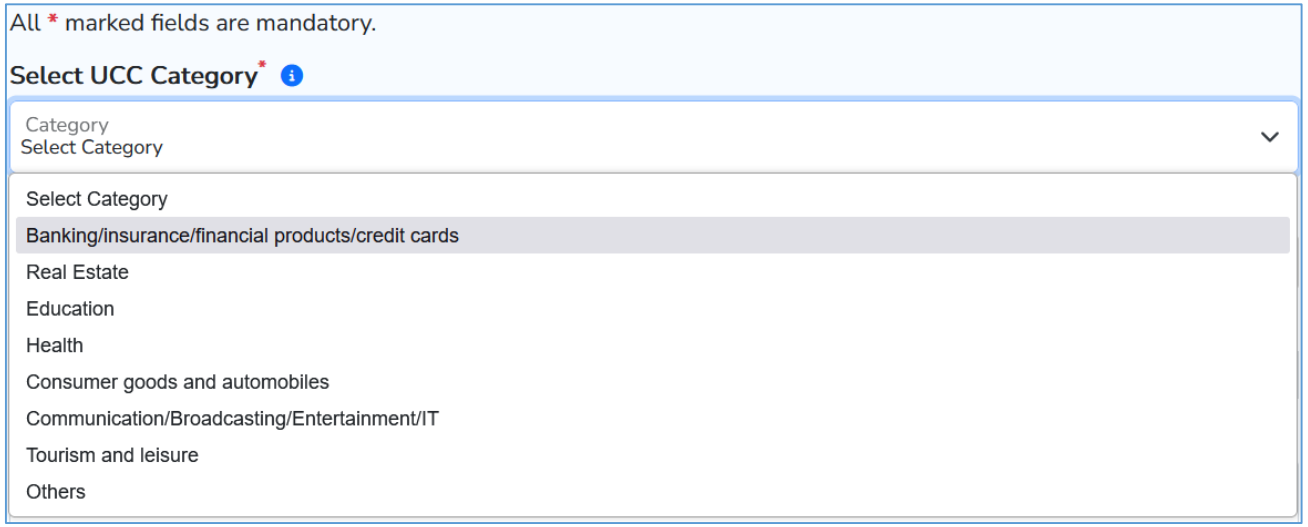
चक्षु - Report Suspected Fraud & Unsolicited Commercial Communication

Report Unsolicited Commercial Communication (UCC) / Spam

(Report within 3 days for action)

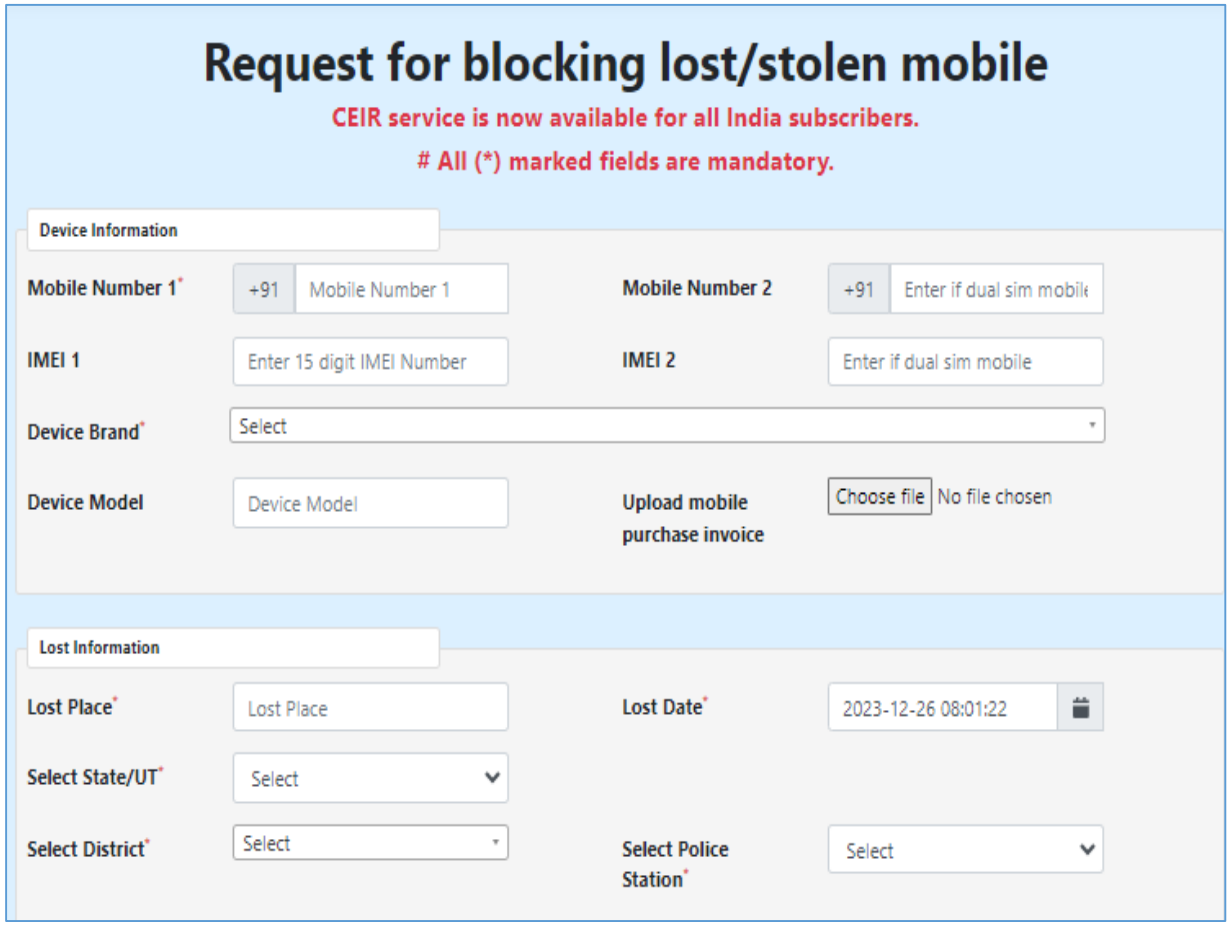
Chakshu facilitates citizens to report UCC or spam received through Voice Call or SMS which is not as per the consent given by recipient to sender or as per registered preference (s). UCC / Spam are dealt as per The Telecom Commercial Communication Customer Preference Regulation (TCCCPR), 2018 regulations of Telecom Regulatory Authority of India (TRAI). Visit https://trai.gov.in/what-spam-or-ucc for more details.





API based connectivity with all Telecom Operators for effective and timely action

Facility 3: Reporting of Stolen / Lost handset for blocking/ tracing (CEIR)

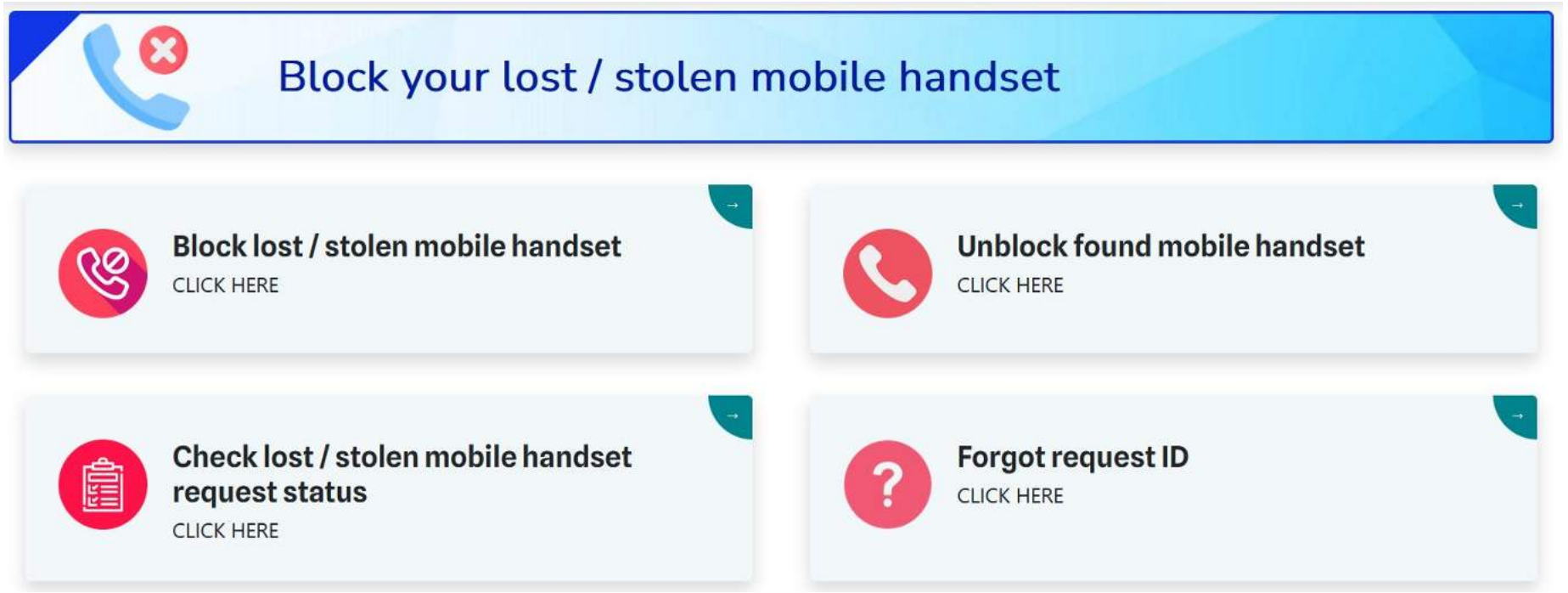


- Online reporting by Citizens & Police
- Pan India blocking of lost/stolen mobile handset to prevent misuse and tracing across telecom operators
- Unblocking once found and returned to owner

- Integrated with **CCTNS** and **ZIPNET** of Police
- Real time tracing reports to **15000+ police stations** across country
- Lost mobile handset during train journey ? Railway Protection Force also onboarded

- Traceability reports to citizens
- Real time status update
- Tracking of request
- Paper less, hassle free

Facility 3: Reporting of Stolen / Lost handset for blocking/ tracing (CEIR)



Citizen centric services of CEIR

DoT and State/UT Police login of CEIR

Video link: https://youtu.be/snenPT_tgtU?si=yPouRUVwrDurI1Op

Reporting of Stolen / Lost handset for blocking/ tracing (CEIR) facility

Mobiles lost/stolen reported	31.22 lakhs
Mobiles traced	18.80 lakhs
Mobiles recovered by Police and returned to citizens	4.13 lakhs

Pan India Impact

State/UT Police wise - Block Your Lost/ Stolen Mobile Handset statistics

Top Performing States/UTs

#	Location	Mobiles blocked	Mobiles traced	Mobiles recovered
15	Karnataka	3,55,847	1,88,981	72,064
33	Telangana	3,11,128	1,72,347	69,122
21	Maharashtra	3,76,672	2,11,113	38,811
35	Uttar Pradesh	1,60,054	99,010	23,632
30	Rajasthan	87,846	57,621	23,186
32	Tamil Nadu	1,16,864	67,339	21,860
2	Andhra Pradesh	1,00,106	61,034	21,319

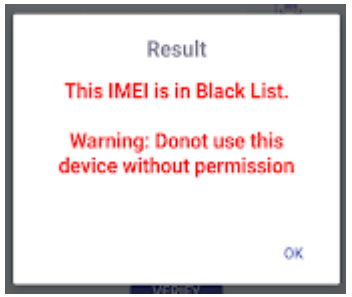
Facility 4: Know Your Mobile (KYM)

1

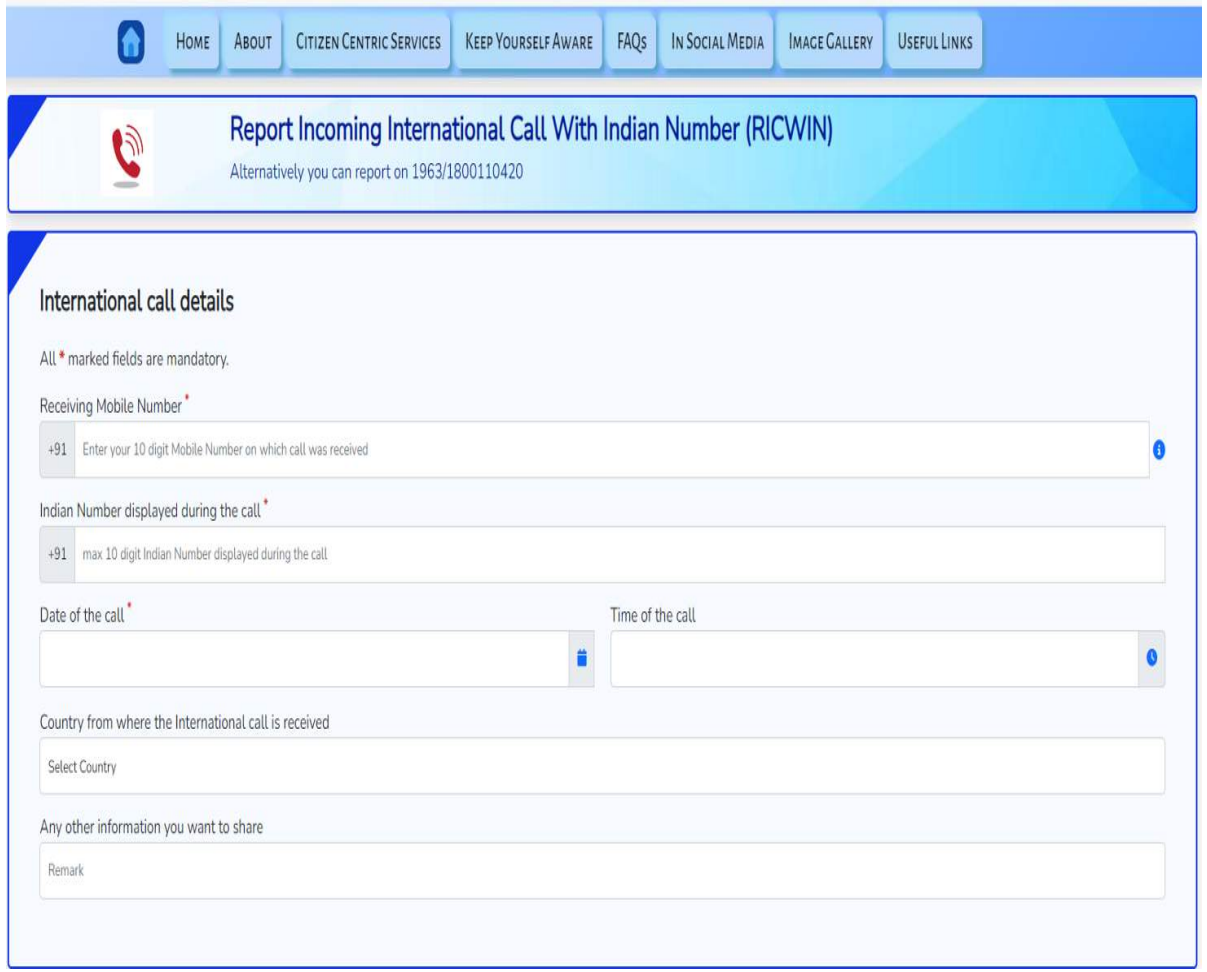
2

SMS "KYM<IMEI>" to 14422

Help in checking Genuineness of Mobile handset



Facility 5: Reporting International Incoming Calls with Indian Number (RICWIN)



Citizens provide information about such calls at:

- RICWIN
- DoT's toll free number 1963 / 180011420.

- Automatic online sharing of information with LSAs field units of DoT for action
- 180 illegal setups unearthed since April 2021

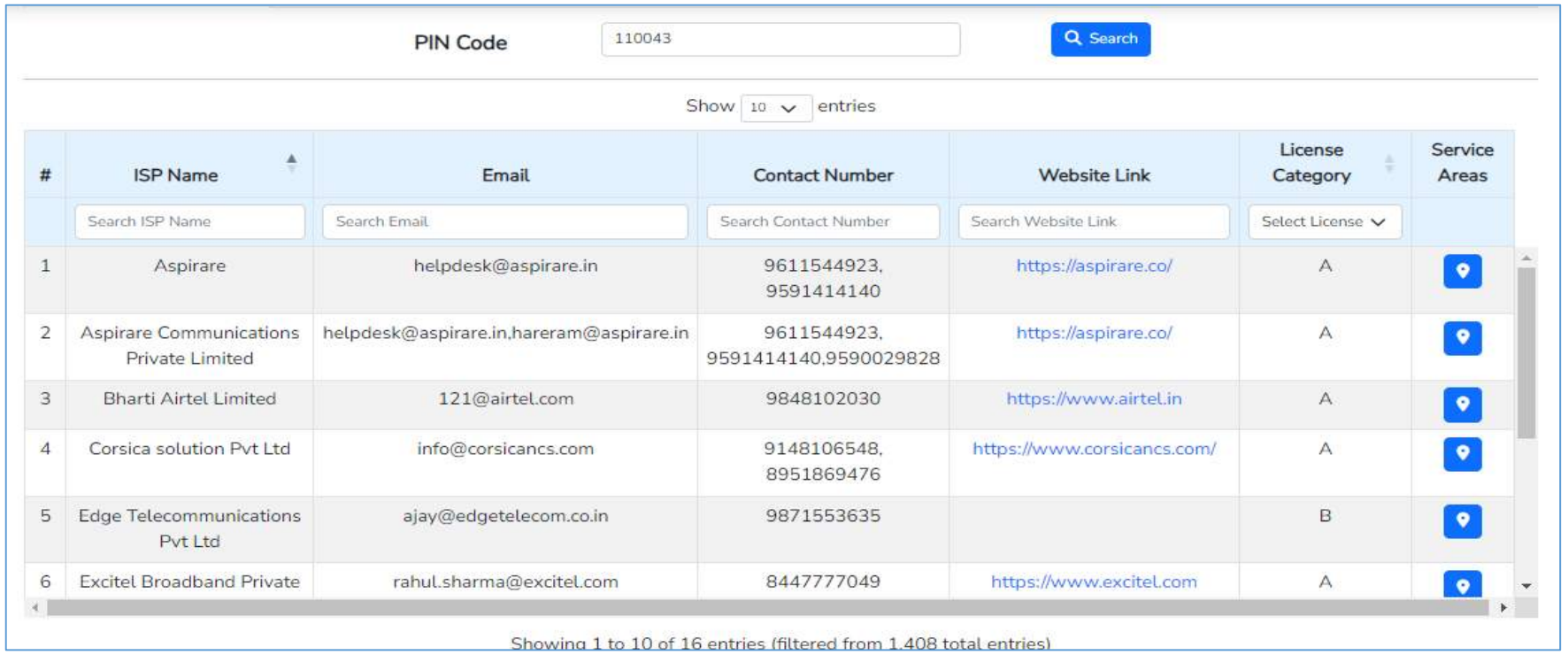
- TSPs send awareness SMSs in Regional Language and English language, every quarter

" While receiving an international call, if an Indian number or no number is displayed on your phone, please inform at DoT Sanchar Saathi portal https://sancharsaathi.gov.in or on tollfree number 1800110420/1963 "

Facility 6: Know Your Wireline ISP (KYI)

lists of DoT authorized wireline ISPs:

- Search by PIN Code
- Search by Address
- Search by Name of ISP



- Website, contact details, email IDs of all ISPs

- List of all pincodes visible where the ISP is providing the service across the country

Sanchar Saathi: **Informative Videos** and **Frequently Asked Questions**

- Chakshu - Report Suspected Fraud & Unsolicited Commercial Communication +
- Block Your Lost/ Stolen Mobile Handset +
- Know Mobile Connections in Your Name +
- Know genuineness of Your Mobile Handset +
- Report Incoming International Call with Indian Number +
- Know Your Wireline Internet Service Provider +

Keep yourself aware

Tales of Sanchar Sakhi

Click here for English version

हिंदी संस्करण के लिए यहां क्लिक करें

Unsolicited Commercial Communication

Click to know more

Frequently Asked Questions

- Sanchar Saathi FAQs +
- Chakshu - Report Suspected Fraud Communication FAQs +
- Chakshu - Report Unsolicited Commercial Communication (UCC) FAQs +
- Block Your Lost/ Stolen Mobile Handset FAQs +
- Know Mobile Connections in Your Name FAQs +
- Know Genuineness of Your Mobile Handset FAQs +
- Report Incoming International Call with Indian Number FAQs +
- Know Your Wireline Internet Service Provider FAQs +

Collaborative Citizen Awareness with Government, Banks and FIs

पुलिस लाइन में बरामद फोन को उनके स्वामियों को सौंपते एसपी ग्रामीण चिराग जैन।

चोरी हुए 22 लाख के 107 मोबाइल फोन बरामद कर स्वामियों को सौंपा

जागरण संवाददाता, आजमगढ़ : जिले के विभिन्न क्षेत्रों से चोरी हुए करीब 107 एंड्रायड मोबाइल फोन बरामद कर पुलिस ने रविवार को स्वामियों के सौंप दिया। सौंपे गए मोबाइल की कीमत करीब 22 लाख रुपये के आसपास है। एएसपी ग्रामीण चिराग जैन बताया कि वर्ष 2024 में अभी तक चोरी हुए 1,446 एंड्रायड मोबाइल फोन जिनकी कीमत करीब दो करोड़ 57 लाख रुपये थी, पता लगा कर उनके स्वामियों को सौंपी जा चुकी है। पुलिस अधीक्षक हेमराज मीना के नेतृत्व में चोरी और खोए हुए मोबाइल फोन को बरामद करने के लिए विशेष अभियान चलाया जा रहा है। अभियान के क्रम में गुमशुदा मोबाइल धारकों द्वारा सीईआइआर पोर्टल पर दर्ज शिकायतों का संज्ञान लेते हुए उसके त्वरित निस्तारण के हर संभव प्रयास किया जाता है। जिला पुलिस ने फरवरी 2024 से दिसंबर तक कुल 1,228 एंड्रायड मोबाइल फोन जिनकी अनुमानित कीमत करीब दो करोड़ 28 लाख रुपये थी।

Department of Telecommunications, Government of India
3d ·

Sanchar Saathi + Cyber Cell + Akola Police के संयुक्त प्रयास से

Safe Digital Bharat की दिशा में एक और कदम...

Akola, Maharashtra

200 मोबाइल मूल मालिकों को लौटाए

पुलिस के सायबर सेल की बड़ी सफलता

■ अकोला, ब्यूरो.. पिछले अढ़ाई महीनों में, सायबर सेल और स्थानीय अपराध शाखा ने सायबर तकनीक का उपयोग कर चोरी या गुम हुए 42 लाख रु. मूल्य के 200 मोबाइल खोजकर उनके असली मालिकों को वापस कर दिए हैं. यह मोबाइल सुपुर्दगी कार्यक्रम राणी महल में जिला पुलिस अधीक्षक बच्चन सिंह की उपस्थिति में हुआ जिसमें गुम हुए मोबाइल उनके असली मालिकों को सौंपे गए. इस विशेष अभियान का उद्देश्य जिले में खोए हुए और चोरी गए मोबाइलों को उनके असली मालिकों तक पहुंचाना है. 2024 में, 31 दिसंबर तक, कुल 554 मोबाइल जिनकी कीमत 1.12 करोड़ रुपये थी, उनके असली मालिकों को लौटाए गए हैं. यह विशेष अभियान जिला पुलिस अधीक्षक बच्चन सिंह की पहल पर शुरू किया गया था. इस कार्यक्रम में अतिरिक्त पुलिस अधीक्षक अभय डोंगरे, सहायक पुलिस अधीक्षक अनमोल मित्तल, शहर पुलिस उप अधीक्षक सतीश कुलकर्णी और स्थानीय अपराध शाखा के पुलिस निरीक्षक शंकर शेलके सहित कई अधिकारी उपस्थित थे.

एसपी बच्चन सिंह की अपील

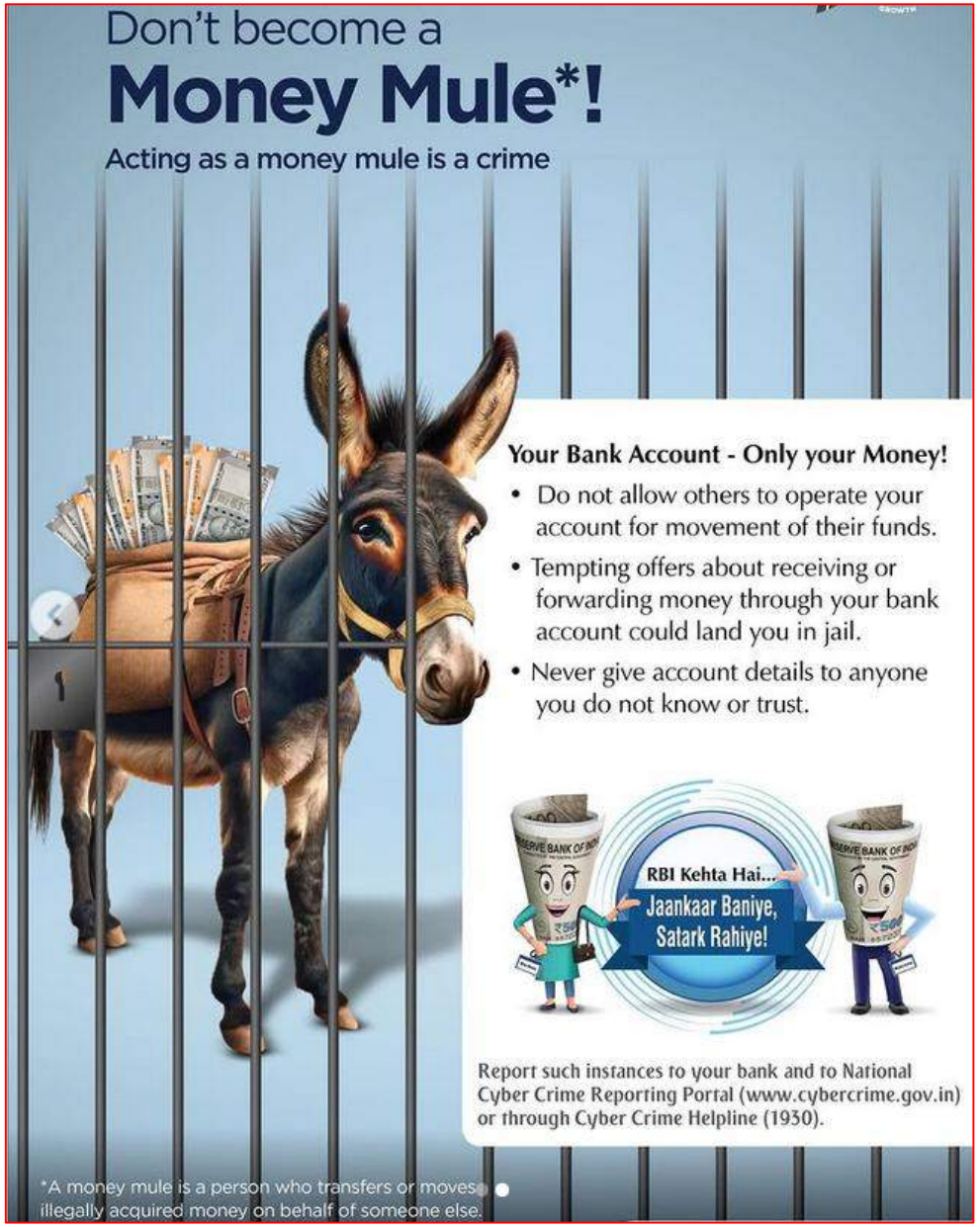
इस मौके पर पुलिस अधीक्षक बच्चन सिंह ने नागरिकों को सायबर सुरक्षा और डिजिटल संपत्ति संरक्षण के महत्व पर जोर दिया. उन्होंने 'सीईआईआर' पोर्टल पर ऑनलाइन शिकायत दर्ज करने और मोबाइल गुम होने या चोरी होने पर तुरंत पुलिस और 'एनसीआरबी' पोर्टल पर जानकारी देने की अपील की. यह अभियान सायबर और पुलिस विभाग की टीम के सामूहिक प्रयासों का नतीजा है. नागरिकों को सुरक्षा उपाय अपनाने और सतर्क रहने की सलाह दी गई है.

Collaborative Citizen Awareness with District Administration, State Government

Sanchar Saathi awareness on Pune Smart City Displays

Arunachal Pradesh State Government's awareness through websites

Dear Citizens - Don’t Be a MONEY MULE



Sanchar Saathi Posters, Banner, Video Links for Public Awareness on pan India basis

Sanchar Saathi awareness materials (website banner, standee, backdrop, and short video for Public Display):	https://drive.google.com/drive/folders/1vZapT123lqQdLpJKoaoAnPGYiU1bUJFN
All 6 citizen centric features of Sanchar Saathi	https://youtu.be/xtHFviq_-ac?si=VlfgleUNIlI8LGrR
Report Your Lost/Stolen Handset	https://youtu.be/nSxeK_seERE?si=LnqUL16Ka0CNthhO
CHAKSHU	https://youtu.be/5lWWhlqaJmI?si=7pnyjpCa7mPSxdcL
Know Your Mobile Connections	https://youtu.be/JIZzww0S51Y?si=tqLEDlN-rKJ5NYcJ
Chakshu- UCC / Spam	https://www.youtube.com/watch?v=0K6q92Y7Rm8
Know Your Mobile (KYM)	https://youtu.be/X7ufwI4Z2Wo?si=iNWzDBqGTddFyLjZ
Know Your Wirelines Internet Service Provider (KYI)	https://youtu.be/MGJn4iXRBr4?si=XrPVbZVelVYP98Lg
Report Incoming International Call With Indian Number (RICWIN)	https://youtu.be/4D6HdrnInjc?si=M54Klad-v3w1KKjx
International Spoofed Calls	https://youtu.be/0mApNOtkZL8?si=cbjr0EEqp9rV636w

Tag DoT Handles for collaboration and awareness: -
X (formerly Twitter) - https://x.com/DoT_India
Instagram - https://www.instagram.com/department_of_telecom?igsh=MXUxbHFjd3llZTU0YQ==
Facebook - https://www.facebook.com/DoTIndia
YouTube- https://www.youtube.com/@departmentoftelecom

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GET IT ON Google Play

Secure and robust telecommunication adds significant value to the economy

Thank You