

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 2257
TO BE ANSWERED ON 20TH MARCH, 2025**

EFFECTIVENESS OF SANCHAR SAATHI PORTAL

2257 SHRI S NIRANJAN REDDY:

Will the Minister of Communications be pleased to state:

- (a) the number of fraudulent mobile connections, handsets, bulk SMS senders and WhatsApp accounts that have been identified and blocked through the Sanchar Saathi portal since its launch;
- (b) the average time taken by DoT to investigate and act on a complaint received through Chakshu;
- (c) whether there is a grievance redressal mechanism if any user is unsatisfied with the action taken; and
- (d) whether Government is planning to integrate Artificial Intelligence (AI) and Machine Learning (ML) in Sanchar Saathi for real-time detection and blocking of fraud communications?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) Department of Telecommunications (DoT) through its Sanchar Saathi portal facilitates citizens to report suspected fraud communications on Chakshu facility. Under Sanchar Saathi initiative, DoT carries out several analysis and takes action on such telecom resources that have been found linked to misuse. Outcomes of Sanchar Saathi are as under:

S.No.	Item Description	Outcome
1.	Total mobile number disconnections	3.40 crore
	a. Mobile connections disconnected based upon AI based tool ASTR analysis	0.78 crore
	b. Mobile connections disconnected based on inputs from other stakeholders	0.53 crore
	c. Mobile connections disconnected for exceeding individual limit	1.19 crore
	d. Mobile connections disconnected based on citizens feedback (Not My Number + Not Required) at Sanchar Saathi	0.90 crore

2.	International Mobile Equipment Identity (IMEI) of mobile handsets blocked	3.19 lakh
3.	Bulk SMS senders (Principal Entities) blacklisted	20,096
4.	Profiles/accounts disengaged by WhatsApp associated with shared mobile connections	16.97 lakh

(b) & (c) 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. Details of action taken based on such analysis are available on the dashboard of Sanchar Saathi portal. Action is generally taken after giving opportunity for re-verification to the mobile user.

(d) As part of Sanchar Saathi initiative, DoT uses AI based tool and big data analysis to identify suspected mobile connections taken on fake documents. Further, DoT and TSPs have devised a system for near real time identification and blocking of incoming international spoofed calls displaying Indian mobile numbers that appear to be originating from India.
