

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2084
ANSWERED ON 18TH DECEMBER, 2025**

PRE-INSTALLATION OF SANCHAR SAATHI APP ON NEW MOBILE PHONES

**2084 SHRI TIRUCHI SIVA:
SMT. MAUSAM B NOOR:**

Will the Minister of Communications be pleased to state:

- (a) whether it is a fact that the Ministry has requested that Sanchar Saathi app is pre-installed on new mobile phones, with a provision that users cannot disable it, and if so, the reasons therefor;
- (b) whether any consultations took place with manufacturing companies and other stakeholders before the issuance of such an order and if so, the details thereof and if not, the reasons therefor;
- (c) whether the Ministry is aware that such orders go against the idea of meaningful consent required from users under DPDPA; and
- (d) if so, the rationale for issuing such an order?

ANSWER

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

- (a) Department of Telecommunications (DoT) has issued Directions for pre-installation of Sanchar Saathi App in the mobile handsets to check the genuineness of mobile handsets. The directions did not mandate that user cannot delete or disable the App. Subsequently, DoT has decided not to make the pre- installation mandatory for mobile manufacturers through press release dated 03.12.2025.
- (b) Major Original Equipment Manufacturers (OEMs) were consulted regarding pre-installation of Sanchar Saathi App as early as February 2025 itself.
- (c)& (d) Like most pre-installed Apps, user need to do necessary registration and allow permissions to use the pre-installed App, thus taking care of user's consent. Further, users can remove or uninstall the app whenever they want.
