GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA
UNSTARRED QUESTION NO. 647
TO BE ANSWERED ON 05TH FEBRUARY, 2026

CHAKSHU PORTAL

647 # SHRI AMAR PAL MAURYA:
SHRI NARHARI AMIN:
SHRI MITHLESH KUMAR:
SHRI MAYANKKUMAR NAYAK:
SHRI SUBHASH BARALA:
SHRI BABURAM NISHAD:
SHRI SADANAND MHALU SHET TANAVADE:

Will the Minister of Communications be pleased to state:

(a)   the number of suspected fraud communications reported through the Chakshu portal since its launch, year-wise and category-wise;

(b)   the extent of integration of Chakshu data with law enforcement agencies, banks and other stakeholders for prevention of cyber and financial frauds;

(c)   whether any assessment has been undertaken on effectiveness of Chakshu in reducing citizen losses to frauds; and

(d)   if so, the details thereof?

ANSWER

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

(a)   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**

(b) to (d)   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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