

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

**LOK SABHA
UNSTARRED QUESTION NO. 5519
TO BE ANSWERED ON 25TH MARCH, 2026**

**SERVICES ON MESSAGING AND COMMUNICATIONS WHATSAPP, TELEGRAM
AND SIGNAL**

**5519. SHRI RAJESH VERMA:
SMT. SHAMBHAVI:
DR. D. PURANDESWARI:
SHRI ARUN BHARTI:
SHRI VISHALDADA PRAKASHBAPU PATIL:
DR. LATA WANKHEDE:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the directives introduced by the Department of Telecommunications requiring SIM cards to remain continuously linked to services on messaging and communication applications such as WhatsApp, Telegram and Signal;
- (b) the objectives sought to be achieved through such SIM-binding measures including security, traceability and fraud prevention considerations;
- (c) the concerns raised by technology firms and service providers regarding possible user disruption, interoperability challenges and compliance burdens;
- (d) the consultations undertaken with digital platforms, telecom operators and cybersecurity experts before issuing the directives; and
- (e) whether the Government has conducted any impact assessment regarding user convenience, data privacy implications and operational feasibility and if so, the details thereof and if not, the reasons for the same?

ANSWER

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

(a) & (b) With a view to prevent the misuse of telecommunication identifiers and safeguard the integrity and security of the telecom ecosystem, the Government has issued directions to certain app-based communication service providers to link the SIM card (associated with mobile number used for identification of customers/users or for provisioning or delivery of services) present in the customer's/user's device with the communication service apps.

(c) to (e) The Government held prior consultations with key stakeholders, including major operators in industry who provide communication services, on certain aspects of telecom cyber security, including in respect of SIM binding. The directions provide a timeframe for compliance by the app-based communication service providers, during which some concerns relating primarily to implementation aspects, including those related to user convenience and operation feasibility, were raised by some of the service providers. After assessing the same in discussions held with the service providers concerned, appropriate clarifications have been issued.
