

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

**RAJYA SABHA
STARRED QUESTION NO. 100
TO BE ANSWERED ON 13TH FEBRUARY, 2025**

SANCHAR SAATHI MOBILE APP

100 # SHRI MAYANKBHAI JAYDEVBHAI NAYAK:

Will the Minister of Communications be pleased to state:

- (a) the steps taken to ensure accessibility of the Sanchar Saathi app to people in rural or remote areas with limited internet connectivity;
- (b) the strategies of Ministry to ensure public awareness about the benefits of the app;
- (c) whether there is any plan of partnership with telecom service providers to enhance the functionality of the app;
- (d) if so, the details thereof;
- (e) whether there is any plan to integrate additional features in the future such as reporting of phishing emails or improving scam detection; and
- (f) if so, the details thereof?

ANSWER

**MINISTER OF COMMUNICATIONS AND DEVELOPMENT OF NORTH EASTERN
REGION
(SHRI JYOTIRADITYA M. SCINDIA)**

- (a) to (f) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF RAJYA SABHA IN RESPECT OF PARTS (a) TO (f) OF THE RAJYA SABHA STARRED QUESTION NO.100 FOR 13TH FEBRUARY, 2025 REGARDING “SANCHAR SAATHI MOBILE APP”

(a) Department of Telecommunications (DoT) launched Sanchar Saathi Portal (<https://sancharsaathi.gov.in/>) in May, 2023. The portal that is available in 19 regional languages, already has a widespread use among the citizens with more than 10 crore visitors count since its launch. As an extension of the Sanchar Saathi portal, DoT launched Sanchar Saathi Mobile App on 17.01.2025 that has more than 4.5 lakh downloads. It is pertinent to mention that India vouches for a state-of-the-art internet coverage not only in urban areas but also in rural and remote areas. As per the data provided by Telecom Service Providers (TSPs), 5G and 4G services today cover 82% and 98% of the Indian population respectively. India also has one of the lowest costs for per Giga Byte (GB) data usage, ensuring affordable internet to the masses. A widespread high-speed mobile network and affordable rates ensures that there are no barriers for usage of the Sanchar Saathi initiative in rural or remote areas which is also testified by the high number of users. To further ensure maximum usage and accessibility, Sanchar Saathi Mobile App has been developed keeping in mind minimum data consumption requirements.

(b) DoT has taken several steps to ensure public awareness about the benefits of the Sanchar Saathi Mobile App. Awareness in different languages has been spread through print media, broadcast media and social media. To further ensure widespread publicity, DoT has also partnered with various government organizations, banks, and Telecom Service Providers (TSPs) for spreading awareness about this App through their channels like websites, Apps, ATMs, and Kiosks.

(c) & (d) DoT and TSPs are already working in close collaboration for offering some of the features of the Sanchar Saathi Mobile App. In addition, the data analysis on various features of the App is shared with TSPs for action.

(e) & (f) Sanchar Saathi Mobile App already has feature for capturing misuse of telecom resources for scams and cyber frauds. Citizens can report fraudulent calls, SMS (Short Message Service) and WhatsApp calls & messages through this App including such messages that contain phishing links.
