Ask Our Experts Episode 22: Sanchar Saathi

- *Ask Our Experts- a live program presented by NeGD, MeitY focuses on Digital India initiatives*
- *The show is broadcast on Fridays at 1 PM on Digital India's YouTube channel*

The National e-Governance Division (NeGD), Ministry of Electronics and Information Technology (MeitY)'s You Tube LIVE program 'Ask Our Experts' completed its 22nd episode on June 6, 2025. The episode featured '**Sanchar Saathi Portal and App**' - a groundbreaking initiative by Department of Telecommunications (DoT) designed to facilitate citizens in reporting suspected fraud calls, SMS or whatsapp, to know mobile connections issued in their name, to report, block and trace their lost/stolen mobile handsets, and prevent misuse, thus empowering citizens by keeping them informed about their telecom resources and raising awareness about citizen centric initiatives of the Government.

The two panellists from Department of Telecommunications were Shri Sanjeev Sharma, DDG, DoT and Shri Naveen Jhakhar, Director, AI and Digital Intelligence Unit, DoT, who shed light on the core objective of Sanchar Saathi i.e. to help citizens regain control over their mobile identities and stay protected from cyber and telecom fraud.

The session covered the Chakshu facility, an integral component of the platform that enables citizens to report suspected telecom fraud — such as suspicious calls or messages — directly to the authorities for action. A step-by-step walkthrough of how to report a lost or stolen device on the portal was also shared, highlighting the ease and accessibility of the process, including those citizens who are not digitally savvy.

In the discussion, the experts highlighted how Sanchar Saathi leverages AI and digital intelligence to detect suspicious activity, identify multiple mobile connections under a single identity, and use predictive analytics for fraud prevention. The experts said that the platform is also interoperable with telecom operator systems, allowing for seamless information flow and real-time intervention.

The 'Keep Yourself Aware' section of Sanchar Saathi was spotlighted as a key awareness tool, offering the latest updates, alerts, and educational content on telecom and cyber security threats for end users. Experts emphasized the importance of stakeholder collaboration — including telecom operators, law enforcement, and policy makers — in strengthening the platform's reach and effectiveness.

The session concluded with insights on how Sanchar Saathi is influencing policy thinking and helping the government shape new initiatives for cyber threat prevention and digital security.

This episode presented viewers a unique chance to understand how Sanchar Saathi is transforming the fight against cybercrime and financial frauds in India, leveraging reliable and diverse data, innovative features, and scalable solutions to safeguard citizens nationwide. Citizens were encouraged to visit the portal- www.sancharsaathi.gov.in and make full use of its features to protect their mobile identities and stay informed.

Four 'Digital India Question Ninjas' were announced during the live programme for asking relevant questions to the experts; these winners will be rewarded by NeGD for their participation.

The show can be watched again here: https://www.youtube.com/watch?v=HrLa5X0YQNw&t=254s

'Ask Our Experts' is a unique program broadcast live on Digital India's You Tube channel (https://www.youtube.com/@DigitalIndiaofficial). The aim of this programme is to engage experts in an interactive discussion on various Digital India initiatives and projects. The program gives citizens a chance to ask questions directly to the officials involved in these citizen-centric projects and get all their queries answered.