' SANCHAR SAATHI PORTAL'

Sanchar Saathi portal (https://sancharsaathi.gov.in) is a citizen centric initiative of Department of Telecommunications. It contains various modules like CEIR, TAFCOP, KYI, RICWIN etc. It empowers citizens to -

- Know the mobile connections issued in their names
- Get disconnected the connections not required by them or report the fraudulent connections not taken by them
- Block/trace lost mobile phones
- Check genuineness of IMEI of devices while buying a new/old mobile phone.

Centralized Equipment Identity Register (CEIR):

- In case any mobile device is stolen or lost, a user can submit the IMEI numbers on the portal.
- Information submitted by user along with a copy of police complaint is then verified.
- The system is integrated with the Telecom Service Providers and Law enforcement Agencies.
- Once the information is verified, the system blocks the stolen mobile phones from being used in Indian networks.
- In case anyone tries to use the stolen device, the system allows Law Enforcement Agencies to trace the device.
- When the stolen device is recovered, the user can unlock the device on the portal.
- The system prevents use of stolen/lost mobiles.
- It also prevents mobile devices with inaccurate or forged IMEIs being used in Indian networks.

Telecom Analytics for Fraud Management and Consumer Protection (TAFCOP)

- It facilitates a user to check the number of mobile connections taken in her/him name using paper-based documents.
- User enters his mobile number on the portal and authenticates using OTP.
- The system shows the total connections taken in his name using paper-based documents (such as paper based Aadhar, passport, etc.)
- The system allows users to report fraudulent connections.
- It also allows users to report the mobile connection(s) which are either not required or not taken by the subscriber
- Once reported by the users, the system triggers re-verification process, and the connections are terminated.

Know Your Wireline Internet Service Provider (KYI):-

- The module facilitates citizens to check the details of Wireline Internet Service Providers (ISPs).
- It enables the citizens to search for presence of any ISP across the length and breadth of the country by entering PIN code, address or name of the ISP.

Report Incoming International call with Indian Number (RICWIN):-

- The module facilitates citizens to report the incoming international calls received with local Indian number (+91-xxxxxxxxxx).
- It enables citizens to be government's eye to report such calls for busting/unearthing suspected illegal telecom setups which cause loss to Government's exchequer and pose threat to national security.

Know Your Mobile

- It facilitates the citizens to check the genuineness of IMEI of their mobile device.

Options for KYM/IMEI Verification facility:-

The following options may be used for the KYM/IMEI verification facility -

A. **SMS to 14422 from Mobile Phone:**
   1. The user will send sms [KYM<IMEI No.>] to 14422 to get information about a particular IMEI.
   2. In response, the user gets the details for the IMEI i.e. Brand Name, Model Name, Manufacture and Device Type along with the status of IMEI i.e. IMEI is valid or invalid or blocked etc

B. **Through Web Portal or Mobile App:**
   1. User can visit the Sanchar Saathi web portal (**https://sancharsaathi.gov.in**) or CEIR module or alternatively can use Mobile App (KYM App) and will enter the IMEI number to get information about a particular IMEI.
   2. In response, the user gets the details of the IMEI i.e. Brand Name, Model Name, Manufacturer and Device Type along with the status of IMEI i.e. IMEI is valid or invalid or blocked

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