



Representing the ecosystem of Internet -Bharat Model

**CCAOI Newsletter**

**August, 2011**

***CCAOI Responds to the TRAI Telecom Consumers Complaint Redressal Regulations 2011***

The Telecom Regulatory Authority of India (TRAI) in its notice on July 4 invited comments from stakeholders on its Telecom Consumers Complaint Redressal Regulations 2011. While hailing the regulations as comprehensive, CCAOI suggested that service providers should appoint cyber cafes as customer complaint centres, where the service providers do not have a presence. According to CCAOI, this is important because most telecom users in India come from far-flung areas and differing cultural backgrounds, and require assistance for availing services. Cyber cafes provide this much needed assistance and, being from the same geographical area are better able to understand the local patrons and aid them.

***Government Regulations for Internet Security***

With more and more personal information being made available online through social networks, the vulnerabilities in terms of security and privacy are increasingly becoming clear.

The social network Facebook recently announced a 'bug bounty programme', wherein researchers would be rewarded for spotting security-holes in the networking website, provided they followed Facebook's Responsible Disclosure Policy and do not make these vulnerabilities public till Facebook has fixed them.

The Indian government is also concerned about such vulnerabilities of security on the internet. The Ministry of Information and Technology has, therefore, laid down regulations for cyber café owners as intermediaries and also for corporate bodies that require personal information from its clients, to avoid unlawful dissemination and use of private data online.

For example, corporate bodies must follow a strict privacy policy when dealing with personal information provided by users, and this privacy policy must be made accessible to the information providers. The provider's consent must be obtained before obtaining any information from them.

Cyber cafes and intermediaries must be properly registered and take down identification details of their customers to maintain a database. Also they must inform their users not to host, share or disseminate harmful information.

CAAOI is of the belief that such regulations are necessary and of utmost importance to protect the privacy of internet users in India.

### ***E-Commerce Boom in India***

E Commerce is at an all-time high in India today, according to a study by market research firm JuxtConsult. As reported by [livemint.com](http://livemint.com), the JuxtConsult study indicates a 70% increase in online buyers in India, as well as a 28% increase in active internet users in 2011 as against 2010.

While the bulk of e-commerce transactions are generally in the travel category, the increase in online sales this year has been the highest in the non-travel category. According to JuxtConsult, there are 13.5 million shoppers ordering non-travel products online such as mobile phones, consumer electronics, movie tickets and apparel, as compared with 8.6 million buyers of travel products (train and air tickets) on the Internet.

Among the reasons for the growing trend of online buyers is the increase in purchasing power in middle class India, easy accessibility to online transactions for urban population, speed and ease of transactions for the youth, and so on.

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