

Citizen Charter for Cyber Security

In the digital era, cyber security has become a critical necessity to protect sensitive data, infrastructure, and digital identities from unauthorized access, cyber-attacks, and data breaches. As cyber threats continue to evolve, the need widespread awareness is more crucial than ever.

Human as the Weakest Link: Most cyber incidents occur due to lack of awareness or human error.

Cyber security is not just a technical issue but a shared responsibility that involves governments, organizations, and individuals. Raising awareness is fundamental to creating a secure digital environment. Continuous education, training, and engagement are essential to prevent cyber threats and promote a resilient cyber ecosystem.

CISO details:

Ms. Simmi Chaudhary, EA & JS

Email: ea-msme@gov.in, ciso-mmsme@nic.in

Tel: 011-24011283

DY CISO details

Shri Amit Saxena, Director (IT)

Email: dyciso-cstmmsme@nic.gov.in

Cyber Incident reporting

Computer Emergency Response Team (CERT-in)

Email: incident@cert-in.org.in

Helpdesk: +91-1800-11-4949

Url: <https://www.cert-in.org.in/SecurityIncident.jsp>

CyMAC control room (MHA).

Email: cycordadmin.mha@gov.in

Landline: 011-23094060

User Awareness and digital Empowerment

1. **InfoSec Awareness** through various workshops and trainings to make citizens aware about internet ethics, online frauds, etc. [For more information, please click this link.](#)
2. **Cyber Aware Digital Naagrik program:** ISEA is a user-specific cyber awareness program that aims to educate Digital Naagrik about safe and secure digital practices through Mass awareness

programs, user engagement programs and role-based awareness progression. [For more information, please click this link.](#)

Guidelines to follow:

CERT-in

Guidelines: <https://www.cert-in.org.in/s2cMainServlet?pageid=GUIDLNVIEW01>

Advisories: <https://www.cert-in.org.in/s2cMainServlet?pageid=PUBADVLIST>

CERT-in Information Desk: info@cert-in.org.in

Act/Rules/regulations: <https://www.cert-in.org.in/s2cMainServlet?pageid=AUTHORITY>

Cyber Swachhta Kendra (CSK)

Security Best Practices: <https://www.csk.gov.in/security-best-practices.html>

Security Tools: <https://www.csk.gov.in/security-tools.html>

Indian Cybercrime Coordination Centre (I4C, MHA)

Report Cyber Crime at: <https://cybercrime.gov.in/> or call “1930”

Sancharsaathi, DoT

Telecom and information security

Report at: <https://sancharsaathi.gov.in/>