

I/3112095/2023

**Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 20, Ashok Road New Delhi-110 001
(Data Services - Cell)**

No. 820-01/98-LR/Vol.(VII)Pt-II
2023

Dated:-06-07-

To

1. All Internet Service Providers
2. All UASL/CMTS/UL(AS)/UL Licensees

**Subject: - Responsible use of internet by children and youth-
Encouragement/ Awareness to customers by ISPs for installation of end
user filters or Parental Control Filters**

Kindly refer to **Clause 15.1** of "License Agreement for Provision of Internet Services" and **Clauses 16.1** of "Unified License" which inter alia states that

The Licensee shall be bound by the terms and conditions of this License Agreement as well as instructions as are issued by the Licensor and by such orders/directions/regulations of TRAI as per provisions of the TRAI Act, 1997 as amended from time to time.

2. In this regard all **Internet service, UASL/CMTS/UL(AS)/UL Licensees** are hereby reiterated to take necessary action as per instruction **No.:813-07/25/2016-DS-II Date: 22.07.2021** on "**Encouragement /Awareness to customers by ISPs for installation of end user filters or Parental Control Filters**" (copy enclosed).

3. **Kindly submit action taken report latest within 30 days of issue of this letter via email on email id : in the format attached with the said letter.**

Director (DS-II)
Phone: 011-23036860

Encl.: As above.

Signed by Subodh Saxena
Date: 06-07-2023 13:05:43
Reason: Approved

Copy to:

1. Sr. DDG (DGT), DOT HQ New Delhi
2. DDG (AS)/DDG (DS)/ DDG (CS)/ DDG (Satellite) DOT HQ New Delhi
3. DDG (Security), DOT HQ New Delhi.
4. President ISPAI / ACTO / COAI.

Ps 2 of 6

**Government of India
Ministry of Communications
Department of Telecommunications
(Data Services Cell)**

No.:813-07/25/2016-DS-II

Date: 22.07.2021

To,

1. All Internet Service Providers.
2. All Telecom Service Providers.

Subject: Encouragement/Awareness to customers by ISPs for installation of end user filters or Parental Control Filters.

Pursuant to the proceedings with regard to Writ Petition No-177 of 2013 pending in Hon'ble Supreme Court, possible measure for Child Online Protection (COP) were discussed in the meeting held on 24.08.2016 which was attended by TSPs/ISPs and ISP AI including others. In this regard, reference is invited to this office letter No: 813-07/25/2016-DS-II. dated 27.03.2017(Copy attached) vide which ISPs were requested to make arrangements to implement suitable Parental Control Filters (PCF) in network and spread awareness among their subscribers about the use of network level and other filters available in machine OS/ browsers through messages of email, SMS, website etc. In this regard status report of implementation of Parental Control measures in ISP network & statistics of awareness drive(s) were sought vide letter No: 813-07/25/2016-DS-II(Part-II) dated 05.04.2019 and 09.12.2020. However, response has been received only from few ISPs.

2. Wider and more easily available access to online services poses significant challenges to children's safety from issues of privacy, peer-to-peer-violence, and violent and/or age-inappropriate content. Today's children face many serious risks such as online grooming, and sexual abuse and exploitation. Threats are multiplying and perpetrators increasingly operate simultaneously across borders, making them hard to track and even harder to hold to account. In addition, the COVID-19 global pandemic saw a surge in the number of children joining the online world for the first time, to support their studies and maintain social interaction.
3. In view of above COAI/ISP AI/ACTO and individual ISPs have an important role to play in the entire ecosystem of Internet service delivery with regard to Child Online Protection by way of implementing network level measures uniformly and spreading awareness regarding machine, operating system and browser level PCF etc.



Pg 3 of 6

4. Few parental control filters suggested by MeitY include netnanny, K9, Kaspersky Safe Kids, SafeDNS, etc. One of useful parental controls offered by ISPs globally is the ability to set up user accounts wherein user can create settings for each person so that kids are protected but adults have full access. There are also hardware options that can set controls at the router level so that all the computers and devices in home that use the Internet have the parental controls in place.
5. Recently, International Telecommunications Union (ITU) has released '**Guidelines for Child Online Protection(COP)-2020**' for Industry, Policy makers and Parents & Educators which provide best practices feature specific checklists for different stakeholders including network service providers (ISPs). These guidelines, available at <https://www.itu-cop-guidelines.com/>, may be referred while framing policies, awareness campaigns and implementing network level controls including PCF measures for implementation in Mobile/ISP network.
6. Therefore, considering the importance of protecting children in cyberspace, all TSP/ISP are requested to adopt COP measures in network, implement PCF and spread awareness among their subscribers about the use of network level filters and other filters available in machine OS/ browsers through messages of email, SMS, message on invoices, website, mobile apps etc. Status report of current implementation of Parental Control measures in ISP/TSP network & statistics of awareness drive(s) may be submitted immediately in the format at **Annexure-I**.
7. COAI/ISPAI/ACTO are requested to help their members in capacity building and propose an suggestive framework with timelines for implementing COP and PCF measures in TSP/ISP network uniformly in line with global best practices and ITU recommendation, for creating a safe and empowering digital environment for children in India.


(Tejpal Singh)
Director (DS-II)
011-23036860

Copy to:

1. DG (Telecom), DoT, New Delhi.
2. JS(CIS), Ministry of Home Affairs, New Delhi.
3. DDG (Security Assurance), DoT, New Delhi.
4. Group Co-coordinator Cyber Laws, MeitY, New Delhi.
5. COAI
6. ISPAI
7. ACTO

Pg 4 of 6

Action Taken Report on implementation of Parental Control Filters & Spreading Awareness among subscribers

1. TSP/ISP Name :
2. Licensed Area :
3. List of Network Level CoP/PCF implemented with brief description
 - (i) -----
 - (ii) -----
 - (iii) -----
 - (iv) -----

4. Summary of Awareness Campaign(s) undertaken since 2016

Sl. No.	Campaign summary & mode of Campaign	Campaign Duration/date	Total Subscriber base	No. of Subscribers covered under campaign	Remarks (if any)

(Name & Signature)
 Email:
 Mobile no.:

Pg 5 of 6

Appendix II

S.No.	Name of LSA	No. of TSPs/ISPs operating in the LSA	No. of TSPs/ISPs who have already submitted compliance out of the ISPs in Col C.	Gist of Actions taken by the ISPs who have submitted compliance in stipulated format (Refer format attached with Appendix I)	Action taken by LSA for pursuing compliance with remaining TSPs/ISPs
A	B	C	D	E	F

Pg 6 of 6