



# Free Software Movement of India

www.fsmi.in

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11-11-2020,  
Hyderabad.

To,  
Shri Ajay Lakra,  
Public Grievance Officer,  
Indian Computer Emergency Response Team,  
Ministry of Electronics and Information Technology  
email: lakra@cert-in.org.in

**Sub: Regarding breach of 2 crores big basket users data**

Respected Officer,

It should have already come to your notice Big Basket ( M/S Innovative Retail Concepts Pvt Ltd ) has had a cyber security incident. According to major newspaper reports, cyber intelligence firm Cyble has reported around 20 million Big Basket users data has been breached and are available for sale on Dark Web. The leak contains a database portion; with the table name 'member\_member'. The size of the SQL file is about 15 GB, containing close to 20 million user data, according to Cyble. This data is being sold for an amount of \$40,000.

Big Basket has issued a statement that it is investigating the breach internally and has filed a complaint with Cyber Crime Cell of Bangalore Police. In this regard we request you to also initiate an investigation into this incident and update citizens on what has transpired at Big Basket. As Public Grievance Officer, we hope you will provide us a redressal to this incident under Section 43 A of IT Act.

We are hoping you would carry out this exercise expeditiously and provide us a copy of the investigation. Kindly confirm receipt of this letter within 2 days as per your citizen's charter and a detailed redressal for the grievance in a month's time.

With Regards,

Kiran Chandra,  
General Secretary,  
Free Software Movement of India,

# FREE SOFTWARE MOVEMENT OF INDIA

Sy No :91,Beside AALIM,Greenlands Colony,Gachibowli x Roads,  
sherelingam Pally , Ranga Reddy Dist, Hyderabad-500032.

Ph no: 040-23001268, +91-9490098011.Web: <https://fsmi.in>



30-03-2021,  
Hyderabad.

**To,**

Shri Ajay Lakra,Public Grievance Officer,  
Indian Computer Emergency Response Team,  
Ministry of Electronics and Information Technology.  
email: [lakra@cert-in.org.in](mailto:lakra@cert-in.org.in)

**Sub: Regarding breach of 10 crores Mobikwik users data and 3.5 crore KYC data**

**Respected Officer,**

All the major newspapers have reported about a data breach at Mobikwik( Mobile phone based payment system and digital wallet). The reports estimate that around 100 million Mobikwik users data and 3.5 Million KYC Data has been breached and are available for sale on darkweb. Mobikwik being a digital wallet makes individuals prone to cyber security attacks focused on their finances.

The leak contains a database portion of phone numbers, emails, hashed passwords, addresses, bank accounts & card numbers and other KYC details etc.. The size of the breached database is about 8.2 TB. The data is already being shown to anyone over the darkweb.

Mobikwik had already gone through a data breach back in 2010 and now they have openly denied these as false allegations on March 4th 2021 on twitter. Now it is a pattern in the data breaches happening on the behest of the corporations.

In this regard we ask for an investigation into this incident and update citizens on what has transpired at MobiKwik and what is happening with their data. As Public Grievance Officer, we hope you will provide us a redressal to this incident under Section 43 A of IT Act.

We are hoping you would carry out this exercise expeditiously and provide us a copy of the investigation. Kindly confirm receipt of this letter within 2 days as per your citizen's charter and a detailed redressal for the grievance in a month's time.

References:

- 1.<https://blog.mobikwik.com/security-update-for-mobikwik-com-users/>
- 2.<https://twitter.com/MobiKwik/status/1367489330902675463>

**With Regards,**

**Kiran Chandra,  
General Secretary,  
Free Software Movemet of India.**

## FREE SOFTWARE MOVEMENT OF INDIA

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Pally , Ranga Reddy Dist, Hyderabad-500032.

Ph no: 040-23001268, +91-9490098011.Web: <https://fsmi.in>



21-04-2021,  
Hyderabad.

To,

Shri Ajay Lakra, Public Grievance Officer,  
Indian Computer Emergency Response Team,  
Ministry of Electronics and Information Technology.

**Sub: Regarding data breach of about 18 Crore order details and 10 Lakh credit card details of the users at Domino's India**

**Respected Officer,**

It has been widely reported in the newspapers that there is yet another data breach, and now at Domino's India (a food chain belt). The reports estimate that around 18 crore order details comprising of customer's names, email IDs, phone numbers, delivery address, and payment details have been breached.

There is also an estimate that this leak consists of over 10 lakh credit card details that are intended to use for payment transactions over Domino's India app. The size of the breached database is about 13 TB.

Dominos is the latest among the list of recent data breaches of MobiKwik, BigBasket etc. Lapses of security and lack of privacy aware practices leading to these breaches put users at risk and pose a systemic threat to the functioning of our society.

In this regard we ask for an investigation into this incident and update citizens on what has transpired at Domino's India and what is happening with their data. As Public Grievance Officer, we hope you will provide us with a redressal to this incident under Section 43 A of the IT Act.

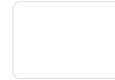
We are hoping you would carry out this exercise expeditiously and provide us with a copy of the investigation. Kindly confirm receipt of this letter within 2 days as per your citizen's charter and a detailed redressal for the grievance in a month's time.

References:

- 1.<https://www.businesstoday.in/current/corporate/omg-dominos-india-hacked-1-million-credit-card-details-names-phone-numbers-leaked/story/437070.html>
2. <https://www.businessinsider.in/tech/news/dominos-india-data-breach-allegedly-exposes-1-million-credit-card-details-180-million-order-details/articleshow/82144019.cms>

With Regards,

**Kiran Chandra**  
**General Secretary**  
**Free Software Movement of India.**



Sat, 22/05/2021 - 14:40

## Letter on Air India Passengers Data Leak

To,  
Shri Ajay Lakra, Public Grievance Officer,  
Indian Computer Emergency Response Team,  
Ministry of Electronics and Information Technology.

Sub: Regarding data breach of about 4.5 Million Passengers of Air India

Respected Officer,

It has been widely reported in the newspapers that there is yet another data breach, and now at Air India (a flag carrier airline of Air India Limited, an Indian Government-owned enterprise). The reports estimate that the leaked data contains the details of 4.5 million global passengers.

The reported data leak consist of passenger's name, date of birth, contact information, passport information, ticket information and credit card information. There are also reports that the leak was carried out on passengers registered for Air India, between August 11, 2011 and February 3, 2021.

Air India is the latest among the list of recent data breaches of Domino's, MobiKwik, BigBasket etc. Lapses of security and lack of privacy aware practices leading to these breaches put users at risk and pose a systemic threat to the functioning of our society.

In this regard we ask for an investigation into this incident and update citizens on what has transpired at Air India and what is happening with

their data. As Public Grievance Officer, we hope you will provide us with a redressal to this incident under Section 43 A of the IT Act.

We are hoping you would carry out this exercise expeditiously and provide us with a copy of the investigation. Kindly confirm receipt of this letter within 2 days as per your citizen's charter and a detailed redressal for the grievance in a month's time.

References:

1. <https://www.bloombergquint.com/business/cyber-attack-on-air-india-led-to-data-leak-of-4-5-million-fliers>
2. <https://www.freepressjournal.in/business/air-india-data-leak-personal-data-of-45-lakh-registered-users-from-august-2011-to-february-2021-breached>
3. <https://economictimes.indiatimes.com/industry/transportation/airlines/-aviation/air-india-server-hacked-data-of-4-5-million-consumers-compromised/articleshow/82837740.cms>

**pdf**

[fsmi-airindia-data-leak-press-release.pdf](#)



## **Mishi Choudhary & Associates LLP**

K-9, Second Floor, Birbal Road, Jangpura Extension, New Delhi-110014

Tel : 011-43502878

Email : mail@mcalaw.in

[www.mcalaw.in](http://www.mcalaw.in)

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**To**  
**Mr. Ajay Lakra**  
**Public Grievance Officer**  
**CERT-In**  
**6, CGO Complex**  
**Lodhi Road**  
**New Delhi-110003**

**Date: 11.06.2021**

**Subject: Legal Notice - Investigation of Air India, MobiKwik, BigBasket, Dominos', and Co-Win data breaches, and steps taken by CERT-In.**

Under instruction and on behalf of my client, Free Software Movement of India (*hereinafter* "FSMI"), I do serve you with the following notice:

1. That my client had written to Mr. Ajay Lakra, Public Grievance Officer, CERT-In on 11.11.2020, 30.03.2021, 21.04.2021, and 22.05.2021 requesting CERT-In to investigate into BigBasket, Mobikwik, Domino's, and Air India data breaches respectively.
2. Through these letters, my client had requested the CERT-in to initiate an investigation and update citizens on what had transpired at the aforementioned data breaches under S. 43A of the Information Technology Act, 2000.
3. The data breaches at MobiKwik, BigBasket, Air India, and Domino's have resulted in leakage of sensitive personal information of millions of users including their addresses, phone numbers, passport information, credit-debit card details, hashed passwords, bank accounts, KYC details. These breaches seriously impact the privacy of the users including their financial details and personal addresses.

4. There has also been an alleged data breach of Co-Win data which was later claimed to be fake news. However, in order to reassure people that their sensitive health data is safe, it is pertinent to conduct a security audit of Co-Win and to publicise the details of security audit as per the CERT-In charter.
5. This is to bring to your notice that CERT-in is the nodal agency operational since 2004 for responding to computer security incidents as and when they occur. Section 70B of the Information Technology Act, 2000 gives power to CERT-In to serve as national agency for incident response.
6. Rule 8 of the CERT Rules requires CERT-In to respond to cyber security incidents. Similarly, Rule 9 of the CERT Rules requires CERT-In to respond to such incidents, and to analyse them.
7. The said breaches constitute threats to physical and financial safety of users of these services. The address data, emails, contact numbers, financial details - credit and debit card details, KYC details leak pose a grave threat to security of users.
8. The citizen charter of CERT-In also lays down that the CERT-In shall acknowledge the grievances received by it, and that it shall redress the grievances within one month from the date of receipt of grievance.

I, therefore, call upon you through this notice, to respond to my client's letter per the CERT-In's citizen charter, and to investigate the breaches as mandated by the S. 70B and CERT-In Rules within a period of 2 weeks from now, failing which my client has given instructions to initiate legal action against you in the court of law and in that event, you will be fully responsible for all costs, risks, responsibilities, expenses and consequences thereof.

A copy of this notice is kept in my office for record and further necessary action. You are advised to keep the copy safe as well as you would be asked to produce in the court.

**Prasanth Sugathan**  
**Principal Associate**  
**Mishi Choudhary & Associates**

भारत सरकार  
GOVERNMENT OF INDIA  
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
भारतीय कम्प्यूटर आपात प्रतिक्रिया दल (सर्ट-इन्)  
INDIAN COMPUTER EMERGENCY RESPONSE TEAM (CERT-IN)  
Website: www.cert-in.org.in

संख्या 17(5)/2021-CERT-In  
No.....

दिनांक 25.06.2021  
Date.....

To

Shri Prasanth Sugathan  
Principal Associate  
Mishi Choudhary & Associate  
K-9, Second Floor, Birbal Road, Jangpura Extension,  
New Delhi-110014

Dear Sir,

This is in response to your unsigned legal notice dated 11.06.2021 to the undersigned.

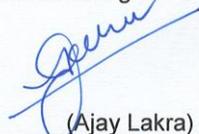
The Indian Computer Emergency Response Team (CERT-IN) is a statutory authority under the Information Technology Act, 2000 and being the national agency is empowered under section 70B of the Act to perform functions related to cyber security and cyber security incidents.

We would like to inform you that CERT-IN is aware of its responsibilities and does not require your client's directions to investigate data breaches as highlighted by you. Organizations named in your notices have been directed to comply with the relevant provisions of law.

Furthermore, CERT-IN as part of its citizen charter has been issuing advisories and vulnerability notes from time-to-time for the benefit of citizens and organizations. A copy of the CERT-IN Advisory [CIAD -2021-0004] related to Preventing Data Breaches/Data Leaks dated January 20, 2021 can be accessed at the following URL:

<https://www.cert-in.org.in/s2cMainServlet?pageid=PUBVLNOTES02&VLCODE=CIAD-2021-0004>

CERT-IN also supports the "Cyber Swachhta Kendra" (Botnet Cleaning and Malware Analysis Centre). It has been set up for analyzing BOTs/malware characteristics and providing information and enabling citizens for removal of BOTs/malware. In addition, "Cyber Swachhta Kendra" strives to create awareness among citizens to secure their data, computers, mobile phones and devices such as home routers. "Cyber Swachhta Kendra" is available at: <https://www.cyberswachhtakendra.gov.in/>.

  
(Ajay Lakra)  
Public Grievance Officer

