



सत्यमेव जयते

भारत सरकार

GOVERNMENT OF INDIA

स्वास्थ्य अनुसंधान विभाग (DHR)

DEPARTMENT OF HEALTH RESEARCH (DHR)

स्वास्थ्य और परिवार कल्याण मंत्रालय

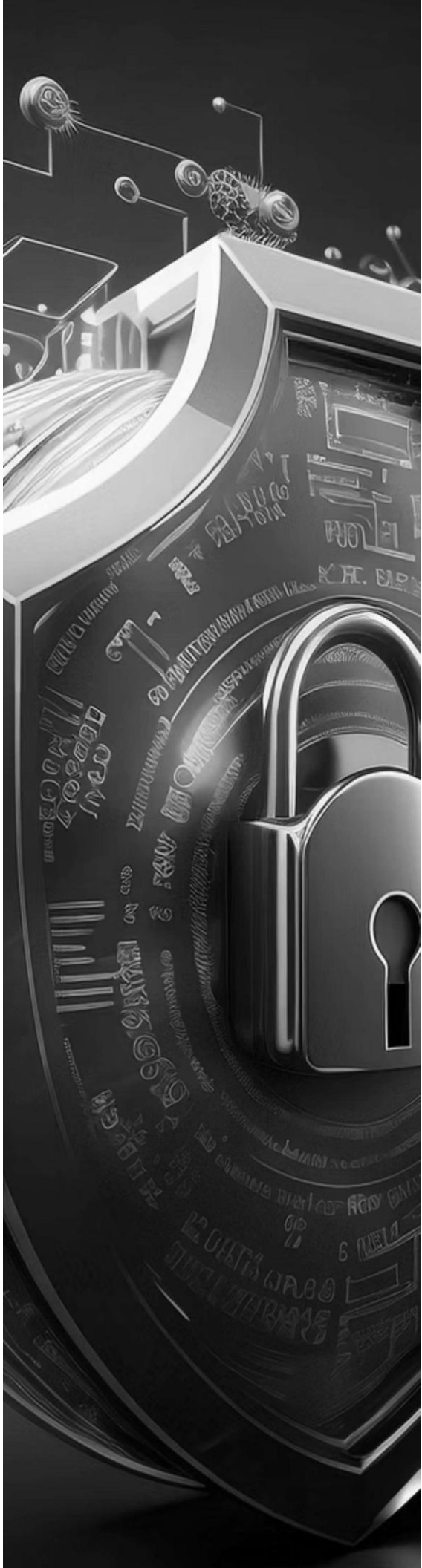
MINISTRY OF HEALTH AND FAMILY WELFARE

CITIZEN'S CHARTER FOR CYBER SECURITY

This Charter outlines the foundational principles and strategic directives guiding our nation's commitment to a secure digital future. It establishes a unified framework for protecting critical infrastructure, safeguarding sensitive information, and fostering a resilient cyber ecosystem across all government agencies and national partners.

DHR

DEPARTMENT OF
HEALTH RESEARCH



INDEX

Section	Item/Subject	Page No.
1.	Introduction	3
2.	Cyber Security Division	4
3.	Cyber Incident Reporting	5
4.	DOs	6
5.	DON'Ts	7
6.	User Awareness and Digital Empowerment	8
7.	Guidelines	9

INTRODUCTION

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 for 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.

CYBER SECURITY DIVISION



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CHIEF INFORMATION SECURITY OFFICER (CISO):

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DEPUTY CISO:

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Joint Director (IT).

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CYBER INCIDENT REPORTING

1

Computer Emergency Response Team (CERT-In)

Email: incident@cert-in.org.in

Helpdesk: +91-1800-11-4949

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

Incident Reporting form: [Link](#)

2

STAY SAFE ONLINE

url: <https://staysafeonline.in/>

Email: isea.cdac.in

Landline: 1800 425 6235

3

CISO Office

Email: Ciso-dhr@gov.in, dciso-cstmhfw@nic.in

Landline: 23736090

4

Cyber Crime Reporting (I4C)

Report at: cybercrime.gov.in

Call: 1930

DOs



Use Strong Passwords

- At least 12–14 characters, mix of uppercase, lowercase, numbers, and special characters.
- Change passwords regularly and avoid reuse.



Enable Multi–Factor Authentication (MFA)

- Always activate MFA for critical accounts (email, banking, portals).



Keep Systems Updated

- Regularly install OS, application, and antivirus updates/patches.



Use Only Authorized Software

- Install apps/software only from trusted sources or official app stores.



Lock Devices When Not in Use

- Use screen locks, auto–lock timers, and secure logins.



Backup Data Securely

- Maintain regular backups on secure and encrypted storage.



Report Suspicious Activity

- Inform IT/security team immediately about phishing emails, suspicious links, or abnormal device behavior.



Be Aware of Phishing

- Verify sender before clicking links or downloading attachments.



Secure Your Network

- Use VPN when on public Wi-Fi.
- Change default router passwords.



Follow Organizational Security Policies

- Adhere to IT policies, incident reporting guidelines, and acceptable use norms.

DON'Ts

- ⊗ **Don't Share Passwords**
 - Never share login credentials with colleagues, friends, or family.
- ⊗ **Don't Use Default or Weak Passwords**
 - Avoid using "123456," "password," or personal details (DOB, phone number).
- ⊗ **Don't Ignore Security Warnings**
 - Browser or antivirus warnings should not be bypassed.
- ⊗ **Don't Leave Devices Unattended**
 - Especially in public areas or while logged into sensitive systems.
- ⊗ **Don't Download from Untrusted Sources**
 - Pirated software and unknown apps may contain malware.
- ⊗ **Don't Click on Unknown Links/Attachments**
 - Phishing emails often look genuine – always verify first.
- ⊗ **Don't Use Public Wi-Fi Without Protection**
 - Avoid accessing sensitive accounts on free/open Wi-Fi.
- ⊗ **Don't Disable Security Features**
 - Firewalls, antivirus, or encryption should always remain enabled.
- ⊗ **Don't Connect Unauthorized USB Devices**
 - External storage can spread malware or lead to data theft.
- ⊗ **Don't Post Sensitive Information Online**
 - Avoid oversharing personal or organizational data on social media.

USER AWARENESS AND DIGITAL EMPOWERMENT

1. **InfoSec Awareness** through 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 Programme:** ISEA is a user-specific cyber awareness programme that aims to educate Digital Naagrik about safe and secure digital practices through mass awareness, user engagement and role-based awareness progression. For more information, please click this link.
3. **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>
4. **Indian Cybercrime Coordination Centre (I4C, MHA) Report Cyber Crime at:** <https://cybercrime.gov.in/> or call "1930"
5. **Sanchar Saathi, DoT Telecom and information security Report at:** <https://sancharsaathi.gov.in/>

IMPORTANT REFERENCE LINKS

CERT-In Guidelines:

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

CERT-In 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>