

# SAAJHI SAMAJH 9.0

Child Safety in the Cyber Space

## EVENT REPORT

14 NOVEMBER 2022



# About Tech Mahindra Foundation

Tech Mahindra Foundation (TMF) is the corporate social responsibility arm of Tech Mahindra Limited, a Mahindra Group Company. Since 2006, the Foundation has been working tirelessly in the areas of education, employability and disability, with a keen focus on corporate volunteering.

The Foundation works with the mandate that 50% of its beneficiaries are women and 10% are Persons with Disabilities. Over the year, it has impacted 3,94,727<sup>\*</sup> direct beneficiaries across all programs. In addition, over 2.5<sup>\*</sup> million lives impacted through our 582 COVID Relief Projects<sup>\*</sup> across 17 states in India.



## Our Focus Areas

### EMPLOYABILITY

SMART (Skills-for-Market Training) is the Foundation's flagship employability program to empower youth from socio-economically backward urban communities. It empowers youth from under-served urban communities with requisite employability skills through structured training and helps them get dignified jobs. The program includes imparting Foundation Skills i.e. Spoken English, Basic IT and Workplace Readiness besides trade-specific domain training. The Foundation has been implementing the **SMART** program by establishing a network of SMART Academies and Centres - run both directly and through other partner implementing agencies.

### EDUCATION

The Foundation is dedicated to enhancing school governance, expanding children's learning opportunities, increasing parental involvement in school education and enabling continuous professional development of schools' stakeholders.. This is executed through our Education programs- **ARISE**, **Shikshaantar** and **Mobile Science Lab**. The Foundation works in government schools through its ARISE (All-Round Improvement in School Education) focuses on providing holistic development for children in government schools. Shikshaantar focuses on teacher empowerment and capacity enhancement through contemporary subject matter and pedagogical practice through directly run In-Service Teacher Education Institute (ITEI) and partner projects. The Mobile Science Labs were launched to enhance the educational experience through a bus equipped with hands-on activities of EVS (Science) that visits government schools and facilitates learning of students from Classes 3 to 5.

### DISABILITY

Enabling true ability in persons with disability, Tech Mahindra Foundation strives to build an inclusive society. There is a keen emphasis on facilitating equal learning opportunities for children and youth with disabilities to lead dignified lives. This is done through **ARISE+** (All Round Improvement in School Education for Children with Disabilities) and **SMART+** (Skills-for-Market Training for Persons with Disabilities). ARISE+ is a program that encourages children with disabilities to become a part of mainstream education. The SMART+ program focuses on providing employable market-related entrepreneurial skills and opportunities to youth with disabilities.

### VOLUNTEERING

Corporate Volunteering is at the heart of Tech Mahindra's ethos where Individual Social Responsibilities (ISR) is a way of life. TechM associates volunteer and contribute to driving positive social change while simultaneously enhancing their capacities for empathy and compassion. This is how we #Rise and find our joy in giving back to society!



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Child Protection & Safeguarding Committee

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**Keynote Speaker:** Mr. Gopal Agrawal, Chief Internal Business Officer and CSR Head - WNS

**Panelists:**

1. Mr. Ajay Kumar Sinha - Executive Director, FLAIR
2. Ms. Aaparna Roy - Principal - B.S.M's English Medium Secondary School & Jr. College, Mumbai
3. Mr. Akash Mittal - Director, Australian Information Security Association & Chief Information Officer, Trustees Executors
4. Ms. Neeta Mishra - Director, Child Safeguarding, SOS Children's Village (India)

## **TECH** **mahindra** **FOUNDATION**

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## Child Safety in the Cyberspace

On Children's Day, 14th November 2022, Tech Mahindra Foundation organized the 9th edition of Saajhi Samajh, to discuss and generate awareness on an important issue in today's time - "Child's safety in the CyberSpace". Tech Mahindra Foundation is committed to creating happier and safer classrooms. Safety of children is one of the non-negotiables for the foundation. Considering the increasing use of the internet by children and their vulnerable position to become an easy prey to the cyber-crimes, TMF decided to bring together the leading experts and organize a discussion on the issue of cyber security of children to understand the issue further and generating awareness about the cyber security and cyber threats among the important stakeholders like teachers, parents and caregivers to ensure the children's safety in the cyberspace.

This Discussion aims to answer the following key questions :

- 1) What are the different elements of cybersecurity? How can we encourage awareness on the issue of cybersecurity among different stakeholders?
- 2) What role can different stakeholders (school/ teachers/ parents/ friends) play in ensuring the Cyber Safety of children?
- 3) What kind of legal frameworks exist Nationally and Internationally for cyber security? How effective are these frameworks in addressing the cyber security of children?
- 4) How can we build a safer cyber world for our children?

### Agenda

<b>SS-9</b> <b>Event Flow</b> <b>Timing : 11:00 am-12:25 pm</b>			
10:50-11:00 am	Video	Presented	10 mins
11:00-11:05 am	Welcome & Introduction	Varsha Gupta	5 mins
11:05-11:10 am	About TMF	Sudip Chakraborty	5 mins
11:10-11:20 am	Opening Remarks	Sajid Ali	10 mins
	Intro and welcome to keynote speaker (Gopal Agrawal)	Sajid Ali	
11:20-11:30 am	Keynote Address	Gopal Agarwal	10 mins
11:30-11:35 am	Welcoming the moderator for panel discussion	Varsha Gupta	5 mins
	Intro of panelists	Neha Soneji	
11:35-12:20 pm	Panel Discussion followed by Q&A	Neha Soneji	45 + 10 mins
11:20-11:30 am	Keynote Address	Sudip Chakraborty	5 mins

The event was organized on children's day with a vibrant gathering of teachers, parents and experts from the field of Cyber Security, non- profit organizations and the teacher community who came together on an online platform (Zoom) on 14<sup>th</sup> November 2022. The video of the event was uploaded on YouTube. This discussion was divided into two segments:



## Segment 1 - Keynote Address

Event Coordinator - Ms Varsha Gupta, Maths Faculty, Tech Mahindra Foundation

Address by - Mr Sajid Ali, Chief Operating Officer, Tech Mahindra Foundation

Keynote address - Mr Gopal Agrawal, Chief Internal Business Officer & Head- CSR, WNS

## Segment 2 - Panel Discussion

Moderator:

Ms Neha Soneji, Program Director, Tech Mahindra Foundation

Panelists:

Mr Ajay Kumar Sinha, Executive Director, FLAIR

Ms Aparna Roy, Principal, B.S.M's English Medium Secondary School & Jr. College, Mumbai

Mr Akash Mittal, Director, Australian Information Security Association & Chief Information Officer, Trustees Executors

Ms Neeta Mishra, Director, Child Safeguarding, SOS Children's Village (India)

## Welcome by the Host



### Ms Varsha Gupta

Maths Faculty

Tech Mahindra Foundation

Welcomed everyone and set the context of the event for the audience.

#### Context-

Internet is one of the most transformative and fast-growing technologies across the world. India is the second-largest population of internet users. Increase in online space and education technology has widened the online space for young children as well. This makes it an inseparable part of their life, either for academic or recreational purposes. Internet has enabled children to learn, create and share like never before. With the increase in the number of young internet users, the threat to child safety in cyberspace is also increasing. Cyber security is an uprising issue in today's world and no segment of society is left untouched by its unwanted consequences. Due to unawareness and sometimes out of curiosity, children across age groups get trapped in various cases of cyber abuse and threats. According to NCRB data, 1080 cases of cybercrimes against children were registered in 2021 and of 1102 cases were registered in 2020 which is around 4 times higher compared to the cases in 2019. We can clearly see the continuing trend of increase in the cases of cyber crimes against children. Considering the increasing use of the internet by children and their vulnerable position to become an easy prey to cyber-crimes, it is important that important stakeholders like teachers, parents and caregivers understand the threats and different ways which can be taught to children to ensure their safety in cyberspace.

Varsha Gupta then invited Mr Sajid Ali, COO, Tech Mahindra Foundation to address the audience and introduce Mr Gopal Agrawal, Chief Internal Business Officer & Head - CSR, WNS for the Keynote address.



## Address by



### Sajid Ali

Chief Operating Officer

Presiding Officer, Child Protection & Safeguarding Committee

Tech Mahindra Foundation

Mr. Sajid Ali emphasizes the importance of child safety and shares that Tech Mahindra Foundation has established a Child Protection & Safeguarding Committee in 2019. He also appreciated the work of the Child Protection and Safeguarding committee of the foundation and its relentless work on strengthening the processes, spreading awareness, implementing policy, and building the capacity of its stakeholders on the issues of child protection and the policy.

He also quotes the cybercrime data against children and warns about the upcoming challenges of child safety in cyberspace. He also emphasizes working with like-minded organizations to work together on this challenge.

Then Mr. Sajid Ali invited Mr. Gopal Agrawal to deliver the keynote address.

## Keynote Address



### Mr Gopal Agarwal

Chief Internal Business Officer & Head  
CSR, WNS Global Services

### Highlights from the Keynote:

- 1) Mr Gopal Agarwal appreciated the initiative by Tech Mahindra Foundation. He emphasized the importance of Cyber Safety and shared the importance of raising awareness about it.
- 2) He also shared some eye-opening statistics with respect to cyber-crimes in the country and highlighted points like 170 cyber-attacks take place every hour and almost 3 attacks every minute. According to a report by McAfee, a reputed Cyber Security firm, 42% of children in India suffer from racial cyber-crimes and this is 14% higher than anywhere in the world.
- 3) He highlighted the threats faced by children online like cyberbullying, online sexual abuse, threats, phishing, malware, and so on. He also highlighted the implications of the crimes on children which include physical as well as emotional harm caused to the children.
- 4) He continued his speech by emphasizing that the usage of the internet for children comes with its own set of benefits. The real question then is - how do we assist children in reaping the benefits of technology without falling into the trap of cyberattacks? Mr. Gopal particularly emphasized that this is a shared responsibility and forums like Saajhi Samajh can only encourage this. We all need to join hands to ensure the risks are mitigated for our children - parents, teachers, NGOs, cyber security cells, corporates, etc.
- 5) He shared that India has various regulations in place and those should be referred to, to ensure cyber safe practices. Similarly, UNICEF's initiative WE PROTECT works to ensure the protection of children from online sexual abuse. Mr. Gopal also spoke about other international frameworks to secure the data protection of all individuals including children.



- 6) He highlighted the importance of such frameworks and initiatives including laws and policies and mentioned that if awareness about these is not built, an individual or a child cannot be empowered to save himself or herself from cyber-crimes. All stakeholders in the ecosystem of a child should be beware of these avenues to safeguard children and children need to feel heard and safe.
- 7) Mr Gopal then highlighted how WNS Cares Foundation is contributing towards cyber safety through its CYBER SMART portal, India's first holistic cyber security education portal. The cyber SMART portal was launched in May 2020 in partnership with NASSCOM. The portal has reached 2.6 million users since its launch.
- 8) Gopal ended the keynote by re-emphasizing the importance of collaboration between NGOs, CSR, government bodies, and teachers/parents to ensure a safe cyber world for all children.

After the keynote address, Ms Varsha invited Ms Neha to introduce the panelists and begin the panel discussion.



## SEGMENT 2: Panel Discussion

Ms Neha moderated the panel discussion by introducing the panelists and invited them to share their views on various prompts.



### Ms Aparna Roy

School Principal, B.S.M's English Medium  
Secondary School & Jr. College, Mumbai

### Question to Aparna:

- 1) How did you as a school principal and teacher deal with sudden exposure of children to cyberspace and its threats? And what are some of the challenges you face while addressing cyber safety issues with children?

Highlights from Ms. Aparna's responses:

- Curiosity of students increased due to increased access to internet during the pandemic
- Hacking was a huge issue, random people entering the meetings
- Finding ways to increase security
- However students are now very used to using mobile phones and distance learning, constant engagement with phones is seen.
- Increased complaints from parents about overuse of phones
- Increased use of social media and tricks like spam messages
- Shared a case study about a child being cyber bullied
- Planned PTA meetings and increased awareness about controlling access to phones
- Every year, police personal from the nearby police station conduct sessions on cyber crimes for all students

- 2) Any call to action to other school teachers or leaders?

- Provide real live experiences as much as possible, they do something like ENACTMENT of COURT ACT. This year the theme was cyber crimes. Right from the crimes, reporting, court proceedings etc, everything was scripted and enacted by the students resulting in them being aware of all the processes.



## Ms Neeta Mishra

Director, Child Safeguarding  
SOS Children's Village (India)

### Questions to Neeta:

Talking about the efforts put in by civil society organizations and other NGOs, Neeta, you have been working with SOS for quite some time now. SOS Children's Villages of India has been working for the holistic development of parentless children, women and children belonging to vulnerable families.

- 1) Can you share some experiences with examples about how you and the team at SOS have made Cyber Safety a priority? If you can please shed light on the preventive tools designed by you.

Highlights from Ms Neeta's responses:

- To prevent anything, awareness is very important
- SOS conducts many awareness sessions with all stakeholders
- We have made e-learning modules which are age appropriate. Mostly curiosity kicks in at 12 years of age, hence we made easy to understand, friendly content
- We educated them on risks and consequences of cyber crimes
- SOS works across 32 locations and each location has Cyber Mentor who helps children and caregivers
- Caregivers were oriented on Parental lock and controls, early warning systems were created for them
- Monitoring is required, even when children are studying. She shared a case study about a child sharing a picture on instagram from their mother's phone. And the photo was tampered, and the case became quite serious.
- Adults need to be very careful with their phones and keep locks on their phones.
- SOS has a list of DOs and DONTs and their policy includes cyber safety
- Many crimes start in the cyber crime and becoming very serious like POCSO

- 2) Any Call to Action to other organizations or for our listeners

- Provide an inclusive and enabling environment to reduce the vulnerability and channelise peer group influence





## Mr Ajay Kumar Sinha

Executive Director  
FLAIR

### Questions to Ajay:

- 1) In your experience, what are the legal frameworks guiding cyber security in India and how effective is the implementation/practice on the ground?

Highlights from Mr. Ajay's responses;

- The Internet is non-proprietary in nature. It does not have a central administration and is on its own.
- Policies and Laws can only control the business and not the basis on which it is made
- We are living in a digital society now, including families with access to internet enabled devices
- Children and adolescents have access to a wide variety of content
- We cannot discipline children in a way that someone else gains access to their psycho-emotional needs
- Very few of us have understanding of the legal frameworks
- Ajay highlighted various ways cyber crimes can be reported
- Different acts are in place for prevention of cyber crimes namely - IT ACT, POCSO Act
- Awareness is not enough, and proper education about the laws is also required
- We all need to come together to ensure cyber crimes are prevented
- There is a stigma attached in reporting and that needs to be broken
- Any cyber crime can be reported in a nearby police station
- NCERT and CBSE have already made it a part of the curriculum, the government realizes the need to make digital learning accessible. ICT is a part of higher grades and the safety part needs to be added





## Mr Akash Mittal

Director, Australian Information Security Association  
Chief Information Officer, Trustees Executors

### Questions:

- 1) Stats in Australia and NZ wrt Cyber crimes (amongst students if possible)
- 2) Effectiveness of policies and their implementation safeguarding against cyber crimes
- 3) Ways in which awareness about Cyber Security is imparted

Highlights from Mr. Akash's responses:

- In Australia, 33,000 cases reported in 2021, 51% increase than previous year.
- Australia National Framework for Child Protection and an E-Safety commissioner. A very unique initiative where the responsibility of the E-safety commissioner is to keep citizens safe online. They also offer training, presentations, workshops and research on topics of safety. It also investigates crimes related to cyber safety
- Organizations like IN HOPE assist in removing CSA material online.
- Absolutely awareness is the key to solving this problem, how aware parents are, how aware teachers and principals and how they pass this awareness to children
- One level of awareness is understanding the risks and second level of awareness is really understanding the risks and consequences. Now its time to get down to the next level
- Akash then shared a personal story about how his son used his wife's phone to call him, bypassing the security mechanism. He was trying to highlight that children are way smarter these days and we will need to know the technology in-out to be able to safeguard our children.
- Technology Organizations are very fast-paced and they need to work with government and other stakeholders to ensure they train everyone on how to mitigate the risks
- Safety cannot be an after-thought, it has to be an important part of the design.
- Also WALK the TALK. How adults use technology gives a big message to children because they are observing



Neha wrapped the discussion by highlighting important points from the discussion. She spoke about collaboration amongst all stakeholders, long term impacts of trauma resulting from child abuse and lastly leveraging legal frameworks and working hand-in-hand with the government to ensure a robust safety net for children.

Vote of Thanks: Sudip Chakraborty

Sudip expressed his gratitude to esteemed keynote speaker for the day, Mr Gopal Agarwal, to the eminent panelists Mr Ajay Kumar Sinha, Ms Aparna Roy, Mr Akash Mittal, Ms Neeta Mishra and all the teachers, facilitators and the participants on behalf of Tech Mahindra Foundation. The importance and necessity of such a thought-provoking panel discussion on 'Working towards creating awareness of child safety in cyberspace' is underlined during concluding part of the program. We are delighted to see some clear action points in the form of key take-aways as part of this engaging session. Saajhi Samajh-9 concludes with anticipation of another round of exciting sequel of the event.



## ANNEXURE

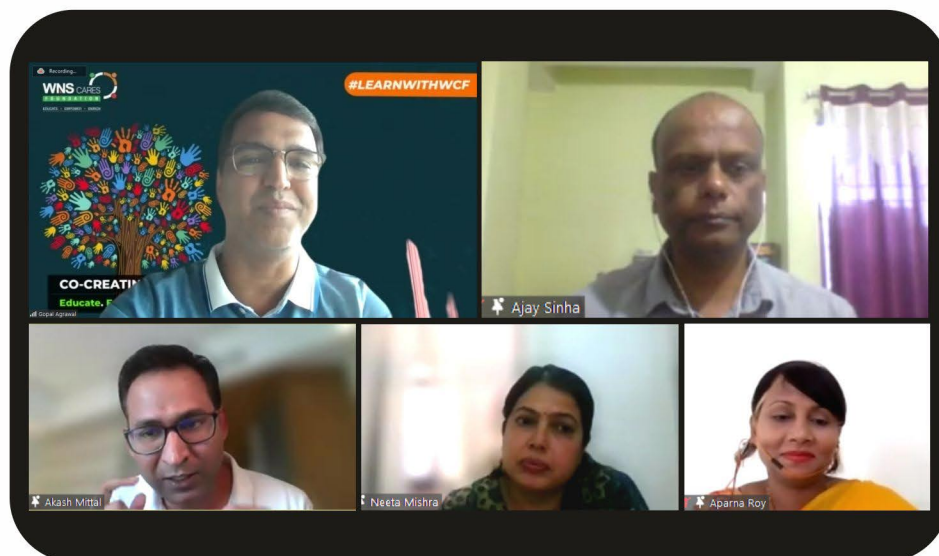
### REFERENCES

Important links and suggested resources for Social-Emotional Learning are given below for better understanding and awareness of the topic.

1. [https://www.edudel.nic.in/welcome\\_folder/happiness/HappinessCurriculumFramework\\_2019.pdf](https://www.edudel.nic.in/welcome_folder/happiness/HappinessCurriculumFramework_2019.pdf)
2. <https://schoolguide.casel.org/focus-area-3/classroom/integration-of-sel-and-instruction/#:~:text=Social%20and%20emotional%20competencies%20serve,to%20support%20and%20deepen%20learning.>
3. [https://seelearning.emory.edu/sites/default/files/2019-04/FINAL-COLOR-2021\\_final.pdf](https://seelearning.emory.edu/sites/default/files/2019-04/FINAL-COLOR-2021_final.pdf)



## Glimpses of the Event



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