



Representing the ecosystem of Internet -Bharat Model

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Shri Sunil Kumar Singhal,  
Advisor,  
Telecom Regulatory Authority of India.

**Subject: CCAOI comments on the Consultation Paper on Inputs for Formulation of National Telecom Policy - 2018**

Dear Sir,

At the outset, we wish to thank TRAI for giving us the opportunity to submit our comments on the inputs drafted by TRAI for formulation of the National Telecom Policy -2018 (NTP-2018)

Please find enclosed a copy of our comments on the paper.

Thanking you and looking forward for favorable consideration of suggestions in the interest of growth of internet in the country.

Yours very truly,  
for CCAOI

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## **CCAOI's comments on the TRAI CCAOI comments on the Consultation Paper on Inputs for Formulation of National Telecom Policy - 2018**

CCAOI is grateful for getting an opportunity to present its views on the consultation paper released by the TRAI on Inputs for Formulation of National Telecom Policy - 2018.

While the Regulator comprehensively drafted and structured the inputs for Formulation of NTP 2018, please find below our suggestions:

1. The **Mission statement** of NTP-2018 **should include that the policy aims to ensure and enhance Online Trust, Security and Privacy**. While digital technologies are defining our modern life today and has been greatly beneficial, they have also ushered in security concerns, leading to a growing global digital distrust. Such anxieties should not be taken lightly. Since the NTP-2018 aims not only to connect all the citizens online, but also intends for a sustained adoption of the internet and new technologies, it is important to reiterate and build user trust online.
2. For promoting wider internet access and adoption amongst all citizens in the country, the NTP-2018 must also **encourage local Cybercafes/ public internet kiosks to provide assisted service and/ or act as WiFi hotspots**. Cybercafés have played a significant role in increasing the digital literacy of the citizens and taking internet to the bottom of the pyramid. Even today they are the access points for internet and internet enabled services for the economically weaker sections of the society. Cybercafes/ Public Internet kiosks have been not only playing a crucial role in providing citizens with the much needed assisted internet service in their own regional languages, but has also been an avenue for self employment of local youth. Already in the last 2-3 years more than 40% cafes have closed down. Promoting these internet access points, will not only give a boost to this community, but also accelerate the digital literacy drive for creating a "Digital India".
3. The NTP-2018 must **promote Internet in local Indic languages**. For ensuring a "Digital India" in the true sense it is important that the internet is available in the preferred local languages, especially for the new users. For internet to be adopted by these new non English speaking users mostly from rural communities, it is important to promote meaningful localized content, which is socially relevant and beneficial for them in their own preferred local language. However, for the **seamless functioning** of different Indic scripts, it is **critical for the systems and infrastructure to be ready**.

4. The NTP-2018 should be **promoting Skill Development and employment generation**. With the concerns of job losses, especially in a nation comprising of a huge young employable population, the NTP-2018 should also emphasis on the need to create jobs in the telecom ICT sector, promote and encourage new skill development to ensure employability and adequate skilled manpower in newer technologies and services. Moreover, with newer technologies coming in, **skills development will become crucial, especially for replacing old skill sets with new ones**.
5. For India to emerge as a Global Hub for data communication system and services, it is important that NTP-2018:
  - a. **Encourages new forms of Technologies** that will improve internet reach and adoption in the country, while generating new skill sets and jobs. **Industry** from both within and outside **should be encouraged to set up innovation and manufacturing center** in India This would also further boost India as a manufacturing hub.
  - b. **Improve the ease of doing business in India** in order to attract more investment in the country.