

A Quarterly Newsletter by ISOC India Mumbai (An ICANN At-Large Structure)
Issue 2 | July 2019



Internet Society India Mumbai



CHAPTER LEADER'S NOTE

As most first time things are, our first issue will always be special to us. But as the saying goes, second times are even better. With immense pleasure we bring to you the second issue of the quarterly ISOC INDIA MUMBAI Newsletter.

As apprised in the APAC Chapter Leaders Workshop 2019 held in Malaysia in June, the focus area for ISOC India Mumbai chapter for this year is Internet Governance (IG). In fulfilment of our commitment, the second issue is based on the theme of Internet Governance.

Upholding the spirit of multi-stake holder model of Internet, our editorial team comprises of volunteers from diverse fields-academia, corporate, government consulting and non-profit.

The newsletter begins with the **Main Story** by Prateek and Ankit. It gives a glimpse of the significance of the multi-stakeholder model of Internet Governance. It further talks about how chapter leaders can increase volunteers' engagement by tapping their capabilities and ikigai-a reason for being.

In our **Bits and Bytes** section, we introduce our readers to the two key initiatives undertaken by ISOC India Mumbai in spreading awareness about various aspects of IG. These include the first ISOC India Mumbai Webinar on the role of ICANN in IG in APAC (Asia-Pacific) region by Mr. Samiran Gupta, Head of India, ICANN, and a talk on inclusive, multi-lingual Internet by Dr Ajay Data, Chairman, The Universal Acceptance Steering Group (UASG). Nandita has efficiently outlined our attempts of connecting the unconnected.

To recognise the excellent work done by chapters and ALS across the globe, we have a section reserved for them titled '**News from Other ISOC Chapters**'. In this issue, we celebrate the seminal work done by ISOC Armenia, ISOC Palestine, ISOC Islamabad and ISOC Delhi. This endeavour of inter-chapter collaboration was successfully completed by Sneha with the help and support of ICANN APRALO newsletter team.

Nupur and Pervaiz have toiled hard and shared engrossing articles in our **Internet World** Section. For the new **Did You Know** section, Ankit and Sneha have presented an informative write up on virtual accounts which are adopted smartly by today's investment banks.

Our **Good Samaritan** space celebrates work of those individuals who have been desirous of contributing to the development of the chapter. Shashwat Singh is one such Samaritan who, in spite of not being a chapter member, voluntarily worked for the organic growth of chapter. It's a newly added section and my personal favourite.

We are also grateful to Ms. Kanupriya Asnani who has so beautifully depicted the deep intersection of Internet, technology and Aamchi Mumbai, as illustrated in our cover page.

Lastly, like the old Indian parable of the blind men and the elephant, the editors acknowledge that their perspective on IG won't be complete. In spite of trying to cover a broad gamut of issues, we haven't been able to provide a perspective on few key issues pertaining to IG like Intellectual Property concerns of domain name system or geopolitical analysis of root servers. We look forward to researching and working on these issues in future. You are invited to engage with us on these issues.

I hope you all enjoy reading this newsletter as much as we are enthusiastic about bringing this issue to you. Please feel free to share your comments and feedback. Happy Reading ☺

Shveta Kokash,
Vice President, ISOC INDIA MUMBAI.

MAIN STORY

Need for Deepening User Engagement in Internet's Multi-Stakeholder Governance Model

The Internet supports a vast mosaic of activities which influence our economies and our society. Its decentralised, borderless and technically complex nature implies that neither traditional inter-governmental model of governance nor a purely technical governance model would be applicable to governance of Internet. The realisation of Internet's global importance has also led to growing demands from government, private enterprise and civil society to participate in the governance of the Internet. Further, there was a need for a governance toolbox and practices that would facilitate individuals and organisations from different walks of life to participate in governance of the Internet, share ideas and develop a consensus driven policy. This has led to the adoption of the multi-stakeholder model of Internet Governance. Many international and multilateral organisations like United Nations General Assembly, Organisation for Economic Co-operation and Development, International Telecommunication Union etc. have already endorsed the multi-stakeholder model of Internet Governance.

Historically, the multi-stakeholder governance approach has been used for protecting and developing complex systems without disrupting their existing operations. Whether it is allocation of fair fishing rights or digitisation of land registries or advocating corporate social responsibility, multi-stakeholder governance models are now driving strategic direction in policy domains which were hitherto under the ambit of intergovernmental decision making bodies.

Internet Users contribute to the participatory bottom up processes which are critical components of the multi-stakeholder model of Internet Governance. Most of these users volunteer their time and resources with Internet Society (ISOC) Chapters and Internet Corporation for Assigned Names and Numbers Authority At Large Structures (ICANN ALS). Most of them intend to participate and positively influence the decision making on Internet Governance issues that are relevant to them.

For the proponents of multi-stakeholder model of Internet Governance, this model can be considered as a practical application of Rawl's concept of 'veil of ignorance' as proposed in his 1971 book, *A Theory of Justice*. Accordingly, they assume that different Internet users will be considerate of each other's interest and work towards their collective welfare as a single unified constituency.

Unfortunately, it is difficult for users to have an unbiased view of their interests as they come from different backgrounds and have disparate life experiences. As per Game Theory, their competing perspectives result in an *ecology of games*. Prof. Norton E. Long defines the *ecology of games* as a framework to analyse various stakeholder games in a complex institutional system. In most scenarios, the outcome of these games can be sub-optimal. An example of such a sub-optimal scenario is increased passive behaviour or disengagement within users/volunteers who have the responsibility of execution without corresponding authority to influence all factors governing the outcome of the execution. In a worst case scenario, it can also lead to non-cooperation between users.

It has been observed that multi-stakeholder model of Internet Governance is successful in generating user interest and participation in Internet Governance process. Unfortunately, it is not always able to sustain that interest. The increase in incidences of volunteer burnout and volunteer disengagement within ISOC Chapters and ICANN ALS justifies this observation. This also leads to another undesirable governance outcome-entrenchment of users with

special interests. Moreover, special interests can now easily capture the multi-stakeholder governance process as they can create an illusion of consensus.

How can we fight this double whammy of disengaged volunteers and super engaged special interests? The answer to this question will help the multi-stakeholder model of Internet Governance to realise its true potential.

In his 1776 classic, 'An Inquiry into the Nature and Causes of The Wealth of Nations', Adam Smith espouses that the pursuit of *enlightened self-interest* can help individuals to promote their collective welfare. One possible application of enlightened self-interest in Asian context can be found in Japanese concept of *ikigai* i.e. *a reason for being*. A similar application can be found in Nobel Prize Winning Economist Amartya Sen's capability approach to human development. According to Sen, capabilities are freedoms that people value and have a reason to value.

We propose that users can be more engaged and they can better contribute to their volunteering commitments if it contributes to their *ikigai* or their capabilities. Chapter leaders and ALS leaders can play an important role in this regard. Rather than adhering to a simplistic interpretation of *openness* and blindly recruiting volunteers, they should design stringent filtering mechanisms to recruit self-aware volunteers with a demonstrated commitment to learn and an energizing passion for their volunteering cause. As a part of recruitment mechanism, these volunteers should be mapped to tasks that are in harmony with their demonstrated capabilities. They would also be required to pursue relevant certificate courses. Only after successful completion of their tasks and courses, they should be recruited as Chapter/ALS volunteers. Once recruited as Chapter/ALS volunteers, they should be provided with a clear, transparent career path up to contesting for leadership positions. Their career progression should depend upon fulfilment of assigned tasks, their people handling skills and their ability to raise funds. At each stage of their volunteering career progression, they should be mentored as well as made to reflect on the synergy between their volunteering work and their pursuit of *ikigai* and capabilities.

Only then will we be able to deepen user engagement and facilitate substantive realisation of the promise of multi-stakeholder model of Internet Governance.

BITS & BYTES

First ISOC India Mumbai Webinar on Internet Governance in Asia- Pacific Region: Role of The Internet Corporation for Assigned Names and Numbers (ICANN)

In order to make the Internet relevant for all users, it is important to engage with multiple stakeholders and agencies that govern the various facets of Internet. Fully recognising and emphasising on the imperative of stakeholder engagement, ISOC India Mumbai Chapter, in its first webinar invited Mr. Samiran Gupta, Head of India, ICANN to deliver a talk on the role of ICANN in Internet Governance within the Asia Pacific (APAC) region and the current thrust areas of ICANN. Samiran began his talk by unfolding the digital dynamics of the APAC region, and informing about the manifold impact of Internet on APAC nations' economy and people. He further reflected on the role of ICANN in providing leadership on and coordination of the technologies that underpin the functioning of the Internet.

Speaking about new developments in ICANN, Samiran focused on two key ongoing initiatives of ICANN namely Internationalized Domain Names (IDNs) and Universal Acceptance (UA). Under Domain Name Systems (DNS), and in the Indian context, he highlighted the Neo-Brahmi Generation Panel (NBGP) as being a key example of community engagement in DNS.

He further elaborated on the necessity of and challenges in Universal Acceptance (UA). UA requires that the domain names should be accepted, validated, stored, processed and displayed in exactly the way they are intended to across all systems.

He concluded the talk by demonstrating the various ways in which ICANN is engaged in APAC region through forming collaborations with regional SIGs, ISOC chapters and other agencies. The webinar was attended by a diverse set of participants including members from various ISOC chapters in India and APAC, technology professionals, bankers and academicians. Read the full report [here](#). Please find the recording of the webinar [here](#).

A Talk on ‘Working towards an inclusive, multi-lingual Internet for every Indian’



Linguistic barriers, along with limited physical infrastructure and lack of digital literacy, have been identified as a critical reason for limited adoption of Internet-qualitatively as well as quantitatively. Indeed, there is a need for more multi-lingual Internet content on the Indian Internet. With an overarching mission to make Internet relevant for everyone, ISOC India Mumbai organised a remote talk by Dr Ajay Data, Chairman, The Universal Acceptance Steering Group (UASG) on the imperative need for a more inclusive multi-lingual Internet on 14th July 2018 at an Open Mic event at Title Waves, Mumbai.

The talk provided an introduction to ICANN supported technological principles and initiatives that promote a multi-lingual Internet. According to Dr. Data, UASG (Universal Acceptance Steering Group) espouses the principle that all domain names and email ids should be accepted equally and should also be available in multilingual formats to realize a multi-lingual Internet. In this regard, E-mail address Internationalisation (EAI) and Internationalised Domain Names (IDNs) are critical initiatives as they hold the promise of bringing the next million people online. Further, non ASCII scripts are being supported in domain names as per IDN initiative. In India, the Neo Brahmi Generation Panel is an ICANN supported community that covers 9 linguistic scripts to generate valid labels for IDNs principles and initiatives that promote a multi-lingual Internet. Dr. Data introduced audience to the terms like UASG, EAI, IDN etc. and acquainted them with this facet of the Internet.

The talk was delivered to a diverse audience of literary enthusiasts comprising of poets, storytellers, media personnel, event managers and software engineers who represented a diversity of languages- English, Hindi, Marathi, Gujarati, Bangla, Kashmiri, Urdu, Punjabi, Tamil, Kannada and Malayalam. Read more about the event [here](#).

NEWS FROM OTHER ISOC CHAPTERS

ISOC ARMENIA



ISOC Armenia hosted a meeting with .am/.huj ccTLD

ISOC Armenia hosted a meeting with .am/.huj ccTLD registrars. Country Code Top-Level Domain (ccTLD) is a two letter Internet top level domain, specifically designed for a particular country, sovereign state or an autonomous territory, for servicing their community. The meeting saw the discussion on emerging policy and administrative issues pertaining to the domain name registrations.

Seminar on Cyber Hygiene



Internet Society Armenia Chapter organized an informative seminar on Cyber Hygiene or how to stay safe on Internet on 25th April on the occasion of #GirlsInICT day. The seminar took place at one of the suburb schools of Yerevan, Armenia. The event hosted around 200 schoolgirls, their mothers and the school staff. The seminar focused on how to recognize and avoid the most common types of cyber-attacks.

ISOC ISLAMABAD



Interactive round table session on Domain name industry in Pakistan

ISOC Islamabad conducted an interactive session on “**Domain name industry in Pakistan**” on 16th April’19. Mr. Ahmed Bakhat Masood, Chair of TF-AIDN, Member of Latin Script GP and Dy. Director (Cyber Security) PTA, was the guest speaker for the event. The event highlighted the importance of gTLD and IDN in making the Internet more relevant to the local population (in Pakistan) by enabling the community to use and register domain names in its native (Urdu) language. In this regard, the event also informed the audience about the TF-AIDN i.e. Task Force on Arabic scripts IDNs and their work. The group has been working on several initiatives to benefit the Arabic Script community.

ISOC Islamabad Chapter Iftaar and Networking event

Internet Society Pakistan Islamabad Chapter with the support of Internet Society Asia-Pacific jointly hosted an Iftaar dinner in Islamabad as a part of Community engagement and networking event on 31st May’19 in the holy month of Ramadan. The event saw the participation of close to 50 members. This initiative was highly appreciated by the Internet community as it was an opportunity to discuss ideas and executing them for a free and open Internet for all.

NEWS FROM OTHER ISOC CHAPTERS

ISOC PALESTINE



Online Sexual Harassment-and-Blackmail Awareness for Palestinian Schoolgirls (iSHA)

The ISOC Palestine chapter, with the help of Beyond the Net funding program of ISOC, conducted a project named “Online Sexual Harassment-and-Blackmail Awareness for Palestinian Schoolgirls (iSHA)”. The project aimed at reducing the cases of electronic blackmail and sexual harassment of teenage school girls by raising awareness about the issues and enabling them with the relevant knowledge to deal with such issues.

The project ran various awareness sessions and workshops for 50 girl schools throughout 1 year, spanning in 2 phases, which ended in early 2019. The total number of students who benefitted from this project was approximately 4200. The project was selected as a World Summit on Information Society (WSIS) Prize 2019 champion for the category 5-AL C5, and was recently honoured by the United Nations International Telecommunication Union (ITU) at WSIS Forum 2019 in Geneva.

ISOC DELHI

ISOC Delhi along with CCAOI organized an interactive online Pre ICANN65 discussion on 7th June’19. The objective of this interactive discussion was to share an overview of the policies expected to be discussed during the Marrakesh Policy forum meeting from 24-27 June, with community members from the APAC region. The discussion focused on the policies like “Expedited Policy Development Process”, “Dot Amazon Issue”, “ICANN Multi-stakeholder model”, and “Universal Acceptance Steering Group”.

The Why, How, And Who of Internet Governance

There is no universally accepted definition of Internet Governance. However, with the growing issues around fake news and illegal content such as child sexual abuse material etc. it is important to look at who and how can this online space be governed. The various stakeholders of internet such as ICANN, ISOC, IGF, ITU etc. will have to come together to raise attention and support for Internet-related issues and thereby structuring cross-national debates. Read the full article [here](#).

One in Three: Internet Governance and Children's Rights

According to the discussion paper titled "One in Three: Internet Governance and Children's Rights" by UNICEF, children are major stakeholders in the Internet community. As per their estimates, one in every three Internet user is a child. Since children are vulnerable and at high risk on the Internet platform, it is natural for the Internet Governance (IG) agencies to devise protection policies for them. However, in the process of safeguarding "protection rights" of the children, IG agencies fail to recognize and include the equal "rights of provision and participation" that children as part of Internet community have. Therefore, it is important for Internet Governance communities to not compromise the provision and participation rights for protection rights, and strive to maintain a subtle balance as we must not forget; it is the children who are going to be the future of Internet. Read the full report [here](#).

China Think Tank Calls for Democratic Internet Governance

China ranked last in Internet freedom according to the independent US rights organisation Freedom House's "Freedom on the Net 2018" report. China's Internet Governance initiatives include strict new censorship and surveillance curbs that target news outlets, social media, and individual on the net. China has gone to an extent of monitoring private chat apps and censoring tools to block viewing of overseas websites. Other countries have criticized its strict stance. A top state-backed Internet think tank has called for a 'democratic' Internet Governance system to eradicate inequalities in marginalized developing nations. Read the full article [here](#).

Augmented Reality (AR) vs. Virtual Reality (VR): What's the Difference?

One is often perplexed when encountered with the jargons like AR and VR in tech shows or when browsing for headsets online for a high quality gaming experience.

Augmented Reality and Virtual Reality are the next in technologies now. They are used not just in gaming but also in education, training, and simulations. Businesses are largely investing in these technologies to increase customer footfall and profitability. AR and VR have given a new dimension to the field of research and innovation. It will not be long before these technologies will significantly change our lifestyle. So what is the difference between the two?

To know more read the full article [here](#).

DID YOU KNOW?

Virtual Accounts and Virtual Account Management

Corporates today wish to have a better control and visibility over their cash inflow and outflow. A solution to this would be smarter banking alternatives like virtual accounts. Virtual accounts are essentially 'shadow accounts' or dummy accounts which can be used to make and receive payments on behalf of the physical account. Since these are simply shadow accounts, no physical movement of cash happens between these accounts and therefore the main account. Virtual accounts of this nature are sometimes administered using market-ready virtual account management (VAM) solutions that operate within the operating environments of each the bank and the client.

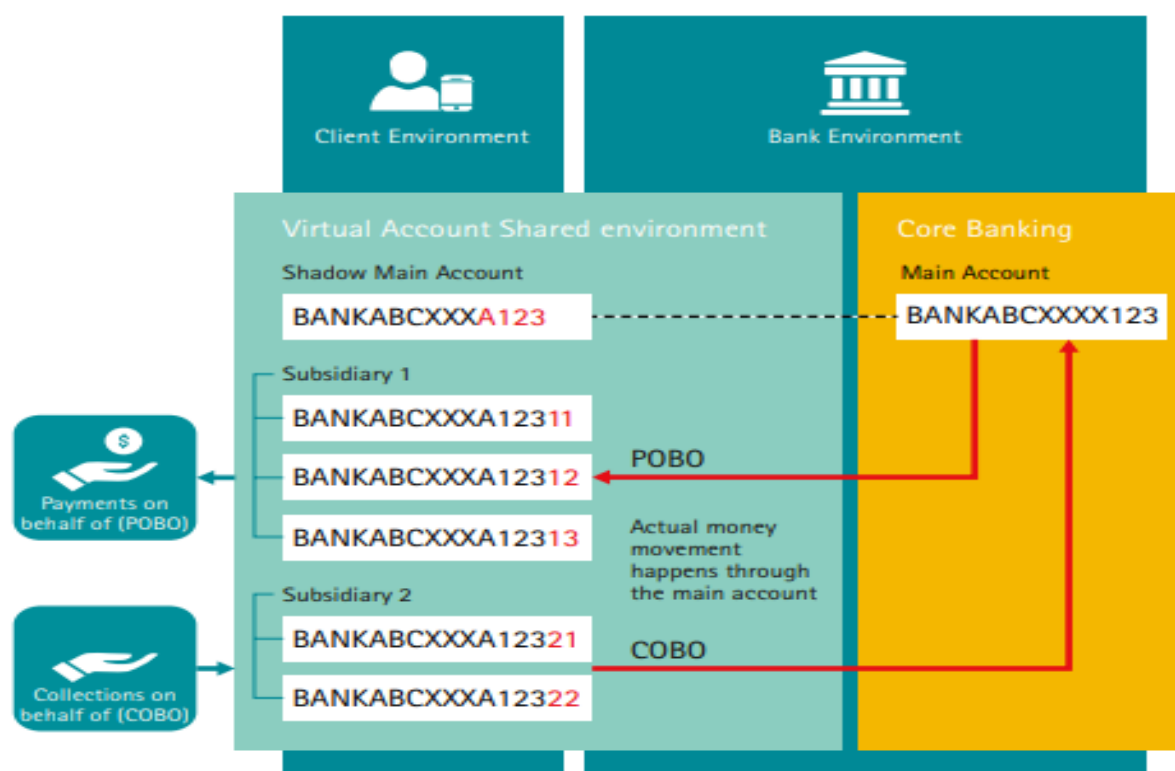


Image source: [Accenture Report, 2016](#)

VAM is a single integrated platform which incorporates accounting, payment, cash management and channel functionality. It front-ends to the market existing core banking architecture to deliver completely new capabilities without changing underlying systems.

VAM also looks at the two most important challenges faced by the Treasury department today:

1. Obtaining timely & consolidated group-wide multi-currency positions stake across the banking network in order to streamline financing mix and duration of RFA (Residual Funding Allocation) against expected and actual enterprise cash flows.

2. Optimizing & automating order-to-cash and purchase-to-pay cycles with 100% rates of straight-through-reconciliation (STR) of cash to accounting norms.

The impact of Virtual Account is manifold over the operating model of the bank (refer to the image below). VAM platform ought to be an extension/evolution of the bank's current on-line banking platforms. However, many a times Virtual accounts can complicate the bank's ability to possess one single comprehensive view on their customers. Perhaps, the foremost complicated impact to investigate is the impact of virtual accounts on the bank's broader compliance function. Finally, virtual accounts have a giant impact on the consumer service and operations function of a transaction bank.

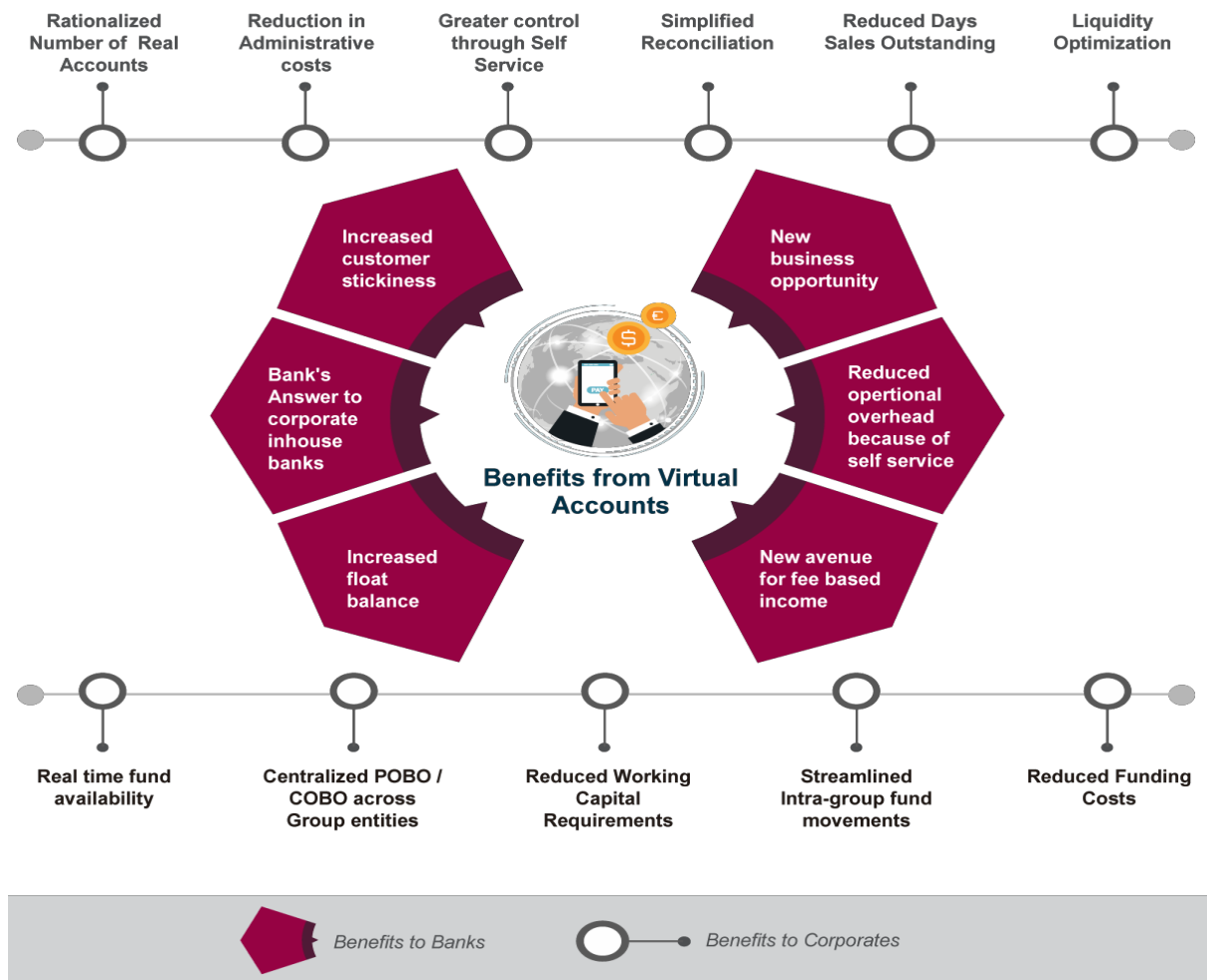


Image Source: [Oracle White Paper, 2018](#)

Sources:

1. https://www.accenture.com/t00010101T000000_w_/au-en/acnmedia/PDF-29/Accenture-Payments-Virtual-Accounts.pdf
2. <https://www.accenture.com/in-en/insight-virtual-accounts-and-virtual-account-management>

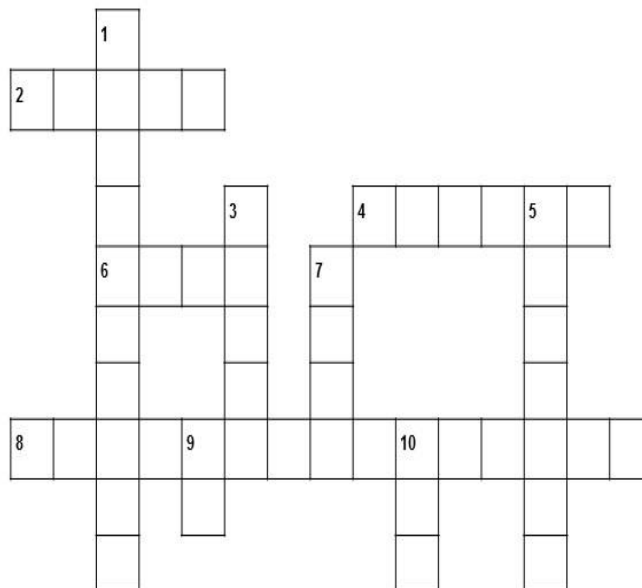
OUR GOOD SAMARITAN

Shashwat Singh is an engineer with a background in computer science. His work involves developing web applications for travel domain and overseeing the technical aspects including -- architecture, interfaces, APIs, etc. He also has prior experience of working on software for compliance in Capital Markets for a bank and working on applications that had 10,000 concurrent users. He thoroughly enjoys reading and programming; from functional programming to ASCII games to home automation. He played an instrumental role in formative stages of setting up of ISOC India Mumbai by developing the chapter website.



NEWSLETTER CROSSWORD

Internet Crossword-2



Across

2. Regional Internet Registry
4. reason for being
6. initiative for Multi-lingual Internet
8. smarter banking alternatives

Down

1. UNICEF Report on IG and Child rights
3. Internet Governance Academy
5. Cyber Hygiene initiative by ISOC...Chapter?
7. ISOC Palestine initiative on online sexual harassment
9. Key ICANN focus area
10. category of top level domains

KNOW YOUR TEAM



Shveta Kokash is an ISOC India Mumbai volunteer and an accomplished professional with postgraduate degrees in mathematics, computer programming and education. She has more than 13 years of teaching experience. She is currently pursuing her Ph.D. in higher education, in the topic related to technology and instructional methods, from SNDT University, Mumbai; India's first woman university. As Vice-President of ISOC India Mumbai, Shveta has recruited new members, organised events and attended ISOC Mumbai events. She was also part of inSIG 2018 held in Delhi. A successful multitasker, Shveta handles her job, parental responsibilities, social responsibilities and ISOC commitments very well. She believes in living life to the fullest and making this world a better place in whatever way she can.

Sneha Tambe is one of the founding members of the ISOC India Mumbai Chapter. She is a technology professional with degrees in computer science and management. She has 6+ years of experience in the IT industry and worked with different clients like Lufthansa, Merck and the UK Government. As the Secretary of ISOC India Mumbai, she was invited to be a part of the APAC-ME Chapter meet in Nepal. She was also a part of the 'ISOC Beyond the Net' selection committee and helped review the various beyond the net applications. She was awarded a fellowship to attend inSIG 2018 at Delhi. She is a part of the current ISOC chapterthon process working group. Sneha is a certified Karate Black Belt fighter. She also speaks French and Italian languages.



Nandita Koshal is an ISOC India Mumbai Volunteer and a Research Associate with a renowned private university in Delhi NCR, India. A postgraduate in economics, she provides research analyses, policy advisory and consultation in the social development sector. She has previously worked with the Ministry of Heavy Industries and Public enterprises, India and provided consultancy to the state government of Haryana, India on drafting of state higher education plan.. As ISOC India Mumbai Treasurer, she is responsible for maintaining Chapter financial accounts. She has also organised discussions around role of Internet and social media in higher education, need for deeper integration of technology with humanities, and advocated more engagement of women in technology. She was also a fellow at inSIG 2018, held in Delhi. In her spare time, she loves to read and travel. She is the Editor-in-Chief for ISOC India Mumbai newsletter.

KNOW YOUR TEAM

Nupur Vijn is an ISOC India Mumbai volunteer and a social service worker, who works with a Canadian Non-Profit. She has pursued her education in political science, english literature, public policy and social work from India and Canada. She works with the vulnerable population such as the drug addicts, people with mental health and the homeless population, and helps them achieve their goals. She is also studying to be an educational assistant to help the “special needs” children to succeed. As a volunteer with ISOC India Mumbai, she has participated in events helping to grow computer literacy amongst the refugees from Syria. She loves being out in nature. Through her efforts, she wants to make a difference in the lives of the people.



Ankit Bhat is one of the contributors of ISOC India Mumbai Chapter. With formal educational background constituting twin degrees i.e. Bachelors in technology and Masters in management, Ankit has a professional expertise of 6+ years across organizations. He has consulted a wide clientele within Commercial Insurance, Life Sciences and Investment Banking Domain across geographies. He has worked across various aspects of finance ranging from equity research, project finance, corporate and quantitative finance. He is into reading, technology, management consulting especially the mergers and acquisition space. Finding gaps in industry segments and working with the existing methodologies and frameworks to bridge that gap is something he is passionate about. Ankit is an avid speaker in various Indian languages as well as fluent in French & Spanish.

Mohammad Pervaiz is an ISOC India Mumbai volunteer. He is an Electrical Engineer with degrees in Computer Systems and Information Technology. He works as a Lecturer and has vast experience in the field of high school/college technical education. He also holds a diploma in School Management and provides career counselling to his students and motivates them to pursue higher education. He does volunteer work for a local NGO that works for the educational upliftment of underprivileged students. He strongly believes that technology can make the world a better place to live in and therefore it must cross all social and economic barriers to reach every individual. He loves to swim, travel, socialise, and take part in adventure sports.





This is a quarterly publication from ISOC India Mumbai Chapter. To share your feedback, please write to us at chapterleaders@isocindiamumbai.org or visit us at <https://isocindiamumbai.org/>

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