



# Free Software Movement of India

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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,