



GOVERNMENT OF KERALA

ELECTRONICS & INFORMATION TECHNOLOGY (IT- CELL) DEPARTMENT

No.IT CELL-1/35/2020-ITD

Thiruvananthapuram,
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CIRCULAR

E & ITDept – Standard Operating Procedures / Email Policy for usage of emails by Govt. Departments - Reg

As communication through electronic media is inevitable in the present scenario, the usage of official Government mail for official purposes has become inevitable and highly demanding and needs to be extended at various levels of Administration. Department. Ministry of Electronics and Information Technology, Govt. of India has issued an Email Policy, 2014 applicable to all employees of GoI and employees of those State/UT Governments that use the e-mail services of GoI and also those State/UT Governments that choose to adopt this policy in future. The objective of this policy is to ensure secure access and usage of Government of India e-mail services by its users.

As per the email policy of Govt. of India 2014, email.gov.in domain of NIC, has been approved as the official mail by Govt. of India. As per the policy, only the e-mail services provided by NIC, shall be used for official communications by all organizations except those organizations dealing with national security. All services under e-mail.gov.in are offered free of cost to all officials within the Central and State/UT Governments.

To effectively manage the communications between Government Departments and Government officials, E&ITDept recommends the usage of Government Mail mandatory for all government communications instead of using private mails such as gmail.com, outlook, zoho,yahoo mail etc. E&ITDept are pleased to issue the following instructions (*adopted from the*

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guidelines issued by GoI in 2014) to create, manage and use the gov. mail for official communication purposes.

1) **Process of email Account Creation.**

a) Based on the request of the respective organizations, NIC will create two IDs, one based on the designation and the other based on the name. Designation based IDs are recommended for officers dealing with the public. For IDs created based on designation, it is strongly recommended that One Time password (OTP) is used for authentication. Use of alphanumeric characters as part of the e-mail id is recommended for sensitive users as deemed appropriate by the competent authority.

b) Account can be created by the authorized person from an organization by routing their request to NIC. For managing the email account in a dept/ organization a nodal officer shall be assigned. The nodal officer of an organization shall authorize creation of new e-mail accounts.

c) An e-mail account has to be created for every user in an organization/department. The user needs to request for an account by filling the form available on the e-mail site and send it to the nodal officer of the respective organization for routing to NIC.

d) The e-mail account is created based on the NIC e-mail addressing policy available at <http://www.deity.gov.in/content/policiesguidelines/> under the caption "E-mail Policy".

2) **Process of handover of Designation based e-Mail IDs**

a) Users shall hand over the designation based ID to their successor prior to moving out of the office. User can continue to use the name based id assigned to them on the Government e-mail service during their entire tenure as Govt official.

b) Prior to leaving an organization on transfer, the user to whom the designation based ID had been assigned shall ensure that the password for the ID is changed. The successor shall need to get the password reset after taking over the post. The nodal officer in each organization shall ensure that

the password is changed prior to giving "No-Dues" to the user.

c) The above process shall be followed without any exception. If an ID is misused, the respective nodal officer of each organization shall be held accountable. The nodal officer and the user shall inform NIC prior to their superannuation/transfer of the user by sending an email to support@gov.in.

3) **De-activation of Accounts**

Deactivation or deletion of an account shall occur under the following conditions:

a) When an officer retires/resigns from Service: The user shall surrender their official designation based account prior to getting relieved from the service under intimation to the nodal officer and NIC. However, name based e-mail addresses can be retained. It is mandatory for the users to inform NIC regarding their superannuation/resignation by sending mail to support@gov.in. The nodal officer shall accordingly change the user's account status.

b) The officer is no longer in a position to perform his duties (death/missing, etc). The name based email ID of the user shall be deleted by NIC. The nodal officer of that respective organization shall inform NIC by sending a mail to support@gov.in.

c) Inactive account: Any account which is inactive for a period of 90 days shall be deactivated under intimation to the concerned department. The user id along with the data shall be deleted from the e-mail system after a period of 180 days, if no request for activation is received during this period. Subsequently, all formalities shall need to be completed for re-opening of the said account with the same id, subject to availability. In such cases, data from the backup shall not be restored.

4) **General instructions to be mandatory^{il} followed by departments/ institutions /other Govt entities:**

a) The departments and designated officials shall consider the communication sent over Gov.mail as official communication and can be added as authentic official documents.

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b) The designated nodal officer or the user designated for managing the email inbox of a department shall ensure the receipt of the communication received from Government or another dept scrupulously with due acknowledgement.

c) The mailbox shall be frequently monitored for receipt of any official communication from any Govt. entity.

d) Every single user of a department shall be aware of the email facility provided to a department for handling the communication in a timely and convenient manner.

e) The account creation/ deletion/ID change/password change shall be initiated under intimation to the nodal officer and NIC.

f) The change in email ID of a department or a designated official shall be intimated to all concerned, especially those who are being communicated over, frequently.

g) Other than Government websites, the e-mail ids and e-mail address assigned on the Government e-mail service should not be used to subscribe to any service on any website. Mails received from sites outside the Government may contain viruses, Trojans, worms or other unsafe contents.

h) For entering into Agreements and MoUs which require an official email ID, the departments shall ensure that the email ID is not altered at times. NIC shall also be intimated to keep the email ID unaltered in future, in such cases.

5) NIC shall ensure the following while providing email services to the Government officials and departments.

a) NIC shall provide official mail and personal mail separately and improve to make the official emails more user-friendly.

b) For personal mail ID to users, a protocol shall be maintained by NIC for choosing the ID, limiting to personal details like DOB, PEN, name, etc.

c) A weblink shall be provided for creation of official mail for users and an intimation(via SMS) shall be sent to all the employees registered in SPARK. They shall be insisted to click the link for ID creation by choosing their own ID

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names, limiting to the ID protocol defined by NIC.

d) The email IDs shall be created on a first come first serve based on the request.

e) To make the departmental mail IDs user friendly, the IDs should reflect the name of the office, place, designation etc in an abbreviated and simpler way. For designation based mail IDs for Secretaries and other officers, the IDs should be a combination of designation with Department name in charge of. A protocol for naming the departmental IDs needs to be maintained by NIC after getting inputs from Government departments and officials.

f) In case of officers who are holding the charge of more than one department, there needs to be more than one designation based mail IDs which is managed individually by the officer. NIC shall explore the facility of providing a single mail box for an officer who is in charge of more than one department having more than one designation based email ID, to manage sending and receiving mails to and from his designation based email IDs through a single interface, ie; from the same mailbox without switching to a different mail interface.

g) NIC shall also explore the use of '*Department name based*' email IDs for Secretaries heading Departments concerned, with rank of officer (eg. ACS/Prl.Secty/Secty.) appearing in profile of emails.

h) The change in email ID of a particular department/ authority or an official has to be automatically intimated to all the addressee saved in contacts. An auto reply mechanism has to be provided in the Gov. mail.

i) NIC shall provide a mechanism to authenticate the mail IDs to which communications are sent, to verify whether the email is active or not, or have changed to a new ID.

j) NIC should maintain a track or history of a particular email ID which was being used by a particular department over a period of time, to track communication history of departments.

All Govt. Departments/Institutions/autonomous bodies/Universities/PSUs/ LSGIs etc. are directed to follow the above guidelines for effective use of Gov mail for official communications.

For further references and FAQs related with email management, all Departments/ Institutions/autonomous bodies/Universities/PSUs/LSGIs etc are requested to go through the email policy of Govt. of India available in <https://www.meity.gov.in/content/email-policy>.

K. MOHAMMED. Y. SAFIRULLA. IAS
Secretary to Government

✓ All HODs/ Nodal officer of State Govt Departments
✓ All Universities / LSGIs/ PSUs/Autonomous bodies in Kerala.
✓ The Secretary (IT), Govt.Secretariat, Thiruvananthapuram.
✓ The Director, KSITMission, Thiruvananthapuram.
✓ The SIO, NIC, Thiruvananthapuram.
The Web & New Media, I & PRD.
SF/OC

Forwarded/By order


Section Officer