THE ADMINISTRATION OF UNION TERRITORY OF LADAKH
GENERAL ADMINISTRATION DEPARTMENT
Email: gad.utladakh@ladakh.gov.in

UT Secretariat, Ladakh
Dated:- 31.12.2021

OFFICE MEMORANDUM

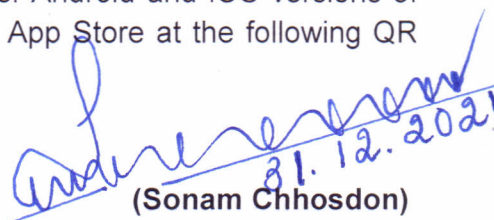**Subject:** **'Sandes' an indigenous instant messaging platform.**

Ref. No. D.O No. M-11012/118/2021-GIMS dated: 09.12.2021 from Ministry of Electronics & Information Technology (MeitY), GoI.

The undersigned is directed to enclose herewith the communication dated 09.12.2021 from the Ministry of Electronics & Information Technology regarding **"Sandes App"** which is an open-source based, and indigenous instant messaging platform developed by NIC, MeitY and hosted at Govt. Infrastructure. The app is designed to facilitate instant messaging communication in the Government. More than 190 organizations including MeitY, MHA, MEA, Indian Navy, Indian Army, National Security Council Secretariat (NSCS), IB, BSF, CRPF, DOT, DRDO, Integrated Defense Staff (IDS), DDW &S, etc. have contributed to testing of Sandes. As of date, more than 11 lakh Govt. and Public users have exchange over 4 Cr messages. Currently, Sandes is integrated with NIC PFMS, e-Way Bill, BHUIYAN, eCourts, email, SPARROW, e-office etc.

Therefore in view of the above all the Administrative Secretaries/ Head of the Departments are impressed upon to encourage the use of **"Sandes App"** for Government communication and get it integrated with e-gov applications to send messages to various stake holders, including citizens. Android and iOS versions of Sandes App are available at Google Play Store and App Store at the following QR Codes.

Encl:- 02 Leaves

31.12.2021

(Sonam Chhosdon)
Under Secretary
General Administration Department

All Administrative Secretaries
Ladakh

Copy also to the:
1. Deputy Commissioner/CEO, LAHDCs, Leh & Kargil.
2. All Directors/HoD/ Chief Engineer/ Registrar UoL.
3. District Informatics Officer, NIC, Ladakh for uploading on UT Website.
4. Private Secretary to Advisor to Hon'ble Lt. Governor, Ladakh for information of Advisor to Hon'ble Lt. Governor, Ladakh.

सचिव
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय
भारत सरकार
Secretary
Ministry of Electronics &
Information Technology (MeitY)
Government of India

अजय साहनी, आई.ए.एस
AJAY SAWHNEY, I.A.S.

सत्यमेव जयते

DO No. M-11012/118/2021-GIMS
Dated: 9.12.2021

Dear Chief Secretary,

Sandes is an open-source based, secure, and indigenous instant messaging platform developed by NIC, MeitY and hosted at Govt. infrastructure. The app is designed to facilitate instant messaging communication in the Government. Complete strategic control of Sandes App lies with the Govt, and its privacy and data retention policy are as per norms from Government of India.

2.   All the communication through Sandes is end-to-end encrypted and it supports encrypted backup, encrypted OTP services. Sandes offers most of the features of any other instant messaging apps and also allows customization as per Govt. requirements.

3.   More than 190 organizations including MeitY, MHA, MEA, Indian Navy, Indian Army, National Security Council Secretariat (NSCS), IB, BSF, CRPF, DOT, DRDO, Integrated Defence Staff (IDS), DDW&S, DGT, NITI Aayog, Judiciary and various Govt. Dept. of States (MP, Rajasthan, Jharkhand, Orissa, Haryana, and Kerala) have contributed to the testing of Sandes. Accordingly, their requirements have been incorporated to improve the product. As of date, more than 11 lakh Govt. and public users have exchanged over 4 Cr messages.

4.   To start using the app, an organization and its employees need to be on-boarded. The organization is onboarded by the Sandes team. Once an organisation is onboarded, the organization and its users are handled by the designated nodal officer of that organization. Sandes app can be integrated with other Government applications for sending encrypted messages without any cost. Currently, Sandes is integrated with NIC PFMS, e-Way Bill, BHUIYAN, eCourts, email, DigiLocker, SPARROW, e-office, etc.

5.   I suggest that you may consider using Sandes for Govt. communication and get it integrated with e-gov applications to send messages to various stakeholders, including citizens. Android and iOS versions of Sandes App are available at Google Play store and App Store at the following QR codes.

...2/-

Google Play   App Store

6.   In case any help is required, you may contact the Head of Group/ State Informatics Officer of NIC dealing with your Ministry/Department/State.

With regards,

Yours sincerely,

(Ajay Sawhney)

To

Chief Secretaries of all the States/ UTs