

GOVERNMENT EMAIL

Process and Guidelines

Government of India
Ministry of Electronics & Information Technology
NATIONAL INFORMATICS CENTRE ASSAM
1st Floor, Composite Building, Dispur, Guwahati-6
helpdeskemail-asm@nic.in

General

A. eMail Types

eMails are maily created as one of the following types:

- (i) Name based eMail
- (ii) Designation based eMail

Name based

While applying for a name-based government eMail id, the applicant will need to provide at least two preferred user ids. Two are required as sometimes, the eMail ids applied for are already existing.

Eg: manish.hazarika@assam.gov.in and m.hazarika@assam.gov.in

As indicated in the example above, the two **user ids should not be identical**. However, the should be the same.

For Name based ids, the best practice for a name-based email account is to have two parts separated by a dot(.) eg.x.y@domain name such as manish.hazarika@assam.gov.in

Note: The name-based email account, once created, can be carried along by the user if he/she is transferred to a new location.

Designation based

While applying for a designation-based email account, the two parts in userid section should be separated by a hyphen (-), it does not accept dot(.), for example, director-industry@assam.gov.in

Note: The designation-based email id is attached to the post held by the user and has to be handed over to the next incumbent in case of his/her transfer. The eMail coordinator has to be notified about the Name, Mobile no. and the DOR (date of retirement) of the new incumbent through email.

B. eMail for Consultants and Support staff:

The Consultants and support staff play a major role in the day-to-day functioning of the Government. Email address is assigned to them and will be applicable during their contractual period only.

As per the current e-mail policy, domain of email address is being assigned as

- **userid@govcontractor.in (for consultants)**
- **userid@supportgov.in (for support staff).**

C. Recent provision in the e-Mail Policy:

One special provision has been made in the email policy. If an officer has completed a minimum of 20 years of service in the government, then theofficer can make a request for retaining the email account foreveeven after retirement. The officer has to inform helpdeskemail-asm@nic.in by email for retaining his/her mail account.

How to apply for a Government E-mail account

(only for Government employees i.e. State and Central)

Step 1: Apply at <https://eforms.nic.in>

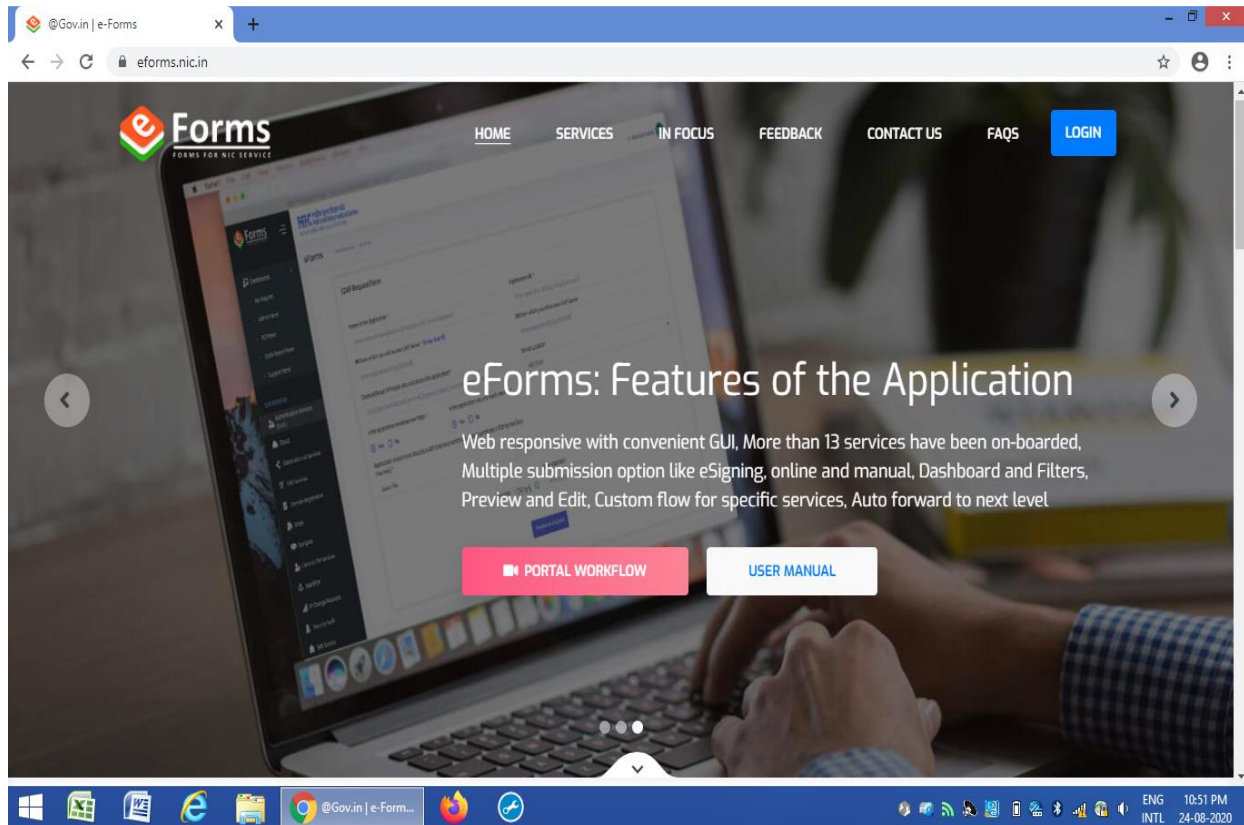


Fig. 1: Home Page of e Forms

Note:

- For logging in, applicant may use any existing email address which could be gmail etc.
- If the email address of the applicant is of a non-government domain, the applicant will be prompted to enter a mobile number. This is for security.
- An OTP will then be sent to both the email address as well as to the mobile number.
- The user can use either of them or both to Login to the portal for applying

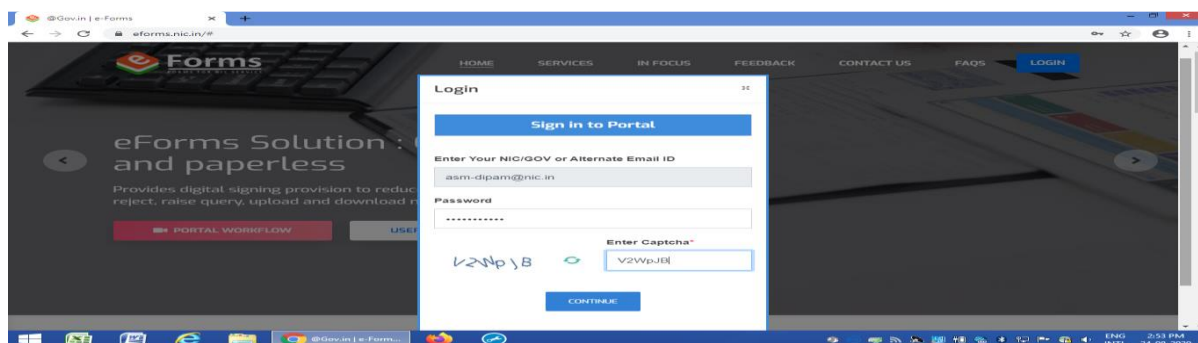


Fig 2: Signing in to the portal

Step 2: After submission of the OTP, the applicant has to fill details that include personal as well as organizational information in the profile page.

- **Personal fields** - User name, employee code, designation, official address, state name, district name, DOB, DOR, preferred email id (2 nos.) etc.
- **Organizational fields** - organization category, ministry, department/ division etc

Scenario 1:

- In the organizational information, if the email of the reporting officer of the applicant is a government email (such as nic.in/gov.in), then the process becomes **online**. (Fig.3)
- After submission, it will provide three options as,
 - (a) E-sign the document with Aadhar
 - (b) Proceed online without Aadhar
 - (c) Proceed manually by uploading the scanned copy

As online process is easier and faster the applicant may select (b) and proceed.

The screenshot displays the 'e-Forms | Support Component A' profile page. The header includes the NIC logo, 'राष्ट्रीय सूचना विज्ञान केंद्र National Informatics Centre', and 'MESSAGING AND SMS DIVISION'. Navigation links for 'User Manual' and 'Know Your Coordinator' are present. The profile form contains the following fields:

- Organization Category ***: Central (dropdown)
- Ministry/Organization ***: -SELECT- (dropdown)
- Department/Division/Domain ***: -SELECT- (dropdown)
- Reporting/Nodal/Forwarding Officer Email ***: tapan.gogoi@nic.in
- Reporting/Nodal/Forwarding Officer Name ***: Mr Tapan Kumar Gogoi
- Reporting/Nodal/Forwarding Officer Mobile ***: +91XXXXXXX019
- Reporting/Nodal/Forwarding Officer Telephone ***: 036122619640361226123
- Reporting/Nodal/Forwarding Officer Designation ***: Scientist-F

A declaration checkbox is checked: 'I declare that my Reporting/Nodal/Forwarding Officer belongs to the same Ministry/Department from which i belong.' Below this, a note states: 'NOTE: • If any "PSU/Ministry/Department" needs to be added, please send the details to eforms[at]nic[dot]in'. A green 'SUBMIT' button is at the bottom.

Fig. 3: Scenario 1

- **Scenario 2:**

If the email of the reporting officer is a non-government domain (eg. @gmail.com/ @yahoo.com etc.), then the process becomes manual and it goes to the next higher level Undersecretary/JS/Secretary and it is mandatory to fill the detailed information about Undersecretary/JS/Secretary.

If the applicant already has a government email id, he/she has to login in <https://eforms.nic.in> by using his/her email id and password. In this case OTP goes to the registered mobile. (Fig 4)

The screenshot shows the 'eForms | Support, Component A' page on a web browser. The URL is eforms.nic.in/profile. The page header includes the National Informatics Centre (NIC) logo and the text 'MESSAGING AND SMS DIVISION'. There are links for 'User Manual' and 'Know Your Coordinator'. The user is logged in as 'Hi, [User Avatar]'.

The form contains the following fields:

- Organization Category ***: Central
- Ministry/Organization ***: Electronics and Information Technology
- Department/Division/Domain ***: Department of Electronics and Information Tec
- Reporting/Nodal/Forwarding Officer Email ***: tkg4k0@gmail.com
- Reporting/Nodal/Forwarding Officer Name ***: Gogoi
- Reporting/Nodal/Forwarding Officer Mobile ***: +918011060019
- Reporting/Nodal/Forwarding Officer Telephone ***: Enter Reporting/Nodal/Forwarding Officer Telephone Number [STD CODE-TELEPH
- Reporting/Nodal/Forwarding Officer Designation ***: Scientist-F
- Under secretary/Joint secretary/Secretary Email ***: Enter Under secretary/Joint secretary/Secretary Email [e.g. abc.xyz@zxc.com]
- Under secretary/Joint secretary/Secretary Name ***: Enter Under secretary/Joint secretary/Secretary Name [Only characters,dot(.) a
- Under secretary/Joint secretary/Secretary Mobile ***: Enter Under secretary/Joint secretary/Secretary Mobile Number [e.g. +91999999]
- Under secretary/Joint secretary/Secretary Telephone ***: Enter Under secretary/Joint secretary/Secretary Telephone Number [STD CODE-
- Under secretary/Joint secretary/Secretary Designation ***: Enter Under secretary/Joint secretary/Secretary Designation [characters,digits,whitespace and [, - &]]

At the bottom, there is a checkbox labeled 'I declare that my Reporting/Nodal/Forwarding Officer belongs to the same Ministry/Department from which i belong.' which is checked.

A note at the bottom states: 'NOTE: If any "PSU/Ministry/Department" needs to be added, please send the details to [eforms\[at\]nic\[dot\]in](mailto:eforms[at]nic[dot]in)'.

Fig. 4 : Scenario 2

Step 3: If the applicant fills the form as in scenario 2 of Step 2, it gets submitted to the next level i.e. to Undersecretary/JS/Secretary along with the details of the applicant.

Note:

Undersecretary/JS/Secretary (reporting officer of the applicant) has to accept the applicant's e-mail creation request. Once he accepts it will go to the concerned NIC E-mail Co-coordinator/ Delegated E-mail Admin for further action. This Job has to be completed within seven days after which it expires and the application gets rejected automatically.

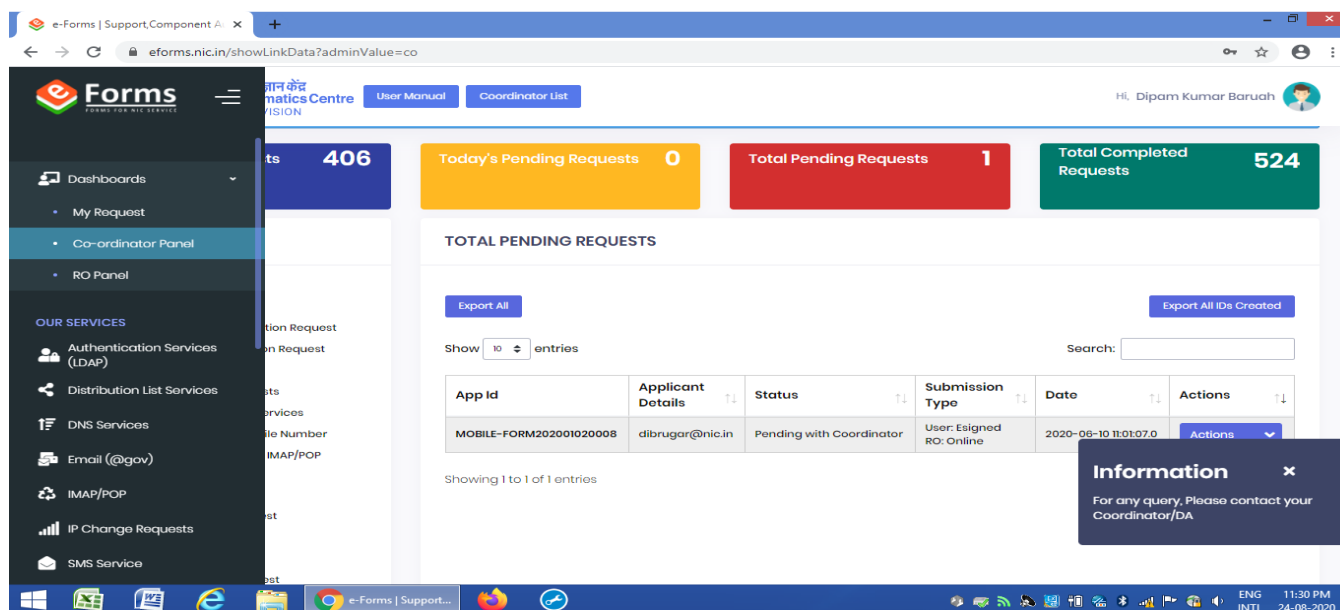


Fig 3 : The dashboard

Step 4: After final submission of the Form, the request goes to the concerned Reporting officer. The Reporting officer has to **Login to eforms.nic.in** and the pending requests will be shown. Actions can be taken by the Reporting officer through **ACTIONS** button which provides options like Preview/Edit, Approve, Reject Track, Generate Form, Raise/Respond query etc.

Note: On final submission of the form (Step 4), a 12-digit Registration id is generated eg., 202006120015. This registration id should be kept safely for all future communications for ready reference. This is also sent to the mobile no. of the applicant.

Step 5: After Reporting officer's approval, the request goes to the NIC E-mail coordinator / Delegated E-mail Admin of the applicant's Ministry/ Department/ State.

The screenshot displays the 'eForms' application interface for email registration. The header includes the NIC logo, 'User Manual', and 'Coordinator List' links. The main content area is titled 'Email Subscription Forms' and contains several sections:

- Subscription Options:** Radio buttons for Single Subscription, Bulk Subscription, NKN Single Subscription, NKN Bulk Subscription, GEM Subscription, and Email Activate. 'Email De-Activate' is also listed.
- Single User Subscription Details:**
 - For Self / For Other User:** Radio buttons for 'For Self' (selected) and 'For Other User(Where you are posted)'.
 - Type of Mail ID:** Radio buttons for 'Mail user (with mailbox)' (selected), 'Application user (without mail box(Eoffice-auth))', and 'e-office-srilanka'.
 - Date Of Birth:** A text input field with a placeholder 'Enter Date Of Birth [DD-MM-YYYY]'.
 - Date Of Retirement/Date of expiry:** A text input field with a placeholder 'Enter Date Of Retirement [DD-MM-YYYY]'.
 - Email address preference:** Radio buttons for 'Name Based' (selected) and 'Designation/Office based id'.
 - Employee Description:** Radio buttons for 'Govt/Psu Official' (selected), 'Consultant', and 'FMS Support Staffs'.
 - Preferred Email Address 1 & 2:** Text input fields with a reference to 'email address guidelines'.

The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 3:06 PM on 24-08-2020.

Fig 4 :eMail application form

Step 6: The E-mail co-coordinator can perform various ACTIONS viz: Preview/Edit, Reject, Approve, Download the uploaded form, Raise/Respond to query etc.

After approval by E-mail Coordinator/Email Admin the requested email account is created and the **applicant will receive the email address along with the password in his/her mobile phone and the process is completed.**

***Note:** When a new email id is created as in step 6 above, the email id and the password is sent to the applicant's mobile phone. This password may be used to open the email with the URL <https://email.gov.in> This password should be changed every 4-6 months as a security measure. According to the "security policy", the password should have a minimum of 8 characters with a mixture of capital and small letter alphabets, minimum one or more numeric values and one or more special characters like !, @, #, \$ etc.*

Important points for applicants:

- Users are requested to install proper firewall software and Antivirus for securing their machine and the email traffic.
- NIC is not responsible for the contents that are being sent as a part of the mail. The views expressed are solely that of the originator.
- NIC will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, NIC cannot be held responsible.
- User is responsible for his/her data. In case, if he/she accidentally deletes data, NIC will not be asked to restore it, individuals are responsible for saving email messages as they deem appropriate. Messages will be automatically purged from folders as follows: Trash 7days Spam-7 days.
- NIC account will be deactivated if not used for 90 days.
- Email id will be deleted after 9 months after deactivation if no request for activation is received.
- Contact our 24x7 support in case of any problem. Phone: 1800-111-555 or mail to servicedesk@nic.in
- NIC E-mail coordinator reserves the right to ask for supporting documents like copy of identity card or any other document deemed appropriate.
- NIC will not share the details of the email accounts and Email addresses with anyone unless authorized by the Reporting/Nodal/Forwarding officer of the department.

Useful features available to applicant

- All the movement of a request from an applicant is notified to all stakeholders through SMS and Email.
- Track facility to track the current status of the request is available.
- Dashboard to all stakeholders to view approved, forwarded, submitted, rejected, pending and completed requests
- Single click for ID creations and closure of the different services
- Intelligence to alert approving authority while approving any suspicious request
- Filter and search facility to search and filter the requests on the basis of service and status of the requests
- Preview facility to preview the form before submitting/ approving it.

- With a registered mobile number, only one name-based email account and two designation-based email accounts are allowed to create.
- Every action taken in the process of creating an email account, is alerted to the applicant on his/her mobile.
- On the date of retirement (DOR) of a Government official, the email account will get "deactivated" automatically on that date. The officer will get notification about the deactivation on the mobile phone 15 days prior to the Date of Retirement.

How to configure Government eMail account in Mobile

For configuring eMail in mobile, Internet Message Access Protocol (IMAP) is used and here the emails are synchronized between device and the email server.

The screenshot displays the 'e-Forms | Support, Component A' web interface. The browser address bar shows 'eforms.nic.in/imapPop_registration'. The page header includes the National Informatics Centre (NIC) logo, the text 'राष्ट्रीय सूचना विज्ञान केंद्र National Informatics Centre', and 'MESSAGING AND SMS DIVISION'. There are links for 'User Manual' and 'Coordinator List'. A user profile 'Hi, Dipam Kumar Baruah' is visible in the top right corner.

The main content area contains a list of terms and conditions for using the e-mail service:

- Users are requested to install the Antivirus software with latest pattern update periodically and OS patches in their system.
- If using Outlook, Outlook Express, Mozilla Firefox on Microsoft WINDOWS, please apply the appropriate patches announced by the Microsoft/ Mozilla from time to time.
- NIC is not responsible for the contents that are being sent as part of the mail. The views expressed are solely that of the originator.
- NIC will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, NIC cannot be held responsible.
- User is responsible for his/her data. In case he/she accidentally deletes data, he/she will not ask NIC to restore it. Individuals are responsible for saving email messages as they deem appropriate. Messages will be automatically purged from folders as follows: Trash - 7 days ProbablySpam - 7 days
- NIC account will be deactivated, if not used for 90 days.
- Email id will be deleted after a period of 9 months from the date of deactivation if no request for activation is received.
- Contact our 24x7 support if you have any problems. Phone 1800-111-555 or you can send mail to servicedesk@nic.in
- Please note that advance payment is a must for paid users.
- NIC coordinator reserves the right to ask for supporting documents like copy of identify card or any other document deemed appropriate to confirm the credentials of the applicant.
- NIC will not share the details of Email Accounts and Email Addresses with anyone unless authorized by Reporting/Nodal/Forwarding Officer of the Department.

Below the terms and conditions, there is a section for selecting the protocol to be enabled:

Please check the Protocol to be enabled : *

☒ IMAP ☐ POP

Below this, there is a captcha verification section:

Enter Captcha *

Captcha 36UXQY [refresh icon]

Enter Captcha [input field]

The bottom of the screenshot shows a Windows taskbar with various application icons and a system tray displaying the date and time: 11:58 PM, 24-08-2020.

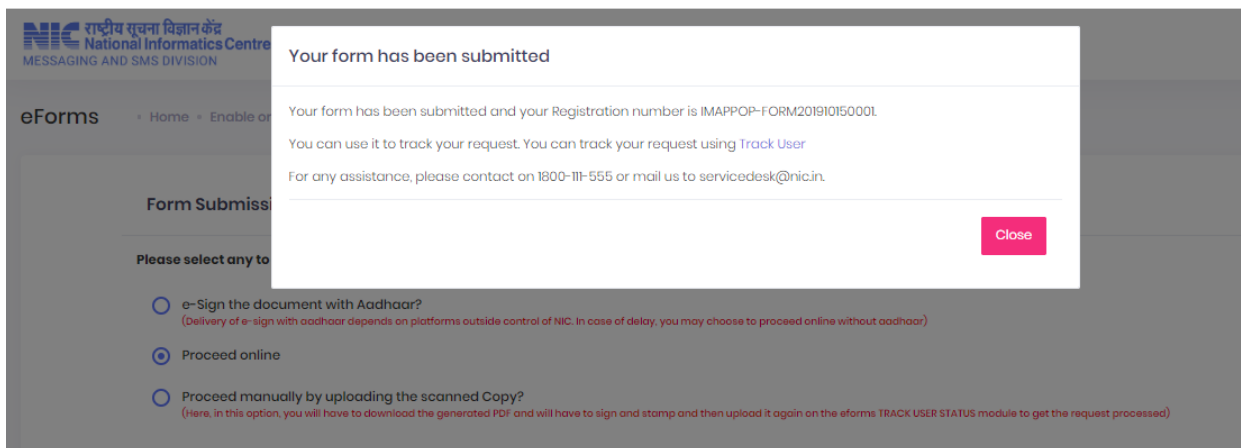
Fig 5 : IMAP

How to apply for IMAP/POP?

- Step 1: To apply for IMAP, one has to go to the URL **<https://eforms.nic.in>** into the portal with own credentials.
- Step 2: Select the form, i.e. IMAP/POP from the left-hand-side panel of the dashboard.
- Step 3: The form will appear where personal information like name, designation, postal address state of posting, Mobile phone number and email address has to be filled.
- Step 4: Then the Reporting officer's details with government email id has to be filled. Organization category, state and department also has to be filled.
- Step 5: Then the protocol which is to be enabled i.e IMAP has to be ticked in the IMAP/POP section.
- Step 6: Then captcha value has to be filled to proceed. The form can be previewed and can be edited. Terms and conditions have to be accepted and submitted. On submission, it will provide three options as,
- (a) E-sign the document with Aadhar
 - (b) Proceed online without Aadhar
 - (c) Proceed manually by uploading the scanned copy

The applicant may select (b) option to proceed further.

- Step 7: The form will be submitted and will be forwarded to the reporting officer for necessary action. After the approval of the Reporting officer, the request will be forwarded to the concerned NIC co-ordinator.
- Step 8: In case of delegated administrator (DA), the form will be forwarded to the concerned delegated administrator (DA) who will enable IMAP/POP protocol.
- Step 9: A confirmation mail will be sent to the applicant after the request has been completed.



The screenshot shows the NIC eForms portal interface. At the top left, the NIC logo and text 'राष्ट्रीय सूचना विज्ञान केंद्र National Informatics Centre' and 'MESSAGING AND SMS DIVISION' are visible. The main header area includes 'eForms' and navigation links like 'Home' and 'Enable or'. A large white modal box is centered on the screen with the title 'Your form has been submitted'. The text inside the modal states: 'Your form has been submitted and your Registration number is IMAPPOP-FORM201910150001. You can use it to track your request. You can track your request using [Track User](#). For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in.' There is a red 'Close' button in the bottom right corner of the modal. Below the modal, the 'Form Submission' section is visible, with the instruction 'Please select any to'. There are three radio button options: 'e-Sign the document with Aadhaar?' (with a sub-note about delivery), 'Proceed online' (which is selected), and 'Proceed manually by uploading the scanned Copy?' (with a sub-note about downloading and uploading PDF).

In case of any query, during the process, kindly send an

E-mail: helpdeskemail-asm@nic.in

Annexure

About Kavach

Kavach is a security measure (App) for E-mail access. From a security perspective, it will be made mandatory to install 2FA i.e., Kavach for e-mail access.

How to install Kavach?

Procedure:

Step1:

- The Desktop App has to be downloaded from <https://kavach.mail.gov.in> (for desktops/laptops). The minimum requirement for Desktop App is Windows 7 /MAC.

Step2:

- For Mobile, IOS and Android App has to be downloaded from App Store and Google play store respectively. The minimum requirement for Mobile App Android OS (2.3 and above) and IOS 7.0 and above.
- After downloading, it has to be installed and accept the terms and conditions. Then it has to be authenticated by giving username and password.
- It will give a 6-digit OTP (one-time password) on the registered mobile. The OTP has to be given and SUBMIT to complete the process.