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GOVERNMENT OF KERALA

ELECTRONICS & INFORMATION TECHNOLOGY (IT- CELL) DEPARTMENT

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

Thiruvananthapuram,
Dated:19/02/2021CIRCULAR

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*

IT Cell, Circulate
among sub offices
for compliance

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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