

Dep. no. 1996/ADG (BOM) 556/ADG (NC)

27/03/15

D.G. Systems & D.M.

Diary NO. 548

Date 25/3/15

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2573  
Comm (Asst)

File No. 296/72/2015-CX-9  
Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Excise & Customs  
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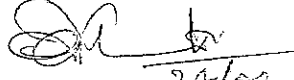
New Delhi, dated 24<sup>th</sup> March, 2015

OFFICE MEMORENDUM

**Subject:-**Gazette Notification "E-Mail Policy of Government of India" & "Policy on Use of IT Resources of Government of India formulated by Department of Electronics & Information Technology.- Regarding.

The undersigned is directed to refer to OM F.No 0-21028/6/2015-Coord. dated 11.03.2015 received from Coordination Section on the above mentioned subject for information and necessary action.

Encl: As above

  
24/03  
(Akhil K. Khatri)  
OSD (CX-9)

To,

1. All JS / Commissioners in CBEC
2. DG (Systems)
3. ~~Webmaster CBEC~~  
Commissioners (CX)

~~ADG (Systems)~~

27/03/15

27/3  
ADG

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Pl. put up.

~~AS (System)~~

STA MS Meeva  
P/S

~~Supdt (u)~~

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F. No. O-21028/6/2015-Coord

Government of India  
Ministry of Finance  
Department of Revenue  
(Coordination Section)

Room No.272-D, North Block,  
New Delhi, dated the 11<sup>th</sup> March, 2015

OFFICE MEMORANDUM

Subject: - Gazette notification "E-Mail Policy of Government of India" & "Policy on Use of IT Resources of Government of India formulated by Department of Electronics & Information Technology.

The undersigned is directed to enclose a copy of Department of Electronics & Information Technology (DeitY)'s Office Memorandum No. 2(22)/2013-EG-II, dated 27<sup>th</sup> February, 2015 (along with its enclosures) addressed to Secretary, Department of Revenue, on the aforesaid subject for information and necessary action.

Encl: As above

(With Encl. 29 Pages)

Narendra Kumar

(Narendra Kumar)

Under Secretary (Coordination)

Telefax: 23095569

1. Chairperson, CBDT.
- ✓ 2. Chairman, CBEC.
3. Director General, CEIB.
4. Director (Enforcement).
5. Director (FIU-IND).
6. Director (NC).
7. Director (HQrs).
8. Director (Admin).
9. Deputy Secretary (ST).

① To all Divisions/Wings/Units of the Board and field formations for info & a/c

12/3  
Comm. (Coordn.)

Pl circulate to all JS/Comm in the Board. May be sent to webmaster for hosting on Cbec site

8/3/15  
811-5

Dr. No. 815  
23/3/2015

2015  
US

US (Coordn.)

17/3

MS-47542  
5/3/15

No.2(22)/2013-EG-II  
Government of India  
Ministry of Communications & Information Technology  
Department of Electronics & Information Technology  
E- Governance Division

Electronics Niketan  
6, CGO Complex, Lodhi Road  
New Delhi - 110003  
Dated: - 27-02-2015

Office Memorandum

Sub: Gazette notification of "E-Mail Policy of GoI" & "Policy on Use of IT Resources of GoI" formulated by DeitY

The undersigned is directed to convey the notification of the following policies by the Department -:

- E-mail Policy of Government of India :** It lays down guidelines with respect to use of e-mail services of Government of India (GoI).The objective of this policy is to ensure secure access to and usage of GoI e-mail services by its users. Users have the responsibility to use this resource in an efficient, effective, lawful, and ethical manner.
- Policy on Use of IT Resources of Government of India :** It lays down guidelines with respect to use of all IT resources of GoI.The objective of this policy is to ensure proper use of GoI IT resources by its users. Users have the responsibility to use these resources in an efficient, effective, ethical and lawful manner.

The Gazette notifications of the aforesaid policies is enclosed for information and necessary action. This issues with the approval of the competent authority.

RL-has seen  
AS/IT Rel  
12/14  
5/3

On board  
12/15  
u.s / (cc) NMC

It forwards to all the concerned divisions/subordinate offices of DoI.

*Archana*

Archana Dureja  
Scientist 'F'/Director  
E-Gov Division  
Tel no. 24362528  
E-mail :archana@mit.gov.in

Encl. As above

To:

- The Secretary, Department of Agriculture and Cooperation
- The Secretary, Department of Agricultural Research and Education
- The Secretary, Department of Animal Husbandry, Dairying and Fisheries
- The Secretary, Department of Atomic Energy
- The Secretary, Department of Chemicals and Petro Chemicals
- The Secretary, Department of Fertilizers
- The Secretary, Department of Pharmaceuticals
- The Secretary, Department of Commerce

SO (Adm) 10/3  
Sh.S.D.

68. The Secretary, Ministry of Overseas Indian Affairs
69. The Secretary, Ministry of Parliamentary Affairs
70. The Secretary, Ministry of Panchayati Raj
71. The Secretary, Ministry of Petroleum & Natural Gas
72. The Secretary, Ministry of Power
73. The Secretary, Ministry of Road Transport & Highways
74. The Secretary, Ministry of Rural Development
75. The Secretary, Ministry of Shipping
76. The Secretary, Ministry of Statistics & Prog. Implementation
77. The Secretary, Ministry of Steel
78. The Secretary, Ministry of Textiles
79. The Secretary, Ministry of Tourism
80. The Secretary, Ministry of Tribal Affairs
81. The Secretary, Ministry of Urban Development
82. The Secretary, Ministry of Water Resources
83. The Secretary, Ministry of Women and Child development
84. The CEO, Niti Aayog
85. The Chairman, Railway Board
86. The Principal Secretary to Prime Minister
87. The Secretary to the President
88. The Secretary to the Vice President
89. The Cabinet Secretary

8	ओटीपी	वन टाइम पासवर्ड (ओटीपी) एक ऐसा पासवर्ड है जो केवल एक बार लॉगिन सत्र अथवा लेन-देन के लिए ही वैध होता है। ओटीपी ऐसी बहुत सी कमियों से बचाता है जो पारंपरिक (स्थाई) पासवर्डों से जुड़ी होती हैं।
9	पीओपी	पीओपी एक प्रकार का पोस्ट ऑफिस प्रोटोकॉल है, जिसका इस्तेमाल किसी मेल सर्वर से ई-मेल का पता लगाने के लिए किया जाता है।
10	आईएमएपी	आईएमएपी एक प्रकार का "द इंटरनेट मैसेज एक्सेस प्रोटोकॉल" है, जिसका इस्तेमाल किसी दूरस्थ मेल सर्वर से ई-मेल का पता लगाने के लिए किया जाता है। पीओपी के विपरीत आईएमएपी में संदेश आपके स्थानीय कंप्यूटर पर प्रदर्शित किए जाते हैं, परंतु उन्हें मेल सर्वर पर रखा और भंडारित किया जाता है। आईएमएपी आपको ई-मेल सर्वर पर अपने फोल्डर सिंक करने की अनुमति प्रदान करता है, जो पीओपी का इस्तेमाल करने पर संभव नहीं है।
11	डिएन्टिवेशन	किसी एकाउंट के डिएन्टिवेशन से अभिप्रेत है कि एकाउंट का अभिगम आगे नहीं किया जा सकता। डिएन्टिवेट किए गए एकाउंट में भेजे गए सभी ई-मेल भेजने वाले को ब्राउंस कर दिए जाएंगे।
12	फिशिंग	फिशिंग धोखाधड़ी का एक प्रयास है, जो सामान्यतः ई-मेल के जरिए किसी प्रयोक्ता की निजी सूचना चोरी करने के लिए किया जाता है। फिशिंग ई-मेल में किसी प्रयोक्ता को लगभग हमेशा ऐसे लिंक पर क्लिक करने के लिए अनुरोध किया जाता है जो प्रयोक्ता को एक अलग साइट पर ले जाता है जहाँ उससे निजी सूचना देने का अनुरोध किया जाता है। यह संगठन ई-मेल द्वारा ऐसी सूचना के लिए कभी अनुरोध नहीं करेंगे। प्रयोक्ताओं को ऐसे किसी लिंक पर कभी क्लिक नहीं करना चाहिए। किसी भी प्रयोक्ता को कोई भी यूआरएल हमेशा ब्राउज़र में ही टाइप करना चाहिए भले ही लिंक सही प्रतीत क्यों न हो रही हो।
13	इंट्रानेट	इंट्रानेट एक निजी नेटवर्क होता है जो किसी संगठन के भीतर निहित होता है। इस नीति के प्रयोजन से किसी इंट्रानेट से जुड़े कंप्यूटरों को इंटरनेट से जोड़ने की अनुमति नहीं होती है।

**MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY**  
(Department of Electronics and Information Technology)

**NOTIFICATION**

New Delhi, the 18th February, 2015

Subject: E-mail policy of Government of India

F. No. 2(22)/2013-EG-IL.—I. Introduction

- 1.1 The Government uses e-mail as a major mode of communication. Communications include Government of India (GoI) data that travel as part of mail transactions between users <sup>[1]</sup> located both within the country and outside.
- 1.2 This policy of Government of India lays down the guidelines with respect to use of e-mail services. The Implementing Agency (IA) <sup>[2]</sup> for the GoI e-mail service shall be National Informatics Centre (NIC), under the Department of Electronics and Information Technology (DeitY), Ministry of Communications and Information Technology. The organisations exempted under Clause 14 will themselves become the Implementing Agency (IA) for the purpose of this policy.

2. Scope

- 2.1 Only the e-mail services provided by NIC, the Implementing Agency of the Government of India shall be used for official communications by all organizations except those exempted under clause no 14 of this policy. The e-mail services provided by other service providers shall not be used for any official communication.
- 2.2 This policy is 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 directives contained in this policy must be followed by all of them with no exceptions. All users of e-mail services can find further information in the supporting policies available on <http://www.deity.gov.in/content/policiesguidelines> under the caption "E-mail Policy".

- 2.3 E-mail can be used as part of the electronic file processing in Government of India. Further information in this regard is available at: [http://darpg.gov.in/darpgwebsite/cms/Document/file/CSMeOP\\_1st\\_Edition.pdf](http://darpg.gov.in/darpgwebsite/cms/Document/file/CSMeOP_1st_Edition.pdf).

### 3. Objective

- 3.1 The objective of this policy is to ensure secure access and usage of Government of India e-mail services by its users. Users have the responsibility to use this resource in an efficient, effective, lawful, and ethical manner. Use of the Government of India e-mail service amounts to the user's agreement to be governed by this policy.
- 3.2 All services under e-mail are offered free of cost to all officials under Ministries / Departments / Statutory Bodies / Autonomous bodies (henceforth referred to as "Organization"<sup>[3]</sup> in the policy) of both Central and State/UT Governments. More information is available under "NIC e-mail Services and Usage Policy" at <http://www.deity.gov.in/content/policiesguidelines/> under the caption "E-mail Policy".
- 3.3 Any other policies, guidelines or instructions on e-mail previously issued shall be superseded by this policy.

### 4. Roles specified for implementation of the Policy

The following roles are specified in each organization using the GoI e-mail service. The official identified for the task shall be responsible for the management of the entire user base configured under that respective domain.

- 4.1 Competent Authority<sup>[4]</sup> as identified by each organization
- 4.2 Designated nodal officer<sup>[5]</sup> as identified by each organization
- 4.3 GoI e-mail service Implementing Agency (IA), i.e. National Informatics Centre or the exempt organisation as per Clause 14 of this policy.

### 5. Basic requirements of GoI e-mail Service

#### 5.1 Security

- a) Considering the security concerns with regard to a sensitive deployment like e-mail, apart from the service provided by the IA, there would not be any other e-mail service under GoI.
- b) All organizations, except those exempted under clause 14 of this policy, should migrate their e-mail services to the centralized deployment of the IA for security reasons and uniform policy enforcement. For the purpose of continuity, the e-mail address of the organization migrating their service to the IA deployment shall be retained as part of the migration process. Wherever it is technically feasible, data migration shall also be done.
- c) Secure access to the GoI email service
- i) It is recommended for users working in sensitive offices to use VPN<sup>[7]</sup>/OTP<sup>[8]</sup> for secure authentication as deemed appropriate by the competent authority.
- ii) It is recommended that GoI officials on long deputation/stationed abroad and handling sensitive information should use (VPN)/ (OTP) for accessing GoI e-mail services as deemed appropriate by the competent authority.
- iii) It is recommended that Embassies and missions abroad should use Static IP addresses for accessing the services of the IA as deemed appropriate by the competent authority.
- iv) More information is available under "Guidelines for E-mail Management and Effective E-mail Usage" at <http://www.deity.gov.in/content/policiesguidelines/> under the caption "E-mail Policy".