R.K.Puram, New Delhi
Dated: 11th December, 2017

OFFICE MEMORANDUM

Subject: Compliance of GOI E-mail Policy in the Organization/ Divisions under Ministry of Statistics and Programme Implementation (MoSPI)

The Government of India uses e-mail as a major mode of official communication both in side of the country and outside. In this regard, Government of India formulated the E-mail Policy which is available at http://www.deity.gov.in/content/policiesguidelines under the caption "E-Mail Policy". This gives comprehensive guidelines with respect to uses of e-mail services in the official communication. The Implementing Agency (IA) for the GoI e-mail service is National Informatics Centre (NIC). ADG(DSDD) is the Nodal Officer of the Ministry in the matter.

2. All Divisions of the Ministry are hereby requested for strict compliance of the guidelines mentioned in the Email Policy particularly following:

2.1   **E-mail Account Management** :

   a) Based on the request of the respective organizations, IA will create two IDs, one based on the designation and the other based on the name. Designation based ID's are recommended for officers dealing with the other Institutions.

   b) E-mail is provided as a professional resource to assist users in fulfilling their official duties. Designation based ID should be the prime email account for official communication and name based IDs can be used as an additional contact point in official communication.

   c) Government officers who resign or superannuate after rendering at least 20 years of service shall be allowed to retain the name based e-mail address for one year post resignation or superannuation. Subsequently, a new e-mail address with the same user ID but with a different domain address (for instance, userid@pension.gov.in), would be provided by the IA for their entire life.

   d) In addition to the government users as mentioned in the "Email Policy" of Government of India , accounts for outsourced/contractual employees shall also be created after due authorization from the competent authority of that respective organization. These accounts shall be created with a pre-defined expiry date and shall be governed by the "E-mail Policy of Government of India".

   e) Use of private email accounts like Gmail, Yahoo, Hotmail etc. are to be strictly avoided in official communications.

f) All Divisions having extensive correspondence/ communications with other institutions, an Institutional email ID may also be created likely for NSSTA, NAD, CPD,SSD etc.

2.2 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 in GoI.

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.

c) The nodal officer in each organization shall ensure that the password is changed prior to giving "No-Dues" to the user.

d) 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.
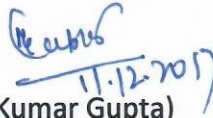
2.3 Email etiquettes

a) All emails (to be sent) must invariably indicate the name of officer and contact details.

b) Divisions / officers should ensure that main content of the email be invariably included in the body. Attachment, if any, may also be mentioned in the body.

c) Ensure that action on email is taken immediately.

3. The above will be effective immediately and all officers to ensure compliance within January 2018 .

4. Hindi version will follow.

5. This issue with the approval of Secretary (S&PI).

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Director (DSDD)
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To

1. All Divisions of the NSO of MoSPI.
2. Director(HoD),MoSPI
3. Director ISI(through CAP Division).
4. Technical Director(NIC) with a request to facilitate designation based email ID to be created.

Copy for kind information to:

1. PPS to Secretary, MoSPI
2. PPS to DG, ESD
3. PPS to DG, SSD
4. PPS to DG, NSSO
5. PPS to JS(Admn)