



F. No. 7-1/2022-DGT/4

Government of India

Ministry of Communications

Department of Telecommunications

Director General Telecom HQ

Khurshid Lal Bhawan, New Delhi -110001

Dated: 09.11.2023

**OFFICE MEMORANDUM**

**Subject:** Email Management for the employees/ staff on contract of DGT HQ and LSAs.

**Reference:** DoT HQ O.M. No. 8-99/2022-IT-II dated 31.10.2023 regarding 'Streamlining the process of provisioning of NIC Services in DoT and rationalization of VPNs'.

In order to streamline the process of email creation/modification, the necessary rights have been taken over by DOT from NIC as per OM dated 31.10.2023.

2. As per above-said OM, all designation-based email IDs being used by DGT HQ and LSAs have been transferred to newly created 'DGT-DOT' Business organization (BO) and name-based email IDs have been retained by DoT with itself under the BO: 'DoT'.

3. For designation-based email IDs of DGT HQ and LSAs, creation and modification rights have been delegated to Director (Technology) and ADG (Technology) in DGT HQ. However, the rights for creation/ modification of name-based email IDs still remain with DoT.

4. As per the new arrangement, nodal Officer for approving the eForms requests shall be as under in place of existing nodal officer:

(a) **LSAs:** Director (Admin) will be the nodal officer for approving the eForms requests of the employees of respective LSA.

(b) **DGT HQ:** ADG (Admin & HR), DGT HQ will be nodal officer for approving the eForms requests of employees of DGT HQ.

**Note:** Nodal officer as mentioned above is mentioned as 'Reporting/Nodal/Forwarding Officer' in the eForms 'User Profile' -> 'Organisational Info' page. Nodal officer hence should only be as per 4(a) or 4(b) above and not the reporting officer as per LSA/DGT administrative structure.

5. The process for creation & modification of designation-based email ID will continue to be through eforms.nic.in. The only change is that in the eForms 'User Profile' -> 'Organisational Info' page, the concerned employee/ staff on contract will select Department/Division/Domain as 'DGT-DOT' and enter the details of their nodal officer as per 4(a) or 4(b). The generated eforms user request will then move to the nodal officer specified for verification of details. Once the application of the employee is approved by the nodal officer, the same will move to ADG (Technology)/ Director (Technology) in DGT HQ for creation/ modification of email ID.

1/3138137/2023

6. For the creation & modification of name-based email ID, the employee will have to select *Department/Division/Domain* under '*Organizational info*' as '*DOT*' and enter the details of their nodal officer as per 4(a) or 4(b). After the approval by the nodal officer concerned, the application will move to DoT HQ for further necessary action.

7. Employees having pending requests on eforms are requested to kindly apply afresh as per the new procedure for creation/ modification of email IDs.

8. The above-said OM dated 31.10.2023 issued by DoT containing the details of Nodal Officers and SOP for processing of requests through eforms.nic.in is enclosed herewith. All the employees are requested to scrupulously follow the same.

This has the approval of the Competent Authority.

Signed by Manish Shukla

Date: 09-11-2023 12:21:54

Reason: Approved

Manish Shukla

Director (Technology)

**Enclosure:** As above

To

All the Heads of Licensed Service Areas

Copy to:

- (1) Director General Telecom- for kind information please.
- (2) Additional Director General Telecom- for kind information please.
- (3) All the DDGs of DGT Hq – for kind information and necessary action please.

**No. 8-99/2022-IT-II**  
**Government of India**  
**Ministry of Communications**  
**Department of Telecommunications**  
**Sanchar Bhawan, Ashoka Road, New Delhi - 01**  
**(IT Division)**

Dated: 31-10-2023

**OFFICE MEMORANDUM**

**Subject: Streamlining the process of provisioning of NIC Services in DoT and rationalization of VPNs**

For execution of day to day official as well as some personal works, we are using various Web-applications developed/provided by the NIC. The most important applications are:

- <https://email.gov.in>,
- <https://parichay.nic.in>,
- <https://dot.attendance.gov.in>
- <https://ehrms.gov.in>,
- <https://dot.eoffice.gov.in>,
- <https://saccess.nic.in>,
- <https://govintranet.nic.in>,
- <https://nicpdftools.nic.in>
- <https://nicforms.nic.in>,
- <https://swagatam.gov.in>,
- <https://collabfiles.nic.in>,
- <https://dot.dashboard.nic.in>,
- <https://vpn.nic.in>,
- <https://registry.gov.in>,
- <https://servicedesk.nic.in>
- <https://cloud.gov.in>

2. Since DoT has its offices scattered all across Country, the provisioning and upkeep of these services through NIC was not properly managed. Hence, to streamline the process of email creation/modification, which is the key for any government application, necessary rights have been taken over by DOT from NIC. Hence, as far as email system is concerned, now onward, any corrections/modification/new creation can be performed by DOT itself. Accordingly, three BO's namely 'DOT', 'DGT-DOT' and 'CGCA-DOT' have been created and it has been planned to put all name based email ids in BO: DOT and designation based email IDs in use at DGT/LSAs or CGCA/CCAs will be transferred to BO: 'DGT-DOT' or CGCA-DOT respectively. Two users each from DOT-HQ, DGT and CGCA have been granted the roles for modification and creation of email ids in their own BO's.

3. Accordingly, to streamline process, a SOP for processing of requests through eforms.nic.in issued on 31-03-2023 has been revised and enclosed herewith for kind information and further implementation.

**Signed by Arvind Kumar**  
**Date: 31-10-2023 16:45:16**  
**Reason [Approved]**  
**Director(IT-2)**

**Encl.:** Details of Nodal Officers and SOP for processing of requests through <https://eforms.nic.in>

**To:**

- DGT/CGCA/DG(NTIPRIT)/DG(NICF)
- Special DGT/Additional DGT/DDG of LSAs
- Pr. CCA/CCA/Jt CCA of CCAs
- Director(WMO)
- Sr. DDG(TEC)/Sr. DDG(NCCS)

**Copy to:**

- PSO to the Secretary, DoT
- PSO to DGT
- PSO to AS(T)
- Member(F)/Member(T)/Member(S)
- Wireless Advisor

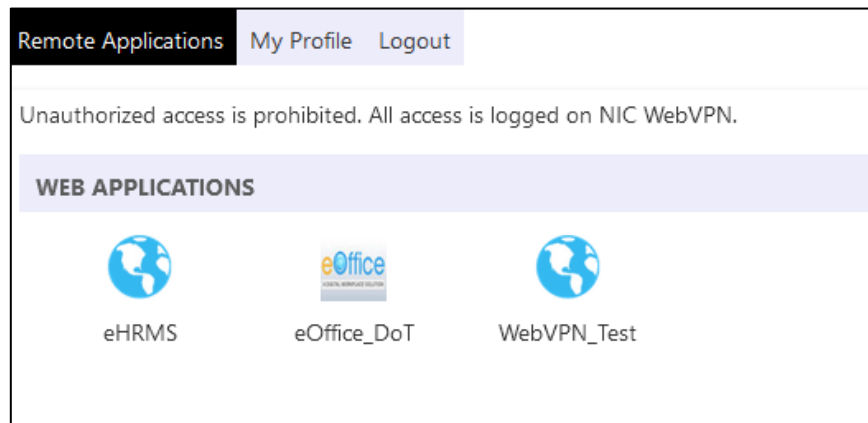
**Details of Nodal Officers and SOP for processing of requests through eforms.nic.in**

1. eForms portal has been developed by NIC for providing their services in online mode. The entire process, right from filling of application form, its validation by the identified Nodal Officer, approval by NIC unit of the concerned Department and provisioning of services; has been automated. Through eForms Portal, following services can be accessed:

- Creation of new email id,
- Deletion/deactivation of email ids,
- Updation of Mobile Number or other personal details
- VPN for accessing eOffice from Home or from those offices which are not on NICNET
- NIC-WiFi Services in various Bhawan's
- IMAP/POP services for NIC email facility and
- Many other services which are detailed in user manual available at [https://eforms.nic.in/assets/old\\_assets/upload/user\\_manual.pdf](https://eforms.nic.in/assets/old_assets/upload/user_manual.pdf).

2. Following key points shall be kept in mind before further action:

- a) Requests for creation of new email id, deletion/deactivation of email ids, updation of mobile number/particulars or any other service requests like VPN for eOffice, NIC-WiFi Services, IMAP/PoP Access etc. shall be processed through eForms portal only.
- b) The status of the application/change requests can also be viewed by the user through eforms.nic.in.
- c) **In case of any queries or issues the user will raise a service desk request on <https://servicedesk.nic.in>.** DoT and NIC-DoT does not have any backend access to support the users.
- d) **For Sparrow, AEBAS, eHRMS, eOffice and swagatam portals only name based emails shall be used.**
- e) **For Official Communication use of designation based email id is suggested.**
- f) **The designation based emails shall be provided very judiciously. Only Staff having public access or dealing with the subject matters which involves public or industry interaction shall be allowed to have designation based Ids.** The respective office shall keep a track of designation based email ids in use. It is suggested that rather than using designation based email Ids for all officers/officials one email for a particular section (like: [rural.hp-dot@gov.in](mailto:rural.hp-dot@gov.in), [comp.hp-dot@gov.in](mailto:comp.hp-dot@gov.in), [usof.hp-dot@gov.in](mailto:usof.hp-dot@gov.in) etc.) can be created and used by any responsible officer in the section. **All the important communication received on these email ids shall be diarized in eOffice at point of ingress itself then must be sent to all the concerned through eOffice only.**
- g) To protect meaningful communication going to dormant email ids or possible threat due to unused email Ids, the email ids not in use shall immediately be deactivated.
- h) If any email ID is not in use (i.e. account not logged in) for three months, then it will get automatically deactivated. In that case user needs to reset the password through forgot password link.
- i) In NIC Email System maximum three email IDs can be linked against one mobile number.
- j) User needs to have the VPN on their name based email id for accessing eOffice and eHRMS applications from Home or from those offices which are not on NICNET.
- k) The Web-VPNs were provided for accessing eOffice from those locations which are not connected to NICNET or to some senior officers who wish to access eOffice from their homes. It is suggested that VPN provided to the employees below the level of DS/Director should be reviewed and VPN shall only be allowed to the other officers/officials with the consent of the head of office/DDG level officer.
- l) VPN facility can be used through any Web-browser by login to <https://saccess.nic.in/> (through name based email id) then by clicking on hyperlinks provided for eOffice application.



m) The details required to be filled in eForms Portal for creation of VPN for accessing eOffice:

<p><b>eOffice</b></p> <p>Application Name: eOffice</p> <p>IP Range: 10.248.89.74 – 10.248.89.75</p> <p>URL: <a href="https://dot.eoffice.gov.in">https://dot.eoffice.gov.in</a></p> <p>Port: 80</p>
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3. The following **process flow** shall be followed by users for availing the NIC services through <https://eforms.nic.in>:

#### Steps for user profile updation:

- a) Login to <https://eforms.nic.in>.
- b) Before making any requests on eforms, it has to be ensured that the 'user profile' available under 'My Profile' Tab is updated and reflects the correct details.
- c) Updating the 'user profile' available under 'My Profile' Tab:
  - i. User needs to enter email ID of designated **nodal officer** instead of name of his own Reporting officer (see the details of nodal officer in Annexure - I).
  - ii. While updating the Profile DoT users shall select the following:
    - 1) Update Personal Info Tab :

Example : for officer/official posted at DOT HQ:

State where you are posted *	District/City Name *	Pin Code *
DELHI	NewDelhi	110001

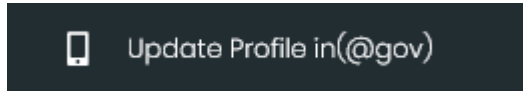
2) Update Organizational info tab (applicable for all offices):

Personal Info	Organizational Info	
Organization Category *	Ministry/Organization *	Department/Division/Domain *
Central	Communications	DOT
Reporting/Nodal/Forwarding Officer Email *	Reporting/Nodal/Forwarding C	

**Note:** Under Department/Division/Domain, for:

1. Designation based email ids or email ids provided to contract/support staff, user may select 'DOT', 'DGT-DOT' or 'CGCA-DOT' as per his/her posting.
  2. Name based ids user need to select Department/Division/Domain as 'DOT'.
- iii. The above changes will get automatically updated (once initiated by the officer), without intervention of NIC/any other Officer.

- 1/3135895/2029) Once 'user profile' available under 'My Profile' Tab is completely updated by the user, access "Update Profile in (@gov.in)" available in Left menu for changing the **registered mobile number, date of retirement/contract end date, date of birth, designation and display name.**



- **Acknowledgement email received by the user shall be forwarded to the respective Nodal Officer with the scanned copies of relevant documents, using proper channel so that he/she can verify the credentials and approve the case.**
- Once the request is initiated by the user, it will be routed to nodal officer (as per Annexure - I) for his/her approval. On approval the request will be forwarded to "Delegated Admin" of the concerned BO for executing the changes. After provisioning the user will get intimation through eMail and SMS.

**Steps for availing other services:**

- a) Left Menu of <https://eforms.nic.in> shall be used for availing NIC Services like VPN/IMAP/new email/WiFi services etc.
  - b) While applying for any service, name of Ms. Archana Bhusri shall be selected as Coordinator (NIC), only if required.
  - c) Fill the desired inputs in online form, authenticate it and submit for approval.
  - d) Acknowledgement email received by the user shall be forwarded to the respective Nodal Officer with the scanned copies of relevant documents, using proper channel so that he/she can verify the credentials and approve the case.
  - e) Once the request is initiated by the user, it will be routed to nodal officer (as per Annexure - I) for his/her approval. On approval the request will be forwarded to NIC coordinator/ Delegated Admin of the concerned BO for approval/execution of the requests. After provisioning the user will get intimation through eMail and SMS.
- Acknowledgement email received by the user shall be forwarded to the respective Nodal Officer with the scanned copies of relevant documents, using proper channel so that he/she can verify the credentials and approve the case.

**Escalation Matrix:**

Type of email ids	Organization/Office	Email Admin Level-1	Email Admin Level-2
<b>Designation based email ids and email ids of staff on contract</b>	DGT-HQ and LSAs	adgit.hq-dgt-dot@gov.in	dirit.hq-dgt-dot@gov.in
	CGCA and CCAs	np.singh10@mea.gov.in	sanjay.sharma96@gov.in
	All Other email	<a href="mailto:eofficeadmin-dot@gov.in">eofficeadmin-dot@gov.in</a> webadmin-dot@nic.in	dirit2-dot@gov.in
<b>Name based email ids of employees of DoT</b>	All Employees	<a href="mailto:eofficeadmin-dot@gov.in">eofficeadmin-dot@gov.in</a> webadmin-dot@nic.in	<a href="mailto:dirit2-dot@gov.in">dirit2-dot@gov.in</a>

**Note:**

1. In case of any difficulties or delays employee may escalate the issue or approach NIC helpdesk through <https://servicedesk.nic.in>.
2. Modifications can be executed only when the email id is in any of the three designated BO's of DOT.

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<b>Channel</b>	<b>Nodal officers for approving eForms requests</b>
Emp. On Deputation at DoT HQ - For CSS/Central Staffing Scheme/Personal Staff of MoC & MoSc appointed on co-terminus basis. - For CSSS/ CSOLS/ISS/SSS	Mr. Sumish, US Admin-I <a href="mailto:sumish.82@gov.in">sumish.82@gov.in</a>  Mr. Vishal Kumar Vishwakarma, SO(Admn.II) <a href="mailto:vishal.kv@nic.in">vishal.kv@nic.in</a>
ITS, AD and JTO at DoT HQ	Director Staff ( <a href="mailto:dirstaff-dot@nic.in">dirstaff-dot@nic.in</a> )
IP&TAFS at DoT HQ	Director SEA ( <a href="mailto:dirsea-dot@gov.in">dirsea-dot@gov.in</a> )
IRRS at DoT HQ and Hindi section(OL section)	Bharat Bhushan, US Admin-II, <a href="mailto:bbsharma.pmo@nic.in">bbsharma.pmo@nic.in</a>
Consultants at DoT HQ (i) Consultants appointed against AASO/SO/US (ii) Consultants appointed against PA/PS/PPS/OL cadre	(i) Mr. M. Kiran Kumar, SO (Admin-I) <a href="mailto:mkiran.kumar@nic.in">mkiran.kumar@nic.in</a> (ii) Mr. Vishal Kumar Vishwakarma, SO(Admn.II) <a href="mailto:vishal.kv@nic.in">vishal.kv@nic.in</a>
CSSS/CSOLS/ISS/SSS	Mr. Vishal Kumar Vishwakarma, SO(Admn.II), <a href="mailto:vishal.kv@nic.in">vishal.kv@nic.in</a>
MTS/Driver/ Canteen Staff	Mr. Prasann Kujur US Admin-III, <a href="mailto:prasannk.ekka@nic.in">prasannk.ekka@nic.in</a>
P&T Building Work Service (Civil) Cadre	Mr. Shiv Chandra Ranjan, Director Civil, <a href="mailto:dircivil-dot@nic.in">dircivil-dot@nic.in</a>
P&T Building Work Service (Elect) Cadre	Mr. Amar Relan, Director(Electrical), <a href="mailto:direlect-dot@nic.in">direlect-dot@nic.in</a>
LSAs	Dir (Admin) of the LSA, <a href="mailto:dira.XX-dgt-dot@gov.in">dira.XX-dgt-dot@gov.in</a>
CCAs	Admin Head of the office of PrCCA/CCA/Jt.CCA
DGT	ADG (Admin & HR), DGT HQ, <a href="mailto:adga.hq-dgt-dot@gov.in">adga.hq-dgt-dot@gov.in</a>
CGCA	Mr. A P Xaxa, Dy CGCA (C&A), CGCA, <a href="mailto:ap.xaxa@nic.in">ap.xaxa@nic.in</a>
NTIPRIT	ADG(ICT) – <a href="mailto:adg.ict-nti-dot@gov.in">adg.ict-nti-dot@gov.in</a>
NICF	Mr. Kunal Srivastava, Dy Director, NICF, <a href="mailto:srivastava.kunal@gov.in">srivastava.kunal@gov.in</a>
TEC	Dir(IT), TEC, <a href="mailto:diri.tec@nic.in">diri.tec@nic.in</a>
NCCS	Director (SC & HQ), <a href="mailto:directorhq.nccs-dot@gov.in">directorhq.nccs-dot@gov.in</a>
USOF	Director, <a href="mailto:dirbb2.hq-dot@nic.in">dirbb2.hq-dot@nic.in</a>
WMO, WMS & RLOs	Mr. Tarun Chaudhary, Deputy Director <a href="mailto:tarun.chaudhary@nic.in">tarun.chaudhary@nic.in</a>

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