Ministry of Communications
Department of Telecommunications
20, Ashoka Road, New Delhi

Form for eMail account re-activation/updation

1. User needs to update details through **https://eforms.nic.in then** email the scanned copy of this page to:-

For DGT and LSAs	adgit.hq-dgt-dot@gov.in, dirit.hq-dgt-dot@gov.in
For CGCA and CCAs	sanjay.sharma96@gov.in, np.singh10@mea.gov.in
For others	webadmin-dot@nic.in, eofficeadmin-dot@gov.in, dirit2-dot@gov.in

2. As per details given below, it is requested to kindly arrange to:
   - Reactivate email id
   - Reactivate email id for post-retirement retention
   - Update Mobile Number
   - Deactivate email id
   - Delete email id
   - Update display Name
   - Update Date of Birth
   - Update date of retirement
   - Update Designation

Email Id:	
Name:	
Designation:	
Mobile No.:	
Service (ITS/IAS/CSS etc.):	
Staff Number	
Date of Birth:	
Date of Retirement:	
State:	
Name of Nodal officer:	
Mobile No. of Nodal officer:	

Declaration

1. It is declared that:-
   a) The Machine/Handheld devices on which I am accessing my below mentioned email id has been scanned with latest patches of Antivirus, it's Operating System(OS) has been updated with the latest patches and it has been also checked for key loggers and malicious codes, if any.
   b) I would ensure that "REMEMBER PASSWORD" has been not configured in any browser i.e. Internet Explorer, Google Chrome, Mozilla Firefox etc. or any POP client i.e. Outlook, Thunder bird etc., in respect of my below mentioned email id.
   c) I would regularly change my email password as per the Password Policy under the email service of the Government.
   d) My PC/Laptop/Tablet/Mobile has been hardened as per security instructions issued by SA Division.

(Signature with date & seal)

(Nodal Officers Signature with date & seal)

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 for 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.

[Arvind Kumar]
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.

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 judicially. 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, comp.hp-dot@gov.in, 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.
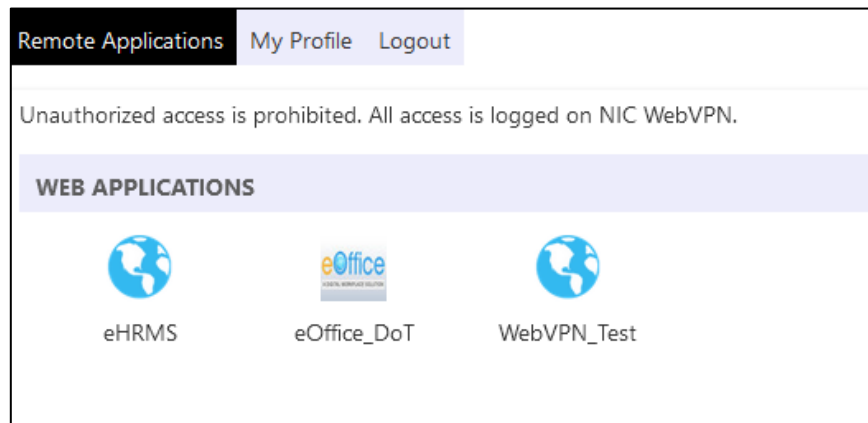
m) The details required to be filled in eForms Portal for creation of VPN for accessing eOffice:

eOffice
Application Name: eOffice IP Range: 10.248.89.74 – 10.248.89.75 URL: https://dot.eoffice.gov.in Port: 80

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:

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

      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.

d) 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**.
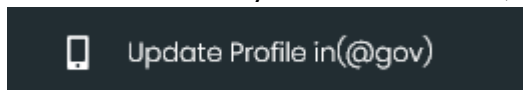
- **Acknowledgement email received by the user shall be forwarded to the respective Nodal Officer with the scanned copies of relevant documents, using proper channel so that he/she can verify the credentials and approve the case.**
- Once the request is initiated by the user, it will be routed to nodal 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
Designation based email ids and email ids of staff on contract	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	eofficeadmin-dot@gov.in webadmin-dot@nic.in	dirit2-dot@gov.in
Name based email ids of employees of DoT	All Employees	eofficeadmin-dot@gov.in webadmin-dot@nic.in	dirit2-dot@gov.in

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.

***

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

***