

Email Services & Usage Policies

Services configured under Messaging

Government of India provides a range of services under "Messaging" to its users. Key services offered by GOI to its users under Messaging are:

- 1. E-mail Services:** GoI through NIC provides the E-mail services to all employees under Government of India (Central and State) to send and receive E-mails from anywhere in the internet space.
- 2. Delegated Admin Console:** Ministries/Departments/Statutory Organisations/ Autonomous Bodies under both Central and State Government , can be given a delegated admin console using which the designated administrator of that respective organisation can provision creation/deletion/change password of all the users under their domain. This service gives the respective organisation the independence of managing their respective accounts.
- 3. Authentication Services:** A single repository for identity management. All applications deployed under Government of India (that require user login and password for authentication) across various Data Centres, both at the Central Government and State Government level will authenticate with the central repository. This repository can be used as the single source of authentication for any application hosted for Government of India
- 4. SMS Service:** NIC has a Short Message Service gateway configured on its network. Email has been integrated with this service to provide calendar alerts, and email to SMS service. All applications that meet the requirement as specified under the "SMS integration policy" configured under Government of India can be integrated with this service.

- 5. SMS based distribution lists:** SMS based distribution lists allow sending of SMS to pre-defined lists for instant dissemination of information by an individual in GoI using either the web interface or a mobile.
- 6. Business Community as a service:** Messaging service is an extremely critical service; and hence it is mandatory to ensure service continuity under all circumstances. In order to ensure that the service is available under all conditions, in addition to the primary site, a secondary site i.e. a disaster recovery site has been configured for the Messaging Services. The entire data is replicated to the DR site. In the eventuality of a service failure at the primary site, the services roll over to the DR site thereby giving users uninterrupted access.
- 7. Mail Gateway Service:** Gateway services offered by GoI through NIC ensures that any mail traffic, whether inbound or outbound from NICNET shall be scanned by the NIC SMTP gateways for scrubbing for any possible SPAM, malwares, Trojans and viruses. This is extremely necessary as scanning of traffic ensures that infections do not reach the GoI network. This service is available to all Departments/Ministries/Bodies under Government of India connected to NICNET. This service is also extended to PSUs provided they are on a NICNET IP.
- 8. Email Distribution List Services:** This service is offered using the concept of distribution lists. Ministries/Departments/Statutory Organisations/Autonomous bodies of Government of India at the Central and State Governments level can avail this service to create user lists based on their internal departments. This service also offers a admin console that allows the end user departments to manage their own lists. By configuring a list, the department can send bulk mails to its users using the group account name.

9. Secure Authentication: For the purpose of secure authentication, Users in sensitive departments will be issued OTP tokens. However, if deemed necessary, use of OTP/DSC for authentication will be made mandatory for all users.

10. Mail Encryption: NIC offers a provision to send and receive encrypted mails. Users who wish to avail this service will be issued a Digital Signature Certificate from NIC-CA.

11. Last Login Service: As security is a prime concern in today's cyberspace, NIC provides the Last login service. This service allows a user to check the login details of his email id for last 30 days. The details include IP address, date, time and location of access. The console shows access using all protocols i.e. IMAP/POP and web.

12. Forgot Password: In order to empower a user to reset his/her password, NIC provides the "Forgot password" service. This service allows a user to reset the password without the intervention of NIC support.

13. Calendar Service: This service enables users to record events and tasks, share calendar with others, view others' calendars, invite other calendar users to events and set reminders and notifications for an event.

14. SMS and Email notification alerts: NIC sends the following notifications:

14.1 SMS Alerts: In case a password compromise of an user id is detected, NIC sends SMS alerts on the registered mobile number of the user. This is done, as security regarding a critical service like Messaging is extremely important. If a user does not follow the instructions given in the SMS even after 5 alerts, NIC will reset the password. The user will need to call

the 24x7 helpdesk to get a new password or use the "Forgot Password" application to set a new password.

14.2 Email alerts: In case 3 failed login attempts are detected for a user id an email is sent containing the IP details, location and time stamp of the failed attempts. This mail is sent to alert the user as these attempts indicate that efforts are being made by an authorised person to compromise the password.