

STANDARD OPERATING PROCEDURE (SOP) FOR GOVERNMENT EMAIL CREATION AND MANAGEMENT

1. Purpose

This Standard Operating Procedure (SOP) is intended to streamline the creation, recreation and management of official Government e-mail accounts and to ensure their proper and secure use for official Government communications.

2. New Government E-Mail Account Creation

Since email creation is presently handled manually by the Delegated Admin (DA), for creation of a new official Government email ID, the concerned Department/Office shall forward a formal request letter to the Director (IT), Manipur through proper channel.

The request letter shall be signed by the concerned Administrative Secretary/Head of Department and shall clearly mention the following details of the employee/official:

- Employee name
- Date of Birth
- Date of Retirement
- Mobile number
- Preferred email IDs, at least two.
- Type of account: name-based or designation-based.
- Copy of Valid Official Identity Card.

3. Recreation of Deactivated E-Mail Accounts:

- a. In the course of migration to the new Government e-mail platform, certain existing e-mail accounts which were not migrated to the new platform have been deactivated.
- b. The deactivation of such e-mail accounts on the new Government e-mail platform does not affect the corresponding user credentials in the Parichay/e-Office. Such users may continue to log in to Parichay/e-Office using their existing credentials.
- c. Parichay/e-Office and the new Government e-mail platform are no longer interlinked. Therefore, the status of an e-mail account on the new Government e-mail platform is independent of the user's status and credentials in Parichay/e-Office.
- d. An employee/official whose existing e-mail ID has been deactivated and who wishes to continue using the same e-mail ID may submit a request for creation of a new e-mail account on the new platform using the same existing/deactivated e-mail ID, subject to availability and applicable Government/NIC e-mail policy.
- e. The request for creation of the same e-mail ID shall be submitted through the concerned Department/Office to the Director (IT), Manipur through proper channel, in accordance with the procedure prescribed under Para 2 – New Government E-Mail Account Creation of this SOP.
- f. The concerned official is advised to retain and use the same existing e-mail ID, wherever available, in order to maintain continuity and avoid unnecessary changes to the e-mail address being used for official Government communications.

4. Bulk Email Creation (More than 5 Users)

For the creation of more than five (5) official email accounts in a single request, the concerned Department shall submit a formal proposal to the State Informatics Officer (SIO), NIC, Manipur, seeking allocation of the requisite email account quota.

The proposal shall:

- i. Be duly forwarded under the signature of an officer of the Administrative Department not below the rank of Joint Secretary to the Government or an officer of equivalent rank;
- ii. Clearly indicate the justification for creation of the accounts; and
- iii. Specify the number of e-mail accounts required

5. General Guidelines

- i. All Government officials are advised to use only their official **gov.in** email accounts for all official communications. The use of personal or other non-official e-mail accounts for official Government communications shall be avoided.
- ii. All Departments shall ensure **strict compliance** with this Standard Operating Procedure (SOP).
- iii. All concerned Departments shall refer to the Government of India Email Policy for guidelines relating to e-mail creation and the preferred e-mail address format available at: https://eforms.nic.in/docs/assets/download/E-mail_policy_of_Government_of_India.pdf.
- iv. All officials are advised to log in and actively use their official email account on a regular basis to prevent automatic deactivation due to prolonged inactivity. Email accounts that remain unused for an extended period are liable to be deactivated as per the prevailing email policy.
- v. All officials are strongly advised to change their email account password periodically (at least once every 90 days) to ensure the security and integrity of their official communications. Passwords must be strong, unique, and must not be shared with any other individual under any circumstances.
- vi. For any queries or technical assistance, kindly contact the Delegated Admin (DA) Manipur at emailadmin-mn@nic.in.

This Standard Operating Procedure is issued for strict compliance by all concerned Departments, Organisations, and Officials under the Government of Manipur.

Issued by: Department of Information Technology, Manipur