



सत्यमेव जयते

Policy Document for NIC E-mail Distribution List Services

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**National Informatics Centre
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1 Introduction

NIC Messaging and SMS Division offers group e-mail services to the central and state governments and PSUs. The service is known as the "Distribution list". Various Ministries and Departments including NIC use this facility to broadcast official e-mails to the members of the e-mail lists within their respective departments/control.

The service can be accessed over the URL <https://lsmgr.gov.in>

2 Objective

The purpose of this document is to detail the policy statement regarding usage of the e-mail distribution list service.

This document lays down the various policies regarding creation of an e-mail list, its management and monitoring. It also focuses on management policies of important intra NIC lists, which are being monitored by NIC support at New Delhi.

3 Scope

This policy applies to the following;

- NIC Messaging Team
- List moderators/owners
- Members of the list/Users of the system

This policy has been divided into sub-sections; namely section A and section B. Section A relates to the policy regarding the intra NIC lists managed by NIC support. Section B relates to all other distribution lists which are created by the NIC support but managed by respective users (referred to as owner and/or moderator of a list) from the departments in Ministries and States with respect to subscription to and un-subscription (removal) from a list, moderation of e-mails posted to the list and configuration of the list etc.

4 Warranties

NIC warrants that:

It shall, at all times exercise reasonable skill and care in providing e-mail Distribution Service.

The User warrants that:

- a. It shall take all reasonable endeavours to ensure that it introduces no virus, Trojan horse or worm and follows the NIC security policies to manage the security aspects;
- b. It has the full right, power and authority to enter into and perform this Agreement in accordance with its terms, and such entry and performance does not and shall not violate or infringe the intellectual property or other rights of any other person.

5 Limitation of the Service

While NIC shall use its reasonable endeavours to provide Users a continuous service, the User acknowledges and accepts there is a regular "Scheduled Maintenance Period" during which time the whole or part of the service may not be available. NIC messaging team shall inform NIC coordinators regarding any scheduled time and its duration through mail.

6 Force Majeure

Any failure of either party to perform its obligation under this agreement shall not be a breach of this agreement if such failure results from Acts of God, governmental action that did not result from wrong doing of the party involved in such governmental action, or labour strikes or walkouts that could not reasonably be avoided by the party subject to such labour strike or walkout. Each party shall, with the cooperation of the other, exercise reasonable efforts to mitigate the extent of a delay or a failure resulting from a *force majeure* condition and the adverse consequences thereof.

7 Arbitration

On all aspects where this document is silent or for special cases of deviation from this policy, the decision mutually agreed upon NIC and User will be

final. However, in case of any dispute relating to or arising out of this policy, such dispute shall be resolved amicably by mutual consultations. If such resolution is not possible, then the unresolved dispute or difference shall be referred to the arbitration of a sole arbitrator to be appointed by Secretary, Deptt. of Legal Affairs, Govt. of India. The Arbitration and Conciliation Ordinance, 1996 together with any modifications or re-enactment thereof and rules framed there under, as amended from time to time shall not be applicable to such arbitration proceedings under this clause.

8 Indemnity

NIC shall stand indemnified from all aspects of usage including any eventual running of application covered under cyber law related crimes and for any anti national activities arising out of the usage of this service. In case such activity occurs on the e-mail distribution service provided to the user, then the user shall be held solely responsible for the damages pertaining to the misuse of this service.

9 Management of Critical Lists in the E-mail Distribution Service

Many critical e-mail broadcast lists are being maintained on the e-mail distribution services, which are related to central ministries and departments, state departments, NIC officers and sensitive cadre/designation. These lists are generally moderated e-mail lists. Besides, as these are critical lists, such lists should be always updated to avoid wrong or missed e-mail broadcast. Following will be followed in this regard:-

- a) **List for Central Ministries and Departments:** These lists will be created by NIC support cell on the request of respective ministry/department. All the list activities like moderation and member management shall be the responsibility of respective ministry/department in consultation with NIC cell for that ministry/department, if required. The same shall apply to the existing lists in the E-mail Distribution Service.

- b) **List for State Departments:** These lists will be created by NIC support cell on the request of respective department. All the list activities like moderation and member management shall be the responsibility of respective department in consultation with NIC office for that state, if required. The same shall apply to the existing lists in the E-mail Distribution Service.
- c) **Lists Based on Important Designation:** Important designation based e-mail lists are those lists that belong to list of Secretaries, list of Additional Secretaries, list of Joint Secretaries, IT Secretaries etc. These lists will be created on the request of DoPT, Govt of India. All the list activities like moderation and member management of existing as well as new lists shall be the responsibility of designated officer in DoPT in consultation with NIC cell for DoPT.

SECTION - A

**Distribution Lists Managed By NIC
Support**

NIC Messaging and SMS Division supports a number of intra NIC e-mail distribution lists which are owned and moderated by the NIC e-mail support team, New Delhi. These lists are generic list like sio-list, ddg-list etc and are related to NIC officers and staff members.

Distribution lists which are currently used for mail communication within NIC officers and staff members are listed in Annexure 'A'. Anyone is allowed to post to these lists; however, as the recipients of the lists are employees of NIC and the channel can be misused for sending wrong content or virus, the lists are moderated by the NIC Support Cell.

The distribution lists are governed by the following:

1. Any request to create a list shall require the duly filled form available on <https://mail.gov.in>
2. Only NIC employees can post to list created for NIC officers. If any govt. officer from central/state department other than NIC wishes to post mail to any of these lists, he/she shall broadcast the same through the respective NIC coordinator for that department.
3. Only official mails that are relevant to the organization will be approved by e-mail support team. Postings (e-mails) sent to the lists with the following content will **not be** broadcasted:
 - ❖ E-mails that contain complaints/grievances shall not be broadcast.
 - ❖ E-mails with derogatory comments / un-parliamentary or accusatory in nature towards any individual or group.
 - ❖ Personal mails like Greetings, invitation to personal events etc.
 - ❖ Mails sent using the "reply-all" option to a list when replying to mails from lists. Such mails will not be approved, unless the reply sent has content addressing all members of the lists.

Criteria mentioned above is not exhaustive but indicative of a framework which will act as a guide to the process of approval/rejection of mails to the lists. The approval of HoD Messaging Division is final in this regard. Any

contention in this regard shall require the approval of DG, NIC in writing, for the mail to be broadcast.

4. Posting to critical lists will be governed by following rules:-

- ❖ DG, DDGs, HoGs and SIOs can post e-mail for broadcast to any lists.
- ❖ If a HoD and functional e-mail ID posts to DDG or HoG e-mail lists, then the body of the mail must mention "This mail is being sent with the approval of HoG or "This mail is being sent with the approval of NIC State Coordinator" with the copy of the mail to HoG or state coordinator as the case may be.
- ❖ All other officers can send e-mail for broadcast only through their HoD/HoG.

5. For Subscription to or un-subscription from any list, the same will be done on the instruction from Office Automation Division through mail to support@gov.in. (refer to process defined in Annexure A)
6. For release of the list of members of a distribution list, approval shall be required from DG, NIC/NIC Admin in writing. The data shall be provided within 3 working days after the approval is provided.
7. These lists shall be audited and members can be added or removed without any intimation as per the instructions of the HoD Messaging division/ NIC Admin.
8. Critical and sensitive lists such as "nic-employees-list" (members are all employees of NIC) and "allusers" (members are all users of the NIC e-mail service across the Government) shall remain deactivated. Users wishing to send mail to such lists must take prior approval from DG, NIC, under intimation to HoD Messaging Division before posting to such lists else the mail will get automatically rejected.
9. On exit from NIC (on superannuation or by any other means), e-mail support team shall remove the member from all lists on the instruction of HoD, Email and Messaging Division or as per the process defined in Annexure A.

SECTION - B

**Distribution Lists Maintained By
Ministries/Departments/States**

A large number of e-mail distribution lists are managed by the respective departments and ministries. However, these lists are created by NIC support and released to the applicant/user. The policy related to these lists will be as mentioned below.

1. List Creation requests will be accepted by e-mail support team from all Ministries and Departments in the Centre and State Government.
2. The list will be created by e-mail support team. The user has to submit the filled registration form duly signed and sealed by the applicant and endorsed by the NIC co-coordinator of the ministry/department. For department of the state government, the form must be duly endorsed by SIO/ASIO. The form can be sent as a scanned copy through e-mail to support@gov.in. For multiple lists, multiple forms must be submitted. The form can be downloaded from <http://mail.gov.in> or <http://inoc.nic.in>.
3. Endorsement of the NIC Coordinator of the respective ministry and department or SIO/ASIO is mandatory on the form.
4. The list should be used to broadcast official e-mails only.
5. The list owner and moderator must have an e-mail id on the NIC e-mail service.
6. NIC will not be responsible for the content broadcast by the respective Ministries/Departments /States using the lists.
7. It is recommended that mails that contain derogatory comments / un-parliamentary or accusatory language towards any individual or group should not be broadcasted by the respective e-mail list owner/moderator. However, it's the discretion of the respective Ministry/Department/State to decide on the approval of mail content.
8. NIC support cell will create the lists. Each list is protected by a password. The password shall be sent to the owner/moderator/applicant/NIC coordinator on the registered mobile number mentioned in the registration form. The list will be created

within two working days after the receipt of registration form, complete in all respect.

9. The list name will have the address as list-name@lsmgr.gov.in. e.g. my-list@lsmgr.gov.in. It is recommended that the list name should have a minimum of 6 characters and a maximum of 10 characters. The list name should reflect the department name.
10. The list will be created with the default configuration. The owner can modify the configuration as per their own preferences and requirements. NIC support will not be responsible for any change in the configuration/ members of the lists or the content of the mails broadcast. The consent for changing the configuration of the list by NIC support shall be given in writing or over e-mail by the list owner to NIC support.
11. The list can be managed by visiting <https://lsmgr.gov.in>. This web site is accessible from NICNET. A NICNET user can access this site by logging into NIC web VPN available at <https://sconnect.nic.in/nic>. Non-NICNET users will need to take VPN access from the NIC VPN group.
12. NIC will not maintain any archive/backup of any mail on lists.
13. NIC will delete all the pending mails after 7 days of its posting to the list and no information will be available on the pending list. No intimation in this regard shall be sent to the list owner.
14. NIC will not share the member list or any configuration details without the consent of the list owner or competent authority.
15. A list which has no traffic for the last 6 months shall be deactivated. Subsequently, the NIC support will send three reminder mails to the list owner for three consecutive weeks. If no response is received within this period, the list will be deleted.
16. Lists which do not have owners or have improper owner e-mail address (orphan lists) shall be deactivated without any intimation. The list shall remain deactivated till the corrective action is taken by the list owner or concerned department and conveyed to NIC support in writing.

17. The list shall be deleted by the NIC messaging team on the request of list owner through an e-mail to support@gov.in. Deletion will be done within two working days.

18. Lists which are temporary shall be deleted once their term expires. Backup of the list will be the responsibility of the list owner.

19. NIC will not be responsible for delay in broadcast of any mail to a list which is under the control of the Department/Ministry/State.

20. It is recommended that owner department of these lists devise their own policy of subscription/un-subscription of members, approval/rejection of mails in alignment with their department policy. NIC will not be responsible for list membership and content of e-mail transaction and its role will be limited to providing only technical support as and when required by the owner of the list through e-mail to support@gov.in with copy to NIC coordinator of their ministry/department.

10 Annexure A

Following lists of NIC Officers are being currently managed:

SN	List Name related to NIC Officers and Staffs
1.	ddg-list (List of DDGs)
2.	ddgdelhi-list (List of DDGs in New Delhi)
3.	std-list (List of STDs)
4.	std-delhi (List of STDs in New Delhi)
5.	std-states (List of STDs in various states)
6.	td-list (List of TDs)
7.	td-delhi (List of TDs in New Delhi)
8.	td-states (List of TDs in various states)
9.	psa-delhi (List of PSAs in New delhi)
10.	psa-states (List of PSAs in various states)
11.	ssa-delhi (List of SSAs in New Delhi)
12.	ssa-states (List of SSAs in various states)
13.	sa-delhi (List of SAs in New Delhi)
14.	sa-states (List of SAs in various states)
15.	programmer-delhi (List of Scientific officers in New Delhi)
16.	programmer-states (List of Scientific officers in various states)
17.	sctab-delhi (List of Scientific assistants in New Delhi)
18.	sctab-states (List of Scientific assistants in various states)
19.	hog-list (List of HOG)
20.	hod-list (List of HOD)
21.	sio-list (List of SIO)
22.	dio-all (List of DIOs)
23.	ddo-list (List of DDOs)
24.	section-list (List of Section officers)
25.	nicadmnl-list (List of NIC admin staffs)
26.	bhawan-forum (List of NIC officers in various Bhawans in New Delhi)

27.	netadmin (List of Network Administrators)
28.	Nicdelhiofficers-list (List of NIC Delhi officers)
29.	nic-employees-list (List of all NIC officers/staff)
30	bhawan-support (List of support staff at Bhawans)
31	it-secy-list (List of IT secretaries)

Table 1: List of e-mail distribution list managed by eMail Division

For the above list, which is currently managed by e-mail support, management of members and moderation of e-mails will be done in following manner:-

1. **Management of List Members**: Addition or removal of e-mail address from above lists, mentioned in Table 1, will be done by e-mail support team on receiving mail from nic-oad@nic.in (Office Automation Division, which has all the information related to NIC officers). The mail will be in following format

SN	Emp Code	NIC Officer Name	Email ID	Current Posting	Current Mailing List	New Posting	New Mailing List	Status

Table 2: Format of e-mail to be sent by NIC Office Automation Division

On the basis of above information, NIC e-mail support team will perform the member management of the list, which includes addition and removal of an e-mail address from an e-mail distribution list mentioned in Table 1. This will be done within one working day on receipt of mail from OAD (Office Automation Division). NIC e-mail support will then send confirmation mail on nic-oad@nic.in.

2. **Email Moderation**: The activity of e-mail moderation (releasing or discarding of moderated e-mail post to these lists) will done by NIC e-mail support team. The team may contact senders of the post to get the clarity on the post, if any required.

Addendum - I: Email Domain for Retired Government Officer

1. As per e-mail policy, a government officer or an employee can retain their e-mail address allocated to them during the service.
2. These government employees on event of their exit from government job, due to superannuation or any other means like VRS shall have their e-mail address migrated to new domain. The new e-mail domain shall be @exgov.gov.in or @exgov.{min/deptt e-mail domain} as the case may be.
3. For example, suppose Mr Ram Kumar working as Deputy Secretary in MEA (Ministry of External Affairs) currently has e-mail address like ram.kumar@mea.gov.in. Subsequent to his superannuation from government job, his current e-mail address will be migrated and his new e-mail address will be ram.kumar@exgov.mea.gov.in. Similarly for other e-mail address as the case may be. The retired government employee will continue to access his old mails from this new e-mail address.
4. However the current email id shall be aliased to the domain @exgov.{min/dep e-mail domain} or @exgov.gov.in for at least three weeks for convenience of migrating to the new domain by the ex-employee of the government.
5. These e-mail IDs shall be managed as per the approved e-mail policy from time to time with respect to support and security etc.
6. A separate e-mail distribution list for such e-mail IDs will be created in order to send relevant broadcast e-mail from time to time,

Addendum - II: Email Domain for Consultants

1. Various ministries and departments hire consultants for various projects. They are hired for a temporary period. Such consultants work on government project but they represent some private firm.

2. These consultants need e-mail address during their work on the project.
3. These consultants will be given e-mail address on domain consultants.{min/dept e-mail domain}. The e-mail template will be {firstName}.{lastName}-{companyName}@consultants.{min/dep e-mail domain}.
4. For example, suppose Mr. Ram Kumar working in Wipro Ltd is hired as consultant by MEA. He will be given e-mail address like ram.kumar-wipro@consultants.mea.gov.in. Similarly for others as the case may be.
5. These e-mail ID will be regulated as per the approved e-mail policy from time to time.
6. A separate e-mail distribution list of such e-mail IDs will be created in order to send broadcast relevant e-mail from time to time.