CIRCULAR

Subject: New Email Policy 2023 – reg.

Please find enclosed herewith the New Email Policy 2023 for using email services to officials of FCI, duly approved by the Competent Authority, for further necessary action at your end.

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Encl.: as above

Distribution:-
As per mailing list.
Food Corporation Of India
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Email Policy for Food Corporation of India

Objective

The objective of this policy is to ensure secure access and usage of Government of India e-mail services by FCI users. Users have the responsibility to use this resource in an efficient, effective, lawful, and ethical manner. Use of the Government of India e-mail service amounts to the user’s agreement to be governed by this policy.

Creation of Email ID

Based on the request of the respective users, Delegated Admin Console (IT Division - FCI HQ) will create **Two types of IDs**, - one based on the **Designation** and the other based on **Name**. Designation based id’s are recommended for officers dealing with the public. For ids created based on designation, it is strongly recommended that **One Time password (OTP)** is used for authentication. Use of alphanumerical characters as part of the e-mail id is recommended for sensitive users as deemed appropriate by the Competent Authority.

- In addition to the government users, **accounts for outsourced/ contractual employees** shall also be created after due authorization from the Competent Authority of FCI. These accounts shall be created with a pre-defined expiry date and shall be governed by the “E-mail Policy of Government of India”.
- Account can be created only by the authorized person (IT Division - FCI HQ) by using the “Delegated Admin Console”.

Creation Process: Email Account

- An e-mail account has to be created for every user in the FCI. The user needs to request for an account by filling the form available on the FCIs website and send it to the nodal officer (IT Division - FCI HQ).
- The nodal officer (IT Division - FCI HQ) shall authorize creation of new e-mail accounts.
- The e-mail account is created based on the NIC e-mail addressing policy available at [http://www.meity.gov.in/content/email-policy](http://www.meity.gov.in/content/email-policy) under the caption “E-mail Policy”.
- FCI shall adopt an addressing policy that represents their identity. However, “id” uniqueness needs to be maintained. Hence prior to process a request for “id” creation, nodal officer should use the “idlookup” tool available on the IA's e-mail site to ensure “id” availability.
Process of Handover of Designation Based E-mail IDs

a. Users shall hand over the designation-based id to their successor prior to moving out of the office. User can continue to use the name-based id assigned to them on the Government e-mail service during their entire tenure in FCI.
b. Prior to leaving a location on transfer, the user to whom the designation-based id had been assigned shall ensure that the password for the id is changed. The successor shall need to get the password reset after taking over the post.
c. The nodal officer, FCI HQ shall ensure that the password is changed prior to issue of "No-Dues" to the user.
d. The above process shall be followed without any exception.
e. The user shall inform their superannuation/transfer details well before time to IT Division - FCI HQ sending an email to agm2it.fci@gov.in with copy to dgmit.fci@gov.in

Deactivation Process: Email Account

Deactivation or deletion of an account shall occur under the following conditions:

a. The officer retires/resigns from Service: The user shall surrender their official designation-based account prior to getting relieved from the service. However, name-based e-mail addresses can be retained as per the conditions specified in the policy. The users must inform the IT Division - FCI HQ regarding their superannuation/resignation by sending an email to agm2it.fci@gov.in with copy to dgmit.fci@gov.in
b. The officer is no longer in a position to perform his duties (death/missing, etc). The name-based e-mail id of the user shall be deleted by IT Division - FCI HQ.
c. Inactive account: Any account which is inactive for a period of 90 days shall be deactivated under intimation to the concerned Office. The user id along with the data shall be deleted from the e-mail system after a period of 180 days, if no request for activation is received during this period. Subsequently, all formalities shall need to be completed for re-opening of the said account with the same id, subject to availability. In such cases, data from the backup shall not be restored.
d. Violation of policy: If any of the above conditions are triggered, intimate the same by sending an email to agm2it.fci@gov.in with a copy to dgmit.fci@gov.in
e. Misuse of account: In case the account is misused and comes under the scrutiny of the designated investigating agencies.

In the event of any of the conditions brought out above, Competent Authority of FCI shall ensure that e-mail id is either deactivated, deleted or password changed.
**Status of account in case of Resignation or Superannuation**

- a. At the time of resignation or superannuation, users shall inform the nodal officer, FCI HQ regarding their resignation or superannuation through the Competent Authority.
- b. The nodal officer, FCI HQ shall accordingly change the user’s account status. This shall be made mandatory before the concerned organization gives a “No-Dues” certificate to the user and the retirement benefits are processed.
- c. The designation-based id shall be processed as mentioned above.
- d. As mentioned in the “E-mail Policy of Government of India”, any user who resign or superannuate after rendering at least 20 years of service shall be allowed to retain the e-mail address userid@gov.in for one year post resignation or superannuation. It is expected that within one year, users shall change the e-mail address at all places as required by them. During this one year, if the name-based account is not used for a period of 90 days, the account shall be deleted and no request for activation shall be accepted by the FCI.
- e. The use of the account post retirement shall be governed by the current policy and subsequent updates of the same.
- f. Availability of a government e-mail id post retirement does not entail an employee to any remuneration.
- g. In case a user resigns from service before completion of 20 years, the name-based e-mail id shall be deleted as part of the “No-Dues” process. These needs to be ensured by the FCI HQ.

**Recommended Best Practices**

- a. The user should change passwords on a periodic basis or as per the password policy available at http://www.meity.gov.in/content/email-policy under the caption “Email Policy”
- b. It is recommended that the users should logout from their mail accounts whenever they leave the computer unattended for a considerable period of time.
- c. Other than Government websites, the e-mail ids and e-mail address assigned on the Government e-mail service should not be used to subscribe to any service on any website. Mails received from sites outside the Government may contain viruses, Trojans, worms or other unsafe contents.
- d. It is strongly recommended that the users use the latest version of their Internet browser for safe browsing.
- e. The “save password” and auto complete features of the browser should be disabled.
- f. Users should disregard any e-mail that requests for the same, and should refrain from sharing such details over e-mail with anyone.
g. Sending an e-mail with an infected attachment is the most common means adopted by a hacker to send malicious content. Hence, it is mandatory to install and maintain latest operating system, anti-virus and application patches to prevent infection.

h. All attachments must be scanned with an anti-virus program before they are downloaded/executed, even if such e-mails are received from a familiar source.

i. Attachments should be opened only when the user is sure of the nature of the e-mail. If any doubt exists, the user should contact the sender to verify the authenticity of the e-mail and/or the attachment.

j. User should exercise caution in opening mails where links are embedded in the mail. The authenticity and the safe nature of the link should be ascertained before clicking the link.

Applicability

This policy shall be applicable for all users of email ids (both personal and official) provided by FCI and shall come into force with immediate effect.