<u>Order</u>

Sub: Adoption of Email Usage Policy in BSPTCL

In order to ascertain confidentiality of information, better data/information retention, responsible behavior of employees in communications and compliance of BSPTCL's objective of implementing Information Security Management Systems (ISMS), Official email IDs for all HQ & Field offices and BSPTCL officials as per requirement has been created in co-ordination with IT-Dept, Government of Bihar on **bsptcl.bihar.gov.in** domain. Vide this office Letter no. 1138 dated 04-05-2022, All BSPTCL offices have been directed to use official email IDs in place of gmail/yahoo etc. email IDs as directed by Central Nodal Agencies (MoP, CEA, Power Grid, Grid Controller of India).

The Board of Directors of Bihar State Power Transmission Company Limited in its 103rd Meeting held on 13.12.2022 vide its Resolution No. 103-11 accorded its approval for adoption of Email Usage Policy in BSPTCL.

All officers of BSPTCL are hereby requested to ensure compliance from the date of issue of this order in letter and spirit.

By Order

23-12-2022

(Anil Kumar)
GM(HR&Adm)

ENCL: As above

3014
23-12-2022

EMAIL USAGE POLICY

Code	Email_policy-01
Version	0.5
Date of Version	20.04.2022
Created by:	IT Team
Approved by:	
Confidentiality Level	Internal only

Change History

Date	Version	Created by	Description of change
20-04-2022	Initial Draft	IT Team	

Contents

1. Purpose of the Document

The purpose of this document is to ensure Safe, Efficient and Effective usage of Email and partially establish guidelines for Cyber Security of the company as a part of Information Security Management Systems (ISO 27001).

This Policy applies to all regular/contractual Employees who are assigned company's email. The Email may be assigned to an individual (employeename@bsptcl.bihar.gov.in) or to the department (departmentname.dept@bsptcl.bihar.gov.in).

2. The principle

The Company's Email System is to be used as a communication tool to serve the company's business interest, vision and mission. At the same time, it also provides convenience to employees.

Main aim of this policy is to assist the employees to understand the limitations of their email as company seeks to protect the confidential data from undue leakage as well as to safeguard the company's reputation and information assets.

3. General Email Usage Rules

We define here what set of actions constitute Appropriate and Inappropriate usage. By using the company's email system, the employees must keep in mind that they represent the company. So, the sensitivity must be manifested in their communications, whether it is personal or official.

Following actions/activities are termed as Inappropriate:

- To create, send, store the emails with messages or attachments that may be considered illegal or offensive by the common citizen of the country.
- To send, forward, reply to or retain "junk" e-mail, such as jokes, stories, chain letters, pictures, solicitations, etc., or links to the same.
- To provide your Company e-mail address, or the address of other associates of the Company, to non-business-related parties i.e. companies, agencies, or persons.
- To send insulting or discriminatory messages, content and intentionally spam other people's emails, including co-workers.
- To send, forward, reply to or retain any material (data) that has pornographic, sexual, profane, defamatory content or contains slurs regarding race, sex, age, gender, caste, religious beliefs, etc. The Company has zero tolerance for any form of harassment or discrimination.
- For private or charity work unconnected with the company's business.
- In ways that could be interpreted as representing or being official public statements on behalf of the company, unless explicitly authorized by management to make such statements.
- To use Gmail, Hotmail, Yahoo, or similar external/third-party email services for business purposes. Do not forward or auto-forward from company's email system to external/third-party email systems.

Following actions/activities are termed as Appropriate:

- **Email is provided to employee primarily to support BSPTCL business activities however personal use is permitted as long as it is reasonable and in compliance with this policy.**
- **Employees should not subscribe to internet services that send regular email messages other than in circumstances where such messages are in direct support of their professional role.**
- **Sign up for newsletters, platforms and other online services that will help the employees with their jobs or professional growth.**

4. Email Security

Email systems are often prone to hacking, confidentiality breaches, viruses, trojan and other malwares. So, employees must adhere to followings countermeasures:

- **It is advisable to create eight-character long password including combination of upper and lower-case letters, numerals and special characters.**
- **Password must be changed in every three months.**
- **All others guidelines related to password are applicable from https://www.meity.gov.in/writereaddata/files/Password_Policy.pdf (Password policy of Ministry of Electronics and Information Technology, Govt. of India).**
- **It is recommended that the users should logout from their email accounts whenever they leave the computer unattended for a considerable period of time.**
- **It is mandatory to enable two factor authentication for the email system through the Kavach app (Refer Annexure-I for detailed usage instructions).**
- **It is strongly recommended that the users use the latest version of their Internet browser for safe browsing.**
- **The "save password" and auto complete features of the browser should be disabled.**
- **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.**
- **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.**
- **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.**

- **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.**
- **Mails identified as SPAM are dropped in the "Junk" folder. It is advisable that Users need to check the Junk folder once a day for any mails, which inadvertently got marked as Spam and got, delivered to the spam folder instead of INBOX.**
- **Usage of Email through Email Clients like MS Outlook, Mozilla Thunderbird etc. is not advisable by the company.**
- **Password must not be shared with anyone except in circumstances where an investigation is required to be carried out by the company.**

5. Company Authority and Monitoring Process

Following are some important points regarding BSPTCL authority and Monitoring process:

- **The Company reserves the right to examine all emails.**
- **BSPTCL Email Systems cannot be used under assumptions that emails are private.**
- **The company reserves the right to block access to email under part of any disciplinary actions.**
- **Services of BSPTCL Email systems cannot be treated as a fundamental right.**

6. Data Retention, Data Backup and Expiration of users' accounts

The Policy regarding Data Retention, Data Backup and Expiration of users' accounts will be governed by the Policy for Messaging Services, Dept. of IT, Govt. of Bihar (Annexure-II).

7. Signature

Although it is not mandatory, it is advisable to use signature in the email messages to depict professionalism and ownership of the messages. Following are the acceptable templates (both in Roman and/or Devanagari script):

===

नाम

पदनाम एवं विभाग का नाम

कार्यालय का पता (पिनकोड सहित)

मोबाइल न० (सी० यू० जी०)

+++

Name

Designation and Dept. Name

Office address (With Pincode)

Mobile no (CUG)

===

Annexure-I may be referred to know how to create signature in the email.

8. Handover/Takeover

In case of Company transfer, resignation/termination from the service, employee must intimate IT Team or email **it.dept@bsptcl.bihar.gov.in** through proper channel for initiating the process of takeover of the email user's account.

9. Associated Act, Policies, Rules and Guidelines

Following Acts Passed by the Indian Parliament and Guidelines by the Ministry of Electronics and Information Technology, Govt. of India and Dept. of IT, Govt. of Bihar are relevant and act as reference for further clarity on any clause of this policy. Any omitted clause may also be governed through the following order of preference.

- **The Information Technology Act 2000 (https://www.meity.gov.in/writereaddata/files/itbill2000.pdf).**
- **The Information Technology (Amendment) Act 2008 (https://www.meity.gov.in/writereaddata/files/it_amendment_act2008%20%281%29_0.pdf).**
- **The Information Technology (Intermediaries guidelines) Rules, 2011. (https://www.meity.gov.in/writereaddata/files/GSR314E_10511%281%29_0.pdf).**
- **Policy for Messaging Services, Dept. of IT, Govt. of Bihar (Annexure-II)**
- **Email Policy of Government of India v 1.0 (https://www.meity.gov.in/writereaddata/files/E-mail_policy_of_Government_of_India_3.pdf).**
- **Guidelines for Email Accounts Management and Effective Email Usage v 1.0 (https://www.meity.gov.in/writereaddata/files/Guidelines%20for%20E-mail%20Account%20Management%20and%20Effective%20E-mail%20Usage_0.pdf).**
- **Email Services and Usage Policy (https://www.meity.gov.in/writereaddata/files/Email_Services_And_Usage_Policy.pdf).**
- **Password Policy (https://www.meity.gov.in/writereaddata/files/Password_Policy.pdf)**
- **Security Policy for User (https://www.meity.gov.in/writereaddata/files/Security_Policy_For_User.pdf).**
- **Service Level Agreement (https://www.meity.gov.in/writereaddata/files/Security_Policy_For_User.pdf).**

10. Validity &Policy Management

This document is valid as of 20.04.2022.

The policy must be checked and updated the document at least once in a year, if deemed necessary.

This Policy must be reviewed under following conditions:

- **If there is technological advancement in email systems of the company.**
- **If there are legislative changes in acts, guidelines, policies of the Govt. of Bihar and Govt. of India.**

11. Enforcement

Any employee not adhering to this policy may attract disciplinary actions from the company including termination of the service. Nature of violations will be handled on case-by-case basis.

12.Annexure-I

Manual for usage of BSPTCL Email IDs and KAVACH installation

Mail Id created on bsptcl.bihar.gov domain provides 2 factor mail authentication for accessing mail which is possible through the KAVACH application. After providing the login credentials, the user has to also get authorized/authenticated (via KAVACH application) to access the mail. This application can be installed on phone as well as on the system.

It is to note that each mail ID is mapped to a contact number. The OTP sent on this registered number is used for authentication for setting password and mapping KAVACH application to that mail ID.

Step 1: Setting password

Type the URL https://email.gov.in/ in your web browser. The following screen shall appear on your screen.
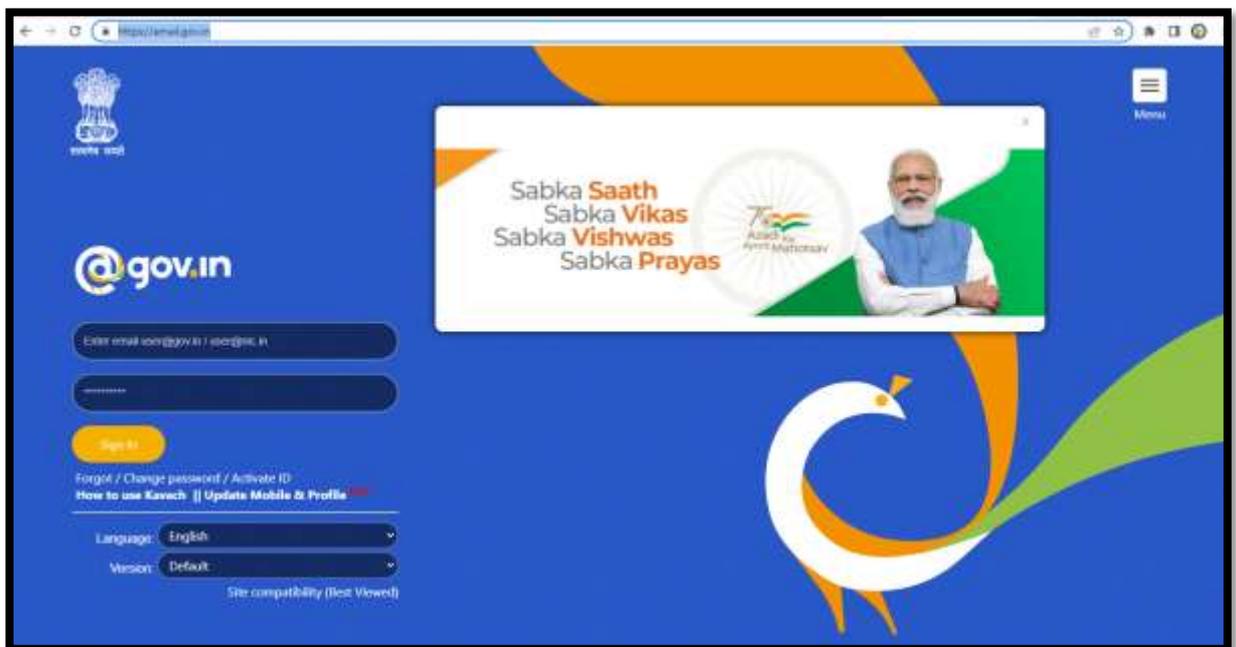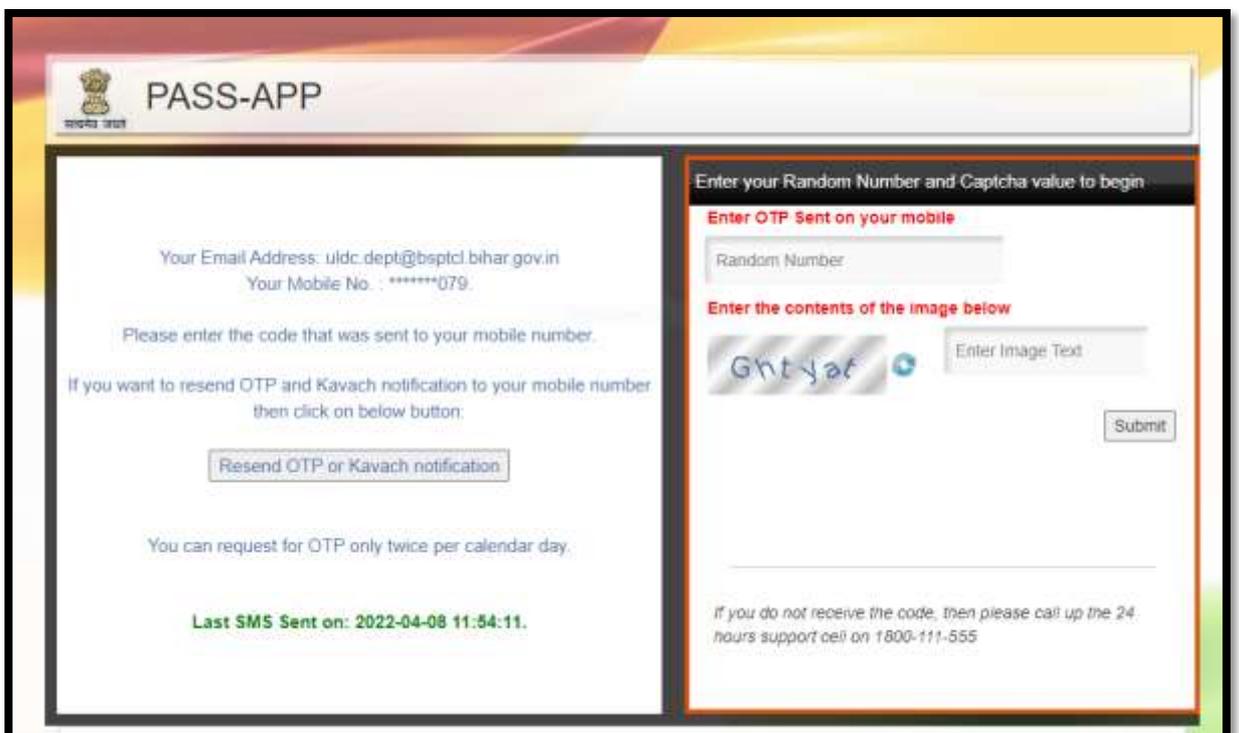

Click on the Activate ID link placed below the Sign In button.
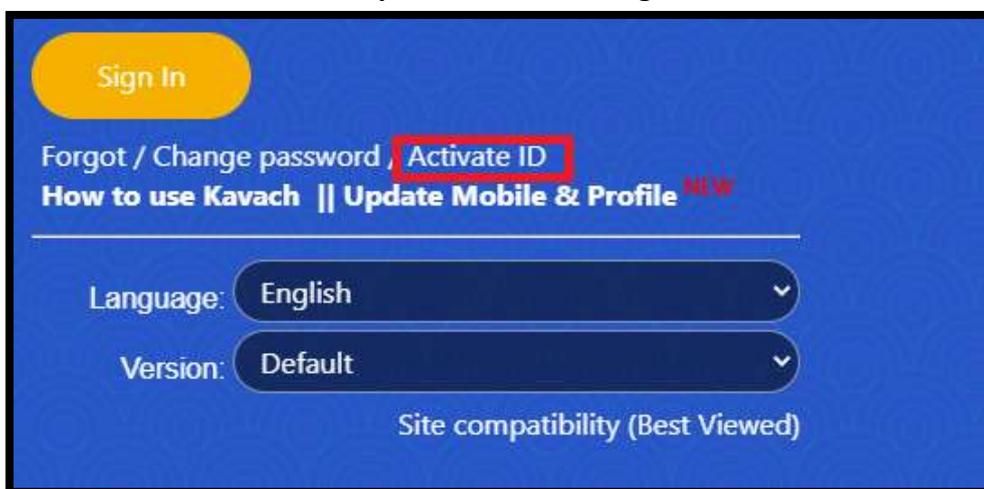
After clicking on this link, the following page shall be presented to the user
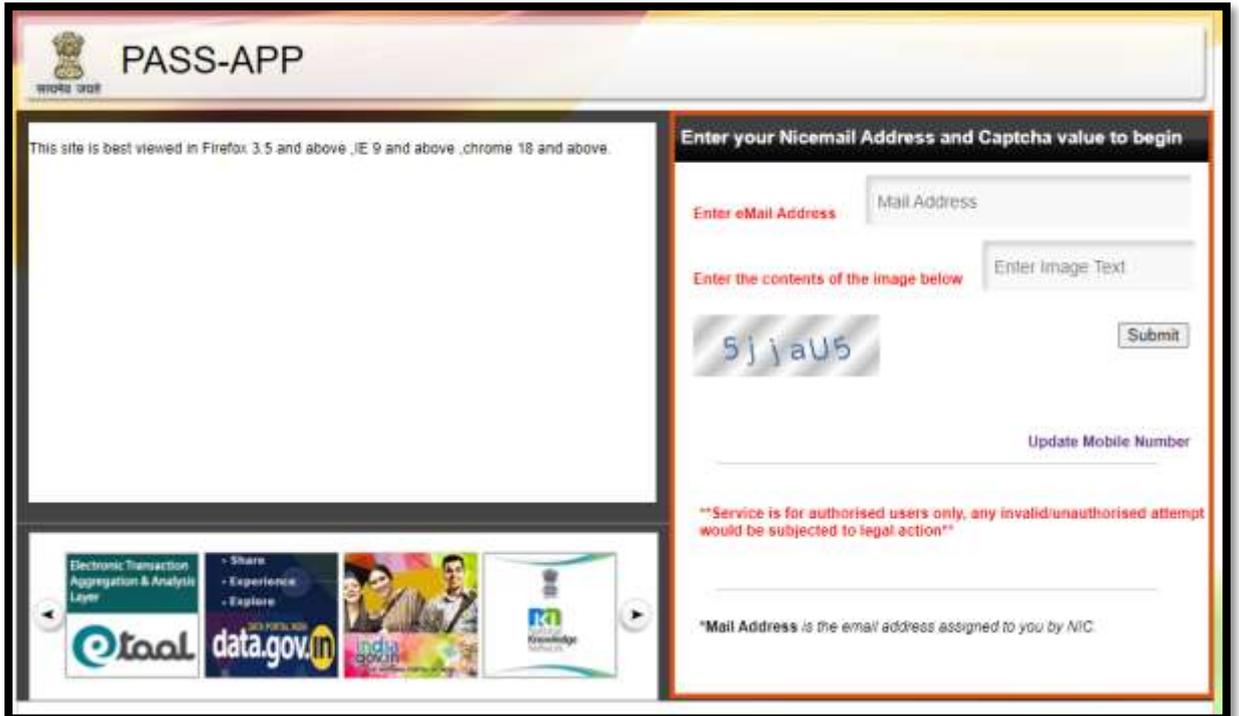
The user needs to enter the e-Mail address and CAPTCHA and hit the Submit button. On doing so, an OTP is sent to the registered mobile number as shown in the next image.

After entering the OTP and CAPTCHA, the screen prompts the user to change the password in the next step. The user needs to enter the desired new password and CAPTCHA and hit the Submit button.
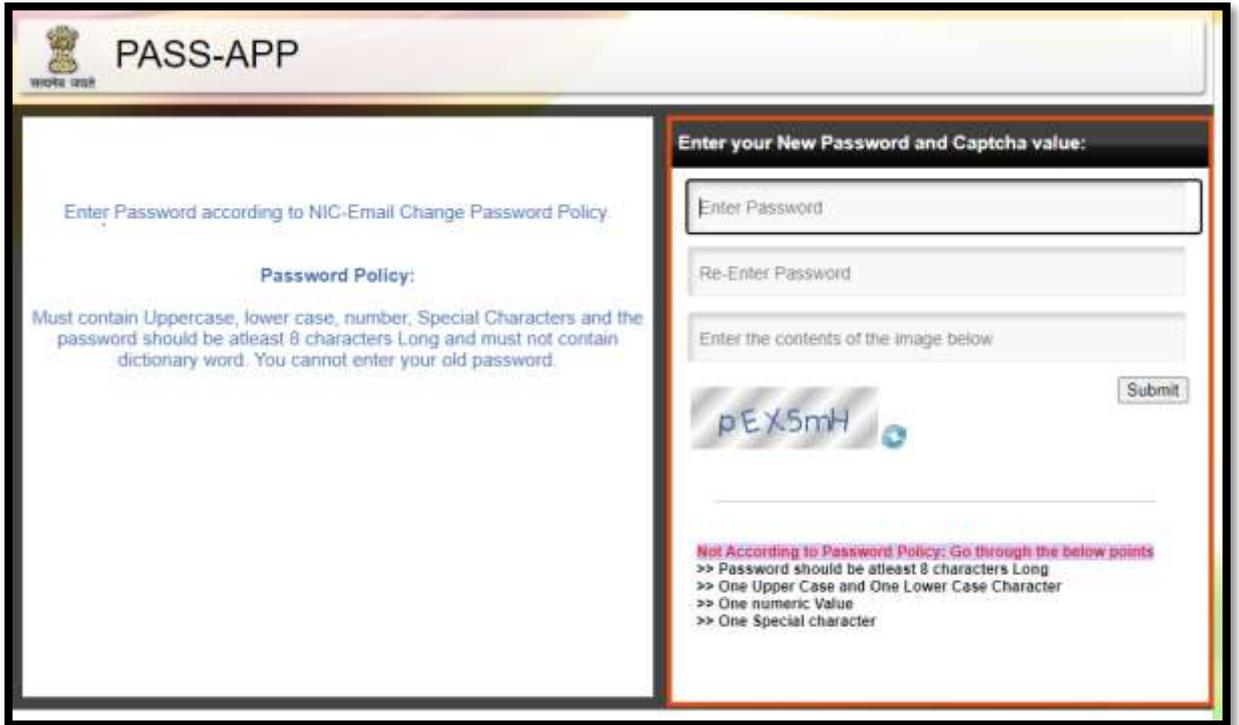
Once the process of password change is successful, the user next needs to install the KAVACH application for which there is an android as well as desktop application. For each mail ID, the KAVACH android application can be configured on one phone (independent of phone having registered mobile no.) while the desktop application can be configured on 2 systems. The KAVACH authentication notification shall only be sent on these devices. Mail on other devices can be accessed after accepting notifications through these registered devices only.

Step2a: Installing the KAVACH application on phone

The user needs to open Google Play store in the phone and type "KAVACH" in the search field (See previous Fig). The first result is the application that needs to be installed on the phone which has been developed by the National Informatics Centre team.


After installing the application, the user needs to fill her/ his login credentials and tick the checkbox mentioning the terms and conditions.

After hitting the "Log In" button, a 6-digit OTP is sent on the registered mobile number. The user needs to feed that OTP here and click the "Submit" button.(This OTP might be auto filled also if the registered mobile number is present on the same mobile phone in which this KAVACH application is installed).
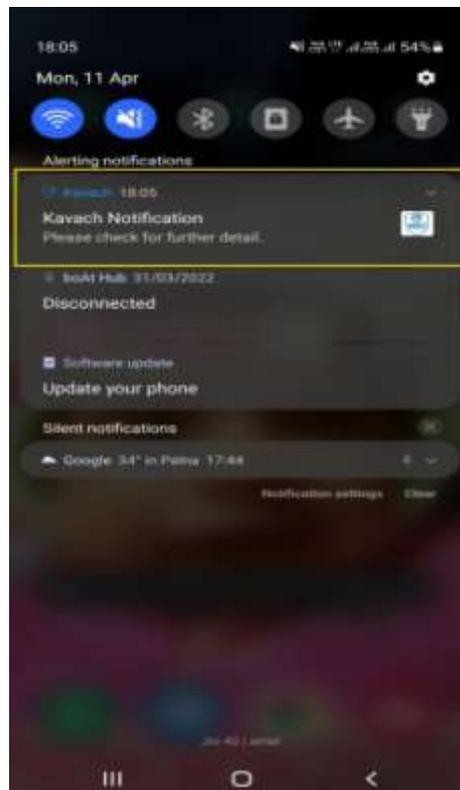
Once the OTP is authenticated, the user can see the Registration successful confirmation message on the screen.
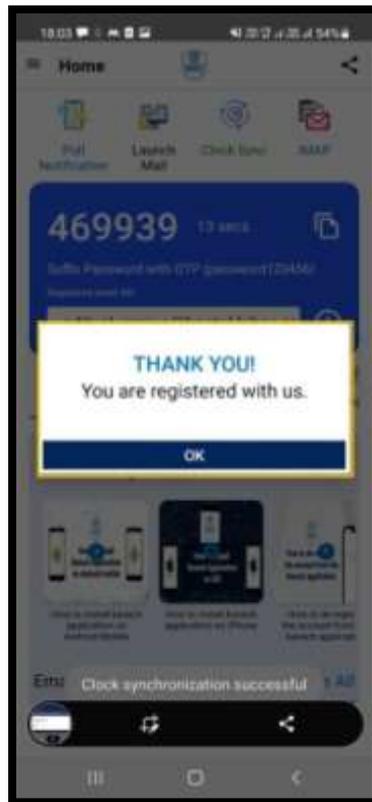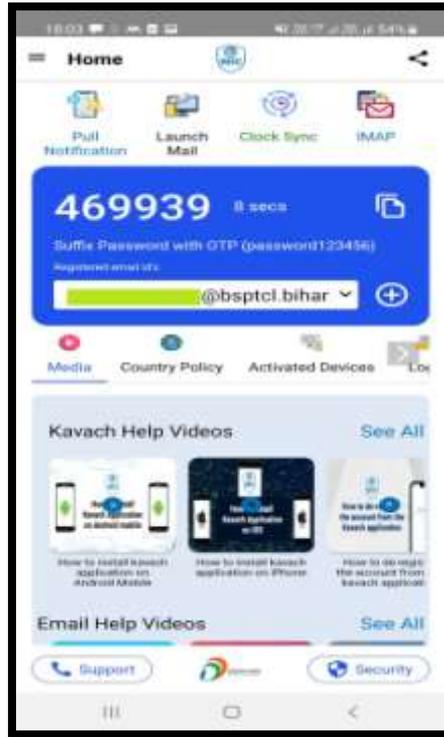
After this process is complete, whenever the user tries to access the mail on any device, the authentication notification can be seen on the phone's Notifications as shown in the image below.

On clicking this notification, the user can see the screen as below with two options viz. "Accept" and "Deny. The user is able to access the mail on that device only when this "Accept" button is clicked.
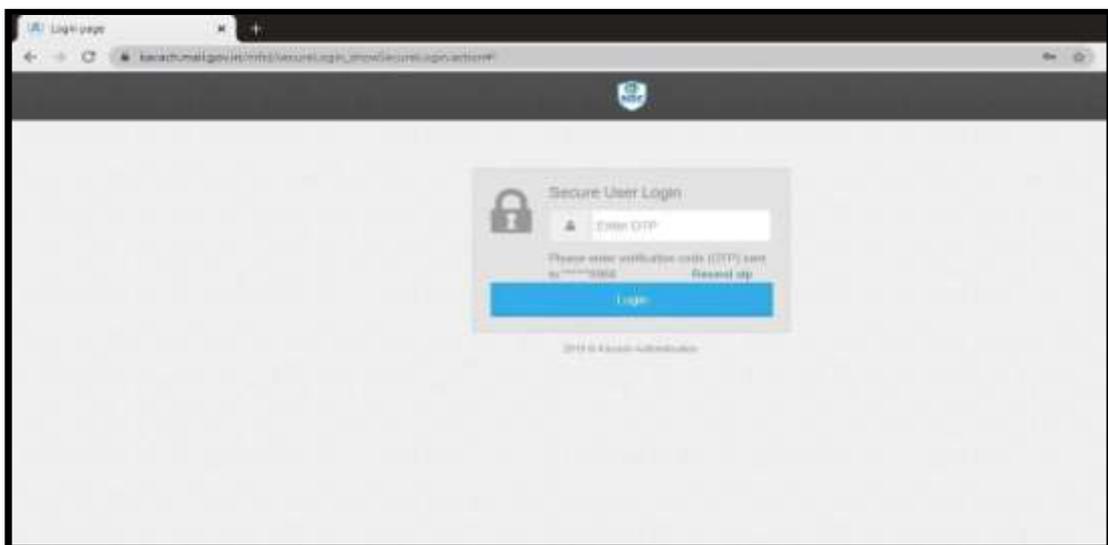
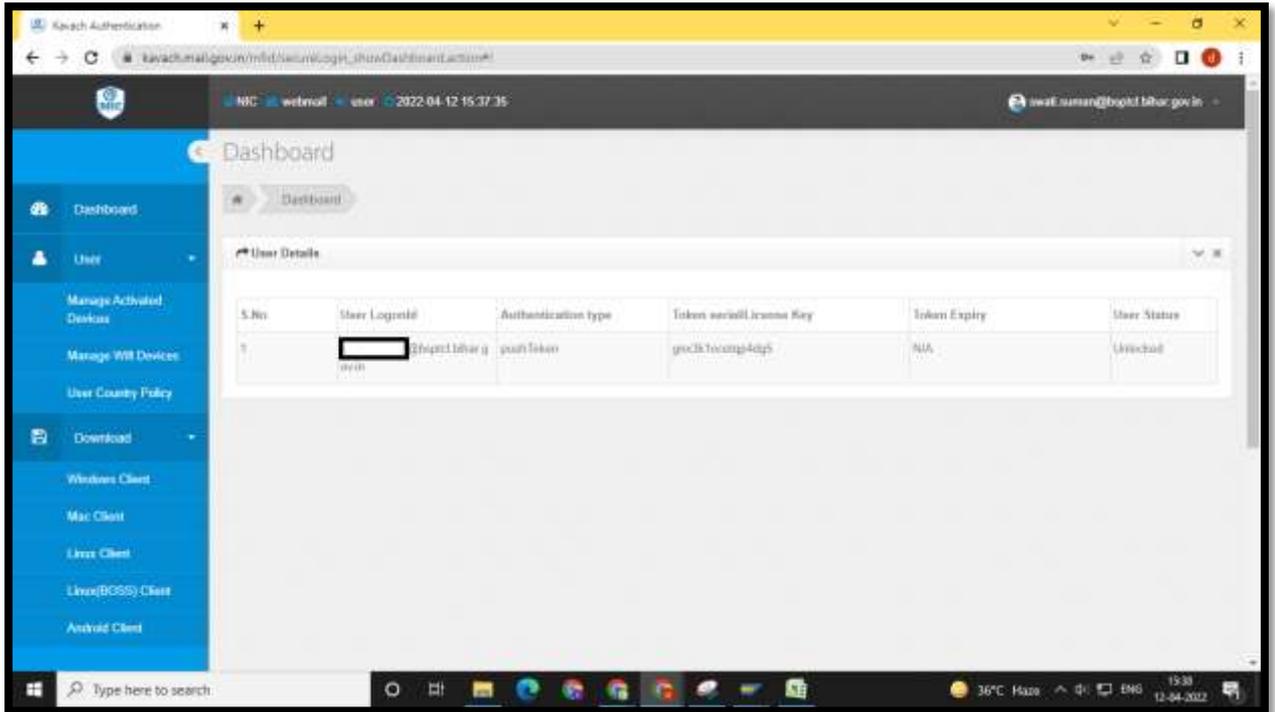**Step 2b: Installing the KAVACH application on desktop**

- The user needs to open the URL https://kavach.mail.gov.in/on the web browser and provide her/ his NIC/BIHAR login credentials.
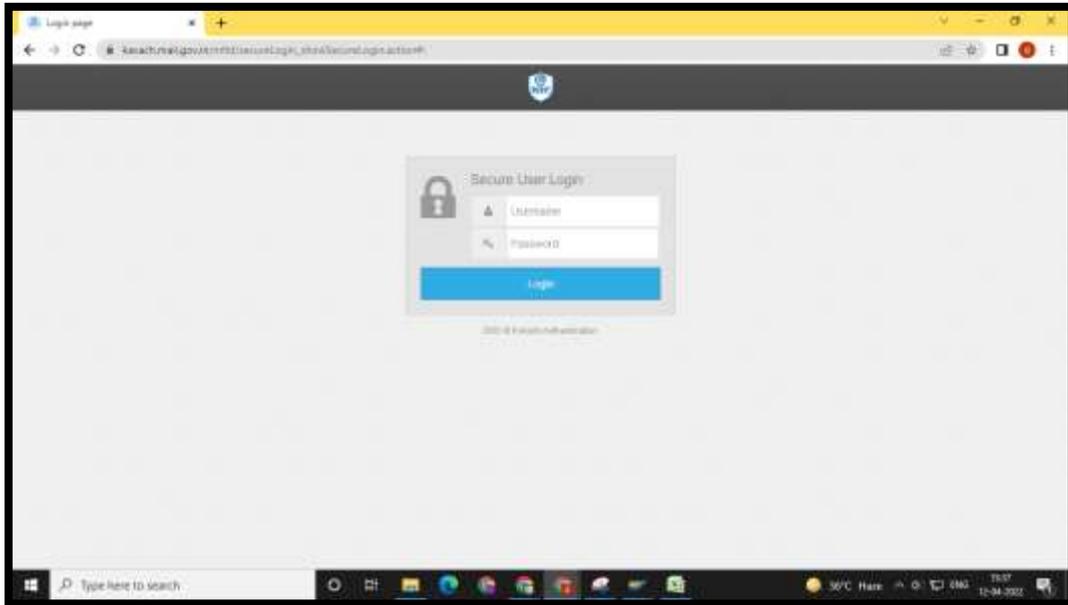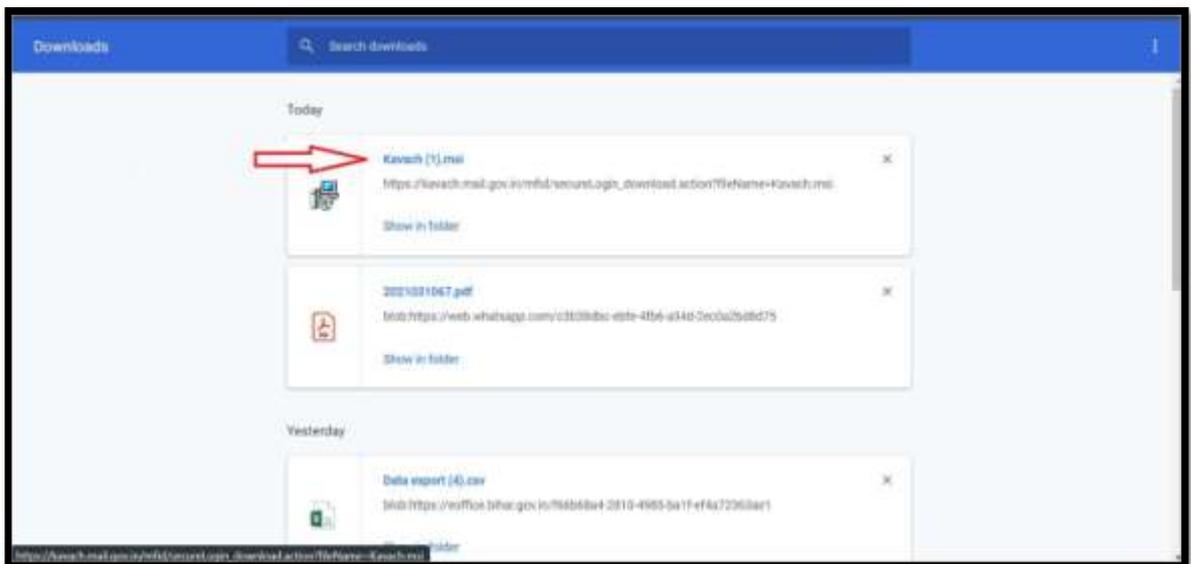

The user then needs to enter the OTP sent on the registered mobile Number
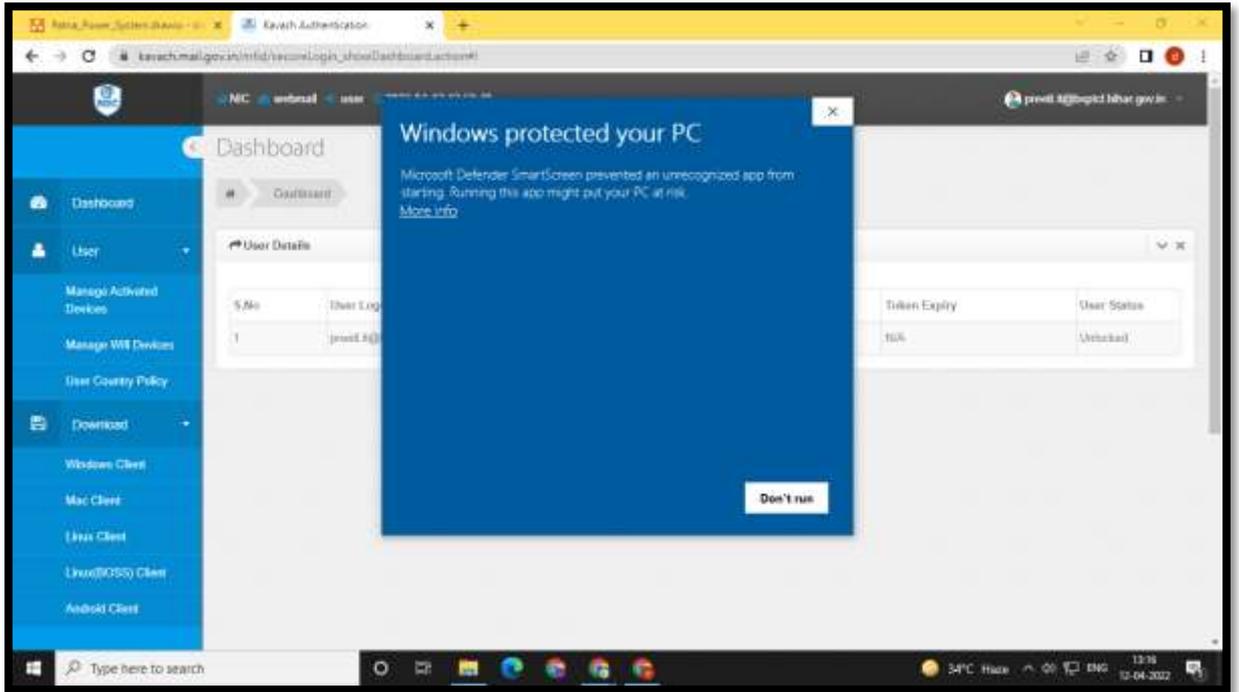

After successful Login, the dashboard gets displayed as below.

The user needs to click the download the Windows App by clicking the "Windows Client" and install it. After successful installation, the user needs to open the KAVACH app and configure it.

Some users might see the below screen while trying to install the application.

In such case, the user needs to click on the "More info" link following which the below screen is presented to the user. The user then needs to click on the "Run anyway" button.
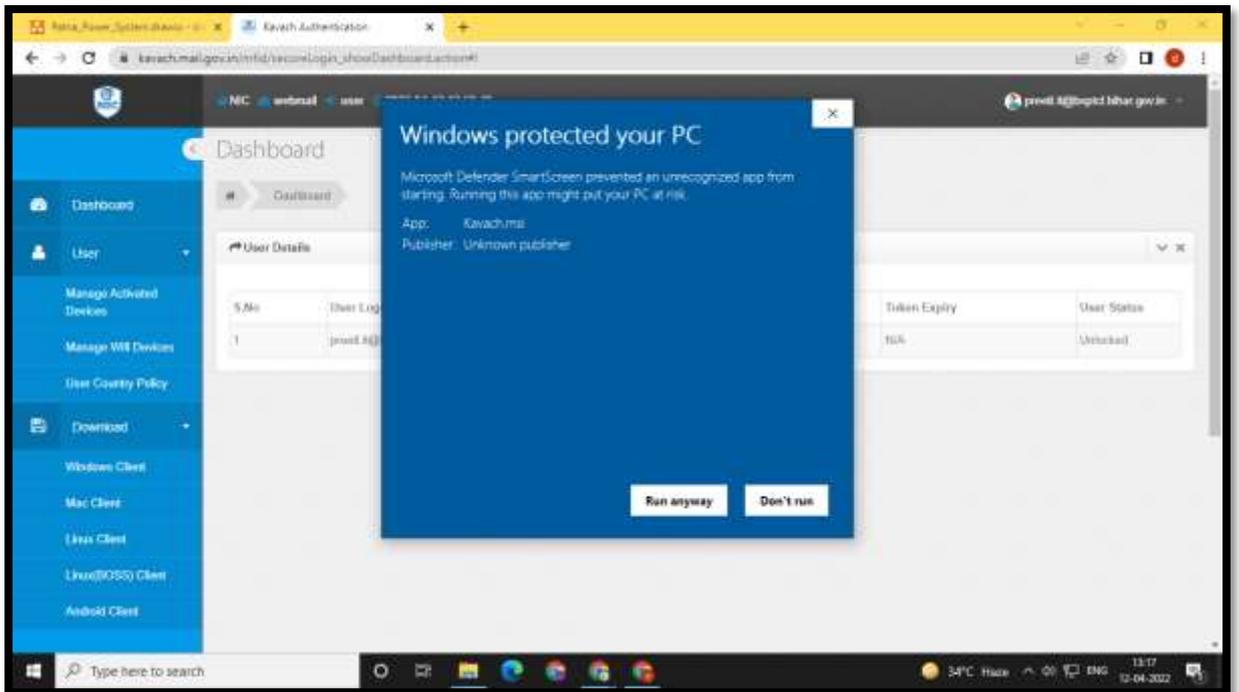
- The user needs to click on the "Next" Button.
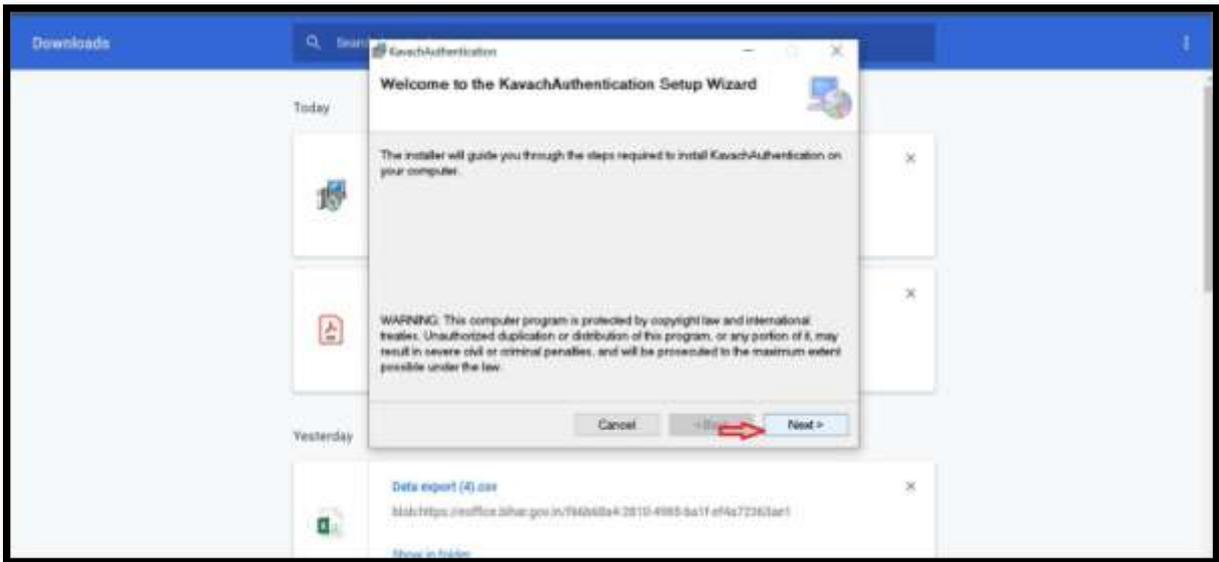
The user needs to click on the "Next"Button.
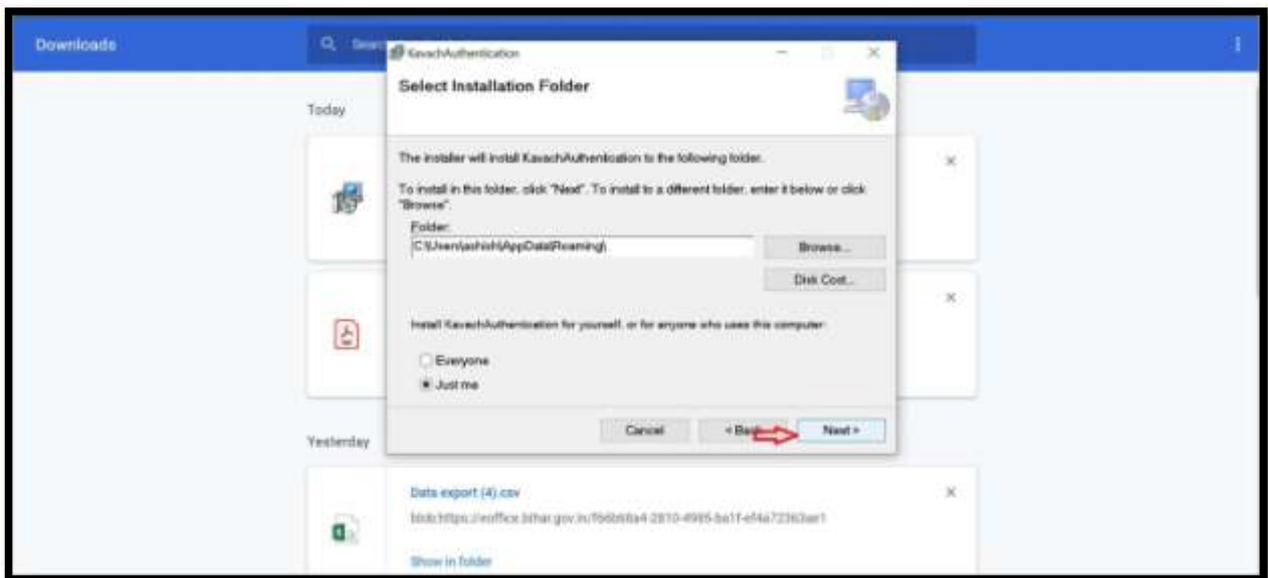
The user again needs to click on the "Next" Button.
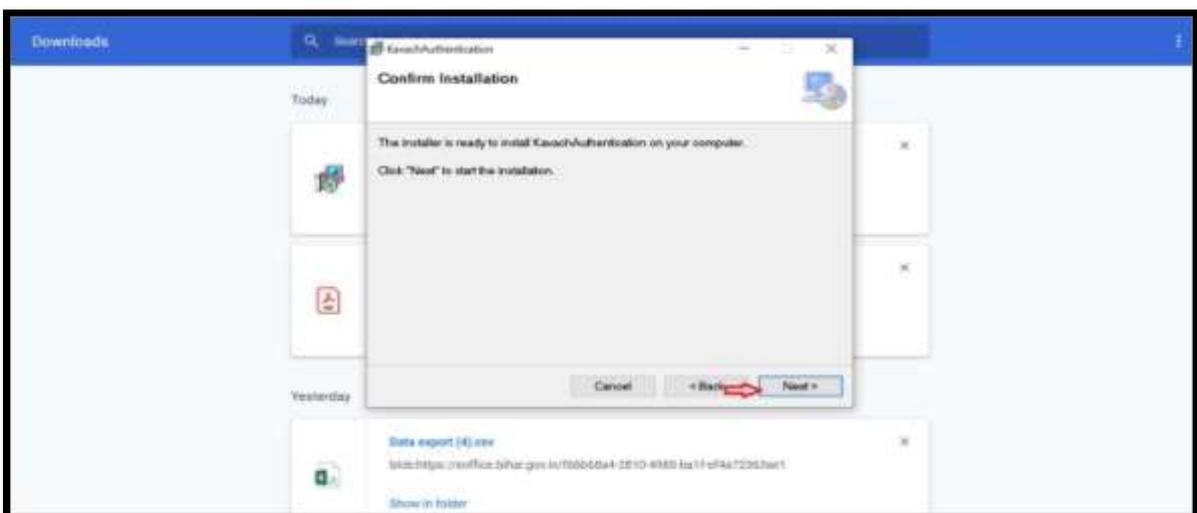
The user needs to click on the "Accept the Agreement" button.
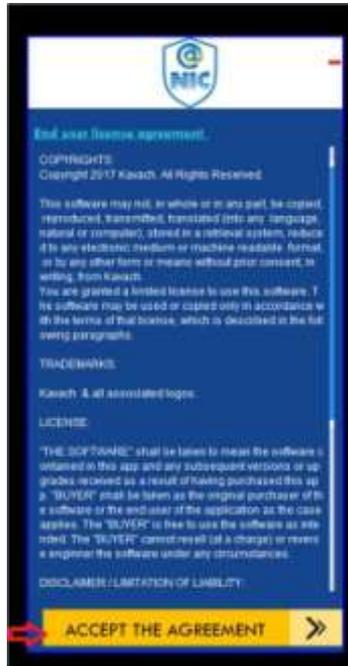
The user needs to login with the NIC/BIHAR mail Id and Password

6 Digit Activation code will be sent to Registered Mobile Number. The user needs to enter that code and click on Submit Again.
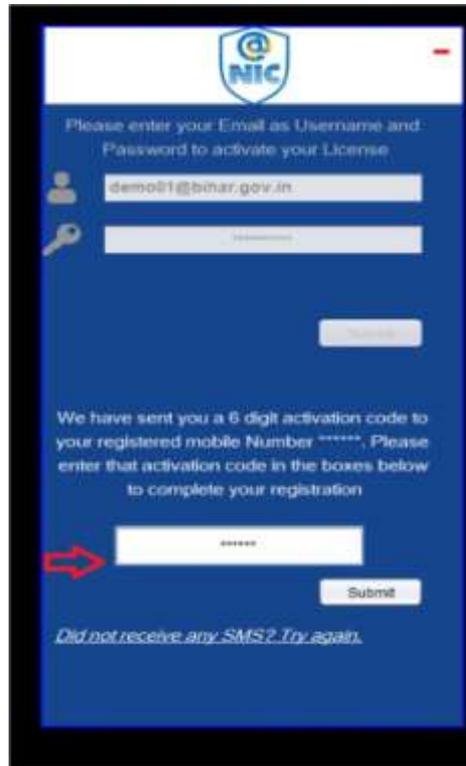
After successful OTP verification, the user shall see the screen as below:-

Now whenever, the user wishes to access her/ his mail on the system, the user needs to go to the URLhttps://email.gov.in/and provide the login credentials
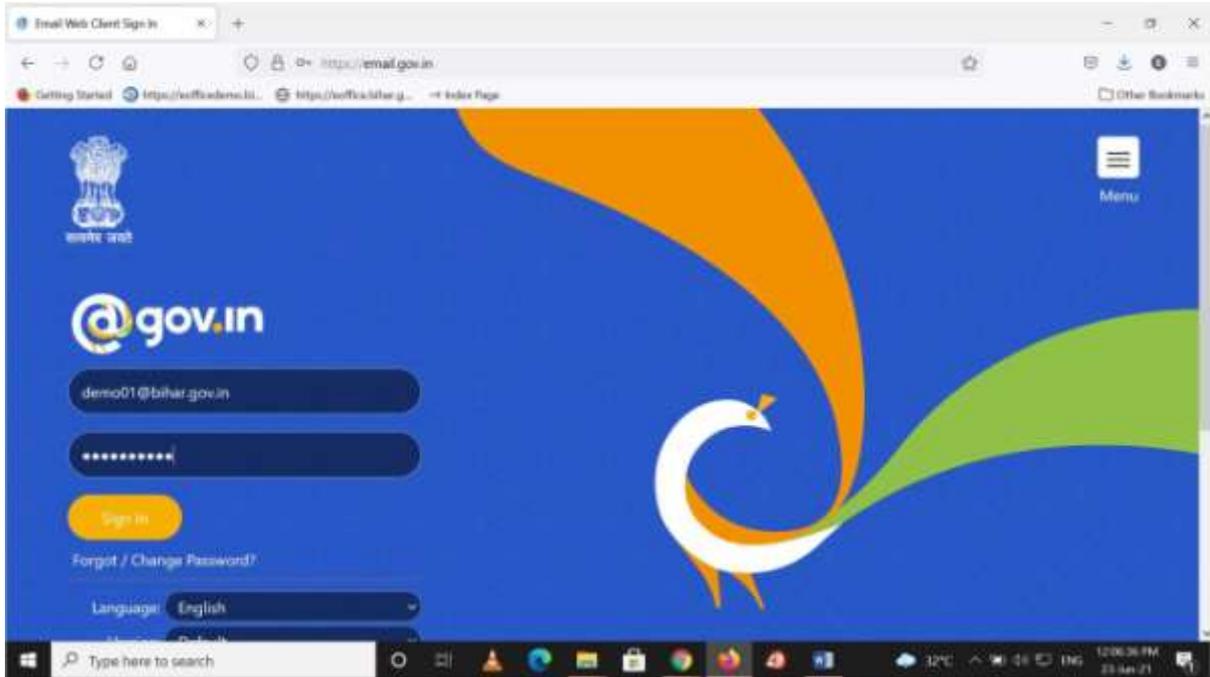
The user then needs to open the installed KAVACH application on the system (as quick as possible to avoid timeout) and click on the pull-up button (T-shaped) as shown in the screenshot.
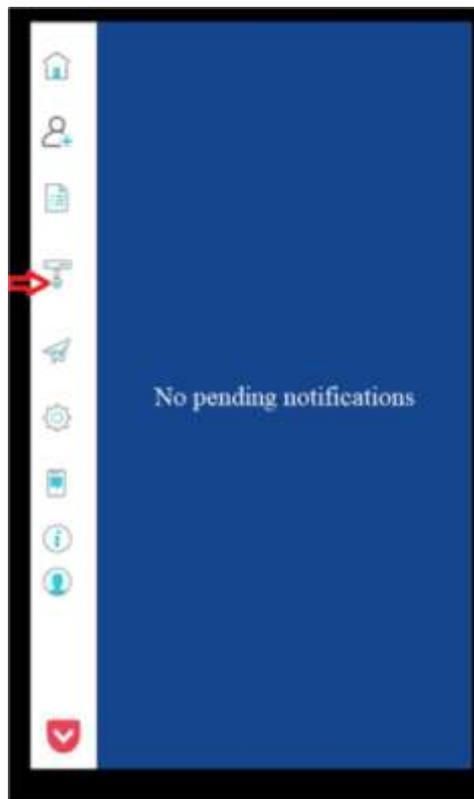
The user then needs to click anywhere on the displayed tile.
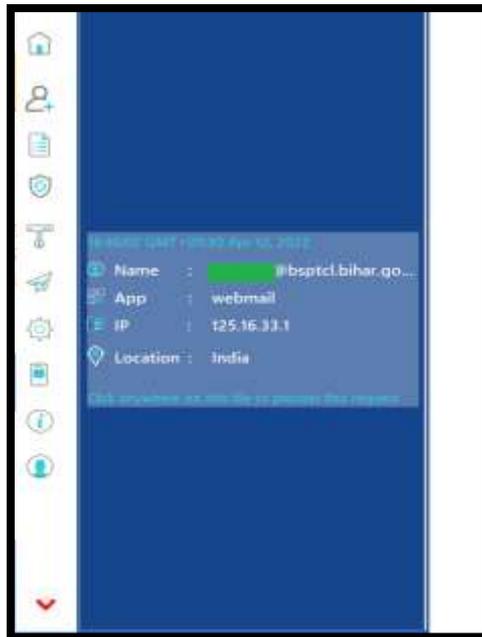
It is only when the user clicks on the "Accept" button that the user is authorized to access the mail. Clicking on "Deny" button shall deny the user to do so.
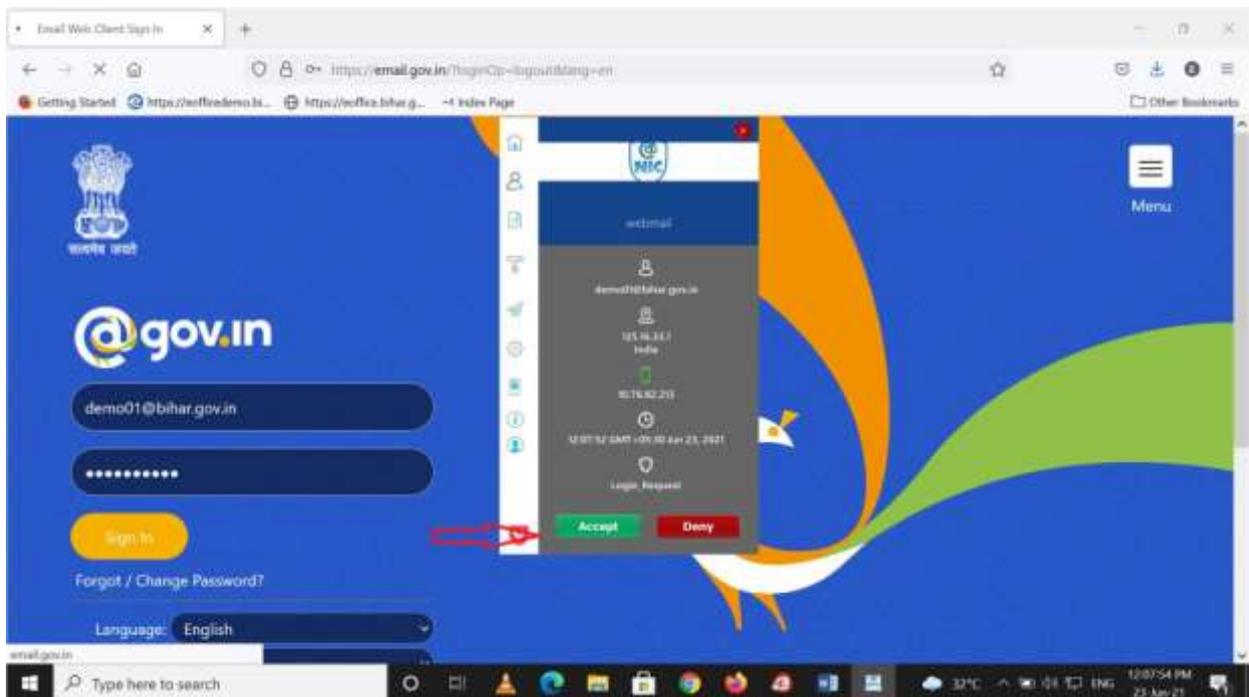
After successful authentication, the mail gets opened as shown in the screenshot below.
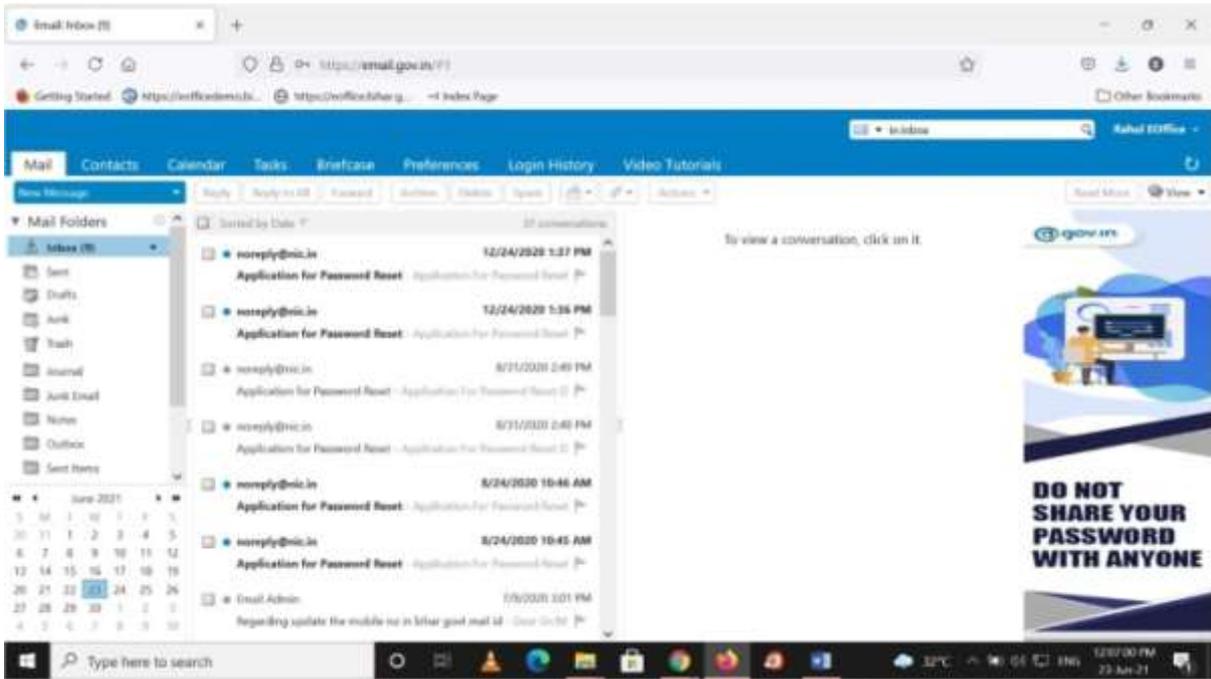
Setting Signature in the email

As mentioned in the Email Usage Policy, it is advised to use signature in the email messages to depict professionalism and ownership of the messages. For setting the signature, after opening the mail, the user needs to click on the "Preferences" header at the top.
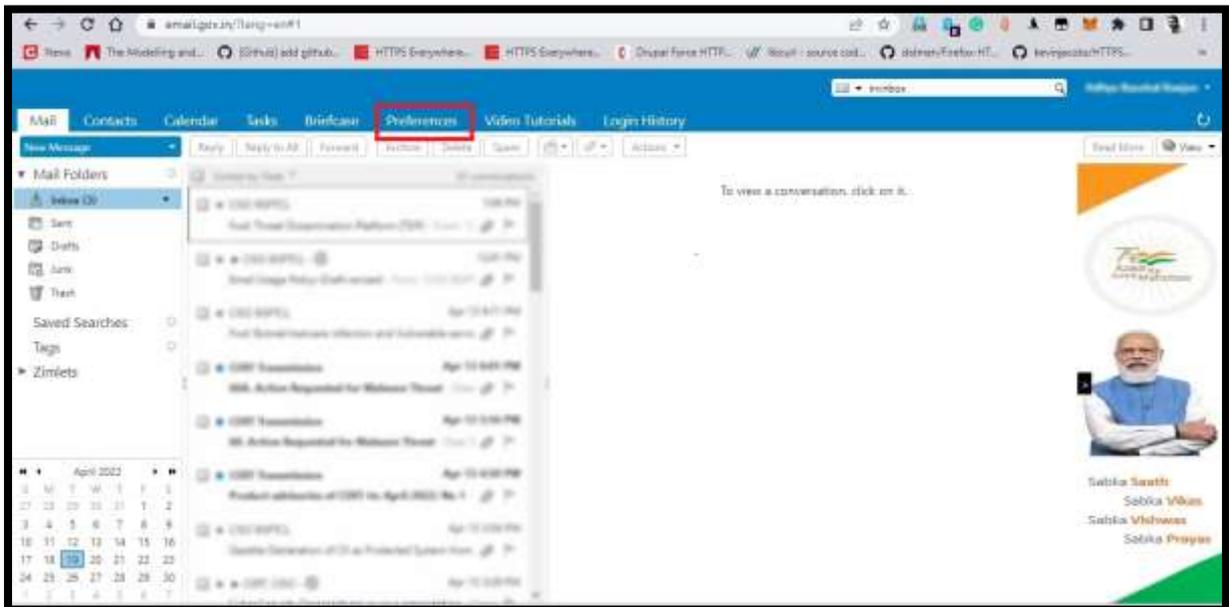
The user then needs to click on the "Signature" header placed at the left panel of the mail screen.
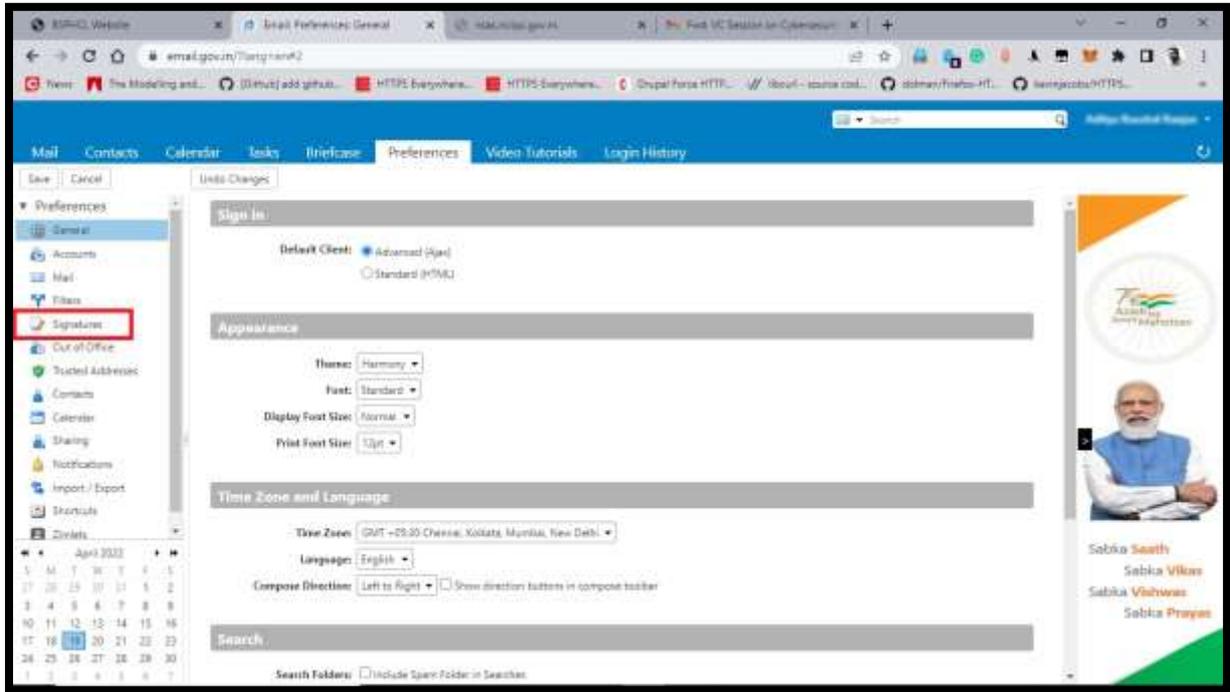
On clicking the "Signature" header, the user can see the text box for creating signature. It is at the discretion of the user to set her/ his custom signature. A sample signature template has been shown in the image below.

13.Annexure-II

Policy for Messaging Services

सूचना प्रौधोगिकी विभाग

बिहार सरकार

DEPARTMENT OF INFORMATION TECHNOLOGY, GOVERNMENT OF BIHAR

Page 0 of 6
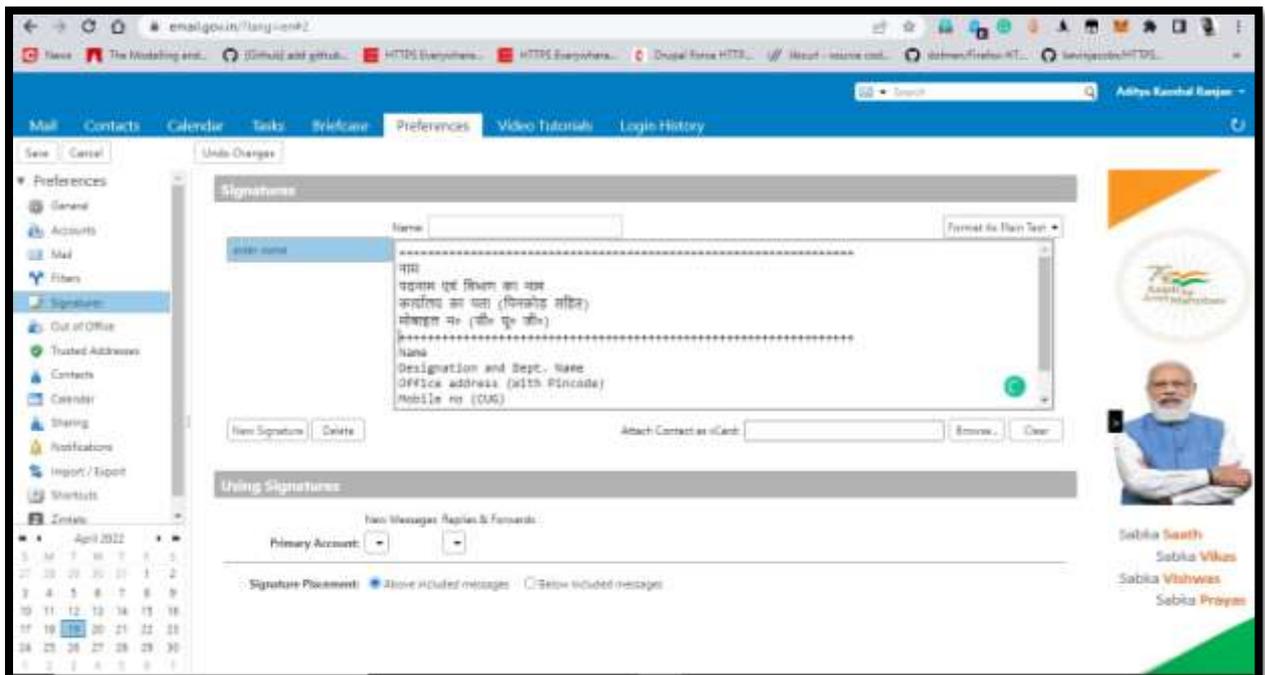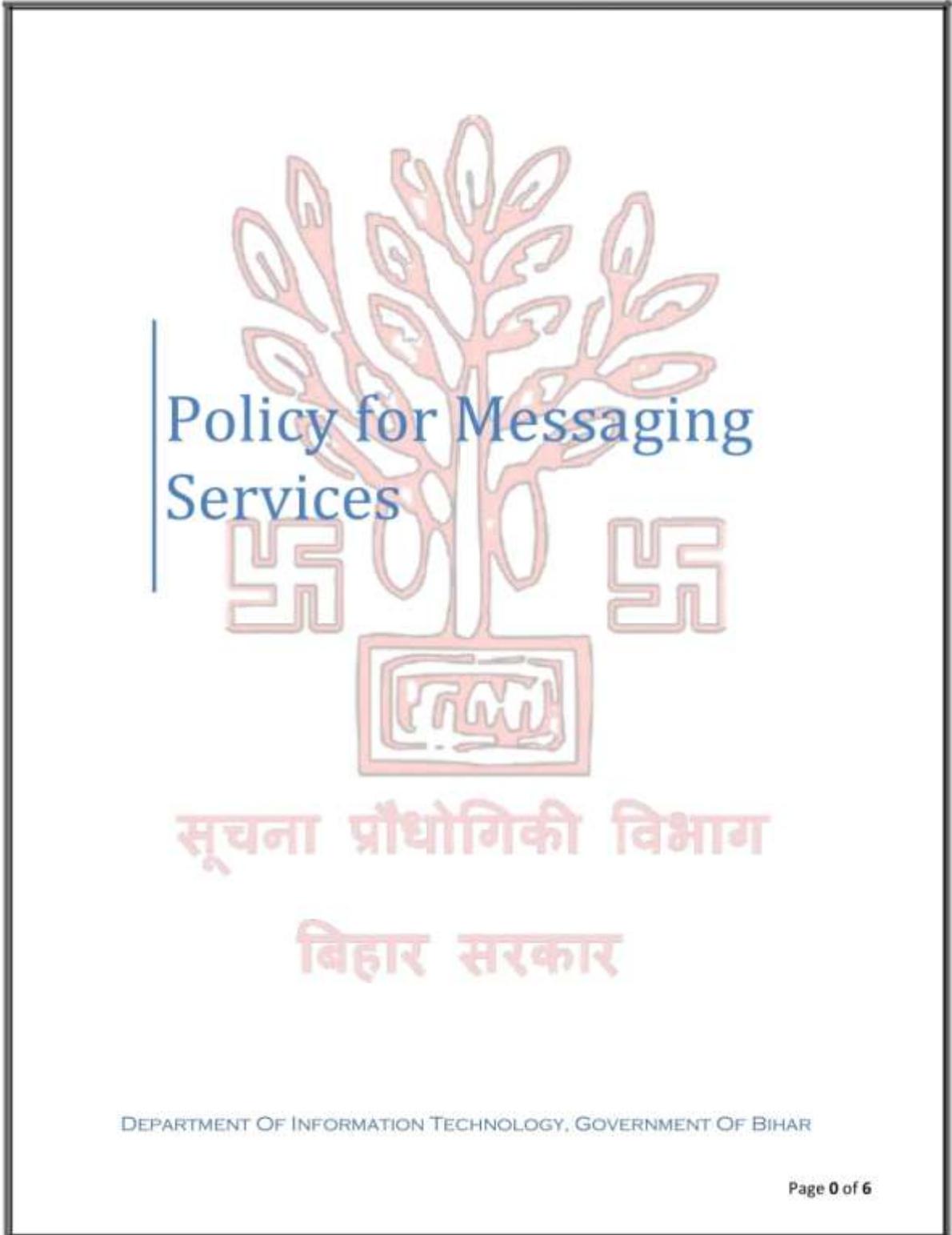
Department Of Information Technology   Government Of Bihar

PURPOSE OF THE POLICY

The purpose of this policy is to ensure the proper access, usage and disclosure of bihar.gov.in & biharonline.gov.in Messaging system by its users. Users have the responsibility to use this resource in an efficient, effective, ethical and lawful manner. Use of the bihar.gov.in"s or biharonline.gov.in"s Messaging system evidences the user's agreement to be bound by this policy. Violations of the policy are a violation of the Code of Users Conduct and may result in account deactivation/probe by Govt investigating agencies. The action would depend on the nature of violation.

It may please be noted that this Policy supersedes any other policy previously written. This policy addresses the following issues:

1) Account Creation
2) Profile of users who can request for Account
3) Ownership of email data transmitted
4) Email Addresses based on designation
5) Privacy
6) Data Retention
7) Data Backup
8) Expiration/Deactivation of Accounts
9) Appropriate Use
10) User Responsibility
11) Supported Email Clients
12) SPAM and Virus

SCOPE OF THE POLICY:

This policy applies to all mail servers configured in under the control of Department Of Information Technology. Any Department / organisations that choose to run their own mail services in Govt, may adopt this policy prior to making the services online.

1)   **Account Creation**

o   Email accounts are created once a user registers for the same by filling out the form available on http://www.dit.bihar.gov.in or http://www.bihar.gov.in site. The account will be activated after due authorization by the Competent authority.

o   The account has to be duly signed by the DIT Coordinator /DIT HOD. The official authorized to sign the form has to be the HOD of the said Deptt/Organisation . No one else can sign the form authorizing a request to open an account.

o   The email account name is created based on the email addressing policy placed on the Department of Information Technology's website. Requests for mail aliases based on name preference, middle name, nicknames, etc., cannot be accommodated.

o   No requests for id change will be entertained, other than to correct a discrepancy between id requested for and created.

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 o Time taken to create a single account is one working day. However, bulk creation of accounts (10 or above) will be released after 2 working days.

2) Profile of users who can request for an Email Account in bihar.gov.in or biharonline.gov.in :

For a request to be considered for account creation, a user needs to be an employee working in an organization under one of the following heads:

 a) Regular Employee of Govt of Bihar/ Statutory Body/ GoB undertaking organisation / /Commissions/Autonomous Bodies constituted under Govt of Bihar

 b) Representatives of legislature.

 c) Consultant/Contract Employee: An account will be created for a consultant/contract employee , after due authorization by the HOD. The account will be flagged as "Temporary" with a activation and deactivation date. Extension can be given after due authorization only.

3) Ownership of email data transmitted

Department Of Information Technology, Government Of Bihar does not take responsibility for any data/message (including attachment) that is transmitted using the DIT Messaging system. All messages/data sent through the mail server are the sole responsibility of the user owing the account.

If the two communicating parties find it necessary to strongly authenticate the source of a mail, digitally signed message transactions may be done.

4) Email Addresses based on Designation

Email id"s can be created based on both name and designation. Subsequent to due authorization from Competent Authority, an official can have and id in his personal name in addition to one assigned based on his official designation.

Prior to leaving an organization on retirement/transfer etc, the official to whom an id has been assigned should ensure that the id that has been given to him in an official capacity should be deactivated. His successor will need to get the account activated. This is being done to prevent unauthorized access to an account.

5) Privacy

Department Of Information Technology, Government Of Bihar will make every attempt to keep email messages confidential. However, under certain circumstances (request for access by a designated Govt Investigating agency or HOD, it may be necessary for authorized DIT officials to access email files in connection with abuse incidents or violations of this or other DIT policies by the user.

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Department Of Information Technology

Government Of Bihar

6) Data Retention (Refer IT Act 2000)

Individuals are responsible for saving email messages as they deem appropriate. Messages will be automatically purged from folders after the time periods as shown below:

- o Inbox – 1 year
- o Sent - 120 days
- o Trash - 10 days
- o Probably Spam – 15 days

Due to finite resources, DIT has the right to restrict the amount of user space on the email server as necessary, to revise the above retention policies with appropriate IT Committee approval and advance notice.

7) Data Backup(Refer IT Act 2000)

The email system is backed up on a regular basis as a way of recovering from a system failure/crash/loss impacting the messaging system. However, the request for recovery by a user will be entertained only under very special under circumstances as deemed logical by the Administrator of the system. Hence, each email user is responsible for backing up individual messages and folders as appropriate.

In the eventuality of a disaster/calamity, DIT would make all possible attempts to restore services and content. However, due to circumstances beyond DIT control, DIT cannot be held responsible for loss of data and services.

8) Expiration/Deactivation/Deletion of Accounts

An account will be Expired/Deactivated or deleted under the following conditions:

A. The Officer resigns from service.

B. The officer retires from Service. In the case of officers of the designation of US and above or Equivalent in Govt of Bihar, the account assigned in their personal name can be retained for a life time. They would need to surrender their official account prior to retirement.

C. The officer is no longer in a position to perform his duties (death/missing etc)

D. Any account which is inactive for a period of 90 days will be deactivated, if no intimation is given to the DIT/SDC/BRAIN-DC cell. If an account is not accessed for 90 days continuously, it is deemed as inactive. The account will be deleted from the DIT Messaging system (bihar.gov.in & biharonline.gov.in) after a period of 9 months, if no request for activation is received during this duration. Subsequently, all formalities will need to be completed all over again for re-opening of the said account with the same id, subject to availability.

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It is the mandate of authorized personnel across Deptt/Organisation under whose request the account has been created to inform the concerned group in DIT/SDC/BRAIN-DC/support cell when either of the above condition is triggered. In the case of point (B) above, even if the officer falls under the scale of US (Under Secretary) and above, messaging support group (helpdesk@bihar..gov.in or helpdesk@biharonline.gov.in or helpdesk2@biharonline.gov.in) in DIT needs to be informed as the account flag needs to be changed from in-service to retired.

In case information is not sent on time, DIT will not be held responsible in case the account is misused and comes under access from designated Govt investigating agencies.

9)   Appropriate Use

Email is provided as a professional resource to assist users to fulfill their official goals.
Examples of Inappropriate Use

Any inappropriate email, some examples of which are described below and elsewhere in this policy, is prohibited.

- The creation and exchange of messages those are harassing, obscene or threatening.
- The unauthorized exchange of proprietary information or any other privileged, confidential sensitive information.
- The creation and exchange of advertisements, solicitations, chain letters and other unofficial, unsolicited email.
- The creation and exchange of information in violation of any laws, including copyright laws.
- Knowingly transmission of a message containing a computer virus.
- The misrepresentation of the identity of the sender of an email.
- The use or attempt to use the accounts of others without their permission.
- Exchange of mails containing Anti-National Messages.

In case of inappropriate use, it will be considered a violation of the (Material that is fraudulent, harassing, profane, obscene, intimidating, defamatory, or anti-national ,unlawful or inappropriate may not be sent by email or other form of electronic) policy and may result in disciplinary action by Govt Investigating agencies depending on the nature of violation.

10)   User Responsibility

Sharing of passwords is strictly prohibited. Each individual is responsible for his/her account, including the safeguarding of access to the account. All email originating from an account is deemed to be authored by the account owner, and it is the responsibility of that owner to ensure compliance with these guidelines.

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The user is responsible for surrendering his/her email id if any of the conditions mentioned under clause no 8 (barring point C) is invoked. If point C is invoked, then the onus of informing DIT , is with the official who has authorized account creation.

11) Supported Email Clients

The method for accessing email is through a web client. Use of an alternate method, such as the Outlook client, Microsoft Outlook/ Mozilla/Thunderbird is also available. End-user support for the system will be provided through the Support Helpdesk over Phone/VOIP/email(helpdesk@bihar.gov.in, helpdesk@biharonline.gov.in or helpdesk2@biharonline.gov.in).

Use of clients supporting POP3s /MAPI and HTTPs are recommended

12) SPAM & Virus

While the incoming/outgoing email is scanned for viruses and for messages deemed to be „SPAM", it is impossible to guarantee protection against all SPAM and virus infected messages. It is therefore the responsibility of each individual to exercise caution and use proper care and consideration to prevent the spread of viruses. In many cases viruses appear to be sent from a friend or coworker. Attachments should only be opened when the user is sure of the nature of the message. If any doubt exists, the user should contact sender to verify the authenticity of the message and/or the attachment.

In order to avoid dropping of a genuine mail, all mails are delivered to the end users mailbox.

However, mails identified as SPAM are dropped in the "Probably Spam" folder. Users need to check the Probably Spam folder once a day for any mails , which inadvertently got marked as Spam and got delivered to the spam folder instead of INBOX. Subsequent to checking, the user needs to empty the contents of the Probably Spam folder.

TERMS AND CONDITIONS

1) Users are requested to keep the given userid and password confidential. Wherever possible use SSL based secured communication channel (like https, pop3s, imaps) to avoid stealing of the password.

2) Please change your password at least once in every three months or the mail system will force you to do so.

3) Do not open any attachments unless, it has come from a known source. Delete those mails which are not relevant to you. They might contain a virus that may corrupt your computer.

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4) Installation of an Anti-Virus Software, Personal Firewall and Host Intrusion Prevention System is mandatory on every client being used to access DIT Email. In the absence of the same, DIT can discontinue the account , if infected traffic is generated from the id.

5) Users will install the Antivirus software and update the pattern periodically and install the latest OS patches on the system. As of now, intranet user can download Symantec Managed Antivirus from our intranet site (http://iwww.bihar.gov.in or http://10.4.80.6).

6) While using mail clients like Outlook, Outlook Express on Microsoft WINDOWS 9X/ ME/ NT/ 2000 Prof./XP/windows mail on Vista/Eudora, please apply the appropriate patches announced by Microsoft from time to time.

7) DIT is not responsible for the contents that are being sent as part of the mail. The message/data expressed are solely that of the person who owns the account.

8) Contact our 24x7 support cell if you have any problem on VOIP 1000100 or you can send a mail to helpdesk@bihar.gov.in, helpdesk@biharonline.gov.in or helpdesk2@biharonline.gov.in.

9) DIT will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, DIT cannot be held responsible.

10) Individuals are responsible for saving email messages as they deem appropriate. Messages will be automatically purged from folders as follows:

o Inbox – 1 year
o Sent - 120 days
o Trash -10 days
o ProbablySpam – 15 days

11) At times, it may be necessary for authorised DIT officials to access email files to, investigate security or abuse incidents or violations of this or other DIT policies. Such access will be on an as needed basis and any email accessed will only be disclosed to those individuals with a need to know or as required by law

12) If a user wishes to ensure complete confidentiality of his mail , then he needs to use end to end encryption techniques which are built-in with clients like outlook, thunderbird..

13) Account will be deactivated, if not used for 90 days.

14) Email id will be deleted after a period of 9 months from the date of deactivation if no request for activation is received.

15) By submitting this form, You Agree that you have read the Terms and Conditions for using the DIT Messaging Services, and you agree to abide with the same

16) DIT reserves the right to alter the Terms and Conditions from time to time as maybe required in the best interest for ensuring trouble free.

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APPLICATION FOR E-MAIL ACCOUNT

Please read the instructions given in the page 2; the completed application form, duly signed by the concerned HOD of the department/organisation, should be submitted at "Department Of Information Technology, 2nd Floor, Technology Bhawan, Vishwasaraiya Bhawan Campus, Bailey Road, PATNA-800014, BIHAR". It is mandatory to provide four (4) preferred email_ids. In absence of which email accounts will not be created.

[Please use CAPITAL LETTER]

I) **Name** *: _____ _____ _____ _____

         (Dr./Mr./Ms.   First name   Middle Name   Sur name)

2) (a) **Date of Birth** * : _____

     (b) **Designation** *: _____

3) **Dept./Org** *: _____

4) **Address for correspondence** *: _____

     City: _____ . District: _____ Pin Code: _____

5) **Telephone Number (O)** * _____ Mobile : _____

6) a) Preferred email_id_pattern** : _____ @bihar.gov.in, Preferred Suffix** _____

     b) Preferred email_id_pattern** : _____ @bihar.gov.in, Preferred Suffix** _____

     c) Preferred email_id_pattern** : _____ @biharonline.gov.in, Preferred Suffix** _____

     d) Preferred email_id_pattern** : _____ @biharonline.gov.in, Preferred Suffix** _____

7) Alternate e-mail address, if any, for correspondence: _____

This is to declare that I have read the terms and conditions and I agree to abide by them.

* Entries are mandatory and need to be filled.
**The login id(s) will be generated based on the existing e-mail address policy.
   A suffix may be added to make the e_mail id unique across the domain

Signature of the Applicant
with date and seal

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For Head of Department / Organisation

This is to certify that Mr./Ms./Dr._____ has provided correct information in the Application form for the creation of email id to the best of my knowledge and belief. I have verified the details of the applicant as per the records.

Name : _____

Designation : _____

Email ID : _____   Signature of HOD with date & seal

FOR OFFICE USE

Assigned Login ID : _____   Domain: _____

Remarks : _____

Name & Signature of DIT Coordinator/HOD   Name & Signature of the Operator

Designation : _____   Designation : _____

Email ID : _____   Email ID : _____

E-MAIL TERMS AND CONDITIONS

1. Users are requested to keep the given userid and password a secret.
2. Please change your password once for every month.
3. You are responsible for any mail/information sent on bihar.gov.in or biharonline.gov.in mail.
4. Do not open any attachments unless, it has come from a known source. In fact delete those mails which are not relevant to you and still you received it. They might contain a virus that will corrupt your computer.
5. Users are requested, if possible, to install the personal firewall software to secure their machine and e-mail traffic.
   Note: DEPARTMENT OF INFORMATION TECHNOLOGY does not distribute any personal firewall software.
6. Users are requested to install the Antivirus software with latest pattern update periodically and OS patches in their system.
7. If using Outlook, Outlook Express on Microsoft WINDOWS XP / 7 / 8, please apply the appropriate patches announced by the Microsoft from time to time.
8. DEPARTMENT OF INFORMATION TECHNOLOGY is not responsible for the contents that are being sent as part of the mail. The views expressed are solely that of the originator.
9. Contact our 24x7 support if you have any problems. VOIP : 1000100 / 1000102 or you can send mail to helpdesk@bihar.gov.in or helpdesk@biharonline.gov.in .

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