

No. 1/60/2012 AM/(EG) DGR/ 5225
Government of Punjab
Directorate of Governance Reforms
SCO 193-195, Sector 34-A, Chandigarh

Dated: 27/12/13

To,

All Principal Secretaries/Secretaries/Head of Departments

Subject: Migration from Punjabmail to PAWAN E-mail system by all Punjab State Government officials.

Punjab State Wide Area Network (PAWAN) is a robust and converged network under NeGP for Data, Voice and Video communications throughout the state of Punjab. The objective behind creating PAWAN is to create a dedicated closed user group (CUG) network among various state offices.

2. With introduction of Punjab State wide area network (PAWAN) under National e-Governance Plan, a mail system was created dedicatedly for Punjab State Government which is being hosted at PAWAN State Network Centre at MGSIPAP & PAWAN operator i.e. M/s HCLi is maintaining the same.

3. Users can access their mails on punjab.gov.in from anywhere i.e., from any node within PAWAN network, from outside through internet or even from their mobile sets. A detail overview of PAWAN mail system has been prepared by Department of Governance Reforms for better understanding of PAWAN mail system, its advantages and its usability.

4. It is advised that all the officials of State Departments/Boards/Corporations/Commissions who are using the Punjabmail may create their e-mail id's on PAWAN Mail, as the functioning of Punjabmail will be discontinued by 31.03.2014. In case of any clarifications regarding PAWAN e-mail system, please feel free to contact PAWAN Helpdesk, Ph: 1800-180-2036, E-mail: mail.support@punjab.gov.in.

5. List of officials who are presently using Punjabmail system has been published on the DoGR website: dgrpunjab.gov.in

Special Secretary-cum-Director Governance Reforms

Enclosed: Overview of PAWAN E-Mail System

Endst. No:- 1/60/2012 AM/(EG) DGR/ 5226

Dated: 27/12/13

A copy of above is forwarded to:-

1. PS/PSGR for kind information of Principal Secretary, Governance Reforms.

Special Secretary-cum-Director Governance Reforms

Punjab State Wide Area Network (PAWAN)

Email Service - An overview

Department of Governance Reforms
SCO 193-195, Sec- 34A
Chandigarh

Punjab State Wide Area Network (PAWAN)

Overview

PAWAN is a converged fiber network for data, voice and video communications throughout the State of Punjab with the following salient features:

- Dedicated state owned fiber Network infrastructure to connect Government offices at State, District & block levels.
- Designed to cater to the Governance information and communication requirements of whole State of Punjab.
- Aims to create a dedicated Closed User Group (CUG) network among State's Civil Secretariat, Departments, Corporations, Boards, District offices and Block offices.
- Dedicated e-mail service of Punjab which is now being used by more than 4800 state government officials.

Network under PAWAN

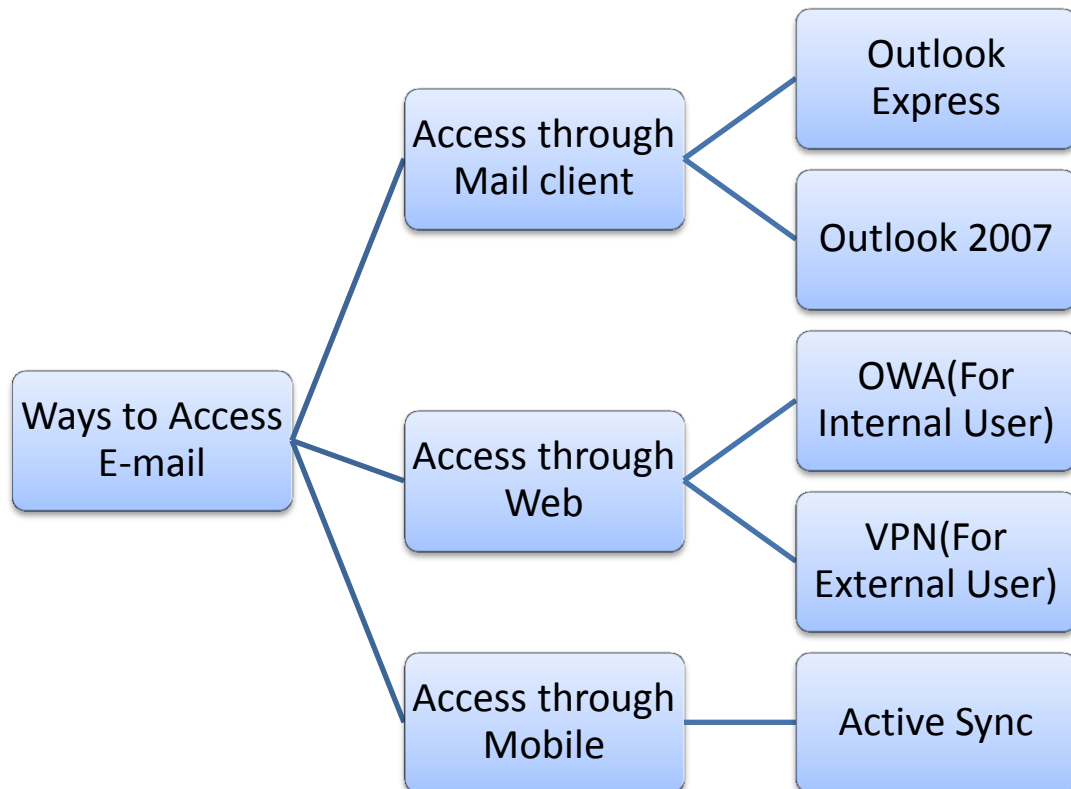
A total of 193 Point of Presence has been created at State, each District and Sub-Division/Block Headquarter thus covering entire State of Punjab under the PAWAN project.

- State Headquarter (SHQ) has been connected with District Head Quarter (DHQ) with a bandwidth of 8 Mbps on fiber.
- District Head Quarter (DHQ) has been connected with Subdivision/Block Head Quarter (BHQ) with bandwidth of 2 Mbps.
- Backup link of 2 Mbps has been connected to all District Head Quarters (DHQ).

Email Services under PAWAN

Messaging services constitute one of the primary applications deployed across the network. They represent the front end of the Network. The Messaging solution of State of Punjab is scalable and provisioned for increasing needs while assuring optimum performance, security and reliability. Under PAWAN project, Microsoft Exchange 2007 has been deployed as messaging solution commonly referred as PAWAN Mail. A domain "punjab.gov.in" is being used to provide email services to State officials of Punjab Government. At present, more than 4500 Government officials have email ids under PAWAN Mail.

Users can access their mails on punjab.gov.in from anywhere i.e., from any computer within PAWAN network, from outside through internet or even from their mobile sets.



PAWAN Mail security

PAWAN Mail server farm is protected with Antivirus and Anti-spam software's. Besides this entire PAWAN Mail infrastructure is behind the secured infrastructure of PAWAN. To ensure uptime of services, various service level parameters are defined and being monitored:

- Virus Attack: Unchecked virus infected mails passing through the Messaging servers
- Denial of Service Attack: Non availability of messaging service due to attacks that consumes related resources.
- Intrusion: Unauthorized access to PAWAN information system, resulting in loss of confidentiality/Integrity/availability of data
- SPAM: Unsolicited bulk mail received from unknown source

PAWAN Mail Help Desk

PAWAN Mail help desk is operational at Sector-26 MGSIPA which operates 24*7 with team of engineers continuously monitoring the network and services.

All the Mail related issues will be handled at mail.support@punjab.gov.in. Alternatively, a dedicated help line no. 1-800-180-2036 can be used to register user complains.

Punjab State Wide Area Network (PAWAN)

Advantages of using PAWAN Mail

- A dedicated state owned messaging infrastructure under the supervision of Dept. of Governance Reforms, Punjab.
- A service level agreement is defined for ensuring the uptime of Messaging Services.
- Anywhere access of messaging services.
- No need to replicate same infrastructure (Messaging software and licenses, Internet bandwidth, manpower) by different departments. Instead the state may invest further to strengthen existing infrastructure.

Note:

- Website to use PAWAN Mail : mail.punjab.gov.in
- Also detail configuration guidelines of PAWAN mail system is available on DoGR Website i.e. dgrpunjab.gov.in under important notifications.