



# ***Draft Policy for E-Mail Messaging in Punjab Government***

**Government of Punjab**

**Department of Governance Reforms,  
SCO 193-195, Sector-34A,  
Chandigarh-160022**

**Date of Issue : .....**

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## **Policy for Policy for E-Mail Messaging in Punjab Government**

### **1.0 Introduction to the Policy**

- 1.1. Government of Punjab has a state wide network (PAWAN) connecting state headquarters with District Headquarters, sub divisions and Blocks and other state offices (horizontal). Currently PAWAN is being used for various services like, Data Transfer, Video conferencing, IP Telephony. One of the critical services being provided is the e-mail service.
- 1.2. This Email Policy has been developed in response to the acknowledged need for guidelines describing the acceptable use of the email and related services and facilities. For implementation of the email service, there is a need to rationalize the processes and e-mail address formats offered by e-mail service operator.
- 1.3. As a number of state departments are going for web based applications including implementation of Mission Mode Projects under National e-Governance Plan (NeGP), it is proposed to have a single e-mail system for various departments of Government of Punjab and achieving address resolution in such an environment. The present Version 1.0 of the “Policy Framework on e-mail messaging” is a step in that direction.
- 1.4. The Policy will be distributed to users of the email and related services and facilities. The Policy will be reviewed and if necessary amended from time-to-time, with particular regard to the expected developments in the operational use of the system, and by reference to the development of recognised best practice. There will be periodic re-issue of the Policy, supported by sign-up acceptance by users of the facilities.

## **2.0 Objective of the Policy**

- 2.1.** To ensure the proper access, usage and disclosure of the Email Messaging system by authorised users of various departments/boards/corporations/commissions of Government of Punjab.
- 2.2.** To provide guidelines for Email Messaging system management including Email address policy.
- 2.3.** The Email policy is aimed to establish and promote uniformity of email addresses and professional working of Punjab Government officials through use of a trusted and unified government domain based email Ids across various offices of Government of Punjab.
- 2.4.** The Email Policy provides guidance about acceptable use, for the purpose of sending or receiving email messages and attachments, of any IT facilities, including hardware, software and networks, provided by Government of Punjab.
- 2.5.** The Policy also describes the standards that users are expected to observe when using these facilities for email, and ensures that users are aware of the legal consequences attached to inappropriate use of the facilities.
- 2.6.** The Policy establishes a framework within which users of these email facilities can apply self-regulation to their use of the facilities.
- 2.7.** The Policy is designed to advise users that their usage of facilities for email will be monitored and, in some cases, recorded.
- 2.8.** The Policy is linked to the Disciplinary Procedures for employees of various departments Government of Punjab, and usage of email facilities in breach of the Policy may lead to appropriate disciplinary action being taken.
- 2.9.** The Policy specifies the actions that the Government of Punjab will take in the investigation of complaints received from both internal and external sources, about any unacceptable use of email facilities.

### **3.0 Scope of the Policy**

- 3.1. The policy is applicable to all the authorised users of Government of Punjab e-mail system from various departments of Government of Punjab.
- 3.2. The Policy applies to the use, for the purpose of sending or receiving email messages and attachments, of any IT facilities, including hardware, software and networks.
- 3.3. The policy applies to all mail servers configured at present in the PAWAN NOC at Mahatma Gandhi Institute of Public Administration, Sector 26, Chandigarh
- 3.4. The policy provides the standards of appropriate and acceptable use of the services provided by Department of Governance Reforms through e-mail service operator.
- 3.5. The authorised user from various departments of Government of Punjab is bound by the relevant Policies and Regulations contained in the policy
- 3.6. The existing policy supersedes any other policy previously approved and implemented.

### **4.0 Policy**

The policy statement consists of 2 parts:

- 1) Email Messaging Framework
- 2) Email Address Policy

4.1. E-mail Messaging Framework - describes the framework for creation, deletion, maintenance, usage of email facility

4.1.1. Profile of users who can request for Account

4.1.2. Account Creation

4.1.3. Expiration/Deactivation of Account

4.1.4. Ownership of email data

4.1.5. Data Retention

4.1.6. Data Backup

4.1.7. Privacy

4.1.8. Appropriate Use

4.1.9. User Responsibility

4.1.10. Supported Email Clients

4.1.11. SPAM and Virus

4.2. E-mail address format policy - describes the email address policies and formats to be used across the various departments of Government of Punjab.

## 5.0 Email Messaging Framework

5.1. **Access to Email System:** An email Id under the Email system can be created for Government of Punjab employees working as:

5.1.1. Regular Employee of Government of Punjab / Statutory Body / PSU / Non-Profit Society / Commissions / Autonomous Bodies constituted under Government of Punjab / R&D Bodies of Government of Punjab.

5.1.2. Representatives of Legislature / Parliament

5.1.3. Contractual Employee: An account will be created for a contractual employee, after due authorization by the Head of Department/ Head of Office. The account will be flagged as “Temporary” with an activation and deactivation date. Extension can be given after due authorisation only.

### 5.2. Account Creation

5.2.1. Email accounts creation process is initiated once user registers for the same by filling out the email requisition form available on <https://mail.punjab.gov.in> and <http://dgrpunjab.gov.in>.

5.2.1.1. For requisition process – Refer Annexure III

5.2.1.2. For requisition format - Refer Annexure IV

5.2.2. The requisition form has to be approved by the Head of Department / Head of Offices of the said Department / Division / Group. No one else can sign the form authorizing a request to create an account.

5.2.3. The approved requisition request should be submitted to the Department of Governance Reforms for approval and creation of Email id.

5.2.4. The account will be activated by Department of Governance Reforms, through e-mail service operator once the pre requisite documentation and approvals are completed.

5.2.5. Time taken to create a single account is one working day. However, bulk creation of accounts (10 or above) will take at least 2 working days.

5.2.6. The email account name is created based on the email addressing policy placed (refer Section 6 - Email address format policy)

5.2.7. No requests for email id(s) change will be entertained, other than to correct a discrepancy between email id(s) requested for and created.

### **5.3. Expiration/Deactivation/Deletion of Accounts**

5.3.1. An account will be Expired/Deactivated or deleted under the following conditions. However, it is the responsibility of the Head of Office(s) to inform Department of Governance Reforms.

5.3.1.1. The Officer resigns from Service.

5.3.1.2. The Officer retires from Service.

5.3.1.3. The Officer is no longer in a position to perform his duties (death/missing/termination from service etc.)

5.3.1.4. Any account which is inactive for a period of 180 days will be deactivated, if no intimation is given to the Department of

Governance Reforms. If an account is not accessed for 90 days continuously, it is deemed as inactive. The account will be deleted from the Email Messaging system 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.

5.3.2. It is the mandate for Head of Office (s)/authorized personnel under whose request the account has been created to inform the Department of Governance Reforms if any of the above condition is triggered.

5.3.3. In case information is not sent on time, Department of Governance Reforms or e-mail service operator will not be held responsible in case the account is misused and comes under access from designated Government investigating agencies.

#### **5.4. Ownership of email data transmitted**

5.4.1. Department of Governance Reforms does not take responsibility for any data/message (including attachment) that is transmitted using the Email Messaging system.

5.4.2. All messages/data sent through the mail server are the sole responsibility of the authorised user owning the account.

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

#### **5.5. Data Retention**

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

5.5.1.1. Inbox – 1 year

5.5.1.2. Sent - 120 days

5.5.1.3. Trash - 10 days

5.5.1.4. Probably Spam – 15 days

5.5.2. Due to limited resources, Department of Governance Reforms has the right to restrict the amount of user space on the email server as necessary and to revise the above retention policies subject to approval of Department of Governance Reforms after serving appropriate advance notice.

## **5.6. Data Backup**

5.6.1. The Government of Punjab 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 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.

5.6.2. In the eventuality of a disaster/calamity, e-mail service operator would make all possible attempts to restore services and content. However, due to circumstances beyond e-mail service operator's control, Department of Governance Reforms/e-mail operator cannot be held responsible for loss of data and services.

## **5.7. Privacy**

5.7.1. Department of Governance Reforms will make every attempt to keep email messages confidential. However, under certain circumstances (request for access by a designated Government Investigating agency, Law enforcement agencies etc.), it may be necessary for authorized officials from Department of Governance Reforms to access email files in connection with abuse incidents or violations of this or other policies by the user.



## **5.8. Appropriate Use**

5.8.1. Email is provided as a professional resource to assist users to full-fill their official goals. Inappropriate use is prohibited.

## **5.9. User Responsibility**

5.9.1. Each individual is responsible for his/her account, including the safeguarding of access to the account.

5.9.2. Sharing of passwords is strictly prohibited.

5.9.3. All emails 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.

5.9.4. The user is responsible for surrendering his/her email id if any of the conditions mentioned under clause no 5.3.1 (barring point 5.3.1(3)) is invoked. If point 5.3.1(3) is invoked, then the onus of informing Department of Governance Reforms is with the official who has authorized account creation.

5.9.5. To use this resource in an efficient, effective, ethical and lawful manner.

5.9.6. Use of the Email Messaging system evidences the user's agreement to be bound by this policy.

5.9.7. Violations of the policy are a violation of the Code of Users Conduct and may result in account deactivation/probe by Government investigating agencies.

5.9.8. The action would depend on the nature of violation.

## **5.10. Supported Email Clients**

5.10.1. The method for accessing email is through a web browser like Internet Explorer, Mozilla firefox, Google Chrome etc. Alternatively, the

email can be accessed by use of email client eg. Microsoft Outlook, Outlook Express or any other open source email client.

5.10.2. End-user support for the system will be provided through the Support Helpdesk over Phone / email (mail.support@punjab.gov.in) being managed by e-mail service operator.

## **5.11. SPAM & Virus**

5.11.1. 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.

5.11.2. In many cases viruses appear to be sent from a friend or co-worker. 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.

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

## **6.0 E-mail Address Format Policy**

### **6.1. Background**

The key issue to be resolved in assigning the e-mail addresses to the users is to ensure the address resolution when multiple similar names occur, which is a common occurrence. The e-mail addresses under the Government of Punjab e-mail service has the same unified address part as "@punjab.gov.in". In case of transfer of an official, Outgoing official shall handover the details of designation based email Id along with password to the respective Department / Incoming official.

### **6.2. e-Mail Address based on Name of the official.**

The address will have only two parts and in special cases, only one part. That is the address would look like <firstName>.<lastName>@punjab.gov.in. The first part <firstName> will be the first name. The second part <lastName> will comprise of either a family name or given name as the case may be.

**Example 1:**

Name	Recommended email address
Ranjit Singh	<a href="mailto:ranjit.singh@punjab.gov.in">ranjit.singh@punjab.gov.in</a>
Ranjit Bhatti	<a href="mailto:ranjit.bhatti@punjab.gov.in">ranjit.bhatti@punjab.gov.in</a>

**Example 2:**

In case of official with similar names following conventions can be used in the following priority.

Two people will similar names but different family names.

Name	Recommended email address
Karamjit Singh	<a href="mailto:karamjit.singh@punjab.gov.in">karamjit.singh@punjab.gov.in</a>
Karamjit Singh Saini	<a href="mailto:karamjit.singh.saini@punjab.gov.in">karamjit.singh.saini@punjab.gov.in</a>

**Example 3:**

In case many officials with similar names following convention can be used.

Name	Recommended email address
Jasvinder Singh	<a href="mailto:jasvinder.singh@punjab.gov.in">jasvinder.singh@punjab.gov.in</a>
Jasvinder Singh	<a href="mailto:jasvinder.singh1@punjab.gov.in">jasvinder.singh1@punjab.gov.in</a>
Jasvinder Singh	<a href="mailto:jasvinder.singh2@punjab.gov.in">jasvinder.singh2@punjab.gov.in</a>

**Example 3:**

In special cases where more than three persons have the same name. example Jasvinder Singh, then the name of the place where he is working, or the place where he belongs to, or even a number can be added as the additional part based on the user discretion.

The e- mail address would be jasvinder.singh.moga@punjab.gov.in”  
i.e. name.<Nameofoffice>@punjab.gov.in

**Note:**

Two character state codes (as per ISO 3166; refer Appendix-1) and Four character (2 for state and 2 for districts within state) district codes (as per ISO 3166 - 2; refer Appendix 2) may be used while adding suffix or domain name abbreviation, whenever required. In cases where abbreviations are available from census of India, is also a valid candidate for this purpose based on the user preference.

### **6.3. Email Addresses based on Designation**

6.3.1. Email id's will be created based on designation for:

6.3.1.1. Head of Departments/Directorates.

6.3.1.2. Head of Offices (for field offices)

6.3.1.3. Superintendent level or equivalent and above for Government of Punjab.

#### **6.3.2. Designation based Email Ids can be as following.**

Example 1:

Principal Secretary, Governance Reforms - [psgr@punjab.gov.in](mailto:psgr@punjab.gov.in)

Example 2:

Director, Governance Reforms - [dgr@punjab.gov.in](mailto:dgr@punjab.gov.in)

(Refer to Section 5.2 of the policy for account creation process).

6.3.3. There will be no mapping of designation based email Ids and email Ids by name.

6.3.4. The process and form for Designation based id will be same as that of email id by name (Refer to Section 5.2 of the policy for account creation process).

## **7.0 Standards of acceptable use**

7.1. Appropriate Use of the Services and Facilities provided by Government of Punjab E-mail Service

IT facilities/Infrastructure provided by the Department of Governance Reforms for availing e-mail service through e-mail service operator should not be used:

7.1.1. For personal use.

7.1.2. For the transmission of unsolicited commercial or advertising material, chain letters, press releases, or other junk mail of any kind, to other users, user organisations, or organisations connected to other networks, other than where that material is embedded within, or is otherwise part of, a service to which the member of the user organisation has chosen to subscribe.

7.1.3. For the unauthorised transmission to a third party of confidential material.

7.1.4. For the transmission of material such that this infringes the copyright of another person, including intellectual property rights.

7.1.5. For the deliberate unauthorised access to services and facilities accessible via Punjab State Wide Area Network (PAWAN).

7.1.6. For the unauthorised provision of access to PAWAN services and facilities by third parties.

7.1.7. For activities that unreasonably waste staff effort or networked resources, or activities that unreasonably serve to deny service to other users.

7.1.8. For activities that corrupt or destroy other users' data.

7.1.9. For activities that disrupt the work of other users.

## **7.2. General Standards of Use**

IT facilities/Infrastructure provided by Government of Punjab for email should not be used:

- 7.2.1. For the creation or transmission of any offensive, obscene or indecent images, data, or other material, or any data capable of being resolved into obscene or indecent images or material.
- 7.2.2. For the creation or transmission of material which is designed or likely to cause annoyance, inconvenience or needless anxiety.
- 7.2.3. For the creation or transmission of material that is abusive or threatening to others, or serves to harass or bully others.
- 7.2.4. For the creation or transmission of material that either discriminates or encourages discrimination on racial or ethnic grounds, or on grounds of gender, sexual orientation, marital status, disability, political or religious beliefs.
- 7.2.5. For the creation or transmission of defamatory material.
- 7.2.6. For the creation or transmission of material that includes false claims of a deceptive nature.
- 7.2.7. For so-called 'flaming' i.e. the use of impolite terms or language, including offensive or condescending terms.
- 7.2.8. For activities that violate the privacy of other users.
- 7.2.9. For criticising individuals, including copy distribution to other individuals.
- 7.2.10. For publishing to others the text of messages written on a one-to-one basis, without the prior express consent of the author.
- 7.2.11. For the creation or transmission of anonymous messages, i.e. without clear identification of the sender.
- 7.2.12. Cyber bullying: Authorised users may face disciplinary action if they post damaging or offensive messages attacking other members of staff.

### **7.3. Preventing the Spread of Malicious Software (Viruses)**

7.3.1. Authorised users must take all reasonable steps to prevent the receipt and transmission by email of malicious software e.g. computer virus. In particular, users must not transmit by email any file attachments which they know to be infected with a virus.

7.3.2. Authorised users must ensure that an effective anti-virus system is operating on any computer which they use to access Government of Punjab e-mail service.

7.3.3. Authorised users must not open email file attachments received from unsolicited or un-trusted sources.

## **8.0 Monitoring Framework**

8.1. Department of Governance Reforms through e-mail service operator will maintain appropriate monitoring arrangements in relation to all email and related services and facilities provided.

8.2. Department of Governance Reforms through e-mail service operator will apply monitoring arrangements for checking the contents of, and in some instances recording, email messages for the purpose of:-

8.2.1. Establishing the existence of facts relevant to the official business.

8.2.2. Ascertaining or demonstrating standards which ought to be achieved by using the facilities.

8.2.3. Preventing or detecting crime.

8.2.4. Investigating or detecting unauthorised use of email facilities.

8.2.5. Ensuring effective operation of email facilities.

8.2.6. Determining if communications are relevant to the official business - for example where an employee is off sick or on holiday.

8.3. The Department of Governance Reforms may, at its discretion, apply automatic message monitoring, filtering and rejection systems as appropriate,

and deny transmission of messages with content that is unacceptable in the terms of this Policy.

## **9.0 Disclaimers**

The Department of Governance Reforms may arrange for an appropriate disclaimer to be appended to all email messages that are sent to external addresses, in order to provide necessary legal protection.

## **10.0 Terms and Conditions**

### **10.1. General terms**

10.1.1. Installation of an Anti-Virus Software/Personal Firewall is mandatory on every client being used to access Government of Punjab Email Service. In the absence of the same, PAWAN operator can discontinue the account, if infected traffic is generated from the email id.

10.1.2. Users will install the Antivirus software and update the pattern periodically and install the latest Operating System patches on the system.

10.1.3. 24x7 support cell available for any query resolution/trouble-shooting. Phone - 0172----- & e-mail - mail.support@punjab.gov.in.

10.1.4. Department of Governance Reforms and e-mail service operator will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, Department of Governance Reforms or email service operator cannot be held responsible.

10.1.5. At times, it may be necessary for authorised e-mail service operator officials to access email files to, investigate security or abuse incidents or violations of this or other Government of Punjab email 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.



10.1.6. If a user wishes to ensure complete confidentiality of his email, then he needs to use end to end encryption techniques which are built-in with email clients.

10.1.7. By submitting the form for creation of account, the applicant acknowledges having read the terms and conditions for using the Government of Punjab e-mail Messaging Services, and agrees to abide with the same.

10.1.8. Department of Governance Reforms and e-mail service operator reserve the right to alter the Terms and Conditions from time to time as maybe required in the best interest for ensuring trouble free messaging services.

## **11.0 Interpretation & Modification of Policy**

11.1. This Policy shall be valid for five years from the date of issuance of this policy.

11.2. Department of Governance Reforms reserves the right to bring any amendment, addendum, modification, revision etc. to this policy. Changes in the regulatory framework, technology, as well as market and technological advances may require revisions to this policy to keep the requirements and guidelines updated with the prevailing environment.

## **12.0 Effective Date:**

12.1. This policy will be applicable with immediate effect.

## **13.0 Approval**

13.1. This policy has been approved by the Council of Ministers as conveyed by the Department of General Administration Punjab vide their letter number < >, dated < >.

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