



**ABSTRACT**

Information Technology and Digital Services Department – Tamil Nadu e-Governance Agency (TNeGA) – Implementation of new e-Mail Policy for Tamil Nadu Government Employees - Orders - Issued.

**INFORMATION TECHNOLOGY AND DIGITAL SERVICES (A.2) DEPARTMENT**

**G.O.(Ms.) No.22**

**Dated: 09.09.2024**

**குராதி, ஆவணி - 25**

**திருவள்ளூர் ஆண்டு - 2055.**

**Read:**

1. G.O.(Ms.)No.50, Information Technology (B) Department, dated 21.11.2019.
2. G.O.(Ms.)No.18, Information Technology (A2) Department, dated 21.03.2022.
3. G.O.(Ms.)No.31, Information Technology (A2) Department, dated 27.07.2022.
4. From the Chief Executive Officer, TNeGA, Lr.No. V-10/1/2017-Kushaal Raathi\_Team, dated 26.06.2023.

**ORDER:**

In the Government order first read above, administrative sanction was accorded to Tamil Nadu e-Governance Agency (TNeGA), for the implementation of the Project "e-Mail Accounts for the employees of Government of Tamil Nadu".

2. In the Government Order second read above, administrative approval was accorded for up-gradation and migration of the existing e-Mail Service of Government of Tamil Nadu to the new platform (licensed Zimbra version) of National Informatics Centre, New Delhi.

3. In the Government Order third read above, Financial Sanction was accorded for up-grading and migrating the existing e-Mail Services at a capital cost of Rs.21.00 crore (Rs.17.00 Crore for primary data centre and Rs.4.00 Crore for Data redundancy) and the operating cost of Rs.2.00 Crore per annum.

4. In the letter fourth read above, the Chief Executive Officer (CEO), TNeGA, has stated that, they have proposed the e-Mail Policy at the Board meeting convened on 12.05.2023 that the existing e-Mail services may be up-graded and migrated to a new platform by hosting them on Cloud i.e., Tamil Megham. He has further stated that the Board had approved the e-Mail Policy for the Tamil Nadu Government Employees which envisages mailbox space of 10 GB for Tappal Assistants and 2 GB for all other officials including Secretaries, Heads of Department, etc., and recommended it for the approval of the Government.

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5. The Government, after careful examination of the above e-Mail Policy, has decided to accept it. Accordingly, permission is granted for implementing the new e-Mail Policy for Tamil Nadu Government employees - 2024 which is appended to this Order.

6. This order issues with the concurrence of Finance department vide its e-office file no. PR-33/2/2023-A(IT)-1, dated 14.03.2024.

**(BY ORDER OF THE GOVERNOR)**

**KUMAR JAYANT  
ADDITIONAL CHIEF SECRETARY TO GOVERNMENT**

**To**

The Director of e-Governance & Chief Executive Officer,  
Tamil Nadu e-Governance Agency,  
2<sup>nd</sup> and 7<sup>th</sup> Floor, P.T.LEE Chengalvaraya Naicker Building,  
Opp. LIC Building, Anna Salai, Chennai – 600 002.  
Additional Chief Secretary / Principal Secretary / Secretary to Government,  
All Departments, Secretariat, Chennai-600 009.  
All Heads of Department, Government of Tamil Nadu.  
All HoD's of Information Technology & Digital Services Department.  
The Accountant General, Chennai-600 018.  
The Pay and Accounts Officer, Secretariat, Chennai-600 009.  
The Resident Audit Officer, Secretariat, Chennai-600 009.

**Copy to:**

The Personal Assistant to Hon'ble Minister for Finance Department and  
Human Resource Management, Secretariat, Chennai – 600 009.  
The Personal Assistant to Hon'ble Minister for Information Technology  
and Digital Services, Secretariat, Chennai – 600 009.  
The Private Secretary to Additional Chief Secretary to Government,  
Information Technology & Digital Services Department,  
Secretariat, Chennai-600 009.  
The Finance (Industries) Department,  
Secretariat, Chennai - 600 009.  
The Human Resource Management (FR II) Department,  
Secretariat, Chennai - 600 009.  
Sf/Sc.

**// Forwarded / By Order //**

  
SECTION OFFICER 11/09/2024.

  
P.P.  
11/9/24



**GOVERNMENT OF TAMILNADU**

***Information Technology and Digital  
Services Department***

***e-Mail Policy for the  
Tamil Nadu Government  
Employees - 2024***

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## **e-Mail Policy for the Tamil Nadu Government Employees**

### **I. BRIEF BACKGROUND:**

As announced by the Hon'ble Minister for Information Technology during the Budget Session 2019-2020, orders were issued vide G.O.(D)No.50, Information Technology(B) Department, dated 21.11.2019, according administrative approval for the implementation of the Project "e-Mail Accounts for the employees of Government of Tamil Nadu" to Tamil Nadu e-Governance Agency (TNeGA).

The Government, vide G.O.(Ms.)No.18, IT Department(A2), dated 21.03.2022, have issued administrative approval for up-gradation and migration of the existing e-Mail services of the Government of Tamil Nadu to the new platform (licensed Zimbra version) of National Informatics Centre, New Delhi.

Further, vide the G.O.(Ms.) No.31 IT (A2) Department, dated 27.07.2022, the Government had accorded financial sanction for the up-gradation and migration of the existing e-Mail services at a **Capital Cost of Rs.21 crore** (Rs.17 crore for Primary Data Centre and Rs.4 crore for Data Redundancy) **and the Operating Cost of Rs.2 Crore per annum.**

### **II. INTRODUCTION**

The Tamil Nadu Government e-Mail services were started in the year 2008 for Secretaries and other users within Secretariat which gradually extended to about 1,10,000 users now. Several departments are using the e-Mail Services on daily basis to communicate internally and externally.

The number of mail IDs are increasing, as the authentication of e-Office Login IDs happen through the e-mails with the domain "@tn.gov.in" and the e-Office notifications are received via the same e-Mail. With the rolling out of e-Office to more offices, the number of e-Mail IDs are expected to increase.

These factors necessitate a new e-Mail Policy encompassing the guidelines with respect to management and use of e-Mail services of Government of Tamil Nadu.

**III. SCOPE OF THE POLICY**

The e-Mail Solution shall be basic in nature based on the open-source tools in combination with necessary proprietary components to ensure security of the platform from cyber threats. GoTN e-Mail service will be provided over secure channels only. Web interface can be accessed over HTTPS (port443), POP service is over POP3s (port995), IMAP service is over IMAPs (port993) and SMTP service is over SMTPs (port465). Users are required to suitably modify the client software settings to use the services.

The e-Mail Solutions shall be operated by the Implementing Agency directly managing the complete set of services such as Server Administration, Security Administration, UI/UX, Configuration, Support, etc., or through any of its agents.

The Mail services shall be hosted in secured environment by ELCOT based on the requirement without compromising the required features and security. The e-Mail solution shall be offered for free to the Government officials and the expenditure shall be borne by TNeGA from its own fund. TNeGA can request Government for funds on case to case basis.

Minimum Space for mailbox shall be fixed as given in the table and the implementing agency can re-allocate the mail space depending on the usage without increasing the total capacity arrived for the number of IDs created.

<b>Designation</b>	<b>Mailbox Space</b>
Tappal Assistants	10GB
All other officials including Secretaries / Head of the Departments and other senior officials	2GB

#### **IV. ROLES SPECIFIED FOR IMPLEMENTATION OF THE POLICY**

The following roles are specified in each organization for using the GoTN e-Mail service. The official identified for the task shall be responsible for the management of the entire user base configured under that respective domain.

- a) Competent Authority as identified by each organization.

The Officer responsible for taking and approving all decisions relating to this policy in his organization.

- b) Designated nodal officer as identified by each organization.

The Officer responsible for all matters relating to this policy will coordinate on behalf of the Organization

- c) Government of Tamil Nadu e-mail service Implementing Agency (IA), i.e., Tamil Nadu e-Governance Agency.

For the purpose of this policy, the implementing agency is "TamilNadu e-Governance Agency" under the Information Technology & Digital Services Department, Government of Tamil Nadu.

Based on the request of the respective organizations, the IA will create IDs either based on the designation or based on the name.

#### **V. RESPONSIBILITIES OF USER ORGANIZATIONS**

1. All organizations shall implement appropriate controls to ensure compliance with the e-Mail Policy by their officials.
2. Organizations shall ensure that official e-Mail accounts of all its users are created only by Tamil Nadu e-Governance Agency.
3. Nodal officer of the user organization shall report all incidents related to the security aspects to Tamil Nadu e-Governance Agency. Tamil Nadu e-Governance Agency shall give the required support in this regard.
4. Competent Authority of the user organization shall ensure that training and awareness programs on e-Mail security are organized at regular intervals. Tamil Nadu e-Governance Agency shall provide the required support.

## **VI. RESPONSIBILITIES OF USERS**

1. The User is responsible for any data / e-Mail that is transmitted using the GoTN e-mail service. All e-Mails / data sent through the e-Mail server are the sole responsibility of the user owning the account.
2. Sharing of passwords is prohibited.
3. Users shall be responsible for the activities carried out on their client systems, using the accounts assigned to them.
4. The "reply all" and the use of "distribution lists" should be used with caution to reduce the risk of sending e-Mails to wrong people.
5. Back up of important e-Mails /data shall be taken by the user at regular intervals. The IA shall not restore the data lost due to user's actions.
6. Inappropriate use of services must be avoided. Examples of inappropriate use of the e-Mail service are:
  - i. Creation and exchange of e-Mails that could be categorized as harassing, obscene or threatening.
  - ii. Unauthorized exchange of proprietary information or any other privileged, confidential or sensitive information.
  - iii. Unauthorized access of the services. This includes the distribution of e-Mails anonymously, use of other officers' user ids or using a false identity.
  - iv. Creation and exchange of advertisements, solicitations, chain letters and other unofficial, unsolicited e-mail.
  - v. Creation and exchange of information in violation of any laws, including copyright laws.
  - vi. Willful transmission of an e-mail containing a computer virus.
  - vii. Misrepresentation of the identity of the sender of an e-Mail.
  - viii. Use or attempt to use the accounts of others without their permission.



- ix. Transmission of e-Mails involving language derogatory to religion, caste, ethnicity, sending personal e-mails to a broadcast list, exchange of e-Mails containing anti national messages, sending e-Mails with obscene material, etc.
  - x. Use of distribution lists for the purpose of sending e-Mails that are personal in nature, such as personal functions, etc.
7. Any case of inappropriate use of e-Mail accounts shall be considered a violation of the policy and may result in deactivation of the account. Further, such instances may also invite scrutiny by the investigating agencies depending on the nature of violation.

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