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**Circular**

**Subject: - Use of Govt. Email Systems for Official Communication**

Email is one of the best and fastest communication medium for official and direct conversation. The user does not have to pay the price of a stamp and do not have to wait for days to get a response or reply. In today's world, it is an easy and fast way to keep in touch with co-workers. Department of Information Technology & Communication (DoIT&C) has already set-up a state-of-the art Email infrastructure in RSDC and are providing Email services to various departments.

In compliance to Gazette notification dated 19/02/2015 by Ministry of Communications and Information Technology, Government of India(GoI), it is mandated for all state government departments/ PSUs/ Boards/ Corporations etc. to use only Government Email systems/ services for official government communication.

It is observed that most of the departments/ PSUs/ Boards/ Corporations etc. of State Government are still using the prohibited free public email services for official communication.

In compliance to the cited Gazette notification dated 19/02/2015 of GoI, it is hereby mandated with immediate effect that all officers and officials of state government departments/ PSUs/ Boards/ Corporations etc. should use Government email systems/ services for official government communication and use of free public mail services like GOOGLE/ YAHOO/ HOTMAIL/ OUTLOOK/ REDIFF etc. is strictly prohibited for official government communication. This would not only ensure the data privacy and security of government data but also improve the overall communication efficiency in inter-department communication.

**Allowed Email Addresses/ Services**

***username@nic.in/ username@gov.in provided by NIC, GoI***

***or***

***username@rajasthan.gov.in / username@rajasthan.in etc. provided by DoIT&C, GoR***

The concerned departments/ offices should use their official email accounts on a regular basis so as to avoid de-activation. In case, any department/ office/ officer is not having any Email A/c as mentioned above, he/ she may download the "Email A/c Creation Application Form" from <https://mail.rajasthan.gov.in> (official email service of Govt. of Rajasthan) and send the duly filled, signed and stamped application form to DoIT&C at [helpdesk.email@rajasthan.gov.in](mailto:helpdesk.email@rajasthan.gov.in). For clarifications required, if any, helpdesk team is accessible at 0141-2925555 during office hours.



Alternatively, most of the officers/ employees of state government and citizens are already having their SSOIDs on RajSSO platform and they are also using it for accessing various government applications. It is clarified that every SSOID is also complemented with a free government Email A/c like [SSOID@rajasthan.in](mailto:SSOID@rajasthan.in) ('RajMail' Email A/c) which can be easily accessed at <https://mail.rajasthan.in> or through "RajMail" mobile application available for both Android and iOS platform. Officer/ employee/ citizen can activate his/ her @rajasthan.in email A/c by login to RajSSO portal and clicking the 'RajMail' application icon. Issues faced, if any, in accessing the RajMail Email service may be reported directly at [helpdesk.mail@rajasthan.in](mailto:helpdesk.mail@rajasthan.in) or 0141-2929711 (RajMail Helpdesk). Further, if department/ office/ designation/ individual name based Email A/c is required, then procedure mentioned in preceding paragraph may be followed to get a @RAJASTHAN.GOV.IN Email A/c.

For PSUs/ Boards/ Corporations, if they are already having a dedicated Email domain like @RIICO.CO.IN or @JVNL.ORG then same may also be hosted at DoIT&C Mail Servers in RSDC with the same Email address. The existing domains and email address, if any, can be retained by PSUs/ Boards/ Corporations.

Email services on RAJASTHAN.GOV.IN are FREE for all government departments but chargeable for PSUs/ Boards/ Corporations etc. at a nominal one-time fee of ₹ 1100/- per email A/c. No additional fee is applicable for dedicated email domain like @RIICO.CO.IN. Email services on RAJASTHAN.IN are FREE for all government departments/ PSUs/ Boards/ Corporations.

Therefore all state government officers have to mandatorily use Government Email Service for official communication.



(D.B. Gupta)  
Chief Secretary

Copy to following for information:-

1. The Secretary, Chief Minister, Rajasthan.
2. All Additional Chief Secretary/ Principal Secretary/ Secretary Rajasthan.
3. All Divisional Commissioner, Rajasthan
4. All District Collectors, Rajasthan
5. All Head of the Departments (HODs), Rajasthan
6. The Technical Director, Website Cell, Department of Information Technology & Communication, Jaipur, Rajasthan.
7. Guard File.



(Abhay Kumar)  
Principal Secretary, IT&C