

Office of the Chief Engineer

Public Works Department
(Roads & Bridges and Administration)
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CE/R&B and IT/No.1/2010-11

Date: 15-05-2010

Circular No: 4

Sub:- Allotment of Government of Kerala e-mail addresses to PWD Officials.

Read:-

1. G.O (Rt) No.99/2009/ITD dated 25-05-2009 from Department of Information technology.
2. Guidelines for e-mail use and management for Government of Kerala.

As a part of their “e-mail to all employees” project, Kerala state IT Mission is issuing official e-mail addresses to staffs of all Government Department. Email provides a better speedy communication with multi platform support solution and it can also be implemented in a short span. The security features available with email ensures the integrity of this communication. In accordance with the instruction from IT Department vide G.O vide reference 2nd cited, it was decided to shift the e-mails addresses of PWD officials to e-mail system of Government of Kerala. We had requested KSITM to issue e-mail Ids to 2500 staffs of PWD. As a first phase IT Mission has issued new e-mail IDs 140 staffs of PWD. The list of new e-mail IDs are published in the PWD website.

The concerned officers may please obtain their e-mail address and password from the IT Cell, PWD. You can change the password immediately after receiving the same and the password may be kept secret for avoiding any mis-use of the official e-mail ID.

As per the G.O vide reference 1st cited above, it has been ordered that all the Officers are responsible for their e-mail accounts. Therefore a communication sent to an official e-mail address even without formal paper communication to follow the said e-mail communication. Hence all the Officials are requested to check their e-mail IDs regularly and respond to the communications received via e-mail. All the Officials have to use the e-mail ID in accordance with the Guidelines issued by the IT Department. The same is published in the PWD website.


Chief Engineer,
Roads& Bridges and Administration, PWD

To
The Chief Engineer, Projects for information.
The Chief Engineer, Buildings and Local Works, PWD.
The Chief Engineer, National Highways, PWD.
The Chief Engineer, Operations, PWD.

	Designation	Email ID
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3.	Chief Engineer Projects, PWD	ceprojects@pwd.kerala.gov.in
4.	Chief Engineer Operations, PWD	cedriq@pwd.keralagov.in
5.	Chief Engineer National Highways, PWD	cenh@pwd.kerala.gov.in
6.	Chief Engineer Buildings and Local Works, PWD	cebldgs@pwd.kerala.gov.in
7.	Deputy Chief Engineer Roads & Bridges, PWD	dceroads@pwd.kerala.gov.in
8.	Deputy Chief Engineer NH	dccnh@pwd.kerala.gov.in
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10.	Deputy Chief Engineer Administration	dccadmin@pwd.kerala.gov.in
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18.	Superintending Engineer NH North Circle	sencnh@pwd.kerala.gov.in
19.	Superintending Engineer NH Central Circle	seccnh@pwd.kerala.gov.in
20.	Superintending Engineer KSTP, Thiruvananthapuram	sekstp@pwd.kerala.gov.in
21.	Superintending Engineer Electrical PWD	seelec@pwd.kerala.gov.in
22.	Superintending Engineer Buildings South Circle	sescbl@pwd.kerala.gov.in
23.	Superintending Engineer Buildings North Circle	sencbl@pwd.kerala.gov.in
24.	Superintending Engineer Buildings Central Circle	seccbl@pwd.kerala.gov.in

25.	Superintending Engineer Buildings (Judicial)	sejdbl@pwd.kerala.gov.in
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27.	Senior Finance Officer (Roads & Bridges)	sforb@pwd.kerala.gov.in
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29.	Executive Engineer Roads Division, Wayanad	eerbwyd@pwd.kerala.gov.in
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62.	Executive Engineer Buildings Palakkad	eeblpkd@pwd.kerala.gov.in
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137.	Assistant Engineer I, HRD Cell PWD	ae1hrd@pwd.kerala.gov.in
138.	Assistant Executive Engineer, HRD Cell PWD	aeehrd@pwd.kerala.gov.in
139.	Assistant Engineer, Planning (Administration), O/o The CE Administration.	aeplgadmin@pwd.kerala.gov.in
140.	Assistant Executive Engineer, Planning (Administration), O/o The Chief Engineer Administration.	aeepgadmin@pwd.kerala.gov.in

Instructions for setting up email account

For accessing your mails through the new system, please follow the steps below.

Please use the password given against your mail id for log in to the new system. Once logged in, you can change the password.

For sending and receiving mails through the new system –

- Open the Internet Explorer/Firefox /any web browser
- Type the URL www.mail1.kerala.gov.in
- Type the username and Password and press enter.

Username: eg : spio@pwd.kerala.gov.in

Password: eg : AbCDefG

For configuring the mail in Thunderbird or Outlook Express, follow the steps given below.

a) Thunderbird Client

- Open Thunderbird, and select Tools > Account Settings.
- Click Add Account.
- Select the Email account radio button and click Next. The Identity screen appears.
- Enter your full name in the Your Name field. Enter your GoK Mail address (username@domainname) (eg: somename@pwd.kerala.gov.in) in the Email Address field, and click Next.
- Select POP as the type of incoming server you are using. Enter '210.212.239.75' or 'mail.kerala.gov.in' in the Incoming Server field .
- Uncheck the Use Global Inbox Option, and click Next
- Enter your full email address in the Incoming User Name and Outgoing User Name fields, and click Next.
- Enter a name for your email account in the Account Name field, and click Next.
- Verify your account information in the dialog box, and click Finish
- Select Server Settings from the folder list below your new account.
- Click Outgoing Server (SMTP) in the folder list and click Add.
- Enter the Server Name as 'mail.kerala.gov.in' and Port as 25
- Also check the Security and Authentication feature along with the full username ie. somename@pwd.kerala.gov.in added to the corresponding textfield, click OK.

NB: When sending Emails the Mail Server Password window pop ups for password.

b) Outlook Client

To set up your Outlook Express client to work with GoK Mail:

- Open Outlook Express.
- Click the Tools menu, and select Accounts...
- Click Add, and then click Mail...
- Enter your name in the 'Display name' field, and click Next.
- Enter your full email address (username@domainname) (eg: somename@pwd.kerala.gov.in) in the 'Email address' field, and click Next.
- For 'My incoming mail server is a _____ server', please select POP3 in the drop-down menu.
- Enter 'mail.kerala.gov.in' in the 'Incoming mail (POP3, IMAP or HTTP) server' field. Enter 'mail.kerala.gov.in' in the 'Outgoing mail (SMTP) server' field.

- Click Next.
- Enter your email address in the 'Account name' field. Enter your password in the 'Password' field, and click Next.
- Click Finish.

Given below is the address of the technical support team at CDIT, who you can contact for any assistance.

Ms. P.G. Gijy
Team Leader
OST, C-DIT
Ph: 9446357457
mail: gijypg@cdit.org, cdit@cdit.org

Mr. Vinu V.S
Server Administrator
Web Services Team, C-DIT
Ph: 9846817907
Mail : vvsvinu@gmail.com

You can also contact Sri. Rajeevan Chaladan, KSITM (Mob: 94469 01466) for any assistance.



GOVERNMENT OF KERALA

(Abstract)

Information Technology Department - E-mail to Government employees - expansion of use - strategy - Orders issued.

INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(Rt) No.99/2009/ITD. Dated, Thiruvananthapuram, 25.05.2009.

Read:- 1. G.O. (Rt) No. 117/08/ITD dated 10.06.2008.
2. G.O.(Rt) No. 233/08/ITD dated 30.10.2008.

ORDER

As per the G O read as first paper above, Government have interalia accorded administrative sanction for setting up a e-mail management facility for Government of Kerala and the facility is now operational. It has also been ordered that all officers are responsible for their e-mail accounts. Therefore a communication sent to an official e-mail id is treated as official communication even without formal paper communication to follow the said e-mail communication (as per IT Act 2000 as modified in 2008). As per the G.O read as second paper above Government have issued guidelines for e-mail management in the State.

Now Government are pleased to order the following strategy to expand the use of official e-mail in Government.

- (i) E-mail ids will be provided to all officers of and above the level of Assistants in all Departments in Government Secretariat.
- (ii) The use of e-mail for official communications within the Secretariat will be made more frequent. This will help save time and cost.
- (iii) In line Departments, to begin with, the official e-mail ids will be provided to all Heads of Departments who are provided with official computer and connectivity.
- (iv) E-mail ids will be provided to other employees in the line Departments as the penetration of computers increases.

By Order of the Governor

Dr. Ajay Kumar,
Secretary to Government.

To

The Director, Kerala State I T Mission.

The Registrar, C-DIT.

The Secretary, Legislative Secretariat

All Heads of Departments.

All Sections/Departments in Secretariat (including Law and Finance)

Stock File/Office copy.

Forwarded by/Order


Section Officer.

Guidelines for Email Use and Management for Government of Kerala

Email is efficient, inexpensive and speedy way to exchange communication. It is easy to use and no formal training is required. The use of email has increased tremendously within the Government. Most employees are familiar for its use and many of these regularly use it both for personal and government work. Considering its implications on reduction of costs, speed of communications, ability to disseminate communication without additional effort and such other advantages, it is desirable that the use of email may be increased within the Government.

2. At the same time the use of email has several legal implications, which have not been taken due cognizance of so far. Some of the important situations where emails can have significant legal implications include:

- i. The IT Act 2000 grants legal sanctity to the electronic records and provides statutory support to the records management in electronic environment. It permits retention of records in the electronic form with certain conditions primarily to ensure their accessibility and authenticity. While using emails for government business, the provisions of the Act must be adhered to.
- ii. In terms of Public Records Act, 1993, the email messages are records and are to be managed accordingly. Email messages may contain evidence of business decisions, actions and transactions. Rules of disclosure of email are the same for paper records. Departments are obliged to provide access to email messages in the event of legal dispute or as part of RTI request. This can include email messages on hard copy, on hard drives or on networks.
- iii. The RTI Act, 2005 provides that all records that are appropriate to be computerized are, within a reasonable time and subject to

the availability of resources, connected through a network all over the country on different systems so that access to such records is facilitated. Thus, the electronic records management is now a statutory obligation as well.

3. Considering the advantages of use of email and the legal obligations associated with it, it is imperative that we should have a clear cut rules and policies regarding managing emails in the State. These should relate to use of official email id for official work, filing and retention policies for official emails, cases in which email id other than official email id is used for official work, etc.

4. The Government in the process of setting up a new email server. This email server is based on FOSS. The new email server is proposed to be located in the State Data Center. C-DIT has been engaged to install and manage the server for the first three years. It is expected that the installation and testing of the new email server for the Government will be completed soon. Once the new email server is installed it would be possible to provide official email ids to larger number of users in the Government. This would also enable to make the user responsible for all email received in his/her official email id.

Therefore, it is proposed that the following email policy guidelines may be considered for adoption by all Government employees. These email guidelines have been based on the guidelines prepared by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions, Government of India but have been suitably adapted to meet our specific needs and provision of official email ids. These guidelines will enable effective records management practices

- i. To create, use and manage email messages,
- ii. To identify e-mail messages as departmental records when required,

iii. To identify the e-mail messages fit for destruction.

Government organizations (State Public Sector Undertakings, Societies etc) are requested to adopt these guidelines

5. **Provision and Use of Official Email id**

- 5.1 Official email ids shall be provided to all Government employees on request and as per procedure laid down in this regard.
- 5.2 Every employee shall use, as far as possible, the official email id for all government business.
- 5.3 Every employee shall be responsible for all communications received by him/her in his/her official email id. Such communication may not necessarily be followed by paper communication. However if the recipient desires, he or she may request for authenticated copy of the mail to be sent. The authentication copy may be in the form of a paper copy duly signed or by means of a digitally signed electronic communication

6. **Ownership of E-Mail**

- 6.1 E-mail messages created in the conduct of Government business are official records and are the property of the Government. They have to be retained as evidence of business activities and to meet legislative, and government/departmental business requirements. All e-mail messages created or received by employees using the Government of Kerala email systems may be accessed as part of a legal discovery process or Right to Information request.
- 6.2 Wherever email ids other than official email ids are used for conduct of official business, it shall be the responsibility of concerned employee to manage e-mail messages by ensuring that e-mail records are filed, retained and are accessible
- 6.3 Each employee using e-mail has a responsibility for the control and management of the email content. At the same time, three groups as described below have responsibility and accountability

for developing and implementing policies, standards and practices, and managing the enabling e-mail technologies. These responsibilities are assigned as follows

(1) Individual Employees

- Individual employees are responsible for creating, using, communicating and sharing e-mail messages in accordance with Government guidelines.
- They are also responsible for ensuring that e-mail records are kept as evidence of business activities and that these e-mail records are available to meet legislative and departmental business and accountability requirements. This is especially relevant in case email ids other than official email ids are used for government business.
- Individual employees are free to delete those mails which do not relate to Government business.
- E-mails can be a major source of viruses and, therefore, utmost care should be taken while accessing them and in case of doubt, KSITM/KSITM appointed Service Provider/IT Managers in own Department should be approached.

(II) Supervisory Authorities

They are responsible for ensuring that

- all employees under their supervision with access to the departmental e-mail system read and comply with these guidelines;
- e-mail records of departing individuals (either from the Department or their operational area) are retained, filed and accessible to meet

legislative and departmental business and accountability requirements.

- providing advice and guidance on the identification, filing, retention and disposal of e-mail records;
- ensuring staff are informed about the e-mail procedures;
- working in collaboration with KSITM/KSITM appointed Service Provider and Departmental IT Managers to develop and publish internal instructions for use and retention of e-mail messages. Wherever felt necessary employees may be required to maintain emails in folders as necessary for easy reference
- Ensuring that prior to leaving the Department or getting transferred to another functional area within the Department, users should ensure that all the official emails are accessible to either their substitutes or their senior

(III) KSITM/KSITM appointed Service Provider/IT Managers

- KSITM shall be responsible for managing the email server through an appointed service provider. It will do so with the help of service provider.
- KSITM will review the policy guidelines periodically and amend the guidelines to meet the evolving requirements of the technology and users.
- KSITM shall provide for retention of all deleted mails for a period of one year
- The respective IT Managers in Departments/organizations shall be responsible for ensuring that the e-mail messages are preserved and protected from destruction or unauthorized access. They should also keep the users aware of the virus threats and ways to avoid the damage.

7. Privacy and Encryption

7.1 Official email should be used with the assumption that messages may be read by someone other than the intended recipient and users should not assume or have expectation of privacy or security of email.

7.2 Employees are responsible for the email messages sent out under their name. To help ensure the integrity and authenticity of the email messages should not

- Leave their computers unsecured
- Share their password(s) with others

The email server shall enforce a password policy of suitable length, combination of characters, letters and numerals to enhance security of access.

7.3 To reduce spam and other non-official mail on the official email server, all employees should take necessary precaution not to use the mail id on spamming sites. Common spamming sites include gaming sites, music download sites etc. Official email ids should also not be used to participate in online forum (survey, discussion groups etc.) unless it is related to official purposes.

8. Emails which should not be deleted

8.1 The following are broad parameters to identify which email messages should not be deleted by Government employees

- Messages detailing the position or business of any Department
- Messages initiating, authorizing or completing a business transaction
- Messages received from external sources that form part of a Departmental record
- Copies containing more or less than the original record

- Original messages of policies, procedures, guidelines and standards.
- Where the records do not exist elsewhere.
- Messages relating to work schedules and assignments
- Agenda and minutes of meetings.
- Briefing notes.
- Final reports and recommendations.

9. Emails which may be deleted

Email messages sent internally through Departmental distribution lists, such as staff notices may be deleted by the recipient. However, the originator should, invariably ensure that the original messages are captured and retained as Departmental records.

Casual communication

Messages that are duplicate copies of the same email message

Mis-sent emails

Miscellaneous notices of employees meetings, holidays etc.

10. Responsibility for retaining emails

The originator of email should ensure that the official Departmental email record is retained and filed. This also applies to the recipient of an email message

11. Managing Attachments

Records and documents transmitted as attachments to emails are subject to records retention requirements

Replies to email messages, unless required for the communication, may be sent without the attachment

12. Access to Email Administrators

The internal Departmental instructions should clearly specify the administrative set up for managing the email system and the level of

sharing of information between the employees and the administrator. For example, if the users are not available or are away from the office and the managers and co-workers require access to Department related email, access may be provided as required through the Email Administrator

13. Remote Access to Emails

13.1 The employees may access the emails remotely. In cases where records are downloaded onto a system outside of office, it shall be their responsibility to ensure that no official records should be remaining on the remote machine. Also, no email messages or records should be altered from the email server.

13.2 The following conditions may also be observed:-

- (i) Do not save any records accessed through remote email.
- (ii) Always log out or sign off after remote usage.
- (iii) Departments should make all remote users aware of their risk of discovery by using the emails system remotely.

14. Email System Management and Backup

14.1 in addition to individuals retaining their own emails, KSITM shall arrange through the service provider that emails are retained as per Records Retention Schedule. The best practice managing system logs must be applied and record series (email system logs) included in the Record Retention Schedule.

14.2 Email archiving should be ensured as per the Record Retention Schedules.

Backup tapes are also records as per statutory definition. However back up tapes for business recovery cannot be used for records management purposes since there are no business rules applied to them (i.e. archiving or preservation). Necessary policies for the retention of back up tapes and retention period for the Department Records varies from department to

department. The best practice regarding backup tapes/ for business recovery tapes is to retain these tapes for the minimum amount of time to perform the necessary business recovery objective and then erase them.

- 14.3 Backups on tapes should be managed by KSITM with the help of service provider. The data on these tapes must be managed based on documented and established retention policies by each Department.