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Sub: Allotment of Government of Kerala email addresses to officials of Irrigation Department

Read: (1) GO (Rt) No.99/2009/ITD Dated, Thiruvananthapuram, 25-05-2009 of Information Technology (B) Department

Government of Kerala has set up an email management facility with URL www.mail.kerala.gov.in. In the GO vide reference (1) it is clearly mentioned that the communication through official email id is treated as official communication even without formal paper communication to follow the said email communication. The practice followed in our offices is that all communications are through private email services which may compromise the confidentiality and integrity of communication. Therefore it is decided to migrate to government email system. As we are in the brim of implementing lot of e-Governance applications in the department it will be much convenient and secure to use our own web mail server for official communication. As an initial stage email accounts are allotted to officials of and above the level of Assistant Engineers in the offices up to the Division levels. Kindly take suitable measures for the transition to be smooth.

Instructions for usage and management of Email

Email is efficient, inexpensive and instantaneous method of communication. The IT Act 2000 grants legal sanctity to electronic records and provides statutory support to the record management in an electronic environment. The communication through official email id is treated as official communication even without formal paper communication. But being in the implemental stage it is recommended that email may be followed up with paper communication also. The following instructions are to be strictly adhered to while using government email facility.

1. All the officers who are allotted with email ids are requested to login to www.mail.kerala.gov.in using the new user id. The password has been sent as SMS to your mobile numbers. The password may be changed immediately after logging in and kept secret to avoid the misuse of official email id. The user allotted with the email id is requested to log in within 90 days failing which the account will be deactivated

2. Each officer allotted with the email id should ensure that his email is opened regularly and actions taken promptly on the received mails. Email should be treated as equivalent to a letter on paper.
3. Email messages are records and are to be managed accordingly. Rules of disclosure of email are the same as that for paper records. Officials concerned are obliged to provide access to email messages in the event of legal dispute or as part of a request under the Right to Information Act. This can include email messages on hard copy, hard drives or on networks.
4. All computers on which email is accessed should be enabled with antivirus software for automatic scanning of incoming mail and attachments.
5. The recipient of the email should not open any of the attachments enclosed to the email without verifying the authenticity of the sender of the email.
6. It is recommended not to use the mailbox as the repository for sensitive/useful data. Mailbox is not a vaulting facility for data/communications in electronic form. Data may get destroyed at a pre-defined time. So all users are requested to maintain a backup of all emails at regular intervals of time.
7. A register of 'Received emails' and 'Sent emails' may be maintained equivalent to the 'Inward' and 'Despatch' registers.
8. The officers-in-charge are responsible for the integrity and authenticity of the emails and attachments they are sending. All emails from the concerned officer are summarily presumed as emanating from the concerned officer. Therefore, password confidentiality is the responsibility of the officer in charge. To help ensure the integrity and authenticity of the email messages, officers must not share their password(s) with others.
9. For obtaining new email id the Nodal Officer, IT (Executive Engineer, Planning & IT, Office of the Chief Engineer, I & A) may be addressed at itcell.irrgn@kerala.gov.in
10. Negligent use of email accounts including misuse of password will be deemed dereliction of official duty.
11. All officers should hand over the email id and password while leaving an office either on transfer, promotion or retirement. Officers after taking over charge are expected to change the password on the same day. Under exceptional circumstances, if there is no officer to take over charge, the password may be handed over to the immediate Superior

Officer in a sealed cover. The relieved officer may hand over all the official email communications and electronic records to the relieving officer.

12. Use all courtesies that is normally used in paper mail in email communications also such as in salutations and language.
13. Official email should not be used for personal communication.
14. Deleting a mail/message does not absolve an officer of his responsibility in communication. Hence action should be initiated wherever necessary. Remember that the server contains records of all messages sent and received.
15. All correspondences from an office should be forwarded only after formal approval of the competent authority.

Sd/-
CHIEF ENGINEER

To

..... with list of email addresses of
all officers

Forwarded by order

Executive Engineer,
Planning & IT