

Government of India  
Ministry of Communications  
Department of Posts  
(Technology Division)

Dak Bhawan, Sansad Marg,  
New Delhi – 110 001  
Dated 04.06.2024

To

- 1) All Head of Circles
- 2) All CGMs / Sr. DDGs / All DDGs
- 3) Director, RAKNPA

Sub: Migration of email users to new email platform - regarding.

Sir/Madam,

The migration of email accounts of users of the Department of Posts to the new NIC eMail solution, with improved functional and technical capabilities has been taken up by NIC and will commence on 14.6.2024. It is requested to intimate all the email users regarding the said migration, along with the following:

- (a) Migration of email accounts will not result in change of email address. It will involve migration of the existing emails and the data contained in the contacts, tasks and calendar to the user's account on the new platform.
- (b) Prior to initiation of migration, users would receive an email from NIC apprising them of the steps involved in the migration and starting use of email services on the new platform.
- (c) During migration, users would continue to have uninterrupted access to their email accounts. Upon completion of migration, users would receive an email informing them of the same
- (d) After onboarding, users would be able to do their first login using their existing email password. At the first login, users would be required to change their password and update their profile.

(e) For any assistance, the email Helpdesk may be contacted 24x7 at the email address helpdesk-emailgov.in and toll-free number 1800579646.

This issues with the approval of competent authority.

Director (Technology)

Signed by

Puneet Bijaraniya

Date: 05-06-2024 10:24:33

Copy to -

- 1) Sr. PPS to Secretary (Posts) / PPS to DG (PS)
- 2) PPS to Addl. DG (Posts), Member, PSB / AS & FA
- 3) HOC-CEPT & Email Nodal Officer, CEPT
- 4) Secretary (PSB)
- 5) Shri Ravi Kumar, Sr. Technical Director, Dak Bhawan, New Delhi  
- NIC's nodal officer for all migration-related activities.