

E-mail Creation Guidelines for Government Buyers on GeM Portal

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1. Introduction

The government uses e-mail as a major mode of communication. Communications include government of India (GoI) data that travels as part of mail transactions between users located both within the country and outside.

For registration on the GeM portal by Government Ministries and departments both at the Centre and State it is mandatory to have a Government email id i.e @nic.in /@gov.in . For details on eligibility for a Government email id, refer to eMail policy of the Government of India at URL https://webmail.nic.in/docs/newpolicy/E-mail_policy_of_Government_of_India.pdf

These guidelines lay down the process with respect to creation of e-mail ids for PSUs, local bodies and similar organizations which are not eligible for the @nic.in/@gov.in email id and need to register on the GeM portal.

The Implementing Agency (IA) for offering eMail service to Government of India is National Informatics Centre (NIC), under the Ministry of Electronics and Information Technology.

2. Objective

The objective of this document is to describe the process to be adopted for creating E-mail IDs on NIC platform for on-boarding of PSU, Local bodies and similar organizations on GeM portal. Creation of E-mail IDs based on designation is recommended.

The E-mail ids for State/Central PSUs and similar organizations will be given on payment basis.

3. Scope

This document is applicable to all the buyers belonging to PSU, local Bodies and similar organizations. The directives contained in this document must be followed by all of them with no exceptions.

The E-mail ID for such buyers will be created under the domain "**gembuyer.in**".

4. Eligibility

- i. Applicants who are eligible for government E-mail ID as per the approved E-mail policy of government of India and currently do not have an E-mail account can get the same created by IA (NIC) (@nic.in/@gov.in etc) and use the same to register on the GeM portal.
- ii. As per the E-mail policy of GoI *"All services under e-mail are offered free of cost to all officials under Ministries / Departments / Statutory Bodies / Autonomous bodies of both Central and State/UT Governments."* [Reference: Approved E-mail policy of Government of India at URL https://webmail.nic.in/docs/newpolicy/E-mail_policy_of_Government_of_India.pdf]
- iii. Organisations that do not fall under the approved category of the E-mail policy (like PSU, local bodies etc) can get the E-mail accounts created for their designated person on the domain "**gembuyer.in**". The process for the same is described in point no. 5 below.

5. Process of On-Boarding on GeM Portal

- i. The designated applicant of the organization will get the duly filled and signed form (available at <https://msgapp.emailgov.in/OnlineForms/>) endorsed/approved by the head of his/her organization. The same will be countersigned by an officer of level Under Secretary or above in Central/State govt. The scanned form will be mailed from the govt. E-mail ID (@nic.in/@gov.in) of the same under secretary/above to the GeM SPoC at **gemapplicant@gem.gov.in**. The mail should carry all details of the officer i.e name, designation, contact phone number etc.
- ii. However, if the applicant is the head of the organization and has a NIC/Gov E-mail ID (@nic.in/@gov.in), then he/she can send the self-approved/endorsed form to GeM SPoC directly from his/her existing government E-mail ID.
- iii. On receipt of the form, GeM SPoC will create the E-mail ID for on-boarding on GeM portal under the domain "**gembuyer.in**".
- iv. In case, the GeM applicant does not have E-mail ID on NIC platform and is eligible for the same, then refer to point (i) under heading "Eligibility" above.

- v. The final discretion of creating an ID rests with GeM.

6. Terms and Conditions

- i. The user is responsible for any e-mail that is transmitted using the GoI e-mail system with his e-mail address, created for user on GeM Portal. All e-mails sent through the mail server are the sole responsibility of the user owning the account.
- ii. If a user forgets the password, the same can be reset by using PASSAPP application which is available at <https://passapp.emailgov.in/passapp/> asking the OTP sent on the registered mobile number. It can also be done by sending a request to GeM SPoC to change the password. Any request for change of mobile number should be sent to the designated SPoC of GeM.
- iii. The user will use the e-mail services on <https://mail.gov.in>. The email created under domain "**gembuyer.in**" will not be given access on POP/IMAP.

7. Glossary

- i. **Users**–All persons who are on-boarded on GeM portal as government buyers.
- ii. **Implementing agency (IA)**–For the purpose of this document, the implementing agency is "National Informatics Centre" under the Ministry of Electronics and Information Technology, Government of India.