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To,

1. Zonal Insurance Commissioner(s)/ Zonal Medical Commissioner(s)
2. Regional Directors/Directors(I/c)/Jt. Directors(I/c) of all ROs/SROs
3. Medical Superintendents of all ESIC Medical Hospitals
4. D(M) Delhi/ D(M) Noida / Director NTA
5. Dean, all ESIC Medical Colleges and Hospitals

Subject: - Standard Operating Procedure (SOP) for Creation, Activation, Modification, Deactivation or any technical issue of ESIC Official Email Accounts.

Sir/Madam,

In order to streamline and standardize the process for creation, activation, modification, deactivation and any other technical issues of official ESIC email accounts, the following **Standard Operating Procedure (SOP)** is hereby issued for strict compliance by all offices.

- Scope of Work/Responsibilities of Delegated Admin (DA Admin) and Email Helpdesk Services

Role	Scope of Work / Responsibilities
Delegated Admin (DA Admin)	<ol style="list-style-type: none"> 1. Creation of email accounts 2. Activation/reactivation/deactivation of email accounts 3. Modification of account details 4. Migration and other administrative changes related to ESIC official email accounts.

Email Helpdesk Services (helpdesk-psuemail@nic.in) 1800-296-9474 (24x7 Toll Free)	<ol style="list-style-type: none"> 1. Assistance related to email login/opening, sending and receiving of emails, 2. Issues related to MDM application (installation or malfunctioning) 3. Non-receipt of OTP 4. Any other technical or functional issues related to the email platform.
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Request	Type of request	Procedure
Creation of Email ID	For Personal Email ID for Newly Recruited Staff: <ol style="list-style-type: none"> 1. The user must be a regular/permanent employee of ESIC. For Designation/Location-Based Email ID: <ol style="list-style-type: none"> 1. Request must be accompanied by approval of the Head of Office of the concerned location. Approval over email would be sufficient. 	<p>Request for email creation shall be sent at avinash@esic.gov.in</p> <p>The request must be forwarded by an officer (AD and above), in the prescribed Excel format (soft copy only) (Annexure).</p>
Activation of Email ID (expired /inactive)	For Personal Email ID: <ol style="list-style-type: none"> 1. The employee must be a regular/permanent and in-service ESIC employee. 2. Must not have attained the age of retirement. 3. In case of Doctors, extended service approval is required if retirement age has been attained. For Designation/Location-Based Email ID: <ol style="list-style-type: none"> 1. Approval of Head of Office of the concerned location is mandatory. 	<p>All such Requests for the activation of the email IDs shall be sent to ricky.kerketta@esic.gov.in</p>

<p>Mobile Number Updation/ Addition for personal email id or designation /location-based email id</p>	<p>Only officials of SSO level and above are permitted to have mobile numbers linked with designation/location-based email IDs, with approval of the Head of Office authority.</p> <p>For addition of multiple mobile numbers to one email id:</p> <ol style="list-style-type: none"> 1. Personal Email ID: All mobile numbers must belong to the concerned user. 2. Designation/Location-Based Email ID: Only mobile numbers of officials of SSO level and above, with the Head of Office approval. List of all such email IDs along with the name, designation and mobile number of such officers with whom the email ID is mapped should be kept in record. In case of transfer/change of assignment of the concerned officer, the mobile number and name of the concerned officer should immediately be informed to the delegated administrator for updation with the mobile number to avoid any misuse of the designation/location /functionality-based email ID. 	<p>Requests shall be sent to vivek.vivek2@esic.gov.in</p> <ol style="list-style-type: none"> 1. For personal email ID: Request to be forwarded by the user himself/herself. In case, the email ID is not accessible for some reasons , the request should be forwarded by the Controlling Officer/Head of Office. 2. For designation/location-based Email ID: Request to be forwarded by Head of Office or an officer of AD level and above. <p>Prescribed Excel format (Annexure) must be attached.</p>
<p>Two-Factor Authentication (TFA) Reset</p>	<ol style="list-style-type: none"> 1. Reset of TOTP App. 2. Switching from TOTP to OTP-based login. 	<p>Request shall be sent to vivek.vivek2@esic.gov.in and avinash@esic.gov.in Request must be forwarded by an officer(AD and above) or the user concerned.</p>

Deactivation of Email ID	<ol style="list-style-type: none"> 1. Employee has resigned/retired/dismissed from ESIC service. 2. Designation/location-based email ID is no longer required due to closure of office. 	<p>Request to be sent to avinash@esic.gov.in and vivek.vivek2@esic.gov.in</p> <p>Request must be forwarded by Head of Office or AD level and above, along with:</p> <ol style="list-style-type: none"> 1. Office order regarding retirement/resignation/dismissal. 2. Relieving order, wherever applicable 3. Prescribed Excel format (Annexure) <p>NOTE: The request should be sent before or on the date of relinquishing the post.</p>
Change of Display Name	Types of Requests <ol style="list-style-type: none"> 1. Change in name as per official records. 2. Designation/location-based email ID. 	<p>Request to be sent to avinash@esic.gov.in and vivek.vivek2@esic.gov.in</p> <p>Request must be forwarded by an officer (AD and above)</p>

If the requests related to above are not responded to within 5 working days, a reminder may be sent to vivek.vivek2@esic.gov.in or avinash@esic.gov.in with CC to gurjinder.singh1@esic.gov.in and jai.sharma@esic.gov.in. Confirmation shall be sent by Delegated Admin.

Other Email-Related Issues:

For issues related to:

- i. Email login
- ii. Sending/receiving emails
- iii. Email portal functionality or features

Users may contact the **Help Desk** at helpdesk-psuemail@nic.in or **Toll-Free Number: 1800-296-9474 (24x7)**.

8. The new group email addresses are listed below:

- i. **ESIC MS Group: - esicmsgroup@esic.gov.in**
- ii. **RO SRO Group: - rosrogroup@esic.gov.in**
- iii. **ESIC Deans Group: - esicdeansgroup@esic.gov.in**
- iv. **All ESIC Users: - allesicusers@esic.gov.in**

Note: - Do not 'Reply All' button while responding to the email ID received through group email ID address. The old email ID groups should not be used for sending bulk email. Further, in cases where a group email ID is required to be created at the local or regional level, such as a group comprising the email IDs of all Branch Offices of a Region, the concerned office may submit a request to any of the delegated administrators. The request should clearly specify the name of the proposed group and include the complete list of individual email IDs to be included in the group.

Important Note

- All email-related requests must be submitted exclusively through official ESIC email channels. Requests sent via personal Gmail accounts, phone calls, or WhatsApp will not be entertained.
- Issues related to Parichay, APAR, eOffice, change mobile

number in success login etc., do not fall within the jurisdiction of the ICT Division. They should be addressed to eOffice Cell and E-I Branch of ESIC Hqrs, as the case may be.

- All users are also directed to use the storage capacity of the emails prudently and it must not be used for merely storing the data in draft or anywhere else.


5/1/26

(Gurjinder Singh)
Deputy Director(ICT)