
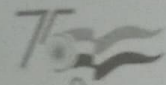


3131/2024

	<p style="text-align: center;">भारत सरकार Government of India प्रणाली एवं आंकड़ा प्रबंधन महानिदेशालय Directorate General of Systems &amp; Data Management अप्रत्यक्ष कर एवं सीमा शुल्क Indirect Taxes and Customs प्रथम तल, टावर 1, एनबीसीसी प्लाज़ा पुष्प विहार, साकेत, नई दिल्ली 110017 1<sup>st</sup> Floor, NBCC Plaza, Pushp Vihar, Saket, New Delhi- 110017 Dccs.dgsys@icegate.gov.in 011-29561543</p>	 आज़ादी का अमृत महोत्सव
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Date: 05.01.2024

To

All Pr. Chief Commissioners/Pr. DGs,  
All Chief Commissioners/DGs  
CBIC.

Madam/Sir,

**Sub: Usage of public email IDs on AIOs provided by DG Systems-reg.**

While considering the security of the CBIC's digital footprint, one of the vulnerabilities in our security architecture has been identified as the usage of public E-mail IDs like Gmail, Yahoo, Hotmail, etc. on the AIOs provided for official work. At present the security policy of AIOs has been configured to allow accessing any public Email ids on such AIOs.

2. An analytical study of such usage of public Email IDs on AIOs has revealed that such Email IDs cannot be tracked and no mail trail can be established. Furthermore, the malicious links, files, etc. piggybacking these emails cannot be scanned as these emails are directly landing on the proxy network bypassing our CBIC's mail gateway. For our Taxpayers/Stakeholders, emails originating from such public E-mails have a risk of establishing the authenticity of the user and such stakeholders are hesitant to respond, doubting its authenticity. Also, such emails are susceptible to threats like privacy theft, credential dumping, targeted attacks like phishing, etc.

3. Further the Gov.in/Nic.in Email IDs are being maintained by NIC and they subscribe to the security protocols as per the E-mail policy of Govt. of India. It is mandatory for all Government employees working under different arms of the Government, both Central and State, to use e-mail service provided by the government i.e. nic.in or gov.in.

4. It has been noticed that 95 Customs/CGST formations and many officers are using public email IDs such as Gmail as their official email ID as per Sampark 2023. This situation was unavoidable till a few years back as gov.in or nic.in e-mail IDs were not available to all the officers. However, NIC has now provisioned personal name-based gov.in IDs to all officers of

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the Government of India. Similarly, any department/section can apply to NIC for generic e-mail IDs that represent their department. Officers can also have designation-based e-mail IDs which are to be handed over to the successor for continuity and knowledge transfer.

5. In view of the above, it has been decided by the CBIC that in order to secure the digital environment of CBIC:

- a. All the Customs & GST Field formations/Directorates/Officers shall immediately switch over to gov.in/nic.in E-mail IDs for all their official communication; and
- b. The security policy on all AIOs on the CBIC network be configured to disallow any Public e-mail IDs such as Gmail, Yahoo, Hotmail, etc.

6. You are kindly requested to direct all the officers in your Zones/Directorates to switch over to gov.in/nic.in IDs for the security and integrity of the CBIC IT network **by 01.02.2024**.

Thanking you.

Yours faithfully,

**Signed by Neeraj Kansal**

**Date: 05-01-2024 15:10:47**

**Reason: Approved (NEERAJ KANSAL)**

Pr. Addl. Director General  
Dte. Of Systems & Data Mgmt.

I/1690685/2024

**OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT)**  
**EDI SECTION, 4<sup>th</sup> FLOOR, ANNEX BUILDING, NEW CUSTOM HOUSE, BALLARD**  
**ESTATE, MUMBAI - 400 001**

F.No.GEN/EDI/Misc/379/2022-EDI-O/o COMM-R-CUS-EXP-ZONE-I-MUMBAI

Dt- .1.2024

Circular

Attention is invited to letter dt- 05.1.2024 issued from Directorate General of System and Data Management, Indirect Taxes and Customs, New Delhi (copy enclosed) regarding Usage of Public email IDs on AIOs provided by DG Systems.

In this regard it has been decided by the CBIC that in order to secure the digital environment of CBIC-

- a) All the Customs & GST field formations/Directorates/Officers shall immediately switch over to gov.in/nic.in E-mail IDs for all their official communication; and
- b) The security policy on all AIOs on the CBIC network be configured to disallow any Public e-mail IDs such as Gmail, Yahoo, Hotmail, etc.

In this regard all the officers are requested to switch over to gov.in/nic.in IDs for the Security and Integrity of the CBIC IT network by 01.02.2024.

All Officers are requested to take note and ensure compliance.

Signed by  
Kamble Suresh Laxman  
( Suresh Laxman Kamble )  
Dy. Commissioner of Customs,  
Date: 16-01-2024 16:23:41  
EDI, NCH, Mumbai-I

1. DC EDI for uploading in website.