

# Email Management Policies

## CONTENTS

<b>Guiding principles.....</b>	<b>2</b>
<b>Allocation of a new email ID on niperrbl.ac.in domain.....</b>	<b>3</b>
Students.....	4
Allocation procedure.....	4
Email Format.....	4
Life of an email account.....	4
Storage.....	4
All employees.....	5
Permanent employees.....	5
Temporary employees.....	5
Allocation procedure.....	5
Administration officials.....	5
Allocation procedure.....	6
Life of an email account.....	6
Storage.....	7
Academic and professional events.....	7
Mailing lists.....	8
Allocation procedure.....	8
Email account related maintenance requests.....	8
<b>Emails handling for large mailing lists.....</b>	<b>8</b>
<b>Revisions to the policy.....</b>	<b>10</b>
Frequently Asked Questions.....	11

Version	Version Date	Author(s)	Notes
1.0	20th Jan 2023	IT Committee	Initial draft
1.1	20th Jan 2023	IT Committee	Approved by the Software Committee

## Guiding principles

- Misuse or abuse of electronic mail facility is punishable under Information Technology Act 2000, Government of India.
- E-mail services are a privilege, not a right. The official E-mail account provided to a faculty, staff or student is meant for the official purpose only. Every E-mail user in our institute domain is bound to obey and follow the guidelines given below.
- Encourage positive, productive communications while protecting NIPER Raebareli from legal liability, reputation damage, and security breaches.
- User is responsible for his /her data. In case he /she accidentally deletes data, Computer Section, NIPER Raebareli will not be liable to restore the data.
- Computer Section, NIPER Raebareli will take all possible measures to prevent data loss , however due to unforeseen technical issues, if the same happens , Computer Section, NIPER Raebareli cannot be held responsible. Therefore ,Users are required to take regular backup of their mails.
- The users are strictly advised to post only the official, academic or research related mails or contents to their class groups. The users are strictly advised not to indulge in any unacceptable behaviour or activity in the E-mail environment. The unacceptable behaviour includes, but not limited to, distribution of unsolicited and unauthorized mass E-mail to users, threatening users, infringements of others' privacy, interference with others' work, copyright infringement and illegal activity.
- Posting harassing, abusive, obscene, harmful, illegal or objectionable contents, spamming group mails with undesired contents or messages to any users or mailing lists of our official domain are strictly forbidden.
- Posting buy/sale deals to the group mailing lists or any content which is not of a common interest of the members of such group mailing lists is not permitted.
- Users who violate the above stated E-mail usage policy will be subject to disciplinary action. IWC may monitor individual users suspected of violating this policy.

- The disciplinary actions likely to be impended for such violation of any of the above rules/policies include (a) Issue of a warning letter/E-mail to the user (b) Temporary or permanent suspension of users E-mail account for a month or a semester or permanent removal or termination of users E-mail account from the institute's domain.

## Allocation of a new email ID on niperrbl.ac.in domain

There are following roles for which the email account may be created: Students, Faculty, Administration officials, Office staff, Postdocs/Project staff. The policy for each case is described below. The policy for managing the mailing lists is also described. A high-level structuring for email accounts allocation and management is shown in Fig. 1.

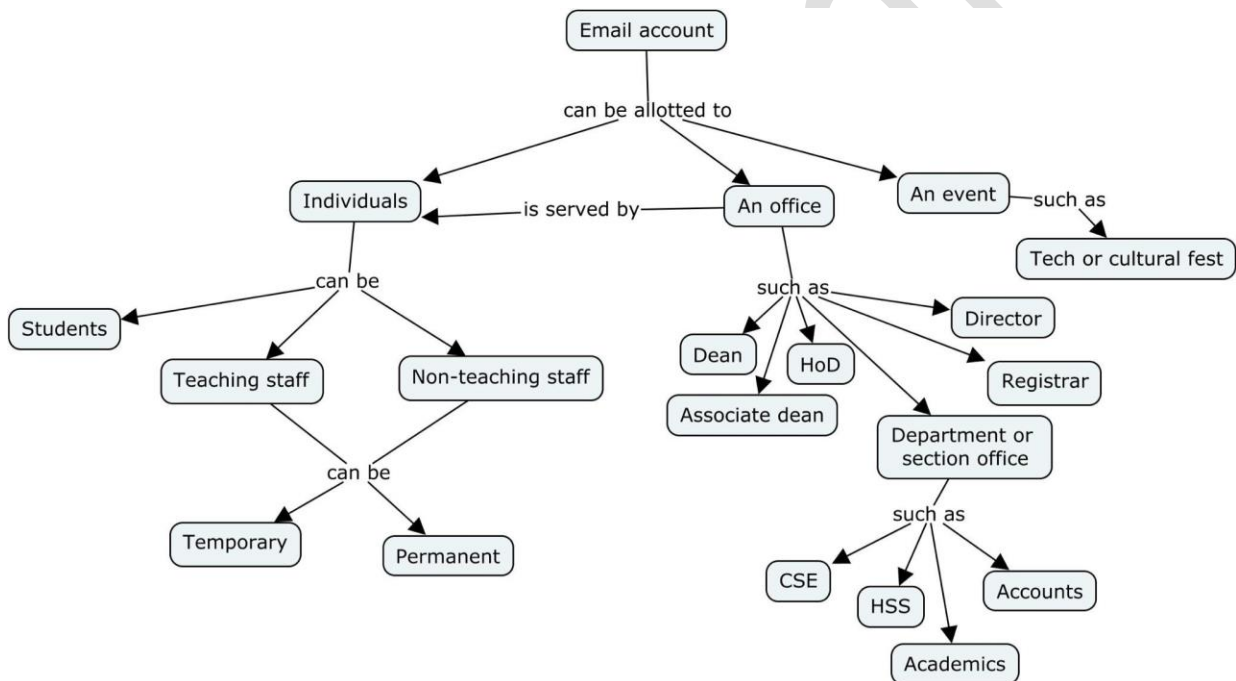


Fig. 1 (Email accounts allocation)

## Students

### Allocation procedure

- The student will submit hardcopy of email allocation form duly forwarded by respective HoDs to the IT section for creation of new students' email accounts.
- They should do it as soon as the students register. No route other than specified above will be entertained for creation/alteration of a student's email account.
- The student will be intimated about the new account creation via alternate email and phone number he/she provides in the request form.

### Email Format

The email address allocated will be of the format:

FirstName+LastName (15) .Enrollno@niperrbl.ac.in

The display name will be the student's name as per admission records maintained by the academic section. Example:

1. <Ankit Pandey MS (Pharm.) 737/MS-MC/21>  
ankitpandey.737msmc21@niperrbl.ac.in
2. <Anand Vardhan Tripathi Ph.D. 950/PhD-MC/22>  
anandvtripathi.950phdmc22@niperrbl.ac.in

### Life of email account

- The email account will be active until the student graduates or leaves the institute. This policy applies to all PG students.
- However, in case of exception the life of the email account can be extended to 6 months to a maximum of 1 year subject to approval by respective head and dean on case to case basis.
- The email account of Ph.d. scholars shall be retained for lifetime.

### Storage

- For PG students: 15Gb per user
- For Ph.D. : 20Gb per user

## All employees

### Permanent employees

All permanent employees of the institute may be allotted, for individual use, an email address of their choice, subject to availability and adherence to the following requirements:

1. Only alphanumeric characters will be allowed including "." (dot) and "\_" (underscore).
2. Obscene or hurtful words will NOT be accepted as part of the email address.
3. Words that may NOT represent an individual will NOT be accepted as part of the email address.
4. Any requirement imposed by the email server software.

Default email address allotted will be in the format: `FirstName.LastName@niperrbl.ac.in`.

Examples:

<Ashish Jaggal> `ashish.jaggal@niperrbl.ac.in`

<Prince Kumar> `prince.kumar@niperrbl.ac.in`

### Temporary employees

For contractual/temporary staff including the post-docs and projects staff, the format of the email address will be:

Designation/Section Initial.FirstName.LastName@niperrbl.ac.in

deo.ashish.devgan@niperrbl.ac.in

## Allocation procedure

The concerned section (see below) will take the email creation request from the new joinee in the prescribed form and submit it to the IT section for creation of the email address. The new joinee will be intimated about the new account creation via alternate email and phone number he/she provides in the request form.

- Establishment section: Handles allocation for all teaching and non-teaching (permanent and contractual) *employees* hired by the institute
- HoD's and Dean Academic: Handles allocation for R&D projects and postdocs

## Administration officials

All administrative officials (e.g., Director, Registrar, Dean, HoD, assistant/deputy/joint registrars and so on) will be allocated a **role-attached email address**. This email address is allocated solely for the purpose of effecting the official communication from/to the respective official. When the tenure of the official ends, the account access is handed over to the newly appointed official. The account shall be put in receive only mode when there is no immediate appointment of the new official. It is **required and expected** that all the data in this account will be retained across the appointments. The email address format will be:

[Role prefix].[Dept. prefix]@niperrbl.ac.in

The role prefix can be: hod, dean, ad (for associate dean), ar (assistant registrar), and so on. The department prefix is optional and can be: Medicinal Chemistry (mc), Pharmaceuticals (pc), Pharmacology & Toxicology (pt), Regulatory Toxicology (rt), Biotechnology (bt), and so on for academic departments. For non-academic departments, it will be like: acad(academic section), ad (administration), stp (Store and Purchase), acc (for accounts), est (for establishment), and so on. The prefixes will be kept to the shortest possible length without causing any ambiguity about what they point to.

The display name on the email account will be set only to full designation. The name of the person currently holding the office/position will not be added (to avoid getting it stuck in the users' address lists). Examples:

<FAO Accounts> [fao@niperrbl.ac.in](mailto:fao@niperrbl.ac.in)

<HoD, Medicinal Chemistry> [hod.mc@niperrbl.ac.in](mailto:hod.mc@niperrbl.ac.in)

## Allocation procedure

The establishment section will be responsible for submitting a proper request for creating or handing over the desired email account to the new appointee in the prescribed form. Normally, it should be done as part of the official handover-takeover of the duties by the appointed/relieved official. The new appointee will be intimated about the account allocation/handover via alternate email and phone number he/she provides in the request form.

## Life of an email account

When the formal association of a user ends with NIPER Raebareli, the user will be allowed to take out or migrate all his/her emails within 30 days from the date of issuing a no-dues certificate by the IT section.

All individual email accounts (except the official email accounts allotted for administrative officials such as HoDs, Deans, registrars, and so on) shall be **deleted** after 30 days of the individual's exit from the institute. "Exit from the institute" is defined as the date of issuance of no-dues certificate from the IT section. Following are the steps for handling this:

1. On the day when the IT section issues a no-dues certificate to a user, the email account will be deactivated. That is, the user will only be able to take a backup of all his/her data. Emails sending and receiving will not be allowed.
2. After 30 days from the date of issuing the no-dues certificate, the account will be deleted for everyone except as described under exceptions below.

### **Exceptions allowed:**

The software committee may allow retaining the data for a longer period in the following cases:

1. In cases where email account is required for communication with journals/conferences and professional societies, etc, the software committee may extend the life of email account for 6 months to a maximum of 1 year subject to request forwarded by Registrar/ Dean. Secondly, the journals/conferences and professional societies etc. allow the authors and members to update their communication details. One can easily update the communication addresses with all those places that are important to the user. It is pretty much similar to how one would update the postal address in his/her bank and other accounts when one moves from one address to another.
2. Special circumstances that require access to the email account for a pending investigation or important matter concerning that email account. This case has to be duly authorized by the director, NIPER Raebareli.
3. When duly requested and justified by the user (or his/her family member in case of hospitalization or demise of the user). System Engineer may use his/her discretion to decide this case.
4. If they request, the superannuating permanent employees of the institute will be allowed to retain their email accounts. However, the account will be put in the *auto-forwarding* mode that will forward all incoming emails to an email address specified by the outgoing employee. Sending emails using the NIPER Raebareli email account will not be allowed.

An email address once assigned **will never be recycled**. That is, the same email address will not be allocated to another person even if the first allocation has expired or deleted. This is needed to ensure the privacy and security of the original/first allottee of that email address.

**After a user has been issued a no-dues certificate, the institute will not be liable for any misuse or ensuring the security of emails data of a user.**

### Storage

- For all staff and faculty: 20Gb per user

### Academic and professional events

The institute will offer the email account ONLY to our **regular yearly** events duly recognized by the competent statutory authority of the institute. The examples are our tech and cultural fests. The institute shall NOT provide any email address for any other types of events regardless of who organizes/sponsors it. Particularly, we shall not provide any email IDs for any conferences, workshops, symposia, summer/winter schools, and so on. The organizers of such events will be responsible for obtaining the email services from outside vendors.

### **Rationale for the policy:**

The unsupported events such as listed above are one-off/sporadic. However, the communication email addresses are circulated far and wide, and are long lived.

We cannot afford to continue maintaining the email accounts for such events for long durations. Furthermore, such events put an avoidable burden on our manpower and IT resources. The organizers should procure such services from external sources, as is the norm with such events.

## Mailing lists

Need based mailing list IDs can be created for a group with membership above 15 else individuals should create a label with membership in their contacts. Such mailing lists will be allowed for a fixed duration and will be audited every 3 months. The IT committee would also conduct an audit of the existing mailing lists and delete obsolete ones.

### Allocation procedure

The concerned PI will submit the mailing list creation request in the prescribed form, and submit it to the IT section for creation of the mailing list.

## Email account related maintenance requests

Requests for adding/removing from the mailing lists, change of display names, unlocking of the account, and so on shall be handled as per the approvals of the concerned Dean/HoD/section head/PI/course instructor of the individual.

The change in display name of students will be routed via the HoDs. Change in display name of the employees will be routed via the establishment section. This routing is necessary to ensure that the student/employee's information is consistent with the personal record of the individual as maintained in NIPER Raebareli's records.

## Emails handling for large mailing lists

In order to limit the number of unwanted messages flooding the user inbox, and also to reduce the email moderation burden on our staff, we categorize the messages as follows:

Table-1 (Mailing lists details)

Sno	Broadcast email	Membership	Who can post?
1.	broadcast@	Mandatory membership for all NIPER Raebareli members e.g., students, faculty, staff, official emails of Director, Deans, Associate Deans, HoDs, sectionheads. ++emails of persons with post permission.	<b>Post Permission:</b> Director, Deans (and associate Dean), Registrar Office, Chief Medical Office, System Engineer, Administrative Officer can post here.  ++emails of persons with post permission.



2.	faculty-broadcast@	Mandatory membership for all NIPER Raebareli faculty including visiting faculty, official emails of Director, Deans, Associate Deans, HoDs.  ++emails of persons with post permission.	<b>Post Permission:</b> Director, Deans (and associate Dean), Registrar Office, section, head of workshop, heads of the following sections:  Establishment Section, Academic Section, Accounts Section, Stores and Purchase, Computer Section.  All others would have only view permission.
3.	ptfaculty@ rtfaculty@ mcfaculty@ pcfaculty@ btfaculty@	Mandatory membership for all the faculty of the concerned dept and emailsof persons with post permission.	<b>Post Permission:</b> Concerned HoD and the members of the list can post here.
4.	staff-broadcast@	Mandatory membership for all NIPER Raebareli staff (including ad hoc appointed staff), all sectionheads, and official emails of persons with post permission.	<b>Post Permission:</b> Director, Deans, Registrar Office, section heads of the following offices: Establishment Office, Accounts Office, Stores and Purchase, Computer Section
5.	<ProgramName>- <DepartmentName>- <Batch>@ ....	Mandatory membership of the concerned students and official email of the person with post permission.	<b>Post Permission:</b> HoDs, Academic section, Instructors of courses. Students who are members of the respective lists.  Others can only view
6.	Boys-hostel@	Mandatory membership of all students residing in NIPER Raebareli hostels, Wardens, Hostel admin in charges.	<b>Post Permission:</b> Wardens.  Students can only view
7.	Girls-hostel@	Mandatory membership of all students residing in respective hostels, respective wardens, Dean and Associate Dean.	<b>Post Permission:</b> Chief warden, respective hostel warden, respective hostel admin in charge.  Students can only view

**Notes about mailing lists:**

1. Any other group that may be considered necessary for institute shall be created on request by the respective departmental heads/sectional heads.
2. Posted messages would be strictly monitored for compliance. Action (including losing posting rights) against the user may be taken if the posted messages are found to be in violation of the defined IT policies.
3. Yearly audit of mailing lists would be conducted to remove email ids who are no-longer part of the relevant chain.
4. No course specific email lists will be created.

## Revisions to the policy

This policy is subject to revision as deemed necessary by NIPER Raebareli The users will be given ample time to handle the impact of any future changes to this policy.

**Any email handling issues not explicitly mentioned/covered in this document shall be decided by the director NIPER Raebareli.**

# Frequently Asked Questions

*Q1. I have a manuscript submitted to a journal/conference/others where my current email ID is mentioned as a communication address. How do I handle this if my email account will be deleted/inactivated after no-dues?*

Ans. 1. Please see the section "[Notes about handling email address termination](#)" in this document.

*Q2. I have my email address communicated to several parties, who I may not even have a trackof, but they may try to contact me via that email address. I do not want to miss any future emails from them. How do I handle this if my email account will be deleted/inactivated after no-dues?*

Ans. 2 Please see the section "[Notes about handling email address termination](#)" in this document.

*Q3. How can I take a backup of my emails and related data?*

Ans. 3. As of now, we are using Google Workspace service for emails. Please see this document to learn about email backup: <https://support.google.com/mail/answer/10016932>

*Q4. I have an important message that I need to send to all faculty/staff/students. How will I be able to do it?*

Ans. 4. The users are expected to use discretion when opting to send an email to a larger group. A user is free to forward the information they believe is useful for a larger group (e.g., all faculty/students/staff), via the **authorized** official email address. Please refer to [Table-1 \(Mailing lists details\)](#).