File No. - I-19011/1/2025-ICT   Dated:- 19-03-2026

To

1. Regional Insurance Commissioner / Regional Medical Commissioner
2. All Regional Directors / Directors (In-Charge) / Joint Directors (In-Charge)
3. Medical Superintendents of all ESIC Hospitals
4. DM (Delhi) / DM (Noida) / Director, NTA
5. Deans of all ESIC Medical Colleges and Hospitals

Subject: - Standard Operating Procedure (SOP) regarding creation of name based email id (via Eforms)

Sir/Madam,

Reference is made to this office letter of even No. dated 05-01-2026 regarding Standard Operating Procedure (SOP) for Creation, Activation, Modification, Deactivation or any technical issue of ESIC Official Email Accounts. In this context, there is a change in SOP for creation of Name based email ids for the following users:

1. Users for whom new email id has to be created.
2. Users for whom the name based email was created by HQ after migration to the new system but are not able to access Eoffice (due to non-creation of email id in NIC LDAP.

The detailed process is attached in the attached SOP.

This issue with approval of competent authority

Enclosed: - Standard Operating Procedure regarding Creation of Name base email id

Yours sincerely

(Gurjinder Singh)

Deputy Director, ICT

SOP for Email ID Creation for ESIC Officials

Following steps need to be taken for creation of new Email id. This is applicable to the below scenarios:
1. A new employee has joined ESIC and email ID needs to be created for him/her.
2. An employee for whom the email ID has been created by HQ ICT team in recent times (after migration of email services) but E-office is not working due to the email not getting reflected in NIC system.

Creation of email id through E-forms involve the following steps:

1. *Users* need to create a profile in E-forms on the website https://eforms.nic.in/OnlineForms/ and submit the request for creation of email id to their Reporting Officer.
2. *Reporting Officer* needs to approve the request on E-forms Portal. After this, the request comes at the level of *DA Admin, ESIC HQ*.
3. *DA Admin, ESIC HQ* will approve the request. After this, the request goes to the level of *DA Admin, NIC Level*.
4. Once it is approved by *DA Admin, NIC Level*, the email id is finally created.
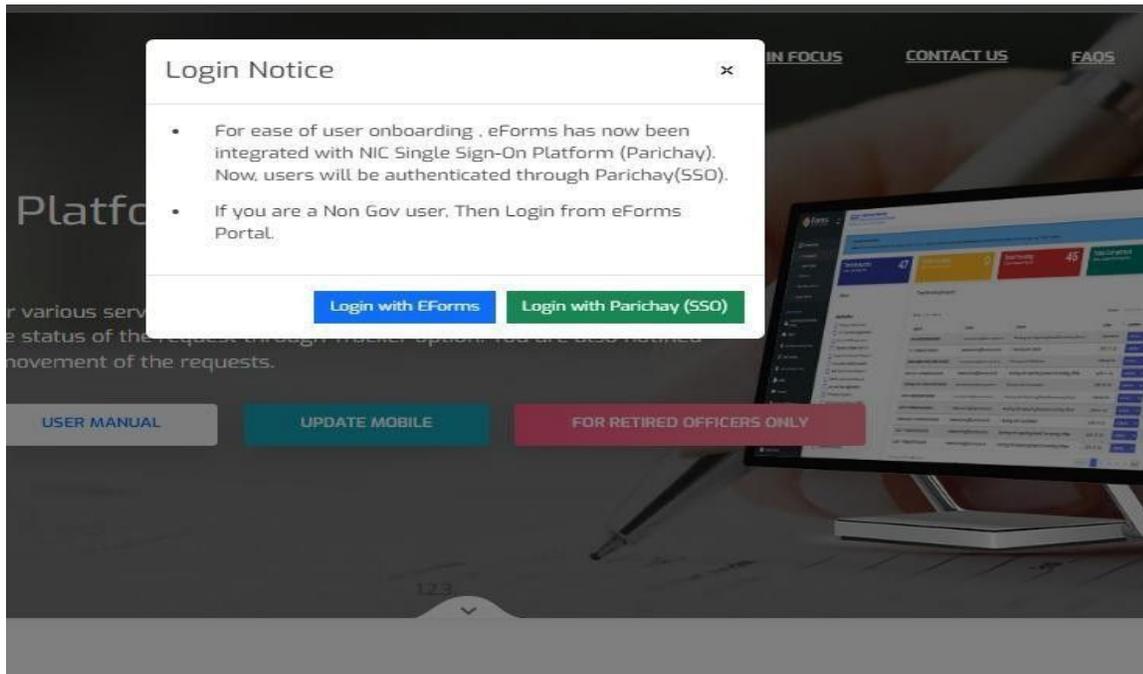
The details of these steps are as below:

Step1: For Users

1.   Please open the browser (Google Chrome, Mozilla Firefox, Safari, Edge, etc.) and type https://eforms.nic.in/OnlineForms/ Click on Login.
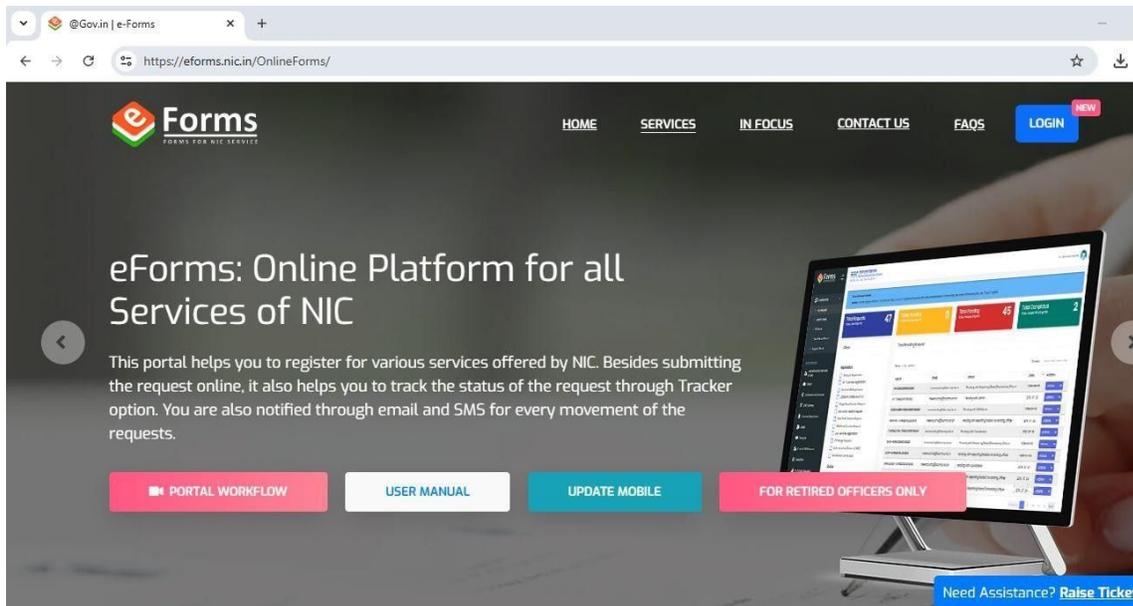
2.   User will click on **"login with eForms"** and will use his Non NIC email address.

3.   **Sign in to the portal: -** Employees who do not have a official email ID may enter their Gmail or any other email ID. Employees who have a official email ID but are unable to access the eOffice (LDAP Portal) may also use this option to continue with the process.
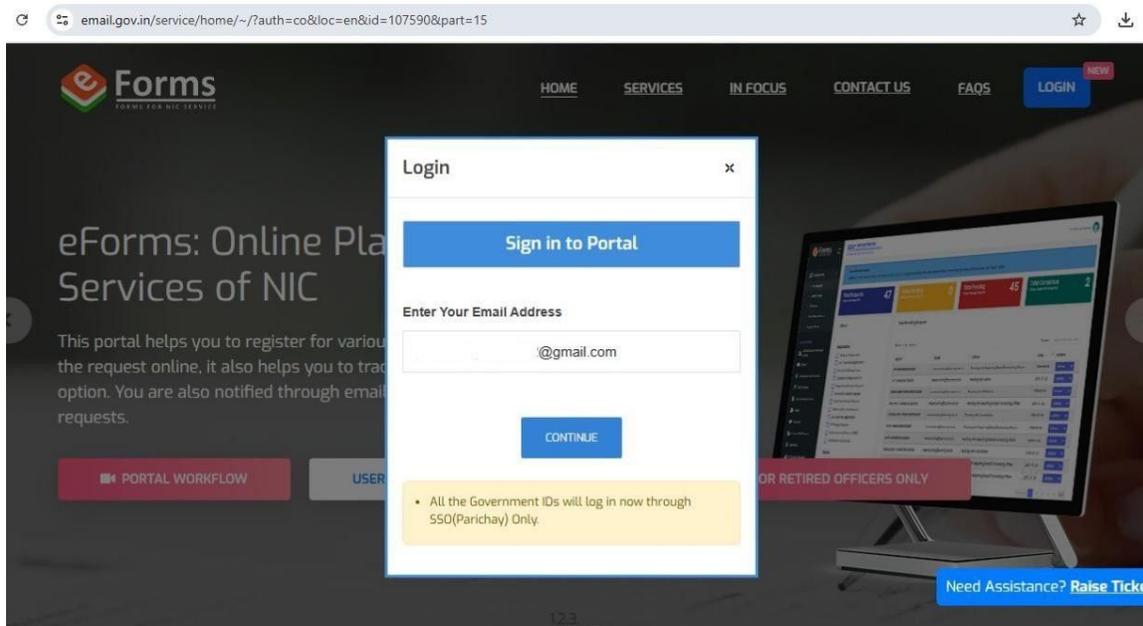
4.   OTP will be triggered on Mobile and Email which user needs to put here to complete his authentication and press continue.

5.   User will update his personal and organizational profile in eForms. The user is required to manually enter their name, employee code, mobile number, email ID, contact numbers, designation, address.

6.   On Organization Info tab, enter organization details, for ESIC employees User has to type ESIC and select **Employees' State Insurance Corporation (PSU).** Further, enter the government mail id of reporting/nodal/forwarding officer. All other details will be auto-fetched from the system based on the credentials provided.

7.   Final update profile and submit request by selecting yes.

8. The user gets success post successful request submission.

9. Once the user profile is set up, the user can request a Name Base ESIC Email ID by following the steps below (as illustrated in the images):

   a. Navigate to the "*Our Services*" tab and click on the "*Email (gov*" option
   b. Select the *Single Subscription option* from the available services.
   c. Enter details as per the specific requirements.
   - Please note- (The User should enter the email id as per ERP in preferred Email address field.
   - The user should enter the ERP username followed by **.esic** in the Preferred UID field. For example, if the ERP username is **vik95**, the user should enter **vik95.esic**

The user must select the domain as esic.gov.in in the "Preferred Email Address" section and click on preview and submit once the form is filled. Submit, once the form is previewed.

Page **5** of **9**

10.   Users are advised to submit through the proceed online button.

11.   Once submitted, the email request will be forwarded to the user's Reporting Officer/Nodal Officer/Forwarding Officer, whose details were provided while filling in the profile information. The user can track the request using the Registration Number through the "*Track User*" option.

Step:2 Process for User's Reporting Officer/Nodal Officer/Forwarding Officer Approving Authority Panel (RO)-

Once the form is submitted, the request is routed for approval by the Reporting Officer (RO) and subsequently by DA admin Coordinator. Upon approval from DA admin, mail id is created and same can also be tracked using the "Track User" option.

An email notification and SMS notification will be delivered to the user's registered email id and mobile number respectively regarding newly created Email ID and password of the email id. Users may also confirm the successful creation of the email ID with the NIC Helpdesk if required or can also be tracked using the "Track User" option.

1. Go to www.eforms.nic.in and login with Parichay (SSO) using government mail and password and access RO dashboard

Note – If the Reporting Officer (RO) panel is not visible to the approving authority, the user is advised to contact Email: forms@nic.in, Tel. : 011-22902452 between Time: 09:00 am to 06:00 pm.

2.   Click on Preview/edit

Preview for VPN-FORM202309120007

VPN Request Form

Personal Information

Name of Applicant *

Designation *
Software Developer

Employee Code
123456

Office Address

Postal Address *
NKN SP

State where you are posted *
DELHI

District *
NorthEast

Pin Code *
110053

Telephone Number :(O)

Telephone Number :(R)
011-22900355

Mobile *
+91XXXXXXX343

E-mail Address *
@nic.in

Reporting/Nodal/Forwarding Officer Details

Reporting/Nodal/Forwarding Officer Email *
@supportgov.in

Reporting/Nodal/Forwarding Officer Name *

Reporting/Nodal/Forwarding Officer Mobile *
+91XXXXXXX506

Reporting/Nodal/Forwarding Officer Telephone *

Reporting/Nodal/Forwarding Officer Designation *
Content Writer

3.   After review and verification of the details the users may decide to "approve", "reject" or "raise a query", if required. Once approved, request goes to DA admin (ESIC) for approval and Email id creation. *Note:-* Reporting Officer/Nodal Officer/Forwarding Officer are advised to click the approve button and submit through the *proceed online* button.

Step:3 Process for DA Admin, ESIC HQ

Once the request is approved by the user's Reporting Officer/Nodal Officer/Forwarding Officer, it will be forwarded to the DA Admin at ESIC HQ level. After this approval, the status will be shown as **"Request Pending with DA Admin, NIC.**

Step:4 Process for DA Admin, NIC Level.

Once the request is approved by the DA Admin at the ESIC HQ level, it will be forwarded to the DA Admin, NIC. After approval by the DA Admin, NIC, the status will be marked as **"Completed."**

Note: If any technical issues faced, Users are advised to report and seek resolution through the NIC Helpdesk on 1800-111-555 Email : eforms@nic.in, Tel. : 011-22902452, Email : port@nic.in, Email : servicedesk.nic.in, Tel. : 01122900310, Time: 09:00 am to 06:00 pm.