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(श्रम एवं रोजगार मंत्रालय,
भारत सरकार)
Employees' State
Insurance Corporation
(Ministry of Labour &
Employment,
Govt. of India)



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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.

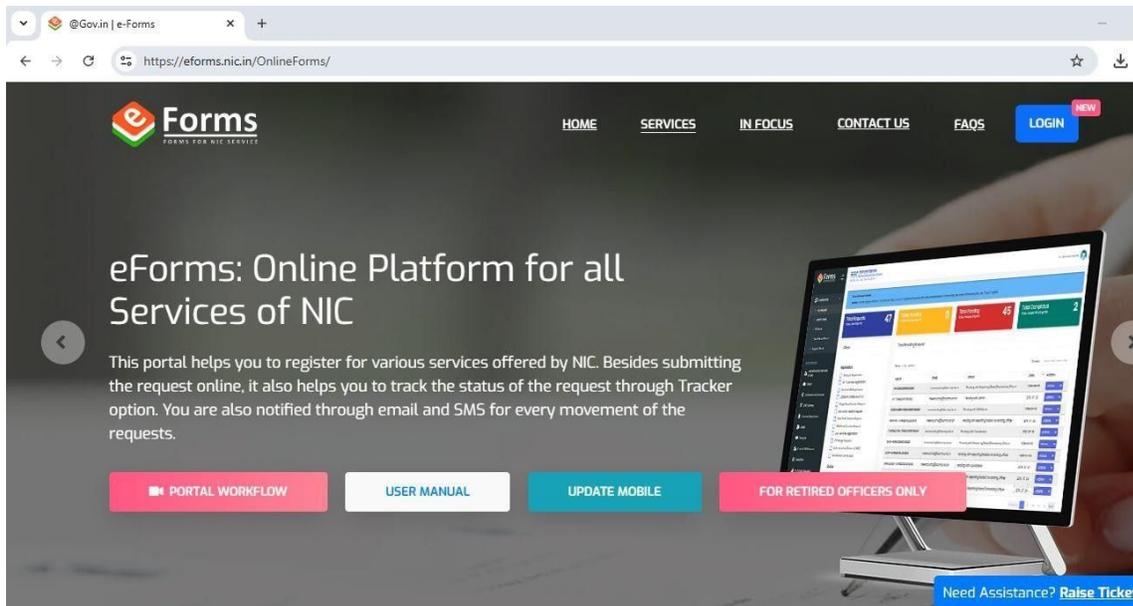
Creation of email id through E-forms involve the following steps:

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.

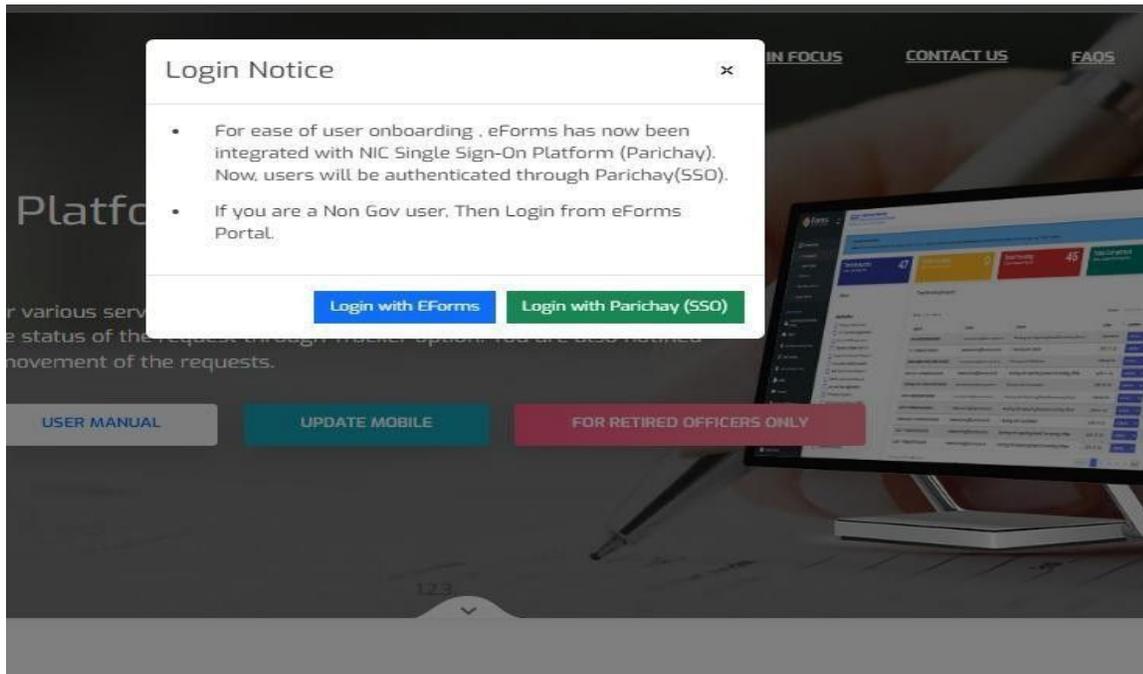
The details of these steps are as below:

Step1: For Users

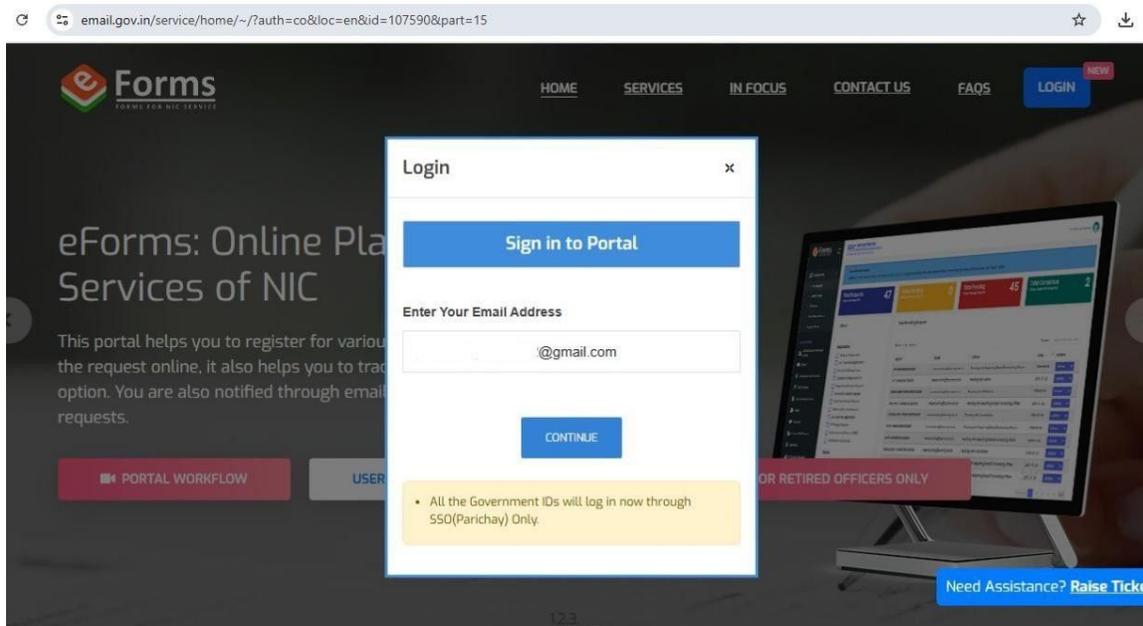
1. Please open the browser (Google Chrome, Mozilla Firefox, Safari, Edge, etc.) and type <https://eforms.nic.in/OnlineForms/> Click on Login.



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.

The screenshot shows the eForms Login interface. A modal window titled "Login" is open, displaying two OTP verification sections. The first section is for Mobile OTP, with a field containing six dots and a prompt "Please Enter OTP sent on +91XXXXXXX115". The second section is for Email OTP, with a field containing six dots and a prompt "Please Enter OTP sent on pra****@gmail.com". Below these fields are buttons for "Resend mobile otp", "Resend email otp", and "CONTINUE". A "Need Assistance? Raise Ticket" link is visible in the bottom right corner. The background shows the eForms website header with navigation links like HOME, SERVICES, IN FOCUS, CONTACT US, FAQs, and LOGIN.

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.

The screenshot displays the "Personal Info" tab of the eForms profile update page. The form includes the following fields:

- User Name ***: Gaurav Pramanik
- Employee Code**: 110001
- Mobile ***: +9198: [redacted]
- Email Address ***: prant...@gmail.com
- Telephone Number(O)**: Enter Official Telephone Number [STD CODE-TELEPHO]
- Telephone Number(R)**: Enter Residence Telephone Number [STD CODE-TELEPI]
- Designation ***: Assistant
- Enter Your Official Address ***: Tower-2, 3rd Floor, Jeevan Bharti, Connaught Ln, Janp
- State where you are posted ***: DELHI
- District/City Name ***: Central
- Pin Code ***: 110001

 There are also two "Upload" buttons: "Upload Profile Photo" and "Upload ID Proof", each with a camera icon and a plus sign. A "CONTINUE" button is located at the bottom center of the form. The page header includes the NIC logo, "National Informatics Centre", and user details like "pramanikgourav232@gmail.com".

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.

The screenshot shows the 'Forms' application interface. The user is on the 'Organizational Info' tab. The search field contains 'ESIC', and the dropdown menu shows 'Employees State Insurance Corporation(ESIC),(Psu)'. The form fields are as follows:

- Reporting/Nodal/Forwarding Officer Email***: Enter Reporting/Nodal/Forwarding Officer Email [e.g. abc.xy@xyz.com]
- Reporting/Nodal/Forwarding Officer Name ***: Enter Reporting/Nodal/Forwarding Officer Name [Only characters, dot(.) and whitespace allowed]
- Reporting/Nodal/Forwarding Officer Mobile ***: Enter Reporting/Nodal/Forwarding Officer Mobile Number [e.g. +919999999999]
- Reporting/Nodal/Forwarding Officer Telephone ***: Enter Reporting/Nodal/Forwarding Officer Telephone Number [STD CODE-TELEPHONE]
- Reporting/Nodal/Forwarding Officer Designation ***: Enter Reporting/Nodal/Forwarding Officer Designation [characters,digits,whitespace and [.,- &]]

A checkbox is checked: I declare that my Reporting/Nodal/Forwarding Officer belongs to the same Ministry/Department from which I belong.

NOTE: • If any *PSU/Ministry/Department* needs to be added, please send the details to [efoms\[at\]nic\[dot\]in](mailto:efoms[at]nic[dot]in)

A 'SUBMIT' button is located at the bottom right of the form.

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

The screenshot shows the 'Forms' application interface with a confirmation dialog box. The dialog box asks: "Are you sure you want to create or update your profile?" with "Cancel" and "Yes" buttons. The background form is partially visible, showing the 'Organizational Info' tab. The search field contains 'Employees State Insurance Corporation(ESIC)-(Psu)'. The form fields are as follows:

- Organization Category ***: Psu
- Ministry ***: Employees State Insurance Corporation(ESIC)
- Reporting/Nodal/Forwarding Officer Email***: anil.singh@esic.gov.in
- Reporting/Nodal/Forwarding Officer Name ***: Anil Singh
- Reporting/Nodal/Forwarding Officer Mobile ***: +91000000672
- Reporting/Nodal/Forwarding Officer Telephone ***: Enter Reporting/Nodal/Forwarding Officer Telephone Number [STD CODE-TELEPHONE]
- Reporting/Nodal/Forwarding Officer Designation ***: Private Secretary

A checkbox is checked: I declare that my Reporting/Nodal/Forwarding Officer belongs to the same Ministry/Department from which I belong.

NOTE: • If any *PSU/Ministry/Department* needs to be added, please send the details to [efoms\[at\]nic\[dot\]in](mailto:efoms[at]nic[dot]in)

A 'SUBMIT' button is located at the bottom right of the form.

8. The user gets success post successful request submission.

The screenshot shows the 'Forms' portal interface. A white modal box in the center displays the message: "Your profile has been created successfully, kindly log in again." with an "OK" button. The background shows a registration form for the Employees State Insurance Corporation (ESIC). The form includes fields for Organization Category (PSU), Reporting/Nodal/Forwarding Officer Email (vishalr.singh@esic.gov.in), Reporting/Nodal/Forwarding Officer Name (Vishal Singh), Reporting/Nodal/Forwarding Officer Mobile (+910000000000), and Reporting/Nodal/Forwarding Officer Telephone (011-1535245). A checkbox is checked, indicating the user's declaration. A "SUBMIT" button is visible at the bottom of the form.

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):

- Navigate to the "Our Services" tab and click on the "Email (gov)" option
- Select the *Single Subscription* option from the available services.
- 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 previewed. Submit, once the form is filled.



The screenshot shows the 'Single User Subscription' form. It includes the following fields and options:

- Single User Subscription:** Radio button selected for 'For Self'.
- Type of Mail ID:** Radio button selected for 'Mail user (with mailbox)'. Other option is 'Application user (without mailbox (office-auth))'.
- First Name:** Text input field containing 'Nisar'.
- Last Name:** Text input field containing 'Bakshi'.
- Date of Birth:** Date picker showing '04-11-2000'.
- Date of Retirement/Expiry:** Date picker showing '30-11-2060'.
- Email Address Preference:** Radio button selected for 'Name Based'. Other option is 'Designation/Office Based'.
- Employee Description:** Radio button selected for 'Govt./Psu Official'. Other options are 'Consultant/Contractual Staff' and 'FMS Support Staffs'.
- Preferred Email Address:** Text input field containing 'nisar@hshi', dropdown menu showing 'esic.gov.in', and another text input field containing 'nisar@esic'.
- Preferred Uid:** Text input field containing 'nisar@esic'.
- Buttons:** 'NEXT' button at the bottom right.

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

The screenshot shows the 'Form Submission Type' selection screen. It includes the following elements:

- Header:** 'eForms' and 'Home - Email Services for Government of India'.
- Form Submission Type:** Section with the instruction 'Please select any to proceed:'.
- Options:**
 - e-Sign the document with Aadhaar? (Culinary of e-sign with aadhaar depends on platforms outside control of NIC. In case of delay, you may choose to proceed online without aadhaar)
 - Proceed online
 - Proceed manually by uploading the scanned Copy? (You have to download generated PDF of application form, duly filled (seal & sign) by you and your competent authority and upload it on the eforms)
- Buttons:** 'Continue' button with a checkmark icon.
- Footer:** Logos for india.gov.in, PMINDIA, @gov.in, Digital India, MY GOV, eGrievings, and Sampark.

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.

The screenshot displays the 'Forms' dashboard for a Reporting Officer (RO). The dashboard includes a sidebar with navigation options like 'Dashboards', 'My Request', and 'RO Panel'. The main content area shows a summary of requests: Total User Requests (25), Today's Pending Requests (2), Total Pending Request (2), and Total Completed Requests (2). Below this, there are filters for Application and Status. A table titled 'TOTAL PENDING REQUESTS' lists two entries. The second entry, with App ID 'IMAPPOP-10842033090800', has a status of 'Pending with RO/Node/D' and a date of '2023-09-13 10:20:18.0'. The 'Actions' column for this entry contains a 'Preview / Edit' button, which is highlighted with a red box.

App Id	Applicant Details	Status	Submission Type	Date	Actions
VPN-1084203309100007	[Redacted]	Pending with RO/Node/D	User Online	2023-09-13 10:20:18.0	Actions
IMAPPOP-10842033090800	[Redacted]	Pending with RO/Node/D	User Online	2023-09-13 10:20:18.0	Preview / Edit

2. Click on Preview/edit

Preview for VPN-FORM202309120007

VPN Request Form

Personal Information

Name of Applicant *	Designation *	Employee Code
[REDACTED]	Software Developer	123456

Office Address

Postal Address *

NKN SP

State where you are posted *	District *	Pin Code *
DELHI	NorthEast	110053

Telephone Number :(O)	Telephone Number :(R)
[REDACTED]	011-22900355

Mobile *	E-mail Address *
+91XXXXXXXX43	[REDACTED]@nic.in

Reporting/Nodal/Forwarding Officer Details

Reporting/Nodal/Forwarding Officer Email *	Reporting/Nodal/Forwarding Officer Name *
[REDACTED]@supportgov.in	[REDACTED]
Reporting/Nodal/Forwarding Officer Mobile *	Reporting/Nodal/Forwarding Officer Telephone *
+91XXXXXXXX56	[REDACTED]
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.