

Subject: Migration of e-Mail Services from National Informatics Centre (NIC) to Microsoft

In view of NIC declaring 15 Oct 2025 as the last date for existing Zimbra based e-mail services, the Information Technology (IT) Department is commencing a major activity of complete migration of all official email services from the existing NIC platform to the Microsoft enterprise platform. This transition is a strategic initiative aimed at providing a more robust, feature-rich, and globally accessible communication backbone for all employees. This note outlines the key details, dependencies, and timelines associated with this crucial shift.

2. **Brief on Migration of E-mail Services.** The migration involves the systematic transfer of all user accounts, historical email data from the legacy NIC mail environment to the new Microsoft platform. This is a **major activity** that requires meticulous planning and execution by the IT team to ensure data integrity and minimal disruption. The bulk of the migration, which involves background data synchronization, is projected to be completed by the **end of October 2025**. Post-migration, all users **must verify the correctness and completeness of their migrated mailbox content** (emails, folders etc) before the final cut-over. Detailed instructions for accessing and verifying the new mailbox will be provided separately.

3. **Factors Affecting Migration.** The primary factors affecting the migration are the volume of data (approx. 44 TB), internet connection reliability between NIC and Microsoft data centres and the need for rigorous synchronization across the platforms. The IT team is conducting this activity in the background to ensure business continuity. However, due to the critical nature of the data transfer, impact on e-office and SPARROW and the final platform switch, a service blackout period will be required to ensure that no new email data is lost during the final cut-over phase (the moment when service switches from NIC to Microsoft). The success of this cut-over phase depends on the smooth progress of the background data migration.

4. **Applications Likely to be Impacted.** It is crucial to note that both the **e-office** platform and the **SPARROW** are currently integrated with and dependent on the NIC email infrastructure for authentication and notification services. Both these applications will also be affected due to the fundamental change in the underlying email authentication system. The following should be expected:

- Access to **e-office** and **SPARROW** is likely to be affected during the cut-over period.
- Users may experience temporary difficulty in logging in or receiving system-generated notifications from these applications until the new Microsoft email platform is fully linked and verified.

5. **Cut-Over Windows.** The final cut-over (the point at which the NIC service is permanently switched off and the Microsoft service is activated) will require a mandatory

service blackout. This critical phase is dependent on the progress of the background migration and will be scheduled within one of the following windows:

- (a) **Option 1.** 01 (Forenoon) to 05 November (Afternoon) 2025
- (b) **Option 2.** 05 (Forenoon) to 10 November (Afternoon) 2025

The exact window will be confirmed via a separate advisory closer to the date. Users are strongly **advised to plan their official work, particularly tasks involving e-office and SPARROW**, to minimize reliance on email and these dependent services during the specified period.

6. **Likely Time for Restoration of Services.** Full restoration of the new email services is expected immediately upon the completion of the cut-over phase, which will occur by the end of the selected blackout window. Access to dependent applications (e-office, SPARROW) will be also be verified for restoring access to these applications simultaneously with the email service switch. The IT team will work to minimize the disruption and restore all services as quickly as possible within the stated timelines.

7. **Advisory.** *Officials are strictly advised not to use the mail from the new domain "mail.gov.in" (ZOHO based), even if their e-mail has been accidentally migrated by NIC on the new platform. Mails sent / received from the new platform (ZOHO based) cannot be migrated to Outlook and these communications will be lost permanently.*

8. **IT Helpdesk.** During the cut-over window and the immediate post-migration phase, dedicated IT representatives will be available to address any issues. Users experiencing problems with email access, data verification, or connectivity to dependent applications like e-office and SPARROW can reach out to the IT team at 9958357331 (Sumit), 9015741320 (Jagveer), 7827944169 (Rohit Kumar, Exec/IT), 9654203702 (Umang Kaushik, AM/IT), 9479730500 (Sanjay Yadav, AM/IT), 9717636953 and (K Kailash, DGM/IT)


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