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|  | <p>रक्षा लेखामहानियंत्रक Controller General of Defence Accounts उलान बटार रोड, दिल्ली छावनी - 110010 Ulan Batar Road, Delhi Cantt - 110010</p> |  |
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Website

No. IT-9560EOFF/3/2025-IT

Dated: 24.06.2025

To,

All PCsDA/CsDA,

Sub: Accessibility of CGDA eoffice application and Gov. Mail Id regarding


This is to inform that due to security concerns, the direct access to the eOffice application over the internet has been blocked by NIC. Therefore, it is requested to access the application through WAN.

2 This office is actively exploring possible solutions to restore internet-based access to the application in the meantime.

3 Further, it is also informed that NIC mail IDs has been migrated from old domain (email.gov.in) to new domain (mail.gov.in). Therefore, all users are requested to migrate to mail.gov.in immediately. On first login to the new domain, users must change their passwords and ensure they are strong and not reused from other platforms.

4 The information may please be circulated to all the officers/staff of your organization. A FAQ in the matter is attached for reference.

This issues with the approval of Jt. CGDA (IT).


Sr. ACGDA (IT&S)

24/6/25

Login to the new email solution - FAQ

What is the login URL for the new email solution?

The login URL for the new email solution is <https://mail.gov.in/>.

Which password should I use to login to the new email solution?

Access <https://mail.gov.in/> website and enter the complete email address and the password of your existing email account. You will be asked to enter an OTP sent to your registered mobile number. Enter the OTP and click **Sign in**.

Once signed in you will be asked to reset your password. Enter and confirm the new password. You can use this new password for all your future sign-ins.

When will the access to my old email system be disabled?

Your old email system will be locked after 48 hours of receiving the migration completion notification.

What should I do if my password in the existing system is not working in the new NICeMail Services?

You can reset it using the passapp - <https://passapp.email.gov.in/> and use the new password to log in to the new NICeMail Services.

What should I do if I'm not receiving the SMS OTP to my registered mobile number?

If you're encountering problems receiving the SMS OTP to your registered mobile number, please reach out to the NICeMail services help desk to provide you with further assistance (Helpline at 1800-571-9646).

I'm not able to login into eoffice application through WAN

Please reset your email id password on <https://email.gov.in> by accessing the same through internet. Now, reset the password using the forgot password option. Once, the password is reset, wait for 2-3 hours to access the eoffice application through WAN.