भारत सरकार GOVERNMENT OF INDIA
वित्त मंत्रालय MINISTRY OF FINANCE
राजस्व विभाग DEPARTMENT OF REVENUE
केन्द्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS
मुख्य आयुक्त का कार्यालय
OFFICE OF THE CHIEF COMMISSIONER
केन्द्रीय कर, केन्द्रीय उत्पाद शुल्क और सीमा शुल्क
CENTRAL TAX, CENTRAL EXCISE & CUSTOMS
तिरुवनंतपुरम क्षेत्र,THIRUVANANTHAPURAM ZONE
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E-mail: ccu-cexcok@nic.in Fax: 0484-2397614 Phone: 0484-2394100/0404

To

1. **The Principal Commissioner**
   Central Tax & Central Excise, Kochi
2. **The Commissioner**
   Central Tax & Central Excise, Kozhikode
3. **The Commissioner**
   Central Tax & Central Excise, Thiruvananthapuram
4. **The Commissioner**
   Customs Preventive Commissionerate, Cochin
5. **The Commissioner**
   Custom House, Cochin
6. **The Commissioner (Appeals)**
   Cochin
7. **The Commissioner**
   Audit Commissionerate, Cochin

Sir,

Sub: Help Guide for Installation of Kavach Application for all gov.in/NIC email ID -reg.

Please find enclosed herewith e-mail dated 22.06.2021 received National Informatics Centre, Ministry of Electronics & Information Technology on the above subject.

2. In this e-mail, it is intimated that all users availing the email services from NIC need to use 2FA to access their account. No user will be able to access gov email through the Web Interface w.e.f. 27-June-2021 unless he has installed Kavach.

Yours faithfully,

Encl: As above

Signed by Shalini Sushmitha Komaragiri
Date: 28-06-2021 16:58:38
Reason: Approved

(Shalini Sushmitha K.)
Deputy Commissioner (CCO)

Configuration steps for installing Kavach

NOTE:

1. **Please note that NIC does NOT send any mails under any situation that requires you to submit your login credentials (login/password) hence do not take any action on a mail that asks for your login and password as it could be a fake mail and may carry malicious malware to infect your devices.**

2. **If you receive any email with a link, please verify its authenticity before clicking. It could be a phishing link.**

With immediate effect installation of 2FA **has been made mandatory as per** directive from Competent Authority. All users availing the email services from NIC need to use 2FA to access their account.

Users are advised to install the same on their access devices (phone/laptop/desktop) immediately . Please note that if you choose to install kavach only one device then please ensure that the device (for instance if you choose to install on the phone) is always available with you as you will need to accept the notification for the access to email to be enabled.

Note:

1. The ID of a user needs to be activated for Kavach in the mail server prior to activation by the users. Hence , this procedure needs to be followed by ONLY those users who receive a mail from mailservices@nic.in. This mail is sent after the id has been enabled for Kavach. If a user receives a mail forwarded by a colleague/acquaintance, please do not try and activate as it will give an error . User needs to wait to receive a direct.

2. Ensure the correct mobile no is mapped with your id as you will receive a OTP for registration .

3. Contact your respective NIC coordinator / delegated administrator for updation of your mobile no or any other assistance required in this regard.

4. Notification will be sent to all devices on which the app is installed hence for ease of use please install on all (max 3) devices that are used for accessing email services.

Video tutorial is available on https://email.gov.in (after logging in) under the heading How to **Install Kavach App on Android and iPhone**.

Please find below the steps for installing Kavach.

(A) For Self:

1. How to Install Kavach on Mobile (Android or iPhone) & Desktop.

Desktop

- **Download the Desktop App from https://kavach.mail.gov.in**
- **Minimum requirement for Desktop App**
  - **Windows 7**
  - **MAC 10.11**
  - **Ubuntu 19.04**
  - **CentOS/RedHat 6.9**

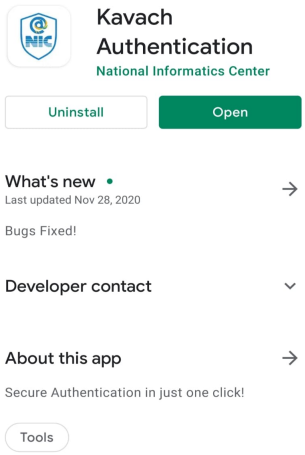
Mobile

- Download the IOS and Android app from Apple **App Store** and **Google play store** respectively.
- Please search for **"Kavach Authentication"** in the store Screenshot of the correct App is shown below .
- **Minimum requirement for Mobile App**
  - **Android OS**: 2.3 and above
  - **iOS**: 7.0 and above

App Store



Google Play Store



You can also download from the URL : https://kavach.mail.gov.in.

2. After Downloading, Install the same and accept the terms and conditions.
3. Authenticate by giving your username & password
4. You will receive a 6 digit code OTP (One time password) via SMS on your **registered Mobile** . Please insert the OTP and click on **Submit** to complete the enrolment

(B) **ADD A USER WITH YOUR ACCOUNT (PROVISIONED TO ALLOW PS /GROUP MEMBER TO ACCESS YOUR ACCOUNT)**

The person to whom you want to give access to your account needs to follow these steps.

1. Please ensure that the user being added to the app also has kavach enabled. Please ensure the same by asking your respective Delegated Administrator/NIC Coordinator or send a mail to mailservices@nic.in
2. The person (for instance your PS) will install the kavach app for his/her own email address by following the steps mentioned under "SELF" above.
3. After installing and enabling the app for self, he/she will Click on "**ADD NEW ACCOUNT" in the app** .
4. Enter the ID and Password details of the user whose account he/she wants to take access for (in this instance YOU).
5. Enter the OTP sent on the registered mobile number of the person (in this case YOU and you will need to share the OTP

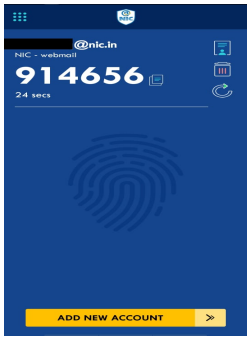
received on your phone as this needs to be a informed decision on the part of the user).

6. Enrolment will be complete and now Your PS /anyone else you give this authorization to will be able to access your account .
7. Max 2 delegations are allowed.

(C) HOW TO USE THE APP

After successful installation follow these steps:

1. Login with your username /password and press enter
2. You will get a notification from the kavach app asking you to "Accept"/" Deny".
3. Pls "Accept" immediately. Any delay will result in "timeout"
4. Please note that you need to be in strong network signal zone for the notification. If for any reason you are in a weak signal zone, then you may not get the notification immediately . Please use the following two option in such a scenario:
   a) Use the "PULL" option to get the notification **OR**
   b) Use the OTP and suffix it with your password and then press "enter. OTP is the number that you see on the main screen of your kavach App as shown below.



5. You can also apply **the country policy** using the kavach app
6. IMAP as a service can be enabled/disabled using the app
7. As informed user, it is recommended to check your logs for access activity
8. You are advised to please go through all the options available on the app for using it effectively

For any issues please call the 24x7 NIC Helpdesk 1800-111-555 or Contact the NIC Officers /Delegated Administrator in your respective Ministry/Department .