रक्षा मत्रांलय(गु.आ.म.नि.)
MINISTRY OF DEFENCE (DGQA)
गुणता आश्वासन निदेशालय (नौसेना)
DIRECTORATE OF QUALITY ASSURANCE (NAVAL)

SOP FOLLOWED ON COMPROMISED EMAIL ID

1.   Refer DGQA/SDCC email dated 07 Dec 2023 (12:41 PM).

2.   On receipt of intimation that email id dirpersdqan-dgqa@gov.in is suspected to have been compromised, following necessary action have been initiated as per Standing Instruction on the subject and advised vide email mentioned at para 1 ibid:

(a)   The compromised PC/ device have been thoroughly cleaned by hard formatting and OS is reinstalled.

(b)   Password of the compromised email ID dirpersdqan-dgqa@gov.in has been changed from a computer which is secured i.e. Virus/ Malware free.

(c)   Users have been instructed that NIC does not solicit the username and passwords through any URLs sent via emails and they don't need to enter their user name and password through such links.

(d)   The Operating Systems of the PC/ devices through which emails are accessed reinstalled with the latest patches after hard formatting.

(e)   PC has been hard formatted to remove Key loggers (if any).

(f)   Remote desktop applications (like Anydesk) are not found installed in the systems.

(g)   "REMEMBER PASSWORD" option have not been found configured anywhere i.e. in the browser or in POP client i.e. outlook, thunderbird etc.

(h)   Security audit of device form where said ID was assessed has been undertaken by the CSO/ HQ DQA(N), New Delhi and ensured that system have been free from Malware.

3.   Further, it is intimated that presently compromised email ID is deactivated by DA Admin of DGQA. On activation of the same email, it will ensured that dirpersdqan-dgqa@gov.in should have IMAP disabled, if not.

4.   This for your kind information.

जे एस मैनी /JS Saini
कमाण्डर/ Commander
कमाण्डर (एन. डब्लू. एंड आई. टी.)
अ.प.ब./ Commander(NW&IT)-AOL
कृते अ.म.नि.(नौ.)/ for ADGQA(N)

-DGQA/SDCC