

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 2289
TO BE ANSWERED ON: 19.12.2025

MIGRATION OF GOVERNMENT EMAIL ACCOUNTS TO ZOHO

2289. SHRI K.R.N. RAJESHKUMAR:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of central Government email accounts and productivity suite licenses migrated from National Informatics Centre (NIC) to Zoho Corporation platforms;
- (b) the total financial commitment made towards this project by Government and the date and duration of the contract; and
- (c) the details of the security audits conducted, including details of entities who conducted these audits, the dates and findings, prior to migration of these accounts to Zoho?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (c): The Government recognises the critical importance of having a robust, sovereign and secure official email system for its Ministries and Departments.

Accordingly, the Government mandates that only email services provided by the National Informatics Centre (NIC) shall be used for official communication.

To ensure this, the government through NIC has selected a Master System Integrator (MSI) – M/s Zoho in the month of March 2024 for the period of seven years for a robust cloud-based email solution capable of supporting all Government users.

The number of accounts migrated to Zoho platform is around 12.68 Lakhs.

Payments are made based on the actual number of email accounts migrated to the Zoho platform. The monthly pricing for email accounts is Rs. 200 and Rs. 300 for 30 GB and 100GB mailbox size respectively. For the financial year 2024–25, the total expenditure incurred was ₹41.33 Crs, and for the current financial year 2025–26, the expenditure incurred so far is ₹120 Crs.

The selection of the service provider was carried out through an open tender process, which included a Proof of Concept (PoC) with shortlisted bidders and designated groups of government users.

The project emphasises “Make in India” compliance and ensures that the Government retains full ownership of all data and intellectual property generated under the contract.

After the email service went live on the new Zoho platform, online feedback was collected from users across various Ministries and Departments. The Service Provider – M/s Zoho is a registered Indian entity subject to Indian laws and jurisdiction.

The contract with the service provider ensures strict adherence to data sovereignty. Robust security evaluations have been undertaken to ensure safe migration and deployment:

- Comprehensive security audit by Standardisation Testing and Quality Certification (STQC), MeitY in May 2024
- Second full security audit by Centre for Development of Advanced Computing (C-DAC), MeitY in August 2025

The cloud-based solution, including Primary and Disaster Recovery data centers, are physically located within India, and no data can be shared or replicated outside the country.
