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भारतीय आयुर्विज्ञान अनुसंधान परिषद
स्वास्थ्य अनुसंधान विभाग, स्वास्थ्य एवं परिवार
कल्याण मंत्रालय, भारत सरकार

Indian Council of Medical Research
Department of Health Research, Ministry of Health
and Family Welfare, Government of India

File No.: e- 248413

Date: 22/12 /2025

OFFICE MEMORANDUM

Subject: Submission of Details of Users Facing “Unable to Log In / User Does Not Exist” Email Issues — Reg.

It has been observed that certain users' email IDs were not migrated due to prolonged non-usage and have consequently been marked as dormant by NIC. As a result, several users are experiencing login-related issues such as “Not able to log in” or “User does not exist.”

In view of the above, all Directors/Directors-in-Charge of ICMR Institutes and Heads of ICMR Headquarters Divisions are requested to kindly direct their respective eOffice & Email/Web VPN Nodal Officers to collect the email IDs and relevant details of officials facing such issues and submit the consolidated information in the prescribed format attached herewith.

The information is required for necessary action and for ensuring timely resolution of the issues in coordination with NIC. It is, therefore, requested that the details may please be shared at the earliest.

User's eMail ID of Users Facing “Unable to Log In / User Does Not Exist” Email Issues

SlNo.	Name of the User	Designation	User eMail-id (@icmr.gov.in/gov.in/nic.in)	Mobile No.	Describe the Issue

The Excel file (**InstituteName_Place_Email_Issues.xls**) attached herewith ,all concerned are requested to revert the duly filled Excel file **on or before 26.12.2025** to the email address: **Muniasamy.hq@icmr.gov.in**.

In case any query, feel free to contact **Sh. R.Muniasamy, Principal Technical Officer**, ICMR Hqrs, New Delhi, Contact No# **9818645628**.

Digitally signed by
Jaibir Singh

Date: 23-12-2025

09:51:11
Jaibir Singh

Assistant Director General (Admin.)

To:

All Directors/Directors-in-Charge, ICMR Institutes.
All Heads of Divisions, ICMR Headquarter.