

Standard Operating Procedure (SOP) for User Account Management, Billing, and Service Operations under NICSI Messaging Services.

Subject: Standard Operating Procedure for User Account Management, Vendor Onboarding, Billing, and Service Operations under NICSI Messaging Services.

In supersession of all previous instructions, the following Standard Operating Procedure (SOP) shall apply with immediate effect for user account management, vendor onboarding, billing and operational processes under NICSI Messaging Services.

1. Vendor Selection and Onboarding

1. NICSI has empanelled the following two service providers for SMS services:
 - M/s Onextel Pvt Limited.
 - M/s Netcore Cloud.
2. The user organization shall select a service provider from among the empanelled vendors based on its operational requirements, after taking presentations from both vendors and assessing the suitability of the proposed SMS services.
3. Upon receipt of the user organization's selection by e-mail to the NICSI Messaging Division at messaging-division@nicsi.nic.in after that NICSI shall issue a Proforma Invoice (PI) to the user organization for release of funds.
4. On receipt of funds, NICSI shall issue a Work Order to the selected vendor.
5. NICSI shall initiate and complete the on boarding process with the selected vendor, including necessary documentation, account creation, and service activation.
6. The selected vendor shall provide messaging services in accordance with the applicable terms and conditions of the NICSI empanelment.
7. The selected vendor shall add the required SMS quota based on the suggestion of the user department and its estimated traffic requirements.
8. Based on actual usage or consumption, the vendor shall raise the bill to NICSI and generate the tax invoice. Tax invoices shall be generated and issued to all users on a quarterly basis. However, for high-value users, tax invoices may be generated and issued on a monthly basis.

अशोक मिश्रा / Ashok Mishra
कंपनी सचिव / Company Secretary
नेशनल इन्फोमेटिक्स सेंटर सर्विसिज इन्कोर्पोरेटेड
National Informatics Centre Services Incorporated
प्रथम तल, एन.बी.सी.सी. टॉवर / 1st Floor, NBCC Tower
15, भीकाजी कामा प्लेस, नई दिल्ली-110066
15, Bhikaji Cama Place, New Delhi-110066

2. Pre-Receipt

1. NICS I shall not issue any pre-receipt.
2. Payments shall be made by user organizations only against the Proforma Invoice (PI) issued by NICS I.

3. User Account Deactivation

1. User accounts that remain inactive for a continuous period of two (2) years shall be deactivated by NICS I.
2. An account shall be considered inactive if no SMS transactions, login activity, or other authorized service usage is recorded during the two-year period.
3. Deactivated accounts may be reactivated only upon receipt of a formal request from the concerned user organization, subject to verification and compliance with prevailing NICS I policies and procedures.

4. Non-Receipt of Funds

1. If NICS I does not receive funds from a department or organization for a continuous period of two (2) years, NICS I may suspend or discontinue the concerned services.
2. Prior to suspension or discontinuation, payment reminders shall be issued through e-mail, SMS, WhatsApp, or any other approved communication channel. A maximum of three (3) reminders shall be sent within the prescribed notice period.
3. If payment remains outstanding after expiry of the notice period, NICS I may suspend or discontinue the services until all outstanding dues are cleared.

5. Utilization of Available Project Balance

1. Where a project has an unutilized balance and the existing Work Order has expired, the available balance may be adjusted against a new Work Order for continuation of services.
2. Prior to such adjustment, NICS I shall seek concurrence from the user department through e-mail, allowing fifteen (15) days for submission of objections, if any.
3. Any objection received within the stipulated period shall be examined before further action is taken.
4. In the absence of a response within fifteen (15) days, the user department shall be deemed to have no objection. NICS I may thereafter issue a new Work Order and utilize the available balance, subject to applicable approvals and financial rules.

6. Migration from Prepaid to Postpaid

1. An MoU shall be executed between NICSI and the user organization for migration from the Prepaid model to the Postpaid model.
2. Such migration shall require the approval of the Competent Authority.

7. Effective Date

This Standard Operating Procedure shall come into force with immediate effect and shall remain in force until further orders.

This issues with the approval of the Competent Authority.


16/10/2026
अशोक मिश्रा / Ashok Mishra
कंपनी सचिव / Company Secretary
नेशनल इन्फोमेटिक्स सेंटर सर्विसिज इन्कॉर्पोरेटेड
National Informatics Centre Services Incorporated
प्रथम तल, एन.बी.सी.सी. टॉवर / 1st Floor, NBCC Tower
15, भीकाजी कामा प्लेस, नई दिल्ली-110066
15, Bhikaji Cama Place, New Delhi-110066

Standard Operating Procedure (SOP)

For User Account Management, Vendor Onboarding, Billing and Service Operations under NICSI Messaging Services

Subject:

Standard Operating Procedure for User Account Management, Vendor Onboarding, Billing and Service Operations under NICSI Messaging Services.

In supersession of all previous instructions issued in this regard, the following SOP shall come into force with immediate effect and shall govern user account management, vendor onboarding, billing and operational processes under NICSI Messaging Services.



1. Vendor Selection and Onboarding

- 1 NICSI has empanelled the following two service providers for SMS services:
 - M/s Onextel Private Limited
 - M/s Netcore Cloud
- 2 User organization selects a vendor based on requirements after presentations from both vendors and assessment of suitability.
- 3 Send vendor selection via e-mail to messaging-division@nicsi.nic.in.
- 4 NICSI issues Proforma Invoice (PI) to user for release of funds.
- 5 On receipt of funds, NICSI issues Work Order to selected vendor.
- 6 NICSI coordinates onboarding with vendor (documentation, account creation, service activation).
- 7 Vendor provides services as per NICSI empanelment T&Cs.
- 8 Vendor provisions required SMS quota as per user's requirement and estimated traffic.
- 9 Vendor raises bill to NICSI based on actual usage and generates tax invoice.
- 10 Tax invoices issued quarterly, for high-value users, monthly.



2. Pre-Receipt

- 1 NICSI shall not issue any pre-receipt.
- 2 Payments shall be made by user organizations only against the Proforma Invoice (PI) issued by NICSI.



4. Non-Receipt of Funds and Outstanding Dues

- 1 If funds remain unreceived for 2 years, NICSI may suspend or discontinue services (subject to approvals).
- 2 Send payment reminders via e-mail, SMS, WhatsApp or other approved channel (maximum 3 reminders).
- 3 Maximum 3 reminders within notices period, indicating dues and consequences.
- 4 If dues remain unpaid after notice period, NICSI may suspend or discontinue services until cleared.



3. User Account Deactivation

- 1 Accounts inactive for 2 years shall be considered for deactivation by NICSI.
- 2 Inactive if no SMS transactions, login activity or other authorized usage for 2 years.
- 3 Deactivation after verification and compliance with NICSI policies.
- 4 Reactivation on formal request from user organization, subject to verification and compliance.



5. Utilization of Available Project Balance

- 1 If Work Order has expired and balance remains, adjust against new Work Order (subject to approvals and financial rules).
- 2 Seek concurrence from user department via e-mail; allow 15 days for objections.
- 3 Examine any objection received within the period.
- 4 If no response within 15 days, deemed no objection; process further (subject to approvals).
- 5 Issue new Work Order and adjust available balance towards continuation of services.



6. Migration from Prepaid to Postpaid

- 1 Execute MoU between NICSI and user organization for migration from Prepaid to Postpaid model.
- 2 Migration only after approval from Competent Authority and completion of required formalities (administrative, financial and contractual).



7. Effective Date and Applicability

- 1 This SOP shall come into force with immediate effect and shall remain in force until amended, superseded or withdrawn by further orders of the Competent Authority.
- 2 All concerned divisions, user organizations and empanelled service providers shall comply with the provisions of this SOP, as applicable.

This issues with the approval of the Competent Authority.