Zed-King
GROUP OF INSTITUTIONS
ISO 9001: 2015 Certified

COURSE ON COMPUTER CONCEPTS

E-MAIL, SOCIAL NETWORKING AND E-GOVERNANCE SERVICES

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7.0 Introduction

> *The Internet has changed the way people communicate, work, shop and get government services. **E-mail** sends messages electronically, **social networking** sites connect people online, **e-commerce** allows buying and selling online and **e-governance** delivers government services to citizens through electronic means.*

This chapter explains how to create and use an e-mail account, how social media and messaging apps work, the basics of blogs and online shopping, the rules of good online behaviour (netiquette), and how to use important Government of India online services — IRCTC, Passport Seva, eHospital (ORS), UMANG and DigiLocker. **Note:** website layouts, app screens and some rules change from time to time, so always follow the latest instructions on the official site or app.

Topic	Meaning	Examples
E-mail	Sending and receiving messages and files electronically	Gmail, Outlook, Yahoo Mail
Social Networking	Websites/apps to create profiles, share content and connect with people	Facebook, Instagram, LinkedIn, X
Instant Messaging	Real-time chat, calls and file sharing	WhatsApp, Telegram, Messenger
E-commerce	Online buying and selling of goods and services	Amazon, Flipkart, IRCTC
E-governance	Use of IT to provide government services to citizens, business and employees	Passport Seva, DigiLocker, UMANG

7.1 Objectives

After studying this chapter, you will be able to:

- Explain the structure of an e-mail message and the parts of an e-mail address
- Create an e-mail account and use the inbox, compose, reply, forward, search, attach and signature features
- Describe popular social networking sites, instant messaging apps and blogs
- Explain the basics of e-commerce and its types, and follow netiquette
- Explain e-governance and use services like railway reservation, passport and eHospital (ORS)
- Use the UMANG app and DigiLocker on a mobile phone

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7.2 Structure of E-mail

> *E-mail (electronic mail) is a method of sending messages, documents, photos and other files from one person to another through the Internet within seconds. The first network e-mail was sent by Ray Tomlinson in 1971, who also chose the @ symbol for e-mail addresses.*

A. E-mail Address

An e-mail address has two parts separated by the @ (at) sign: **username@domain-name**. Example: **ajay.kumar@gmail.com** — *ajay.kumar* is the username (mailbox name) and *gmail.com* is the domain name (the mail service). Spaces are not allowed, and every address in the world is unique.

B. Parts of an E-mail Message

Field	Description	Example
From	Sender's address (filled automatically)	ajay@gmail.com
To	Address of the main receiver(s); many addresses can be separated by commas	principal@school.in
Cc (Carbon copy)	Copy sent to other persons; all recipients can see these addresses	teacher@school.in
Bcc (Blind carbon copy)	Copy sent secretly; the Bcc addresses are hidden from other recipients	parent@gmail.com
Subject	Short title telling what the mail is about	Leave application for 2 days
Body (Message)	Main text of the mail; can have formatting, links and pictures	Respected Sir, I request…
Attachment	Files sent along with the mail (document, photo, PDF)	leave_form.pdf
Signature	Text automatically added at the end of the mail	Ajay Kumar, Class 12

C. How E-mail Works

Term	Meaning
Mail Server	A computer on the Internet that stores and forwards e-mails
SMTP (Simple Mail Transfer Protocol)	Protocol used to **send** e-mail from the sender to the mail server and between servers
POP3 (Post Office Protocol)	Protocol used to **receive** e-mail; downloads mail to the computer
IMAP (Internet Message Access Protocol)	Protocol used to **receive** and manage mail on the server so that it can be seen on many devices
Webmail	Using e-mail through a web browser (gmail.com, outlook.com)
E-mail Client	Software installed on a computer/phone to use e-mail (MS Outlook, Thunderbird, Gmail app)

D. Popular E-mail Services

Service	Company	Website
Gmail	Google	gmail.com

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Service	Company	Website
Outlook.com (Hotmail)	Microsoft	outlook.com
Yahoo Mail	Yahoo	mail.yahoo.com
Proton Mail	Proton (privacy-focused)	proton.me
NIC Mail	National Informatics Centre (for government employees)	email.gov.in

Advantages of e-mail: very fast, low cost, can send files, can be used 24 hours from anywhere, keeps a record, many people can be sent the same mail. **Disadvantages:** spam (unwanted mail), viruses and phishing (fake mails to steal information), needs Internet.

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7.3 Using E-mails

7.3.1 Opening Email Account

Steps to create a free Gmail account (other services are similar):

- Open a web browser and go to **www.gmail.com** (or accounts.google.com). Click **Create account** → **For my personal use**.
- Enter **First name** and **Last name** → Next.
- Enter **Date of birth** and **Gender** → Next.
- Choose your Gmail address (**username**), for example ajay.kumar2026 — it must be unique; Google suggests available names → Next.
- Create a **strong password** (8 or more characters with capital and small letters, numbers and symbols) and confirm it → Next.
- Add a **phone number** and verify it with the OTP if asked; add a recovery e-mail (recommended) → agree to the Privacy and Terms → **I agree**.
- The account is created and the Inbox opens. To use it later: go to gmail.com → enter the e-mail address → Next → enter the password → Next.
- **Sign out** after use on a shared computer: click the profile picture → Sign out.
- Turn on **2-Step Verification** for better security; never share your password or OTP with anyone.

> **Good Practice:** Choose a professional e-mail address (name-based). Do not use birth date or simple passwords like 123456.

7.3.2 Mailbox: Inbox and Outbox

> *The mailbox is the storage area of the e-mail account. It is divided into folders (labels) such as Inbox, Sent, Drafts, Spam and Trash.*

Folder	Contents
Inbox	All incoming (received) messages; unread mails are shown in bold
Outbox	Messages that are written and are waiting to be sent (used in e-mail programs such as MS Outlook when mail could not be sent, e.g., no Internet); in Gmail a message waits in Outbox only for a moment/offline
Sent (Sent Mail)	Copies of all messages that you have sent
Drafts	Messages that are saved but not yet sent (Gmail saves a draft automatically)
Spam / Junk	Unwanted and suspicious mail; automatically deleted after about 30 days
Trash / Deleted Items	Deleted mail; can be restored for 30 days in Gmail, then removed permanently
Starred / Important	Mails marked by the user or automatically as important
Labels / Folders	User-created groups to organize mails (e.g., School, Bills)

- Click a message in the Inbox to read it. Use the checkbox to select messages and then Archive, Delete, Mark as read or Move to a label.
- Gmail also sorts incoming mail in tabs: Primary, Promotions, Social (can be switched off).

7.3.3 Creating and Sending a New E-mail

- In the Inbox click **Compose** (or press **C** in Gmail). A **New Message** window opens.

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- In **To** type the receiver's e-mail address (more addresses separated by comma). Click **Cc / Bcc** if copies are needed.
- Type the **Subject** and then the message in the **body**. Use the formatting bar below for font, bold, bullets, links and emoji.
- Attach files if needed (see 7.3.7) and check the spelling and the address.
- Click **Send** (Ctrl + Enter). The mail goes to the receiver and a copy is stored in **Sent**.
- If you close the window without sending, the message is saved in **Drafts**. Use the dustbin icon to discard.

Sample e-mail:

Field	Content
To	principal@school.in
Subject	Application for leave
Body	Respected Sir, I request you to grant me leave on 28 and 29 October 2026 due to a family function. Thank you.
Signature	Ajay Kumar, Class 12-A, Roll No. 15

7.3.4 Replying to an E-mail Message

- Open the message and click **Reply** (arrow icon) at the bottom or at the top right. The sender's address and the subject (with **Re:**) are filled automatically.
- Type your answer and click **Send**.
- **Reply All:** sends the reply to the sender and also to everyone in the To and Cc lines. Use it only when everybody needs to read the answer.

Option	Sent to	Subject shows
Reply	Only the sender	Re: original subject
Reply All	Sender + all To and Cc recipients (not Bcc)	Re: original subject

7.3.5 Forwarding an E-mail Message

> *Forwarding means sending a received message (and its attachments) to some other person who was not in the original mail.*

- Open the message → click **Forward** (arrow pointing right). The subject starts with **Fwd:** and the original message is placed in the body.
- Type the new receiver's address in **To**; add your own note above the forwarded text if required.
- Click **Send**.
- Do not forward private or chain mails, hoaxes and unverified messages.

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7.3.6 Searching Emails

Type words in the **Search mail** box at the top of the Inbox and press Enter. Gmail searches the sender, subject and body. Search operators make the search exact:

Search	Meaning	Example
from:	Mails from a person	from:ajay@gmail.com
to:	Mails sent to a person	to:principal@school.in
subject:	Word in the subject	subject:invoice
has:attachment	Mails with attachments	has:attachment
filename:	Attachment of particular type/name	filename:pdf
is:unread	Unread mails	is:unread
after: / before:	Mails in a date range	after:2026/10/01 before:2026/10/31
larger:	Mails bigger than a size	larger:10M

- Use the **Show search options** button (filter icon in the search box) to fill From, To, Subject, Has the words, Date within, Size and Has attachment.
- In MS Outlook, use the Search box (Ctrl + E) and the Search tab for filters.

7.3.7 Attaching Files with Email

- In the New Message window click the **paper-clip** (Attach files) icon.
- Select the file(s) in the **Open** dialog box (hold Ctrl for many files) and click **Open**; or **drag and drop** the file into the message window.
- The file name and size appear at the bottom of the message. Click the cross (□) to remove it.
- Type the message and click **Send**. The receiver can **download** or preview the attachment.
- **Size limit:** Gmail allows about 25 MB per message. Larger files are shared as a **Google Drive link**. Compress many files in a ZIP file.
- **Insert from Drive** and **Insert photo** options are also available.
- **Safety:** do not open attachments (.exe, .zip, .docm) from unknown senders — they may carry viruses. Mention the attachment in the message so that the receiver does not miss it.

7.3.8 Email Signature

> *An e-mail signature is a block of text (name, designation, phone number, organization, website) that is added automatically at the end of every outgoing message.*

Steps to create a signature in Gmail

- Click the **Settings (gear)** icon → **See all settings**.
- In the **General** tab scroll down to **Signature** → click **Create new** → type a name for it.
- Type the signature text in the box (use the formatting bar for font, links and image).
- Under **Signature defaults** choose the signature for New emails and for Reply/Forward.
- Scroll down and click **Save Changes**.

Example signature: Ajay Kumar | Student, Zed King Institute, Kaithal | Mobile: 98XXXXXXXX. In MS Outlook: File → Options → Mail → Signatures → New.

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7.4 Social Networking & e-Commerce

7.4.1 Facebook, Twitter, LinkedIn, Instagram

> *Social networking sites are websites and apps in which users create a profile, connect with friends, family and others, and share messages, photos, videos and links.*

Site	Started / Owner	Main Use	Key Features
Facebook	2004, Mark Zuckerberg; now owned by Meta	Connecting with friends, family and communities	Profile, News Feed, posts, photos, groups, pages, events, Marketplace
Twitter (now X)	2006; renamed X in 2023	Short public messages and news	Posts (earlier "tweets"), hashtags (#), follow, repost, trending topics
LinkedIn	2003; owned by Microsoft since 2016	Professional networking and jobs	Profile like an online resume, connections, job search, company pages, skills
Instagram	2010; owned by Meta since 2012	Sharing photos and short videos	Posts, Stories, Reels, direct messages, followers, hashtags

Creating an account (general steps)

- Open the app/website → click **Sign up / Create new account**.
- Enter name, mobile number or e-mail, date of birth and a password → verify with OTP.
- Add a profile photo, find and follow/connect with people.
- Set privacy: who can see your posts and contact details (Settings → Privacy).

Advantages and risks

Advantages	Risks / Precautions
Easy and free communication with people worldwide	Fake profiles, cyberbullying and fraud — accept requests only from known people
Business promotion, job search, learning and awareness	Privacy loss — do not share OTP, address, bank or Aadhaar details
Sharing news, photos and views quickly	Fake news — verify before sharing; excess use wastes time

7.4.2 Instant Messaging (WhatsApp, Facebook Messenger, Telegram)

> *Instant messaging (IM) allows two or more persons to chat in real time using text, voice, video, photos and documents over the Internet. Messages are delivered immediately and are linked to a mobile number or account.*

App	Owner	Features
WhatsApp	Meta (started 2009)	Uses mobile number; text, voice and video calls, groups, status, document sharing, WhatsApp Web, end-to-end encryption of chats
Facebook Messenger	Meta	Chat linked to Facebook account; voice/video calls, groups, stickers

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App	Owner	Features
Telegram	Telegram (started 2013)	Cloud-based; very large groups and channels, large file sharing, bots, secret chats

- Common features: one-to-one and group chat, voice and video call, send photos/videos/documents/location, emojis and stickers, message delivered/read ticks (✓ and ✓✓).
- Use **two-step verification**, do not click unknown links and do not forward unverified messages.

7.4.3 Introduction to Blogs

> *A blog (short for "web log") is a website or web page where a person or organization (the **blogger**) regularly publishes articles called **posts**, usually shown with the newest post first. Readers can leave comments.*

- **Types:** personal, educational, travel, food, technology, news and business blogs. A **vlog** is a video blog.
- **Platforms:** Blogger (blogger.com), WordPress, Medium, Tumblr.
- **Steps to start a blog (Blogger):** sign in with a Google account → **Create Blog** → enter title and address (URL) → choose a theme → click **New Post** → write the title and content → **Publish**.
- **Features:** posts, comments, categories/labels, archives, pages, followers/subscribers; a blog can earn money through advertisements and sponsorship.

Basis	Blog	Social Media
Content	Longer articles on a topic	Short posts, photos and videos
Control	Owner controls design and content	Platform controls design
Order	Newest post first	News feed / timeline

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7.4.4 Basics of E-commerce

> *E-commerce (electronic commerce) means buying, selling and exchanging goods, services and money over the Internet. Examples: Amazon, Flipkart, Meesho, IRCTC, online banking and food delivery.*

Type	Full Form	Description	Example
B2C	Business to Consumer	A business sells to customers	Amazon, Flipkart, Myntra
B2B	Business to Business	One business sells to another business	Wholesale supply, IndiaMART
C2C	Consumer to Consumer	Customers sell to other customers	OLX, Quikr
C2B	Consumer to Business	Individuals offer services/products to businesses	Freelancing sites, stock photo sites
G2C	Government to Citizen	Government provides services to citizens online	Passport Seva, IRCTC, income tax e-filing

Steps for online shopping

- Open a trusted shopping website/app and create an account (or log in).
- Search the product, compare price, ratings, reviews, seller and delivery date.
- Click **Add to Cart** → **Buy Now / Proceed to Checkout** → enter or select the delivery address.
- Choose the payment method and pay; an order confirmation is received by SMS/e-mail.
- Track the order, receive the product and check it. Return/refund can be requested within the return period.

Payment Method	Description
UPI	Instant bank-to-bank payment through apps (PhonePe, Google Pay, BHIM, Paytm) using a UPI PIN
Debit / Credit Card	Pay with the card number, expiry date, CVV and OTP
Net Banking	Pay by logging in to the bank's website
Wallets	Pre-loaded balance in a mobile wallet
Cash on Delivery (COD)	Pay in cash when the product is delivered

Advantages	Disadvantages
Shopping 24 × 7 from home; wide choice; price comparison; discounts	Cannot touch or try the product; delivery delay
Saves time and travelling cost; easy returns/refund	Online fraud, fake websites and payment risks
Doorstep delivery; business reaches customers across the country	Needs Internet; privacy and data security concerns

> **Safety:** Shop only on secure websites (address starts with https:// and shows a padlock), never share OTP, PIN or CVV, and check the seller rating and return policy.

7.4.5 Netiquettes

> *Netiquette (Network + Etiquette) means the rules of polite and responsible behaviour while using the Internet, e-mail and social media.*

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Do's	Don'ts
Be polite and respectful; use proper language	Do not use abusive language or bully anyone (cyberbullying)
Use a clear subject line and short, simple messages in e-mail	Do not type in ALL CAPITALS — it looks like shouting
Check spelling, grammar and the receiver's address before sending	Do not send spam, chain mails or unverified/fake news
Respect privacy; take permission before sharing photos or personal details	Do not share passwords, OTP or others' private information
Use Bcc when sending to many people who do not know each other	Do not use Reply All unnecessarily
Give credit to the source of content; follow copyright rules	Do not copy or pirate software, music, movies or articles
Think before you post — online content can stay forever	Do not open unknown links and attachments; do not impersonate someone
Reply to messages in reasonable time; use a proper signature	Do not post or forward hateful, violent or obscene content

Related terms: Cyberbullying — harassing a person online; **Phishing** — fake e-mails/SMS/websites that trick you into revealing passwords or bank details; **Spam** — unwanted bulk messages; **Hacking** — unauthorized access to a computer/account. Report such activity on **cybercrime.gov.in** or call the helpline **1930** for financial cyber fraud.

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7.5 Overview of e-Governance Services like Railway Reservation, Passport, eHospital [ORS]

> *e-Governance means using information and communication technology (computers, Internet and mobile) by the government to provide services and information to citizens, businesses and its own departments in a fast, transparent and convenient way. It is a part of the **Digital India** programme.*

Type	Full Form	Meaning	Example
G2C	Government to Citizen	Services for citizens	Passport, Aadhaar, income tax e-filing, certificates
G2B	Government to Business	Services for business	GST portal, company registration
G2G	Government to Government	Between departments/governments	Data sharing between offices
G2E	Government to Employees	Services for government employees	Online salary slips, leave management

- **Benefits:** saves time and money, available 24 × 7, transparency and less corruption, fewer queues and paperwork, faster delivery of services, accessible from home or mobile.
- **Common service channels:** websites, mobile apps (UMANG), Common Service Centres (CSC), e-Mitra/Saral/Jan Seva Kendras, SMS and IVR.

A. Railway Reservation (IRCTC)

> ***IRCTC** (Indian Railway Catering and Tourism Corporation) provides online railway ticket booking through its website **www.irctc.co.in** and the mobile app **IRCTC Rail Connect**. The e-ticket is a valid ticket together with a valid photo ID of the passenger.*

Steps to book a train ticket

- Open irctc.co.in or the Rail Connect app → click **Register** to create an account (user ID, password, e-mail, mobile number, OTP verification); or **Login** if already registered.
- In **Book Ticket** enter **From** and **To** stations, the **Date** of journey, **Class** (SL, 3A, 2A, 1A, CC, 2S) and **Quota** (General, Tatkal, Ladies, Senior Citizen etc.) → **Search**.
- From the list of trains check the **availability** and click **Book Now** for the desired train and class.
- Enter **passenger details** (name, age, gender, berth preference) — up to 6 passengers can be booked on one ticket — and mobile number; verify the captcha.
- Review the journey and click **Make Payment** → choose UPI / card / net banking / IRCTC eWallet and pay.
- On success the **e-ticket** with a 10-digit **PNR** number is shown and sent by SMS and e-mail. Carry the e-ticket (or SMS) with a valid photo ID.

Term	Meaning
PNR	Passenger Name Record — 10-digit number that identifies the booking; used to check status
Confirmed (CNF) / RAC / WL	Berth confirmed / Reservation Against Cancellation (travel allowed, seat shared) / Waiting List
Tatkal	Quota for last-minute booking, opens one day before the journey, with extra charges; Aadhaar-based authentication of the user is required

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Term	Meaning
Advance Reservation Period (ARP)	How early booking opens — 60 days before the journey date for most trains
Classes	SL (Sleeper), 3A (AC 3-tier), 2A (AC 2-tier), 1A (First AC), CC (AC Chair Car), 2S (Second Sitting)
Cancellation / Refund	Cancel from My Account → Booked Ticket History → Cancel Ticket; refund goes to the paying account, as per the refund rules

> **Note:** Rules such as the booking period, Tatkal timings, Aadhaar verification and refund charges are changed by Indian Railways from time to time. Check the latest rules on irctc.co.in.

B. Passport Seva (Passport)

> ***Passport Seva*** *is the online service of the Ministry of External Affairs (MEA) for applying for a fresh passport or re-issue of a passport. Website:* ***www.passportindia.gov.in****; mobile app:* ***mPassport Seva****. The service is provided through Passport Seva Kendras (PSK), Post Office Passport Seva Kendras (POPSK) and Regional Passport Offices (RPO).*

Steps to apply for a passport

- Visit **passportindia.gov.in** → **Register** (new user) → login with the ID and password created.
- Click **Apply for Fresh Passport / Re-issue of Passport** and fill in the online application form (or download the e-form, fill it offline and upload it) → **Submit**.
- Click **Pay and Schedule Appointment**: select the passport office / PSK, pay the fee online (online payment is required for booking an appointment) and choose an available date and time. Select the quota (Normal or Tatkaal).
- Print the **application receipt** (an SMS of the appointment is also accepted).
- Visit the PSK on the appointment date with the **original documents** — proof of address (e.g., Aadhaar), proof of date of birth, photo ID — and photocopies. Biometrics (photo and fingerprints) are taken and the documents are verified.
- After **police verification**, the passport is printed and sent by Speed Post. Track the status with the file number on the portal or the app.
- If the applicant does not visit the PSK within 90 days of submitting the online form, the form must be submitted again.
- Passport is needed for international travel. Fee, validity and document lists are given on the portal.

C. eHospital — Online Registration System (ORS)

> ***ORS (Online Registration System)*** *is a service of the* ***eHospital*** *platform of NIC / MeitY. It is a web portal (****ors.gov.in****) through which citizens can register and book OPD (out-patient department) appointments in participating government hospitals without standing in queues. The patient is identified through Aadhaar and mobile number.*

- Open **ors.gov.in** → click **Login / Register**.
- Verify yourself using your **Aadhaar number** and the **OTP** sent to the registered mobile number (patients without Aadhaar can book but must collect the OPD card at the hospital after identity proof).
- Select the **State, City, Hospital** and **Department**, and the **date and time slot** of appointment.
- Confirm the booking. An **appointment number** and SMS are received; a new patient also gets a **UHID** (Unique Health Identification) number.
- Visit the hospital on the date with the appointment slip/SMS and photo ID; pay the registration fee at the counter if applicable.

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- **Other eHospital services:** viewing lab reports, checking availability of blood in blood banks, cancel/reschedule appointments.
- **Benefits:** saves time, no long queues, patient history stays under one UHID, easy for rural patients.

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7.6 Accessing e-Governance Services on Mobile Using "UMANG APP"

> ***UMANG*** *stands for* ***Unified Mobile Application for New-age Governance****. It is a single mobile app developed by MeitY and the National e-Governance Division (NeGD) to give access to many Central and State Government services under one platform, making e-governance "mobile first". Web: web.umang.gov.in.*

Feature	Description
Single platform	One app instead of a separate app of each department
Wide services	Healthcare, finance, education, housing, energy, agriculture, transport, utility, employment and skills
Examples	Aadhaar services, DigiLocker, income tax, EPFO (provident fund), gas cylinder booking, Passport Seva and many more
Integration	Works with Aadhaar, DigiLocker and PayGov for payments
Channels	Mobile app, web, SMS and IVR — also usable on smartphones, feature phones, tablets and desktops
Availability	Free app for Android (Google Play Store) and iOS (App Store)

Steps to use the UMANG app

- Download **UMANG** (publisher: National e-Governance Division) from the **Google Play Store** or **Apple App Store** and install it.
- Open the app, select the language and tap **Register**. Register using the **mobile number** (OTP verification) or Aadhaar.
- Set an **MPIN** (secure PIN) and complete the profile; later log in with the MPIN.
- On the Home screen, use **Search** or browse **All Services / Categories** and tap the **service card** (e.g., EPFO, DigiLocker, Passport Seva).
- Follow the on-screen steps — enter the required details, verify with OTP, view the result or pay the fee through the payment option.
- Use **Settings / Profile** to change the language, MPIN or to log out. Update the app regularly.

> **Safety:** Install UMANG only from the official store and never share your OTP or MPIN. For app problems write to customercare@umang.gov.in.

7.7 Digital Locker

> ***DigiLocker*** *is a secure cloud-based "digital wallet" of the Government of India (MeitY / NeGD) to store, share and verify important documents and certificates in digital form. Website:* ***www.digilocker.gov.in****; mobile app:* ***DigiLocker****. It reduces the use of physical documents.*

Section	Description
Issued Documents	Documents issued directly by government departments and institutions and fetched into the locker — e.g., Aadhaar, PAN card, driving licence, vehicle RC, CBSE/university mark sheets and degrees, insurance policies
Uploaded Documents	Scanned copies of documents uploaded by the user (the account gives about 1 GB space); these can also be e-signed
Shared / Activity	Documents shared with others through links and the record of access

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Steps to sign up and use DigiLocker

- Open digilocker.gov.in or install the **DigiLocker** app → click **Sign Up**.
- Enter your **mobile number** (linked with Aadhaar), verify the **OTP**, then enter your **12-digit Aadhaar number** and verify with the OTP.
- Create a **username, password and 6-digit security PIN**. The account is ready.
- To fetch a document: **Issued Documents** → **Get more issued documents** → choose the department (e.g., CBSE, Income Tax, Transport) → enter the details (document number, roll number etc.) → **Get Document**. It then appears under Issued Documents.
- To upload: **Uploaded Documents** → **Upload** → select the file (PDF, JPG, PNG) → choose the document type.
- To share: open the document → **Share** → copy the link / send by e-mail with a validity period.
- **Legal validity:** under Rule 9A of the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker Facilities) Rules, 2016, **issued documents** in DigiLocker are treated at par with the original physical documents. Uploaded copies are not treated as originals.
- **Benefits:** no need to carry paper documents, available 24 × 7, secure, easy sharing and verification, saves time and printing, protection from loss.
- DigiLocker is also accessible inside the UMANG app.

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7.8 Summary

E-mail

- E-mail address = username@domain (e.g., ajay@gmail.com). Parts: From, To, Cc, Bcc, Subject, Body, Attachment, Signature.
- SMTP sends mail; POP3 and IMAP receive mail. Folders: Inbox, Outbox, Sent, Drafts, Spam, Trash.
- Compose → To, Subject, Body → Send. Reply (to sender only), Reply All (everyone), Forward (Fwd:) to a new person.
- Search with from:, to:, subject:, has:attachment. Attach files with the paper-clip (Gmail limit about 25 MB). Signature is added automatically at the end of mail.

Social Networking, Blogs, E-commerce, Netiquette

- Facebook and Instagram (Meta), X (formerly Twitter), LinkedIn (professional). Messaging: WhatsApp, Messenger, Telegram.
- A blog is an online journal of posts (newest first) written by a blogger — Blogger, WordPress.
- E-commerce types: B2C, B2B, C2C, C2B, G2C. Payment: UPI, cards, net banking, wallets, COD.
- Netiquette = rules of polite behaviour online: be respectful, no ALL CAPS, no spam, protect privacy, avoid cyberbullying and fake news.

e-Governance

- e-Governance = government services through ICT (Digital India). Types: G2C, G2B, G2G, G2E.
- IRCTC (irctc.co.in): online rail booking — PNR, e-ticket, Tatkal. Passport Seva (passportindia.gov.in): apply online, pay, book PSK appointment.
- eHospital ORS (ors.gov.in): Aadhaar-based online OPD appointment; UHID given to patient.
- UMANG = Unified Mobile Application for New-age Governance — many government services in one app (mobile number + MPIN).
- DigiLocker (digilocker.gov.in): digital document wallet with Aadhaar-based sign up; Issued Documents are legally at par with originals (Rule 9A, IT Rules 2016); about 1 GB for uploads.

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7.9 Model Questions and Answers

> *These questions are commonly asked in exams. Correct answers are marked with ✓ and an explanation is provided.*

Part A: Multiple Choice Questions (MCQs)

Q1. E-mail stands for:

(a) Electronic Mail ✓
(b) Easy Mail
(c) Express Mail
(d) Entire Mail

Explanation: *E-mail (electronic mail) is a message sent through the Internet from one user to another.*

Q2. Who is credited with sending the first network e-mail and choosing the @ symbol?

(a) Ray Tomlinson ✓
(b) Tim Berners-Lee
(c) Bill Gates
(d) Mark Zuckerberg

Explanation: *Ray Tomlinson sent the first network e-mail in 1971 and introduced the @ sign in addresses.*

Q3. Which of the following is a valid e-mail address?

(a) ajay.kumar@gmail.com ✓
(b) ajay.kumar.gmail.com
(c) ajay kumar@gmail
(d) @ajay.gmail.com

Explanation: *An address has the form username@domain-name, with no spaces.*

Q4. In the address ajay@gmail.com, 'gmail.com' is the:

(a) Username
(b) Domain name ✓
(c) Password
(d) Subject

Explanation: *The part after @ is the domain name of the mail service.*

Q5. Which e-mail field is used to send a copy to another person visibly?

(a) To
(b) Cc ✓
(c) Bcc
(d) Subject

Explanation: *Cc (Carbon copy) sends a copy and everyone can see the Cc address.*

Q6. In Bcc (Blind carbon copy), the recipients:

(a) Are visible to all
(b) Are hidden from other recipients ✓
(c) Cannot read the mail
(d) Receive only the subject

Explanation: *Bcc addresses are hidden from the other recipients.*

Q7. Which protocol is used to SEND e-mail?

(a) SMTP ✓
(b) POP3
(c) IMAP
(d) FTP

Explanation: *SMTP sends mail; POP3 and IMAP receive mail.*

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Q8. Newly received e-mails are stored in the:

(a) Inbox ✓
(b) Outbox
(c) Drafts
(d) Trash

Explanation: *Inbox contains incoming mail. Outbox holds mail waiting to be sent.*

Q9. Mail that is saved but not yet sent is kept in:

(a) Drafts ✓
(b) Spam
(c) Inbox
(d) Sent

Explanation: *Unfinished or unsent messages are saved in Drafts.*

Q10. Which button sends the reply only to the sender of the message?

(a) Reply ✓
(b) Reply All
(c) Forward
(d) Delete

Explanation: *Reply goes only to the sender; Reply All goes to the sender and all other recipients.*

Q11. When you forward a message, the subject usually starts with:

(a) Fwd: ✓
(b) Re:
(c) Cc:
(d) New:

Explanation: *Forwarded mail shows Fwd:, a reply shows Re:.*

Q12. Which Gmail search word finds mails sent by a particular person?

(a) from: ✓
(b) to:
(c) has:
(d) label:

Explanation: *Example: from:ajay@gmail.com. Use has:attachment for mails with attachments.*

Q13. The paper-clip icon in an e-mail is used to:

(a) Attach a file ✓
(b) Delete the mail
(c) Change the font
(d) Print the mail

Explanation: *The paper-clip (Attach files) button attaches documents, photos and other files.*

Q14. Approximate attachment size limit in Gmail is:

(a) 25 MB ✓
(b) 2 MB
(c) 100 GB
(d) 1 KB

Explanation: *Gmail allows attachments up to 25 MB; larger files are shared as Google Drive links.*

Q15. An e-mail signature is:

(a) Text automatically added at the end of every mail ✓
(b) The password of the account
(c) A virus
(d) The address of the sender only

Explanation: *A signature (name, designation, phone) is added automatically at the end of outgoing messages.*

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Q16. Facebook was founded by:

(a) Mark Zuckerberg ✓
(b) Jack Dorsey
(c) Jeff Bezos
(d) Elon Musk

Explanation: *Facebook was launched in 2004 by Mark Zuckerberg; its parent company is Meta.*

Q17. Twitter is now known as:

(a) X ✓
(b) Threads
(c) Snapchat
(d) Tumblr

Explanation: *Twitter was renamed X in 2023; short messages are called posts.*

Q18. Which social networking site is mainly used for professional networking and jobs?

(a) LinkedIn ✓
(b) Instagram
(c) Snapchat
(d) Pinterest

Explanation: *LinkedIn is used for professional profiles, jobs and business contacts.*

Q19. Instagram is mainly used for sharing:

(a) Photos and short videos (Reels) ✓
(b) Only text documents
(c) Only e-mails
(d) Spreadsheets

Explanation: *Instagram is a photo and video sharing platform owned by Meta.*

Q20. Which of the following is an instant messaging app?

(a) WhatsApp ✓
(b) Excel
(c) Notepad
(d) Paint

Explanation: *WhatsApp, Telegram and Messenger are instant messaging apps.*

Q21. A blog is:

(a) An online journal or website with regularly updated posts ✓
(b) A type of virus
(c) An e-mail folder
(d) A printer

Explanation: *A blog consists of posts shown in reverse order (newest first), written by a blogger.*

Q22. Buying and selling of goods and services over the Internet is called:

(a) E-commerce ✓
(b) E-mail
(c) E-learning
(d) E-waste

Explanation: *E-commerce means doing business online, e.g., Amazon and Flipkart.*

Q23. In which type of e-commerce does a business sell to consumers?

(a) B2C ✓
(b) B2B
(c) C2C
(d) G2G

Explanation: *B2C = Business to Consumer, e.g., an online shop selling to customers.*

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Q24. OLX, where individuals sell used items to other individuals, is an example of:

(a) C2C ✓
(b) B2B
(c) B2C
(d) G2B

Explanation: *C2C = Consumer to Consumer.*

Q25. Rules of good behaviour on the Internet are called:

(a) Netiquette ✓
(b) Piracy
(c) Hacking
(d) Phishing

Explanation: *Netiquette = Network + Etiquette.*

Q26. Typing a message in ALL CAPITAL letters on the Internet is considered:

(a) Shouting (bad netiquette) ✓
(b) Polite
(c) Compulsory
(d) A shortcut

Explanation: *Capital letters in online messages are read as shouting.*

Q27. IRCTC is used for:

(a) Online railway ticket reservation ✓
(b) Passport application
(c) Income tax filing
(d) Online voting

Explanation: *IRCTC (Indian Railway Catering and Tourism Corporation) provides the online railway booking service.*

Q28. The unique 10-digit number given to a railway reservation is called:

(a) PNR ✓
(b) UHID
(c) ARN
(d) PAN

Explanation: *PNR = Passenger Name Record.*

Q29. The official portal for applying for an Indian passport online is:

(a) passportindia.gov.in ✓
(b) irctc.co.in
(c) ors.gov.in
(d) digilocker.gov.in

Explanation: *Passport Seva portal: passportindia.gov.in (Ministry of External Affairs).*

Q30. ORS (Online Registration System) is used for:

(a) Online appointment and registration in government hospitals ✓
(b) Booking rail tickets
(c) Paying electricity bills
(d) Filing taxes

Explanation: *ORS (ors.gov.in) of the eHospital platform gives online OPD appointments; patients get a UHID.*

Q31. UHID stands for:

(a) Unique Health Identification (Hospital ID) ✓
(b) Universal Home ID
(c) Unified Hospital Data
(d) User Hash ID

Explanation: *UHID = Unique Health Identification number given to the patient.*

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Q32. UMANG stands for:

(a) Unified Mobile Application for New-age Governance ✓
(b) Universal Mobile App for National Government
(c) United Mobile Access for New Government
(d) Unique Mobile Aadhaar Number Gateway

Explanation: *UMANG was developed by MeitY and NeGD to provide many government services in a single mobile app.*

Q33. DigiLocker is a facility to:

(a) Store and share digital documents issued by government agencies ✓
(b) Play online games
(c) Send e-mails
(d) Print documents

Explanation: *DigiLocker is a cloud-based digital document wallet of Government of India.*

Q34. To create a DigiLocker account you need:

(a) Mobile number and Aadhaar ✓
(b) PAN only
(c) Passport only
(d) Bank account only

Explanation: *Sign-up uses a mobile number and Aadhaar-based OTP verification.*

Q35. Documents in the 'Issued Documents' section of DigiLocker are:

(a) Fetched from the government issuing agency ✓
(b) Scanned by the user
(c) Not valid anywhere
(d) Only photographs

Explanation: *Issued documents come directly from the issuer and are treated at par with original documents under IT Rules 2016.*

Part B: True or False

#	Statement	Answer
1	An e-mail address can contain spaces.	False — spaces are not allowed.
2	Bcc recipients are hidden from the other recipients.	True
3	Reply All sends the answer only to the sender.	False — it goes to the sender and all other recipients; Reply goes only to the sender.
4	Deleted mails remain in Trash for some time and can be restored.	True
5	Twitter has been renamed X.	True
6	LinkedIn is mainly used for sharing photos and filters.	False — it is for professional networking and jobs.
7	Writing a message in all capital letters is good netiquette.	False — it is considered shouting.
8	An e-ticket of IRCTC has a 10-digit PNR number.	True
9	DigiLocker needs a mobile number linked with Aadhaar for sign up.	True
10	UMANG offers services of many departments in one app.	True

Part C: Short Answer Questions

Q1. What is e-mail? Write the format of an e-mail address.

Ans: E-mail (electronic mail) is the sending and receiving of messages and files through the Internet. The format is username@domain-name, e.g., ajay@gmail.com.

Q2. Explain the parts of an e-mail message.

Ans: From, To, Cc, Bcc, Subject, Body (message), Attachment and Signature.

Q3. Differentiate between Cc and Bcc.

Ans: In Cc the copy is sent openly and everyone can see the address. In Bcc the copy is sent secretly and the Bcc addresses are hidden from other recipients.

Q4. Write the steps to create an e-mail account.

Ans: Go to gmail.com → Create account → enter name, date of birth, gender → choose the username → create a password → verify with phone number/OTP → accept the terms.

Q5. Name the folders of a mailbox. What is the use of the Inbox and Outbox?

Ans: Inbox, Outbox, Sent, Drafts, Spam and Trash. Inbox stores received mail; Outbox holds written messages waiting to be sent.

Q6. Write the steps to send a new e-mail.

Ans: Click Compose → type receiver's address in To → type Subject → type message → attach files if needed →
click Send.

Q7. Differentiate between Reply, Reply All and Forward.

Ans: Reply answers only the sender; Reply All answers the sender and all other recipients; Forward sends the received mail to a new person.

Q8. How do you attach a file to an e-mail?

Ans: In the message window click the paper-clip icon → select the file → Open. The file is attached and sent with the message.

Q9. What is an e-mail signature? How is it created?

Ans: It is text added automatically at the end of every mail. In Gmail: Settings → See all settings → General → Signature → Create new → type text → Save Changes.

Q10. What are social networking sites? Name any four.

Ans: They are websites/apps where people create profiles, connect and share content. Examples: Facebook, X (Twitter), LinkedIn, Instagram.

Q11. What is instant messaging? Name three apps.

Ans: Instant messaging is real-time chat using text, voice and video over the Internet. Examples: WhatsApp, Facebook Messenger and Telegram.

Q12. What is a blog? Name two blogging platforms.

Ans: A blog is a website of regularly updated posts, newest first, written by a blogger. Platforms: Blogger and WordPress.

Q13. What is e-commerce? Explain its types.

Ans: E-commerce is buying and selling over the Internet. Types: B2C, B2B, C2C, C2B and G2C.

Q14. What is netiquette? Write any five rules.

Ans: Netiquette is the rules of good online behaviour: be polite, avoid capital letters, do not spam, respect privacy, do not share fake news or password, give credit to sources.

Q15. What is e-governance? Write any four benefits.

Ans: Use of ICT to provide government services. Benefits: saves time and money, 24 × 7 availability, transparency, less paperwork.

Q16. Write the steps to book a railway ticket through IRCTC.

Ans: Register/Login on irctc.co.in → enter From, To, date, class and quota → Search → select train → Book Now
→ passenger details → Make Payment → e-ticket with PNR.

Q17. Write the steps to apply for a passport online.

Ans: Register on passportindia.gov.in → login → fill the application form for Fresh/Re-issue → pay fee and schedule appointment → print receipt → visit PSK with original documents.

Q18. What is ORS? How does it help patients?

Ans: ORS (Online Registration System, ors.gov.in) of eHospital gives Aadhaar-based online OPD appointments in government hospitals, saving queue time; patients get a UHID.

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Q19. What is UMANG? Write the steps to use it.

Ans: UMANG is a single mobile app of the Government of India for many services. Install it → register with mobile number and OTP → set MPIN → search/select a service → follow the steps.

Q20. What is DigiLocker? Write its benefits.

Ans: DigiLocker is the government's cloud-based digital document wallet. Benefits: no paper documents, secure, available anywhere, easy sharing, issued documents are valid at par with originals.

Part D: Long Answer Questions (Practice)

- Explain the structure of an e-mail and the working of e-mail with SMTP, POP3 and IMAP.
- Explain the steps to open an e-mail account and to compose, reply, forward, search, attach files and set a signature.
- Explain popular social networking sites and instant messaging apps with their features. What are blogs?
- What is e-commerce? Explain its types, advantages, disadvantages and the steps of online shopping.
- What is netiquette? Explain the rules of good behaviour on the Internet.
- What is e-governance? Explain railway reservation (IRCTC), passport and eHospital (ORS) services.
- What is UMANG? Explain how to use it on a mobile phone.
- What is DigiLocker? Explain its sections, sign-up steps and benefits.

Best of Luck for Your Exam!

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