

सी. विश्वनाथ

सचिव

C. VISWANATH

SECRETARY

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सत्यमेव जयते

भारत सरकार,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES,
SARDAR PATEL BHAVAN, SANSAD MARG,
NEW DELHI-110001

D.O.No.N-16001/1/2012-e-Gov (B)

Dated: 25th May, 2016

Dear Secretary,

I am enclosing a Format containing 115 Matrices which need to be complied by all the Government entities of the country for becoming fully compliant with the Guidelines of Indian Government Websites (GIGW) issued by the Department of Administrative Reforms & Public Grievances (DAR&PG) on 13th May, 2009. The Department has been repeatedly addressing your Ministry/Department through various letters, meetings and workshops on the need of getting their websites GIGW complaint. Cabinet Secretary has also written to your Ministry/Department on the subject.

2. The Government is striving hard for implementation of the agenda 'minimum government & maximum governance' and 'Digital India' for making governance citizen friendly in the country. Recently, the Standard Testing and Quality Certification (STQC) Directorate had done the audit of 957 Government Websites and it was found that only 31 of them were GIGW compliant. Implementation of the GIGW guidelines by all the Government entities in a time bound manner will go a long way in improving governance in the country.

3. I request your personal intervention in sending this Department a monthly report on the implementation of GIGW guidelines in respect of the entire 115 matrices in the enclosed format through e-mail at the following two addresses:

(i) shrivastava.a@nic.in (Shri Anurag Srivastava, Deputy Secretary)

(ii) b.soumitra@nic.in (Shri S. Bandyopadhyay, Under Secretary)

4. You are also requested to ensure that the Websites are bilingual.

with regards

Yours sincerely,

(C.Viswanath)

To

The Secretaries of all the Ministries/Departments



सूचना का
अधिकार

FORMAT

Subject:- Monthly report on status of progress of getting compliant with the Guidelines of India Government Websites (GIGW).

- I. Name of the Ministry/Department/Office
- II. Whether the Website is GIGW compliant?..... Yes/No.
- III. Progress report for getting the website compliant with the GIGW guidelines for the month ending.....

STATUS

S.No.	Compliance matrixes of Guidelines of Indian Government Websites (GIGW).	Does Website meets this matrix (Yes/No)	If not, then latest Status of action being taken to get the matrix compliant with the GIGW
	<i>Government of India Identifiers</i>		
1.	Association to Government is demonstrated by the use of Emblem/Logo, prominently displayed on the homepage of the website.		
2	Ownership information is displayed on the homepage and on all important entry pages of the website.		
3.	Complete and self explanatory title of the homepage.		
4.	Website is registered under 'gov in' or 'nic' domain.		
5.	Website provides a prominent link to the 'National Portal' from the Home Page and pages belonging to the National Portal load in new.		
	<i>Building Confidence</i>		
6.	Website has a Copyright Policy, prominently displayed on the homepage.		
7.	Due permission have obtained for publishing any content protected by copyright.		
8	Source of all documents, whether reproduced in part or full, is mentioned.		
9.	Website has a comprehensive Hyper Linking		

	Policy.		
10.	Clear indications are given when link leads out to a non government website		
11.	The mechanism is in place to check the accuracy of the Hyperlinked Content.		
12.	Mechanism is in place to ensure that there is no 'broken links' (internal as well as external) or 'Page'.		
13.	Website has a comprehensive Terms & Conditions statement, linked from all important pages		
14.	Terms & Conditions statement disclaims responsibility of the content sourced/linked from a non Government website and clearly indicates whether information available on the site can be used for legal purposes or not.		
15.	Website has a Privacy Policy linked from all the relevant pages.		
16.	All electronic commerce transactions are handled through secure means.		
	<i>Scope of: Primary Content</i>		
	<u>About Us</u>		
17.	All information about department, useful for the citizen and other stakeholders, is present in the 'About Us'		
	<u>Schemes</u>		
18.	The complete title of Scheme is reflected.		
19.	Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.		
20.	The validity of the scheme has been mentioned.		
	<u>Services</u>		
21.	Self explanatory title of the service is published.		
22.	The website provides a complete description of the service along with the procedure to apply for/avail		

	the same.		
	<u>Forms</u>		
23.	The website provides the complete title of the form along with the purpose it is used for.		
24.	Language of the Form (other than English) is mentioned clearly.		
	<u>Acts</u>		
25.	The complete title of the Act (as written in the official notification)		
	<u>Documents</u>		
26.	The complete title of the Document is mentioned on the website.		
27.	The Language of the Document (other than English) is mentioned clearly		
28.	Validity of the document has been mentioned.		
	<u>Circulars and Notifications</u>		
29.	The official title of the Circular/Notification is mentioned.		
30.	Validity of the Circular/Notification is mentioned.		
	<u>Tenders and Recruitment</u>		
31.	Mechanism is in place to ensure that all Tender/Recruitment notices issued by the Department are published on the Website.		
32.	Website provides a complete description of the Tender/Recruitment notice along with the procedure to apply for the same.		
33.	Mechanism is in place to ensure that information on old/irrelevant Tender/Recruitment notice is removed or moved into the archive section.		
	<u>New and Press Releases</u>		
34.	News/Press releases are displayed along with the date and these are organized as per the archival policy of the website.		
	<u>Contact Us</u>		
35.	Website has a 'Contact Us'		

	page, linked from the Home Page and all relevant places in the website.		
36.	The completed details of the important functionaries in the Department are given in the 'Contact Us' section. (Residential numbers and Mobile phone numbers also of officials who are taking reimbursement from office)		
	<u>Presence on the National Portal</u>		
37.	Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the National Portal.		
	<i>Scope of: Secondary Content</i>		
38.	Mechanism in place to ensure that all outdated announcements are removed from the website or moved to archive.		
39.	All Discussion Forums on the website are moderated.		
40.	For every related link, the complete URL of the Home Page/concerned webpage is provided.		
	<i>Scope of: Tertiary Content</i>		
41.	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.		
42.	The Website has a already available Help Section.		
43.	Complete information including title, size (playing time for audio/video), format, usage instructions and plug-in to view the file is provided for downloadable material including documents.		
44.	Mechanism is in place to ensure that all downloadable material is free from virus.		
45.	Minimum content as prescribed in the guidelines is present on the homepage.		

46.	Subsequent pages of the website have the minimum content as prescribed in the guidelines		
47.	Website is free from offensive/discriminatory language		
	Quality of Content		
48.	Content is compiled and packaged with citizen orientation		
49.	The department has a Content Contribution, Moderation and approval Policy (CMAP) for the website.		
50.	Home page and every important entry page of website displays the last updated/reviewed date.		
51.	Department has a Content Review Policy (CRP) for the website.		
52.	All Documents/Reports have a time stamp at least on the main page.		
53.	The Departments have a clearly laid out Content Archival Policy (CAP) for the website.		
54.	Clear and simple language has been used throughout the usage.		
55.	The language is free from spelling and grammatical errors.		
56.	Whenever there is a change in the language of a web page it has been clearly indicated.		
57.	Consistency in nomenclature is maintained across the website.		
58.	All information, which is of direct importance to the citizen, is accessible from the Homepage.		
59.	Information structure and relationship is preserved in all presentation styles.		
60.	The meaningful reading sequence is preserved in all presentation styles.		
61.	Documents/pages in multiple		

	languages are updated simultaneously.		
	Design		
62.	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.		
63.	A consistent page layout has been maintained throughout the website.		
64.	National identity symbols like Flag, National emblem etc., are in a proper ratio and colour.		
65.	Hindi/regional language fonts have been tested on popular browsers for any inconsistency (loss of layout)		
66.	Web pages allow resizing of text without the use of assistive technology.		
67.	Text is readable both in electronic and print format and the page prints correctly on a A4 size paper.		
68.	There is adequate contrast between text and background colour.		
69.	All information conveyed with color is also available without color.		
70.	Alternate text is provided for non text elements(e.g. images).		
71.	Websites provide textual description of audio/video clips & multimedia presentation.		
72.	Caption have been provided for all important audio content.		
73.	Web pages do not contain any content that flashes for more than three times in a second.		
74.	There is a mechanism for user to control scrolling, blinking content.		
75.	There is a mechanism for user to control (stop,pause...) audio that starts automatically.		
76.	All pages on the website		

	have link to the home page.		
77.	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.		
78.	There are no links to 'under construction' pages.		
79.	Each page is a standalone entity in terms of ownership, navigation and context of content.		
80.	Web pages allow the user to bypass repeated blocks of content.		
81.	Website has either a "search" box or a link to a "search" page from every page of the website.		
82.	Website has an up to date site map that is linked to the Home page as well as to all important entry pages of the website.		
83.	If the site uses frames, each frame is properly titled.		
	Development		
84.	Website uses Cascading Style Sheets to control layouts/styles.		
85.	Website is readable even when style sheets are switched off or not loaded.		
86.	Web pages are usable even when scripts, applets etc. are turned off.		
87.	Documents are provided either in html or other accessible formats. Instructions/Download details for viewing these formats are provided.		
88.	In content implemented using markup languages the elements have been use according to specification.		
89.	Labels have been provided when contents requires input from the users.		
90.	Time limited for time dependent web functions can be adjusted by the user (also refer exceptions		

91.	Instructions for operating/understanding content do not rely solely on characteristics like shape size location etc.		
92.	All input errors are flashed in text.		
93.	Functionality of content is operable through keyboard.		
94.	Focus is not trapped in any component while navigating through keyboard only.		
95.	Purpose of each link is clear to the user.		
96.	When any component receives focus it does not initiate change in context.		
97.	Changing the setting of a component does not change the context unless the user has been informed of the same.		
98.	Metadata for page like title, keywords, description and language is appropriately included.		
99.	Data tables have been provided with necessary tags/markup.		
100.	All components receive focus in an order that preserves the meaning/operation		
101.	Role of all interface components can be programmatically determined.		
102.	The website has been tested on multiple browsers.		
103.	Website has cleared Security Audit by certified agency and has a Security Policy. Applications configured to send mail are enabled over smtp – auth.		
	Website Hosting		
104.	Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.		
105.	The Hosting Service provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.		

106.	The Hosting Service Provider has redundant server infrastructure for high availability.		
107.	The Hosting Service Provider performs regular backup of the website.		
108.	The Hosting Service Provider has a Disaster Recovery (DR) Centre in a geographically distant location and well crafted DR Plan for the website.		
109.	Web Hosting Service Provider provides Helpdesk & technical support on 24x7x365 basis.		
110.	All possible security measures have been taken to prevent defacement/hacking of the website and the department has contingency plan in place for situations like these.		
	Website Promotion		
111.	Website ranks in the first five results on major search engines when searched with relevant keywords.		
112.	It has been ensured that all stationery of the department as well as advertisements/public messages issued by the concerned Department prominently display the URL of the web site.		
113.	Department has nominated a Web Information manager as defined in the guidelines.		
114.	The website has a website monitoring policy		
115.	All policies and plans are approved by Head of Department.		