



Website Quality Certification Scheme

Volume VI(D) - Procedure for obtaining Website Quality Certification
of e-Voting Websites (including Private Websites)

Government of India
STQC Directorate
Ministry of Electronics and Information Technology
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1.0 Purpose:

This document describes the requirements and procedure for Certification (CQW) of e-Voting Website, including Private website.

2.0 Background & Purpose:

Ministry of Corporate Affairs, New Delhi has framed the rules G.S.R. 207(E) under section 108 with sub-sections (1) and (2) of section 469 of the Companies Act, 2013 as specified in Gazette Notification Extraordinary {Part II-Sec 3(i)} dated 19th March, 2015 to provide provisioning of voting through electronic means. Every company other than a company referred to in chapter XB or Chapter XC of the Securities and Exchange Board of India (Issue of Capital and Disclosures Requirements) Regulations, 2009 having its equity shares listed on a recognized stock exchange or a company having not less than one Thousand members, shall provide to its members facility to exercise their right to vote on resolutions proposed to be considered at general meetings by electronic means. The purpose of this procedure is to define the process of demonstrating Compliance and Certification.

3.0 Reference Documents:

- NIC Guidelines for Indian Government Websites 2009 & 2018.
- Ministry of Corporate Affairs, New Delhi Gazette Notification Extraordinary [Part II-Sec. 3(i)] dated 19th March, 2015 namely Voting through electronics means.
- SEBI circular No. CIR/CFD/DIL/6/2012 dated 31th July, 2012 regarding "Amendment to the Equity Listing Agreement . Platform for e-Voting by shareholders of listed Entities".
- Ministry of Corporate Affairs, New Delhi Circular No 17/95/2011/CL.V dated 2nd Feb., 2011 on Green Initiative in Corporate Governance . for e-Voting.
- IEEE-830 : IEEE Recommended Practice for Software Requirements Specifications (SRS).

4.0 Definition:

i) Electronic Voting System

A Secured system based process of display of electronic ballots, recording of votes of the members and the number of votes polled in favour or against, in such a manner that the entire voting exercised by way of electronic means gets registered and counted in an electronic registry in a centralised server with adequate cyber security.

ii) Web Information Manager

A senior person of the applicant organization who is responsible for content Management of the Website which includes ensuring adequacy, correctness, comprehension and currency of the content.

iv) Quality Level I

It is the minimum level of compliance which addresses the first four principles. The proof of compliance to these principles is demonstration of Conformity to NIC guidelines. These are the essential requirements for well engineered Website and addresses:

- Website Development Guidelines
 - Government of India Identifiers
 - Building Confidence
 - Scope of Content
 - Quality of Content
 - Enhancing user experience

- Website Hosting and promotion Guidelines
 - Hosting Guidelines
 - Expanding Reach

- Web Management Guidelines
 - Role of Website Management Team
 - Website maintenance Tools, technologies and methods
 - Performance Evaluation and Monitoring

iii) Quality Level II

The Compliance is for those sites which are transactional sites and the confidence to interact with these websites demand application of security controls based on the results of the risk analysis.

Note: There will be different actors/entities to execute various security controls. However, Web Information Manager is responsible to ensure that adequate controls are exercised.

vi) Quality Level III

It is essential for the success of any website that it is recognized as an integral part of the organization. It is a global, potentially low-cost communication and an increasingly transactional medium by which information and services can be made available at any time of day or night. As such, organizations needs to consider how best the Internet can be used to provide access to information and to aid in the delivery of services to citizens and business. A clear web management strategy is at the heart of developing this thinking. It must be an integral part of the organizations (Government Department) e-Strategies .

The need and expectations of fulfillment of the Purpose, demand an effective Quality Management System and processes in place to control various components. These are:

- Effective implementation of Processes in the organization (Ministry/Department)
- Delivery of IT Service as per service level agreements (SLA)
- Application and data Quality

Note: There will be different actors/entities to perform above roles. However, Web Information Manager is responsible to ensure that adequate controls are exercised.

5.0 Approach :

- To meet the requirements of e-Voting system which are defined as a secured system based process of display of electronic ballots, recording of votes of the members and the number of votes polled in favour or against, in such a manner that the entire voting exercised by way of electronic means gets registered and counted in an electronic registry in a centralised server with adequate cyber security, a process has been defined.
- The basic framework of GIGW is used to ensure Accessibility, Functionality, Security and other Management controls.
- Compliance of the IT System (e-Voting) with the requirements of ISO: 27001.
- Compliance of e-Voting System with Functional requirements specified in the Notification Extraordinary [Part II-Sec. 3(i)] dated 19th March, 2015. These functional requirements may be both at application and system level.
- Additional requirements as specified by the applicant organization (if any).

6.0 e-Voting Website Certification Process (Quality Level II) :

The objective of Level II Certification is to ensure that all operations done through Website are secure besides meeting requirements as specified in quality level I. This needs security at Management, Operational and Technical Level. To demonstrate compliance Applicant shall do the following:

Step 1:

The applicant (organizing/ owning e-Voting website) applies to STQC Website Certification Cell for certification by submitting duly filled-in & signed application form along with the followings :

- SRS and/or FRS incorporating functional requirements as specified in the Notification/ Act.
- Signed Certification Agreement
- Copy of Website Quality Manual (WQM) . containing Website Security Policy, Content Management Policy, Copyright Policy, Website Monitoring Policy, Content Archival Policy, Website Contingency Plan, Website Architecture document, Website Design document, Website GIGW Compliance Matrix with exemptions sought, *if any*, etc. and shall be signed by official(s)/ WIM of applicant organization.
- ISO: 27001 Compliance Programme and/or Certificate.
- Copy of Latest Website Security Certificate with validity of one year.
- Certification fee.
- Name of URL for testing.

The applicant shall also provide a mapping/ traceability matrix indicating FRS/ SRS specified functionalities with the requirements of the Notification/ Act.

Step 2:

The assessor reviews the website quality manual for adequacy as per quality criteria along with other documents and provides the feedback.

Step 3:

- The assessment team evaluates the website using test tools. Also, assessment of backend processes of the organization is carried out for compliance with scheme requirements.
- Additionally e-Voting application is tested by STQC laboratories/ STQC empanelled laboratories as per approved FRS/ SRS.
- Ensure security controls are effective through an audit process e-Voting Security testing is done as per checkpoints given in Annexure . I. This also includes penetration testing, Application security and vulnerability assessment.

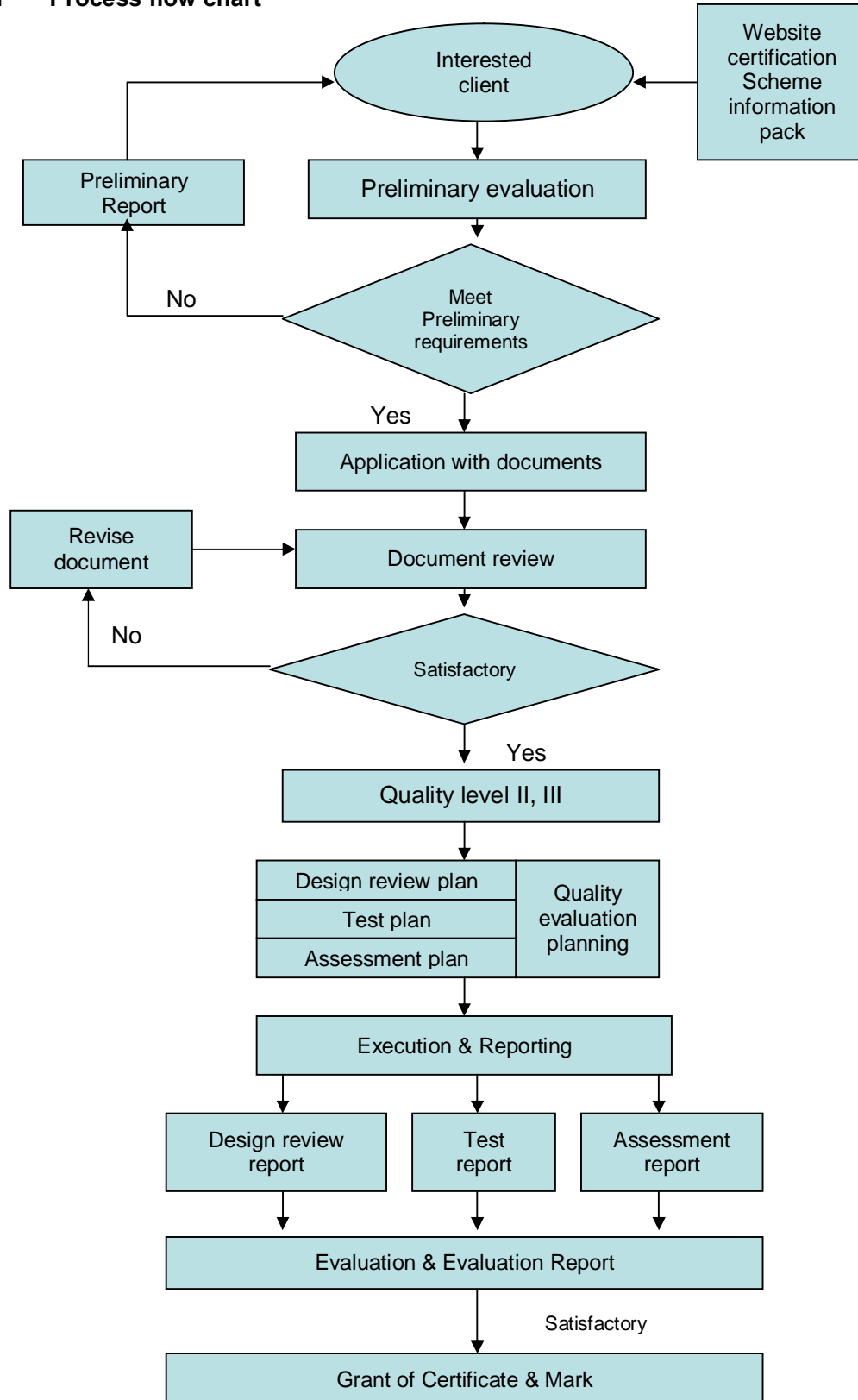
Step 4:

The Certification Committee independently reviews for the following :

- Compliance as per GIGW.
- Compliance as per e-Voting Security requirements (Annexure . I).
- Certificate/ Compliance as per ISO: 27001.
- Functional Test Report ensuring compliance with the requirement of the Notification/ Act.

After observing nil deviations and ensuring adequacy and completeness of satisfactory assessment results, STQC Directorate awards CQW certificate for the said e-Voting website.

6.1 Process flow chart



7.0 Certification Fee :

Charges for Website Quality Certification for Quality Level . II are as mentioned in prevailing STQC KBA guidelines, to be paid in advance through bharatkosh.gov.in Portal. Please add an extra amount @ 25% plus GST, as applicable for bilingual site. For Application testing, laboratories shall be raising invoice as per their test efforts estimation depending upon complexity of the application/ system. Further these charges does not include charges for security testing. You may use the services of any of the registered vendors of CERT-In or NIC including STQC labs for this and submit the security audit certificate.