

Document number:

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Exercise Book

Website Quality Manual (for Public Website)

URL:

Complete address

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A . Background information:

1. Scope of the website quality manual

This Website Quality manual is the compilation of policies, processes and procedures being followed in the company for developing & maintaining a well engineered website for our clients. It aims to address site wide issues and improve the productivity of managed web operations in terms of .

- a) Locating relevant information
- b) Facilitating ease of use
- c) Reducing legal liabilities
- d) Providing for efficient development and maintenance considerations

2. About the Ministry/Department/Organisation/Cells

3. Website Address ,Data Centre & Hosting organisation

4.Purpose of the website

5.Objectives of the website

6. Responsibility & Authority

Activity	Conducted at (Division)	Conducted by (Responsibility)
Design		
Development		
Contents		
Testing		
Monitoring		
Hosting		
Promotion		
Website Management		
Security		

7. List of Platform (H/W, S/W) & Web Technologies used

The company uses the following range of technologies to offer solutions to our clients .

Example:

Sl. no.	Technologies / Platforms used	Remarks
1	Open source	
2	IBM Websphere	
3	Microsoft IIS/Apache	
4	SAP Netweaver	
5	Oracle	
6	BEA weblogic	

8. Use of Contractors / Sub Contractors

The following processes are sub-contracted -

- a) Testing (Development and Operational) (G.6)
- b) Accessibility (G.9)
- c) Maintenance (G.10)
- d) Robot exclusion elements (G.13)
- e) Content Management System

These sub-contractors are chosen as per laid down procedures (Procedure No. 0000..)

A list of sub-contractors along with capabilities is maintained at (deptt. Name)

Their performance is monitored periodically as per procedure no. 0000 .

B. Policies (relevant clause of Guidelines to Indian Govt websites):

Sample

1. Copyright policy (clause 3.1.1)

Material featured on this site may be reproduced free of charge in any format or media without requiring specific permission. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. Where the material is being published or issued to others, the source must be prominently acknowledged. However, the permission to reproduce this material does not extend to any material on this site, which is identified as being the copyright of a third party. Authorization to reproduce such material must be obtained from the copyright holders concerned.+

or

Material on this site is subject to copyright protection unless otherwise indicated. The material may be downloaded to file or printer without requiring specific prior permission. Any other proposed use of the material is subject to the approval of (*name of department*). Application for obtaining permission should be made to (email address of the concerned department)+

(Write topic wise details about your organisation and website)

2. Hyper linking policy (clause 3.2.1)

Sample

We do not object to you linking directly to the information that is hosted on our site and no prior permission is required for the same. However, we would like you to inform us about any links provided to our site so that you can be informed of any changes or updations therein. Also, we do not permit our pages to be loaded into frames on your site. Our Department's pages MUST load into a newly opened browser window of the user.

or

Prior permission is required before hyperlinks are directed from any website to this site. Permission for the same, stating the nature of the content on the pages from where the link has to be given and the exact language of the Hyperlink should be obtained by sending a request at (Email address of the Department).

or

This link shall take you to a page outside the (_____) website. For any query regarding the contents of the linked page, please contact the webmaster of the concerned website.

(Write topic wise details about your organisation and website)

3. Privacy policy (clause 3.4.2)

Sample

Thanks for visiting website of _____ Department and reviewing our privacy policy.

We collect NO personal information, like names or addresses, when you visit our website. If you choose to provide that information to us, it's only used to fulfill your request for information.

We do collect some technical information when you visit to make your visit seamless. The section below explains how we handle and collect technical information when you visit our website.

Information collected and stored automatically

When you browse, read pages, or download information on this website, we automatically gather and store certain technical information about your visit. This information never identifies who you are. The information we collect and store about your visit is listed below:

- ~ The Internet domain of your service provider (e.g. mtnl.net.in) and IP address (an IP address is a number that is automatically assigned to your computer whenever you're surfing the web) from which you access our website.

- ~ The type of browser (such as Firefox, Netscape, or Internet Explorer) and operating system (Windows, Unix) used to access our site

- The date and time you accessed our site

- ~ The pages/URLs you have visited and

- ~ If you reached this website from another website, the address of that referring website

This information is only used to help us make the site more useful for you. With this data, we learn about the number of visitors to our site and the types of technology our visitors use. We never track or record information about individuals and their visits.

Cookies

When you visit some websites, they may download small pieces of software on your computer/browsing device known as cookies. Some cookies collect personal information to recognize your computer in the future. We only use non-persistent cookies or per-session cookies.

Per-session cookies serve technical purposes, like providing seamless navigation through this website. These cookies do not collect personal information on users and they are deleted as soon as you leave our website.

The cookies do not permanently record data and they are not stored on your computer's hard drive. The cookies are stored in memory and are only available during an active browser session. Again, once you close your browser, the cookie disappears.

If you send us personal information

We do not collect personal information for any purpose other than to respond to you (for example, to respond to your questions or provide subscriptions you have chosen). If you choose to provide us with personal information like filling out a Contact Us form, with an e-mail address and pin code, and submitting it to us through the website, we use that information to respond to your message, and to help get you the information you've requested. We only share the information you give us with another government agency if your question relates to that agency, or as otherwise required by law.

Our website never collects information or creates individual profiles for commercial marketing. While you MUST provide an e-mail address for a localized response to

any incoming questions or comments to us, we recommend that you do NOT include any other personal information.

(Write topic wise details about your organisation and website)

Site Security

“ For site security purposes and to ensure that this service remains available to all users, this government computer system employs commercial software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Except for authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular deletion.

“ Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Indian IT Act (2000).

Another Example of a Privacy Policy Statement in case a website does not collect any personal data

As a general rule, this website does not collect Personal Information about you when you visit the site. You can generally visit the site without revealing Personal Information, unless you choose to provide such information. The information received depends upon what you do when visiting the site.

Site visit data:

This website records your visit and logs the following information for statistical purposes -your server's address; the name of the top-level domain from which you access the Internet (for example, .gov, .com, .in, etc); the type of browser you use; the date and time you access the site; the pages you have accessed and the documents downloaded and the previous Internet address from which you linked directly to the site.

We will not identify users or their browsing activities, except when a law enforcement agency may exercise a warrant to inspect the service provider's logs.

Cookies:

A cookie is a piece of software code that an Internet web site sends to your browser when you access information at that site. This site does not use cookies.

Email management - collection of Personal Information:

Your email address will only be recorded if you choose to send a message. It will only be used for the purpose for which you have provided it and will not be added to a mailing list. Your email address will not be used for any other purpose, and will not be disclosed, without your consent.

If you are asked for any other Personal Information you will be informed how it will be used if you choose to give it. If at any time you believe the principles referred to in this privacy statement have not been followed, or have any other comments on these principles, please notify the webmaster through the contact us page. Note: The use of the term "Personal Information" in this privacy statement refers to any information from which your identity is apparent or can be reasonably ascertained.

(Write topic wise details about your organisation and website)

4.0 Content ownership, moderation & approval policy (COMAP) (clause 5.2.1)

The Departments MUST have a Content Contribution, Moderation and Approval Policy (CMAP) stating the responsibility, authorisation and workflow details with regard to content publishing on the site.

4. Content review policy (CRP) (clause 5.2.3)

All Government Departments MUST formulate a proper web Content Review Policy (CRP) depending upon the nature of their content and if possible, also publish the policy on their website.

5.0 Content Archival Policy

For time sensitive content which expires after a certain date (e.g. tender **5.2.6** notifications, announcements for conference registrations, contest entries etc.), a policy on whether the content should be archived for future reference or removed altogether from the website should be decided by the concerned Department after careful consideration of their nature of content. However, ~~expired~~ content MUST not be presented or flashed on the website. The Departments MUST have a clearly laid out Content Archival Policy (CAP) clarifying the rules set in this regard.

(Write topic wise details about your organisation and website)

6. Security policy (clause 8.3.1)

Sample

A. Website Security Policy of XYZ

XYZ has a responsibility to protect from disclosure to unauthorized parties the personally identifiable information (name, address, date of birth, social security number, etc.) of its website users. Therefore, XYZ has adopted and implemented a website security policy to protect account information of its website users.

Notice and Disclosures

XYZ will not sell, trade, nor disclose the personally identifiable information of its website users to any unauthorized third parties.

Data Quality and Access

XYZ takes all steps possible to ensure that the data on the website is accurate. If something is found to be inaccurate XYZ will make every effort to correct said information as quickly as possible. If it is found to be an inaccuracy with the entire system XYZ will work swiftly to correct the problem so that your web experience is as trouble-free as possible. Any change to your user account will not be reflected on the website until the following business day. The information contained on the XYZ website is subject to change without prior advance notice.

XYZ uses cookies to enhance the website experience for its registered users. A cookie is a small file that is stored on the users hard drive. XYZ uses this file to maintain certain information about the user as they move between pages. Upon closing your browser, the cookie becomes inactive and a new one will be created the next time you sign on to use one of the password protected features on the XYZ site. Most browsers are shipped to accept cookies, but this is a function that can be controlled by the user. However, many of the services offered on the website may not run optimally or at all without cookies enabled.

While using the XYZ website certain information such as your IP Address and time spent on pages may be collected. This non-personal information is collected in order to monitor any unauthorized use or access to the XYZ site. Anyone caught attempting to harm, steal information from, or otherwise damage the XYZ website will be prosecuted to the full extent of the law.

Data Security

XYZ takes security very seriously and has therefore taken every precaution to secure our borrowers information. In order to secure the users information, XYZ has implemented several security measures to prevent loss, theft, or misuse of any borrower data.

When borrowers use features on the XYZ website that involves the transferring of personal information, XYZ requires that a secure connection first be established using 128-bit Secure Socket Layer (SSL) technology. During a secure SSL session, data passed back and forth between the user's computer and XYZ's servers is secured through the use of public key cryptography. The user's computer exchanges key information with XYZ's computers to create a private conversation that only the user's computer and XYZ's systems may understand. The U.S. government regulates 128-bit encryption; it can only be used by citizens and permanent residents of the United States and Canada. To benefit from this security and to use many of the features on the XYZ site you will need to download a 128-bit enabled browser from Microsoft, Netscape, or another software company.

In addition to using 128-bit encryption in the browser, all bank account numbers that are stored in XYZ's databases are encrypted.

Each time you enter a secure connection while using the XYZ website your browser will notify you, unless the feature has been turned off. Please note that if you have left a secure connection all data sent to XYZ is over an un secure connection.

Contacting Us

If you have any questions regarding the XYZ Website Security Policy, please contact the XYZ using the information below: **Write to XYZ at:**

(Write topic wise details about your organisation and website)

Sample

B. Website Security Policy (XYZ. Com)

Your website represents your company in the virtual world of the internet. With any serious website, internet security needs to be considered very carefully. Zeald.com takes your website's security very seriously and provides industry standard security measures to ensure that important business information is never compromised.

Physical Security

Our servers are located in a secure hosting facility based in Northcote, Auckland, New Zealand. The building is reinforced with double-thick, cinder-block construction, top, bottom and sides.

Connectivity

The hosting facility is carrier neutral, with redundant connections from multiple providers, including Telecom, Vector Communication and TelstraClear. The hosting facility is connected via ATM and Fast Ethernet with connections directly to the Sky Tower, the Auckland Peering Exchange (APE) and upstream international providers, making it one of the most well-connected hosting facilities in New Zealand.

Data Security and Back-up

All data is located on secure servers that are continually monitored and maintained. All operating systems and applications are maintained at recommended patch levels for the highest level of operating system security possible. A full back-up of all data automatically occurs on a nightly basis and a weekly data back-up is stored off-site at a secure location.

Perimeter Defense

All servers are monitored around the clock for attempted network attacks. Industry standard Intrusion Detection Systems (IDS Systems) are employed to ensure that any breach of the perimeter defense is detected and dealt with immediately.

System Redundancy

The cluster of servers that provides all Zeald.com systems and tools is designed for 24 X 7 X 365 operations. Complete redundancy is built-in at every point, including disk arrays and redundant web, database and file servers.

SSL Data Transmission Security

The highest level of SSL browser encryption is used to ensure that all sensitive data transmissions between your customers and your website are encrypted and secured to the highest level possible.

(Write topic wise details about your organisation and website)

Sample

C. Website Security Policy (North Dakota Legislative Council)

The State of North Dakota uses secured servers for conducting online transactions. It has taken a number of steps to XYZeguard the integrity of its data and to provide reasonable protection of private information that is in our possession. All credit card and other payment information that is transmitted is protected by 128-bit encryption technology using Secured Socket Layer (SSL) protocol, provided the website user's browser is properly configured and the user's computer is operating properly.

For information security purposes, the computer systems that host discoverõ õ õ õ õ com and other state websites employ software programs to monitor network traffic to identify unauthorized attempts to compromise its devices. If security monitoring reveals possible evidence of criminal activity, information pertaining to such activity may be provided to law enforcement officials

Sample

D. Security Policy (Private company)

Purpose of Policy

This policy addresses the measures taken to XYZeguard the integrity of the County of Sutter's (County) network and computing infrastructure, including but not limited to monitoring, auditing, and encryption.

Policy Contents

The following sections of our Website Security Policy explain these uses:

- A. Security Measures
- B. Site Monitoring

A. Security Measures

Security measures have been integrated into the design, implementation, and ongoing practices of the entire County operating environment as part of its continuing commitment to risk management.

For sensitive information such as that requested on the -----Form, users connect to the County website via a secure network protocol (SSL), and user information is transmitted through secure lines (encrypted data) to a departmental database. This database may retain, if provided, personal information that could potentially be used to identify individual users (e.g., e-mail address, phone number, etc.).

Any technical standards governing security are enforced by the County's Information Technology Department. Under no circumstance should this policy be construed as warranting as fail-proof the absolute security of information provided and gathered through County supported websites.

Please refer to the XYZ Privacy Policy for more information regarding the collection and XYZ safeguarding of information.

B. Site Monitoring

The County provides this website and the information it contains as a public service. This system is monitored to ensure proper operation, to verify the functioning of applicable security features, and for comparable purposes. Anyone using this system expressly consents to such monitoring.

Unauthorized attempts to modify any information stored on this system, to defeat or circumvent security features, or to utilize this system for other than its intended purposes are prohibited and may result in criminal prosecution.

(Write topic wise details about your organisation and website)

C. Responsibility and Authority (website management team):

1. Web Information Manager (clause 10.1.1)

Appointed by the Ministry, whose role shall be to ensure that there is a proper flow of content to the site and that content quality and user satisfaction issues are taken care of. To achieve this he has to coordinate with the various groups within the department/ministry. The Web Information Manager should undertake the following activities with regards to the website being maintained by him.

- Formulation of policies concerning management of content on the web through its entire life cycle viz. Provision, Moderation Approval and Archival. Ensuring that all content on the website is always authentic, up-to-date and obsolete information or services removed.
- Changing and periodically validating links to related information. An automated report can provide a list of broken links on the site, which can be immediately corrected.
- Ensuring the entry of the website at a prominent rank in all the major search engines so that the site's visibility is enhanced and users are made aware of its address.
- Web Information Manager is overall responsible for quality and quantity of information and services on the website. The complete contact details of the web Information manager must be displayed on the website, so that the visitor could contact him/her in case of some queries or requirements.
- Since the websites receive a lot of feedback mails from the visitors, it is responsibility of the Web Information Manager to either reply to all of them himself/herself or designate someone to regularly check and respond to the feedback/query mails.

2. Technical Manager (clause 10.1.2)(optional)

Technical Manager:

He should also be appointed (or outsourced) for every website owner whose responsibilities would be:

- Regular monitoring of website for Performance, Security and Availability
- Ensuring compliance with policies (organizational, regulatory, legislative, etc) that may require changes in website content, architecture, security, process etc.
- Periodic security audit of the website in line with major revisions
- Analysis of traffic on website and feedback to development / management team

In case of a large website / multiple websites, a team should be set up with web information manager having professionals skilled in HTML authoring, programming, design, content etc. This team must also draft content management (provision, moderation & approval) and archival policies with regard to each section in the website.

The Technical Manager should have a experience and skill in the following knowledge areas:

- Website Technology
- Website Testing
- Usability
- e-accessibility
- Performance
- Security
- Guidelines for Indian Govt websites
- Content Management System

(Write topic wise details about your organisation and website)

D. Plans:

1. Contingency plan in the event of defacement / natural calamity (clause 8.4)

The website of a Government Department is its presence on the Internet and it is very important that the site is fully functional at all times. It is expected of the Government websites to deliver information and services on a 24x7 basis. Hence, all efforts should be made to minimise the downtime of the website as far as possible. It is therefore necessary that a proper Contingency Plan MUST be prepared in advance to handle any eventualities and restore the site in the shortest possible time. The possible contingencies include:

Defacement of the website: 8.3.1 All possible security measures MUST be taken for a Government website to prevent any possible defacement/hacking by unscrupulous elements. However, if despite the security measures in place, such an eventuality occurs, there must be a proper contingency plan, which should immediately

come into force. If it has been established beyond doubt that the website has been defaced, the site must be immediately blocked. The contingency plan must clearly indicate as to who is the person authorised to decide on the further course of action in such eventualities. The complete contact details of this authorised person must be available at all times with the web management team. Efforts should be made to restore the original site in the shortest possible time. At the same time, regular security reviews and checks should be conducted in order to plug any loopholes in the security.

Data Corruption: 8.3.2 A proper mechanism has to be worked out by the concerned Government Departments, in consultation with their web hosting service provider to ensure that appropriate and regular back-ups of the website data are being taken. These enable a fast recovery and uninterrupted availability of the information to the citizens in view of any data corruption.

Hardware/Software Crash: 8.3.3 Though such an occurrence is a rarity, still in case the server on which the website is being hosted crashes due to some unforeseen reason, the web hosting service provider must have enough redundant infrastructure available to restore the website at the earliest.

Natural Disasters: 8.3.4 There could be circumstances whereby due to some natural calamity, the entire data center where the website is being hosted gets destroyed or ceases to exist. A well planned contingency mechanism has to be in place for such eventualities whereby it should be ensured that the Hosting Service Provider has a Disaster Recovery Centre (DRC) set up at a geographically remote location and the website is switched over to the DRC with minimum delay and restored on the Net.

Apart from the above, in the event of any National Crisis or unforeseen calamity, Government websites are looked upon as a reliable and fast source of information to the public. A well defined contingency plan for all such eventualities MUST be in place within all Departments/organisations so that the emergency information/contact help-lines could be displayed on the website without any delay. For this, the concerned person in the Department responsible for publishing such emergency information MUST be identified and his/her complete contact details should be available at all times.

(Write topic wise details about your organisation and website)

2. Website monitoring plan (clause 10.3)

Websites must be monitored periodically in accordance with the plan to address and fix the quality and compatibility issues around the following parameters:

Performance:a. Site download time should be optimised for a variety of network tested for this.

Functionality:b. All modules of the website should be tested for their functionality. Moreover, interactive components of the site such as discussion boards, opinion polls, feedback forms etc. should be working smoothly.

Broken Links:c. The website should be thoroughly reviewed to rule out the presence of any broken links or errors. A number of tools and techniques are now available to easily detect the broken links in a website

Traffic Analysis:d. The site traffic should be regularly monitored to analyse the usage patterns as well as visitorsqprofile and preferences. Traffic Analysis tools also give reports on broken links.

Feedback:e. Feedback from the visitors is the best way to judge a websiteq performance and make necessary improvements. A proper mechanism for feedback analysis should be in place to carry out the changes and enhancements as suggested by the visitors.

(Write topic wise details about your organisation and website)

- E. Organisation Structure**
- 1. Website developer**
 - 2. IT service provider**
 - 3. Content management**
 - 4. Data center / Hosting organisation**
 - 5. User**
 - 6. Application Developer**

Compliance statement

1. w.r.t. Guidelines for Indian Government Websites (refer annexure I attached)

- I hereby state that our website complies fully with the Guidelines for Indian Government websites.
- I hereby state that our website complies with the NI Guidelines for Indian Government websites.

-- signed by web manager --

2. Security audit report (clause 7.6.1)

The security audit of our website at URL 0 0 0 0 0 0 0 0 0 0 0 0 0 .

Hosted by 0 0 0 0 0 0 0 0 0 0 0 0 . And managed by 0 0 0 0 0 0 0 ..

Has been audited by 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 ..

And no major non . conformity observed.

Report number:

dated:

Enclosed: Yes / No

H. Miscellaneous:

1. Person responsible for updating of website quality manual

Web Information manager is responsible for updating the website quality manual. He collects information 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 .

Compliance Matrix
Guidelines for Indian Government Websites - Criteria

1. Government of India Identifiers

S. No.	GUIDELINE	REF. No.	REMARKS
1	Association to Government is demonstrated by the use of Emblem/Logo, prominently displayed on the homepage of the website.	2.1.1	
2	Ownership information is displayed on the homepage and on all important entry pages of the website.	2.1.2	
3	Complete and self explanatory title of the homepage (appearing on the top bar of the browser) is provided.	2.1.6	
4	Website is registered under "gov.in" or "nic.in" domain.	2.2.1	
5	Website provides a prominent link to the "National Portal" from the Home Page and Pages belonging to National Portal load in new browser window.	2.3.1 2.3.2	

2. Building Confidence

S. No.	GUIDELINE	REF. No.	REMARKS
6	Website has a Copyright Policy, prominently displayed on the homepage.	3.1.1	
7	Due permissions have been obtained for publishing any content protected by copyright.	3.1.4	
8	Source of all documents, whether reproduced in part or full, is mentioned.	3.1.5	
9	Website has a comprehensive Hyper Linking Policy.	3.2.1	
10	Clear indications are given when a link leads out to a non government website.	3.2.5	
11	The mechanism is in place to check the accuracy of Hyperlinked Content.	3.2.8 4.3.4(c)	
12	Mechanism is in place to ensure that there are no "broken links" (internal as well as external) or "Page not found" errors.	3.2.9	
13	Website has a comprehensive Terms & Conditions statement, linked from all important pages.	3.3.1	
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.	3.3.3 3.3.4	
15	Website has a Privacy Policy linked from all the relevant pages.	3.4.2	

16	All electronic commerce transactions are handled through secure means.	3.4.4	
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3. Scope of Content

Primary Content

S. No.	GUIDELINE	REF. No.	REMARKS
About us			
17	All information about the department, useful for the citizen and other stakeholders, is present in the "About Us" section and mechanism is in place to keep the information up to date.	4.2.1	
Schemes			
18	The complete title of the Scheme is reflected.	4.2.3(b)	
19	Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.	4.2.3(e)	
20	The validity of the scheme has been mentioned.	4.2.3(f)	
Services			
21	Self explanatory title of the service is published.	4.2.4(b)	
22	The website provides a complete description of the service along with the procedure to apply for/avail the same.	4.2.4(d)	
Forms			
23	The website provides the complete title of the form along with the purpose it is used for.	4.2.5(b)	
24	Language of the Form (other than English) is mentioned clearly.	4.2.5 (c)	
Acts			
25	The complete title of the Act (as written in the official notification) is mentioned.	4.2.6(a)	
Documents			
26	The complete title of the Document is mentioned on the website.	4.2.7 (c)	
27	The language of the Document (other than English) is mentioned clearly.	4.2.7(e)	
28	Validity of the Document has been mentioned.	4.2.7(f)	
Circulars and Notifications			
29	The official title of the Circular/ Notifications is mentioned.	4.2.8(a)	
30	Validity of the Circular/ Notification is mentioned.	4.2.8(d)	
Tenders and Recruitment			
31	Mechanism is in place to ensure that all Tender/ Recruitment Notices issued by the Department are published on the website.	4.2.9 4.2.10	
32	Website provides a complete description of the Tender/ Recruitment notice along with the procedure to apply for the same.	4.2.9(a) 4.2.10(d)	
33	Mechanism is in place to ensure that information on old/irrelevant Tender/ Recruitment notices is removed or moved	4.2.9(d) 4.2.10(g)	

	into the archive section.		
News and Press Releases			
34	News / Press releases are displayed along with the date and these are organized as per the archival policy of the website.	4.2.11	
Contact Us			
35	Website has a "Contact Us" page, linked from the Home Page and all relevant places in the website.	4.2.12(a)	
36	The complete contact details of important functionaries in the Department are given in the "Contact Us" section.	4.2.12(c)	
Presence on the National Portal			
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.	4.2.13	

Secondary Content

S. No.	GUIDELINE	REF. No.	REMARKS
38	Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive.	4.3.2(a)	
39	All Discussion Forums on the website are moderated.	4.3.3 (c)	
40	For every related link, the complete URL of the Home Page/concerned webpage is provided.	4.3.4(b)	

Tertiary Content

S. No.	GUIDELINE	REF. No.	REMARKS
41	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	4.4.5(a) 4.4.5(c)	
42	The website has a readily available Help section.	4.4.6	
43	Complete information including title, size (playing time for audio/video), format, usage instructions and plugin to view the file is provided for downloadable material including documents.	4.4.7(a) 6.7.1 (a) 6.7.1 (b)	
44	Mechanism is in place to ensure that all downloadable material is free from virus.	4.4.7(c)	
45	Minimum content as prescribed in the guidelines is present on the homepage.	4.5.1	
46	Subsequent pages of the website have the minimum content as prescribed in the guidelines.	4.5.2	

47	Website is free from offensive/discriminatory language.	4.7.2	
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4. Quality of Content

S. No.	GUIDELINE	REF. No.	REMARKS
48	Content is compiled and packaged with citizen orientation.	5.1.1	
49	The Department has a Content Contribution, Moderation and Approval Policy (CMAP) for the website.	5.2.1	
50	Home page and every important entry page of website displays the last updated /reviewed date.	5.2.2	
51	Department has a Content Review Policy (CRP) for the website.	5.2.3	
52	All Documents/Reports have a time stamp at least on the main page.	5.2.5	
53	The Departments have a clearly laid out Content Archival Policy (CAP) for the website.	5.2.6 10.4	
54	Clear and simple language has been used throughout the website.	5.3.1	
55	The language is free from spelling and grammatical errors.	5.3.6	
56	Whenever there is a change in the language of a web page it has been clearly indicated.	5.3.8	
57	Consistency in nomenclature is maintained across the website.	5.4.2	
58	All information, which is of direct importance to the citizen, is accessible from the Homepage.	5.6.1	
59	Information structure and relationship is preserved in all presentation styles.	5.6.2	
60	The meaningful reading sequence is preserved in all presentation styles.	5.6.3	
61	Documents / pages in multiple languages are updated simultaneously.	5.7.2	

5. Design

S. No.	GUIDELINE	REF. No.	REMARKS
62	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.	6.1.1	
63	A consistent page layout has been maintained throughout the website.	6.2.1	
64	National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.	6.3.1	
65	Hindi/regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).	6.4.3	
66	Web pages allow resizing of text without the use of assistive technology.	6.4.5	

67	Text is readable both in electronic and print format and the page prints correctly on an A4 size paper.	6.4.6	
68	There is adequate contrast between text and background colour.	6.5.1	
69	All information conveyed with color is also available without color.	6.5.4	
70	Alternate text is provided for non text elements (e.g. images).	6.6.4	
71	Websites provide textual description of audio/video clips & multimedia presentation.	6.7.2(a)	
72	Caption have been provided for all important audio content.	6.7.2 (b)	
73	Web pages do not contain any content that flashes for more than three times in a second.	6.7.3(a)	
74	There is a mechanism to control scrolling, blinking content.	6.7.3 (b)	
75	There is a mechanism to control (stop, pause...) audio that starts automatically.	6.7.3 (c)	
76	All pages on the website have a link to the home page.	6.8.1	
77	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.	6.8.2	
78	There are no links to "under construction" pages.	6.8.4	
79	Each page is a standalone entity in terms of ownership, navigation and context of content.	6.8.5	
80	Web pages allow the user to bypass repeated blocks of content.	6.8.8	
81	Website has either a "search" box or a link to a "search & quot; page from every page of the website.	6.9.1	
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.	6.10.1	
83	If the site uses frames, each frame is properly titled.	6.11	

6. Development

S. No.	GUIDELINE	REF. No.	REMARKS
84	Website uses Cascading Style Sheets to control layouts/styles.	7.2.1	
85	Website is readable even when style sheets are switched off or not loaded.	7.2.2	
86	Web pages are usable even when scripts, applets etc are turned off.	7.3.2	
87	Documents are provided either in html or other accessible formats. Instructions / Download details for viewing these formats are provided.	7.4.2(a)	
88	In content implemented using markup languages the elements have been use according to specification.	7.5 (a)	
89	Lables have been provided when content requires input from the	7.5 (b)	

	users.		
90	Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).	7.5 (c)	
91	Instructions for operating/understanding content do not rely solely on characteristics like shape size location etc.	7.5 (d)	
92	All input errors are flashed in text.	7.5 (e)	
93	Functionality of content is operable through keyboard.	7.5 (f)	
94	Focus is not trapped in any component while navigating through keyboard only.	7.5 (g)	
95	Purpose of each link is clear to the user.	7.5 (h)	
96	When any component receives focus it does not initiate change in context.	7.5 (i)	
97	Changing the setting of a component does not change the context unless the user has been informed of the same.	7.5 (j)	
98	Metadata for page like title, keywords, description and language is appropriately included.	7.5 (k) 9.1.2	
99	Data tables have been provided with necessary tags/markup.	7.5 (l)	
100	All components receive focus in an order that preserves the meaning/operation.	7.5 (m)	
101	Role of all interface components can be programmatically determined.	7.5 (n)	
102	The website has been tested on multiple browsers.	7.6 (b)	
103	Website has cleared Security Audit by certified agency and has a Security Policy.	7.7.1 7.7.2	

7. Website Hosting

S. No.	GUIDELINE	REF. No.	REMARKS
104	Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.	8.2.1	
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.	8.2.1 (a) 8.2.1 (b)	
106	The Hosting Service Provider has redundant server infrastructure for high availability.	8.2.1 (c)	
107	The Hosting Service Provider performs regular backup of the website.	8.2.1(d)	
108	The Hosting Service Provider has a Disaster Recovery (DR) Centre in a geographically distant location and a well crafted DR plan for the website.	8.2.1 (e)	
109	Web Hosting Service Provider provides Helpdesk & technical support on 24x7x365 basis.	8.2.1(i)	

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.	8.3	
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8. Website Promotion

S. No.	GUIDELINE	REF. No.	REMARKS
111	Website ranks in the first five results on major search engines when searched with relevant keywords.	9.1	
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.	9.2.1 9.2.2	

9. Website Management

S. No.	GUIDELINE	REF. No.	REMARKS
113	Department has nominated a Web Information Manager as defined in the guidelines.	10.1.1	
114	The website has a website monitoring policy.	10.3	
115	All policies and plans are approved by Head of Department.	10.7	