

Website Quality Manual for Ministry /Department Name

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Website Quality Manual

For

Website URL

Department Complete Name and Address

Website Quality Manual for Ministry /Department Name

Revision History

Issue No.	Rev. No.	Dated	Issued By	Authorized By	Remarks

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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 for developing & maintaining a well-engineered website of the <Name of Ministry / Department / Organization Website / Portal / Web Application> , Government of India. 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/ Organization/ Cells

Brief Introduction about the Ministry/Department (Max.100 Words).

3. Website Address, Data Centre & Hosting organization

Sl. No.	Type	Address
1	Website Address	
2	Data Centre Address	
3	Data Recovery Centre Address	
4	Hosting Organization Address	

4. Purpose of the website

Write purpose of the Website (Max.100 Words)

5. Objectives of the website

Outline the objectives that this website aims to achieve.

6. Responsibility & Authority

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

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

Sl. No.	Technologies / Platforms used	Remarks
1		
2		
3		
4		
5		

8. Use of Contractors / Sub Contractors

A concise summary of the contractors and subcontractors involved in the outsourcing of work, along with a description of the work assigned to them.

B. Policies (relevant clause of Guidelines to Indian Govt. websites 3.0):

1. Copyright policy (clause 5.1.4)

(Sample Content)

- **Copyright policy - Moderate**

Material featured on this <Website / Portal / Web Application> may be reproduced free of charge after taking proper permission by sending a mail to us. However, the material has to be reproduced accurately and not to be used in a derogatory manner or in a misleading context. Wherever the material is being published or issued to others, the source must be prominently acknowledged. However, the permission to reproduce this material shall not extend to any material which is identified as being copyright of a third party. Authorisation to reproduce such material must be obtained from the departments/copyright holders concerned.

These terms and conditions shall be governed by and construed according to the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts of India.

- **Copyright policy - Conservative**

Material featured on this <Website / Portal / Web Application> may NOT be reproduced under any circumstances.

These terms and conditions shall be governed by and construed according to the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts of India.

- **Copyright policy - Liberal**

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2. Hyper Linking policy (clause 5.4.4)

(Sample Content)

- **Links to external websites/portals**

At many places in this <Website / Portal / Web Application>, you shall find links to other <Websites/ Portals/Web applications/Mobile apps>. These links have been placed for your convenience. <Department Name> is not responsible for the contents of the linked destinations and does not necessarily endorse the views expressed in them. Mere presence of the link or its listing on this <Website / Portal / Web Application> should not be assumed as endorsement of any kind. We cannot guarantee that these links will work all the time and we have no control over availability of linked destinations.

- **Links to <Website / Portal / Web Application> by other websites**

We do not object to you linking directly to the information that is hosted on this <Website / Portal / Web Application> and no prior permission is required for the same. However, we would like you to inform us about any links provided to this <Website / Portal / Web Application> so that you can be informed of any changes or updates in that. Also, we do not permit our pages to be loaded into frames on your site. The pages belonging to this <Website / Portal / Web Application> must load into a newly opened browser window of the User.

These are following external links available on <Website / Portal / Web Application> website:

Sl. No.	External Links
1	
2	
3	

3. Privacy policy (clause 5.3.3)

(Sample Content)

<Name of Website / Portal / Web Application (e.g, India Portal, DoT website, TRAI website, IRCTC etc)> does not automatically capture any specific personal information from you (like name, phone number or e-mail address), that allows us to identify you individually. If you choose to provide us with your personal information, like names or addresses, when you visit our website, we use it only to fulfil your request for information. To use the <xyz section(s)>, this website <requires user registration/does not require registration. <[If user registration is required] Information so collected is used to facilitate interaction>.

We do not sell or share any personally identifiable information volunteered on this site to any third party (public/private). Any information provided to this website will be protected from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

We gather certain information about the User, such as Internet protocol (IP) address, domain name, browser type, operating system, the date and time of the visit and the pages visited. We make no attempt to link these addresses with the identity of individuals visiting our site unless an attempt to damage the site has been detected.

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- **Use of 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. A cookie is stored as a simple text file on your computer or mobile device by a website’s server and only that server will be able to retrieve or read the contents of that cookie. Cookies let you navigate between pages efficiently as they store your preferences, and generally improve your experience of a website.

<We are using the following types of cookies on our site:

- Analytics cookies for anonymously remembering your computer or mobile device when you visit our website to keep track of browsing patterns.
- Service cookies for helping us to make our website work efficiently, remembering your registration and login details, settings preferences, and keeping track of the pages you view.
- Non-persistent cookies a.k.a 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.>

<You may note additionally that when you visit sections of <Website / Portal / Application> where you are prompted to log in, or which are customizable, you may be required to accept cookies. If you choose to have your browser refuse cookies, it is possible that some sections of our website may not function properly.>

4. Content Contribution, Moderation & Approval policy (CMAP) (clause 5.4.3) (Sample Content)

- Policy Statement for 2-tiered CMAP structure (for small websites)

The <Website / Portal / Web Application> of <Name of Ministry / Department / Organization> represents a single department where most content is contributed by a single set of sources. We hereby adopt a 2-tiered structure to implement CMAP requiring minimum 2 officials to execute the CMAP roles, viz.,

- Contributor
- Moderator/Approver

Template to implement 2-tiered CMAP structure for small websites

SECTIONS	ROLES	
	CONTRIBUTOR	MODERATOR APPROVER &
Home page		

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News, Press Releases, Recruitments, Tenders etc		
Who's Organization Chart, Circulars/Notifications Who,	<Preferably Admin/ Personnel Deptt>	<Preferably Admin/Personnel> HOD
Acts, Documents, Forms, Reports etc		

- **Policy Statement for 3-tiered CMAP structure (for large websites)**

The <Website/Portal/Web Application> of <Name of Ministry/ Department / Organization>

represents multiple divisions/departments. We hereby adopt a 3-tiered structure to implement CMAP needing minimum 3 officials to execute the CMAP roles, viz.,

- Contributor
- Moderator
- Approver

Template to implement 3-tiered CMAP structure for large websites

SECTIONS	ROLES		
	CONTRIBUTOR	MODERATOR	APPROVER
Home & common sections e.g., FAQs, Help etc			
Who's Organization Chart, Circulars/Notifications Who,	<Preferably Admin/ Personnel Deptt >	<Preferably Admin/Personnel Deptt Ho D>	<Preferably Web Information Manager>
<Section2: Department 1>	<Preferably Deptt-1>	<Preferably HOD>	<Preferably Web Information Manager>
<Section 3: Department 2>	<Preferably Deptt-2>		

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5. Web Content Review Policy (CRP) (clause 5.4.3)

(Sample Content)

The <Name of Ministry / Department / Organization Website / Portal / Web Application> is the face of the Government disseminating government information and services. This content Review Policy has been formulated to keep the content on the <Website / Portal / Web Application> current and up-to-date. Since the type of the content on the <Name of Ministry / Department / Organization Website / Portal / Web Application> varies, different Review timelines are defined for the diverse content elements.

This Review Policy is based on different types of content elements, their validity and relevance as well as the archival policy.

As a general rule:

- The entire website content shall be reviewed in a phased manner over a period of <x months> to ensure the currency of the content. The exception to the above is listed below:

Content Review Timeline

SECTION	REVIEW PERIODICITY
Home Page	<periodicity e.g.,Daily>
News Page	Daily
Who's who list	As and when required
Newsletter, Circulars, Notifications etc	No review required
Acts, Rules	<periodicity e.g., 1 year>

6. Content Archival Policy (CAP) (clause 5.4.3)

(Sample Content)

The <section names e.g., visitor statistics, newsletter and spotlight items> will be online archived automatically after entering <yth year> from the date of their publishing.

<Name of Ministry / Department / Organization> maintains online archives for a period of <x years> to allow for the retrieval of content which has expired.

<Schemes, Tenders, Forms, Recruitment Notices> which have been withdrawn, or discontinued, or have exceeded <x years> after archiving, may be expunged.

Sr. No	Content Element	Entry Policy	Exit Policy
1			
2			

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7. Security policy (clause 7.7.2)

- <Name of Ministry / Department / Organization Website / Portal / Web Application> has been placed in protected zones with implementation of firewalls and IDS (Intrusion Detection System) and high availability solutions.
- Before launch of the <Name of Ministry / Department / Organization Website / Portal / Web Application>, simulated penetration tests have been conducted. Penetration testing has also been conducted <x times> after the launch of the <Name of Ministry / Department / Organization Website / Portal / Web Application>.
- <Name of Ministry / Department / Organization Website / Portal / Web Application> has been audited for known application level vulnerabilities before the launch and all the known vulnerability has been addressed.
- Hardening of servers has been done as per the guideline of Cyber Security division before the launch of the <Name of Ministry / Department / Organization Website / Portal / Web Application>.
- Access to web servers hosting the <Name of Ministry / Department / Organization Website / Portal / Web Application> is restricted both physically and through the network as far as possible.
- Logs at <x number> different locations are maintained for authorized physical access of <Name of Ministry / Department / Organization Website / Portal / Web Application> servers.
- Web-servers hosting the <Name of Ministry / Department / Organization Website / Portal / Web Application> are configured behind IDS, IPS (Intrusion Prevention System) and with system firewalls on them.
- All the development work is done in a separate development environment and is well tested on the staging server before updating it on the production server.
- After testing properly on the staging server the applications are uploaded to the production server using SSH and VPN through a single point.
- The content contributed by/from remote locations is duly authenticated & is not published on the production server directly. Any content contributed has to go through the moderation process before final publishing to the production server.
- All contents of the web pages are checked for intentional or unintentional malicious content before final upload to web server pages.
- Audit and Log of all activities involving the operating system, access to the system, and access to applications are maintained and archived. All rejected accesses and services are logged and listed in exception reports for further scrutiny.
- Help Desk staff at the <Identify Monitoring Team> monitor the <Name of Ministry / Department / Organization Website / Portal / Web Application> at intervals of <frequency> to check the web pages to confirm that the web pages are up and running, that no unauthorized changes have been made, and that no unauthorized links have been established.
- All newly released system software patches; bug fixes and upgrades are expediently and regularly reviewed and installed on the web server.
- On Production web servers, Internet browsing, mail and any other desktop applications are disabled. Only server administration related tasks are performed.

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- Server passwords are changed at the interval of <x number> months and are shared by <y number> persons <a name> and <b name>.
- <a name> and <b name> have been designated as Administrator for the <Name of Ministry / Department / Organization Website / Portal / Web Application> and shall be responsible for implementing this policy for each of the web servers. The administrator shall also coordinate with the Audit Team for required auditing of the server(s).
- <Name of Ministry / Department / Organization Website / Portal / Web Application> has been re-audited for the application level vulnerability after major modification in application development [Not applicable at first launch].
- The <Name of Ministry / Department / Organization Website / Portal / Web Application> has been audited before launch and has complied with all the points mentioned in the policies document of the Cyber Security Group mentioned above.
- <Name of Ministry / Department / Organization Website / Portal / Web Application> has also been subjected to an automated risk assessment performed through vulnerability identification software before and after the launch and all the known vulnerabilities have been addressed.

- **Notice and Disclosures**

(Sample Content)

<Name of Ministry / Department / Organization Website / Portal / Web Application> will not sell, trade, or disclose the personally identifiable information of its website users to any unauthorized third parties.

- **Data Quality and Access**

(Sample Content)

<Name of Ministry / Department / Organization Website / Portal / Web Application> takes all steps possible to ensure that the data on the website is accurate. While reviewing the website if something is found to be inaccurate Ministry /Department Name will make every effort to correct said information as quickly as possible. If it is found to be an inaccuracy with the entire system Ministry /Department Name 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 Ministry /Department Name website is subject to change without prior advance notice.

While using the Ministry /Department Name 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 MINISTRY /DEPARTMENT NAME site. Anyone caught attempting to harm, steal information from, or otherwise damage the Ministry /Department Name website will be prosecuted to the full extent of the law.

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- **Application Security Audit**

(Sample Content)

A Drupal CMS is used in the <Name of Ministry / Department / Organization Website / Portal / Web Application> website for displaying the information dynamically as per the users' requests. The application has been security audited for the known application level vulnerabilities as per Top 10 OWASP and the application security vulnerabilities have been addressed before the launch of the Portal

The website will be audited by Cert-in empanelled agency periodically. The periodicity shall be one year from the date of issue of certificate or additional changes in the dynamic content carried out whichever is earlier. A periodic check on the requirement of a security certificate is recommended to the web information manager in case there are changes in the functionality or any other environmental changes.

- **Server Audit**

(Sample Content)

The Applications and database servers hosting the Ministry/Department Name website and Databases have been security audited. The hardening of the server has been done. The access to the server is restricted both physically and through the network as far as possible. The Logs are being maintained for authorized physical access to Ministry /Department Name. The servers have been placed behind the Application firewall in order to make them hidden to the outside public. All the development work is done on separate development environment and well tested on the staging server before updating it on the production server. The Ministry/Department Name website contents on the NIC Data Centre servers are uploaded using secured SSH and VPN through a single point. The contents are first checked by approval authority before publishing on the website. All contents of the web pages are checked for intentional or unintentional malicious content before final upload of the same on the website. Audit and Log of all activities referring to the operating system, access to the system and access to applications are maintained and archived. All rejected accesses and services are logged and listed in exception reports for further scrutiny. All newly released system software patches, bug fixes and upgrades are deployed regularly and reviewed. The Antivirus has been deployed on the servers and is updated online.

- **Data Security**

(Sample Content)

Ministry/Department Name takes security very seriously and has therefore taken every precaution to secure our borrowers' information. In order to secure the user's information, Ministry /Department Name has implemented several security measures to prevent loss, theft, or misuse of any borrower data.

- **Website Access Rights**

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(Sample Content)

Whether website is accessible in India only and necessary firewall rule has been applied in the system or,

Website is accessible in entire world except Countries like X, Y & Z and necessary firewall rule has been applied in the system or,

WIM shall identify that in which countries there websites are required to be accessible keeping in view to mitigate the cyber attacks and accordingly firewall rules are updates.

- **Website Architecture**
(In Block diagram)

8. Website Monitoring Plan (clause 5.4.3)

(Sample Content)

The Department 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.

Website is monitored periodically. The parameters like Performance, Functionality, Broken Links and Traffic Analysis are ensured for its optimal performance.

The Feedback mechanism through feedback form made available for taking feedback from the visitors. Also have a mechanism for feedback analysis It will help enhancements of the website as suggested by the visitors.

C. Responsibility and Authority (website management team):

1. Web Information Manager (clause 5.4.1)

(Sample Content)

The Web Information Manager shall 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, the web information Manager coordinates with the various sections of the **<Name of Ministry / Department / Organization Website / Portal / Web Application>** . The Web Information Manager also undertakes the following activities with regards to the **<Name of Ministry / Department / Organization Website / Portal / Web Application>** website being maintained by them:

- Web Information Manager is overall responsible for quality and quantity of information and services on the website.
- Formulation of policies concerning management of content on the web through its entire life cycle viz. Provision, Moderation Approval and Archival.
- Ensuring that all contents on the website remain always authentic, accurate and up-to-date and obsolete information or services removed.
- Changing and periodically validating links to related information.

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- 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.
- Replying to the feedback mails received from visitors either by himself or through someone designated by him for the purpose.
- The complete contact details of the web Information manager are displayed on the MINISTRY/ DEPARTMENT NAME website. The visitor could contact him/her in case of some queries or requirements.
- **Contact Detail of WIM is as follows:**

For the <Name of Ministry / Department / Organization Website / Portal / Web Application> website development and management, a team has been set up under the technical manager, having professional skills in HTML authoring, programming, design, content preparation etc., which works under the overall supervision of the web information manager.

The Technical Manager/Website Team has experience and skill in the following knowledge areas:

- Website Technology
- Website Testing
- Usability
- e-accessibility
- Performance
- Security
- DARPG Guidelines
- Content Management System

Contact Detail of Technical Manager is as follows:

D. Monitoring Plans:

1. Contingency plan in the event of defacement / natural calamity (clause 5.3.3)

1.1 Contingency Plan in the event of defacement

A.1.1. Defacement Protection Policy

(Sample Content)

- The <Name of Ministry / Department / Organization Website / Portal / Web Application> website is security audited for application vulnerabilities and performance.
- Any application-level modification on the <Name of Ministry / Department / Organization Website / Portal / Web Application> website implies re-audit of the website.
- All the servers' configuration and logs are monitored timely.

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- Only system administrator users are allowed to access the servers for doing administration and configuration tasks.
- All servers are in lock and net secured.
- Contents are updated through secured FTP using VPN.

A.1.2. Monitoring of defacement of <Name of Ministry / Department / Organization Website / Portal / Web Application> website

(Sample Content)

There are two ways of monitoring the defacement of the <Name of Ministry / Department / Organization Website / Portal / Web Application> website.

1. Cyber security division is continuously monitoring by analyzing the log files. The Central help desk at NIC (HQ) data Centre is also monitoring the websites at regular intervals for possible defacement or undesirable change in the <Name of Ministry / Department / Organization Website / Portal / Web Application> website.
2. The Development team also monitors the website regularly. In case of any eventuality, whoever notices it first shall inform the Technical Manager and Web Information Manager on Phone as well as through email.

A.1.3. Actions to be taken after defacement

(Sample Content)

As soon as the Technical Manager and/or Web Information Manager receive the information regarding the defacement of the website, the following steps will be taken:

- Stoppage/partial stoppage of the website according to the degree of defacement.
- Analyzing log files and troubleshooting the source of defacement and blocking of the service.
- Analyzing type of defacement and fixing it.
- In case of complete loss of data, restoring the website data from backup or starting of website from DR site in case of long down time.
- Giving log files to the security division for analysis.
- Fixing of all vulnerabilities on the basis of security recommendations and re-auditing of applications.
- Restoring the affected /corrupted contents from the backup and restoring the site.

A.1.4. Contact details in case of any eventuality of defacement

Name	Designation	Organization	E-mail Address	Telephone/Mobile No.	Office Address

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Name	Designation	Organization	E-mail Address	Telephone/Mobile No.	Office Address

A.1.5. Time for Restoration of the <Name of Ministry / Department / Organization Website / Portal / Web Application> website after defacement

(Sample Content)

The time taken for restoration of the <Name of Ministry / Department / Organization Website / Portal / Web Application> website depends on the degree of defacement and services affected by the defacement.

1.2 Data Corruption

(Sample Content)

Regular back-ups of the website data are being taken in NIC Data Centre. These enable a fast recovery and uninterrupted availability of the information to the citizens in view of any data corruption. Regular back-ups of the website data are being taken in NIC Data Centre. These enable a fast recovery and uninterrupted availability of the information to the citizens in view of any data corruption.

1.3 Hardware/Software Crash

(Sample Content)

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 - NIC Data Centre has enough redundant infrastructure available to restore the website at the earliest'. Generally, Time required for starting a website from another server will take about 24 hours.

1.4 Natural Disasters:

(Sample Content)

There could be circumstances whereby due to some natural calamity (due to reasons beyond the control of any person), the entire data center where the <Name of Ministry / Department / Organization Website / Portal / Web Application> website is being hosted gets destroyed or ceases to exist. In such an eventuality, in-charge of NIC will instruct that the <Name of Ministry / Department / Organization Website / Portal / Web Application> website to be started from the DR site.

Natural Disasters (DR): Storage Based Replication Takes Place at DR site

2. Website Monitoring Plan

2.1 Persons responsible

(Sample Content)

The following Quality Managers are responsible for the monitoring of the <Name of Ministry / Department / Organization Website / Portal / Web Application> website:

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Concerned Division of Ministry /Department Name, New Delhi

2.2 Frequency of monitoring

(Sample Content)

The <Name of Ministry / Department / Organization Website / Portal / Web Application> website undergoes regular monitoring through manual methods as well as through web analyzer tools.

This is password protected and is accessed by the website Administrator. The monitored data is analyzed on a monthly basis by the NIC website administration team and reports are compiled. The compiled report will be made accessible to Quality Managers by NIC monthly and as and when required.

2.3 Monitored Parameters

(Sample Content)

Though reports can be obtained on virtually every aspect of the <Name of Ministry / Department / Organization Website / Portal / Web Application> website, for regular analysis, the quality manager is responsible for analyzing and generating the following reports;

- **Visitor's dashboard:** This report presents an overview of the Visitors Pattern to the Portal.
- **Usage Pattern:** geographic location of visitors i.e. from which cities and countries, visitors are visiting the website
- **Hits by hour of the day:** This report shows the most and the least active hour of the day for the report period. If there are several days in the report period, the value presented is the sum of all hits during that period of time for all days.
- **Referring sites:** This report identifies the domain names and IP addresses that refer visitors to the portal.
- **Search Phrases:** This report identifies Phrases that led the most visitors to the site and for each phrase, which search engine led visitors to the site.
- **Top Pages:** List of the most popular web pages on the portal and the number of visits for each.
- **Entry Pages:** This report shows the first or “entry” pages viewed in all visits. Every visit has one and only one Entry Page. A visitor's entry page may or may not be the “home Page” The Entry Page for a visit depends on how a visitor arrived at the website.
- **Browsers:** Browsers most common among visitors to the Website.
- **Platforms:** Operating systems mostly used by visitors to access the <Name of Ministry / Department / Organization Website / Portal / Web Application> website.

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The <Name of Ministry / Department / Organization Website / Portal / Web Application> website is also monitored for quality issues like spelling errors and broken links. Spelling checks are done on a weekly basis and broken links are monitored daily.

2.4 Utility of Monitored Parameters

- Visitor's pattern and usage pattern reports present the demography of the users and will be helpful in providing feedback for the personalization features that will be added in the new website.
- Search phrases report is used to know what keywords are being used to search for the website. The Pages are then optimized for these keywords.
- Top Pages are the most viewed pages and entry pages are the pages of the website other than the homepage from where the User enters the homepage. Based on the search phrases report, these pages are first optimized for search engines.
- Browser and platform reports are used to optimize the website for the most commonly used browsers.
- Hits by hour of the day report is used to know the time of the day when there are maximum hits on the server. It is ensured that the servers must work optimally at these times.
- Referring sites report is used for link exchange with the sites that are sending the maximum visitors to the website.
- Spelling errors are rectified as soon as they are reported.
- Broken links reports are scanned and corrections made at the earliest.

E. Organisation Structure

(Sample Content)

The <Name of Ministry / Department / Organization Website / Portal / Web Application> website Development and Management Team has following Structure:

Sr. No.	Role	Responsibility
1	Website Developer	
2	IT service provider	
3	Content Management	
4	Data Center/ Hosting Organization	
5	Users	
6	Application Developer	

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F. Compliance statement

- 1. Guidelines for Indian Government Websites**
- 2. Security Audit report**

G. Miscellaneous:

- 1. Person responsible for updating of website quality manual**
- 2. Declaration by Website Manager**

H. Declaration

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Annexure – I: Compliance Matrix for Guidelines for Indian Government Websites (GIGW) 3.0

S/N	Quality Guidelines:	Observations	Remarks
1	Association to Government is demonstrated using Emblem/Logo in proper ratio and colour, 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 and each subsequent page is a standalone entity in terms of ownership, navigation and context of content.		
3	Source of all documents, not owned by the dept. that have been reproduced in part or full, is mentioned		
4	Due permissions have been obtained for publishing any content protected by copyright		
5	Home page of website displays the last updated/reviewed date		
6	Complete information including title, size, format and usage instructions is provided for all downloadable material		
7	Statement: With respect to each, Circular, Notification, Document, Form, Scheme, Service and Recruitment notice, the following should be clearly listed on the Website: <ul style="list-style-type: none">● Complete title● Language (if other than English)● Purpose/procedure to apply (as applicable)● Validity (if applicable)		
8	All outdated Announcements, Tenders, Recruitment notices, News and Press Releases are removed from the website		

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	and/or placed into the archives as per the archival policy		
9	All information about the department, useful for the citizen and other stakeholders, is present in the ‘About Us’ section and a mechanism is in place to keep the information up to date		
10	Website has a ‘Contact Us’ page providing complete contact details of important functionaries in the department and this is linked from the Home Page and all relevant places on the website.		
11	Feedback is collected through online forms and a mechanism is in place to ensure timely response to feedback/queries received through the website.		
12	Website provides a prominent link to the ‘National Portal’ from the Home Page and Pages belonging to the National Portal load in the new browser window.		
13	The website has been tested on multiple browsers. Hindi/Regional language fonts have been tested on popular browsers for any inconsistency (loss of layout)		
14	The website has a readily available Help section linked from all pages of the website		
15	Website uses Cascading Style Sheets (CSS) to control layouts/styles and incorporates responsive design features to ensure that the interface displays well on different screen sizes		
16	Website is readable even when style sheets are switched off or not loaded		
17	Proper page title and language attribute along with metadata for page like keywords and description are appropriately included.		

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18	Minimum content as prescribed in the guidelines is present on the homepage and all subsequent pages		
19	Data tables have been provided with necessary tags/markup		
20	Content of the web page prints correctly on an A4 size paper		
21	API integration with key government platforms (India Portal, DigiLocker, Aadhaar, Single-Sign-On, MyGov, Data Platform, MyScheme) and similar websites of the government organisation must be enabled for seamless exchange of Information and data.		
22	The government organisation must ensure a consistent user experience and visual identities across all its websites/apps.		
23	Websites/apps must provide integration with popular social media.		
24	Website is in the nic.in or gov.in domain. Educational Institutions and Research and Academic Institutions, which are eligible for registration under 'gov.in' may use 'edu.in', 'res.in' or 'ac.in' domains.		
25	The language is free from spelling and grammatical errors		
	Lifecycle Management Guidelines:		
1	Department has nominated a WIM as defined in the guidelines		
2	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		

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3	<p>Website has the following clearly defined policies and plans approved by the WIM.</p> <ul style="list-style-type: none"> ● Copyright Policy ● Content Contribution, Moderation & Approval (CMAP) policy ● Content Archival (CAP) policy ● Content Review (CRP) policy ● Hyper linking Policy ● Privacy Policy ● Terms & Conditions ● Website Monitoring Plan. ● Contingency Management Plan ● Security Policy 		
4	The mechanism is in place to check the accuracy of Hyperlinked Content and clear indications are given when a link leads out to a non-government website.		
5	It is ensured through content moderation and approval policy that Website content is free from offensive/discriminatory language		
6	Documents/Pages in multiple languages are updated simultaneously		
7	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors		
8	There are no links to 'under construction' pages		
9	Documents are provided either in HTML or other accessible formats.		
10	Website is bilingual with a prominent language selection link and uses Unicode characters		

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S/N	Accessibility Guidelines:	Observation	Remarks
1	All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.		
2	For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such: <ul style="list-style-type: none"> ● Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content. ● Pre-recorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. 		
3	Captions are provided for all pre-recorded audio content in synchronised media, except when the media is a media alternative for text and is clearly labelled as such.		
4	An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronised media, except when the media is a media alternative for text and is clearly labelled as such.		
5	Captions are provided for all live audio content in synchronised media.		
6	Audio description is provided for all pre-recorded video content in synchronised media.		
7	Information, structure and relationships conveyed through presentation can be programmatically determined or are available in text.		
8	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.		

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9	<p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, colour, size, visual location, orientation, or sound.</p>		
10	<p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>		
11	<p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> ● The input field serves a purpose identified in the Input Purposes for User Interface Components section; and ● The content is implemented using technologies with support for identifying the expected meaning for form input data. 		
12	<p>Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
13	<p>If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>		
14	<p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> ● Large Text: (18 pt. or 14 pt. bold) Large-scale text and images of large-scale text have a contrast ratio of at least 3:1. ● Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. 		

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	<ul style="list-style-type: none"> ● Logotypes: Text that is part of a logo or brand name has no contrast requirement. 		
15	Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.		
16	<p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> ● Customizable: The image of text can be visually customised to the user's requirements. ● Essential: A particular presentation of text is essential to the information being conveyed. 		
17	<p>Content can be presented without loss of information or functionality and without requiring scrolling in two dimensions for:</p> <p>Vertical scrolling content at a width equivalent to 320 CSS pixels.</p> <p>Horizontal scrolling content at a height equivalent to 256 CSS pixels.</p> <p>Except for parts of the content which require a two-dimensional layout for usage or meaning.</p>		

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18	<p>The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent colour(s):</p> <ul style="list-style-type: none">• User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author.• Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.		
19	<p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none">• Line height (line spacing) to at least 1.5 times the font size.• Spacing following paragraphs to at least 2 times the font size.• Letter spacing (tracking) to at least 0.12 times the font size.• Word spacing to at least 0.16 times the font size.• Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.		

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20	<p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> ● Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus unless the additional content communicates an input error or does not obscure or replace other content. ● Hover-able: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing. ● Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. 		
21	<p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>		
22	<p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>		
23	<p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> ● Turn off: A mechanism is available to turn the shortcut off. ● Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt). 		

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	<ul style="list-style-type: none"> ● Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. 		
24	<p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> ● Turn off: The user is allowed to turn off the time limit before encountering it; or Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or ● Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the spacebar") and the user is allowed to extend the time limit at least ten times; or ● Real-time Exception: The time limit is a required part of a real-time event (for example, an auction) and no alternative to the time limit is possible; or ● Essential Exception: The time limit is essential and extending it would invalidate the activity; or ● 20 Hour Exception: The time limit is longer than 20 hours. 		
25	<p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> ● Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, 		

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	<p>blinking, or scrolling is part of an activity where it is essential; and</p> <ul style="list-style-type: none"> ● Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. 		
26	Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.		
27	A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.		
28	Web pages have titles that describe the topic or purpose.		
29	If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.		
30	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.		
31	More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.		
32	Headings and labels describe topic or purpose.		
33	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.		

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34	<p>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>		
35	<p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> ● No Down-Event: The down-event of the pointer is not used to execute any part of the function. ● Abort or Undo: Completion of the function is on the up-event and a mechanism is available to abort the function before completion or to undo the function after completion. ● Up Reversal: The up-event reverses any outcome of the preceding down-event. ● Essential: Completing the function on the down-event is essential. 		
36	<p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>		
37	<p>Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> ● Supported Interface: The motion is used to operate functionality through an accessibility supported interface. ● Essential: The motion is essential for the function and doing so would invalidate the activity. ● Functionality that can be operated by device motion or user motion MUST also be operable by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: ● Supported Interface: The motion is used to operate functionality through an accessibility supported interface. 		

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	<ul style="list-style-type: none"> Essential: The motion is essential for the function and doing so would invalidate the activity. 		
38	The default human language of each Web page can be programmatically determined.		
39	The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language and words or phrases that have become part of the vernacular of the immediately surrounding text.		
40	When any user interface component receives focus, it does not initiate a change of context.		
41	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component.		
42	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.		
43	Components that have the same functionality within a set of Web pages are identified consistently.		
44	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.		
45	Labels or instructions are provided when content requires user input.		
46	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardise the security or purpose of the content.		

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47	<p>For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> ● Reversible: Submissions are reversible. ● Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. ● Confirmed: A mechanism is available for reviewing, confirming and correcting information before finalising the submission. 		
48	<p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes and any IDs are unique, except where the specifications allow these features.</p>		
49	<p>For all user interface components (including but not limited to form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p>		
50	<p>In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>		

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S/N	Security Guidelines:	Observations	Remarks
1	Ensure that the website, web application, web portal or mobile app is Security Audited and an Audit Clearance certificate is issued by NIC, STQC or a CERT-In empanelled vendor before hosting in production environment.		
2	Hosting Environment must be secured for ensuring confidentiality, integrity and availability (CIA).		
3	Website has the Security Policy, Privacy Policy and the Contingency Management Plan clearly defined policies and plans approved by the Department.		

1. Annexure – II: Security Audit Certificate

Add image of Security Audit Certificate

2. Annexure – III VAPT Report Details