



Website Quality Certification Scheme (WQCS)

Procedure for Use of Services of ITTL for Certification of Website under WQC Scheme

Government of India
STQC Directorate
Ministry of Electronics and Information Technology
New Delhi . 110 003

Nov., 2018

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**Procedure for use of Services of ITTL for Certification of Website
under WQC Scheme**

1. Purpose :

The purpose of this procedure is to describe interactions between Certification body (CB) and various approved ITTLs for Website Quality Certification (WQC) and to use Test Report issued by an ITTL for this purpose.

2. Objective :

The objective is to have a clear professional relationship between ITTLs and Certification body to ensure effectiveness, efficiency and smooth work flow during WQC process of websites.

3. Scope of Procedure :

- Website Certification as per GIGW 2009 requirements for QL-I compliance.

4. Responsibilities :

Certification Body	- For issuing & managing website certifications
ITTL	- Performing Website testing and provide reliable, reproducible and repeatable test results to CB, based on the criteria as defined in ISO/IEC :17025, 2017.
STQC IT Centre	- Performing Website testing and provide reliable, reproducible and repeatable test results based on the criteria as defined in ISO/IEC :17025, 2017. - Re-verification of websites tested by ITTLs.

5. Procedure :

- a) The Applicant Ministry/ Department/ Govt. Apex Office (interested party) first applies to CB (STQC Directorate) i.e. to Head, WQC Scheme in a prescribed application format (Doc. No. WQCS - A1) along with requisite documents like Certification Agreement (Doc. No. WQCS- A2), Website Quality Manual (Doc. No. WQCS- A3), Website Security Audit Certificate etc. as mentioned on STQC official website.
- b) In their request letter along with application, they should also identify the ITTL where they wish to get their website tested. They can choose any ITTL from

STQC official website under the scheme for Approval of ITTLs (<http://www.stqc.gov.in/content/scheme-approval-emp-panelment-information-technology-test-laboratory-ittl>) which covers their scope of testing. STQC Dte. will check the application and related documents and check that the applicant has identified a recognized ITTL as per its recognized scope. If documentation and other details are found satisfactory, it will be informed to applicant/ ITTL or both.

- c) If STQC Dte. is not satisfied with the information/ details provided by applicant, the feedback will be forwarded to the applicant. Once the re-submitted application and documents are found satisfactory, STQC Dte. will inform the applicant to submit their website to identified ITTL. STQC Dte. reserves the right to witness/ audit the process of testing of applicant's website by ITTL. After successful completion of quality evaluation testing process, ITTL will inform to Head WQC Scheme about the completion of the same & submit the scanned copy (signed & stamped) of test report (Doc. No. WQCS-A5) by clearly submitting their recommendations alongwith required documentary evidences to STQC Dte. In addition to this, the applicable certification fees shall be deposited by ITTL or by the applicant with STQC IT Centre, assigned by STQC Dte. to co-ordinate its further activities for carrying out back-end audit, with intimation to STQC Dte.
- d) The designated STQC IT Centre will also conduct Back-end audit for the said website and submit its reports to STQC Dte.
- e) Website Quality Scheme Certification Committee shall go through the reports submitted by ITTL to look for the prima-facie compliances w.r.t. the Check-List (Doc. No. WQCS-A4) and GIGW version 2009 testing requirements (87 points) and Backend audit. For re-verification of website, assigned STQC IT centre will carry out the website quality audit and shall also clearly submit their recommendations alongwith verification of justifications sought for various exemptions by the applicant. In case of any clarification, the same shall be furnished by the applicant or ITTL or both.
- f) In case re-verification is not satisfactory, the same will be communicated to concerned ITTL/ applicant or both for necessary corrective actions at their end until the reports are found satisfactory. Re-verification will be conducted on the

website till No Major non-conformance is observed. For each re-verification cycle, charges, *as applicable*, shall be deposited by applicant/ ITTL every time as described at Cl. No. 6 below.

- g) In case re-verification is satisfactory, the case file will be put up to the Website Quality Scheme Certification Committee for their independent review. WQC Certification for requested website will be recommended after the adequacy of reports and its compliance to specified requirements is found satisfactory.
- h) For Website Quality Certification Scheme, the ITTL shall test the website for 87 GIGW requirements (testing/ audit related points only) as per *their scope of accreditation* and the requirements of GIGW release 2009, to verify the compliance.
- i) During surveillance audits of websites tested earlier by ITTLs, auditors from STQC Dte. will take cognizance of the fact that the detailed testing at the time of their certification were done by ITTLs. At this stage, feedback to respective ITTL may be necessitated if the situation demand so. It is further mentioned that this procedure does not supersede any other requirement and criteria defined in the respective scheme procedures.

6. Schedule of Certification Charges :

Charges for various activities of certification of websites like test results conformance evaluation and re-verification shall be charged by STQC from applicant/ ITTL as detailed below on the next page :

i) For Website Certification as per complete GIGW release 2009 (L1) :

Application fee of Rs. 10,000/- *plus* GST

+ Audit testing and Certification charges of Rs 30,000/- *plus* GST

+ Re-verification charges* of Rs. 10,000/- *plus* GST

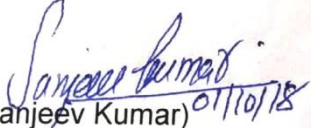
* *Charges to be deposited for every cycle of re-verification testing conducted by STQC IT Centre.*

7. **Abbreviations :**


CQW	-	Certified Quality Website
CB	-	Certification Body
GIGW	-	Guidelines for Indian Government Websites
ITTL	-	Information Technology Test Laboratory
WQCS	-	Website Quality Certification Scheme
WQM	-	Website Quality Manual

Prepared by Sub-committee


Signed by all Members of Sub-committee



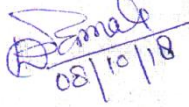
(Sanjeev Kumar) 01/10/18
Scientist "E", ERTL (N)



(A. Chakravarthy)
Scientist "D", ETDC (BG)



(P. K. Gupta)
Scientist "D", STQC HQs



(D. K. Pathak)
Scientist "C", ETDC (JPR)