

PUBLIC

# **Rules and Procedures for Website Quality Certification Scheme**

(STQC/WQCS/D01)

Issue: 02



Website Quality Certification Scheme

STQC Certification Body

STQC Directorate,

MeitY, Government of India

	<b>Website Quality Certification Scheme (WQCS)</b>	
	Rules and Procedures (STQC/WQCS/D01)	Issue : 2.0
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## 0.1 Approval and Issue

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**Reviewed by : Management Representative**

**Approved by : Head, WQCS Scheme**

### Note:

- Management Representative is responsible for issue and distribution of this document including amendments.
- Holder of this copy is responsible for incorporation of all the amendments and currency of the document.



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## 1. Introduction

### General

In the emerging electronic environment, the creation of customer centered website is becoming increasingly important. The World Wide Web is expanding and its value is increasing as a method for locating and delivering information. The growth of e-commerce, for example, has made a company's success more dependent on the quality of its website. For every site, regardless of its mission or objectives, the competitor is only a link away, therefore attracting and keeping users become paramount. In this sense, a "high-quality" Website is one that meets its owner's and users' requirements. Modern web applications run large-scale software applications for e-commerce, information distribution, entertainment, collaborative working, surveys and numerous other activities. They run on distributed hardware platforms and heterogeneous computer systems. The software that powers web applications is distributed, implemented in multiple languages and styles, incorporates much reuse and third-party components, built with cutting edge technologies, and most interface with users, other websites and databases. The web site which is an interface between supplier (of information or services) and consumers (of information and services) brings huge benefits in the area of governance, commerce, education, etc. if designed and managed properly. Poor web page engineering results in lost productivity, user frustrations and can result in legal liabilities.

The principles used for defining quality of website are same irrespective of private or public (Government) websites. In present context, a website represents the owner organization. And if a private website is badly designed or unresponsive the owner / management take actions to make it correct on urgent basis since customers have a choice to competitors thus minimizing damage to business. But, in the case of a public (Government) website, citizens do not have any choice and they have to use the website even if the website is poorly designed or managed. In this scenario, it becomes essential that the organizations should design the website using website engineering & management standard and prevailing international best practices. As a large number of websites are hosted for providing vital information and services in private and public arena, there is an ample need for a national programme for quality assurance and certification of these websites.

One of the success indicators of Digital India is the prompt delivery of information and services through public (Government) websites thereby improving efficiency and effectiveness of the public service organisation. The availability of a national website quality certification scheme may thus be of immense use. The scheme envisages having required processes and

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controls in place to bring confidence in citizens/consumers in the use of websites. The certification scheme will help in better participation and satisfaction of consumers, more confidence in digital platform leading towards better administration and Governance.

### Overview

In spite of tremendous growth of the World Wide Web in the last several years, the number of Websites that offer useful and reliable information is less. The quality of the information delivered through the web is not merely the result of good design and visual appearance of the site, but is a part of a much broader process in which information and its presentation are tailored according to users' needs and expectations. The value of web-based operations is the delivery of the right information and services to the right persons at the right time with the least amount of effort. Success in web-based operations is based more on engineering design in response to an understanding of the target-user community and information, than it is on the rapidly evolving technology for web platforms.

In general, quality is always prone to subjective interpretations unless it is quantified. In order to quantify the quality of a website, one needs to define requirements that the website has to meet and for each of the requirements including regulatory requirements, identify a set of measurable attributes and measure them according to the specified procedure. A defined product process model and appropriate metrics to ensure quality from user perspective is required.

To fulfill the needs of the developers and users a website quality certification scheme has been designed by using broad integrated engineering-based evaluation methods for the assessment and comparison of complex website quality scheme. This will provide users the confidence that the best practices have been followed in respect of quality, security, legal compliance, ethical requirements etc. for the engineering and management of websites. The scheme is based on the objective evaluation by testing, review and assessment of the website and of its associated back-end components by using the Guidelines for Indian Government Websites 3.0 which is based on International Standards as reference criteria.

## 2. Objective

The primary objective of this scheme is to provide adequate level of confidence to the users that a system and processes are in place which ensure that information and services provided by the website are secured, accessible and dependable.

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The scheme is designed to assure that website is conforming to latest GIGW guidelines and also promote e-Business and support Digital India programme in its endeavor to improve quality of information and services to the common citizen.

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

### 3. Purpose

3.1 The following is the main purpose of this document:

- To introduce the Website Quality Certification Scheme, for public websites, operated by STQC Website Quality Certification Body.
- To define Scope of the Certification Scheme and Certification Model.
- To support Digital India programme in achieving its vision of making all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of common citizen.

This document is also intended to be used primarily by Applicant (Developer, Integrator, Supplier, User etc.), the Certification Body, and evaluation/testing labs. This document describes the organization of Certification Body and processes of certification, which by means of testing/evaluation of Website/ Mobile apps are conforming to the specified requirements of the applicable standard, latest GIGW and relevant procedures.

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

### 4. Scope of Certification

The scheme covers public (Government) websites including its back offices where relevant. This scheme also covers e-Voting Website, including Private website.

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### i) Government Websites/Mobile Apps

In era of Digital India, Website/Mobile Apps is the point of entry to the new form of Digital Governance. Websites/mobile apps are the potential source to get Govt information and services. To deliver high quality public services around the needs of citizen it is essential that these sites are Secure, accessible, easy to use and offer a comprehensive range of services. Today's users expect Government Website & Mobile Apps to be authoritative, comprehensive and designed to consistent standards. These public organizations are not for profit, but with social responsibilities (high social risk) and therefore website should response to these aspects.

### ii) The back-office organization

While much attention is on the front office and the use of electronic public services by citizens and businesses, the scheme envisage that there is a strong link between back office processes and services experienced by the users.

The back-office functions may be organized in different ways to provide variety of services to different users, spanning from simple information services to complex transactional services between different organisations, implying both vertical and horizontal integration, including centralized and decentralized solutions.

## 5. The Certification Methodology

- Any Government Ministry/ Department/Public Sector Unit/Organization under Government interested to get its website/mobile app certified can demonstrate compliance with certification requirements and obtain Certification of Registration and Certification Mark with no prejudicial exception.
- Any operator or online supplier (hereinafter referred to as the customer) performing activities of Digital India Program and interested to get its website certified can apply to the Certification Body and obtain Certification of Registration and Certification Mark by demonstrating compliance with certification requirements, with no prejudicial exception.
- Certification is based on satisfactory compliance to criteria defined under the scheme. This involves following stage -
  1. Review of documents
  2. Evaluation of website
    - Visual inspection
    - Website/Application testing

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➤ Assessment of back office

And the results are compiled in the form of an evaluation report.

- The certification committee examines the evaluation report based on the above methodology. If found appropriate, a certificate of registration and certification mark are awarded to the applicant organization as per norms.
- The certification mark correctly displayed on the web site allows users of the site to verify, with a mouse click, the customer's identity, the certification validity, and the certification body's identity. If the mouse click does not open a window displaying all the above information, it means that there is a misuse of the certification mark.

Furthermore, the evaluations have to include many criteria such as technical characteristics, architecture, functionality, usability / user friendliness, aesthetics and so on. This requires different approaches including formal methods as measurement based on well defined metrics along with more heuristics evaluations and user testing etc.

### Roles and Responsibility (Organisation Model)

**Web Information Manager:** Appointed by the Ministry/Department/Organisation, 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. 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.

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**Technical Manager or Website Administrator:** 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
- Periodic Vulnerability Assessment of IT Infrastructure, Compliance of Security Processes
- 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.

### Obligations of the Organisation

An organisation holding a valid Certificate of Registration shall:

- Comply in all respect with the applicable Website Quality Certification requirements.
- Not claim or imply that his Information Security Management System, IT Service Management System, Quality Management System and Services are certified or approved.
- Submit to the Certification Body for prior approval, the form in which he proposes to use the Certificate of Registration and/or certification mark;
- Not use the Certificate of Registration or logo in any manner which implies or leads to interpretation as Certification of his QMS/ISMS, ITSMS etc.
- Not make any major change to the Website quality plan which formed the basis for grant of continuation of registration and which prevents compliance with the Website Certification requirements.
- Document all changes made to the Website Quality Plan and make available records of such changes to the Certification Body;
- Notify the Certification Body of any change of key personnel in relation to Website Engineering and Management functions or Senior Management
- Give access to the assessment team appointed by Certification Body for the purpose of assessment or surveillance;
- Keep records of all complaints in respect of Website Quality and corresponding remedial measures related to Website quality;
- Upon suspension or cancellation/withdrawal of Certification of Registration, discontinue use of Certificate of Registration and certification mark in all advertising material and other matters which contain any reference thereto; and
- Pay all financial dues to Certification Body as prescribed Organisation is not entitled to

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any refund of charges paid or cost incurred in the event of non-renewal, suspension, withdrawal, cancellation, modification of certificate of registration.

## 6. Route to Certification

### 6.1 Pre-Certification Requirements

Organisation's interested in obtaining their Websites certified, shall have a formal Quality Plan (may be in Website Quality Manual) describing Website Management organisation and responsibilities, content management system, Website design rules and style guide, various policies (security, hyper linking etc), controls exercised etc., as applicable.

### 6.2 Acceptance of Website Certification Job

#### Step I

##### Preliminary Information

Upon enquiry at the STQC, organisation will be provided with all relevant information on the Website Certification Scheme along with Application Form. Vendor may visit STQC website for information.

#### Step II

##### Application

Organisation should submit the application for Certification of their Website in the prescribed format, along with application fee as applicable. Each application shall be accompanied by valid Vulnerability Assessment Report of the Host System including Network Diagram and Website Quality Manual indicating various policies and procedures.

All applications are screened for completeness before acceptance and Certification Body may seek or provide more information when necessary.

**Note 1: In case website evaluation job is accepted by STQC empanelled Lab , the registration formalities will be done with Certification Body, STQC for the website or mobile app by SETL or the Client.**

After acceptance every application will be acknowledged and allotted a serial number, which must be quoted in all future correspondence.

#### Step III

##### Evaluation process

- Evaluation of Documentation

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The Organisation's Website Quality Manual is evaluated for ensuring compliance with all applicable requirements. Organisation's will have to carry out necessary corrections and amendments if there are any discrepancies or gap areas, since this documentation will form the basis for evaluating the Website. The VA Report will be reviewed for completeness and closure of all the vulnerability.

➤ **Evaluation of Website**

If evaluation results of documentation are satisfactory, the organisation is informed to proceed further and get evaluated its website as per Quality Manual and GIGW Checklist using the Conformity Assessment methods like Testing, Assessment and Evaluation from a Testing Laboratory.

➤ **Security Audit of Website**

If evaluation of website is satisfactory (closure of all Non conformities), the Security Audit will be undertaken by the STQC Labs/SETL.

If Security Audit are being performed by CERT-IN empanelled Testing Laboratory, the Testing laboratory shall get registered themselves in STQC under Website Quality Certification Scheme by providing the following documents:

1. Quality Manual as per ISO/IEC 17025
2. Proof for empanelment under CERT-In

**Note 2:** All Testing Lab shall issue Test Certificate in STQC Format along with Application Security Test Report in latest OWASP standards which shall be submitted to Certification Body, STQC. STQC Labs may validate the Security Testing Report submitted by the Laboratory other than STQC Lab.

**Note 3:** The commercial part is as per contract negotiation between the organisation and the Test Lab.

➤ **Website Certification**

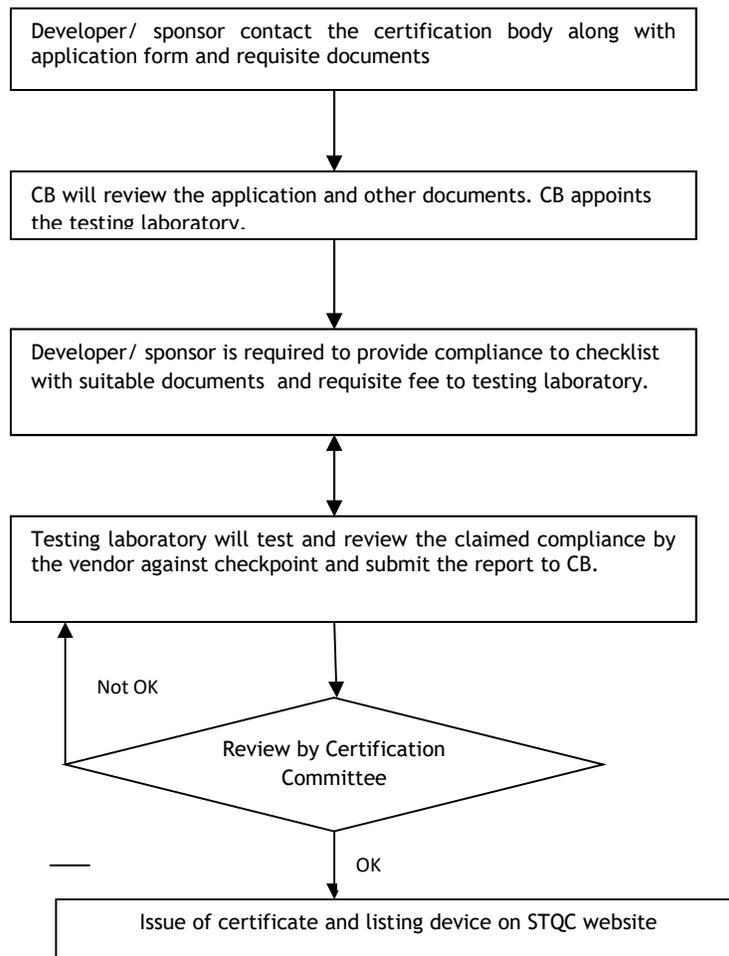
After getting the detailed valid reports (Vulnerability Assessment Report, Website Quality Manual Review Report, Website Quality Evaluation Report/GIGW Test Report, Security Audit Report and Security Certificate), Certification Body collects all the inputs and evaluates them in totality. If organisation complies with the requirement, the same is documented and

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report is forwarded to Certification Committee for recommendations and further, issuance of the Certificate.

**Note 4:** In case, website is evaluated by SETL (with valid STQC empanellment certificate), the evaluation report will be validated by STQC validator nominated for technical oversight at the time of registration. The final report will be submitted by the validator to the certification body.

#### Process Flow Diagram



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#### Step IV Post Certification Process

Grant of Certificate of Registration will be followed by Surveillance audit to verify that all the processes are well maintained and continue to comply with Certification requirements.

### 6.3 Acceptance of Website Quality Certification of e-Voting Websites (including Private Websites)

#### ➤ Approach :

- To meet the requirements of e-Voting system which are defined as a secured system based process of display of electronic ballots, recording of votes of the members and the number of votes polled in favour or against, in such a manner that the entire voting exercised by way of electronic means gets registered and counted in an electronic registry in a centralised server with adequate cyber security, a process has been defined.
- The basic framework of GIGW is used to ensure Accessibility, Functionality, Security and other Management controls.
- Compliance of the IT System (e-Voting) with the requirements of ISO: 27001.
- Compliance of e-Voting System with Functional requirements specified in the Notification Extraordinary [Part II-Sec. 3(i)] dated 19th March, 2015. These functional requirements may be both at application and system level.
- Additional requirements as specified by the applicant organization (if any).
- **e-Voting Website Certification Process:** The objective of e Voting Certification is to ensure that all operations done through Website are secure as per (F05) besides meeting requirements as specified in F-). This needs security at Management, Operational and Technical Level. To demonstrate compliance Applicant shall do the following:

**Step 1:** The applicant (organizing/ owning e-Voting website) applies to STQC Website Certification Cell for certification by submitting duly filled-in & signed application form along with the followings:

- SRS and/or FRS incorporating functional requirements as specified in the Notification/ Act.
- Signed Certification Agreement
- Copy of Website Quality Manual (WQM) - containing Website Security Policy, Content Management Policy, Copyright Policy, Website Monitoring Policy, Content Archival Policy,

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Website Contingency Plan, User Manual, Website Architecture document, Website Design document, Website GIGW Compliance Matrix with exemptions sought, if any, etc. and shall be signed by official(s)/ WIM of applicant organization.

- Valid Vulnerability Assessment Report of the Host System including Network Diagram and Website Quality Manual indicating various policies and procedures.
- ISO: 27001 Compliance Certificate.
- Certification fee.
- Name of URL for testing.
- Mapping/ traceability matrix indicating FRS/ SRS specified functionalities with the requirements of the Notification/ Act.

➤ **Evaluation of Website**

If evaluation results of documentation are satisfactory, the organisation is informed to proceed further for Functional Testing as per SRS/FRS, compliance with eVoting Checklist and get evaluated its website as per Quality Manual and GIGW Checklist using the Conformity Assessment methods like Testing, Assessment and Evaluation from a Testing Laboratory.

➤ **Security Audit of Website**

If evaluation of website is satisfactory (closure of all Non conformities), the Security Audit will be undertaken by the STQC Labs/SETL.

If Security Audit are being performed by CERT-IN empanelled Testing Laboratory, the Testing laboratory shall get registered themselves in STQC under Website Quality Certification Scheme by providing the following documents:

1. Quality Manual as per ISO/IEC 17025
2. Proof for empanelment under CERT-In

**Note 2:** All Testing Lab shall issue Test Certificate in STQC Format along with Application Security Test Report in latest OWASP standards which shall be submitted to Certification Body, STQC. STQC Labs may validate the Security Testing Report submitted by the Laboratory other than STQC Lab.

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**Note 3:** The commercial part is as per contract negotiation between the organisation and the Test Lab.

➤ **Website Certification**

After getting the detailed valid reports (Vulnerability Assessment Report, Website Quality Manual Review Report, Website Quality Evaluation Report/GIGW Test Report, Functional Testing Report, eVoting compliance report (F-05), Security Audit Report and Security Certificate), Certification Body collects all the inputs and evaluates them in totality. If organisation complies with the requirement, the same is documented and report is forwarded to Certification Committee for recommendations and further, issuance of the Certificate.

**Note 4:** In case, website is evaluated by SETL (with valid STQC empanellment certificate), the evaluation report will be validated by STQC validator nominated for technical oversight at the time of registration. The final report will be submitted by the validator to the certification body.

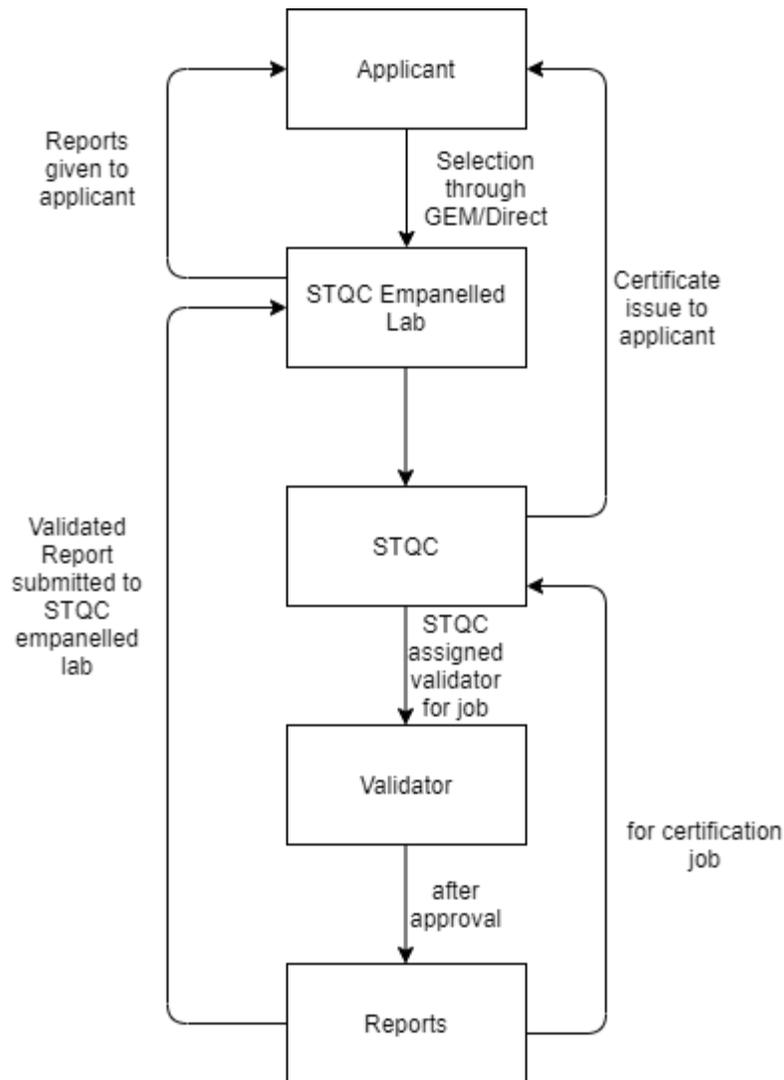
#### 6.4 Acceptance of Job for STQC Certification through SETL

1. The applicant (central government/ public sector/State government/ or any Organisation under Govt. or e-voting organization) may hire the testing service from SETL.
2. SETL shall contact with the hiring agency/developer and shall have pre-testing discussion about the project and obtained application form, certification agreement.
3. Applicant or SETL will submit the application form, documents etc to CB indicating the following information:
  - a. Name of the SETL to undertake the activities
  - b. Scope of testing/audit
  - c. Tentative timelines for completion of work
4. The STQC certification body shall assign Validator to oversee of testing/evaluation process and request SETL coordinating with Validator for submitting the requisite Charges (registration, validation, surveillance & certification) and other formalities.

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5. Validator shall oversee the testing/ evaluation at SETL at predefined intervals
6. On completion, SETL shall submit filled application form, certification agreement, test report, audit report etc to CB through Validator.
7. STQC certification body registration charges, Surveillance and Validation charges shall be deposited by client or SETL as per STQC charges guideline.
8. For further guidance, refer Doc No. STQC/IT&eGov/D05 for Operations of SETL and Technical Oversight
9. The process for acceptance of jobs to issue of certificate/ report is described in the diagram:

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## 7. Certification Agreement

An agreement which is part of the Certification System and which details the mutual rights and obligations of the certificate holder and the Certification Body, and which includes the right to use the certificate, Ref STQC/IT&eGov/F02.

## 8. Certification Body

This body conducts certification for compliance/conformity with respect to published standards and any supplementary documentation required under the system.

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All the operations and functions of the Certification body will be performed by STQC Directorate as per Quality Manual, STQC/IT&eGov/D00.

## 9. Legal Status

Ref Section 2.1 of STQC/IT&eGov/D00 (Quality Manual)

## 10. Roles and functions of Certification Body

All the procedures adopted by the Certification Body are administered in a non-discriminatory manner. The Certification Body makes its services accessible to all eligible applicants, without any undue financial or other conditions.

The Certification Body under Labeling of Website Quality Certification Scheme:-

- Confines its assessment and decision on certification to those matters specifically related to the scope of certification being considered.
- Has a defined scope determination criterion against which the Devices/Processes of an applicant is assessed. In case of change in specification for any process/design/requirement viz-a-viz certification criteria, the acquirer has to undergo for fresh certification.
- Is responsible for its decision relating to the granting, maintaining, extending, reducing, suspending and withdrawing certifications.
- Has an identified management structure, which has the overall responsibility for the operation of Certification System.
- Has a documented structure, including provisions to assure the impartiality of the operation of Certification Body.
- Has a documented system to provide confidence in its ability to operate a certification system.
- Ensures that each decision on certification is taken by persons different from those who carried out the testing/assessment/evaluation/audits.
- Has defined authorities and responsibilities relevant to its certification activities.

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- Has adequate arrangements to cover liabilities arising from its operations and/or activities. (as specified in certification agreement).
- Has financial stability and resources required for the operation of the certification system, in the form of budgetary and resource support from STQC Directorate. The financial administration of the scheme including determination of charges is the responsibility of Head (Certification Body).
- Has sufficient number of personnel having the necessary education, training, technical knowledge and experience for performing certification functions under the overall responsibility of Head (Certification Body).
- The Certification Body's personnel along with Head (Certification Body) are free from any commercial, financial and other pressures, which might influence the results of Certification process.
- Has a defined criterion for appointment and operation of all the committees needed for Certification process. These committees are free from any commercial, financial and other pressures that might influence decisions.
- Has a defined policy and procedure for resolution of Complaints, Appeals and Disputes received from suppliers or other parties about the handling of certification or any other related matter.

Note: Refer Quality manual for further details.

## 11. Organization description

### 11.1 Organization Structure and top Management

The STQC Certifications Body for Website Quality Certification Scheme are as follows:-

- A Chairman
- An Advisory Board
- Management Committee
- Certification Committee
- SCB's Personnel

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- Head Operations Personnel/scheme representative(s)

Refer Quality Manual (STQC/IT&eGov/D00), Cl. 3.1 for Composition, Term of References and business proceedings.

### 11.2 List of Appointments

Refer document, STQC/IT&eGov/D04 - “List of Appointments” identifies the personnel & other resources involved in the activities of STQC Certification Body for this scheme. The responsibilities of all personnel involved in the certification activities are indicated in the document, STQC/IT&eGov/D06- “Responsibility Matrix”.

## 12. Records

The Certification Body maintains a record system to comply with existing procedures. The records demonstrate that the certification procedures have been effectively implemented, particularly with respect to application forms, audit reports, test reports and other documents relating to granting, maintaining, extending, reducing, suspending or withdrawing certification. The records are identified, managed and disposed of in such a way as to ensure the integrity of the process and confidentiality of the information. These records are kept for at least one full certification cycle (i.e. 3 Years).

## 13. Documents and Change Control

Certification body maintains a formal document control system where all procedures, specifications etc. are controlled by Doc. No., Version No., and Records/ History of amendments and approval of changes. A master list of approved documents indicating above is maintained by certification body.

Refer Procedure for Document Control (STQC/ IT&eGov /P01) and Record Control (STQC/ IT&eGov/P02)

## 14. Confidentiality

The Certification Body has adequate arrangements, consistent with applicable laws, to safeguard confidentiality of the information obtained in the course of its certification activities at all levels of its organization, including committees and external bodies or individuals acting on its behalf.

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The information obtained for the certification purposes shall not be disclosed to a third party without the written consent of the supplier. Where the law requires information to be disclosed to a third party, the supplier will be informed of the information provided as permitted by the law.

Ref Clause 2.5 of Quality Manual (STQC/IT&eGov/D00)

## 15. Liability

The Certificate of Compliance given to applicant, here in referred to as “Acquirer”, under the scheme shall not be regarded as in any way diminishing the mutual contractual responsibilities/obligations between the supplier and purchaser. While the Certificate of Compliance will normally be a sound indicator of the capability of supplier to provide quality products/applications/ services, it should not be taken as a sort of guarantee accorded by the Certification Body. The Certification Body will not be liable for any deficiency in the products/service supplied by supplier. Ref Document for Approval / Certification Agreement (STQC/IT&eGov/D03).

## 16. Appeals, Complaints and Disputes

Appeals, Complaints and Disputes brought before the Certification Body by suppliers or other parties are subject to the review of Technical Advisory Committee.

The Certification Body

- Keeps records of all appeals, complaints and disputes and remedial actions relative to certification
- Take appropriate corrective and preventive action
- Document the actions taken and assess their effectiveness.

Refer Procedure for Appeal Procedure (STQC/IT&eGov/P01) and Complaint Procedure (STQC/IT&eGov/P02)

## 17. Changes in the Certification Requirements

The STQC Certification Body will give due notice of any changes it intends to make in its requirements for certification under Website Quality certification Scheme. The decision of STQC Directorate on the grounds of National Cyber Security will be final and the outcome will be conveyed to the interested parties.

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## 18. Certification Procedure

### 18.1 Registering for Certification

The applicant shall submit duly filled prescribed application form (Ref STQC/WQCS/F01) along with following documents to the certification body and requisite fee in advance as per quotation received from STQC Labs:

- Certification Agreement
- Scope identification
- Bharat Kosh Payment Receipt & Service Request Form of STQC Lab
- Filled Response for compliance against checklist

Valid **Digitally Signed** Soft Copy Documents as mentioned above shall be acceptable.

### 18.2 Scope Identification

The Organization discusses the scope of assessment to the satisfaction of the Certification Body. The objective of this activity is to identify the assessment level of website.

### 18.3 Application review

The Certification Body shall scrutinize the completeness of application with relevant documents.

### 18.4 Nomination of Testing/Evaluation Lab

Certification Body shall nominate Testing/Evaluation Lab for carrying out the testing/Evaluation as per the prescribed checklist. The size of the auditing shall be decided on the basis of the finalized scope. Ref Quality Manual (STQC/IT&eGov/D00).

### 18.5 Compliance Assessment

The scopes of assessment shall be finalized and application shall be submitted by the applicant organization along with all process and implementation evidences which will be reviewed by the assessment team. The observation or any discrepancy may be clarified with the applicant before proceeding for assessment.

The Testing/Evaluation Lab will make the testing/evaluation plan and share the same with organization and Certification Body.

### 18.6 Completion of Testing/Evaluation

Once the Testing/Evaluation lab has completed the Testing Report/Checklist (Ref Form No. STQC/WQCS/F04) against the proposed scope of certification, report will be submitted Certification Body and remains with the Certification Body. The Certification

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Body reviews the submitted documents and for consistency and completeness and to determine whether:

- The Certification Evidences and other relevant documents are complete.
- The Testing/Evaluation Report is unambiguous.

If the Certification Body believes the Testing/Evaluation lab findings are insufficient, then the Certification Body may require the testing/evaluation lab to provide clarification or additional rationale to support the findings.

### 18.7 Certification

Certification Committee evaluates compliances in holistic way and integrates information from all channels stated above. Based on compliances submitted by Certification Body along with Certification Committee recommendation, certificate of approval is issued to applicant. The validity of the “Certificate of Approval” (Ref Form No. STQC/WQCS/F02) will be issued for three years from date of issue subjected to successful demonstration during surveillance audit.

The Certification body has all rights to publish the name of certification applicant and scope of certification in STQC website.

## 19. Maintenance of Certificate and Logo/Marks

### 19.1 Surveillance Audit

CB shall perform a number of activities to ensure that a certificate continues to meet the criteria. These activities include:

1. Surveillance audit once a year or special surveillance
2. Special surveillance visits are made based on:
  - a. Discovery of major nonconformance in the websites
  - b. Failures to carry out corrective action given by certification body
  - c. Serious complaints
  - d. Change in certification requirements, technology, legislation or ownership
3. Surveillance Assessment as per Annexure I (Checklist for Surveillance Assessment of Website as per GIGW 3.0 Guidelines)

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## 19.2 Procedure

The responsibility to maintain the website lies with the web information manager. He shall ensure that website continues to meet certification requirements. In case of major changes, he shall inform to certification body about the details of changes to ensure continuing conformity to the requirements certification body plans for periodic or special surveillance visits.

On successful evaluation of website, a certificate of registration and **certification mark** are awarded. Rights and obligations of the certified organisation are defined below -

### 19.2.1 Rights and obligations of the certified organisation

The Certification Mark certified Organisation is entitled to:

Use the Certification Mark on: advertising material, publications, company headed paper, and other documents. If the Certification Mark is used on non-hyper-documents where the Certification Mark validation link is not available, the Organisation undertakes to mention the reference to the Certification Body;

Publicise in a manner that is not misleading the award of the Certification Mark, always mentioning the reference to the Certification Body;

The Certification Mark shall not be used directly on websites supplied by the Organisation, nor shall it be used in a way that may lead the public to believe that it certifies the Organisation's website or management systems (such as the quality management, or the environmental management, or the information security management).

Furthermore, the Organisation undertakes to:

- use the Certification Mark on the certified web site in the exact graphic form provided, without altering proportions or colours, nor resorting to enlargements or reductions and always with the HTML specifications provided by the Certification Body, that enable the validation link;
- use the Certification Mark at least on the home page of the certified site as well as on other pages where the Organisation deems appropriate to show the mark;
- use any other mark that is next to the Certification Mark in such a way as not to alter its value and content.

The Certification Body verifies the correct use of the Certification Mark.

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The Certification Mark and its database registration code are relevant to one web site run by the Organisation and cannot be transferred to third parties or to other web sites run by the Organisation or by third parties.

The Organisation undertakes to maintain the (e-services or e-commerce as applicable) service and the web site up to the requirements of the Certification scheme. If the Organisation should decide to modify his organisation or his web site significantly, or in a way that can alter the conformity to the Certification specification, prompt notice shall be given to the Certification Body, which can accept the modifications or rapidly arrange further audits of the company organisation and/or additional controls on the website. The costs deriving from such audits and controls shall be at the Organisation's expense.

#### **19.2.2 Maintaining the Certification Mark**

Where a significant change is made, the continuing validity of the certificate depends on whether the changed website still meets the criteria and the annexes to this certification program.

To ascertain that the conformity to the requirements of the Certification specification is maintained, the Certification Body carries out periodical assessments (back-office assessment) on the certified Organisation's company organisation, at least once a year basis, and controls on the certified web site (front office assessment). The Certification Body informs the Organisation in written, with at least 10 days' notice, of the audit date at the Organisation's operative site, where the site web is managed and/or, if necessary, at the Internet service provider's hosting the web site, specifying the names of the appointed assessors. The checks on the certified web site are carried out, if possible, with no notice, unless in case of specific agreements with the Organisation. Generally, large companies, complex web sites and a large number of websites and services supplied, imply longer and more frequent controls and audits.

The Organisation undertakes to accept the audits at his operative site and/or at the Internet service provider's and to allow the access of the assessors appointed by the Certification Body. The assessors undertake to interfere to a minimum with the Organisation's activity.

If the audits and controls should reveal any non-compliance with the specification or with the present Certification scheme, the Certification Body notifies the Organisation and:

- the Organisation informs the Certification Body of the date within which he undertakes to remove the non-compliance and to implement corrective actions;

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- the Certification Body informs the Organisation as to whether a further audit is necessary, indicating the deadline: or whether a written statement is sufficient notifying that the corrective actions have been implemented, accompanied by any relevant document.

### 19.2.3 Withdrawal of the Certification Mark

The withdrawal of the Certification Mark is decided by the Certification Body:

- in case of non-compliance, resulting from gross negligence, with the obligations set out at in this certification scheme;
- in case of frequent and repeated non-observance of the obligations undertaken, even in a slight form;
- in case of bankruptcy of the Organisation or termination of the electronic business activity or closure of Govt. department;
- in case of non-payment of charge to the certification body, should the Organisation persist in disregarding his obligation, in spite of the arrears and notice to pay.
- in case of improper, irregular or illegal use of the Certification Mark name or logo;

The Certification Body notifies its decision to withdraw the Certification Mark to the Organisation's Legal Representative both by E-mail and by registered mail with return receipt. The certified web site with reference to the Organisation is immediately removed from the database and must cease any use of the Certification Mark both on the web site and in every document where the mark had been displayed. Should the Organisation fail to remove the mark from the web site, the mouse click will open a window where users are informed that the certificate has been revoked. The Certification Body shall reserve any action aimed at protecting the Certification Mark and preventing any illegal use.

After the withdrawal, the Certification Mark can be awarded upon a new application and following the whole certification procedure once again.

### 19.2.4 Surrender of the Certification Mark

The Organisation can surrender the Certification Mark:

- upon administrative expiry of the certification contract, giving a three-months notice;
- in case he does not accept modifications to the financial terms;
- in case he does not accept modifications to this Certification Scheme;
- In the cases set out:
  - the Organisation can submit possible remarks

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- the Certification Body sets the date for the implementation of the modifications and advises the Organisation.
- the surrender will be operative only after the three-month notice given by the Organisation to the Certification Body, provided that notice is given within a month from the Certification Body's communication.
- In case of surrender of the Certification Mark the certified web site with reference to the Organisation is immediately removed from the database and shall undertake to cease using the Certification Mark both on the web site and in every document containing the mark.
- After the surrender, the Certification Mark can be awarded upon a new application and following the whole certification procedure once again.

#### 19.2.5 Modifications to the Certification specifications

The Organisation shall be informed by the certification body if arrangements are being made by certification body that will modify the certification scheme affecting the right of use of the Mark.

The Organisation shall be advised by the certification body, in a registered letter, of all modifications with which it is necessary to comply. The Organisation shall state, within a period of three months by registered letter, the decisions on whether or not to continue with the certification scheme on the basis of the modified requirements. The certification body shall make all necessary arrangements for the implementation of these modified requirements which may involve testing and auditing.

The Organisation shall be granted a reasonable period for applying the modified requirements (usually one year). If this period is exceeded, the Certification Mark may be withdrawn in accordance with the rules stated.

The costs for document examinations and possible controls or audits shall be at the Organisation's expense.

#### 19.2.6 Improper use of Certification Mark

The use of the Certification Mark is improper when it is used in a way that can mislead recipients of the message. Particularly it's considered improper:

- using the Certification Mark prior to its award;
- using the Certification Mark after withdrawal or surrender by the Organisation;
- using the Certification Mark with reference to a standard different from the Certification Specifications;
- using the Certification Mark for activities that are not subject to check;
- using the Certification Mark for web sites that are not subject to checks;

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- using the Certification Mark in a way that can be interpreted as a certification mark for the website or for the company management systems (such as the quality management system, the environmental management system, or the information security management system).

As soon as any improper use is identified, the Certification Body gives the defaulting Organisation warning, and takes all necessary measures to stop the improper use and to protect its injured interests.

## 20. Suspension and Withdrawal/Cancellation of Certification

### 20.1 Suspension

Certification may be suspended for a limited period, at the discretion of Certification Body under the following circumstances:

- Continuous complaints from users.
- If the certified supplier is not regularly involved in the activities for which he is certified.
- If there has been any other contravention of the applicable requirements or rules of procedures of certification body.
- If improper use of Certificate of Registration or Certification Mark is not rectified to the satisfaction of Certification Body.
- Fail to provide conformance during yearly/ special surveillance audit
- In interest of National Security, if product is found to be having adverse effect to National Cyberspace and users

The official communication by the Certification Body of the suspension will be either through a registered letter or equivalent means. The Certification Body will publish notification of the withdrawal/cancellation.

### 20.2 Withdrawal/Cancellation

The Certification Body will cancel certification; withdraw the Certificate under the following circumstances

- If the product/service under suspension fails to rectify non-conformance within specified period (Six months)
- If the product/service provider (organization) either will not or cannot ensure conformance to changed rules of procedure of Certification Body
- In interest of National Security, if product is found to be having adverse effect to National Cyberspace and users
- If the product/service developer ceases to maintain the applications

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The official communication by the Certification Body of the withdrawal/cancellation will be either through a registered letter or equivalent means. The Certification Body will publish notification of the withdrawal/cancellation.

## 21. Disclaimer

- The auditing & certification services and the results there of are provided on this scheme basis without warranty of any kind. STQC disclaim any and all warranties, express or implied, including without limitation any warranties of merchantability or fitness for a particular purpose with respect to the audited services and the audit results.
- In no event shall STQC or any of their respective officers, directors, subsidiaries, parents or affiliates be liable to anyone claiming through applicant, for any special, indirect, incidental or consequential damages of any kind or for any damages whatsoever resulting from reliance on the audit results.
- If the Website Quality Certification Scheme applicant passes the audits/tests as per requirements, Scheme provider will be entitled to disclose the fact that the processes passed the audit to third parties. Notwithstanding the foregoing, all right, title and interest in and to the audit results, including without limitation, the copyright thereof, remains with STQC.

## 22. Indemnity:

The applicants will indemnify STQC against any misuse of STQC Name and Logo. For any misuse of STQC name and logo, the supplier themselves will be held responsible. STQC will take necessary actions for such cases. STQC will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the intermediary or any other interested party.

The empanelled suppliers will not use the Name of STQC and its Logo, to promote their interest in any manner in any programme not connected / related or being undertaken for STQC. Ref Documents STQC/IT&eGov/D02.

## 23. References

STQC/IT&eGov/D00      Quality Manual  
 STQC/IT&eGov/D01      Schedule of Charges  
 ISO/IEC 23026-2015  
 GIGW 3.0  
 W3C's Web Content Accessibility Guidelines (WCAG 2.0)  
 Rights of Persons with Disabilities Act 2016

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Information Technology Act of India  
ISO/IEC 27001: 2022

## 24. Definitions:

### **Certification**

Written assurance by a third party stating that a product (including services), process, personnel, organisation or system conforms to specific requires.

### **Customer**

Any natural or legal person entering into a contract to purchase goods or services from an *online supplier*.

### **Declaration**

First party attestation

### **Document**

A file provided on a website that contains text, such as pages, text files, word processing files, and spreadsheet files.

### **Domain Names**

Web addresses that are used to help people find websites on the Internet. Domain names are made up of a hierarchy known as levels, which are separated by periods (".") within the domain name. Top-level domains include domains such as .gov, .mil., .us, .org, .com., and .edu.

### **e-Accessibility**

Aims at overcoming the technical barriers that people experience when trying to participate on equal terms in the Information Society ...this is part of the broader e-Inclusion concept.

### **Electronic business / e-Business**

Any transaction aimed at providing selling or purchasing goods and/or services and/or information where negotiations between the parties are carried out electronically rather than by means of actual exchanges or direct contacts

### **Government Website**

Any website that meets these three criteria:

1. Is funded and sponsored entirely by a government or its organization;
2. Presents official government information, and
3. Is available to the public without passwords or log-ins.

### **Homepage**

The page that serves as the front door of a website. Every website has a homepage. No website has more than one homepage.

### **Industry Standard Web Formats**

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Web file formats that are universally accessible to anyone with a web browser, which do not require specific software or plug-ins. HTML and XML are current examples of industry standard formats.

#### **Major Entry Point**

Pages that are frequently accessed directly by the public. Major entry points include:

An organization's homepage;

1. The root of the level right below the homepage (for example, <http://www.mit.gov.in>)  
and
2. Any other page that website statistics indicate is most often visited, bookmarked, or linked to by website visitors.

#### **World Wide Web (WWW)**

An Internet service based on the HTTP protocol and HTML pages; provides an easy-to-use user interface for the Internet.

#### **World Wide Web Consortium (W3C)**

Consortium that develops interoperable technologies (specifications, guidelines, software, and tools) to lead the Web to its full potential. W3C is a forum for information, commerce, communication, and collective understanding.

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

S/N	Quality Guidelines:	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
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		

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7	<p>Statement: With respect to each, Circular, Notification, Document, Form, Scheme, Service and Recruitment notice, the following should be clearly listed on the Website:</p> <ul style="list-style-type: none"> <li>● Complete title</li> <li>● Language (if other than English)</li> <li>● Purpose/procedure to apply (as applicable)</li> <li>● Validity (if applicable)</li> </ul>		
8	All outdated Announcements, Tenders, Recruitment notices, News and Press Releases are removed from the website 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.		

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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.		
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		

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	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		
	<b>Lifecycle Management Guidelines:</b>		
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"> <li>● Copyright Policy</li> <li>● Content Contribution, Moderation &amp; Approval (CMAP) policy</li> <li>● Content Archival (CAP) policy</li> <li>● Content Review (CRP) policy</li> <li>● Hyper linking Policy</li> <li>● Privacy Policy</li> <li>● Terms &amp; Conditions</li> <li>● Website Monitoring Plan.</li> <li>● Contingency Management Plan</li> <li>● Security Policy</li> </ul>		
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.		

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10	Website is bilingual with a prominent language selection link and uses Unicode characters		
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S/N	Accessibility Guidelines:	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
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	<p>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:</p> <ul style="list-style-type: none"> <li>● Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content.</li> <li>● 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.</li> </ul>		
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.		

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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.		
9	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.		
10	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.		

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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"> <li>● The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> <li>● The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>		
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"> <li>● 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.</li> <li>● 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.</li> <li>● Logotypes: Text that is part of a logo or brand name has no contrast requirement.</li> </ul>		

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15	<p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>		
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"> <li>● Customizable: The image of text can be visually customised to the user's requirements.</li> <li>● Essential: A particular presentation of text is essential to the information being conveyed.</li> </ul>		
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"> <li>● 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.</li> <li>● Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</li> </ul>		
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"> <li>● Line height (line spacing) to at least 1.5 times the font size.</li> <li>● Spacing following paragraphs to at least 2 times the font size.</li> <li>● Letter spacing (tracking) to at least 0.12 times the font size.</li> <li>● Word spacing to at least 0.16 times the font size.</li> <li>● 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.</li> </ul>		

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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"> <li>● 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.</li> <li>● 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.</li> <li>● 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.</li> </ul>		
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>		

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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"> <li>● Turn off: A mechanism is available to turn the shortcut off.</li> <li>● Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt).</li> <li>● Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.</li> </ul>		
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"> <li>● 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</li> <li>● 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</li> <li>● 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</li> <li>● Essential Exception: The time limit is essential and extending it would invalidate the activity; or</li> <li>● 20 Hour Exception: The time limit is longer than 20 hours.</li> </ul>		

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25	<p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>● 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, blinking, or scrolling is part of an activity where it is essential; and</li> <li>● 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.</li> </ul>		
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.		

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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.		
34	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.		
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"> <li>● No Down-Event: The down-event of the pointer is not used to execute any part of the function.</li> <li>● 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.</li> <li>● Up Reversal: The up-event reverses any outcome of the preceding down-event.</li> <li>● Essential: Completing the function on the</li> </ul>		

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	down-event is essential.		
36	For user interface components with labels that include text or images of text, the name contains the text that is presented visually.		
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"> <li>● Supported Interface: The motion is used to operate functionality through an accessibility supported interface.</li> <li>● Essential: The motion is essential for the function and doing so would invalidate the activity.</li> <li>● Functionality that can be operated by device motion or user motion <b>MUST</b> also be operable by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: <ul style="list-style-type: none"> <li>● Supported Interface: The motion is used to operate functionality through an accessibility supported interface.</li> <li>● Essential: The motion is essential for the function and doing so would invalidate the activity.</li> </ul> </li> </ul>		

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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.		

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46	<p>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.</p>		
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"> <li>● Reversible: Submissions are reversible.</li> <li>● Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>● Confirmed: A mechanism is available for reviewing, confirming and correcting information before finalising the submission.</li> </ul>		
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>		

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50	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.		
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S/N	Security Guidelines:	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
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.		

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**Annexure II****Checklist for Surveillance Assessment of Website as per GIGW 3.0****Guidelines**

S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
<b>1. Quality Guidelines</b>			
1	Association to Government is demonstrated using Emblem/Logo in proper ratio and colour, prominently displayed on the homepage/home screen of the website/app.		
2	Due permissions have been obtained for publishing any content protected by copyright.		
3	Homepage/homescreen of website displays the last updated/reviewed date.		
4	Complete information including title, size, format and usage instructions is provided for all downloadable material.		
5	All outdated Announcements, Tenders, Recruitment notices, News and Press Releases are removed from the website and/or placed into the archives as per the archival policy.		
6	All information about the government organisation, 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.		
7.	Website has a 'Contact Us' page providing complete contact details of important functionaries in the government organisation and this is linked from the homepage/homescreen and all relevant places on the website/app.		
8.	Feedback is collected through online forms and a mechanism is in place to ensure timely response to feedback/queries received through the website.		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
9.	Website provides a prominent link to the 'National Portal' from the homepage and subsequent pages belonging to the National Portal load in the new browser window.		
10	Proper page title and language attribute along with metadata for page like keywords and description are appropriately included.		
11	Content of the web page prints correctly on an A4 size paper.		
12	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.		
13	Websites/apps must provide integration with popular social media		
14	The language is free from spelling and grammatical errors.		
<b>2. Accessibility Guidelines</b>			
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.  Controls, Input; Time-Based Media; Test; Sensory; CAPTCHA; Or Decoration, Formatting, Invisible.		
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:  (a) Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
	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.		
9.	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.		
10.	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.		
11.	The purpose of each input field collecting information about the user can be programmatically determined when: (a) The input field serves a purpose identified in the Input Purposes for User Interface Components section; and		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
	The content is implemented using technologies with support for identifying the expected meaning for form input data.		
12.	Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
13.	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.		
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> <p>(a) 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.</p> <p>(b) 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.</p> <p>Logotypes: Text that is part of a logo or brand name has no contrast requirement.</p>		
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> <p>(a) Customizable: The image of text can be visually customised to the user's requirements.</p>		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
	Essential: A particular presentation of text is essential to the information being conveyed.		
17.	<p>(a) Content can be presented without loss of information or functionality and without requiring scrolling in two dimensions for:</p> <p>(b) Vertical scrolling content at a width equivalent to 320 CSS pixels.</p> <p>(c) 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>		
18.	<p>The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent colour(s):</p> <p>(a) 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.</p> <p>Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</p>		
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> <p>(a) Line height (line spacing) to at least 1.5 times the font size.</p> <p>(b) Spacing following paragraphs to at least 2 times the</p>		

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	<p>font size.</p> <p>(c) Letter spacing (tracking) to at least 0.12 times the font size.</p> <p>(d) Word spacing to at least 0.16 times the font size.</p> <p>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.</p>		
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> <p>(a) 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.</p> <p>(b) 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.</p> <p>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.</p>		
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</p>		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
	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.		
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> <p>(a) Turn off: A mechanism is available to turn the shortcut off.</p> <p>(b) Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt).</p> <p>Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.</p>		
24.	<p>For each time limit that is set by the content, at least one of the following is true:</p> <p>(a) 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</p> <p>(b) 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</p> <p>(c) Real-time Exception: The time limit is a required part of a real-time event (for example, an auction) and no</p>		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
	<p>alternative to the time limit is possible; or</p> <p>(d) Essential Exception: The time limit is essential and extending it would invalidate the activity; or</p> <p>20 Hour Exception: The time limit is longer than 20 hours.</p>		
25.	<p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <p>(a) 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, blinking, or scrolling is part of an activity where it is essential; and</p> <p>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.</p>		
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		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
	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.		
34.	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.		
35.	<p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <p>(a) No Down-Event: The down-event of the pointer is not used to execute any part of the function.</p> <p>(b) 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.</p> <p>(c) Up Reversal: The up-event reverses any outcome of the preceding down-event.</p> <p>Essential: Completing the function on the down-event is essential.</p>		

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S.No.	GIGW Requirement/ Checkpoint with Ref. Clause No.	Compliance Status (Yes/No/Not Applicable)	Auditor's Comments/Observation [If any]
36.	For user interface components with labels that include text or images of text, the name contains the text that is presented visually.		
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> <p>(a) Supported Interface: The motion is used to operate functionality through an accessibility supported interface.</p> <p>(b) Essential: The motion is essential for the function and doing so would invalidate the activity.</p> <p>(c) 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:</p> <p>(d) Supported Interface: The motion is used to operate functionality through an accessibility supported interface.</p> <p>Essential: The motion is essential for the function and doing so would invalidate the activity.</p>		
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.		

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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.		
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> <p>(a) Reversible: Submissions are reversible.</p> <p>(b) Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p>Confirmed: A mechanism is available for reviewing, confirming and correcting information before finalising the submission.</p>		
48.	In content implemented using markup languages, elements have complete start and end tags, elements are nested		

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	according to their specifications, elements do not contain duplicate attributes and any IDs are unique, except where the specifications allow these features.		
49.	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.		
50.	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.		
<b>3. Security Guidelines</b>			
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 government organisation.		
<b>4. Lifecycle Management Guidelines</b>			
1.	The government organisation has nominated a WIM as defined in the guidelines.		
2.	It has been ensured that all stationery of the government organisation as well as advertisements/public messages issued by the government organisation concerned prominently display the URL of the web site.		

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3.	Website has the following clearly defined policies and plans approved by the WIM. (a) Copyright Policy (b) Content Contribution, Moderation and Approval (CMAP) policy (c) Content Archival (CAP) policy (d) Content Review (CRP) policy (e) Hyper linking Policy (f) Privacy Policy (g) Terms & Conditions (h) Website Monitoring Plan. (i) Contingency Management Plan (j) 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.		

Note: The accessibility compliance status of the website shall be verified through the latest available accessibility test report which can be part of compliance report and mechanism in use to test every change in the website to maintain the compliance for accessibility related checkpoints.