/77421/2022

OFFICE MEMORANDUM

Subject:- Updation of website of the Ministries/Departments and its Organisations - reg.

In continuation of this Department's O.M. of even number dated 09.11.2022 on the above-mentioned subject, the undersigned is directed to forward herewith copy of the Minutes of Meeting (copy attached) held on 11th November 2022 under the chairmanship of Secretary (Coord.), Cabinet Secretariat.

2. Some of the important views emerged during discussion are as follows:-

i) There is a pressing need for all Ministries/Departments to qualitatively review & update their websites both in terms of content and ease of accessibility and navigation.

ii) Since the website is the cyber face of the Ministry/Department, there should be a common benchmark for all these websites in terms of branding, design, scope and quality of content, universal accessibility etc. and therefore, Guidelines on Indian Government Websites **(GIGW)** were devised for this purpose. Currently 13 websites of various Ministries/Departments have **STQC/CQW certification** and 63 Ministries/ Departments are required to have their certification revalidated.

2. After detailed deliberations in the meeting a number of recommendations have been made, out of which some recommendations pertains to MeitY/ NIC and some are for the various Ministries/Departments and their Attached/ Subordinate offices as well as all other organizations. The recommendations pertaining to Ministries/Departments and their Attached/Subordinate offices as well as all other organizations as mentioned below requires immediate attention:-

i) To review the website design, content and other, parameters, particularly in qualitative terms, in tune with GIGW guidelines/ STQC standards.

ii) It is to be ensured that the websites are GIGW compliance and having valid STQC/CQW certification. In case of non-compliant or cyber security audit being lapsed, the exercise of renewal/revalidation be completed by 31st December, 2022.

iii) MeitY/NIC may provide appropriate linkages of the website with other concerned Ministries/Departments in the collaborative spirit of PM Gati Shakti and whole of Government approach, with a view to improve accessibility, ease of navigation and making it interesting.

iv) Review of website content as a standard agenda item may be taken in the Weekly Senior Officers' Meetings.

v) NIC to ensure that Government websites are universally accessible for all.

3.   A follow-up meeting to review the progress made on the decision points would be scheduled in the first week of December, 2022.

4.   It is therefore, requested that a thorough exercise may be done especially to review & update the content of each of the website being managed by respective Divisions/Wings/Attached/Subordinate offices as well as other organizations under DoWR. It may also be ensured that renewal/revalidation of security audit wherever required be initiated immediately and the position may be intimated to the undersigned through mail.

5.   For any technical assistance or guidance, Senior Technical Director, NIC Sh. Girish K Tiwari may be consulted directly at email: gkt@nic.in or Tel- +91-11-23710312 / 011-24305671.

6.   MeitY/NIC are requested to ensure compliance of other recommendations meant for them in the minutes.

(B.H.T. Vaiphei)
Under Secretary (e-Gov)
Tel. No. 23766944

Encl: as above

To

1. **All the Head of Organizations/Divisions under DoWR**
2. **Sr. Technical Director, NIC, DoWR**

Copy to:

i. Director General, NIC
ii. PPS top JS(Admn,IC&GW)

No. 171/2/3/2022-CA.V
GOVERNMENT OF INDIA / भारत सरकार
CABINET SECRETARIAT / मंत्रिमंडल सचिवालय
RASHTRAPATI BHAVAN / राष्ट्रपति भवन
*****

New Delhi, dated the 12th November, 2022

Subject: Updating Websites of Government of India Ministries & Departments.

Please find enclosed herewith, a copy of the minutes of the meeting of Group of Officers (GoO) held under the chairmanship of Secretary (Coord.) at **11.30 AM on 11th November, 2022** in the Conference Room of Cabinet Secretariat, Rashtrapati Bhavan, on the above subject.

Encl: Doc. No. (C.A.V): 37/2022

(Niranjan C. Chandrashekhar)
Director
Tele No: 23015861

To
1. Secretaries of all Ministries/Departments of Government of India
2. Director General, NIC

Copy for kind information to:-
Principal Secretary to Prime Minister

Internal circulation (only one copy)
Secy(C)/AS(SS)/Dir(NCC)

F. No. 171/2/3/2022-CA.V

GOVERNMENT OF INDIA / भारत सरकार

CABINET SECRETARIAT/ मंत्रिमंडल सचिवालय

RASHTRAPATI BHAVAN / राष्ट्रपति भवन

*****

Encl: Doc. No. (C.A.V): 37/2022

Minutes of the Meeting

Venue	: Conference Room, Cabinet Secretariat
Date of Meeting	: 11.11.2022
Time of Meeting	: 11:30 AM

PRESENT

1. Shri Pradip Kumar Tripathi, Secretary (Coord.), Cabinet Secretariat
2. Shri Rajesh Gera, DG, National Informatics Centre
3. Shri Amit Agrawal, Addl. Secretary, M/o Electronics & Information Technology
4. Shri Satendra Singh, Addl. Secretary, Cabinet Secretariat
5. Ms. Alka Misra, DDG, National Informatics Centre
6. Shri Niranjan C. Chandrashekhar, Director, Cabinet Secretariat
7. Shri N. K. Meena, Director, D/o Administrative Reforms and Public Grievances
8. Shri Raj Kumar, Deputy Secretary, D/o Ex-Serviceman Welfare

(Through VC)

Officials from all Ministries / Departments of Govt. of India

Subject: Updating Websites of Government of India Ministries & Departments.

Secretary (Coordination), Cabinet Secretariat chaired a meeting of Group of Officers (GoO) on the above subject, on 11th November, 2022 at 11:30 am.

2. At the outset, Additional Secretary, Cabinet Secretariat outlined the context of the meeting. He informed that the Cabinet in its meeting held on 02nd November, 2022 had observed that *"All Ministries/Departments must update their websites and put in place mechanisms to ensure that their websites as well as those of their Subordinate offices/autonomous organizations are updated regularly. NIC to provide necessary support."* He also highlighted the importance of compliance to the Guidelines on Indian Government Websites (GIGW) issued by MeitY and the appointment of Web Information Managers (WIMs) by all Ministries and Departments.

3. Secretary (Coord.) noted that there is a pressing need for all Ministries/Departments to qualitatively update their websites both in terms of content and ease of accessibility and navigation.

4.   Deputy Director General (DDG), NIC made a presentation on the subject. She informed that since the website is the cyber face of the Ministry/Department, the GIGW were devised to ensure a common benchmark for all these websites in terms of branding and design, scope and quality of content, universal accessibility etc. GIGW compliant websites obtain a Certified Quality Website (CQW) from the Standardisation, Testing and Quality Certification (STQC) Directorate under MeitY. She informed that currently 13 websites of various Ministries/ Departments have STQC/CQW certification and 63 Ministries/ Departments are required to have their certification revalidated.

5.   DDG, NIC further informed that Ministries/ Departments are required to nominate a Web Information Manager (WIM) at the level of Joint Secretary or above and also set up a team to assist WIM in the monitoring and managing of website content. She informed that about 8 Ministries/ Departments have not yet nominated WIMs.

6.   DDG, NIC also outlined the challenges faced in relation to Government Websites, including improper identity & branding, inconsistent design, layout & navigation, outdated content, non-compliance to STQC standards, lack of universal accessibility etc.

7.   Secretary, DoLA and representatives of MEA, DoPT, D/o Justice and M/o Corporate Affairs provided their suggestions in the matter.

8.   After detailed deliberations, the following recommendations were made:

  i. All Ministries/Departments may undertake a thorough review of their website design, content and other parameters, particularly in qualitative terms, in tune with GIGW guidelines/ STQC standards.

  ii. MeitY/ NIC may closely engage with the 63 Ministries/ Departments which are required to have their STQC/CQW certification revalidated, and complete this exercise by 31st December, 2022.

  iii. MeitY/ NIC may also engage with the Ministries/ Departments which are yet to nominate WIMs, so that these are done immediately latest by 20th November, 2022.

  iv. MeitY/ NIC may leverage technology to centrally monitor, identify and provide alerts on websites which have not been updated beyond a given time period, so that these alerts can be relayed to the Ministries/Departments concerned for remedial action. In the near term, it could be done through a Portal and subsequently through APIs.

  v. MeitY/ NIC may also draw up a protocol/ SOP for periodic review of Government websites and circulate it to all Ministries/Departments.

  vi. MeitY/ NIC may consider suitably revising the existing GIGW Guidelines to make them more comprehensive, incorporating certain general parameters of Cyber Security Guidelines etc., for ease of reference and compliance.

  vii. MeitY/ NIC may:

   a) Compile the best practices in the development and maintenance of Government websites and circulate it to all Ministries/Departments.

   b) Devise a mechanism for ranking of Government Websites.

   c) Provide appropriate linkages of the website with other concerned Ministries/Departments in the collaborative spirit of PM GatiShakti and

Whole of Government approach, with a view to improve accessibility, ease of navigation and making it interesting.

d) Enable/ empanel website development, content management, security audit service providers etc. on GeM so that their services could be readily availed by Ministries/Departments.

viii. All Ministries/Departments may include review of website content as a standard agenda item in their Weekly Senior Officers' Meetings.

ix. All Ministries/ Departments and NIC may ensure that Government websites are universally accessible.

x. MeitY may constitute a Working Group in association with select Ministries/Departments and DG, NIC for developing a common template to achieve the objective of organising meaningful content, both in quantitative and qualitative terms; for generating interest while ensuring ease of accessibility and navigation.

xi. A follow-up meeting to review the progress made on the above decision points would be scheduled in the first week of December, 2022.

The meeting ended with a vote of thanks to all participants.

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