

No. J-14012/3/2017-e-Gov  
Government of India  
Ministry of Jal Shakti  
Department of WR, RD & GR,

Shram Shakti Bhawan,  
Rafi Marg, New Delhi,  
22<sup>nd</sup> November, 2022


OFFICE MEMORANDUM

**Subject: - Updation of website of the Ministries/Department - reg.**

In continuation of this Department's O.M. of even number dated 16.11.2022 on the above-mentioned subject, the undersigned is directed to forward herewith a copy of the MeitY's D.O. letter dt. 16.11.2022 (copy enclosed) along with SOP (attached as Annexure-I) and format for collecting information on the matter (attached as Annexure-II) for compliance of directions contained therein. Some of the important directions for compliance are as under: -

- i. All Ministries/Departments must update their websites and **put in place mechanisms to ensure that their websites as well as those of their Attached/ Subordinate offices/ autonomous organizations are updated regularly.**
  - ii. Thorough review of website design, content and other parameters, particularly in qualitative terms, in tune with Guidelines for Indian Government Websites (GIGW) 2.0 including enabling access to differently abled persons (universal accessibility).
  - iii. Nomination of Web Information Manager (WIM) by 20<sup>th</sup> November 2022.
  - iv. It needs to be ensured that the website is certified by Standardization Testing and Quality Certification (STQC) Directorate. Re-certification of website, where period of validity of the earlier certification has lapsed, to be completed by 31<sup>st</sup> December 2022.
  - v. The websites must be redeveloped on modern platforms **with robust backend** so as to compete with rapid advancement in technologies
  - vi. WIM may contact STQC Directorate or write to [dgstqc@meity.gov.in](mailto:dgstqc@meity.gov.in) for certification of the website(s). WIM may ensure that the website submitted for certification/recertification is complying with the requirements of GIGW 2.0.
2. As there is clear direction to **put in place mechanisms to ensure that websites of all attached/ subordinate offices/ autonomous organizations are updated regularly,** all the Wings/ Divisions/ Heads of Attached/ Subordinate Offices/ other Organizations/ Autonomous Bodies are requested to ensure that SOP prescribed by MeitY are strictly followed for the effective management being operated by them, and **to forward the website status in the attached format on every 1<sup>st</sup> and 15<sup>th</sup> day of month regularly, for onward transmission to MeitY.**
3. It may also be ensured that Web Information Manager (WIM) in each Organization at appropriate level is nominated for this purpose (as desired by MeitY). The details of WIM so nominated may be appropriately displayed in the respective website also as it is being displayed at the bottom of this Department's website "<http://jalshakti-dowr.gov.in>" under the "contact us " head. For any technical assistance Technical Director, NIC of the Department may be contacted.

Encl: as above

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

To

All the Wings/ Divisions/ Head of Attached / Subordinate Offices/ other Orgn/ Aut. Bodies

अलकेश कुमार शर्मा, आई.ए.एस.  
सचिव

Alkesh Kumar Sharma, I.A.S.  
Secretary



इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय  
भारत सरकार  
Ministry of Electronics &  
Information Technology (MeitY)  
Government of India

DO No. STQC/WQCS/2022  
Dated: 16.11.2022

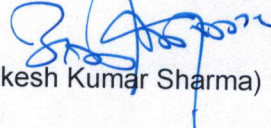
Dear Secretary,

As you are aware that Government is implementing the agenda `minimum government & maximum governance` and `Digital India` for making governance citizen friendly in the country. Recently, Cabinet in its meeting 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.

2. Secretary (Coordination), Cabinet Secretariat chaired a meeting of Group of Officers on 11<sup>th</sup> November 2022, where it was decided that all Ministries / Departments may undertake a thorough review of their website design, content and other parameters, particularly in qualitative terms, in tune with Guidelines for Indian Government Websites (GIGW) 2.0 including enabling access to differently abled persons (universal accessibility). They may be reviewed in the weekly senior officer`s meeting by Secretaries.
3. Further, it is proposed that an officer may be nominated as Web Information Manager (WIM), not below the rank of Joint Secretary, by 20<sup>th</sup> November 2022. WIM will be responsible for getting the website constantly monitored and kept up to date.
4. The Ministries/Departments must ensure that their websites are certified by Standardization Testing and Quality Certification (STQC) Directorate. Recertification of websites, where period of validity of the earlier certification has lapsed, to be completed by 31<sup>st</sup> December 2022. Due to rapid advances in technology, departments may consider redeveloping their websites on modern platforms with robust backend.
5. You may advise WIM to contact STQC Directorate or write to [dgstqc@meity.gov.in](mailto:dgstqc@meity.gov.in) for certification of the website(s). WIM may be further advised to ensure that the website submitted for certification / recertification is complying with the requirements of GIGW 2.0. A copy of SOP and format for filling the fortnightly website status as prepared by NIC is also attached herewith for your kind perusal and directions to concerned officials for compliance.

With regards,

Yours sincerely,

  
(Alkesh Kumar Sharma)

To

Secretaries of all the Ministries/Departments, Government of India

## Standard Operating Procedures (SoPs) for Management of Websites of Central Government Ministries/Departments

Every Government Department should appoint a Web Information Manager (WIM). Along with, the Department should ensure the formulation & approval of the following policies & processes for effective management of the website:

- Policies to handle legal aspects such as copyright, hyperlinking, privacy etc
- Policies for effective management of the website's content, as required by GIGW: content moderation, review, and archival
- Processes and plans to effectively monitor the website and handle any contingencies

*(Note: Templates for formulating the above are available in the form of a GIGW Compliance Handbook on the GIGW website <https://guidelines.india.gov.in>)*

A WIM is responsible for deliverables such as:

- Ensuring effective promotion of the department's website
- Periodically review the content of the website as defined in the Content Review Policy specially w.r.t.
  - Home page
  - Contact information such as Who's Who, Directory, Contact Us
  - Time-specific content such as Announcements, Recruitment Notices, Tenders
  - Documents
- Content of the Bi-lingual versions remains in sync
- Monitoring the website w.r.t. performance, functionality, quality & accessibility
- Feedbacks/RTIs received vide email and website is monitored and addressed regularly
- Valid Security Audit Certificate
- Valid STQC Compliance Certificate

## Information Gathering From Web Information Managers (WIMs)

- Ministry/Department Name : \_\_\_\_\_
- Ministry/Department Website URL : \_\_\_\_\_
- Web Information Manager (WIM)
  - Name : \_\_\_\_\_
  - Designation : \_\_\_\_\_
  - Email : \_\_\_\_\_
  - Phone : \_\_\_\_\_

Key Aspects w.r.t Websites	Reviewed/ Updated on	Remarks of the WIM (to be ticked out of the options)
Home page content (slider, banner, what's new, etc.), has been reviewed and old content have been removed or moved to Archive	Date	1. Homepage content is up to date 2. Review/Updation pending
Time-specific content such as Tenders, Recruitment Notices etc. has been reviewed and old notices have been removed or moved to Archive	Date	1. Time specific content reviewed and archived 2. Time specific content reviewed and purged 3. Review/Updation pending
Up-to-date Content on Schemes, Programs, etc. published on the website have been reviewed and old/ content has been removed or moved to Archive	Date	1. Schemes, Programs, etc. reviewed and updated 2. Review/Updation pending
Contact Information such as Who's Who, Directory, contact us has been reviewed and updated, as required	Date	1. Contact information is up to date 2. Review/Updation pending

## Information Gathering From Web Information Managers (WIMs)

<b>Key Aspects w.r.t Websites</b>	<b>Reviewed/ Updated on</b>	<b>Remarks of the WIM</b>
Documents published on the website have been reviewed and old/outdated documents has been removed or moved to Archive	Date	<ol style="list-style-type: none"> <li>1. Documents are up to date</li> <li>2. Review/Updation pending</li> </ol>
Broken Links have been checked. Non-functional links have been fixed or removed	Date	<ol style="list-style-type: none"> <li>1. Broken links checked none found</li> <li>2. Broken links checked and rectified</li> <li>3. Broken links not checked</li> </ol>
Central Banner Publishing System (CBPS) has been integrated	Date	<ol style="list-style-type: none"> <li>1. CBPS integrated</li> <li>2. CBPS not integrated</li> <li>3. Process initiated for integration of CBPS</li> </ol>
Bilingual Content is in sync with the English Content	Date	<ol style="list-style-type: none"> <li>1. Bilingual content is in sync</li> <li>2. Content is in sync however documents available in one language only</li> <li>3. Bilingual content is not in sync</li> </ol>
Valid STQC Certificate on GIGW Compliance is placed on the website	Date	<ol style="list-style-type: none"> <li>1. GIGW certificate valid</li> <li>2. GIGW certification expired revalidation initiated</li> <li>3. GIGW certification expired revalidation not initiated</li> <li>4. GIGW certification not present</li> </ol>

## Information Gathering From Web Information Managers (WIMs)

<b>Key Aspects w.r.t Websites</b>	<b>Reviewed/ Updated on</b>	<b>Remarks of the WIM</b>
Valid Security Audit Certificate is placed on the website	Date	<ol style="list-style-type: none"> <li>1. Security certificate valid</li> <li>2. Security certification expired revalidation initiated</li> <li>3. Security certification expired revalidation not initiated</li> </ol>
Feedback received via feedback form/email has been checked and addressed	Date	<ol style="list-style-type: none"> <li>1. Feedback checked</li> <li>2. Feedback Pending</li> </ol>

Upload the filled and signed form by the WIM on a fortnightly basis.  
The scan copy of the file can be uploaded in the jpg/pdf format.

Signature of the WIM

Name: \_\_\_\_\_

Date: \_\_\_\_\_