No. 8-6/2014-IT-V
Government of India
Ministry of Communications and IT
Department of Telecommunications
Sanchar Bhawan, 20, Ashok Road
New Delhi-110 001

New Delhi, Dated the 3rd July, 2014

Subject: **Minutes of the meeting on Updation of the DoT Website**

A meeting was held on 24th June' 2014 in the Conference Hall, 13th Floor, Sanchar Bhawan, New Delhi to discuss the issues related to Updation of DoT Website. The meeting was chaired by Additional Secretary (Telecom). List of the officers who attended the meeting is placed at Annexure-I. Additional Secretary welcomed all participants and indicated that the purpose of the meeting was to develop the website of DoT into a responsive communication tool for benefit of stakeholders. To this end recommendation is regarding regular updation of content as well as measures for improvement of the site would be discussed.

2.1   Updation of DoT Website:

The website of any department is its cyberface for the citizens at large. However, the content/ information on the DoT website is not updated at regular intervals, thus making information pages obsolete.

After discussion it was agreed that the updation of content on DoT website in respect of a particular division/unit is the responsibility of Sr. DDGs/DDGs/JSs concerned and if required, additionally they may nominate a nodal officer also on their behalf. Further, to drive regular content/ information updation, the responsibility matrix with respect to the content on DoT website needs to be drawn. Accordingly, all the Sr. DDGs/DDGs/JSs may identify the broad headings in the Sitemap [http://dot.gov.in/category/sitemap], available on the DoT website, which pertains to their division/ unit. This information may be provided to IT Division within 15 days from the issue of these minutes.

[Action: All Sr. DDG/DDG/JS DoT HQ; USOF; WPC; TERM; CCA]

2.2 Content Management System (CMS)

Currently, IT Division is carrying out content updation on DoT website on behalf of all the divisions/units of DoT except International Relations (IR) Division.

AS(T) mentioned that the potential of CMS can be better utilised and therefore like IR Division, few other divisions/units may also update their content directly on DoT website after obtaining the CMS Username and Password (creation, moderation and publication) from IT Division. After discussion it was agreed that DoT may adopt a dual policy. Key wings such as Licensing, Wireless, Policy, Investment Promotion and Security may obtain Usernames & Passwords from IT division immediately and take responsibility for regular updation of the content pertaining to their divisions. In respect of all other wings of DoT, IT division would continue to coordinate updation of the website.

[Action: All Sr. DDG/DDG/JS DoT HQ; USOF; WPC; TERM; CCA]

2.3 Website Upload Form:

There is a prescribed website upload form [Sl. No. 3 at http://dot.gov.in/circulars/it-cell] which is to be filled and sent to IT Division, along with content/ information to be uploaded on DoT Website, but on many occasions the same is either not being sent or partially or incorrectly filled. The DoT website contains a search feature which utilises subject/title of the document as a key word for locating the document/information. Therefore, it is important that the subject/title of the document along with its location of updation is correctly mentioned in the website upload form.

AS(T) mentioned that henceforth all the divisions/units as well as field units of the DoT who send their content to IT Division for uploading on DoT Website may invariably fill all the columns of the website upload form, authenticate it with their Digital Signature (DSC), if available else normal signature and forward the same along with document/ information using their official NIC email Id to IT Division (webadmin-dot@nic.in) to have a paperless working. Further, all the circulars, instructions, OMs, Orders which are to be communicated in non-modifiable form may be sent in PDF form only. If any document or form is citizen centric than it can be uploaded in a word file and placed additionally in the "What's New" section on the homepage/ main page of the DoT website. Divisions/units may indicate requirement for the same on website upload form for which additional query will be incorporated, while sending such documents to IT Division for upload.

[Action: All Sr. DDG/DDG/JS DoT HQ; USOF; WPC; TERM; CCA; NTIPRIT; NICF]

2.4 Independent Website by DoT units:

All the Government websites are required to comply with Government of India Guidelines for Government Website (GIGW) available at http://web.guidelines.gov.in/. It was noted that in addition to DoT official Website WPC, TEC, NICF, CCA units and

NTIPRIT are operating independent websites. After detailed discussion, it was decided that field formations of DoT should not create independent websites but should be accessed through DoT website. However, attached offices may set up and manage independent websites compliant with GIGW guidelines.

[Action: USOF; WPC; TERM; CCA; NTIPRIT; NICF]

2.5 Enhancements in DoT Website

An effective website is the one which is clutter free and to achieve this drop down menu based architecture is mostly deployed. DoT website currently lacks drop-down menu based architecture. Further, the inbuilt feedback mechanism of the DoT website is also very basic

AS(T) mentioned that there is an urgent need for revamping of DoT website thereby making it interesting and more user friendly with ease in locating and accessing the desired content/ information. Drop down menus should be used in the DoT website to make it interesting and easily navigable.

Further, there should be a provision for division/ unit wise Frequently Asked Questions (FAQs) or "Ask Us" on the main page/ homepage of the DoT website for guiding the users. Also, the feedback mechanism of the website needs to be redesigned so that user is able to provide a content / menu wise directed feedback and the same is automatically forwarded to the e-mail Id of the Sr. DDG/DDG/JS concerned along with confirmation to the user on his email id. Moreover, this may entail email/ SMS integration for both way communications on DoT website. In order to drive these enhancements on DoT website a core team of senior officers may be identified.

[Action by: DDG(IT-II)/JS(A)]

2.6 Hindi content on DoT Website

GIGW prescribes availability of both English and Hindi content on the Government Website.

AS(T) mentioned that Official Language (OL) section should make necessary arrangement for translation of content in respect of DoT website in coordination with the division/ unit responsible for the content/ information. Further, these respective divisions/ units would be responsible for providing the Hindi content/ information, along with duly filled website upload form, to IT division for uploading on the synchronous Hindi DoT website. If required, OL section may explore outsourcing translation as an option for some of the Hindi translation works.
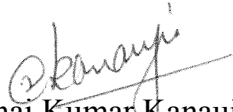
[Action: All Sr. DDG/DDG/JS & Director(OL) DoT HQ; USOF; WPC; TERM; CCA; NTIPRIT; NICF]

2.7   Nodal division for IT activities

AS(T) mentioned that IT Division is the nodal agency for all IT related activities of Department of Telecommunications. NIC may note that all the IT activities related to Department of Telecommunications are to be coordinated through IT Division only.

[Action: All Sr. DDG/DDG/JS DoT HQ; USOF; WPC; TERM; CCA; NTIPRIT; NICF; NIC]

3.   This is issued with the approval of Additional Secretary (Telecom).

(Vinai Kumar Kanaujia)
Director(IT-V)
Telephone: 2303**6813**

To,

All Sr. DDG/ DDG/ JS

Copy for kind information to:
1. Secretary (Telecom)
2. Member(S), Member(T), Member(F)
3. Additional Secretary(Telecom), Advisor(O), Advisor(T), Advisor(F)
4. Administrator(USOF), Sr. DDG(TEC), Wireless Advisor
5. NTIPRIT, NICF, TERMs, CCAs (through their nodal division/ unit in DoT HQ)
6. Director(OL)
7. Sr. Technical Director & Principal System Analyst, DOT-NIC

List of Participants

DoT
1. Shri P.K. Panigarhi, Sr. DDG(BW)
2. Shri A.K. Mittal, DDG(TTSC), Security
3. Shri G.P. Srivastava, DDG(DS)
4. Shri R.K. Mishra, DDG(UDS), Security
5. Shri R.M. Agarwal, DDG(NT)
6. Shri Rajveer Singh, DDG(SR)
7. Shri Ram Narain, DDG(Security)
8. Shri S.K. Jain, DDG(SD)
9. Shri S.S. Singh, DDG(PG)
10. Shri Saurabh Gupta, DDG(Training)
11. Shri Saurabh Tiwari, DDG(FEB)
12. Shri Shashi Ranjan Kumar, Joint Secretary(A)
13. Shri V. Uma Shankar, Joint Secretary (T)
14. Gp Capt Vivek Trivedi, Director(Accounts-I & IA)
15. Shri Arun Gupta, Director(TERM-III)
16. Shri K.B. Meena, Director(IT-IV)
17. Shri Prachish Khanna, Director(Estt.)
18. Shri Ram Gopal Meena, Director (RC), USOF
19. Shri Subrat K Prusty, Director(IC)
20. Shri Vinai Kumar Kanaujia, Director(IT-V)
21. Shri D.P. Singh, DS(Coordination)
22. Shri Vimal, US(C&A)

NIC and AMC Vendor
1. Shri Rakesh Gupta, Sr. Technical Director, NIC
2. Smt. Gargi Bhakta, Principal System Analyst, NIC
3. Shri Abhishek Srivastava, GM, Netcreative Mind