

Government of India  
Ministry of Communications  
Department of Telecommunications  
Sanchar Bhawan,20, Ashoka Road  
New Delhi-110 001

New Delhi, Dated the 11/05/2017

**Subject: Guidelines for Indian Government Websites (GIGW)  
Compliance**

Kindly find enclosed herewith a copy of DO letter No. N-16001/1/1/2012-E-Gov(B) Dated 21.04.2017 of Jt. Secretary, DAR&PG regarding compliance of Government websites with GIGW norms as the matter is in the cognizance of Hon'ble High Court of Madras, it is requested to kindly send compliance status report by 31.05.2017.

2. This is issued with the approval of **RAJNI TANEJA, DDG(RT)-IT, O/o DDG(IT)**

**Enclosure:** As Above

Signature Not Verified

Digitally signed by  
SHAILENDRA SAGAR  
Date: 2017.05.16 12:02:30  
IST  
(Shailendra Sagar)  
ADG (IT-II)  
Tel: 23036158

**To:**

1. All Sr. DDG/DDG/JS level officers of DoT Hq.
2. Heads of all Attached Offices/ Subordinate Offices/ Field Offices/ Statutory bodies/Autonomous bodies/ CPSEs of DoT.
3. Sr. Technical Director & Technical Director, NIC-DoT.

**Copy To:**

1. PPS to Secretary (T)
2. PPS to Member(S), Member (T), Member (F), Additional Secretary (T)

3. PPS to Advisor (O), Advisor (T), Advisor (F)

किरण पुरी  
KIRAN PURI

संयुक्त सचिव  
JOINT SECRETARY

D.O.No.N-16001/1/1/2012-E-Gov(B)



सत्यमेव जयते

भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
प्रशासनिक सुधार और लोक शिकायत विभाग,  
सरदार पटेल भवन, संसद मार्ग,  
नई दिल्ली-110001

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS  
DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES,  
SARDAR PATRI BHAWAN, SANAD MARG,  
NEW DELHI-110001

Dated 21<sup>st</sup> April, 2017

Dear Sir,

Kindly refer to the Cabinet Secretariat's D.O. letter No.17/1/1/2017-Cab.III dated 19<sup>th</sup> April, 2017 addressed to the Secretaries of all Ministries/Departments of the Government of India regarding the need of all the Government websites getting compliant with the Guidelines for Indian Government Websites (GIGW) by 31<sup>st</sup> May, 2017 (Annexure-I). This letter has arisen on account of the Madras High Court Order dated 3.2.2017 wherein it has been desired that all Government websites needs to get GIGW compliant by 24.03.2017(Annexure-II). The next date of High Court Hearing is on 13.06.2017

2. In this regard it is stated that the National Informatics Centre (NIC) had prepared in February, 2008 the Guidelines for Indian Government Websites (GIGW) which was adopted by the Department of Administrative Reforms & Public Grievances for treating as integral part of the Central Secretariat Manual of Office Procedure (CSMOP). The GIGW was circulated to the Secretaries of all Ministries / Departments on 13.05.2008 for taking necessary action for getting their websites GIGW compliant and send to this Department the Action Taken Report (ATR). Subsequent to that, this Department had sent a number of reminders to the defaulting Ministries / Departments to send us ATRs, the last one being at the level of Secretary (ARSPG) on 25<sup>th</sup> May, 2016 (Annexure-III). However, the response till date has not been that very encouraging as approximately only 100 Government Websites, which GIGW compliant are.

3. Since the matter has now received the attention of High Court, it has become imperative to take stock of the latest situation. Accordingly, it is proposed to hold review meetings in batches in this Department under the chairmanship of Secretary, Department of Administrative Reforms & Public Grievances as per the Schedule enclosed. In the meeting we also propose to invite the representatives of NIC and also the Standard Testing Quality Certification (STQC)-the agency which gives the GIGW compliant certificate after an audit of the Website.

4. You are requested to nominate the Joint Secretary of your Ministry/Departments who deals with the subject of Website to attend the meeting.

*With regards*

Yours sincerely,

*K.Puri*

(Kiran Puri)

To  
Secretaries of all Ministries/Departments

Copy with request to either attend or nominate senior official to attend the meeting:

- (i) Ms. Neeta Verma, Director General, NIC
- (ii) Shri Umesh Kumar Nandwani, Director General, STQC



डॉ ए. आर. सिहाग

भारत सरकार के सचिव

Dr. A. R. SIHAG

Secretary to Government of India



मंत्रिमण्डल सचिवालय  
राष्ट्रपति भवन, नई दिल्ली-110004  
CABINET SECRETARIAT  
RASHTRAPATI BHAWAN  
NEW DELHI - 110004

D.O. No. 171/1/1/2017-Cab.III

Dated the 19<sup>th</sup> April, 2017

Dear Secretary,

As you are aware, websites of all Ministries/Departments and organisations under them such as PSUs, attached offices, etc., are required to be made compliant with standards laid down in the Guidelines for Indian Government Websites (GIGW). GIGW cover quality, usability, design, accessibility using assistive technologies, etc. for Government websites. The Guidelines prepared by National Informatics Centre (NIC) are a part of Central Secretariat Manual of Office Procedure (CSMOP).

2. However, it has been noticed that progress in GIGW certification of Government websites has been slow. Madras High Court has directed that all Government websites should be made GIGW compliant by the 13<sup>th</sup> June, 2017.

3. You are, therefore, requested to look into the matter to see that all websites under your Ministry/Department are made compliant with GIGW and certified accordingly by standardisation, Testing and Quality Certification (STQC) Directorate at the earliest. A compliance status report in this regard may please be sent to Secretary, Ministry of Electronics and Information Technology by the 31<sup>st</sup> May, 2017.

With regards,

*Imp*

*6  
2/14*

*AS*

*Let us meet  
on this. Pl. call  
for meeting  
on 24/4*

Yours sincerely,

*at 4 PM - Chair  
(A.R. Sihag)*

Shri C. Viswanath  
Secretary,  
Department of Administrative Reforms and  
Public Grievances  
New Delhi

*all Derts.  
for compliance*

DS(ARC)

Annex. II

IN THE HIGH COURT OF JUDICATURE AT MADRAS  
(Special Original Jurisdiction)

FRIDAY, THE THIRD DAY OF FEBRUARY  
TWO THOUSAND AND SEVENTEEN

PRESENT :

16248/2017  
DS (ARG)

THE HONOURABLE MR. SANJAY KISHAN KAUL, CHIEF JUSTICE  
AND  
THE HONOURABLE MR. JUSTICE M. SUNDAR

W.P.No.29214 of 2015

Syed Anseri

... Petitioner

Vs

1. Union of India  
Rep. by its Secretary  
Ministry of Communications & Information Technology  
Electronics Niketan 5 CGO Complex  
Lodhi Road New Delhi-110 003

2. Department of Administrative  
Reforms & Public Grievance  
Rep. by its Director Ministry of Personnel  
Public Grievance & Pensions Sardar Patel Bhavan  
Parliament Street New Delhi-1.

3. National Informatics Centre  
Rep. by its Director General  
Dept. of Electronics & I.T  
Ministry of Communications & I.T  
A Block CGO Complex  
Lodhi Road New Delhi-1

4. The Chief Commissioner for  
Persons with Disabilities  
Sarojini House 5 Bhagwan Dass Road  
New Delhi-110 001.

... Respondents

Petition under Article 226 of the Constitution of India,  
praying that in the circumstances stated therein, and in the  
affidavit filed therewith the High Court will be pleased to  
issue Writ of Mandamus, directing the respondent to forthwith  
ensure that all Government Websites are made compliant with  
the Guidelines for Indian Government Websites (GIGW)  
incorporating the World Wide Web Consortium (W3C) content  
accessibility guidelines within a time frame fixed by this  
Honourable Court may deem fit, proper and necessary in the  
facts and circumstances of the case.

ORDER : This Writ Petition coming on for hearing on this day, upon perusing the petition and the affidavit filed in support thereof the order of the High Court dated 19.12.2016 and subsequent orders dated 19.09.2016, 14.06.2016 etc., and upon hearing the arguments of Mr.T.Mohan for Mr.T.Yogeshwaran, Advocate for the Petitioner, and of Mr.Venkatammy Babu, SPOCCG on behalf of the Respondents, the Court made the following order:-

The memo filed by the first two respondents does not appear to show much progress from the last date. We would like to have some estimate time period for completion of the project which the first two respondents have in mind to facilitate an appropriate picture to be placed before us. An officer be designated to interact with the learned counsel for the respondents to ensure that accurate picture is placed before us.

2. The learned counsel for the petitioner suggests that priority may be given to the interactive websites.

3. List for further compliance on 24.03.2017.

Sd/-  
Assistant Registrar (CS II)

/true copy/

*Ramesh*  
Sub Assistant Registrar *Corr. Cr.*

bbr

To

1. The Secretary,  
Govt of India,  
Ministry of Communications & Information Technology  
Electronics Niketan 6 CGO Complex  
Lodhi Road New Delhi-110 003

2. The Director, Department of Administrative  
Reforms & Public Grievance  
Ministry of Personnel  
Public Grievance & Pensions  
Sardar Patel Bhavan  
Parliament Street New Delhi-1.

3. The Director General,  
National Informatics Centre  
Dept of Electronics & I.T  
Ministry of Communications & I.T  
A Block CGO Complex  
Lodhi Road New Delhi-1

4. The Chief Commissioner for  
Persons with Disabilities  
Sarojini House 6 Bhagwan Dass Road  
New Delhi-110 001.

5. The section Officer,  
Writ Section,  
High Court, Madras.  
(To list the Case on 24.03.2017)

DATED : 03.02.2017

ORDER

W.P.No.29214 of 2015

Giving direction etc.  
as stated within.

RSY(CO)  
CA(09.02.2017)

Annex 111

श्री. विरवनाथ

**C. VISWANATH**  
SECRETARY

Tel : 011-23742133

Fax : 011-23742146

E-mail : [secy-arog@nic.in](mailto:secy-arog@nic.in)



सत्यमेव जयते

भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
प्रशासनिक सुधार और लोक शिकायत विभाग,  
सरदार पटेल भवन, संसद मार्ग,  
नई दिल्ली-110001

GOVERNMENT OF INDIA,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,  
DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES,  
SARDAR PATEL BHAVAN, SANJAD MARG,  
NEW DELHI-110001

D.O.No.N-15001/1/2012-e-Gov (B)

Dated: 25<sup>th</sup> May, 2016

Dear Secretary,

I am enclosing a Format containing 115 Matrices which need to be complied by all the Government entities of the country for becoming fully compliant with the Guidelines of Indian Government Websites (GIGW) issued by the Department of Administrative Reforms & Public Grievances (DAR&PG) on 13<sup>th</sup> May, 2009. The Department has been repeatedly addressing your Ministry/Department through various letters, meetings and workshops on the need of getting their websites GIGW complaint. Cabinet Secretary has also written to your Ministry/Department on the subject.

2. The Government is striving hard for implementation of the agenda 'minimum government & maximum governance' and 'Digital India' for making governance citizen friendly in the country. Recently, the Standard Testing and Quality Certification (STQC) Directorate had done the audit of 957 Government Websites and it was found that only 31 of them were GIGW compliant. Implementation of the GIGW guidelines by all the Government entities in a time bound manner will go a long way in improving governance in the country.

3. I request your personal intervention in sending this Department a monthly report on the implementation of GIGW guidelines in respect of the entire 115 matrices in the enclosed format through e-mail at the following two addresses:

- (i) [shivastava.a@nic.in](mailto:shivastava.a@nic.in) (Shri Anurag Shivastava, Deputy Secretary)
- (ii) [b.soumitra@nic.in](mailto:b.soumitra@nic.in) (Shri S. Bandyopadhyay, Under Secretary)

4. You are also requested to ensure that the Websites are bilingual.

*with regards* \_\_\_\_\_

Yours sincerely,

*C. Viswanath*  
(C. Viswanath)

To

The Secretaries of all the Ministries/Departments



सत्यमेव जयते



FORMAT

**Subject:- Monthly report on status of progress of getting compliant with the Guidelines of India Government Websites (GIGW).**

- I. Name of the Ministry/Department/Office .....
- II. Whether the Website is GIGW compliant?..... Yes/No.
- III. Progress report for getting the website compliant with the GIGW guidelines for the month ending.....

**STATUS**

S.No.	Compliance matrixes of Guidelines of Indian Government Websites (GIGW).	Does Website meets this matrix (Yes/No)	If not, then latest Status of action bcing taken to get the matrix compliant with the GIGW
	<i>Government of India Identifiers</i>		
1.	Association to Government is demonstrated by the use of Emblem/Logo, 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.		
3.	Complete and self explanatory title of the homepage.		
4.	Website is registered under 'gov in' or 'nic' domain.		
5.	Website provides a prominent link to the 'National Portal' from the Home Page and pages belonging to the National Portal load in new.		
	<i>Building Confidence</i>		
6.	Website has a Copyright Policy, prominently displayed on the homepage.		
7.	Due permission have obtained for publishing any content protected by copyright.		
8.	Source of all documents, whether reproduced in part or full, is mentioned.		
9.	Website has a comprehensive Hyper Linking		

	Policy.		
10.	Clear indications are given when link leads out to a non government website		
11.	The mechanism is in place to check the accuracy of the Hyperlinked Content.		
12.	Mechanism is in place to ensure that there is no 'broken links' (internal as well as external) or 'Page'.		
13.	Website has a comprehensive Terms & Conditions statement, linked from all important pages		
14.	Terms & Conditions statement disclaims responsibility of the content sourced/linked from a non Government website and clearly indicates whether information available on the site can be used for legal purposes or not.		
15.	Website has a Privacy Policy linked from all the relevant pages.		
16.	All electronic commerce transactions are handled through secure means.		
	<i>Scope of Primary Content</i>		
	<i>About Us</i>		
17.	All information about department, useful for the citizen and other stakeholders, is present in the 'About Us'		
	<i>Schemes</i>		
18.	The complete title of Scheme is reflected.		
19.	Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.		
20.	The validity of the scheme has been mentioned.		
	<i>Services</i>		
21.	Self explanatory title of the service is published.		
22.	The website provides a complete description of the service along with the procedure to apply for/avail		

	the same.		
	<u>Forms</u>		
23.	The website provides the complete title of the form along with the purpose it is used for.		
24.	Language of the Form (other than English) is mentioned clearly.		
	<u>Acts</u>		
25.	The complete title of the Act (as written in the official notification)		
	<u>Documents</u>		
26.	The complete title of the Document is mentioned on the website.		
27.	The Language of the Document (other than English) is mentioned clearly		
28.	Validity of the document has been mentioned.		
	<u>Circulars and Notifications</u>		
29.	The official title of the Circular/Notification is mentioned.		
30.	Validity of the Circular/Notification is mentioned.		17
	<u>Tenders and Recruitment</u>		
31.	Mechanism is in place to ensure that all Tender/Recruitment notices issued by the Department are published on the Website.		
32.	Website provides a complete description of the Tender/Recruitment notice along with the procedure to apply for the same		
33.	Mechanism is in place to ensure that information on old/irrelevant Tender/Recruitment notice is removed or moved into the archive section.		
	<u>New and Press Releases</u>		
34.	News/Press releases are displayed along with the date and these are organized as per the archival policy of the website.		
	<u>Contact Us</u>		
35.	Website has a 'Contact Us'		

	page, linked from the Home Page and all relevant places in the website.		
36.	The completed details of the important functionaries in the Department are given in the 'Contact Us' section. (Residential numbers and Mobile phone numbers also of officials who are taking reimbursement from office)		
	<u>Presence on the National Portal</u>		
37.	Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the National Portal.		
	<i>Scope of: Secondary Content</i>		
38.	Mechanism in place to ensure that all outdated announcements are removed from the website or moved to archive.		
39.	All Discussion Forums on the website are moderated.		
40.	For every related link, the complete URL of the Home Page/concerned webpage is provided.		
	<i>Scope of: Tertiary Content</i>		
41.	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.		
42.	The Website has a already available Help Section.		
43.	Complete information including title, size (playing time for audio/video), format, usage instructions and plug-in to view the file is provided for downloadable material including documents.		
44.	Mechanism is in place to ensure that all downloadable material is free from virus.		
45.	Minimum content as prescribed in the guidelines is present on the homepage.		

46.	Subsequent pages of the website have the minimum content as prescribed in the guidelines		
47.	Website is free from offensive/discriminatory language		
	Quality of Content		
48.	Content is compiled and packaged with citizen orientation		
49.	The department has a Content Contribution, Moderation and approval Policy (CMAP) for the website.		
50.	Home page and every important entry page of website displays the last updated/reviewed date.		
51.	Department has a Content Review Policy (CRP) for the website.		
52.	All Documents/Reports have a time stamp at least on the main page.		
53.	The Departments have a clearly laid out Content Archival Policy (CAP) for the website.		
54.	Clear and simple language has been used throughout the usage.		
55.	The language is free from spelling and grammatical errors.		
56.	Whenever there is a change in the language of a web page it has been clearly indicated.		
57.	Consistency in nomenclature is maintained across the website.		
58.	All information, which is of direct importance to the citizen, is accessible from the Homepage.		
59.	Information structure and relationship is preserved in all presentation styles.		
60.	The meaningful reading sequence is preserved in all presentation styles.		
61.	Documents/pages in multiple		

	languages are updated simultaneously.		
	Design		
62.	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.		
63.	A consistent page layout has been maintained throughout the website.		
64.	National identity symbols like Flag, National emblem etc., are in a proper ratio and colour.		
65.	Hindi/regional language fonts have been tested on popular browsers for any inconsistency (loss of layout)		
66.	Web pages allow resizing of text without the use of assistive technology.		
67.	Text is readable both in electronic and print format and the page prints correctly on a A4 size paper.		
68.	There is adequate contrast between text and background colour.		
69.	All information conveyed with color is also available without color.		
70.	Alternate text is provided for non text elements(e.g. images).		
71.	Websites provide textual description of audio/video clips & multimedia presentation.		
72.	Caption have been provided for all important audio content.		
73.	Web pages do not contain any content that flashes for more than three times in a second.		
74.	There is a mechanism for user to control scrolling, blinking content.		
75.	There is a mechanism for user to control (stop,pause...) audio that starts automatically.		
76.	All pages on the website		

	have link to the home page.		
77.	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.		
78.	There are no links to 'under construction' pages.		
79.	Each page is a standalone entity in terms of ownership, navigation and context of content.		
80.	Web pages allow the user to bypass repeated blocks of content.		
81.	Website has either a "search" box or a link to a "search" page from every page of the website.		
82.	Website has an up to date site map that is linked to the Home page as well as to all important entry pages of the website.		
83.	If the site uses frames, each frame is properly titled.		
	Development		
84.	Website uses Cascading Style Sheets to control layouts/styles.		
85.	Website is readable even when style sheets are switched off or not loaded.		
86.	Web pages are usable even when scripts, applets etc are turned off.		
87.	Documents are provided either in html or other accessible formats. Instructions/Download details for viewing these formats are provided.		
88.	In content implemented using markup languages the elements have been use according to specification.		
89.	Labels have been provided when contents requires input from the users.		
90.	Time limited for time dependent web functions can be adjusted by the user (also refer exceptions		

91.	Instructions for operating/understanding content do not rely solely on characteristics like shape size location etc.		
92.	All input errors are flashed in text.		
93.	Functionality of content is operable through keyboard.		
94.	Focus is not trapped in any component while navigating through keyboard only.		
95.	Purpose of each link is clear to the user.		
96.	When any component receives focus it does not initiate change in context.		
97.	Changing the setting of a component does not change the context unless the user has been informed of the same.		
98.	Metadata for page like title, keywords, description and language is appropriately included.		
99.	Data tables have been provided with necessary tags/markup.		
100.	All components receive focus in an order that preserves the meaning/operation		
101.	Role of all interface components can be programmatically determined.		
102.	The website has been tested on multiple browsers.		
103.	Website has cleared Security Audit by certified agency and has a Security Policy. Applications configured to send mail are enabled over smtp - auth.		
	Website Hosting		
104.	Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.		
105.	The Hosting Service provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.		



106.	The Hosting Service Provider has redundant server infrastructure for high availability.		
107.	The Hosting Service Provider performs regular backup of the website.		
108.	The Hosting Service Provider has a Disaster Recovery (DR) Centre in a geographically distant location and well crafted DR Plan for the website.		
109.	Web Hosting Service Provider provides Helpdesk & technical support on 24x7x365 basis.		
110.	All possible security measures have been taken to prevent defacement/hacking of the website and the department has contingency plan in place for situations like these.		
	Website Promotion		
111.	Website ranks in the first five results on major search engines when searched with relevant keywords.		
112.	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.		
113.	Department has nominated a Web Information manager as defined in the guidelines.		
114.	The website has a website monitoring policy		
115.	All policies and plans are approved by Head of Department.		