# WEBSITE REPORT
## MINISTRY OF LAW & JUSTICE

**ABSTRACT:** The following report is an attempt to find out the faults and improvements needed to ameliorate the current website of **Ministry of Law & Justice** (विधि और न्याय मंत्रालय).

We have not only suggested the improvements, but also proposed the standard guidelines to be followed while developing a government website. The suggested improvements are categorized into various sections such as user interface (UI), user experience (UX), visual design, usability, responsiveness, application development. An online PIL system has been proposed to empower the transparency.

# CONTENTS

## REFERENCES

W3C Standards

W3C Checker Mobile

Usability.gov

NIC Guidelines for Website Development

Ministry of Law & Justice

'e-Filing' Supreme Court of India

PIL Wikipedia

Internet and Mobile Association of India

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# 1. LITERATURE SURVEY

### DEPARTMENT: MINISTRY OF LAW & JUSTICE

**Website Link:** http://www.lawmin.nic.in/

The Ministry of Law and Justice is the highest organ of the Government of India which deals with the management of the legal affairs, legislative activities and administration of justice in India through its three departments namely the legislative department and the department of legal affairs and department of justice respectively. The Department of Legal Affairs is concerned with advising the various Ministries of the Central Government while the Legislative Department is concerned with drafting of principal legislation for the Central Government. The ministry is headed by a cabinet rank minister appointed by the President of India on the recommendation of the Prime Minister of India.  Honorable D. V. Sadananda Gowda is the current minister for law and justice in India.

The website was started before one and half decade ago back in 2001. At that time, it was Ministry of Law, Justice & Company Affairs.
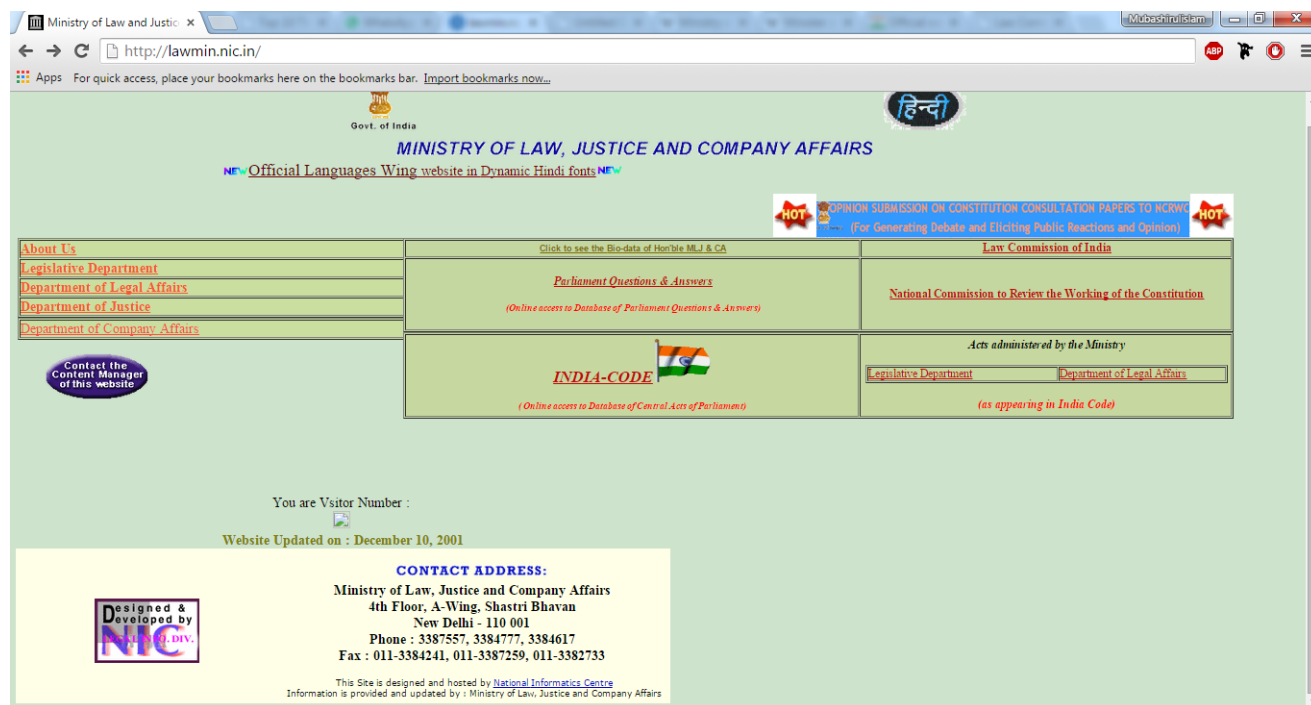


**Figure 1:** Old Website of Ministry of Law & Justice (December 2001)

## 2. USER INTERFACE

User Interface (UI) Design focuses on anticipating what users might need to do and ensuring that the interface has elements that are easy to access, understand, and use to facilitate those actions.
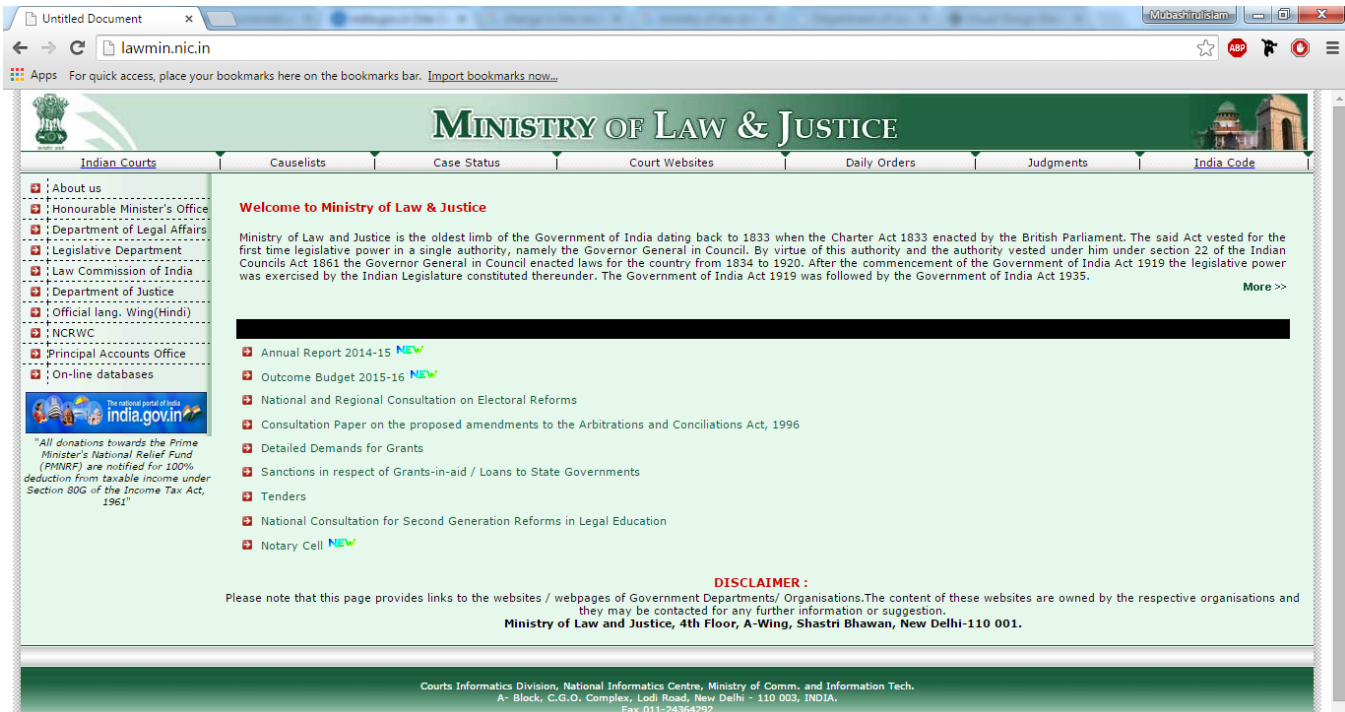


**Figure 2.1:** The above image is the snapshot
of the current website of Ministry of Law & Affairs.



**Figure 2.2:** Redesigned Homepage concept of the website

We have redesigned the UI of the website. The links on the Homepage of the site such as *Indian Courts*, *Causelists*, *Case Status*, *Court Websites, Daily Orders*, *Judgments* and *India Code* are links to the external sites (or ministry departments). We have categorized these links according to the user interest. Following sequence of images is the redesigned further pages of the website.

**Note: The full redesign concept of the website is submitted with this report in the format of images. These images include the redesign concept for both Hindi and English version of website, and mobile version**

## 2.1. GUIDELINES FOR UI DESIGN:

1. Large, prominent search bars, a crucial part of any user's interaction with government websites.
2. A notable trend toward simplicity, limiting the number of links on the home page to only the most popular topics.
3. Grouping content by themes according to user interest, not just organizational structure.
4. Using icons, not images, to make it easier for users to find information. Specifically using icon fonts.
5. Responsive design to make websites accessible on mobile devices, including smart phones, tablets, All-In-One (AIO) computers.
6. Making content available in multiple languages.

## 2.2 GUIDELINES FOR DESIGNING MULTILINGUAL WEBSITES

1. **Language**

   Online communications must address the language preferences of users. The use of machine or automatic translations is strongly discouraged even if a disclaimer is added. If government agencies decide to use software assisted translation, have the translation reviewed by a qualified language professional before posting it to the website to ensure that the translation correctly communicates the message.

2. **Culture**

   A formal user research should be conducted to understand the cultural considerations for your target audience. Regardless of language used, the online experience must be culturally relevant to achieve an emotional connection with the audience. The English language, its translated counterpart, should have the same structure and look and feel, the Translated site should offer content, images, and a color scheme that resonates with the culture.

3. **Access**

   The users must be able to find multilingual (translated) website via prominent access on the English site. Access to multilingual websites should be made available on the global

navigation on the top right of every English page. Most of the Union and Ministry websites provide the links for quick access.

4. **URL Strategy**
   A stand-alone, dedicated URL should be used for search engine optimization purposes. That URL can then re-direct to another one more in line with organization's URL convention.

5. **Comparability and Maintenance**
   The developers should ensure that your multilingual website provides a comparable user experience to your English site. They should plan for regular updates and maintenance to ensure that your multilingual website remains comparable to the English site. The National Informatics Centre provide a comparable experience on the English and its Hindi versions through consistent maintenance of site content and experience.

6. **Users' Expectations**
   User expectations should be managed by providing notice when a user is going to navigate to an English-only area, external website, or require a special program or software to view an application. This feature is not available with most of the Indian government websites.

7. **Toggle**
   Enable users to toggle between comparable content or features on the English and multilingual websites if available. Users on website should go back and forth between the English and Hindi sites on a page-by-page basis without having to go through the home page.

8. **Online Features and Functionality**
   Provide interactive features and functionality on multilingual websites. The translated site should offer basic features such as Print and Email This Page and gives users the ability to subscribe to email alerts, RSS feeds, podcasts, and more.

**Figure 2.2:** Hindi counterpart of English site with the same look and interface

## 3. USER EXPERIENCE

User experience (UX) focuses on having a deep understanding of users, what they need, what they value, their abilities, and also their limitations. It also takes into account the business goals and objectives of the group managing the project. UX best practices promote improving the quality of the user's interaction with and perceptions of your product and any related services.



**Figure 3.1:** Honeycomb of User Experience

In order to be a meaningful and valuable user experience, information must be:

- **Useful**: Your content should be original and fulfill a need
- **Usable**: Site must be easy to use
- **Desirable**: Image, identity, brand, and other design elements are used to evoke emotion and appreciation
- **Findable**: Content needs to be navigable and locatable onsite and offsite
- **Accessible**: Content needs to be accessible to people with disabilities
- **Credible**: Users must trust and believe what you tell them

**Suggested Improvements:**

The links present on the website are links to external sites of either various department or Indian courts. The links present on the Homepage should be links to internal webpages. The links forwarding to other sites might confuse the user.

For example, when a user clicks on the Case Status link, browser direct to http://www.courtnic.nic.in/ (Disposed & Pending Case Status) website. The links present on http://www.courtnic.nic.in/ are the same links present on the website of Ministry of Law & Justice. When we want to select our Court and track the status, some courts like Allahabad Highcourt has its own website, or some are hosted on the same domain of http://www.courtnic.nic.in/. A proper link should be embedded into website to http://www.ecourts.gov.in, therefore making easier for user to track the case. In addition, a simple tutorial or instructions should be displayed on the website to help user to understand the webpage.

## 4. USABILITY

Usability refers to the quality of a user's experience when interacting with products or systems, including websites, software, devices, or applications. Usability is about effectiveness, efficiency and the overall satisfaction of the user.

It is important to realize that usability is not a single, one-dimensional property of a product, system, or user interface. 'Usability' is a combination of factors including:

- **Intuitive design**: a nearly effortless understanding of the architecture and navigation of the site
- **Ease of learning**: how fast a user who has never seen the user interface before can accomplish basic tasks
- **Efficiency of use**: How fast an experienced user can accomplish tasks
- **Memorability**: after visiting the site, if a user can remember enough to use it effectively in future visits
- **Error frequency and severity**: how often users make errors while using the system, how serious the errors are, and how users recover from the errors
- **Subjective satisfaction**: If the user likes using the system

## 5. RESPONSIVENESS

Responsive web design allows a site's layout to change as the screen size being used to view that site changes. A wide screen display can receive a site design with multiple columns of content while a small screen can have that same content presented in a single column with text and links that are appropriately sized to be read and used on that smaller display.
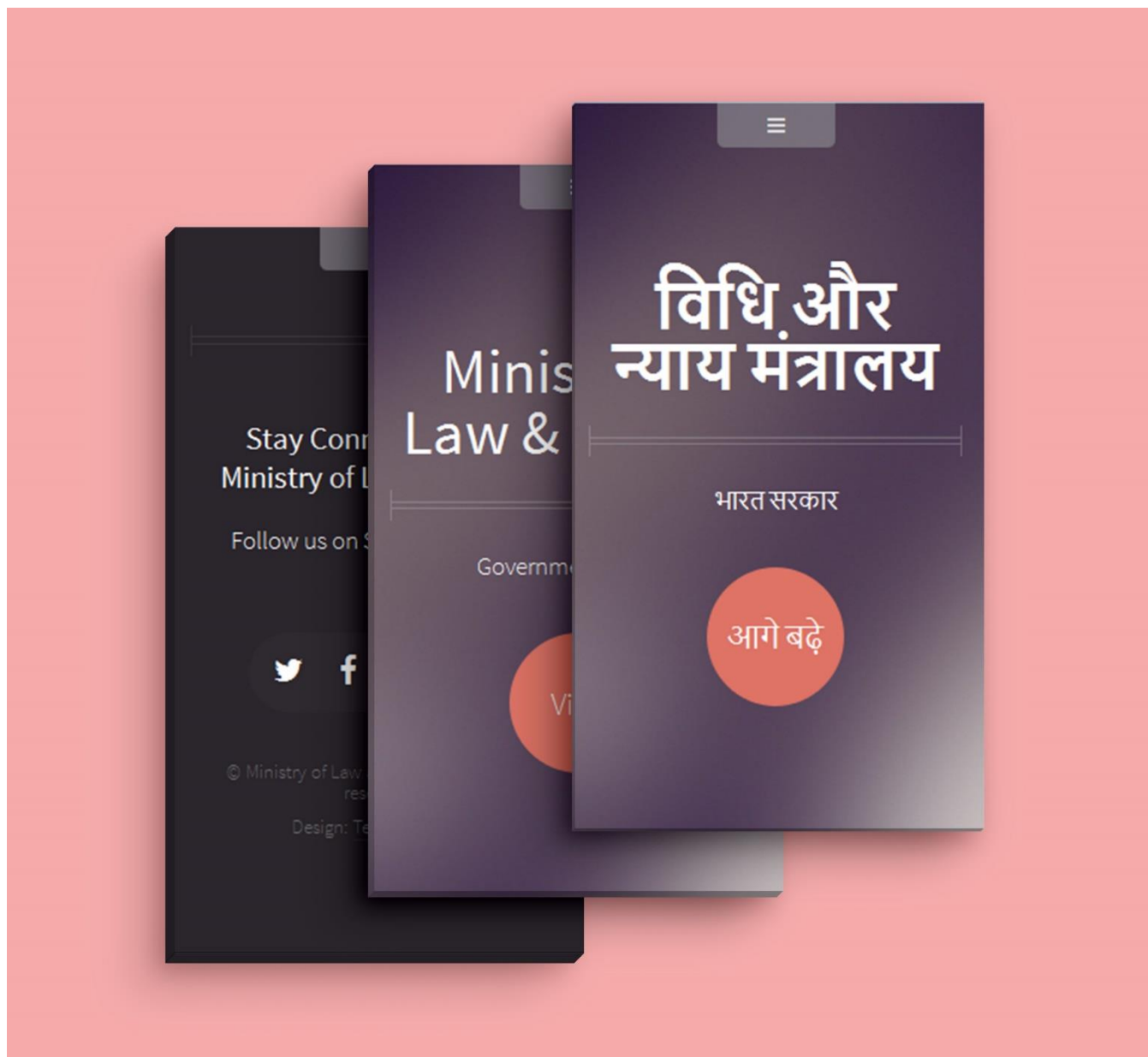


**Figure 5.1:** Responsive design concept for website

According to the report of <u>Internet and Mobile Association of India (IAMAI)</u>, it was estimated that India will have 213 million mobile Internet users by June 2015. Considering such high amount of Mobile Internet users in India it is a good practice to design the government websites responsively, detecting the resolution of the device, and ultimately giving access to majority of devices including smart phones, tablets, and All-In-One (AIO) PCs.

## 6. SEARCH ENGINE OPTIMIZATION

An *HTML TITLE* tag is put inside the head tag. The page title is what is displayed in the title bar of your browser window, and is also what is displayed when you bookmark a page or add it to your browser Favorites. The TITLE tag of the current website contains 'Untitled Document', which is not a good practice. Instead it should be 'Ministry of Law & Justice'.



**Figure 6.1: '**Untitled Document' in TITLE tage.

**Best Practices for Creating Titles**

Here are some best practices we should follow for creating titles on pages:

- Each page should have a unique title.
- If practical, try to include your Primary Keyword Phrase in every title of every page.
- Begin the title of your home page with your Primary Keyword Phrase, followed by your best Secondary Keyword Phrases.
- Use more specific variations to your Primary Keyword Phrase on your specific product, service, or content pages.
- If you must include your company name, put it at the end of the title.
- Use the best form, plural or singular, for your keywords based on what WordTracker says is searched on more often.
- Do not overdo it - do not repeat your keywords more than 2 to 3 times in the title.
- Make sure the <title> tag is the first element in the <head> section of your page - this makes it easier for Google to find the page.

There are two important meta tags:

- Meta description tags
- Meta keyword tags

**Meta Description Tag Tips**

Important tips for good Meta description tags:

- Use keywords in your meta description tag.
- Try not to repeat the words overly often, but try to use multiple syntaxes of your key words.
- There should not be more than 150 characters in a description metatag of a single web page.
- Use a different meta description tag for each page, as each page is different and stands a better chance of being found if you place a good title and description on it.

**Meta Keyword Tag Tips**

Please refer to the previous chapter for identifying good keywords. Use the following tips for preparing good meta keywords tags.

- Use synonyms.
- Use unique keywords.
- No need to repeat any given phrase.
- You can repeat a word any number of time, as long as each time it is part of a different phrase.

An expected set of meta tag is written as follows:

<meta name="description" content="Ministry of Law & Jutice (विधि और न्याय मंत्रालय) – The Ministry of Law and Justice is the dedicated ministry of the Government of India which deals with the management of the legal affairs, legislative activities and administration of justice in India through its three departments namely the legislative department and the department of legal affairs and department of justice respectively. " />

<meta name="keywords" content=", Ministry, Law, Justice, Legislative Department, Indian Constitution"/>

## 7. MISCELLANEOUS

- Information present on lawmin.nic.in is not up to date and complete which is not presented in the most adequate manner. Also contents on website must be informative but if we see present contents, they are confusing. Now there is a new notification of outcome budget on website if we click on that it gives "404 - File or directory not found", so it clearly shows that data is not up to date.

- There should be a help page which supplies information regarding frequently asked questions (FAQ) and tries to establish a feedback mechanism, improving the quality of service. All the pages should contain home buttons define labels that prevent user from feeling lost during his/her interaction. The fewer clicks should be needed to find the object required and to increase the user satisfaction. It will enhance the probability of producing loyal users.

- Lawmin.nic.in must facilitate searches by providing its own keyword search engines, which allow users to find the information required; a permanent site menu, which provides rapid access to the various sections of the site and prevent users from perceiving a lack of control while navigating through a site map.

- The site is very slow as the loaded dropdown lists still remain there in spite of moving the cursor out from the particular option.

- The dropdown lists only load when we take the cursor on the written area. Instead it should be available when we take the cursor in the complete menu item or box.

- The case status menu in the website contains no links as such so the complete website is blank in case status.

- A separate column related to RTI should be added so as to reduce transparency.

- The image on the following link is missing height and width attribute :-
  http://lawmin.nic.in/arrows.gif

- Leverage browser caching should be done on the links provided in the GTmetrix report. This reduces the time it takes to load the website for users who frequently visit this website as it will store some cache files on the users browser.

- The site has no feed. Blogs and news update depends on feed. Websites visibility improves when subscribers to your feed are alerted of content updates.

- Considering high amount of smart phone users in India, a mobile application can be developed to engage the citizen into the activities of Ministry of Law & Justice and to create awareness regarding the laws.

# 7. TRANSPARANCY

**Online PIL Filing System:**

The Supreme Court of India has developed a system 'e-FILING', through which Advocate-on Record and petitioners-in-person can file cases in the Supreme Court of India.  It allows the fee payment through credit card, and after the submission of the case, defects associated with the e-Filed case are emailed to the advocate/petitioner by the Supreme Court Registry.

Public-Interest Litigation is litigation for the protection of the public interest. According to a controversial study by social scientist Hans Dembowski, PIL has been successful in making official authorities accountable to NGOs, thus resulting in more transparent judiciary system. Advocates, lawyers and judicial activists believes that public interest litigation is the principal legal remedy. For a common man and it is main weapon of judicial activist.

Thus an e-PIL system can be developed that will allow user to file a PIL online. After receiving the PIL the system should reply with the fault and correction in the PIL, if any. After receiving the PIL in correct format, the hearing can start and default procedure of the hearing can continue.

**Procedure**

- Proceedings, in the public interest litigation commence and carry on in the same manner, as other cases.
- However, in between the proceedings if the judge feels he may appoint a commissioner, to inspect allegations like pollution being caused, trees being cut, sewer problems, etc.
- After filing of replies, by opposite party, and rejoinder by the petitioner, final hearing takes place, and the judge gives his final decision.

## CONCLUSION

The following report depicts improvements needed to ameliorate the current website of **Ministry of Law & Justice** (विधि और न्याय मंत्रालय).  Suggestion have been imposed in terms of user interface (UI), user experience (UX), visual design, usability, responsiveness, application development and transparency. Standard guidelines have also been proposed to be followed while developing a government website. It also proposes an idea of developing an online PIL system allowing citizens to file a PIL online, which will make official authorities accountable to NGOs and citizens of India.