GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 3029
TO BE ANSWERED ON: 12.08.2016

AUDITING OF GOVERNMENT WEBSITES

3029.   SHRI DEVENDER GOUD T:

Will the Minister of ELECTRONICS & INFORMATION TECHNOLOGY be pleased to state:-

(a) whether it is a fact that Standardization Testing and Quality Certification Directorate has carried out the audit of 957 Government websites and found that 920 websites failed the quality audit, if so, the reasons therefor; and

(b) the steps taken to ensure that all Government websites follow the prescribed quality parameters?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI P. P. CHAUDHARY)

(a):   A project titled `Strengthening Standardization Testing and Quality Certification Directorate (STQC) IT Centres for Website Quality Testing to support eGovernance Implementation in India` under the aegis of e-Gov Division of Ministry of Electronics and Information Technology (MeitY) was taken up by Standardization Testing and Quality Certification Directorate. Objective of the project was to `Build National Infrastructure for Quality Assurance of Indian Government Website by instituting a system for testing & certifying Guidelines for Indian Government Websites (GIGW) compliant Websites`.

Standardization Testing and Quality Certification Directorate's IT Centres have tested nearly 1000 Government websites suo moto under the project. The project lasted between June 2013 and Mar 2015. The list of websites and URLs were provided by National Informatics Centre (NIC) (e-Gov Division, MeitY) categorizing those into apex organizations, important ministries / departments, judiciary, attached offices, subordinate offices, other organizations and projects.

Test reports of these websites have been forwarded to almost all of respective Departments / Ministries for corrective measures. The recipient Ministry / Department now has to remove the deviations for obtaining certification. It has been observed that some of the recipients, who responded, have either removed the deviations or re-developed their websites.

Further, Standardization Testing and Quality Certification Directorate has been operating a Website Quality Certification scheme where certification is awarded based upon defined criteria. For certification, one of the major requirements is compliance with Guidelines for Indian Government Websites.   Guidelines for Indian Government Websites has 115 mandatory

requirements defined under nine headers namely Government of India identifiers, building confidence, scope of content, quality of content, design, development, website hosting, promotion and management. The website is tested and a test report is provided by Standardization Testing and Quality Certification Directorate's IT Centres. Other requirements include audit of back end processes by certification body. The scheme is voluntary in nature with commercial terms. The Ministries / Departments have to apply formally as per norms for certification of their websites.

As per the scheme requirements, the applicant Ministries/Departments have to ensure compliance with all 115 requirements of Guidelines for Indian Government Websites including security by closing the deviations reported. For closure of deviations, the applicant may take technical advice/assistance from Standardization Testing and Quality Certification Directorate. On compliance with scheme requirements, the certificate is issued. So far, 60 websites have been certified.

(b): During analysis of test reports it was observed that most of non-compliances are due to lack of knowledge on `Accessibility Requirements` for these websites. To address this problem, Standardization Testing and Quality Certification Directorate along with e-Gov Division and NIC have held one to one discussions with apex Departments/Ministries and conducted number of meetings with their web information managers/representatives. It is felt that as a result most of the recipients have now become more aware of their compliance status with respect to Guidelines for Indian Government Websites

Further, Standardization Testing and Quality Certification Directorate has started another project titled `Website Quality Evaluation to support e-Governance Implementation in India - Phase II` under the aegis of e-Gov Division, MeitY for one year from Dec 2015. The project envisages testing of another 1000 websites as per Guidelines for Indian Government Websites. The project is on-going at present.

MeitY along with NIC has also started the project of 'Development of Common Minimum Framework for Government websites' to increase the Guidelines for Indian Government Websites compliance with in Central Ministries / Departments, in February 2015 wherein 100 websites Central Ministries / Departments have been taken. Presently six are in advanced stage of Guidelines for Indian Government Websites compliance.

Also, Department of Persons with Disabilities (DEPwD), Ministry of Social Justice & Empowerment has also recently launched the Accessible India Campaign (Sugamya Bharat Abhiyan), as a nation-wide flagship campaign for achieving universal accessibility for Persons with Disabilities in built environment, Transport System and Information and Communication Technology (ICT) eco-system. One of the objective of Accessible India Campaign is to enhance the accessibility of Government websites with target of converting 3000 Government websites into fully accessible websites by March 2017.

MeitY along with Standardization Testing and Quality Certification Directorate and NIC has also conducted the around 34 workshops and meeting with various departments for Certification of Websites in accordance with the Department of Administrative Reforms and Public Grievances' (DAR&PG's) 'Guidelines for Indian Government websites (GIGW).

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