

Government of Rajasthan  
Department of Information Technology and Communication  
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Jaipur, Dated: 07.12.11

Principal Secretaries/ Secretaries/ HOD

Sub: Compliance of the guidelines for website and content management.

Sir/Madam,

In accordance with the State Government's aim of implementing e-Governance in the State, different Government departments/ PSUs have launched websites.

Although the Government of Rajasthan has issued guidelines for maintaining the standard and quality of official websites of all the departments, yet citizens and media still highlight shortcomings in their content and in the currency of the information contained in them, from time to time.

Therefore, I am reiterating below, some basic features that have to be ensured in the websites of the departments:

- a. Minimum content should be as per the guidelines issued for the websites of Rajasthan.
- b. Domain of the website as a sub-domain of rajasthan.gov.in
- c. RTI Information as per the Act.
- d. Contact Directory as per the format already sent.
- e. Details of all the field offices of the Department concerned.

- f. Individual beneficiary schemes of Department concerned should be displayed prominently.
- g. A link <http://sugamrpg.raj.nic.in/> should be given to the website of Sugam for redressal of public grievances.
- h. Prominent display of the services of the Department covered under the Rajasthan Guaranteed Delivery of Public Services Act, 2011.
- i. Updated Citizen's Charter.
- j. Creation of a Responsibility Matrix:

An effective mechanism should be in place to ensure that the websites of the Government departments/PSUs are content rich, presentable and updated regularly. Non-updation of the websites is an issue of serious concern. Since the Nodal Officers (IT) are not able to address the issue of updation a responsibility matrix should be created on the lines developed for the DoIT&C website ([http://www.doitc.rajasthan.gov.in/PDF\\_Files/responsibility%20matrix.pdf](http://www.doitc.rajasthan.gov.in/PDF_Files/responsibility%20matrix.pdf)) so that the responsibility for each page of a website is shared by the officers concerned.

With the increased proliferation of the Internet and the widespread use of web technologies, the expectations of the citizens have increased tremendously. Websites are an important means of providing information and services to citizens. You are requested to make your Department's website content informative. It should also be regularly updated.



(S.Ahmed)  
Chief Secretary