



Guidelines for Websites Of Government of Rajasthan

July 2010

Adopted By,

Department of Information
Technology & Communications,
Government of Rajasthan,
Ist Floor, Yojana Bhawan,
Tilak Marg, C-Scheme,
Jaipur.

Based on Contents Developed by,

National Informatics Center,
Department of Information
Technology
Ministry of Communications and
Information Technology,
Government of India.
<http://web.guidelines.gov.in/>

REFERRAL GUIDELINES FOR WEBSITES OF RAJASTHAN GOVERNMENT

INTRODUCTION

As the Internet is gradually transforming the social and economic fabric of our communities, Government of Rajasthan is committed to deploy IT as an effective tool for catalyzing accelerated economic growth, efficient governance and human resource development. Web Sites and Portals have emerged as the logical front end for government initiatives to deliver a wide variety of information and services to its citizens. Wherever citizen interface is involved, Web enabled applications will be developed.

Since the website of a department is its reflection to the outside world, it ought to be seen as an integral part of the Department, rather than an external entity. Hence all facets of the department and its activities should be appropriately reflected on the website. All public domain information like official gazette notifications, acts, rules, regulations, circulars, policies and programmed documents would be digitized and made available for electronic access on Web.

A clear, strategic vision of what the department aims to achieve through its website has to be generated. Organizations should clearly categorize the information generated within the organization as Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G) and Government to Employee (G2E) and should accordingly define policies to guide what information to publish , where to publish and when to publish.

The entire effort of developing and hosting websites of different Departments, Boards & Corporations needs to streamlined and integrated. To achieve this, it is important to have common guidelines and policy for the Website Development, Hosting and Maintenance for various State Government Departments, Boards and Corporations.

APPLICABILITY

All the websites of the Departments, Boards and Corporations of the Government of Rajasthan and their subordinate and attached offices have to ensure compliance of guidelines issued by Govt. of India and available at <http://web.guidelines.gov.in>. A referral guideline has been compiled by DoIT&C, Govt. of Rajasthan to help in the conceptualization of websites of government departments.

HOSTING OF WEBSITE

1. Domain Name

Definition — Domain names are the case sensitive alphabetic names used to refer to computers on internet and contain a suffix such as .com, .org, .gov, or .edu. The suffix indicates what type of organization is hosting the site.

The URL or the web address of any Government website is also a strong indicator of its authenticity and status as being official.

As per the international naming conventions, each country has reserved certain domain(s) for government websites (e.g. USA has '.gov.us', Singapore has '.gov.sg' and India has '.nic.in' & '.gov.in) and such domains are not freely available for registration by anyone as they are allocated to a government department only after due verification. Thus, the presence of such an address further adds to the credibility of the government website.

Hence, in compliance to the Governments domain name policy, all Rajasthan Government websites must use 'gov.in' or 'nic.in' domain exclusively allotted and restricted to Government websites. The above naming policy applies to all Government websites irrespective of where they are hosted. [**In website domain name .com & .org etc should be discontinued.**](#)

[**All the websites of Government of Rajasthan should be under the sub domain of rajasthan.gov.in.**](#)

Those Departments and Government entities that are using and have been publicizing a domain name other than the above should take appropriate early action to register official government domain names and use the existing ones as 'alias' for a period of six months. An intermediary page with a clear message notifying the visitors about the change in the URL and then auto redirecting them to the new URL after a time gap of 10 seconds should be used.

2. Site of Hosting

All Government Departments websites should be hosted at State Data Center, Yojana Bhawan, Jaipur (Raj.). To host the Website at the State Data Center letter may be sent by Head of Department to DOIT&C along with duly filled form "Requisition for Application/Website/Domain Hosting" at Annexure-I.

3. Ownership Control

The ownership remains with the department/organization/person having the Administrative and Signatory rights i.e. the host Department. However, the Technical Contract with regards to problems in Web server on which the site is hosted remains with the agency maintaining the Web Server.

4. Content Responsibility

The web content is entirely different from that of the print and audiovisual media and needs special care for drafting. The web content can serve multiple purposes and can be both brief as well as detailed. Three levels for content structure have been defined in content section of this document.

The responsibility of contents published on website lies with the owner department.

5. Security Audit

Auditing is the formal examination and review of actions taken by system users. Audits may be conducted to ensure confidentiality, integrity and availability, by reviewing and maintaining audit logs. Security audits are extremely important for any enterprise network, as audit logs may provide an indication that a security breach has occurred.

Application developers should however be sensitive about security aspects, as a lot of security threats arise due to vulnerability of application software code. These application driven attacks sometimes turn out to be quite fatal. Best practices to follow while developing web applications using various technologies are available on CERT-IN website (<http://www.cert-in.org.in>). CERT-IN has empanelled a number of agencies to conduct the security audit of Websites/ Applications.

Each Website / application must undergo a security audit from empanelled agencies with CERT-IN and clear the same, prior to hosting at the State Data centre.

KEY FEATURES IN BUILDING A DEPARTMENT WEBSITE

Reliability & Authenticity

A Government/Department website is an official source of Government/departmental information. Hence it is very critical that whatever is hosted on the site is authentic and duly verified by concerned authorities, before publishing.

User Friendly

The Government/Department website must be a user friendly place on the Internet available to citizens for improved access & dissemination of government information and services.

Information is available with minimal no. of clicks and the location of the user at any given point while navigating through the site is visually displayed to him

Accountable

All citizen interactions in the form of queries/suggestions/grievances etc. must be attended to timely & carefully. In fact, the government/department website must be used as an effective tool for prompt response.

Updated Information

It is extremely important to keep the contents updated time to time.. The visitors expect to get the latest and up to date information about the activities, schemes, programs etc. even before it is released in press or elsewhere. Hence, whenever any new activity takes place in a department, the news/information must get reflected on the website at least simultaneously, if not earlier than it appears in the Press/Media.

DEVELOPMENT OF WEBSITE

1. Layout

- Government Department Identifier :**

The website should prominently display the National Emblem / logo of Govt. of Rajasthan / logo of the Department if any and the name of the Department/ Organization. It should clearly be indicated on the homepage that it a site pertaining to Government of Rajasthan.

- Fast Download :**

The homepage of the website should be downloaded in less time. Though images add life to a website, they also increase downloading time. Images should only be used when it adds value to the content.

- Font :**

Font properties should be such that the text must be readable both in electronic and print format. Dynamic fonts should be used so that user need not download for read only facility.

- Menus and Structure of Website :**

A consistent page layout must be maintained throughout the site. This means that the placement of Menu, sub menu and buttons should be uniform across the website.

- **Color Scheme :**

Use of color should depend on the type of target audience as colors should be live and attractive. There must be adequate contrast between text and background.

- **Images :**

Images should be created in an appropriate format to minimize load time and maximize the display quality. There are three formats for displaying images in web browser – GIF, JPEG and PNG. Scaling of images should be avoided as they tend to distort.

- **Creative Effects :**

Government websites must provide equivalent information about audio/video clips. For any moving, blinking or scrolling information that start automatically and is presented in parallel with other content, there MUST be a mechanism for the user to pause, stop, or hide it.

2. Contents

Content Structure:

Content may be organized meaningfully with appropriate metatag/labeling scheme, interfacing with an appropriate uniform electronic record management system adopted in the organization with features such as version control, information on ownership, storage location, file number, keywords, context description etc.

- **Primary Contents :**

Bilingual Support: The content should be available both in English and Hindi as far as possible keeping in view that a large number of people are Hindi speaking.
The fonts used should be in Unicode.

About Us – General information about the organization, its brief history, area of operation, few general photographs of the organization, its addresses and location etc.

Organization Structure – If any organization/Dept., which does not have a highly confidential structure, it can put its organization structure with the names

and designations of all its officers and their responsibilities in a hierarchical manner.

Main objectives and responsibilities – Under this topic the objective of the organization, working of the organization, their activities in detail, Experience in the field, major achievements and the services that an organization provides can be put.

Major Achievements – The notable achievements of the department, innovative ideas/projects implemented should be put on the website.

Basic Statistics – Basic statistics of the organization, showing its previous years records can be put in a tabular or graphical form.

Rules & Regulations/Acts/ Policies – The organization's rules, acts and its policies, which it wants to make public, can be published.

Forms, Terms and Conditions, Procedures etc. – All the procedures to follow in order to get some work done through the department and related documents, the forms which people need to fill in order to interact with the department/ organization can be put on the web. This makes it convenient for the public to download all the forms and procedures/ Terms and conditions sitting at home and avoiding visits to the office. This information should be put in a read only format so that the users can not edit the documents after downloading.

Plan, Schemes, Programs and projects – The Websites will contain Information related to the plans/ Annual Plans and Budget of the Department or Organization, with details of Schemes, Programs, Projects, Externally aided projects, Central Schemes, Centrally Sponsored Schemes etc.

Tenders – The organization/department can release all its tender notices on the Internet using its own website. These notices should also be put in read only format to avoid misuse.

Right to information Act – Departmental Information required to be published as per the Right to Information Act, 2007.

Other features – Any other features which the Departments may deem fit and which are specific to the Department concerned.

News – Latest news/Circulars or press clippings released by the organization can be put under this topic. This part has to be updated on a regular basis to keep the latest information on the web.

What's New – The latest happenings in the organization can be put on a regular basis. This can involve announcement of a new scheme or a plan etc.

Contact us – Any contact address of the organization including its postal address,

Email address and telephone numbers can be given. Or alternatively an organization can put a predefined form on the web which people who browse the site would fill and the information filled there will automatically come to a predefined E-mail address which can be replied back. This makes a good interface between the public and the department/Organization.

Visitor Count – Facility for measuring the number of hits to the site must be provided, and a monthly report on the number of hits to the site may be provided to the concerned CIO on a monthly basis.

Content Management System – All websites should use some or other form of content management system. CMS simplifies the publication of web content to web sites allowing content creators to update, modify the contents without requiring technical knowledge/skill. Staff responsible for generation of content can themselves update using this system.

Basic Statistics Interface – The website will need to have features that can provide basic statistics of use or to report on errors, set access/ privileges and help in maintenance and management of the website.

FAQ and Help – Department will also consider putting up relevant information under an active link titled " Frequently Asked Questions (FAQ)" providing details in significant areas of focus.

Feedback/Grievances – Website should be interactive and should enable the visitors to give their feedback. A defined mechanism for redressal of grievance and monitoring of feedback should be developed.

Archives – The Website will display original contents and their amended version with date of amendment. It will also be necessary conceptualize the manner in which further revision in the software to enable insertion of new features, physical deletion of unwanted links, recognizing layout, cross referencing content for navigation or other such design aspects and procedures associated with such revision may be carried out easily.

Security Features – The website must be built with all security features incorporated. The website must be built with proper authentication/ authorization scheme for accessing secured content/ applications.

Advanced security analysis and mechanisms such as port scans, Trojan sweeps, vulnerability profiles, firewall setups, network sniffers, software and application faults, e-mail vulnerability, database and human interface weaknesses etc. are incorporated in the standard operating procedures.

- **Secondary Contents**

Constitutional, Legal and Administrative framework – Acts, Rules, Gazette Notifications, Statutory Orders, Important Judicial pronouncements, Notifications, Handbooks, Guidelines, Instructions, and Compendium of

Circulars etc will be displayed. Where possible the actual document will also be displayed.

Details of Plan, Schemes, Programs and projects -- Details of envisaged outcomes, resource allocations, modalities, delivery mechanisms, performance monitoring, ongoing program evaluation/ assessments, Audit reports, Midterm interventions, critical evaluation success factors, involvement of stakeholders, invitation for feedbacks/ suggestions etc will also be taken into consideration to provide information through the website.

Publications and Reports – CAG Reports, Annual Reports, White papers, Plan reviews, Statistical reports will also be placed.

Assembly and Departments -- All Vidhan Sabha questions with their answers, queries/responses and reports of standing committees, etc may be placed on the website.

- **Tertiary Contents**

Collaborative features for asynchronous information exchange, knowledge sharing/Chat Facility – The Department should examine the feasibility of providing features that enable users from other government Departments, States, Undertaking and Non Govt. Organizations to exchange information and experiences in an asynchronous manner. Chat facility for interaction with concerned Officers on fixed timing can also be implemented.

Content Management features for updating of information -- The frequently changing content would be updated dynamically using the content management feature.

Creation of forms connected to a database -- Data from sub offices/field offices may be captured online into a database and further reports can be generated from the captured data.

Search Engine – Website may have Search Engine to enable the users to locate and to access information/contents of the websites and of the database connecting to the website.

POLICIES

Content Copyright

Copyright is a form of protection provided under law to the owners of "original works of authorship" in any form or media. It is implied that the original

information put up on the website by a Government Department is by default a copyright of the owner Department and may be copied, reproduced, republished, uploaded, posted, transmitted, or distributed only if the copyright policy of the concerned Department allows so.

Hence, the information, material and documents made available on a State Government website MUST be backed up with proper copyright policy explaining the terms and condition of their usage and reference by others.

The Department should also be sensitive towards publishing any information having a third party copyright. The Government Department MUST follows proper procedures to obtain the permission, prior to publishing such information on their website.

Content Hyper Linking

The hyper linking policy enumerating the detailed criteria and guideline with respect to hyperlinks with other sites may be made available under the common heading of 'Hyper linking Policy' and displayed at a common point on the Homepage of all sites under the ownership.

To create a visual distinction for links that lead offsite, Cascading Style Sheets (CSS) controls or XSL or some such similar mechanism should be used.

It MUST be ensured that 'broken links' or those leading to 'Page not Found' errors are checked on a regular basis and are rectified or removed from the site immediately upon discovery.

Disclaimers

Clearly defined Terms & Conditions including well-worded disclaimers regarding the usage of websites MUST be present on every State Government website.

Terms & Conditions shall address the following aspects:

- Ownership Details
- Usage Policy of Content
- Legal Aspects
- Responsibility towards hyperlinked Sites

In case the website involves any e-payment feature where electronic transaction are involved, appropriate disclaimers, worded in consultation with the involved agencies (bank, payment gateway service provider etc.) and the legal cell of the Department should be placed on the site.

ADMINISTRATION / MAINTENANCE / UPDATION

- i) Organization will appoint a Nodal Officer for each website who will be responsible for overall supervision to ensure that authentic and updated information is available on the website.
- ii) Nodal Officer will be responsible for timely updating of the website after approval by the Department . Timely deletion of irrelevant and undesired information will also have to be ensured by him/her.
- iii) Nodal Officers deputed in the departments should compulsorily monitor, review and update the website periodically at least once a fortnight i.e. 1st and 16th of every month with the date of updating being displayed on the website each time the work is done. Subsequently a certificate should also be issued by the Nodal Officer by the 5th of every month to Information Technology & Communication Department stating that the information on the web site has been updated to reflect the position as on the 1st of that month.
- iv) Content Administrator/Nodal Officer will visit the website at least twice a week. Any feedback or email received through the website would be treated as an official receipt and action taken as required.
- v) Where the Department has the required technical competency, Head of Department may authorize a suitable person for modification and uploading of content on the website after due approval.

Annexure - I**WEBSITE HOSTING REQUISITION FORM**

**For Hosting Website / Portal / Applications at
State Data Centre**

Department of Information Technology and Communication

Government of Rajasthan

Form No. (To be filled by DoIT&C)		Date of submission		
1.	Organization Details			
1.1	Name of Department/Organization			
1.2	Name of Nodal Officer			
1.3	Designation			
1.4	Phone No. (Office)			
1.5	Phone No. (Mobile)			
1.6	e-Mail Address			
1.7	Postal Address			
2	Application Details			
2.1	Sub Domain proposed by Department			
2.2	Required Domain Name other than rajasthan.gov.in			
2.3	Application Type (Pl. Tick your response)	External Open to public (.....) Or Internal Network (Only for SecLAN) (.....)		
2.4	Type of the application	Website []	Portal []	Application []

2.5	Nature of the application	G2G [<input type="checkbox"/>]	G2B [<input type="checkbox"/>]	G2C [<input type="checkbox"/>]
2.6	Administrative approval obtained for Hosting the site at SDC	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	
2.7	User Acceptance Test (UAT) approved by Department	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	
2.8	Hardware Type (Pl. Tick your response)	Dedicated (provided by dept) (.....)	Or	Shared (.....)
3	Application Developed by			
3.1	Name of the Company / Agency			
3.2	Name of Contact Person			
3.3	Address of Contact Person			
		Pincode :		
3.4	Phone No. (Office)			
3.5	Phone No. (Mobile)			
3.6	e-Mail Address			
4	Application being Maintained by			
4.1	Whether Website/Application is Under Maintenance	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	Expiry:
4.2	Name of the Company / Agency maintaining the Web Site/Application			
4.3	Name of Contact Person			
4.4	Address of Contact Person			
4.5	Phone No. (Office)			
4.6	Phone No. (Mobile)			
4.7	e-Mail Address			

4.8	Contract Copy(ies) attached	Yes[<input type="checkbox"/>]	No[<input type="checkbox"/>]
5	Facility Management being provided by (In case of Dedicated Hardware)		
		FMS (Facility Management Services)	AMC (Annual Maintenance Contract)
5.1	Hardware Under FMS/AMC	Yes[<input type="checkbox"/>]	No[<input type="checkbox"/>]
5.2	Name of the Company / Agency		
5.3	Name of Contact Person		
5.4	Address of Contact Person		
5.5	Phone No. (Office)		
5.6	Phone No. (Mobile)		
5.7	e-Mail Address		
5.8	Contract Expiry Date		
5.9	Contract Copies attached	Yes[<input type="checkbox"/>]	No[<input type="checkbox"/>]
6	Hardware Specifications (In case of dedicated h/w provided)		
6.1	Name Make/ Brand		
6.2	Model Type		
6.3	Hardware Description	CPU : <input type="text"/>	RAM: <input type="text"/>
		HBA card: Yes[<input type="checkbox"/>]	No[<input type="checkbox"/>]
		Fiber Cable: <input type="text"/>	
6.4	Power Consumption Details (Amp /watt)		
6.5	Rack Provided	Yes[<input type="checkbox"/>]	No[<input type="checkbox"/>]
6.6	Copy of Insurance	Yes[<input type="checkbox"/>]	No[<input type="checkbox"/>]
6.7	Anitivirus Type with Expiry	Name: <input type="text"/>	Expiry Date: <input type="text"/>
6.8	PO attached	Yes[<input type="checkbox"/>]	No[<input type="checkbox"/>]
6.8	Any Special Hosting Environment required		
7	Application Hosting Environment required by Department		
7.1	Minimum Hardware requirements (In case of shared Infrastructure)		

7.1.1	Web Server Configuration	1. Processor : 2. RAM : 3. Storage Space :
7.1.2	Application Server Configuration	1. Processor : 2. RAM : 3. Storage Space :
7.1.3	Data Base Server Configuration	1. Processor : 2. RAM : 3. Storage Space :
7.1.4	Any Other Server Required- Also Specify the Usage	
7.2	Software requirements for hosting	
7.2.1	Operating System of Web Server with Version i.e. RHEL, Windows 2003 etc.	
7.2.2	Operating System of Application Server with Version i.e. RHEL, Windows 2003 etc.	
7.2.3	Operating System of Data Base Server with Version i.e. RHEL, Windows 2003 etc.	
7.2.4	Operating System of Any Other Server with Version i.e. RHEL, Windows 2003 etc.	
7.3	Other Software requirements for hosting	
7.3.1	Web Server Software with Version i.e. Apache, IIS etc.	
7.3.2	Application Server with	

	version i.e. Tomcat, JBOSS etc.			
7.3.3	Data Base Server required with version i.e. Oracle 10g, SQL-2005 etc.			
7.4	Integration with Other Software systems required			
7.4.1	Specify details of the Software i.e. DMS / GIS /SMS gateway etc.			
8	e-Mail Account required on mail.rajasthan.gov.in mail server (for admin) Remarks			
8.1	Web Based Mail Access required	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	
8.2	IMAP/PoP3 service required	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	
8.3	SMTP service required			
8.4	Number of e-Mail Address required on State Mail Server.			Specify list of e-mail addresses to be created i.e. xyz@rajasthan.gov.in
8.5	Per User Mail Box quota required in Mb (Default 50MB)			
9	FTP Access required in demilitarized zone			
9.1	FTP access required over Internet	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	If yes Provide real IP
9.2	Proposed FTP User Name demanded by the department			
10	Other Requirements			
10.1	SSL Certificate (VeriSign) Required	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	
10.2	Digital Signatures Required	Yes [<input type="checkbox"/>]	No [<input type="checkbox"/>]	
10.3	Details of Server Port no. to be used			

11 Safe to Host Certificate Details	
11.1	Name of Certifying Agency
11.2	Certificate issue date
11.3	Certificate Enclosed Y/N
11.4	Expiry of Certificate

Note:

1. Any kind of hardware at SDC will be provided on a shared basis if not dedicated.

ANNEXURE – II

Checklist of a Website

1. About department
2. Department Logo
3. Organogram
4. Functions / Objectives
5. Achievements
6. Nodal Officer with contact details
7. Last Updation Date
8. Photos and Names of Department Officers
9. Related department Principal Secretary / Secretary / Director contact details
10. Color theme of the Website (should not be too dark)
11. Important links to the related Websites
12. Proper linking of pages within and outside the Website
13. News, Events and Schemes
14. Documents / Forms / Tenders downloads
15. Photo Gallery
16. Vacancy
17. Feedback
18. FAQ's
19. RTI Act
20. Departmental Acts and Regulations

ANNEXURE – III

Minimum Required Content

The website of a Government Department / Organization must include at least the following information and facilities on their websites:

- Complete Identity of the Department
- Aims, Objectives & Responsibilities
- Plans, Schemes, Programmes, Projects of the Department
- Organization Structure including Agencies, Directorates etc.
- Generic Postal Address, Fax, Phone Number & E-mail of the Department
- Names and Telephone Numbers or E-mail Addresses of contacts for further information on specific policies or services
- Services offered by the Department
- Application Forms dealt by the Department and guidance for their completion
- Documents published by the Department
- Submit a query/grievance
- Legislation for which the department has the lead, or a link to a site which contains it
- Press notices
- Links to customized view of Directory of related Departments.
- Search
- Feedback
- Sitemap

ANNEXURE – IV

Steps for developing a Website

1. Finalize contents: Department/ Organization should compile their own list of contents/ sub contents which they feel should be in public domain or needed by their intended audience.
2. Choose an agency to develop a Website: The Department can get the website developed in house if technical expertise/skills are available in the department. The website can be developed by a commercial agency with the experience of the task as per rules or get the website developed by RajCOMP.
3. Finalize the design/Layout: The color/layout may be chosen analogous to the department and intended audience. A consistent page layout must be maintained throughout the site. This means that the placement of Menu, sub menu and buttons should be uniform across the website.
4. Selecting the URL of the website: The Domain name has a lot of significance and therefore should be chosen to easily address the department like krishi.rajasthan.gov.in or agriculture.rajasthan.gov.in for Agriculture Department etc.
5. Appoint a Nodal Officer: Organization should appoint a Nodal Officer who would be responsible for overall supervision to ensure that authentic and updated information is available on the website after approval by the Department . Timely deletion of irrelevant and undesired information will also have to be ensured by him/her.
6. Safe to host certification: Each Website / application must undergo a security audit from empanelled agencies with CERT-IN and clear the same, prior to hosting at the State Data centre.
7. Maintenance contract for Content Management: To ensure regular Updation and modification, the maintenance contract should be made with an agency as per the rules.
8. Fill the form of requisite for hosting Website : To host the site after the approval of the Department at the State Data Center , a letter may be sent by Head of Department to DOIT&C along with duly filled form “Requisition for Application/Website/Domain Hosting” at Annexure-I.
9. Regular Updation: Nodal Officer should ensure that the updated information is available on the website.
10. Renewal of Contract: In order to ensure smooth running of the website, measures should be taken for timely renewal of the contract.