

**Document number:**

Issue number: 01

Issue date : 24/01/2018

Revision number:

Revision date :

# Right2Vote

## Website Quality Manual

<https://right2vote.in>

Right2Vote InfoTech Pvt. Ltd.  
B-3002, Avalon, Hiranandani Gardens,  
Powai,  
Mumbai – 400076

*January 2018*

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## **A . Background information:**

### **1. Scope of the website quality manual**

This Website Quality manual is the compilation of policies, processes and procedures being followed in the company for developing & maintaining a well engineered website for our clients. It aims to address site wide issues and improve the productivity of managed web operations in terms of –

- a) Locating relevant information
- b) Facilitating ease of use
- c) Reducing legal liabilities
- d) Providing for efficient development and maintenance considerations

Right2Vote Infotech Pvt. Ltd. has requisite capabilities to design, develop, test and maintain the static, dynamic or informative/interactive/transactional website at URL <https://right2vote.in>. It is hosted at the cloud computing services by Amazon – AWS.

**It is envisaged to meet the requirements of ISO/IEC 23026 and national requirements (NIC guidelines) including W@C/WAI eAccessibility guidelines for level A.**

### **2. About the Ministry/Department/Organisation/Cells**

Right2Vote Infotech Private Limited is a privately held company which was incorporated on 24th September 2015. Incorporation number is U72200MH2015PTC268681. 100% equity of the company is held between Neeraj Gutgutia and Neha Gutgutia.

The company is also a Department of Industries Policy and Promotion (DIPP) recognized startup and certificate number is DIPP2521.

The company is in the business of providing online and mobile based voting technology to its customers to manage elections in online environment. The company's clients include listed corporates, professional bodies, reality shows, news channels, election commissions, governments, colleges, clubs, cooperatives etc. The company helps these organization to manage their election in online environment which makes it easier for its voters to vote from anywhere. The voters can vote from their mobile or laptops and do not have to visit a booth or stand in a queue to vote. The clients also do not have to set up booths across the Country to manage the election. This not only increases voting percentage but also leads to substantial saving in cost, time and human effort.

### **3. Website Address ,Data Centre & Hosting organisation**

The website address is – <https://right2vote.in>

All the servers, i.e. web, application and database are hosted on AWS – Amazon Web Services.

#### 4. Purpose of the website

The website is the interface through which the users of the company services can create poll and voters can vote on a poll. On the website an election manager or a poll creator can log in with the help of his unique mobile number and One Time Password delivered on his mail and create a poll. Voters invited in the poll can use the website to vote on the poll by selecting the option of their choice.

The website also provides standard company information as present in all company website like about the company, objectives, list of services, features, privacy policy, terms of use, contact us etc.

#### 5. Objectives of the website

The objective of the website is to serve as a technology solution for holding internet based voting. The website aims to provide election managers across sectors and verticals to create their own poll and invite voters to vote on these polls.

The website also aims to act as a convenient medium for voters to access an election and exercise his or her right to vote. The website aims to allow only authenticated voters to vote and ensure there is no false voting or duplicate voting.

The objective of the website is to become the first choice for online voting for customers including listed corporates, professional bodies, reality shows, new channels, election commissions, government, colleges, clubs, cooperatives, housing societies etc.

#### 6. Responsibility & Authority

Activity	Conducted at (Division)	Conducted by (Responsibility)
Design	Mumbai HO	Tech Deptt.
Development	Mumbai HO	Tech Deptt.
Contents	Mumbai HO	Tech Deptt.
Testing	Mumbai HO	Tech Deptt.
Monitoring	Mumbai HO	Tech Deptt.
Hosting	Mumbai HO	Tech Deptt.
Promotion	Mumbai HO	Tech Deptt.
Website Management	Mumbai HO	Tech Deptt.
Security	Mumbai HO	Tech Deptt.

## 7. List of Platform (H/W, S/W) & Web Technologies used

The company uses the following range of technologies to offer solutions to our clients –

Example:

Sl. no.	Technologies / Platforms used	Remarks
1	Open source	Ubuntu, WordPress, PHP, HTML, CSS, jQuery
2	IBM Websphere	
3	Microsoft IIS/Apache	Apache
4	SAP Netweaver	
5	Oracle/other DB	My SQL
6	BEA weblogic	

## 8. Use of Contractors / Sub Contractors

At present, no processes in the above mentioned list are contracted or sub-contracted.

### B. Policies (relevant clause of Guidelines to Indian Govt websites):

#### 1. Copyright policy (clause 3.1.1)

All copyrights are reserved with Right2Vote InfoTech Pvt. Ltd. Material featured on this site may be reproduced free of charge in any format or media without requiring specific permission. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. Where the material is being published or issued to others, the source must be prominently acknowledged. However, the permission to reproduce this material does not extend to any material on this site, which is identified as being the copyright of a third party. Authorization to reproduce such material must be obtained from the copyright holders concerned.

#### 2. Hyper linking policy (clause 3.2.1)

“We do not object to you linking directly to the information that is hosted on our site and no prior permission is required for the same. However, we would like you to inform us about any links provided to our site so that you can be informed of any changes or updations therein. Also, we do not permit our pages to be loaded into frames on your site. Our Department’s pages MUST load into a newly opened browser window of the user”.

or

“Prior permission is required before hyperlinks are directed from any website to this site. Permission for the same, stating the nature of the content on the pages from where the link has to be given and the exact language of the Hyperlink should be obtained by sending a request at (Email address of the Department)”.

or

“This link shall take you to a page outside the (\_\_Login Page\_\_) website. For any query regarding the contents of the linked page, please contact the webmaster of the concerned website.

*(Write topic wise details about your organisation and website)*

#### 3. Privacy policy (clause 3.4.2)

##### 1) Personal Information

The login ID of the user is his mobile number. Hence, every user needs to provide this information. We also ask the user to enter other personal details such as Date of Birth, Gender, e-mail address, etc. only if he creates a poll in our website/mobile app. For other users, these details are not mandatory and they might provide the details only if they wish to.

This information is NOT shared with any other website/agency and is used only by Right2Vote Infotech Pvt. Ltd. to provide better facilities to the user. Our website never collects information or creates individual profiles for commercial marketing.

We do collect some technical information when you visit to make your visit seamless. The section below explains how we handle and collect technical information when you visit our website.

## 2) Technical Information

### Information collected and stored automatically

When you browse, read pages, or download information on this website, we automatically gather and store certain technical information about your visit. This information never identifies who you are. The information we collect and store about your visit is listed below:

- The Internet domain of your service provider (e.g. mtnl.net.in) and IP address (an IP address is a number that is automatically assigned to your computer whenever you're surfing the web) from which you access our website.
- The type of browser (such as Firefox, Netscape, or Internet Explorer) and operating system (Windows, Unix) used to access our site
- The date and time you accessed our site
- The pages/URLs you have visited and
- If you reached this website from another website, the address of that

referring website

This information is only used to help us make the site more useful for you. With this data, we learn about the number of visitors to our site and the types of technology our visitors use. We never track or record information about individuals and their visits.

***I don't think we are using this..check with Devendra. We should add this in future for analytics.***

### Cookies

When you visit some websites, they may download small pieces of software on your computer/browsing device known as cookies. Some cookies collect personal information to recognize your computer in the future. We only use non-persistent cookies or "per-session cookies".

Per-session cookies serve technical purposes, like providing seamless navigation through this website. These cookies do not collect personal information on users and they are deleted as soon as you leave our website.

The cookies do not permanently record data and they are not stored on your computer's hard drive. The cookies are stored in memory and are only available during an active browser session. Again, once you close your browser, the cookie disappears.

## 3) Site Security

For site security purposes and to ensure that this service remains available to all users, we have deployed commercial software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. We have also used token authentication to protect the APIs from unauthorized usage.

Except for authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular deletion.

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Indian IT Act (2000).

#### **4.0 Content ownership, moderation & approval policy (COMAP) (clause 5.2.1)**

Right2Vote is a polling website. Most of the content is dynamic, i.e. it keeps getting updated as and when the users create/answer polls.

There are few static pages with content about the website in terms of features, terms & conditions, contact information, etc. The information is fairly static and is not changed often. This content is prepared and authorized by the CEO?? and subsequently updated by the technical department.

The Departments **MUST** have a Content Contribution, Moderation and Approval Policy (CMAP) stating the responsibility, authorisation and workflow details with regard to content publishing on the site.

#### **4. Content review policy (CRP) (clause 5.2.3)**

The content on the website is primarily dynamic. It is basically the content provided by the users of the website. Hence, a review policy is not required.

#### **5.0 Content Archival Policy**

When the content on the static pages are updated, the older content is removed, i.e., there is no archival of the older information.

For the dynamic content the plan is to archive data older than 6 months. Since the website has gone live recently, and the data is not much the archival process is not live.

For time sensitive content which expires after a certain date (e.g. tender **5.2.6** notifications, announcements for conference registrations, contest entries etc.), a policy on whether the content should be archived for future reference or removed altogether from the website should be decided by the concerned Department after careful consideration of their nature of content. However, 'expired' content **MUST** not be presented or flashed on the website. The Departments **MUST** have a clearly laid out Content Archival Policy (CAP) clarifying the rules set in this regard.



## 7. Security policy (clause 8.3.1)

### A. Website Security Policy of Right2Vote Infotech Pvt. Ltd.

Right2Vote Infotech Pvt. Ltd. has a responsibility to protect from disclosure to unauthorized parties the personally identifiable information (name, address, date of birth, social security number, etc.) of its website users. Therefore, XYZ has adopted and implemented a website security policy to protect account information of its website users.

#### Notice and Disclosures

Right2Vote Infotech Pvt. Ltd. will not sell, trade, nor disclose the personally identifiable information of its website users to any unauthorized third parties.

#### Data Quality and Access

Right2Vote Infotech Pvt. Ltd., takes all the necessary steps to ensure that the data on the website is not tampered with. As it is a polling website most of the information is dynamic. The static content on the website is purely informational guiding the users how best to use the features of the platform.

The website is hosted on AWS and adequate firewalls have been created to protect the servers. Commercial softwares have also been deployed on the website to protect against unauthorized usage.

#### Data Security

Right2Vote takes security very seriously and has therefore taken every precaution to secure our borrowers information. In order to secure the users information, we have implemented several security measures to prevent loss, theft, or misuse of any borrower data.

The highest level of SSL browser encryption is used to ensure that all sensitive data transmissions between the users and website are encrypted and secured to the highest level possible. The APIs are secured, to ensure no one but the user can change his/her personal as well as poll information.

All servers are monitored around the clock for attempted network attacks. Commercial softwares are employed to ensure that any breach of the perimeter defense is detected and dealt with immediately.

All the development work is done in a separate development environment and well tested on the staging server before updating it on the production server. The contents on the server are uploaded using secured SFTP.

Server passwords and Wordpress admin passwords are updated on a regular basis. These passwords are shared with authorized personnel only. A full back-up of all data automatically occurs on a daily basis.

**C. Responsibility and Authority (website management team):**

**1. Web Information Manager (clause 10.1.1)**

The Web Information Manger shall ensure that there is a proper flow of content to the site and that content quality and user satisfaction issues are taken care of. To achieve this, the web information Manager coordinates with the various Sections of the Rajya Sabha Secretariat. The Web Information Manager also undertakes the following activities with regards to the Rajya Sabha website being maintained by him:

- 1) Web Information Manager is overall responsible for quality and quantity of information and services on the website.
- 2) Ensuring that all contents on the website remain always authentic, accurate and up-to-date and obsolete information or services removed.
- 3) Changing and periodically validating links to related information.
- 4) Ensuring the entry of the website at a prominent rank in all the major search engines so that the site's visibility is enhanced and users are made aware of its address.
- 5) Replying to the feedback mails received from visitors either by himself or through someone designated by him for the purpose.

The Web Information Manager can be reached through by writing a message from the Contact Us section of the website. Or calling/ mailing on the number/email address provided on the website respectively.

**2. Technical Manager (clause 10.1.2)(optional )**  
**Technical Manager:**

The responsibilities of the technical manager are:

- Regular monitoring of website for Performance, Security and Availability
- Ensuring compliance with policies (organizational, regulatory, legislative, etc) that may require changes in website content, architecture, security, process etc.
- Periodic security audit of the website in line with major revisions
- Analysis of traffic on website and feedback to development / management team

In Right2Vote Infotech Pvt. Ltd., a team has been set up with professionals skilled in HTML authoring, programming, design, content etc. under the Technical manager.

The Technical Manager/Website team have experience and skill in the following knowledge areas:

- Website Technology
- Website Testing
- Usability
- e-accessibility
- Performance
- Security
- Content Management System

**D. Plans:**

**1. Contingency plan in the event of defacement / natural calamity (clause 8.4)**

**1. Defacement of the website**

Right2Vote Infotech Pvt. Ltd. has taken all the security measures to prevent defacement. Only the system administrator is allowed to access the servers for administration and configuration tasks. The server configurations and logs are timely monitored. The website is also regularly monitored operationally as well as by commercial softwares. In case of any eventuality, the technical team takes immediate actions. The steps taken will be:

- a) Stopping the website to the required degree.
- b) Analyzing the log files and trouble shooting.
- c) Fixing the problem if feasible. In case of complete loss, restoring the website from the back up.
- d) Sending the log files for further analysis and fixing all the vulnerabilities.

**2. Data corruption**

The website is hosted on AWS, and regular backups are taken automatically on a regular basis. In case of any eventuality the website can be restored from the backup and uninterrupted service can be made available.

Efforts shall be made to restore the website in the minimum time possible. Regular backups are taken for the servers. The servers are deployed on AWS which has sufficient infrastructure to handle unforeseen situations.

**3. Hardware/Software crash**

The website is hosted on AWS which has enough infrastructure to handle any unforeseen situations.

**4. Natural disasters**

The Disaster Recovery provisions provided by AWS have been used. Regular automated backups are taken for restoring the website in case of unforeseen situations due to natural calamities.

**2. Website monitoring plan (clause 10.3)**

The website is monitored periodically in accordance with the plan to address and fix the quality and compatibility issues around the following parameters:

**Performance:a.** Improvements are made continuously to increase the site performance. The plugins and other external softwares used are regularly updated.

**Functionality:b.** All modules of the website are regularly tested for their functionality. It is ensured that interactive components of the site are working smoothly.

**Broken Links:c.** Commercial softwares have been deployed to detect broken links. As and when such links are identified, they are fixed at the earliest.

**Traffic Analysis:d.** Commercial softwares have been deployed to monitor the traffic.

**Feedback:e.** Feedback from the visitors is the best way to judge a website's performance and make necessary improvements. A proper mechanism for feedback analysis should be in place to carry out the changes and enhancements as suggested by the visitors.

- E. Organisation Structure**
  - 1. Website developer**
  - 2. IT service provider**
  - 3. Content management**
  - 4. Data center / Hosting organisation**
  - 5. User**
  - 6. Application Developer**

**Compliance statement**

**1. w.r.t. Guidelines for Indian Government Websites (refer annexure I attached)**

- I hereby state that our website complies fully with the Guidelines for Indian Government websites.
- I hereby state that our website complies with the NI Guidelines for Indian Government websites.

-- signed by web manager --

**2. Security audit report (clause 7.6.1)**

The security audit of our website at URL .....

Hosted by ..... And managed by .....

Has been audited by .....

And no major non – conformity observed.

Report number:

dated:

Enclosed: Yes / No

**H. Miscellaneous:**

**1. Person responsible for updating of website quality manual**

Web Information manager is responsible for updating the website quality manual. He collects information .....

## Compliance Matrix Guidelines for Indian Government Websites - Criteria

### 1. Government of India Identifiers

S. No.	GUIDELINE	REF. No.	REMARKS
1	Association to Government is demonstrated by the use of Emblem/Logo, prominently displayed on the homepage of the website.	2.1.1	
2	Ownership information is displayed on the homepage and on all important entry pages of the website.	2.1.2	
3	Complete and self explanatory title of the homepage (appearing on the top bar of the browser) is provided.	2.1.6	
4	Website is registered under "gov.in" or "nic.in" domain.	2.2.1	
5	Website provides a prominent link to the "National Portal" from the Home Page and Pages belonging to National Portal load in new browser window.	2.3.1 2.3.2	

### 2. Building Confidence

S. No.	GUIDELINE	REF. No.	REMARKS
6	Website has a Copyright Policy, prominently displayed on the homepage.	3.1.1	
7	Due permissions have been obtained for publishing any content protected by copyright.	3.1.4	
8	Source of all documents, whether reproduced in part or full, is mentioned.	3.1.5	
9	Website has a comprehensive Hyper Linking Policy.	3.2.1	
10	Clear indications are given when a link leads out to a non government website.	3.2.5	
11	The mechanism is in place to check the accuracy of Hyperlinked Content.	3.2.8 4.3.4(c)	
12	Mechanism is in place to ensure that there are no "broken links" (internal as well as external) or "Page not found" errors.	3.2.9	
13	Website has a comprehensive Terms & Conditions statement, linked from all important pages.	3.3.1	
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.	3.3.3 3.3.4	

15	Website has a Privacy Policy linked from all the relevant pages.	3.4.2	
16	All electronic commerce transactions are handled through secure means.	3.4.4	

### 3. Scope of Content

#### Primary Content

S. No.	GUIDELINE	REF. No.	REMARKS
<b>About us</b>			
17	All information about the department, useful for the citizen and other stakeholders, is present in the "About Us" section and mechanism is in place to keep the information up to date.	4.2.1	
<b>Schemes</b>			
18	The complete title of the Scheme is reflected.	4.2.3(b)	
19	Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.	4.2.3(e)	
20	The validity of the scheme has been mentioned.	4.2.3(f)	
<b>Services</b>			
21	Self explanatory title of the service is published.	4.2.4(b)	
22	The website provides a complete description of the service along with the procedure to apply for/avail the same.	4.2.4(d)	
<b>Forms</b>			
23	The website provides the complete title of the form along with the purpose it is used for.	4.2.5(b)	
24	Language of the Form (other than English) is mentioned clearly.	4.2.5 (c)	
<b>Acts</b>			
25	The complete title of the Act (as written in the official notification) is mentioned.	4.2.6(a)	
<b>Documents</b>			
26	The complete title of the Document is mentioned on the website.	4.2.7 (c)	
27	The language of the Document (other than English) is mentioned clearly.	4.2.7(e)	
28	Validity of the Document has been mentioned.	4.2.7(f)	
<b>Circulars and Notifications</b>			
29	The official title of the Circular/ Notifications is mentioned.	4.2.8(a)	
30	Validity of the Circular/ Notification is mentioned.	4.2.8(d)	
<b>Tenders and Recruitment</b>			
31	Mechanism is in place to ensure that all Tender/ Recruitment Notices issued by the Department are published on the website.	4.2.9 4.2.10	
32	Website provides a complete description of the Tender/ Recruitment notice along with the procedure to apply for the same.	4.2.9(a) 4.2.10(d)	



33	Mechanism is in place to ensure that information on old/irrelevant Tender/ Recruitment notices is removed or moved into the archive section.	4.2.9(d) 4.2.10(g)	
<b>News and Press Releases</b>			
34	News / Press releases are displayed along with the date and these are organized as per the archival policy of the website.	4.2.11	
<b>Contact Us</b>			
35	Website has a "Contact Us" page, linked from the Home Page and all relevant places in the website.	4.2.12(a)	
36	The complete contact details of important functionaries in the Department are given in the "Contact Us" section.	4.2.12(c)	
<b>Presence on the National Portal</b>			
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.	4.2.13	

### Secondary Content

S. No.	GUIDELINE	REF. No.	REMARKS
38	Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive.	4.3.2(a)	
39	All Discussion Forums on the website are moderated.	4.3.3 (c)	
40	For every related link, the complete URL of the Home Page/concerned webpage is provided.	4.3.4(b)	

### Tertiary Content

S. No.	GUIDELINE	REF. No.	REMARKS
41	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	4.4.5(a) 4.4.5(c)	
42	The website has a readily available Help section.	4.4.6	
43	Complete information including title, size (playing time for audio/video), format, usage instructions and plugin to view the file is provided for downloadable material including documents.	4.4.7(a) 6.7.1 (a) 6.7.1 (b)	
44	Mechanism is in place to ensure that all downloadable material is free from virus.	4.4.7(c)	
45	Minimum content as prescribed in the guidelines is present on the homepage.	4.5.1	

46	Subsequent pages of the website have the minimum content as prescribed in the guidelines.	4.5.2	
47	Website is free from offensive/discriminatory language.	4.7.2	

#### 4. Quality of Content

S. No.	GUIDELINE	REF. No.	REMARKS
48	Content is compiled and packaged with citizen orientation.	5.1.1	
49	The Department has a Content Contribution, Moderation and Approval Policy (CMAP) for the website.	5.2.1	
50	Home page and every important entry page of website displays the last updated /reviewed date.	5.2.2	
51	Department has a Content Review Policy (CRP) for the website.	5.2.3	
52	All Documents/Reports have a time stamp at least on the main page.	5.2.5	
53	The Departments have a clearly laid out Content Archival Policy (CAP) for the website.	5.2.6 10.4	
54	Clear and simple language has been used throughout the website.	5.3.1	
55	The language is free from spelling and grammatical errors.	5.3.6	
56	Whenever there is a change in the language of a web page it has been clearly indicated.	5.3.8	
57	Consistency in nomenclature is maintained across the website.	5.4.2	
58	All information, which is of direct importance to the citizen, is accessible from the Homepage.	5.6.1	
59	Information structure and relationship is preserved in all presentation styles.	5.6.2	
60	The meaningful reading sequence is preserved in all presentation styles.	5.6.3	
61	Documents / pages in multiple languages are updated simultaneously.	5.7.2	

#### 5. Design

S. No.	GUIDELINE	REF. No.	REMARKS
62	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.	6.1.1	
63	A consistent page layout has been maintained throughout the website.	6.2.1	
64	National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.	6.3.1	
65	Hindi/regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).	6.4.3	
66	Web pages allow resizing of text without the use of assistive technology.	6.4.5	

67	Text is readable both in electronic and print format and the page prints correctly on an A4 size paper.	6.4.6	
68	There is adequate contrast between text and background colour.	6.5.1	
69	All information conveyed with color is also available without color.	6.5.4	
70	Alternate text is provided for non text elements (e.g. images).	6.6.4	
71	Websites provide textual description of audio/video clips & multimedia presentation.	6.7.2(a)	
72	Caption have been provided for all important audio content.	6.7.2 (b)	
73	Web pages do not contain any content that flashes for more than three times in a second.	6.7.3(a)	
74	There is a mechanism to control scrolling, blinking content.	6.7.3 (b)	
75	There is a mechanism to control (stop, pause...) audio that starts automatically.	6.7.3 (c)	
76	All pages on the website have a link to the home page.	6.8.1	
77	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.	6.8.2	
78	There are no links to "under construction" pages.	6.8.4	
79	Each page is a standalone entity in terms of ownership, navigation and context of content.	6.8.5	
80	Web pages allow the user to bypass repeated blocks of content.	6.8.8	
81	Website has either a "search" box or a link to a "search" page from every page of the website.	6.9.1	
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.	6.10.1	
83	If the site uses frames, each frame is properly titled.	6.11	

## 6. Development

S. No.	GUIDELINE	REF. No.	REMARKS
84	Website uses Cascading Style Sheets to control layouts/styles.	7.2.1	
85	Website is readable even when style sheets are switched off or not loaded.	7.2.2	
86	Web pages are usable even when scripts, applets etc are turned off.	7.3.2	
87	Documents are provided either in html or other accessible formats. Instructions / Download details for viewing these formats are provided.	7.4.2(a)	
88	In content implemented using markup languages the elements have been use according to specification.	7.5 (a)	

89	Lables have been provided when content requires input from the users.	7.5 (b)	
90	Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).	7.5 (c)	
91	Instructions for operating/understanding content do not rely solely on characteristics like shape size location etc.	7.5 (d)	
92	All input errors are flashed in text.	7.5 (e)	
93	Functionality of content is operable through keyboard.	7.5 (f)	
94	Focus is not trapped in any component while navigating through keyboard only.	7.5 (g)	
95	Purpose of each link is clear to the user.	7.5 (h)	
96	When any component receives focus it does not initiate change in context.	7.5 (i)	
97	Changing the setting of a component does not change the context unless the user has been informed of the same.	7.5 (j)	
98	Metadata for page like title, keywords, description and language is appropriately included.	7.5 (k) 9.1.2	
99	Data tables have been provided with necessary tags/markup.	7.5 (l)	
100	All components receive focus in an order that preserves the meaning/operation.	7.5 (m)	
101	Role of all interface components can be programmatically determined.	7.5 (n)	
102	The website has been tested on multiple browsers.	7.6 (b)	
103	Website has cleared Security Audit by certified agency and has a Security Policy.	7.7.1 7.7.2	

## 7. Website Hosting

S. No.	GUIDELINE	REF. No.	REMARKS
104	Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.	8.2.1	
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.	8.2.1 (a) 8.2.1 (b)	
106	The Hosting Service Provider has redundant server infrastructure for high availability.	8.2.1 (c)	
107	The Hosting Service Provider performs regular backup of the website.	8.2.1(d)	
108	The Hosting Service Provider has a Disaster Recovery (DR) Centre in a geographically distant location and a well crafted DR plan for the website.	8.2.1 (e)	

109	Web Hosting Service Provider provides Helpdesk & technical support on 24x7x365 basis.	8.2.1(i)	
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.	8.3	

### 8. Website Promotion

S. No.	GUIDELINE	REF. No.	REMARKS
111	Website ranks in the first five results on major search engines when searched with relevant keywords.	9.1	
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.	9.2.1 9.2.2	

### 9. Website Management

S. No.	GUIDELINE	REF. No.	REMARKS
113	Department has nominated a Web Information Manager as defined in the guidelines.	10.1.1	
114	The website has a website monitoring policy.	10.3	
115	All policies and plans are approved by Head of Department.	10.7	