

POLICY FOR WEBSITE DEVELOPMENT, HOSTING AND MAINTENANCE

Department of Information Technology

GOVERNMENT OF PUNJAB

INTRODUCTION

The Government of Punjab is committed to deploy IT as an effective tool for catalyzing accelerated economic growth, efficient governance and human resource development. The Government recognizes the need of using Web Potential in bridging the gap between the Government and the Citizen.

Wherever citizen interface is involved, Web enabled applications will be developed. All public domain information like official gazette notifications, acts, rules, regulations, circulars, policies and programme documents would be digitized and made available for electronic access on Web. The entire effort of developing and hosting websites of different Departments, Boards & Corporations needs to be 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

These guidelines are meant for the Departments, Boards and Corporations of the Government of Punjab and their subordinate and attached offices.

Guidelines for Design, Development and Hosting of Website

Punjab Information & Communication Technology Corporation Limited (Punjab Infotech) has been designated as the Nodal Agency for all Punjab Government Websites. The Corporation will be maintaining the Punjab Government Website and will appoint a Web Administrator. The following guidelines will be followed:

1. Domain Name Conventions and Registration Authority

The domain names are the addresses on the web and certain set of naming conventions have been evolved to identify the web site. The Departments and District Authorities will get a web site address after the domain name registration being done with NIC State Centre and hosting of the site shall be done by NIC and design & maintenance will be done by Punjab Infotech.

2. Ownership Rights and Technical Control

The ownership remains with the organization/person having the Administrative and Signatory rights i.e. the host Department. However, the Technical Contact remains with the NIC as it is maintaining the Web Server on which the Web site is hosted.

3. Content Development

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

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well as detailed. Three levels for content structure have been defined in content section of this document. The head of the Department shall decide which level is to be adopted.

The contents for the Departments should be got approved from the concerned Secretary/ Head of the Organization before handing it over to the Punjab Infotech for designing the website.

4. Layout Planning and Designing

The Designing agency (Punjab Infotech) shall prepare the Layout of the site and shall design the entire web site as per site map duly approved by the Head of the Organization. Punjab Infotech shall ensure the uniformity and standardization in the layout and shall maintain a Library of Websites designed by various Departments, Boards and Corporations. A uniform pattern will be maintained so as to give an integrated look about State of Punjab. The Design shall be approved by concerned HOD/Administrative Secretary and the site shall be uploaded on the net after final approval.

5. Website Hosting of all the Departments of the State Government.

The websites/portals, which have been hosted on other servers or through other vendors should be shifted on to the official servers.

As per the recently revised guidelines pertaining to hosting of Government related websites issued by Ministry of Home Affairs (MHA), Government of India, Ministries/ Departments may now host their servers with a third party organization provided the hosting servers are located in India and the guidelines issued by the CERT-In (www.cert-in.org.in) are strictly followed. The "Third Party hosting: In the servers located outside India is not permitted.

6. Administration/ Maintenance/ Updation

- i) Punjab Infotech will appoint a Web Administrator for each website who will be responsible for overall supervision to ensure that authentic and updated information is available on the website. This would also include leading the technical team for implementing necessary back-end computerization, process re-engineering, interfacing with information architecture, security procedures and web based solutions.
- ii) Each department will appoint a Nodal Officer/ Content Administrator for the website.
- iii) Nodal Officer will be responsible for timely updating of the website after approval by Content Administrator. Timely deletion of irrelevant and undesired information will also have to be ensured by him/her.
- iv) All Sections will invariably mark important order, notifications, circulars etc. to Content Administrator.
- v) 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.

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- vi) Where the Department has the required technical competency HoD may authorize a suitable person for modification and uploading of content on the website after due approval.

Content Structure

Level –I

- **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 and major achievements can be put. The services that a organization provides
- **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, Programmes and projects**
The Websites will contain Information related to the plans/ Annual Plans and Budget of the Department or Organisation, with details of Schemes, Programmes, Projects, Externally aided projects, Central Schemes, Centrally Sponsored Schemes etc.
- **Tenders** – The organisation/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, E-mail address and telephone numbers can be given. Or alternatively an organization can put a predefined form

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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.

Level –II

Besides the Level –I contents, Level II will also include

1. Constitutional, Legal and Administrative framework

Acts. Rules. Gazette Notifications. Statutory Orders Important Judicial pronouncements, Notifications, Handbooks, Guidelines, Instructions, Compendium of Circulars etc will be displayed. Where possible the actual document will also be displayed

2. Details of Plan, Schemes, Programmes and projects

Details of envisaged outcomes, resource allocations, modalities, delivery mechanisms, performance monitoring, ongoing programme 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.

3. Publications and Reports

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

4. Assembly and Departments

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

5. Search Engine

Website will 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

6. 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.

Level- III

In addition to the Level –I & Level – II contents, Level III will also include

1. 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. Organisations to exchange information and experiences in an asynchronous manner. Chat facility for interaction with concerned Officers on fixed timing can also be implemented.

2. Content Management features for updating of information

The frequently changing content would be updated dynamically using the content management feature.

3. 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.

4. Archives

The Web-site will display original contents and their amended version with date of amendment.

Website Features

Some of the key issues in building a Department Website would be:-

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.

Accountable

All citizen interactions in the form of queries/suggestions/grievances etc. must be attended to timely & carefully. Infact, 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 or else users will lose interest after visiting the site once or twice. The visitors expect to get the latest and up-to-date information about the activities, schemes, programmes 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. The Website may have the following essential features:

- i) **Bilingual Support:** The content should be available both in English and Punjabi as far as possible keeping in view that a large number of people are Punjabi speaking. The fonts used should be in Unicode.
- ii) **Site Map:** Site Map has to be provided for navigation support.
- iii) **Consistency:** Uniform look and feel is to be maintained in all pages of the website.
- iv) **Access:** Access to contents should be logical and intuitive.

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- v) **Layout of menu, icons & hyperlink:** The organisation of hyperlinks on the homepage and in the interior pages has to intuitively reflect the significance of the information or service associated with the link. Floatable and collapsible menus for effective use of space and icons providing cue to hyperlink contents are to be used effectively.
- vi) **Search Engine:** This is to facilitate the users locate and access information/contents with ease.
- vii) **Content Structure:** Contents may be organised meaningfully with appropriate metatag/labeling scheme, interfacing with an appropriate uniform electronic record management system adopted in the organisation with features such as version control, information on ownership, storage location, file number, keywords, context description etc.