No.K-11022/99/2010-AR
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
New Delhi-110001

Dated 07 September, 2011

To

Chief Secretary/ Principal Secretary (IT)/ Secretary (IT),
All State / UT Governments

Sir,

The 11th Report of 2nd Administrative Reforms Commission (ARC) titled 'Promoting e-Governance – The SMART Way Forward' has examined various aspects of e-governance. I have sent the decisions of the Government on this Report vide my earlier D.O letter of even number dated 26.11.2010 to all State / UT Governments. The decisions of the Central Government on this Report are also available in the website of this Department i.e www.darpg.nic.in. The recommendation – **'(Para 6.7.2.7) Implementation'** in the 11th Report of 2nd says, *interalia*, that all organizations should carry out a periodic independent evaluation of the information available on their websites from the citizens perspective and then re-design their websites on the basis of feedback obtained. The Central Government has opined that there is a need for well designed government websites which provide information to citizens in a user-friendly manner. The recommendation as well the decision of the Government thereon is annexed.

2.   National Informatics Centre (NIC) has prepared 'Guidelines for Indian Government Websites' (GIGW) which has been adopted by this Department. These guidelines have also been circulated to all Government Ministries / Departments for adoption. A copy of GIGW is enclosed for ready reference.   ·

3.   It would be highly appreciated if the State / UT Governments make their websites GIGW compliant.

4.   I would request you to please convey Action Taken Report on this to me, at the earliest.
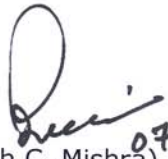
Yours faithfully,

(Ramesh C .Mishra)
Secretary to the Government of India

Copy to:

1. Secretary,
   Department of Information Technology,
   Electronics Niketan, 6, CGO Complex,
   Lodhi Road, New Delhi-110003.

2. Director General,
   NIC, A-Block, CGO Complex,
   Lodhi Road, New Delhi-110003.

(Ramesh C .Mishra)
Secretary to the Government of India

Sl.No.	Recommendations made by Administrative Reforms Commission	Government's Decision
1.	**6. (Para 6.7.2.7) Implementation** a. All organizations should carry out a periodic independent evaluation of the information available on their websites from the citizens perspective and then re-design their websites on the basis of the feedback obtained. b. Each government organization should prepare a time-bound plan for providing of transactional information through their websites. To begin with, this could be done by updating the websites at regular intervals, while at the same time, re-engineering the back-end processes and putting them on computer networks. Ultimately, all the back-end processes should be computerized. c. Complex e-Governance projects should be planned and implemented like any major project having several parts / components for which Project Management capability should be developed in-house. d. Implementation of e-Governance projects would involve a detailed 'project management' exercise which would consist of the following activities: i. Breaking up entire e-Governance projects into components/activities ii. Planning each activity in detail iii. Allocating resources, both human and financial iv. Commencement of activities as per the plan and continuous tracking v. Need-based mid-course correction e. While implementing transformational programmes like the NeGP, it is essential to recognise of the importance of a structured approach to Change Management – the people side of transformation. It is necessary for Government agencies, especially the nodal Ministries and the Administrative Reforms and IT Departments, to design appropriate Change Management Strategies and Plans to accompany the e-Governance implementation.	(a) to (e) Recommendations have been accepted. Need for well designed government websites which provide information to citizens in a user-friendly manner is very much felt. DIT would empanel web designing firms to help the government Ministries / Departments in designing their websites as per Government guidelines. Within a period of six months all the websites would be redesigned. This process would be monitored by DAR&PG. Change management strategy designed by DAR&PG would be shared and exposed to the officers through training institutions.