

# Practices Adopted in Managing the Website of the Department



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**Department of Administrative Reforms and Public Grievances (DARPG)**

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# What is a website

In general, a Website is a collection of interlinked web pages having information related to an entity/product/service, organized in certain ways for visitors to access over internet 24x7.



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# Purpose of a Government website

- Dissemination of information to citizens/visitors at large
- Facilitate access to the information of a department online from **any where, any time**. No need to visit office or call.
- Provide authentic information about various schemes, policies, procedures and services offered by Department
- Activities carried out by the department under its functional areas
- Announcements and notices from the department from time to time
- Also serves as **repository** for Department



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# Key components of Govt. website

- **Content**
- **Quality**
- **Security**
- **Certification**



# Practices adopted by DARPG

- **Content**

- **Review process –**

- Every Friday content is reviewed by all division heads of DARPG for updation
- Website updation is included in Weekly SOM
- As per the policy, twice a year WIM reviews the whole website

- **Approval Process –**

- Content creation is done at the level of US/DS, moderation and approval is done at the level of DIR/JS. Approved content is provided to NIC for publishing. Published content is verified by the concerned Division.



# Practices adopted by DARPG

- **Content**

- **Archival Process-**

- Every content is published with an Exit date. After the exit date the content is automatically moved to Archived section.

- **Bilingual content –**

- Efforts are made to publish bi-lingual content every time. But some time lag is acceptable for Hindi content publishing.
- Respective Division Heads are responsible to provide bi-lingual content

- **Traffic analysis**

- Google analytics is integrated with the website which is used to analyze the visitors, location, access devices used, pages accessed, access time, loading of page time etc.



# Practices adopted by DARPG

- **Quality**

- **Feedback Monitoring Mechanism**

- Feedback is collected from Visitors through a Form.
    - All feedback received are duly replied within the timeframe of 7 days.
    - A designated person is provided access to view all feedback received and to reply

- **Website promotion**

- DO letter-head and visiting cards are printed with the website address mentioned
    - Email Signatures on GOV/NIC email also have website address.
    - Other portals of DARPG have link to the DARPG website



# Practices adopted by DARPG

- **Quality**
  - **Social Media integration**
    - DARPG has integrated its Twitter handle in Home page of the website using APIs and have rendered on Homepage to view on a click.
  - **Providing Help/FAQ**
    - Help section is provided in the website on various file formats used with links to download various plugin in order to access the website content easily.
  - **Website monitoring (Broken links, Performance)**
    - Regular check on performance through analytics and broken links through online tools is performed. As per the policy every three months status is documented.





# Practices adopted by DARPG

- **Security**

- **Cert-In Security Audit certificate**

- DARPG website is security audited and compliant.
- On any major changes Site is again audited
- Penetration test findings are fixed on priority.

- **Maintaining Valid SSL Certificate**

- DARPG website has implemented SSL from Lets Encrypt
- It is renewed within validity period of 3 months



# Practices adopted by DARPG

- **Maintaining Valid STQC Certification for GIGW Compliance**
  - DARPG website is GIGW compliant
  - The design and features made compliant to GIGW are adhere to.
  - All policies are adhered to
  - PDF content is always made searchable
  - Alt text is ensured to be provided with all Pics



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**Thanks**