Pivotal Accessibility

National Informatics Centre Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product:

National Informatics Centre website (https://www.nic.gov.in/)

Report Date:

September 9th, 2025

Product Description:

The official website of the National Informatics Centre (NIC) serves as a central information hub providing details about NIC's mission, services, digital solutions, and initiatives. It offers information on e-Governance projects, technology services, training programs, and ICT infrastructure support for the Government of India and its stakeholders.

Contact information:

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Evaluation Methods Used:

Accessibility testing as per WCAG 2.2 AA guidelines.

The evaluation was performed using below tools/ tests:

- Screen readers:
  - NVDA on Win10/ Chrome
  - VoiceOver on iPhone/ Safari
- WAVE automated tool
- Color contrast testing using Color Contrast Analyzer
- Browser zoom
- Keyboard-only
- Text-spacing testing using bookmarklets

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Notes:

The VPAT has been prepared based on the accessibility evaluation of the following pages/ flows:

1. https://www.nic.gov.in/
2. https://www.nic.gov.in/mandate/
3. https://www.nic.gov.in/minister/
4. https://www.nic.gov.in/director-general/
5. https://www.nic.gov.in/organization-chart/
6. https://www.nic.gov.in/group-coordinator/
7. https://www.nic.gov.in/hog/
8. https://www.nic.gov.in/mentor/
9. https://www.nic.gov.in/hod/
10. https://www.nic.gov.in/state-coordinators/
11. https://www.nic.gov.in/state-informatics-officers/
12. https://www.nic.gov.in/data-centres/
13. https://www.nic.gov.in/focus-centres/
14. https://www.nic.gov.in/centres-of-excellence/
15. https://www.nic.gov.in/state-centre/
16. https://www.nic.gov.in/district-centres/
17. https://www.nic.gov.in/directory-search/
18. https://www.nic.gov.in/services/
19. https://www.nic.gov.in/projects/
20. https://www.nic.gov.in/products-platform-from-state/
21. https://www.nic.gov.in/blogs/
22. https://www.nic.gov.in/awards/
23. https://www.nic.gov.in/brochure/
24. https://www.nic.gov.in/testimonial/
25. https://www.nic.gov.in/newsletters/
26. https://www.nic.gov.in/ebook/
27. https://www.nic.gov.in/rti/
28. https://www.nic.gov.in/contact-us/
29. https://www.nic.gov.in/web-information-manager/
30. https://www.nic.gov.in/chief-information-security-officer/
31. https://www.nic.gov.in/nic-alumni-connect/
32. https://www.nic.gov.in/centre-of-excellence-for-data-analytics/
33. https://www.nic.gov.in/centre-of-excellence-for-artificial-intelligence/
34. https://www.nic.gov.in/centre-of-excellence-for-blockchain-technology/
35. https://www.nic.gov.in/service/national-cloud/
36. https://www.nic.gov.in/service/security/
37. https://www.nic.gov.in/service/video-conferencing/
38. https://www.nic.gov.in/service/messaging/
39. https://www.nic.gov.in/service/government-local-area-networks-lans/
40. https://www.nic.gov.in/service/webcast/
41. https://www.nic.gov.in/service/domain-registration-2/

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42. https://www.nic.gov.in/service/nicnet/
43. https://www.nic.gov.in/service/command-and-control-centre/
44. https://www.nic.gov.in/service/remote-sensing-gis/
45. https://www.nic.gov.in/service/sandes/
46. https://www.nic.gov.in/service/nkn/
47. https://www.nic.gov.in/service/napix/
48. https://www.nic.gov.in/service/centralised-aadhaar-vault/
49. https://www.nic.gov.in/service/data-centre/
50. https://www.nic.gov.in/project/swaas/
51. https://www.nic.gov.in/project/nextgen-ehospital/
52. https://www.nic.gov.in/project/svamitva/
53. https://www.nic.gov.in/project/nregasoft/
54. https://www.nic.gov.in/project/bhunaksha/
55. https://www.nic.gov.in/project/e-shram/
56. https://www.nic.gov.in/project/government-e-procurement-system/
57. https://www.nic.gov.in/project/e-counselling-examination-services/
58. https://www.nic.gov.in/project/collabcad/
59. https://www.nic.gov.in/project/pratibimb/
60. https://www.nic.gov.in/project/gst-prime/
61. https://www.nic.gov.in/project/ecabinet/
62. https://www.nic.gov.in/project/eabgari/
63. https://www.nic.gov.in/project/emarg/
64. https://www.nic.gov.in/project/fruits/
65. https://www.nic.gov.in/project/sanstha-aadhaar/
66. https://www.nic.gov.in/project/pearl-suite/
67. https://www.nic.gov.in/project/secure/
68. https://www.nic.gov.in/project/psc-soft/
69. https://www.nic.gov.in/project/ifms-rajasthan/
70. https://www.nic.gov.in/project/integrated-shala-darpan/
71. https://www.nic.gov.in/project/kanyashree/
72. https://www.nic.gov.in/project/manav-sampada/
73. https://www.nic.gov.in/project/gst-e-way-bill-system/
74. https://www.nic.gov.in/project/gst-e-invoice/
75. https://www.nic.gov.in/project/covid19-sample-collection-management-system/
76. https://www.nic.gov.in/project/pehchan/
77. https://www.nic.gov.in/project/compose/
78. https://www.nic.gov.in/project/ihrms/
79. https://www.nic.gov.in/project/aims/
80. https://www.nic.gov.in/project/ifms/
81. https://www.nic.gov.in/project/nic-forms/
82. https://www.nic.gov.in/project/gainpf/
83. https://www.nic.gov.in/project/neva-national-e-vidhan/
84. https://www.nic.gov.in/project/mygov/
85. https://www.nic.gov.in/project/jeevan-pramaan/
86. https://www.nic.gov.in/project/serviceplus/
87. https://www.nic.gov.in/project/swachh-bharat-mission-gramin/

88. https://www.nic.gov.in/project/darpan/
89. https://www.nic.gov.in/project/public-financial-management-system/
90. https://www.nic.gov.in/project/national-scholarships-portal/
91. https://www.nic.gov.in/project/public-distribution-system/
92. https://www.nic.gov.in/project/eprisons/
93. https://www.nic.gov.in/project/parivesh/
94. https://www.nic.gov.in/project/e-urvarak/
95. https://www.nic.gov.in/project/national-power-portal-npp/
96. https://www.nic.gov.in/project/etransport/
97. https://www.nic.gov.in/project/ehospital/
98. https://www.nic.gov.in/project/egramswaraj/
99. https://www.nic.gov.in/project/parichay/
100. https://www.nic.gov.in/project/prayas/
101. https://www.nic.gov.in/project/collabgeo/
102. https://www.nic.gov.in/project/bhavishya/
103. https://www.nic.gov.in/project/soil-health-card-portal/
104. https://www.nic.gov.in/project/swagatam/
105. https://www.nic.gov.in/project/ices/
106. https://www.nic.gov.in/project/national-judicial-data-grid/
107. https://www.nic.gov.in/project/pm-kisan/
108. https://www.nic.gov.in/project/eoffice/
109. https://www.nic.gov.in/project/nicci-chatbot/
110. https://www.nic.gov.in/about-this-website/
111. https://www.nic.gov.in/terms-of-use/
112. https://www.nic.gov.in/website-policies/
113. https://www.nic.gov.in/site-map/
114. https://www.nic.gov.in/help/
115. https://www.nic.gov.in/feedback/

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Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.2 at *https://www.w3.org/TR/WCAG22/*	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:
- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

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Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most images on the website contain relevant alternative text. **Exceptions include:** • The alternative text provided for the X graphic link is insufficient, being defined as 'Image', on the Home page [This is specific to the third-party plugin: X].
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No audio-only or video-only content is present on the website.
1.2.2 Captions (Prerecorded) (Level A)	Does Not Support	Captions are not provided for the video on the Home page.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does Not Support	The media alternative is missing for the video on the Home page.
1.3.1 Info and Relationships (Level A)	Partially Supports	The website has consistent headers and global table structures to establish clear information and relationships within most parts of the website. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role. **Exceptions include:** • The required ARIA child role is not present for the Facebook widget on the Home page [This is specific to the third-party plugin: Facebook].
1.3.2 Meaningful Sequence (Level A)	Supports	The sequence of the content present on the website is meaningful and appropriate, and does not affect the meaning of the provided content.

1.3.3 Sensory Characteristics (Level A)	Supports	No information is present on the website, which is based on sensory characteristics such as shape, size, location, sound, etc.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Not Applicable	No audio content is present on the website that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Partially Supports	Most elements of the website support standard keyboard navigation and input functions (including swiping to move between input fields and pressing [Double tap] to make selections). **Exceptions include:** • The 'Like' link on the 'Facebook' post is not operable through keyboard navigation on the Home page [This is specific to the third-party plugin: Facebook].
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section, and it is convenient to access the functionality.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	No functionalities are dependent on or controlled by character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is no such activity present on the website where time needs to be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The moving/ scrolling content is provided with a functionality to pause, stop, or hide the content.
2.3.1 Three Flashes or Below	Not Applicable	There is no flashing content present

Threshold (Level A)		on the website.
2.4.1 Bypass Blocks (Level A)	Supports	A bypass mechanism for skipping to the main content is implemented.
2.4.2 Page Titled (Level A)	Supports	Descriptive and correct page titles are present for pages throughout the website.
2.4.3 Focus Order (Level A)	Partially Supports	The focus moves in a correct sequence order for most elements on the website from left to right and top to bottom. **Exceptions include:** • The 'Share' link receives focus twice while navigating on the Home page [This is specific to the third-party plugin: Facebook]. • The keyboard focus moves to certain hidden elements on the Home page [This is specific to third-party plugins].
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Most links are provided with appropriate link text, and the user would be able to understand the purpose of the link from its link text. **Exceptions include:** • Incorrect link text as 'null' is announced for the links such as Share URL, Facebook, Twitter, and More on the Home page [This is specific to the third-party plugin: YouTube].
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionalities present in the website can be operated with a single pointer without a path-based gesture unless a multipoint or path-based gesture is essential.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	No down-event of the pointer is used in the website to execute any part of

		the action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	All labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No functionality is present on the website that is operable only by device motion.
3.1.1 Language of Page (Level A)	Supports	The language attribute is correctly defined for the webpages.
3.2.1 On Focus (Level A)	Partially Supports	Most of the interactive elements do not get triggered automatically on receiving the focus. **Exceptions include:** • The 'Next and Previous' buttons are triggered automatically on receiving keyboard focus on the Home page [This is specific to the third-party plugin: FlexSlider].
3.2.2 On Input (Level A)	Supports	Change of context does not happen when the user changes the setting of any input controls.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	A sufficient help mechanism is provided in a consistent place on multiple webpages.
3.3.1 Error Identification (Level A)	Supports	Errors present on the website are notified to the users correctly.
3.3.2 Labels or Instructions (Level A)	Supports	The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	No such input is required from the user.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most of the website elements have a proper label associated with their role

		and the screen reader is recognizing them correctly with updated values as well. **<u>Exceptions include:</u>** • The screen reader is announcing an incorrect label for the 'Close' button as 'null' on the Home page [This is specific to the third-party plugin: YouTube].

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live multimedia content is present on the website.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support	Audio description is missing for the video on the Home page.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The website does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most elements on the website adhere to minimum contrast standards. **Exceptions include:** • The color contrast ratio of the text 'Sanchar', having a foreground color of #EEAE30 against the irregular background color #F3F5F8, is measured at 1.8:1, which fails to meet the minimum color contrast ratio requirement on the Home page.
1.4.4 Resize text (Level AA)	Partially Supports	The website is mostly responsive. At a zoom of 200%, minor loss of content or functionality is observed. **Exceptions include:** • The text 'NIC' truncates when zooming the browser up to 200% on the Home page [This is specific to the third-party plugin: YouTube].
1.4.5 Images of Text (Level AA)	Supports	No information is conveyed to the user via an image of the text.
1.4.10 Reflow	Supports	The website does not require

(Level AA 2.1 and 2.2)		scrolling in two dimensions to present content without loss of information at 400% zoom.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Most of the website user interface components have a contrast ratio of at least 3:1 against adjacent color(s). **Exceptions include:** • The color contrast ratio of the focus indicator, having a foreground color of '#1F78B9' against the irregular background color '#2C5B6D', is measured at 1.6:1, which fails to meet the minimum color contrast ratio requirement on the NIC alumni connect page [This is specific to the third-party plugin: YouTube].
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The website is compliant with WCAG text spacing requirements.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Most of the content that is triggered by hover or focus is dismissible, hoverable, and persistent. **Exceptions include:** • The tooltip appearing when focusing on the 'Subscribe' link is not dismissible through the keyboard on the Home page [This is specific to the third-party plugin: X].
2.4.5 Multiple Ways (Level AA)	Supports	A proper navigation header is provided to access the different types of website pages.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and Labels on the website provide sufficient detail of the content they are describing.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most of the elements present on the website have focus visibility.

		Exceptions include: • The keyboard focus is not properly visible on the images present in the 'Facebook' and 'X' posts on the Home page [This is specific to the third-party plugins: Facebook and X].
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	All elements that receive keyboard focus are at least partially visible upon receiving the focus.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	No such functionality is present on the website that solely depends on dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	All the interactive pointer targets are at least 24 by 24 CSS pixels or have sufficient spacing around them.
3.1.2 Language of Parts (Level AA)	Supports	The secondary language attribute is correctly defined on the website.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user.
3.2.4 Consistent Identification (Level AA)	Supports	Components that provide the same functionality throughout the website can be easily identified by the user.
3.3.3 Error Suggestion (Level AA)	Supports	The provided error messages are descriptive enough to understand the error and identify the location where they occur.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	There are no critical forms available where error prevention is required. Error suggestions are enough to fill out the form and correct the errors.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Sufficient mechanisms are provided to assist users with mental effort during authentication or login steps.

4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	Most of the updated content automatically notifies the visually impaired users via a screen reader. **Exceptions include:** • The screen reader does not provide any updates after selecting the 'Copy link' element on the Home page [This is specific to the third-party plugin: X].