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मंत्रिमंडल सचिव  
CABINET SECRETARY  
NEW DELHI

D.O.No.R-4526/Secy(DIT)/09  
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Dear Secretary,

Concerns have been raised by many segments of society right from individual citizens to civil society and media about the quality of Government websites. It is often observed that many Government websites have deficiencies in usability, design, accessibility, quality and currency of content compounded by use of obsolete technology. While there are a few Government websites doing very well on the above parameters, many of them are characterized by one or more of the above shortcomings.

2. In today's world, increased proliferation of internet and widespread usage of the latest web technologies has raised the expectations of citizens from Government websites. Websites today are considered the virtual face of the Department in cyber space, not merely an electronic brochure. For a website to reflect the true role and character of a Department, it has to fully and accurately reflect the Department's activities and initiatives in the real world as well as offer more and more services online.

3. NIC, DIT has developed guidelines for development and management of Government websites, which were adopted by DAR&PG in January 2009 and made part of the CSMOP. Adherence to these guidelines would make Government websites usable, citizen centric and universally accessible. You are requested to take vigorous action to revise/ enhance your Department's websites to comply with these guidelines. The guidelines are accessible on the web at <http://web.guidelines.gov.in>.

*Contd./-*

4. Availability of up-to-date and high quality content is another major concern. It is, therefore, pertinent to define proper policies and processes to keep the sites up-to-date and responsive to citizens' need on a sustained basis. I would suggest that you nominate a senior level officer at AS/ JS level in the Department as Web Information Leader who would ensure up-to-date and high quality content on the website as well as timely response/ action on the feedback/ queries received through the websites. I would also request you to personally monitor action taken and the overall quality of the website on a periodic basis. The website guidelines referred to provide advice on various aspects and also afford ready access to web content management policies.

5. On the technology front, I have asked DIT to take necessary measures through NIC to facilitate use of latest web technologies in Government websites. Separately, I have also advised DIT to initiate an independent assessment of the websites of various Ministries/ Departments of Govt. The feedback obtained would be made available to you by DIT so that you may take appropriately focused corrective action.

6. I would appreciate being updated on the progress of the initiatives taken on this front by you on a monthly basis till you confirm that you are satisfied that the system put in place has stabilized.

With regards,

Yours sincerely,



**(K.M. CHANDRASEKHAR)**