

**GOVERNMENT OF TELANGANA**  
**ABSTRACT**

ITE&C Dept. – Digital Media – Guidelines for Indian Government Websites (GIGW) – Compliance by all the State Government entities in RFPs, Lols, Scope Statements, Requirements Specifications and all such documents while developing Web-sites, portals, applications, MIS, Digital Dashboards and other such online publications – Designating Digital Media wing, ITE&C Dept. as the Nodal Agency for GIGW – Orders – Issued.

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INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATION DEPARTMENT  
(Digital Media)

**G.O.Ms.No. 4**

**Dated: 10-04-2017**

Read the following:-

1. Guidelines for Indian Government Websites (GIGW) formulated by National Informatics Centre (NIC) and adopted by Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pension, Government of India – web.guidelines.gov.in
2. Central Secretariat Manual of Office Procedure (14<sup>th</sup> edition).
3. Interim Orders dt. 09.12.2016 in W.P. No. 29214 of 2015 of High Court of Judicature at Madras.

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**ORDER:**

Realising the importance of World Wide Web as the most widely used medium for implementation of e-governance initiatives, Telangana Government and its entities were one of the first in the country to have come up with large number of web/online applications to ensure maximum reach of government information and services to the citizens. However, very soon a need was felt for an overarching common set of standards from technical, editorial, usability, accessibility and administrative standpoints.

2. In February, 2009, National Informatics Centre (NIC) has formulated Guidelines for Indian Government Websites (GIGW) in accordance to the internationally accepted standards to ensure that the websites belonging to any constituent of the government at any level are user friendly, secure and easy to maintain.

3. Compliance to GIGW will enable the departments to enhance the quality of online delivery of information and services and also ensure high degree of consistency and uniformity in the management of government presence in the web space.

4. The said Guidelines were adopted by Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pension, Government of India and the same have been included in the Central Secretariat Manual of Office Procedures (CSMOP). Para 63 of CSMOP on 'Maintenance of Websites' reads as follows:-

"All Central Government Ministries/Departments/Offices/PSUs should have a Website containing updated data/information in compliance with the Guidelines of Government of India Websites (GIGW) available on the websites of Department of Electronics & Information Technology (www.deity.nic.in) and of the Department of Administrative Reforms & Public Grievances (www.darpg.nic.in). A nodal officer should be appointed for the purpose and the Website updated regularly."

5. The Union Government from time to time have been writing to the State Governments to ensure that all the websites under their purview also conform to GIGW. Hon'ble High Court of Judicature at Madras also directed the Union Government to ensure all the Government websites to get GIGW-compliant.

(PTO)

6. In pursuant to the interim orders of Hon'ble High Court of Judicature at Madras in the reference 3<sup>rd</sup> read above and advisories from Union Government, the IT,E&C Department has undertaken GIGW Compliance Project (GCP) to make all the existing websites GIGW-compliant.
7. Government, after careful examination, hereby order that all on-going and future websites/portals of Departments, HoDs and other State Government entities shall comply to GIGW. In this regard, the constituent of State Government developing website or portal shall mandatorily include GIGW-Compliance as part of its RFPs, Lols, Scope Statements, Requirements Specifications and all such documents. GIGW-compliance shall run through entire life cycle of project management and this shall apply to later improvements, extensions, modifications to the website/ portal, if any.
8. All the Departments, HoDs and other State Government entities shall appoint a senior officer as Web Information Manager whose role would be to ensure that there is a proper flow of content to the site and that content quality and user satisfaction issues are taken care of.
9. The Digital Media Wing of IT,E&C Department will act as the Nodal Agency to all the requests for assistance with regard to the GIGW-compliance and other website/ portal-related issues. The IT,E&C Department shall also conduct sessions for capacity building/ knowledge transfer and for the initial phases of project management shall hand-hold the Web Information Managers in making their website/ portal compliant to GIGW.
10. Though the term website or portal is used in this document for the convenience of writing, the same applies to all the Web Applications, Management Information Systems, Digital Dashboards or any such online publication on the web space.
11. This G.O. is applicable to all the State Government Departments/ Organisations/ Societies/ PSUs/ Corporations/ Companies and other entities using websites/portals.
12. A copy of this order is available on Internet and can be accessed at address "goir.telangana.gov.in".

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

JAYESH RANJAN  
PRINCIPAL SECRETARY TO GOVERNMENT

To  
All the Depts. of Secretariat.  
All the Heads of Departments.  
All the Organisations/ Societies/ PSUs/ Corporations/ Companies and other entities using websites/portals in the State.

Copy to:

The National Informatics Centre (NIC),  
Department of Information Technology,  
Ministry of Communications and Information Technology,  
GOI, New Delhi.  
Department of Administrative Reforms and Public Grievances (DARPG),  
Ministry of Personnel, Public Grievances & Pension,  
GOI, New Delhi.  
SF/SCs

//FORWARDED: BY ORDER//

SECTION OFFICER