



# ***Draft Policy for Standardization of Punjab Government Websites***

**Government of Punjab**

**Department of Governance Reforms,  
SCO 193-195, Sector-34A,  
Chandigarh-160022**

**Date of Issue : .....**

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## **Policy for Standardization of Punjab Government Websites**

### **1.0 Introduction to the Policy**

- 1.1 The policy document provides guidelines for the design, development, hosting and maintenance of public websites of departments, Corporations, Commissions in Government of Punjab.
- 1.2 The objective of this policy is to define a standard layout, website naming conventions, design and development best practices, security and hosting guidelines for a website to support the government's initiatives & efforts for e-governance.

### **2.0 Purpose**

- 2.1 To provide a broad framework for the website including design layout, positioning and functionality of key elements throughout all Government websites.
- 2.2 To provide guidelines of information display to facilitate ease of information retrieval and better understanding the contents of the website thereby providing a convenient and consistent user experience.
- 2.3 To provide guidelines for testing and hosting of websites to ensure security against the emerging threats of hacking and data leak.
- 2.4 Better promotion and fostering the Punjab Government identity, therefore making it easier for users to identify Punjab Government websites.

### **3.0 Website standardization Guidelines**

The policy guideline aims to enlist mandatory and recommended requirements to be followed during the different phases of website development, testing, auditing and hosting. The guidelines also provide

recommended practices to be followed to ensure website security and content updation on website. Following are the areas covered under the document:-

- i. Standard for the Website Naming Conventions
- ii. Standard for the Design of the website.
- iii. Standard for the Security of the website.
- iv. Standard for the Hosting of the website.
- v. Standard for the Audits of the website.
- vi. Standard for the Website Content Accessibility.
- vii. Standard for the Website Testing.
- viii. Standard for the Content Management.
- ix. Department of Governance Reforms (DGR) will empanel agencies through which all the departments can get their respective websites developed. This list will be available on the official website of DGR [dgrpunjab.gov.in](http://dgrpunjab.gov.in).

All above areas have been explained as below:-

### 3.1 Website Naming Conventions

3.1.1 The standard for naming convention for website establishes a uniform website name i.e. uniform resource location (URL) for government and semi-government entities of Government of Punjab. A uniform naming convention will reduce the possibility of undesirable domains being misinterpreted as official government sites and also to obtain public trust in government websites.

3.1.2 Department of Governance Reforms establishes the use of the “punjab.gov.in” domain as the parent domain name of Government of Punjab (Refer to the Annexure for the detailed explanation of the concept of the domain name). All the websites of the departments, Corporations, Commissions in Government of Punjab shall be subdomains of parent domain

thus maintaining the uniformity of website addresses. This will reduce the possibility of undesirable domains being misinterpreted as official government sites and also to obtain public trust in government websites through the use of the parent domain i.e. "punjab.gov.in".

### 3.1.3 Naming convention for the new websites.

Website shall have website address/URL (Uniform Resource Locator) in below format:

Department name in full

[www.<departmentNameinfull>.punjab.gov.in](http://www.<departmentNameinfull>.punjab.gov.in)

Refer to below are the examples for understanding purpose.

Exhibit 1:

Website name of Agriculture Department shall be [www.agriculture.punjab.gov.in](http://www.agriculture.punjab.gov.in)

Exhibit 2:

Website name of Punjab Rural Development Board shall be [www.punjabruraldevelopment.punjab.gov.in](http://www.punjabruraldevelopment.punjab.gov.in)

Exhibit 3:

Website name of Punjab Agro Industries Corporation shall be [www.punjabagroindustries.punjab.gov.in](http://www.punjabagroindustries.punjab.gov.in)

Exhibit 4:

Website name of Punjab State Information Commission shall be [www.punjabstateinformationcommission.punjab.gov.in](http://www.punjabstateinformationcommission.punjab.gov.in)

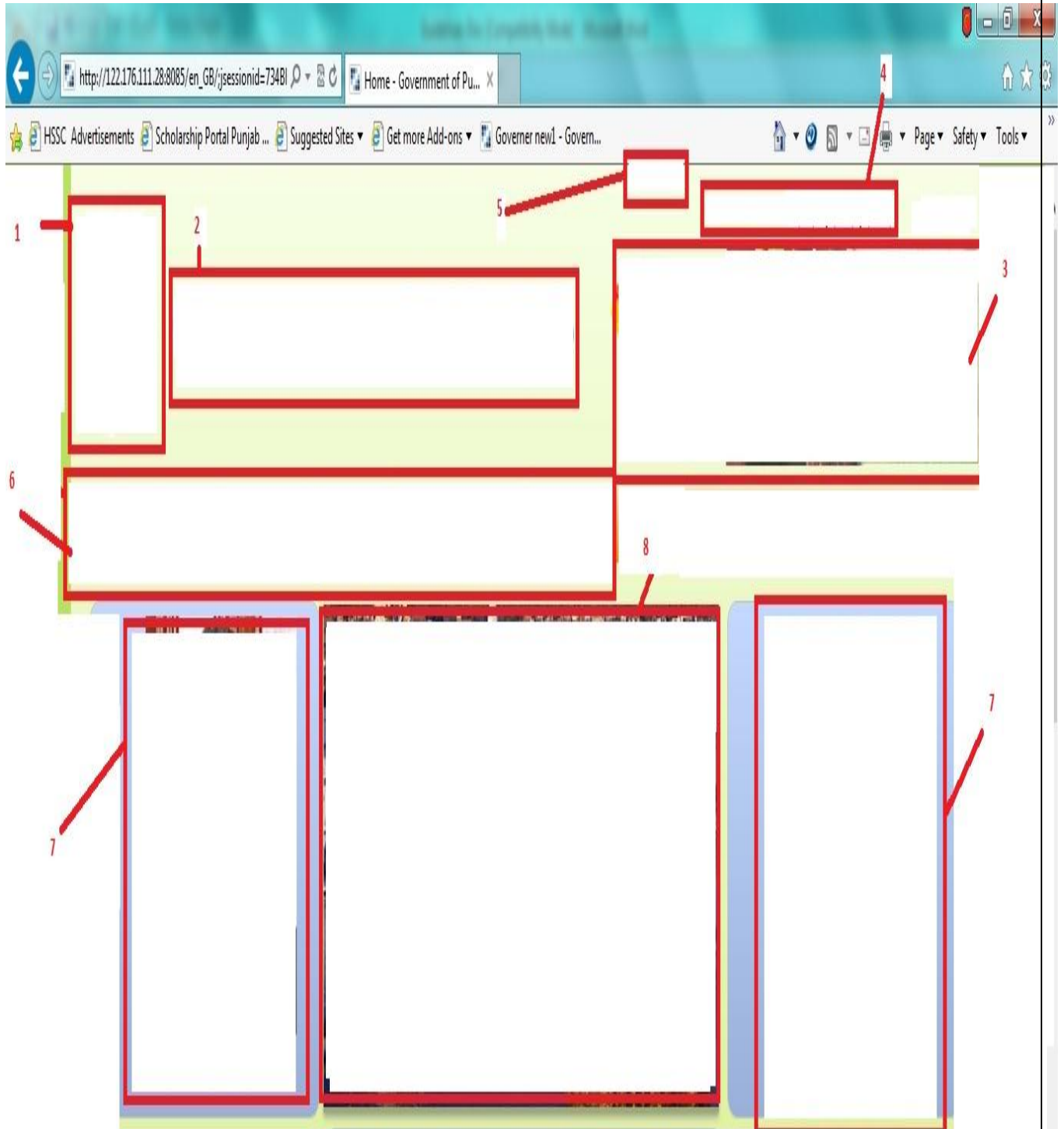
Note: please refer to Annexure A for the procedure of registering the website URL.

## 3.2 Design

The section of policy describes the mandatory standards to be followed for design phase of new websites and to change design to existing websites as per prescribed layout. All the websites shall be bilingual in Punjabi and English. The website should publish privacy policy, Terms and conditions, disclaimer and copyright notice. (Refer Annexure C for Sample Language)

### 3.2.1 Homepage Layout

The layout of the homepage of all the Punjab Government websites shall have similar elements with same attributes. Refer to the sample layout of home page for understanding purpose.



S.No.	No in layout	Description
1.	1	Placeholder for the logo of Government of Punjab. (The standard logo of Government of Punjab shall be downloaded from Department of Governance Reforms website.)
2.	2	Placeholder for the Name of Agency.
3.	3	Placeholder for the images related to the Agency.
4.	4	Placeholder for the option to increase/decrease the size of all the elements of the screen.
5.	5	Placeholder for the option to change the language from English to Punjabi / Punjabi to English
6.	6	Placeholder for the Main Menu. Refer to 4.2 for Main Menu items.
7.	7	Placeholder for the Image of the Governor and Chief Minister. The images may contain hyperlink to the pages for the message from them. Refer to 4.3 for further details
8.	8	Placeholder for the Image of the Minister In-charge of the Department along with the message.

3.2.2 Main Menu shall contain the below mentioned buttons:

Sr. No.	Section Name	Description
1	Home	The link shall redirect to home page of the website.
2	Departments	The link shall open page which lists any other Commission, Board or Corporation related to the Department whose website is under consideration. For eg:- BCFINCO is a corporation related to the SC BC Welfare Department. Therefore this link will display the BCFINCO's website URL.
3	Services	The link shall open the page for the descriptions of the services being offered by the department.
4	Photo / Video Gallery	The link shall open the page displaying the Images / Videos of the events being held by the department.
5	Feedback	The link shall open an online form to collect information/feedback.

Sr. No.	Section Name	Description
6	Contact Us	The link shall open the webpage listing the contact details of stakeholders in the department. This webpage shall contain the contact details of the below mentioned stakeholders:-  <b>a. Nodal Officers.</b> It shall also display a feedback/query form. When citizen will send any feedback/query, he/she will be acknowledged with an auto reply.
7	Search panel	The panel shall search the content in the website basis of search criteria provided by the user.

3.2.3 Below the Image of the Honorable Governor (Section 3.2.1.7) there can be a section of links like:

S.No.	Links	Description
1	Acts and Rules	All the Acts & Rules related to Department shall be published under this link
2	Policies	Policies that have been made by and for the department shall be published under this link.
3	Notifications	All the Public Notices shall be published under this link
4	Tenders	Information about the Tenders shall be listed under this link.
5	Budgets	Information about the annual budget of department shall be published under this link.
6	Reports	Information about the annual budget of department shall be published under this link.
7	RTI Manuals	Right to Information documents shall be published under this link.
8	List of Holidays	List of Departmental holidays in current year shall be published under this link

**Note:** - Links can be added or deleted as per the Departments requirement.

3.2.4 Below the Minister In charge's Image there shall be a list of announcements from the department.



3.2.5 Below the Image of the Honorable Chief Minister (Section 3.2.1.7) there shall be a section of important links like:

Sr. No.	Important Links	URL	Mandatory/ Optional
1	UID	<a href="https://portal.uidai.gov.in/uidwebportal/dashboard.do">https://portal.uidai.gov.in/uidwebportal/dashboard.do</a>	Optional
2	NIC	<a href="http://www.nic.in/">http://www.nic.in/</a>	Optional
3	Website of Chief Electoral Officer	<a href="http://ceopunjab.nic.in/">http://ceopunjab.nic.in/</a>	Mandatory
4	India.gov.in	<a href="http://india.gov.in/">http://india.gov.in/</a>	Mandatory
5	NeGP	<a href="http://www.negp.gov.in/">http://www.negp.gov.in/</a>	Optional
6	Government E-Mail	<a href="https://mail.punjab.gov.in/">https://mail.punjab.gov.in/</a>	Mandatory
7	Right to Service	<a href="http://www.rtspunjab.gov.in/">http://www.rtspunjab.gov.in/</a>	Mandatory
8	Vigilance	<a href="http://vigilancebureaupunjab.org/">http://vigilancebureaupunjab.org/</a>	Mandatory
9	Right to Information	<a href="http://infocommpunjab.com/">http://infocommpunjab.com/</a>	Mandatory
10	Grievance	<a href="http://publicgrievancepb.gov.in/terms-of-use.php">http://publicgrievancepb.gov.in/terms-of-use.php</a>	Mandatory
11	RTI	Infocompunjab.com	Mandatory

**Note: - Links can be added or deleted as per the Departments requirement.**

3.2.6 At the bottom of the homepage there shall be a series of links centrally aligned:

Sr. No.	Links	Description
1	FAQs	List of Frequently Asked Questions about the Department and Website shall be published under this link.

<b>Sr. No.</b>	<b>Links</b>	<b>Description</b>
2	Term & Conditions	Under this link information about the organization / institute who has developed and maintained shall be published along with it the terms & conditions about the content usage shall be displayed.
3	Hyperlink Policy	Policy for the information displayed on the external links shall be displayed under this link.
4	Help	Help document to access the website shall be displayed under this link
5	Download	Any downloadable Images, Videos, etc related to the Department shall be published under this link
6	Site Map	Total end to end flow of website, end to end information flow of the website, etc. shall be displayed under this link
7	Copyright Policy	The policy for the protecting the material from being copied, reproduced, republished, uploaded, posted, transmitted, or distributed (Refer Annexure C for Sample Language)
8	Privacy Policy	A statement or a legal document (privacy law) that discloses some or all of the ways a department gathers, uses, discloses and manages citizen's data. (Refer Annexure C for Sample Language)

**Note: - Links can be added or deleted as per the Departments requirement.**

3.2.7 The Footer of the web page shall display a disclaimer which is a statement intended to specify or delimit the scope of rights and obligations that may be exercised and enforced by parties in a legally recognized relationship (Refer Annexure C for Sample Language)

### 3.2.8 Text Display

3.2.8.1 Website of all the Departments, Commissions, Corporations and Boards shall be bilingual.

3.2.8.2 Text shall be readable both in electronic and print format and the page prints correctly on an A4 size paper.

3.2.8.3 There shall be adequate contrast between text and background color.

3.2.8.4 Alternate text shall be provided for non-text elements (e.g. images).

3.2.8.5 Websites shall display textual description of audio / video clips and multimedia presentations.

3.2.8.6 Visual / textual identity elements highlighting the Government's ownership of the website shall be prominently placed on the page. like:- Logo of Punjab Government.

### 3.2.9 Visuals

3.2.9.1 There shall be mechanism to control scrolling, blinking content of the website.

3.2.9.2 Captions shall be provided for all important video content.

3.2.9.3 Subtitles shall be provided for all video content.

3.2.9.4 English / Regional language fonts shall be tested on popular browsers for any inconsistency (loss of layout).

3.2.9.5 The web pages should be designed so that they do not require horizontal scrolling. The screen layout should be flexible for different screen sizes from 800x 600 pixels and up. All pages should be optimized for 1024 X 768 pixels resolution.

3.2.9.6 Website shall be compatible with Mobiles.

### 3.2.10 Audios

3.2.10.1 Captions shall be provided for all important audio content.

3.2.10.2 There shall be mechanism to control (stop, pause....) audio that starts automatically.

### 3.2.11 Functionality

3.2.11.1 A consistent page layout shall be maintained throughout the website.

3.2.11.2 All pages on the website shall have a link to the home page.

3.2.11.3 There are no links to 'under construction' pages.

3.2.11.4 Website has either a "search" box or a link to a "search" page from every page of the website.

### 3.3 Security

This policy provides key points for Web Security as below:

3.3.1 SSL certificate shall be installed on the website. The SSL certificate can be procured from NIC.

3.3.2 Network security shall be ensured.

3.3.3 Role based Access Control shall be implemented

3.3.4 Firewalls shall be implemented

3.3.5 Antivirus and Spam prevention must be implemented

3.3.6 Minimize the operating system with only essential services by removing all operating systems and network services not required like:- Telnet, FTP, NetBIOS, NFS, NIS, etc. and unneeded protocols.

3.3.7 Keep Operating Systems and applications up to date with the latest service packs and patches to protect against common attacks.

3.3.8 Configure computers for user authentication and remove all unneeded users and groups.

3.3.9 Configure computer operating systems with appropriate objects, device and file access control.

Note: for further reference of web security guidelines, please refer below link  
[http://www.delhi.gov.in/wps/wcm/connect/86158a004c0452a4aa0cbb8696242497/CISG\\_2004\\_04.pdf?MOD=AJPERES&lmod=-1308583769&CACHEID=86158a004c0452a4aa0cbb8696242497](http://www.delhi.gov.in/wps/wcm/connect/86158a004c0452a4aa0cbb8696242497/CISG_2004_04.pdf?MOD=AJPERES&lmod=-1308583769&CACHEID=86158a004c0452a4aa0cbb8696242497)

### 3.4 Hosting Guidelines

This section describes the guidelines to be followed by a hosting Service provider for the website hosting. A Hosting Service Provider is an agency which hosts the website in a secured environment and is responsible for managing site backup and restoration. Below are the important points which are required to be followed to obtain the ideal Hosting of the Servers:-

3.4.1 A certificate from the Hosting Service provider shall be demanded which describes the practices followed by the Hosting Service Provider during the hosting of the servers

3.4.2

3.4.3 The Hosting Service Provider shall ensure the adequate security infrastructure to prevent any kind of attempt to defame the website and data leak thereby providing reasonable assurance of security to Government websites.

3.4.4 The Hosting Service Provider shall immediately inform the owner department of the website regarding any Cyber Security violation/incidents including defacement, data leakage, hacking incidents etc. The concerned department should report such incidents to Law Enforcement Agencies immediately.

3.4.5 The Hosting Service Provider/Website administrator shall remove any grossly defamatory, obscene, pornographic, hateful, racist content within 24 hours after being notified by the department.

3.4.6 The Hosting Service Provider/Website Administrator shall maintain Information on website and logs related to website

access as per requirement under Information Technology Act 2000.

3.4.7 The Hosting Service Provider shall also use devices such as firewall and intrusion prevention system to make website more secure.

3.4.8 The web hosting service provider shall have redundant server infrastructure to ensure fastest restoration of the website in the event of any unforeseen hardware / software failure.

3.4.9 The Hosting Service Provider shall perform regular backups of the website. It is also advisable to conduct mock restoration test once in a while to plug any loop whole.

3.4.10 The Hosting Service Provider shall have a disaster recovery (DR) center in a geographically distant location and a well drafted DR plan for fast restoration of the services during any disaster.

3.4.11 Provision shall be given to the concerned department to remotely update their websites in a secure manner.

3.4.12 The Hosting Service Provider shall provide the performance evaluation report on the regular basis.

3.4.13 The Hosting Service Provider shall provide helpdesk & technical support to the department 24 X 7.

3.4.14 All the websites / portals will be hosted at State Data Center (SDC) once the SDC is operational.

### 3.5 Audits

3.5.1 To ensure that the website is being developed after following the proper designing, coding, testing and maintenance practices the below mentioned reviews and audits are required and a

certification of compliance can be demanded from the service provider.

### 3.5.2 Technical Review:

Technical Reviews for the website shall be conducted once every quarter. Review records shall be documented for future reference. Defects shall be logged and notified to relevant agencies. Below are the essential elements to review under technical audit.

3.5.2.1 Design.

3.5.2.2 Code.

3.5.2.3 Testing.

### 3.5.3 Software Quality Assurance Audits

Software quality assurance (SQA) audits shall include the following.

3.5.3.1 Requirements Definition Document.

3.5.3.2 Software Design Document.

3.5.3.3 Source Code.

3.5.3.4 Code Reviews sheets along with the comments and their closure.

3.5.3.5 Change Request Management sheets which will depict any changes Requested in the website.

3.5.3.6 Test Plans and Test Cases along with their Test Execution Logs.

3.5.3.7 Release Management sheets which will depict all the versions of the Releases along with the changes released in the release.

3.5.4 Departments may avail services of Standardization Testing & Quality Certification (STQC) a Department of Electronics & Information Technology (Deity) or appoint any other third party agency for quality audits of their websites / portals. Below mentioned things are required to be checked:

3.5.4.1 Quality of the Code.

3.5.4.2 Development Architecture.

3.5.4.3 Test Plan

3.5.4.4 Testing Strategies (Refer Sec. 3.7)

### 3.6 Website Content Accessibility Guidelines

WCAG (Website Content Accessibility Guidelines) are important guidelines that need to be followed to enable access of Govt. websites for the citizens with disabilities or any deformity. Below is the bare minimum points that are required to be followed while any Government Websites are designed:-

S.No.	Key Points
1	All the web pages of the website shall have text alternative with descriptive identifications for any non-text information. The descriptive identification may include: (a) Large Prints. (b) Braille. (c) Speech. (d) Symbols. (e) Simpler Language.
2	All the web pages of the website shall have preloaded audio and videos with proper captions.
3	All the web pages of the website shall have sign language interpretation with all the audios.
4	All the web pages of the website shall have other ways (text, images, etc.) for conveying the information and use of colors shall not be treated



<b>S.No.</b>	<b>Key Points</b>
	as the only way to convey information.
5	All the web pages of the website shall have provision to pause, stop & play the audio and video which gets started automatically.
6	All the web pages of the website shall have contrast ratio = 4.5:1 for all text and images.
7	All the web pages of the website shall have provision to resize the text up to 200%.
8	All the web pages of the website shall have enhanced contrast ratio = 7:1 for images and text.
9	Functionality of all the web pages of the website shall be fully operable through keyboard.
10	All the web pages of the website shall have provision to adjust the timings of the contents.
11	All the web pages of the website shall have explanatory titles for the contents of the interface.
12	Provision to locate web page using more than one way.
13	Section headings shall be used to organize the contents.
14	All the web pages of the website shall have provision for identifying specific definitions of words particularly phrases and jargons.
15	All the web pages of the website shall have provision for identifying expanded meanings of all the abbreviations.
16	All the web pages of the website shall have explanatory information for the text which requires reading ability upper than the secondary education.
17	All the web pages of the website shall have provision for identifying the specific pronunciation of the required words.
18	The behavior of all the web pages of the website shall not change when user enters any data or user shall be advised in advance.
19	All the web pages of the website shall have provision to turn off changes in the context of any webpage.
20	Input errors shall be displayed to the user in text, explaining the proper format of the input.

S.No.	Key Points
21	Input fields shall be provided with the proper labels and instructions.
22	If any web page has any sensory information then it shall have descriptive information along with it.
23	All the web pages of the website shall define the images which are present only for decorative purpose like:- logos, etc.
24	All the web pages of the website shall provide multilingual facility.
25	All the web pages of the website shall provide description for different phrases & jargons used.
26	All the web pages of the website shall provide same sequence for navigation from different web pages.

For further reference of WCAG guidelines web-link <http://www.w3.org/TR/WCAG20/> can be accessed.

### 3.7 Website Testing

It is suggested that updated websites first be tested on staging servers for testing scenarios before release into live web servers to decrease the chance of publishing incomplete or incorrect content.

#### 3.7.1 Usability Testing Scenarios

##### 3.7.1.1 Navigation

3.7.1.1.1 All links (internal, external, Mailto Links) shall be checked to find out any orphaned or broken link.

3.7.1.1.2 All the buttons should be in a standard format and size.

3.7.1.1.3 Home link should be there on every single page.

3.7.1.1.4 Menu shall be accessible by keyboard shortcuts

3.7.1.2 Content

3.7.1.2.1 Content proof reading shall be done to check any spelling or grammatical errors.

3.7.1.2.2 All the error messages should be correct without any spelling or grammatical errors and the error message should match with the field label.

3.7.1.3 General Appearance

3.7.1.3.1 There shall be use of a single font across the website.

3.7.1.3.2 The text shall be properly aligned and toll tip text shall be made for definitions, images and other important terminology.

3.7.1.4 Client Side Compatibility

3.7.1.4.1 Website shall run on windows and Macintosh desktop operating systems.

3.7.1.4.2 Website shall run on different versions of Internet Explorer (6.X, 7.X, 8.X, 9.X), Safari, Mozilla Firefox, Google Chrome in a uniform view. Website shall be no error while running scripts, displaying images across different browsers and different versions of same browser.

3.7.1.4.3 Website shall run on different resolutions (640 x 480, 600 x 800)

3.7.2 Functional Test Scenarios

3.7.2.1 Input Forms Testing

3.7.2.2 Disabled fields shall be grayed out.

- 3.7.2.3 Confirmation message shall be displayed for any kind of update and delete operation.
- 3.7.2.4 Dropdown data shall not display truncated due to the field size.
- 3.7.2.5 Mandatory fields shall be validated for the type of input required. Input fields requiring numeric data shall be tested validation of leap year, negative numbers, division by zero, maximum length of every field.
- 3.7.3 User Session Testing: A session shall expire or login is required if cookie is deleted.
- 3.7.4 Security Testing Test Scenarios
  - 3.7.4.1 Website shall have SSL certificate and shall redirect HTTP request to HTTPS.
  - 3.7.4.2 Website shall process passwords, credit card information, answers to security questions in encrypted form.
  - 3.7.4.3 Website shall ask for password on all authentication pages like Registration, forgot password, change password.
  - 3.7.4.4 Website shall record website access in a log file for future traceability.
  - 3.7.4.5 Website shall block login access to a fixed duration in case of more than 3 failed logins.
  - 3.7.4.6 Session timeout functionality shall be included.
  - 3.7.4.7 Website shall verify to access the secured and non-secured web pages directly without login.
  - 3.7.4.8 Verify the user account gets locked out if the user is entering the wrong password for prescribed attempts.
  - 3.7.4.9 Verify the cookies should not store passwords.

3.7.4.10 Verify the SQL injection attacks.

3.7.4.11 Role based security access shall be implemented.

3.7.4.12 Verify the important operations are written in log files, and that information should be traceable.

3.7.4.13 Verify the session values are in an encrypted format in the address bar.

3.7.4.14 Verify the cookie information is stored in encrypted format.

### 3.7.5 Performance Testing Test scenarios

3.7.5.1 To determine the performance, stability and scalability of website under different load conditions.

3.7.5.2 To determine if the current architecture can load the website at peak user levels.

3.7.5.3 To determine which configuration sizing provides the best performance level.

3.7.5.4 To identify website and infrastructure bottlenecks.

3.7.5.5 To determine if the new version of the website adversely had an impact on response time.

3.7.5.6 The following table lists recommended response time of a static website with content of each webpage not exceeding 200 Kb.

3.7.5.7 Measurement of system behavior under realistic load.

3.7.5.8 Measurement of system behavior when maximum load is applied.

3.7.5.9 Response and Service time of the system shall be measured when load, performance and stress testing is done.

Sr No	Service metric parameters	Baseline	Lower Performance	Basis of Measurement
		Metric	Metric	
1.	Average page opening/loading time	< 5 sec.	>7 sec.	Measured over 128 kbps speed.
2.	Average response time for retrieval of information from server	< 5 sec.	5 to 10sec.	Server logs

**Note:** - Above other indicative performance measurements.

**Note:** - Department / Boards / Corporations / Commissions may take a Certificate of Compliance for the above said testing scenarios from the Implementation Agency.

### 3.8 Content Management Guidelines

3.8.1 This is one of the most important part of any Government website. The content of the website shall be updated on regular intervals. A notification about when the latest content updation has been carried out shall also be displayed. There are two main stakeholders in this process:-

3.8.1.1 CSP (Content Service Provider)

3.8.1.2 Departments / Boards / Commissions / Corporations.

Below are guidelines on the basis of which any website content shall be updated:-

3.8.2 CSP will coordinate with the Departments and will find out which data is to be updated and when this change is to be carried out.

3.8.3 Identification of State Specific Content across the Departments through various media channels, portals, websites, newspaper, government publications.

3.8.4 Compiling the Content for the State Portal as per the guidelines given in the Content framework and at the discretion of the State Government Departments.

- 3.8.5 Content contributed to the website has to be regularly reviewed and validated formally by sending quarterly report to State Government Departments.
- 3.8.6 Contributing any other State specific content as per the discretion of the State Government Departments.
- 3.8.7 Maintaining the version of content contributed.
- 3.8.8 Departments / Boards / Corporations shall take a call on the time intervals for Content Updation. Content elements like: Postings, Orders, Tenders, etc must be updated immediately.
- 3.8.9 Each of the content components is accompanied by meta data, source and validity date. For some of the components the validity date may not be known i.e., the content is stated to be perpetual. Under this scenario, the validity date should be ten years hence. Under no circumstances, any content is to be displayed on the Website after the validity date. For few of the components like announcements, tenders, only the live content whose validity date is after the current date is shown on the Website. For other components like documents, schemes, services, forms, websites and contact directory there is a need for timely review of the same. List of content contributed is sent to the content contributor two weeks prior to the validity date to revalidate the content and if required modify the validity date. In case of no response, then a reminder is sent a week before the validity date and therefore the content is archived and no longer published on the Website. For the retrieval of content which has expired, there is a need to archive the content.

### 3.9 Network Security Guidelines

- 3.9.1 Incoming and Outgoing network traffic shall be monitored and analyzed.

- 3.9.2 Combined solution for Firewall Gateway, Anti-Virus and Intrusion detection & prevention capabilities into a single platform shall be implemented.
- 3.9.3 The solution shall take care of Internet Link Failover & Load Balancing Feature.
- 3.9.4 Designing and creating department wise user policies.
- 3.9.5 Bandwidth management for getting better access shall be implemented.
- 3.9.6 Restriction on misuse of Internet services from possible inside users by using URL Blocking.
- 3.9.7 Centralized VPN connectivity shall be implemented.
- 3.9.8 Network Security patches must be updated and if the
- 3.9.9 Support has expired, it must be renewed immediately.
- 3.9.10 Network topology and architecture shall be in conscience with the Sensitivity of organization.
- 3.9.11 Information / Data on network shall always be in encrypted form.
- 3.9.12 Strong password management and renewal policy shall be enforced.
- 3.9.13 Periodic audits of the network shall be enforced for fixing the loop holes which are prone to be attacked by the hackers.
- 3.9.14 E-mail filter shall be implemented to block suspicious traffic like: spam, phishing, spyware, adware, malware, etc.

## **4.0 Interpretation & Modification of Policy**



- 4.1 This Policy shall be valid for five years from the date of issuance of this policy.
- 4.2 Department of Governance Reforms reserves the right to bring any amendment, addendum, modification, revision etc. to this policy. Changes in the regulatory framework, technology, as well as market and technological advances may require revisions to this policy to keep the requirements and guidelines updated with the prevailing environment.

## **5.0 Effective Date:**

This policy will be applicable with immediate effect.

## **6.0 Approval**

This policy has been approved by the Council of Ministers as conveyed by the Department of General Administration Punjab vide their letter number < >, dated < >.

**Annexure A: Procedure for registration of sub domain under *punjab.gov.in* domain name**

- Step 1: Information about the website from the particular department is gathered in a predefined format known as Domain Registration Form. Sample domain registration form is mentioned as Annexure B
- Step 2: This duly filled form will be sent to the Domain Registrar of NIC (National Informatics Center)
- Step 3: On the submission of the above form to NIC an authorization will be given to the DGR to do the necessary changes with the domain name of the website.
- Step 4: Accordingly DGR will register a sub domain under the domain name *punjab.gov.in*

**Annexure B: Sample Domain Registration Form.**

Reference : Sub Domain ID [fld20052013-001](#) (received via Web Site On-line Registration Form)

Dear Domain Registrar,

As [Director](#), the head for the [Department of Governance Reforms, Punjab](#), I formally request that authority over the [suwidhaonline.punjab.gov.in](#) fourth-level domain name be delegated to the [Department of Governance Reforms, Punjab](#). By requesting this domain name, I acknowledge that we are eligible and meet all the GOV.IN domain requirements. In addition, I shall ensure the website content of the requested domain name conforms with the .GOV.IN policy and IT Act of India.

This domain name will be used only for official purpose.

[Director Governance Reforms](#) will be the Administrative Contact for [suwidhaonline.punjab.gov.in](#). If there are any queries, please contact at [+91.1722600971](#) or via email at [dgr@punjab.gov.in](#).

Thank you for your kind cooperation.

Sincerely,

[Signature]  
[Name].

[Date].

To,

GOV.IN Domain Registrar,  
Room No. 379, 3rd Floor(A4B4),  
National Informatics Centre(NIC),  
Department of Information Technology, MoCIT,  
A-Block, CGO Complex,  
Lodhi Road,  
New Delhi - 110 003  
Fax: +91-11-24368854

***Annexure C: Sample Language of other content on website.***

Note: Below is the sample language for different areas and should be modified as per concerned department.

**Sample language for Disclaimer:**

This is the Website of <Department Name> The website has been re-designed w.e.f. 19.04.2010 so as to meet Guidelines for Government of Punjab Websites. The website adheres to Level AA of the Web Content Accessibility Guidelines (WCAG 2.0) of the World Wide Web Consortium (W3C). The website envisages to provide information on the mandate, functions, policies, schemes, programmes, government directives and notifications of Government of Punjab in the area of <>.

The website is designed and maintained by <Agency Name>. Contents on this website is published and managed by the <Department Name>. For any query regarding this website Please contact the webmaster at email: <Email address of the department>.

**Sample language for Copyright:**

Material featured on this Portal may be reproduced free of charge after taking proper permission by sending a mail to us. However, the material has to be reproduced accurately and not to be used in a derogatory manner or in a misleading context. Wherever the material is being published or issued to others, the source must be prominently acknowledged. However, the permission to reproduce this material shall not extend to any material which is identified as being copyright of a third party. Authorisation to reproduce such material must be obtained from the departments/copyright holders concerned.

**Sample language for Privacy Policy:**

The Website does not automatically capture any specific personal information from you, (like name, phone number or e-mail address), that allows us to identify you individually. If the Website requests you to provide personal

information, you will be informed for the particular purposes for which the information is gathered and adequate security measures will be taken to protect your personal information.

We do not sell or share any personally identifiable information volunteered on the Website to any third party (public/private). Any information provided to this website will be protected from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

We gather certain information about the User, such as Internet protocol (IP) addresses, domain name, browser type, operating system, the date and time of the visit and the pages visited. We make no attempt to link these addresses with the identity of individuals visiting our site unless an attempt to damage the site has been detected.

When you visit some websites, they may download small pieces of software on your computer/browsing device known as cookies. Some cookies collect personal information to recognise your computer in the future. We only use non-persistent cookies or “per-session cookies”. Per-session cookies serve technical purposes, like providing seamless navigation through this website. These cookies do not collect personal information on users and they are deleted as soon as you leave our website. The cookies do not permanently record data and they are not stored on your computer’s hard drive. The cookies are stored in memory and are only available during an active browser session. Again, once you close your browser, the cookie disappears.

Webmaster  
<Department Name>  
Phone: <Phone No of the department>  
Email: <Email address of the department>

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