

Guidelines for development of Government websites under ePrastuti

The ePrastuti is a flagship project of the Government of Assam for standardisation of the websites of all departments, districts and organisations. The project is being driven by the Secretariat Administration department (SAD) with technology support from NIC and Website Development Cell (WDC). There are more than 200 departments and sub-ordinate organisations and 33 districts in the state. As of now, 206 website belonging to various departments and 17 district websites have been developed under ePrastuti. The departmental websites are bilingual, i.e. English and Assamese.

There are standard procedures for development of Government websites in order to ensure that they conform to the standard guidelines. Websites are developed under a **single Government Standard Website Framework (GSWF)**.

Development through in-house manpower

In this mode, the user organisation needs to engage their in-house manpower, i.e. the members of Support Structure, to develop the website with technical support from WDC. The user organisation needs to organise workshops and training for capacity building of the members of the support structure. Please see the Annexure-3 to know details about the workshops. These workshops can be started immediately after the Master Trainers and Content Managers are notified. The Master Trainers and Content Managers will identify and categorise contents and prepare the draft Information Architecture for the website after completion of the workshops.

The Master Trainers and Content Managers need to be trained on the operation of the CMS of the ePrastuti Framework. Please see the Annexure-4 to know details about the training for Master Trainers and Content Managers.

The user organisation needs to call the PSC meetings during development period to review the progress and adherence to the principles of ePrastuti Framework. The activities involved in the process of development of website through in-house manpower are given below:

1. Notify Project Steering Committee (see Annexure-1)
2. Notify Support Structure (see Annexure-2)
3. Register domain for hosting the website (see Annexure-5)
4. Organise workshops in collaboration with WDC (see Annexure-3)
5. Training to the Master Trainers and Content Managers (see Annexure-4)
6. Create instance for the website in the ePrastuti Framework
7. Develop contents and upload to website
8. Create government email ids. (see Annexure-7)
9. Provide completion certificate as per SOP5 and registered domain to WDC hosting the website (see Annexure-6)

Annexure-1: Governance Structure for the composition and Terms of Reference of the Project Steering Committee (PSC)

The Project Steering Committee (PSC) is one of the first activities that is mandatorily to be formed at the district level for development of website under ePrastuti Framework. The Project Steering Committee (PSC) should be constituted as follows:

- ✓ Deputy Commissioner -Chairperson/Responsible Officer
- ✓ Addl Deputy Commissioner (eGovernance) - Addl. Responsible Officer
- ✓ Senior officer from the District Administration– Web Information Manager(**Member Secretary**)
- ✓ HODs of District Departments – Members
- ✓ Representative from NIC – Member

The key tasks and responsibilities of PSC should be as follows:

1. Provide Project oversight, direction and guidance as needed
2. Develop Sustainability Plan
3. Budget allocation and approvals
4. Finalize the Website structure of the Main Administrative Department and ensure its integration with the websites of its constituent organisations
5. Content Readiness of the Main Administrative Department
6. Implement the Standardisation of Website in the defined time frame
7. Ensure compliance of the Website to the Standardisation Framework Guidelines
8. Ensure the development, security audit and deployment through the Government empanelled agencies
9. Identify the Site Administrator/Content Manager/ Master trainers in the department and its associated organisations and notify
(Note: These roles can be performed by one or many depending on the size of the organisation)
10. Establish the Content Management Responsibility Matrix
11. Promote a **Participative strategy in the implementation such that the responsibility and ownership of the Website** is shared across the organisation
12. Regular review of the Website

Note : Please refer to Annexure 8(a) for sample notification of Project Steering Committee.

Annexure-2: Governance Structure for the composition and Terms of Reference of the Support Structures

The Support Structure is another initial activity that is mandatorily to be notified for sustainability of websites development under ePrastuti Framework. The Support Structure should have the following members:

- ✓ Website Administrator – 1 Person
- ✓ Master Trainer - 2 persons (other than NIC)
- ✓ Content Manager(s) – preferably one person from every Branch/ Section/ Division/Sub-ordinate organizations.

The roles defined in the support mechanisms need to be designated and notified by the authority along with the responsibilities.

Content Managers

- ✓ Content Managers will be those personnel in the department and its organisations directly dealing with the subject matters and can identify the content of their respective work allocated.
- ✓ Rank is not the criteria for selecting Content managers. They could be Asstt. Commissioner, Section Superintendent, Assistants, etc.
- ✓ Content Managers need not have IT skill sets. They should be able to identify and provide the important and relevant content of their line of work for the website. For uploading content on the website, training will be provided.
- ✓ The department and its organisations should ideally have at least one Content Manager from each unit of the Job Chart.
- ✓ Roles and responsibilities of Content Managers
 - *To identify the content in their respective unit.*
 - *Classify the content into categories.*
 - *Convert the Content into format that is ready for uploading onto the website.*
 - *Uploading Content as per their responsibility.*

Master Trainers

- ✓ Master Trainers need to be having an aptitude for training the department/ organisation personnel on website content management. They need not necessarily have IT skill sets.
- ✓ They would undergo ePrastuti Master Trainers Certification Programme
- ✓ They would initially be trained by the ePrastuti Core Team/ DIO, NIC for Website Management and they in turn would provide trainings to other department personnel.
- ✓ They would be imparted with trainings on any new developments by ePrastuti Core Team/ DIO, NIC. Thus Master Trainers are required to provide the sustainability for the Website Content Management.
- ✓ Rank is not the criteria for selecting Master Trainers, only criteria being their aptitude for conducting trainings. They could be Asstt. Commissioner, Section Superintendent, Assistants, etc.

- ✓ The department and its sub-ordinate organisations should ideally have at least one Master Trainer each.
- ✓ Roles and responsibilities of Master Trainers
 - *Will undergo the Master Trainers Certification Programme.*
 - *Will be responsible for building the capability of department Content Managers by providing regular trainings to the Content managers.*

Website Administrator

- ✓ An official having IT skill sets
- ✓ Would be overall responsible for administration & management of the website
- ✓ Will assign Roles & Privileges to the department content managers
- ✓ Manage the top level directory structure in the Website
- ✓ Ensure the updating of data in the Website Directory

Note : Please refer to Annexure 8(b) for sample notification of Support Structure.

Annexure-3: Workshops for Master Trainers and Content Managers

The website without proper planning and complete information is not very attractive to the public. So, identification of all important information of the organisation and designing the Information Architecture (IA) of the website is an important process for development of effective website for the organisation.

In view of the above, WDC has developed a few toolkits to train the Master Trainers and Content Managers on identification, categorisation and design of IA of the website. The organisation needs to organise few workshops in collaboration with WDC and/or agency to train the Master Trainers and Content Managers on these toolkits. They also learn about the procedure and guidelines of development of website. They will prepare a draft Information Architecture for the website at the end of the workshops. Generally, 2-4 workshops are needed to prepare the Information architecture of the website to be developed.

If the organisation office is located outside Guwahati then the workshops are conducted through NIC video conference. The organisation may take help of DIO (NIC) for conducting such workshops locally in districts.

Annexure-4: Trainings for Master Trainers and Content Managers

Training the Master Trainers and Content Managers is an essential component for project sustainability. The Master Trainers are expected to train the Content Managers of the organisation from time to time so that they can update website contents regularly. The SAD and AASC organises several training programmes at AASC, Khanapara for Master Trainers and Content Managers throughout the year. The ePrastuti Core Team generally conducts these training programmes at AASC. The programmes are basically of following types:

1. Content Managers Training

2. Master Trainers Training
3. Certification programme for Master Trainers

The duration of these programmes varies from 1 to 4 days. The content managers trainings are generally of 2-3 days duration and Master Trainer Training are of duration 3-4 days. Refresher Course programmes are also conducted for Content Managers and Master Trainers by AASC from time to time. One can participate in the Certification programme of Master Trainers, which is of 1 day duration, after attending the Master Trainers Training Programme. After qualifying the certification programme the Master Trainers are designated as certified Master Trainers and become eligible for advanced training programme at IIT Guwahati.

Generally, SAD and AASC call for nomination of participants from various departments for these training programmes. Master Trainers and Content Managers are given training on the guidelines, principle and Content Management System of the ePrastuti Framework during these training programmes. The organisation may nominate their Master Trainers and Content Managers for these training programmes.

The organisations may also organise short training programmes locally in their offices in collaboration with WDC. WDC will provide faculty for such training programme. The DIO(NIC) will also help in conducting such programme in district.

Annexure-5: Domain Registration

A fourth level domain in the format “<name>.assam.gov.in” is to be registered for making the website live. The organisation which already has a domain for the website in the above format is not required to register a new domain. The domain registration process generally takes some time. So, the organisation should apply for the domain registration at the very beginning of the process of website development. The organisation needs to apply to the Secretary (IT), Govt. of Assam, for domain registration. He is the nodal officer of domain registration for Govt. of Assam. The application form for domain registration is available in the IT department.

Annexure-6: Hosting of Website

The hosting of the website is done after the development is complete and domain is registered. The organisation needs to provide the completion certificate as per the format given in SOP5 to WDC. The hosting of website generally takes 3-5 days time. Therefore the organisation needs to provide the completion certificate and registered domain for the website to the WDC at least 1 week before making it live.

Annexure-7: Creation of Government email-id

The Government always recommends using government email-id for official communications. So, creation of government mail-id for all members of PSC and Support Structure has been made mandatory in the process of development of website under ePrastuti. The government email-ids are generally of <name>@gov.in or <name>@nic.in or <name>@assam.gov.in. Those who do not have government mail id will have to create one during the website development period. Only

government mail-ids should be given in the website. The government mail-id can be created through NIC. One needs to apply online on the website <https://email.gov.in> for email-id.

One government email-id in the name of the organisation also needs to be created. This mail-id will be configured in the organisation's website for receiving feedback from the visitors of the website. The organisations need to provide this email-id to WDC for configuring before the website making live.

Instructions for new user registration are as follows :

- If you are a government employee (central or state) you can take a @Gov.in id. This id will be assigned to you at no cost.
- Individuals can fill up the single user form.
- State/Ministries/Departments can fill out the bulk user form if they wish to get multiple number of user's under their domain. Application form should be complete in all respect.
- If you have a website of your respective department and wish to get the id's created as userid@(website name), the same can be assigned to you.
- Accounts will be created as per the availability of the preferred Email ID. In case the preferred Email id is not available, NIC will assign the id as per the Email address policy .
- The credentials will be sent to registered mobile number of the user.
- When the user logins for the first time, an update "profile page" will be shown. Users are requested to kindly fill the same.
- User will be required to change the password on the first login . Please follow the password policy due to security reasons.
- For any query/assistance you can call 1800-111-555.

The URL for filling in the online email application form is <https://eforms.nic.in/>

Please include the 10 checkpoints

Sample ePrastuti Governance and Support Structure of District to be attached

Annexure-8: Sample notifications

(a) Project Steering Committee (sample)

**GOVERNMENT OF ASSAM
E-GOVERNANCE UNIT, FINANCE DEPARTMENT**

Office Order

Dated Dispur the 27th September, 2018

No FEB(eGU).23/2015/Pt(II)/23:- In the partial modification of the Office Order No FEB(eGU).23/2015/Pt(II)/10 dated 16th November, 2017, the e-Prastuti Project Steering Committee for Finance Department is hereby reconstituted with following members.

- | | |
|---|---|
| 1. Shri Rajiv Kumar Bora, IAS, Addl. Chief Secretary to the Govt of Assam, Finance Department | Chairman and Responsible Officer |
| 2. Shri Samir Sinha, IAS, Principal Secretary to the Govt of Assam, Finance Department | Member and Additional Responsible Officer |
| 3. Shri Shyam Jagannathan, IAS, Commissioner & Secretary to the Govt of Assam, Finance Department & Project Director, AS-CFMS | Member Secretary |
| 4. Shri Nitin Kumar Shivdas Khade, IAS, Secretary to the Govt of Assam, Finance (Estt. B) Department | Member |
| 5. Commissioner of Taxes, Assam | Member |
| 6. Registrar, Firms & Societies, Assam | Member |
| 7. Director, Accounts & Treasuries, Assam | Member |
| 8. Director, Audit(Local Fund), Assam | Member |
| 9. Director, Small Savings, Assam | Member |
| 10. Director, Financial Inspections, Assam | Member |
| 11. Shri Kailash Karthik N, IAS, Joint Secretary to the Govt of Assam, Finance (eGU) Department & Assistant Project Director, AS-CFMS | Member and Web Information Manager |
| 12. Smt. Hiranmayee Goswami, Technical Director, NIC | Member(Representative of NIC) |
| 13. Smt. Anuradha Barua, Scientist C, NIC | Member(Representative of WDC) |

The key tasks and responsibilities of PSC will be as follows:

1. Provide Project oversight, direction and guidance as needed
2. Develop Sustainability Plan
3. Budget allocation and approvals
4. Finalize the Web site structure of the Main Administrative Department and ensure its integration with the websites of its constituent organizations
5. Content Readiness of the Main Administrative Department
6. Implement the Standardization of Website in the defined time frame
7. Ensure compliance of the Website to the Standardization Framework Guidelines
8. Ensure the development , security audit and deployment through the Government empanelled agencies

9. Identify the Site Administrator/Content Manager/ Master trainers in the department and its associated organizations and notify
(** Note: These roles can be performed by one or many depending on the size of the Unit)
10. Establish the Content Managers Responsibility Matrix
11. Promote a Participative strategy in the implementation such that the responsibility and ownership of the Website is shared across the organization
12. Regular review of the Website
This comes into effect immediately.

Sd/-

Additional Chief Secretary to the Govt of Assam,
Finance Department

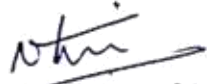
Memo No: No FEB(eGU).23/2015/Pt(II)/23-A

Dated Dispur the 27th September, 2018

Copy to:

1. The Commissioner & Secretary to the Govt of Assam, IT Department for kind information
2. Smt. Suchitra Pyarelal, State Informatics Officer, NIC & Member, WDC, for kind information
3. Persons concerned.

By Orders etc.


Joint Secretary to the Govt of Assam,
Finance Department

(b) Support Structure (sample)

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GOVERNMENT OF ASSAM
PANCHAYAT AND RURAL DEVELOPMENT DEPARTMENT
DISPUR: : GUWAHATI-781006

No. PDA 256/2015/PV / 7 /

Dated Dispur the 1st October/2016.

OFFICE ORDER

In partial modification of earlier order No.PDA 256/2015/PV/106 dtd. 02.03.2016 and in pursuance of letter No.WDC/2016/02/4 dtd. 18.02.2016, the following officials of Panchayat & Rural Development Department are designated as Content Manager, Master Trainer and Site Administrator for the **Departmental Support Committee under e-Prastuti Governance Structure.**

Section	Content Manager	Assistant Content Manager
P&RD(A) Department	1. Shri P.Das, Superintendent. 2. Smti Bandana Sonowal Hazarika, Superintendent.	1. Shri Khagen Saikia, Sr. AA. 2. Shri Bibekananda Das, Sr. A.A 3. Shri Divjendre Nath Sarma, Sr. AA. 4. Shri Maheswar Mirdha, Sr. AA. 5. Smti Tribence Patir, Jr. AA. 6. Shri Prabin Choudhury, Jr. AA. 7. Shri Prasanna Mazumdar, Computer Op.
P&RD(B) Department	1. Shri Dilip Das, Superintendent. 2. Shri Sonaram Laskar, Superintendent.	1. Smti Juli Hazarika, Sr. AA. 2. Sri Jatin Das, Sr. AA. 3. Smti K. R. Goswami, Sr. AA. 4. Shri Lalengzaua Chhakehhuak, Sr. A.A. 5. Smti M Khaklary, Sr. AA. 6. Smti K.R. Majumdar, Jr. AA. 7. Smti Nipasa Deka, Jr. AA. 8. Shri Diganta Sarma, Computer Op.
P&RD(C) Department	1. Shri Prabodh Ch. Goswami, Superintendent. 2. Smti Rina Sarma, Superintendent.	1. Shri D. Bora, Sr. AA. 2. Smti Sangita Baruah, Sr. AA. 3. Smti Juri Pathak, Sr. A.A. 4. Smti M. Devi, Jr. AA. 5. Shri. J. Sarma, Jr. AA. 6. Shri Bubul Bora, Computer Op. 7. Shri Dulu Kr. Sonowal, Jr. A. DRDA Kamrup (attached to P & RD(C) Deptt.)

Roles and responsibilities:

- ▲ To identify the content in their respective unit
- ▲ Classify the content into categories
- ▲ Submit to Webmaster for review
- ▲ Convert the Content into format that is ready for uploading onto the Website. In addition to that they are directed to frequently visit the website of the Web Development Cell, Govt. of Assam www.wdc.assam.gov.in to acquaint themselves with the e-Prastuti project (Standardization of Websites).

Master Trainer: -

1. Shri Bibekananda Das,
Sr. Administrative Assistant, P&RD (A) Department
2. Smti Tribence Patir,
Jr. Administrative Assistant, P&RD (A) Department
3. Smti Kumkum Ranjita Goswami,
Sr. Administrative Assistant, P&RD (B) Department
4. Shri Lalengzaua Chhakehhuak,
Sr. Administrative Assistant, P&RD (B) Department
5. Smti Juri Pathak,
Sr. Administrative Assistant, P&RD (C) Department
6. Smti Sangita Baruah,
Sr. Administrative Assistant, P&RD (C) Department

Roles and responsibilities:

- ▲ The duty of Master Trainer is in addition to the assigned duty of Content Manager.
 - ▲ Will be instrumental to provide continuous trainings to the department.
- In addition to the above, the following officials are assigned with the

Contd.

following responsibilities as indicated against their names, until further order.

1. Shri Prabin Choudhury, Jr.AA., P &RD (A) Deptt.

a. To look after all the general file works, budget and expenditure matters relating to Website Development of this Department under the Standardised Website Framework (SWF).

2. Shri Nayanmani Medhi, Programme Assistant, SIPRD (attached to P &RD Deptt.).

a. He will liaison with the Master Trainers and frequently visit the website of the Web Development Cell, Govt. of Assam:- 'www.wdc.assam.gov. in' for any updates on Website Development for the Department.

b. He will keep in touch with the representative of NIC, Assam and the Representative of Web Development Cell, Govt. of Assam in the e-Prastuti Project Steering Committee of the Department.

Site Administrator:- 1. Dr. Bijoya Choudhury, ACS
Joint Secretary to the Govt. of Assam, P&RD Department

Roles and responsibilities:

- ▲ Would be overall responsible for administration & management of the website
- ▲ Will assign Roles & Privileges to the department content managers
- ▲ Manage the top level directory structure (department wise) in the Website
- ▲ Ensure the updating of data in the Website Directory

WEB MASTER of e-Prastuti Project Steering Committee of the Department will oversee the working of the Content Managers, Master Trainers and Site Administrator.

Sd/-

Addl. Chief Secretary to the Govt. of Assam
Panchayat & R.D. Department

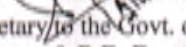
Memo No. PDA 256/2015/PV/71-A

Dated Dispur the 1st October/2016.

.Copy to:-

1. The Commissioner & Secretary, Information Technology Department, Dispur.
2. The Commissioner, Panchayat & Rural Development, Panjabari, Juripar, Ghy-37.
3. State Mission Director, Assam State Rural Livelihood Mission Society (ASRLMS) S.N. Gogoi Path, Nabajyoti Nagar, Panjabari, Guwahati, Assam.
4. The Director, SIRD Assam, Khanapara, Ghy-22.
5. The Secretary/ Addl. Secretary/ Joint Secretary and Deputy Secretary, P &RD Deptt, Dispur.
6. Smti. Suchitra Pyarelal, Sr. Technical Director, NIC & Member, Website Development Cell, IT Deptt., Dispur.
7. Shri P.Das, Superintendent, P&RD(A) Deptt.
8. Shri Dilip Das, Superintendent, P&RD(B) Deptt.
9. Shri Prabodh Ch. Goswami, Superintendent, P&RD(C) Deptt.
10. Shri Bibekananda Das, Sr.AA, P&RD(A) Deptt.
11. Smti. Tribenee Patir, Jr.AA, P&RD(A) Deptt.
12. Smti Kumkum Ranjita Goswami, Sr.AA, P&RD(B) Deptt.
13. Shri Lalengzaua Chhakehhuak, Sr.AA, P&RD(B) Deptt.
14. Smti Juri Pathak, Sr.AA, P&RD(C) Deptt.
15. Smti Sangita Baruah, Sr.AA, P&RD(C) Deptt.
16. P.S. to Addl. Chief Secretary, P&RD Deptt., Dispur.
17. PA to Commissioner & Secretary, P&RD Deptt., Dispur.

By order etc.


Joint Secretary to the Govt. of Assam
Panchayat & R.D. Department