

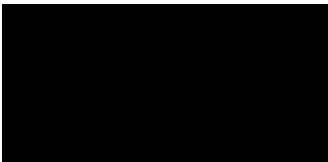
LISTING PROFORMA

SECTION XIV

- Central Acts : Right to Information Act, 2005
- Provisions : Section 3, 4 & 6
- Central Rule (Title) : NA
- Rule No(s) : NA
- State Act : NA
- Provision(s) : NA
- State Rule (Title) : NA
- Rule No(s) : NA
- Impugned Interim Order : NA
- Impugned Final Order : NA
- High Court : NA
- Names of Judges : NA
- Tribunal/Authority : NA

-
1. Nature of Matter : Civil Criminal
 2.
 - (a) Petitioner No. 1 : Anuj Nakade
 - (b) Email ID : NA
 - (c) Mobile Number : NA
 3.
 - (a) Respondent No. 1 : State of Andhra Pradesh
 - (b) Email ID : NA
 - (c) Mobile Number : NA
 4. Classification
 - (a) Main category : 17
 - (b) Sub classification : 1703

- 5. Not be listed before : NA
- 6. **Similar/Pending Matter** :
 - (a) Disposed off, with citation : No similar matter disposed off
 - (b) Pending, with case details : No similar petition is pending
- 7. **Criminal Matters** : NA
 - (a) Whether accused surrendered : NA
 - (b) FIR No. : NA
 - (c) Date : NA
 - (d) Police Station : NA
 - (e) Sentence Awarded : NA
 - (f) Custody undergone : NA
- 8. **Land Acquisition Matters** : NA
- 9. **Tax Matters** : NA
- 10. **Special Category** : NA
 - Senior Citizen SC/ST Woman/Child
 - Disabled Legal Aid In custody
- 11. **Vehicle Number** : NA
(in case of Motor Accident Claim matters)
- 12. **Decided cases with citation** : NA



Date : 14.08.2024

ADVOCATE ON RECORD

Name : N. Sai Vinod

Code :

E-mail :

SYNOPSIS

1. This petition urges this Hon'ble Court to initiate contempt proceedings against the officers' in-charge of Respondent States and Union Territories for their willful, deliberate, and intentional disobedience of clear and specific directions issued in *Pravasi Legal Cell vs Union of India*, W.P. (C) 1040 of 2019, dated 20.03.2023.
2. This Hon'ble Court mandated them to: “set up and operationalize online web portals so that information sought under the Right to Information Act 2005 is made available in respect of all public authorities falling within their jurisdiction” within three months, i.e., 19 June 2023.
3. In essence, the proper implementation of this Hon'ble Court's directions required all states and UTs to:
 - (i) Develop an online portal (if not already done) for receiving and responding to RTI applications and appeals;
 - (ii) Ensure that the portal has onboarded “all public authorities falling within their jurisdiction” to process RTI requests; and
 - (iii) Adhere to minimum technological standards to make the portal “accessible” to all sections of society, *equally*.
4. The Petitioner, Anuj Nakade, is an independent journalist and a digital content creator. He is a frequent user of the RTI Act. In February this year, the Petitioner attempted to file RTI applications with the home departments or its equivalent in all 28 states and 8 UTs to map the usage of drones by law enforcement across India. During this process, the Petitioner discovered widespread defiance of this Hon'ble Court's orders in *Pravasi Legal Cell* (supra).

A. WILFUL & DELIBERATE FAILURE TO SETUP RTI PORTAL

5. First and foremost, the Petitioner found that the following 6 states (out of 28) and 3 UTs (out of 8) have blatantly failed to develop an RTI portal as mandated by *Pravasi Legal Cell* (supra), despite more than a year passing since the court-mandated deadline:

S. NO.	STATES & UTs	S. NO.	STATES & UTs
1.	Andhra Pradesh	7.	West Bengal
2.	Arunachal Pradesh	8.	Andaman and Nicobar
3.	Jharkhand	9.	Daman and Diu & Dadra and Nagar Haveli
4.	Manipur	10.	Jammu & Kashmir
5.	Nagaland	11.	Lakshadweep
6.	Sikkim		

6. In April this year, the Petitioner made a *bona fide* effort to alert each of the above-named states and UTs about their obligation to implement this Hon'ble Court's directions in *Pravasi Legal Cell* (supra). While three Alleged Contemnors (Nos. 01, 07 & 08) acknowledged the representation, the rest of them did not even bother to reply. Despite the Petitioner's earnest effort, the Alleged Contemnors failed to act, demonstrating their blatant disregard for judicial authority and their statutory obligations under the RTI Act.

B. WILFUL & DELIBERATE FAILURE TO ONBOARD ALL PUBLIC AUTHORITIES

7. Even among those States and UTs who have set up RTI portals – either prior to or following this Hon'ble Court's directions – the Petitioner found a significant number of public authorities missing from the portals. To this end, the Petitioner identified a few critical public authorities and verified their presence across the RTI portals.

He found the following key authorities to be either completely or largely unavailable from the RTI portals:

- A. **Government Departments:** District Magistrates, Police Commissionerate, and Police Stations;
- B. **Autonomous Bodies:** State Human Rights Commissions, Pollution Control Boards, Electricity Regulatory Commissions, and Education Boards;
- C. **Municipal bodies at urban and rural level;** and
- D. **Public Sector Undertakings ('PSUs')**

8. The conspicuous absence of the abovementioned public authorities — those that citizens frequently seek information from — renders these RTI portals ineffective and unable to fulfill the intent of this Hon'ble Court's orders in *Pravasi Legal Cell* (supra).

C. FAILURE TO IMPLEMENT MINIMUM ACCESSIBILITY & USABILITY STANDARDS

9. Almost every existing RTI portal fails to meet the minimum standards for access and use laid down by the National Informatics Centre ('NIC') in "Guidelines for Indian Government Websites and Apps 3.0" ('GIGW 3.0'), which are applicable to all "Indian Government websites and Applications at any organizational level and belonging to ... State Governments."
10. The absence of following key standards particularly limits the access and use of portals for persons with disabilities ('PWDs') and those with low digital literacy:
- A. No alternative output modes for CAPTCHA verification, hindering access for those with sensory disabilities;

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- B. Lack of text scaling functionality, which makes it harder for those with visual impairments; and
 - C. Arbitrary and irrational character input restriction, coupled lack of suggested corrections, which impedes easy access for persons with learning, visual or motion impairments.
11. The failure to adopt NIC’s minimum standards, in effect, amounts to denial of statutory right to information entitled by all citizens, including PWDs, the unlettered, and those with low digital literacy.
12. It is well-established that the orders of this Hon’ble Court must be given full effect, both in letter and spirit. They are not “paper orders,” and they must be given proper consideration, and compliance must reflect application of mind.¹ Many of the States and UTs have blatantly ignored the clear and timebound mandate of this Hon’ble Court to setup RTI portals. Several others have failed to adhere to minimum accessibility standards, rendering these portals out of reach for the disadvantaged. Likewise, a limited investigation revealed a conspicuous absence of crucial public authorities, which is nothing but an attempt to undermine the purpose and intent behind this Hon’ble Court’s orders in *Pravasi Legal Cell* (supra).

LIST OF DATES AND EVENTS

12.10.2005 The Right to Information Act, 2005 (‘RTI Act’) was brought into force. Section 3 of the Act guarantees every citizen the right to seek public records held by or under the control of any public authority.

¹ *Debibrata Chattopadhyay vs Jharna Ghosh*, Contempt Petition (C) No. 320 of 2022

More importantly, Section 6(1) allows citizens to “make a request in writing or through electronic means” (emphasis added) to the relevant public authority, whether at the central or state levels. This provision, in effect, guarantees the citizens a statutory right to submit RTI request through electronic means.

14.05.2019 A public interest litigation (‘PIL’), *Pravasi Legal Cell vs. Union of India*, Writ Petition (Civil) No 1040 of 2019, was filed before this Hon’ble Court since most states and UTs lacked mechanisms to receive RTI requests and appeals through electronic means. This PIL sought a direction from this Hon’ble Court for all States and UTs to establish a centralized web portal for handling RTI requests and appeals within their jurisdictions.

16.11.2020 Another PIL, *Kishan Chand Jain vs. Union of India*, W.P.(C) 1325 of 2020, was filed seeking reliefs against all high courts and district courts within their administrative control.

March 2023 Union of India, through the Ministry of Electronics and Information Technology, issued “Guidelines for Indian Government Websites and Apps 3.0” (“**GIGW 3.0**”), based on international standards, including ISO 23026, W3C’s Web Content Accessibility Guidelines (WCAG 2.1), and Rights

of Persons with Disabilities Act, 2016 along with Information Technology Act, 2000. The GIGW 3.0 apply to all “Indian Government websites and Applications at any organisational level and belonging to both Central Government as well as State Governments.” This includes RTI portals as well.

20.03.2023 In a common judgement, this Hon’ble Court disposed of W.P. (C) No. 1040 of 2019 and W.P. (C) No. 1325 of 2020, with the following directions:

“In view of the orders which have been passed in Writ Petition (Civil) No 1325 of 2020, there shall be a direction to all the State governments/Union Territories to set up and operationalize online web portals so that information sought under the Right to Information Act 2005 is made available in respect of all public authorities falling within their jurisdiction. This exercise shall be completed within a period of three months from the date of this order.” (emphasis added)

Accordingly, all states and union territories were obligated to set up and make available RTI web portals (i) in a manner that it is “accessible” to all sections of society equally, and (ii) “in respect of all public authorities falling within their jurisdiction.”

February, 2024 The Petitioner attempted to file RTI applications with the home departments or its equivalent in all 28 states and 8 UTs on use of drones by law

enforcement authorities across India. During this process, the Petitioner discovered that only 19 states and 4 UTs have a dedicated web portal for submitting RTI applications.

- 22.04.2024** The Petitioner emailed the secretary-level officers of each of the non-complying States, alerting them to the time-bound directions issued by this Hon'ble Court on 20.03.2023.
- 23.04.2024**
- 26.04.2024** The Union Territory of Andaman and Nicobar (Alleged Contemnor No. 8) replied, stating that “the work for implementation of online RTI Portal is under process and it will resume after repealing of Model Code of Conduct.”
- 17.05.2024** The State of Andhra Pradesh (Alleged Contemnor No. 1) informed that Petitioner’s representation has been forwarded to the General Administration (AR) Department for action.
- 23.05.2024** The Petitioner sent a reminder to all the States and UTs that did not respond or acknowledge receipt.
- 28.05.2024** The State of West Bengal (Alleged Contemnor No. 7) replied to intimate that Petitioner’s representation has been forwarded to the Personnel and Administrative Reforms Department for necessary action.
- 14.08.2024** Several States and UTs have blatantly failed to launch the RTI portals despite the clear and

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timebound mandate of this Hon'ble Court. Others have failed to adhere to minimum accessibility standards, rendering these portals out of reach for many with disabilities. Moreover, a limited investigation revealed a conspicuous absence of crucial public authorities, which further undermines the intent of this Hon'ble Court's orders in *Pravasi Legal Cell* (supra).

Hence, the present Contempt Petition.

IN THE SUPREME COURT OF INDIA
INHERENT AND PLENARY JURISDICTION
CONTEMPT PETITION (CIVIL) NO. OF 2024

IN

WRIT PETITION (CIVIL) NO. 1040 OF 2019

IN THE MATTER OF:-

ANUJ NAKADE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PETITIONER

VERSUS

1. [REDACTED]
Government of Andhra Pradesh
Secretary, General Administration
Department, Building No: 1, Room
No: 149, AP Secretariat,
Velagapudi, Amaravati - 522 238
E: mpoonam@nic.in
ALLEGED
CONTEMNOR NO. 1
2. [REDACTED]
Government of Assam
Commissioner & Secretary, Dept. of
Administrative Reforms & Training,
Block-C, 2nd Floor,
Janata Bhawan, Dispur,
Guwahati – 6
E: spgotmare@gov.in
ALLEGED
CONTEMNOR NO. 2
3. [REDACTED]
Government of Jharkhand
Secretary, Dept. of Personnel,
Administrative Reforms and
Rajbhasha, Project Building, Dhurwa,
Ranchi – 834 004
E: dopjharkhand@gmail.com
ALLEGED
CONTEMNOR NO. 3
4. [REDACTED]
Government of Manipur

Secretary, Dept. of Personnel,
Secretariat, Babupara, Imphal West,
Manipur – 795 001
E: cmmani@nic.in;
secretary2cm@gmail.com;
ps2cmmanipur@gmail.com

ALLEGED
CONTEMNOR No. 4

5. [REDACTED]
Government of Nagaland
Commissioner & Secretary,
Dept. of Administrative and Personnel
Reforms, Nagaland Civil Secretariat
Kohima – 797 001
E: chubalanar@gmail.com

ALLEGED
CONTEMNOR No. 5

6. [REDACTED]
Government of Sikkim
Secretary, Department of Personnel,
Government of Sikkim, Tashiling,
Secretariat, Gangtok – 737 101
E: gos.dopart@gmail.com

ALLEGED
CONTEMNOR No. 6

7. [REDACTED]
Government of West Bengal
Secretary, Department of
Administrative & Personnel Reforms,
Nabanna, 7th Floor, 325 Sarat
Chatterjee Road, Mandirtala, Shibpur,
Howrah – 711 102
E: secy.par-wb@nic.in

ALLEGED
CONTEMNOR No. 7

8. [REDACTED]
Union Territory of Andaman &
Nicobar
Secretary, Department of
Administrative Reforms and Training,
Andaman and Nicobar Secretariat,
Port Blair – 774 101
E: secretaryuddm@gmail.com

ALLEGED
CONTEMNOR No. 8

9. [REDACTED]
Union Territory of Daman and Diu
and Nagar Haveli
Secretary, Department of Personnel &
Administrative Reforms, Ground

- Floor, Secretariat, Fort Area, Moti
Daman, Daman (U.T.) – 396 220
E: pers-dd@nic.in
- ALLEGED
CONTEMNOR No. 9
10. [REDACTED]
Union Territory of Jammu & Kashmir
Administrative Secretary,
Administrative Reforms, Inspections,
Training and Grievances Department,
Room no: 276, 2nd Floor Civil
Secretariat Srinagar – 190 001
E: psaritjk@gmail.com;
arihallssectt@gmail.com
- ALLEGED
CONTEMNOR No. 10
11. [REDACTED]
Union Territory of Lakshadweep
Director, General Administration and
Protocol Department,
Kavaratti – 682 555
E: utl1@utl.gov.in;
cs-lak@nic.in
- ALLEGED
CONTEMNOR No. 11
12. [REDACTED]
Government of Gujarat
Principal Secretary, Administrative
Reforms & Training Division, General
Administration Department,
Government of Gujarat Block No. 7,
1st Floor, New Sachivalaya,
Gandhinagar
E: secartd@gujarat.gov.in
- ALLEGED
CONTEMNOR No. 12
13. [REDACTED]
Government of Arunachal Pradesh
Chief Secretary, Civil Secretariat,
Itanagar – 791 111
E: secy-part-arn@nic.in
- ALLEGED
CONTEMNOR No. 13
14. [REDACTED]
Government of Bihar
Principal Secretary, General
Administration Department, Main
Secretariat, Patna – 800 015
E: secy-par-bih@nic.in
- ALLEGED
CONTEMNOR No. 14
15. [REDACTED]
Government of Chhattisgarh

- Chief Secretary, General
Administration Department
Mantralaya Mahanadi Bhawan, Naya
Raipur, Chhattisgarh
E: mukeshbansal78@hotmail.com
- ALLEGED
CONTEMNOR NO. 15
16. [REDACTED]
Government of Goa
Secretary, Administrative Reforms
Department, Secretariat,
Porvorim, Goa
E: jsard-sect.goa@nic.in;
usard-sect.goa@nic.in
- ALLEGED
CONTEMNOR NO. 16
17. [REDACTED]
Government of Haryana
Special Secretary, General
Administration Department, 4th Floor,
Haryana Civil Secretariat, Sector 1,
Chandigarh
E: prasadtvsn@hry.nic.in
- ALLEGED
CONTEMNOR NO. 17
18. [REDACTED]
Government of Himachal Pradesh
Secretary, Administrative Reforms
Department, 35QJ+56Q, Circular Rd,
Chotta Shimla, Shimla – 171 002
E: cs-hp@nic.in
- ALLEGED
CONTEMNOR NO. 18
19. [REDACTED]
Government of Karnataka
Additional Chief Secretary,
Department of Personnel &
Administrative Reforms, 605, 1st
Gate, 6th Floor, MS Building,
Bengaluru – 01
dparardeputysecretary@gmail.com
- ALLEGED
CONTEMNOR NO. 19
20. [REDACTED]
Government of Kerala
Secretary, Personnel and
Administrative Reforms Department,
Room No:629, 1st Floor,
South Block,
Thiruvanthapuram – 695 001
- ALLEGED
CONTEMNOR NO. 20

E: secy.pard@kerala.gov.in;
sjsecykerala@gmail.com

21. [REDACTED]
Government of Madhya Pradesh
Chief Secretary,
General Administrative Department,
Mantralaya, Vallabh Bhawan,
Bhopal – 462 004
E: psgad@mp.gov.in
ALLEGED
CONTEMNOR No. 21
22. [REDACTED]
Government of Maharashtra
Secretary, General Administration
Department, 6th floor, Main Building,
Mantralay, Mumbai, Maharashtra –
400 032
E: cs@maharashtra.gov.in
ALLEGED
CONTEMNOR No. 22
23. [REDACTED]
Government of Meghalaya
Secretary, Department of Personnel
and Administrative Reforms,
Personnel and A.R. (A) Department
main Secretariat, Shillong – 793 001
E: cso-meg@nic.in
ALLEGED
CONTEMNOR No. 23
24. [REDACTED]
Government of Mizoram
Secretary, Department of Personnel
and Administrative Reforms, Mizoram
Secretariat Building, Mizoram New
Capital Complex (MINECO), Aizawl,
Mizoram.
E: dpararw@gmail.com
ALLEGED
CONTEMNOR No. 24
25. [REDACTED]
Government of Odisha
Secretary, Department of General
Administration and Grievances,
Odisha State Secretariat, General
Administration, and Public Grievance
Department, Government of Odisha,
Bhubaneswar
E: publicgrievance.od@gmail.com
ALLEGED
CONTEMNOR No. 25
26. [REDACTED]

Government of Punjab
 Special Secretary cum Director,
 Department of Governance Reforms
 and Public Grievances,
 Plot No. D-241, Industrial Area, Phase
 – 8B, Sector – 74,
 Mohali – 160 071
 E: psgr@punjab.gov.in

ALLEGED
 CONTEMNOR NO. 26

27. [REDACTED]
 Government of Rajasthan
 Director, Department of Public
 Grievances, Room No – 7220, Food
 Building, Second Floor, Secretariat,
 Jaipur
 E: ds.rpg@rajasthan.gov.in

ALLEGED
 CONTEMNOR NO. 27

28. [REDACTED]
 Government of Tamil Nadu
 Secretary, Human Resources
 Department, Human Resources
 Management Department Secretariat,
 Chennai – 600 009
 E: parsec@tn.gov.in

ALLEGED
 CONTEMNOR NO. 28

29. [REDACTED]
 Government of Telangana
 Chief Secretary, General
 Administration Department, 3rd Floor,
 Telangana Secretariat, Hyderabad,
 Telangana – 500 022
 E: stateportal@telangana.gov.in

ALLEGED
 CONTEMNOR NO. 29

30. [REDACTED]
 Government of Tripura
 Secretary, Department of General
 Administration (Administrative
 Reforms), Secretariat,
 New Capital Complex, Kunjaban
 E: gaar.agt-tr@nic.in
 secretaryswse010422@gmail.com

ALLEGED
 CONTEMNOR NO. 30

31. [REDACTED]
 Government of Uttarakhand

- Secretary, General Administration
Department, 29, IIE (IT PARK)
Sahastradhara Road,
Dehradun – 248 001
E: as-it-ua@nic.in
- ALLEGED
CONTEMNOR No. 31
32. [REDACTED]
State of Uttar Pradesh
Joint Director cum Deputy Secretary,
Administrative Reforms Department,
38, Darbari Lal Sharma Bhavan, First
Floor, Uttar Pradesh
E: psecup.secadmin@nic.in
- ALLEGED
CONTEMNOR No. 32
33. [REDACTED]
Union Territory of Chandigarh
Secretary Personnel, Personnel and
Establishment Department, 4th Floor,
Chandigarh Secretariat,
Sector 9, Chandigarh
E: secy-personnel@chd.nic.in
- ALLEGED
CONTEMNOR No. 33
34. [REDACTED]
Union Territory of Delhi (NCT)
Additional Chief Secretary,
Department of Administrative
Reforms, Administrative Reforms
Department, 7th Level, C-Wing, Delhi
Secretariat, I. P. Estate,
New Delhi
E: arupdate@nic.in
- ALLEGED
CONTEMNOR No. 34
35. [REDACTED]
Union Territory of Ladakh
Chief Secretary,
Civil Secretariat, Leh,
Ladakh – 194 101
E: pstocomsecutl@gmail.com
- ALLEGED
CONTEMNOR No. 35
36. [REDACTED]
Union Territory of Puducherry,
Secretary (Personnel), Department of
Administrative Reforms,
Goubert Avenue, Chief Secretariat,
Puducherry
E: dpar-ccd@py.gov.in
- ALLEGED
CONTEMNOR No. 36

CONTEMPT PETITION UNDER ARTICLE 129 AND 142(2) OF THE CONSTITUTION OF INDIA READ WITH SECTION 2(b) OF THE CONTEMPT OF THE COURT ACT, 1971 AND RULE 3 OF RULES TO REGULATE PROCEEDING FOR CONTEMPT OF THE SUPREME COURT, 1975 FOR INITIATING CONTEMPT PROCEEDINGS AGAINST THE ABOVE-NAMED CONTEMNOR FOR WILFUL DISOBEDIENCE OF ORDER DATED 20.03.2023 PASSED BY THIS HON'BLE COURT IN WRIT PETITION (CIVIL) NO. 1040 OF 2019

TO

THE HON'BLE CHIEF JUSTICE OF INDIA
AND HIS COMPANION JUDGES
OF THE HON'BLE SUPREME COURT OF INDIA

THE HUMBLE PETITION OF
THE PETITIONER ABOVE-NAMED

MOST RESPECTFULLY SHOWETH:

1. This petition respectfully requests this Hon'ble Court to initiate contempt proceedings under Article 129 of the Constitution of India, 1950 read with Section 2(b) of the Contempt of Courts Act, 1971, against the above-named States and Union Territories ('UTs'), for willfully disobeying the clear and time-bound directions in *Pravasi Legal Cell vs Union of India*, W.P. (C) 1040 of 2019, issued on 20.03.2023. This Hon'ble Court directed each of them "to set up and operationalize online web portals so that information sought under the Right to Information Act 2005 is made available in respect of all public authorities falling within their jurisdiction" within a period of three months, i.e., 20 June 2023. True copy of the order and judgement dated 20.03.2023 passed by this Hon'ble Court in *Pravasi*

Legal Cell vs Union of India, W.P. (C) 1040 of 2019 is marked as **ANNEXURE C-1 (Page No. 46 to 57)**.

2. Despite this Hon'ble Court's unequivocal and time-bound directions:
 - A. 6 States and 3 UTs have blatantly ignored the mandate to set up an online web portal ('RTI portal', for short) to receive requests and appeals under the Right to Information Act, 2005 ('RTI Act'), despite a year has passed since the court-mandated deadline.
 - B. Several RTI portals surveyed did not include key public authorities on the platform, which *ex-facie* violates this Hon'ble Court's mandate for Respondents to onboard "all public authorities falling within their jurisdiction."
 - C. Almost every RTI portal (set up either prior to or following this Hon'ble Court's direction) fails to meet the minimum standards of accessibility and usability required of government websites. This failure particularly affects persons with disabilities ('PWDs'), the unlettered, and those with low digital literacy, effectively denying them their statutory right to information and reducing compliance into a mere formality.

A. ABOUT THE PETITIONER

3. The Petitioner, Anuj Nakade, is an independent journalist and digital content creator. As a frequent user of the RTI Act, he has actively collaborated with civil society organizations such as the Internet Freedom Foundation and Association for Democratic Reforms, focusing on advocacy campaigns for digital rights and transparency. In 2024, he founded the Nagrik Project (nagrikproject.in), which

tracks the compliance of states and UTs with the Hon'ble Court's direction through an interactive map. He has no personal interest or grievance against the alleged contemnors, except as a citizen, RTI user, and advocate for public interest. True copy of Petitioner's resume is marked as **ANNEXURE C-2 (Page No. 58 to 59)**.

B. BACKGROUND

4. The facts leading to this petition are outlined below:
5. The RTI Act, which came into force on 12 October 2005, was enacted to establish a practical framework for citizens to “secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority.” Section 3 of the Act guarantees every citizen the right to seek public records held by or under the control of any public authority. More importantly, Section 6(1) allows citizens to “make a request in writing or through electronic means” (emphasis added) to the relevant public authority, whether at the central or state levels. This provision, in effect, guarantees the citizens a statutory right to submit RTI request through electronic means.
6. In the 14th year of the RTI Act, a public interest litigation (‘PIL’), titled *Pravasi Legal Cell vs. Union of India*, Writ Petition (Civil) No 1040 of 2019, was filed before this Hon'ble Court since most states and UTs lacked mechanisms to receive RTI requests and appeals through electronic means. This PIL sought a direction from this Hon'ble Court for all States and UTs to establish a centralized web portal for handling RTI requests and appeals within their jurisdictions. Following *Pravasi Legal Cell* (supra), another PIL, *Kishan Chand Jain vs Union of India*, W.P.(C) No. 1325 of 2020,

was filed seeking similar reliefs against all high courts and district courts within their administrative control.

7. Meanwhile, the National Informatics Centre ('NIC') released the "Guidelines for Indian Government Websites and Apps 3.0" ('GIGW 3.0'), which sets minimum standards for improving accessibility, usability, and cybersecurity of government websites and portals. The GIGW 3.0 norms apply to all "Indian Government websites and Applications at any organizational level and belonging to both Central Government as well as State Governments." Adherence to GIGW 3.0 is critical as it incorporates international standards such as ISO 23026 and W3C's Web Content Accessibility Guidelines (WCAG 2.1). It also aligns with statutory obligations under the Rights of Persons with Disabilities Act, 2016 and the Information Technology Act, 2000. Several sites including the official website of this Hon'ble Court, high courts, and various others have undated or redesigned their sites to meet GIGW 3.0 standards. True copy of relevant extracts from Guidelines for Indian Government Websites and Apps 3.0 (GIGW 3.0) is marked as **ANNEXURE C-3 (Page No. 60 to 152)**.
8. On 20.03.2023, this Hon'ble Court, through a common judgement, disposed of *Pravasi Legal Cell* (supra) and *Kishan Chand Jain* (supra), issuing clear directions to all high courts, state governments, and union territories "to set up and operationalize online web portals so that information sought under the Right to Information Act 2005 is made available in respect of all public authorities falling within their jurisdiction" within a period of three months. The relevant excerpts are reproduced for easy reference:

“Writ Petition (Civil) No 1325 of 2020

...

5. Section 6(1) of the Right to Information Act 2005 stipulates that a person who desires to obtain any information under the Act shall make a request in writing “or through electronic means” specifying the particulars of the information sought. This provision indicates that an RTI applicant has a statutory right to move an application through electronic means.

6. The Supreme Court of India has recently set up an online portal facilitating requests for the supply of information. Online facilities would considerably facilitate the fulfillment of the objects of the Act. Though the Act was enacted in October 2005, after a lapse of 17 years, online web portals are still to be operationalized by some of the High Courts

...

8. We are of the view that such an exercise should be carried out by all the High Courts in the country no later than within a period of three months from the date of this order.”

Writ Petition (Civil) No 1040 of 2019

1. In view of the orders which have been passed in Writ Petition (Civil) No 1325 of 2020, there shall be a direction to all the State governments/Union Territories to set up and operationalize online web portals so that information sought under the Right to Information Act 2005 is made available in respect of all public authorities falling within their jurisdiction. This exercise shall be completed within a period of three months from the date of this order.” (emphasis supplied)

9. The three-month time limit set by this Hon’ble Court expired on 19 June 2023. Shockingly, nearly every state and UT has willfully ignored this Hon’ble Court’s directions and their statutory obligations under Section 6 of the RTI Act. The extent of this willful

non-compliance, which is the subject matter of this petition, is detailed below.

C. WILFUL & DELIBERATE FAILURE TO SETUP RTI PORTAL

10. In February this year, the Petitioner attempted to file RTI applications with the home departments or its equivalent in all 28 states and 8 UTs as part of his research on use of drones by law enforcement authorities across India. During this process, the Petitioner discovered that only 19 states and 4 UTs have a dedicated web portal for submitting RTI applications. The following 6 states and 4 UTs did not have an online portal for submitting the RTI request:

S. NO.	STATES & UTs	S. NO.	STATES & UTs
1.	Andhra Pradesh	7.	West Bengal
2.	Arunachal Pradesh	8.	Andaman and Nicobar
3.	Jharkhand	9.	Daman and Diu & Dadra and Nagar Haveli
4.	Manipur	10.	Jammu & Kashmir
5.	Nagaland	11.	Lakshadweep
6.	Sikkim		

In addition, the Government of Arunachal Pradesh, Respondent No. 13 herein, has built a portal (accessible at: rti.arunachal.gov.in) but has yet to operationalize it. The site carries a disclaimer stating: “The site is currently under testing & yet to be formally launched. Therefore, any RTI or Appeals made in the portal in the current state shall not be entertained as a valid RTI or Appeal.” True copy of screenshot of RTI Portal launched by Government of Arunachal Pradesh dated 26.06.2024 is marked as **ANNEXURE C-4 (Page No. 153 to 156)**.

11. As a result, the Petitioner was compelled to submit a physical copy of the RTI request to 9 states and 4 UTs through the postal service. A true copy of a chart containing the date, mode of filing, and tracking details of RTI request submitted by Petitioner is marked as **ANNEXURE C-5 (Page No. 157 to 159)**.
12. As a concerned citizen, in April 2024, the Petitioner emailed the secretary-level officers of each of the above-named non-complying Respondent-States, bringing their attention to the time-bound directions issued this Hon'ble Court on 20.03.2023. The contents of the letter addressed to Respondent No. 1, which are identical to the ones sent to Respondent Nos. 2 to 11, are reproduced below for reference:

“...I wished to file an application requesting information from the Police Administration / Home Department of the State of Andhra Pradesh. However, no web portal has been made operational by the State Government. Due to the lack of an operational online RTI web portal, the Application had to be filed through post. A copy of the postal receipt for the RTI filed with the PIO has been attached to this letter and marked herewith as Annexure I.

It is pointed out that as per a Supreme Court order dated 20.03.2023 in Writ Petition No. 1040 of 2019, the Supreme Court had observed that under Section 6(1) of the Right to Information Act, a person has the statutory right to file an RTI through electronic means. In light of this reasoning, the Supreme Court has issued directions to all State Governments and Union Territories to create operational RTI web portals within 3 months of the issuance of the order. A Copy of the Supreme Court order dated 20.03.2023 is attached herewith and marked as Annexure II” (emphasis supplied)

13. Subsequently, on 23.05.2024, the Petitioner sent a reminder to each of them, urging them to set up online portals at the earliest for the benefit of public. True copies of Petitioner's emails to Respondent Nos. 1 to 11 dated 23.04.2024 and reminders sent to Respondent Nos. 2, 3, 4, 5, 6, 9, and 10 dated 23.05.2024 are marked as **ANNEXURE C-6 (Page No. 160 to 185)**.
14. As of this date, his representations to the non-complying Respondents received:
 - a. No response from Assam (Respondent No. 2), Jharkhand (Respondent No. 3), Manipur (Respondent No. 4), Nagaland (Respondent No. 5), Sikkim (Respondent No. 6), Daman and Diu & Dadra and Nagar Haveli (Respondent No. 9), Jammu & Kashmir (Respondent No. 10), and Lakshadweep (Respondent No. 11).
 - b. A reply dated 26.04.2024 from the Assistant Secretary (AR&Trg.) of Union Territory of Andaman and Nicobar (Respondent No. 8), which stated that “the work for implementation of online RTI Portal is under process and it will resume after repealing of Model Code of Conduct.” The relevance of Model Code of Conduct for setting up the RTI portal as directed by this Hon'ble Court, that too a year ago, is highly questionable. Nevertheless, the Petitioner followed up with an email on 23.05.2024 requesting a timeline to launch the portal, but received no further reply. True copy of the Petitioner's correspondence with Andaman and Nicobar (Respondent No. 8) dated 26.04.2024 and 23.05.2024 is marked as **ANNEXURE C-7 (Page No. 186 to 189)**.

- c. A letter dated 17.05.2024 from the Secretary of Information Technology, Electronics & Communications Department ('ITE&C') of Government of Andhra Pradesh (Respondent No. 1), which forwarded his representation to the General Administration ('AR') Department for necessary action. The Petitioner did not receive any reply from the AR Department. True copy of letter dated 17.05.2024 from the Secretary of Information Technology, Electronics & Communications Department ('ITE&C') of Government of Andhra Pradesh (Respondent No. 1) is marked as **ANNEXURE C-8 (Page No. 190)**.
- d. An email and copy of letter dated 28.05.2024 from Joint Secretary of Department of Information Technology & Electronics of Government of West Bengal (Respondent No. 7), which forwarded his representation to the Principal Secretary of Personnel & Administrative Reforms Department for necessary action. True copy of email and copy of letter dated 28.05.2024 from Joint Secretary of Department of Information Technology & Electronics of Government of West Bengal (Respondent No. 7) is marked as **ANNEXURE C-9 (Page No. 191 to 192)**.
15. As evident from the above, the Petitioner made a *bona fide* attempt to draw the attention of the Respondent-States to their obligation to set up and operationalize RTI portals as directed by this Hon'ble Court on 20.03.2023. Despite his earnest attempt, these 11 states and UTs have failed to establish and operationalize RTI web portals. Their failure to establish and operationalize RTI web portals

represents a blatant disregard for judicial authority and statutory obligations under the RTI Act.

D. WILFUL FAILURE TO ONBOARD *ALL* PUBLIC AUTHORITIES

16. A closer examination of existing RTI portals revealed significant non-compliance with the second part of this Hon'ble Court's mandate: the mandate to onboard *all* public authorities within their jurisdiction onto the RTI portal. Since the Petitioner lacks the resources to compile an exhaustive list of missing public authorities, he identified a few critical public authorities and sought to verify their presence across the RTI portals. In this process, he found the following key authorities to be either completely or largely unavailable from the RTI portals:

A. Government Departments

- a. **District Magistrates ('DMs') or Collector's Offices** are entirely absent from the RTI portals of Assam, Arunachal Pradesh, Bihar, Goa, Haryana, Meghalaya, Mizoram, Delhi, and Ladakh. Only a limited number of DMs within their jurisdiction are available in the RTI portals of Chhattisgarh, Himachal Pradesh, Kerala, Odisha, Rajasthan, Tamil Nadu, and Telangana.
- b. **Police:** Police Commissionerate(s) and offices of Superintended of Police at the district-level are completely missing from RTI portals of Assam, Gujarat, Arunachal Pradesh, Bihar, Chhattisgarh, Kerala, Tamil Nadu, Telangana, and Ladakh. The RTI portals of Maharashtra, Meghalaya, Odisha, Rajasthan, Tripura, and Uttar Pradesh

contain only a few, but not all, Commissionerate(s) and SPs within their jurisdiction.

B. Autonomous Bodies:

- a. **State Human Rights Commission ('SHRCs')** were not onboarded on the RTI portals of Assam, Gujarat, Arunachal Pradesh, Goa, Kerala, Madhya Pradesh, Maharashtra, Meghalaya, Mizoram, Tamil Nadu, Tripura, Uttar Pradesh, and Ladakh.
- b. **State Pollution Control Boards ('SPCBs')** of Assam, Gujarat, Arunachal Pradesh, Chhattisgarh, Goa, Haryana, Kerala, Madhya Pradesh, Maharashtra, Mizoram, Odisha, Tamil Nadu, Telangana, and Ladakh were not onboarded on their respective RTI portals.
- c. **State Secondary Education Boards** were not enlisted on RTI portals of Gujarat, Chhattisgarh, Goa, Haryana, Himachal Pradesh, Kerala, Madhya Pradesh, Punjab, Tamil Nadu, Telangana, Tripura, Uttar Pradesh, and Ladakh.
- d. **State Medical Councils** were not enlisted on RTI portals of Assam, Gujarat, Arunachal Pradesh, Bihar, Chhattisgarh, Goa, Haryana, Himachal Pradesh, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Meghalaya, Mizoram, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Tripura, Uttar Pradesh, and Ladakh.
- e. **State Electricity Regulatory Commissions ('SERCs')** were not enlisted on RTI portals of Assam, Gujarat, Bihar,

Chhattisgarh, Goa, Kerala, Madhya Pradesh, Mizoram, Punjab, Tamil Nadu, Tripura, and Ladakh.

C. Municipal Corporations:

- a. **Urban municipal bodies (i.e., municipal corporations)** were not enlisted on RTI portals of Arunachal Pradesh, Goa, Kerala, Tamil Nadu, Tripura, Uttarakhand, Uttar Pradesh, and Ladakh. Only a few urban bodies are currently onboarded on RTI portals of Assam, Bihar, Chhattisgarh, Maharashtra, Meghalaya, Odisha, Rajasthan, and Telangana.
- b. **Rural municipal bodies** (i.e., Departments related to Panchayats at the district level) were entirely absent from the RTI portals of Gujarat, Arunachal Pradesh, Bihar, Goa, Haryana, Kerala, Tamil Nadu, Telangana, Tripura, Uttarakhand, Uttar Pradesh, Delhi, and Ladakh. The RTI portals of Assam, Chhattisgarh, Karnataka, Maharashtra, Meghalaya, Mizoram, Odisha, and Rajasthan contain a few, but not all, public authorities under this head.

D. Public Sector Undertakings (‘PSUs’): The following select PSUs were missing from the portals:

- a. Agriculture:
 - i. Karnataka State Seed & Organic Certification Agency
 - ii. Maharashtra State Seed Corporation Ltd.,
- b. Power:
 - i. Bihar State Power Transmission Company Limited
 - ii. Maharashtra State Electricity Transmission Co. Ltd.,
 - iii. Mangalore Electricity Supply Company

- iv. Assam Power Distribution Company Limited
- v. Assam Power Generation Corporation Limited
- vi. Maharashtra State Power Generation Co. Ltd.,
- c. Warehousing:
 - i. Karnataka State Warehousing Corporation
 - ii. Assam State Warehousing Corporation
 - iii. Maharashtra State Warehousing Corporation

17. This limited investigation itself demonstrates that several of the Respondents have failed to comply with the directions of this Hon’ble Court. The exclusion of these crucial entities—those that citizens frequently rely on for information—makes the RTI portals largely ineffective and unable to fulfill their intended purpose. Besides, this systemic failure to onboard all relevant authorities undermines the core objectives of the RTI Act. Therefore, the Respondents’ failure to onboard these public authorities constitutes a serious breach of this Hon’ble Court’s order, amounting to willful disobedience.

E. FAILURE TO IMPLEMENT MINIMUM ACCESSIBILITY & USABILITY STANDARDS

18. Nearly every existing RTI portal fails to meet the minimum standards of accessibility and usability as specified under GIGW 3.0 standards. The links to RTI web portals that fail to comply with GIGW 3.0 are provided below:

STATES & UT	URL	CONTEMNORS
Bihar	jaankari.bihar.gov.in	14
Chhattisgarh	rtionline.cg.gov.in	15
Goa	rti.goa.gov.in	16
Haryana	rtiharyana.gov.in	17
Himachal Pradesh	onlinerti.hp.gov.in	18

STATES & UT	URL	CONTEMNORS
Karnataka	rtionline.karnataka.gov.in	19
Kerala	rtiportal.kerala.gov.in	20
Madhya Pradesh	rti.mp.gov.in	21
Maharashtra	rtionline.maharashtra.gov.in	22
Meghalaya	megrti.gov.in	23
Mizoram	rti.mizoram.gov.in	24
Odisha	rtiodisha.gov.in	25
Punjab	rti.punjab.gov.in	26
Rajasthan	rti.rajasthan.gov.in	27
Tamil Nadu	rtionline.tn.gov.in	28
Telangana	rti.telangana.gov.in	29
Tripura	rtionline.tripura.gov.in	30
Uttarakhand	rtionline.uk.gov.in	31
Uttar Pradesh	rtionline.up.gov.in	32
Chandigarh	rtionline.gov.in	33
Delhi	rtionline.delhi.gov.in	34
Ladakh	rtionline.ladakh.gov.in	35
Puducherry	rtionline.gov.in	36

19. One major issue is that the RTI portals of Bihar, Chhattisgarh, Goa, Haryana, Himachal Pradesh, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Meghalaya, Mizoram, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Tripura, Uttarakhand, Uttar Pradesh as well as the Union Territories of Delhi (NCT) and Ladakh require the use of CAPTCHA (Completely Automated Public Turing Test to Tell Computers and Humans Apart) to submit RTI applications and appeals. However, these CAPTCHA features does not provide alternative output modes to accommodate different types of sensory disabilities. For instance, some portals include non-text-based CAPTCHA, making it impossible for visually impaired citizens to verify and submit their application without external assistance. This

lack of non-text-based alternatives directly violates Guideline 5.2.1. (e) of the GIGW 3.0 which reads as follows:

“(e) CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities;”

20. The RTI portals of the State of Tamil Nadu and the Union Territories of Chandigarh and Puducherry does not allow text to be resized without assistive technology or without loss of content or functionality. For example, the text re-size function on Tamil Nadu’s RTI portal does not expand action buttons such as “submit request,” which poses a challenge for citizens with low vision. GIGW 3.0 has recommended developers to create portals that allow text to be resized effectively up to 200 percent. The absence of text scaling functionality hinders those with visual impairments from filing RTI application. This failure to enable proper text scaling violates Guideline No. 5.2.15 of the GIGW 3.0, below:

“Benefits: It helps people with mild visual disabilities by allowing them to scale visually rendered text and text-based controls on a web page, without requiring the use of assistive technology. It ensures that the author creates web content that does not prevent user agents from scaling content effectively. By supporting text scaling, people with low vision can increase the size of text to a readable level, improving their ability to access and read web content.”

21. Furthermore, the RTI portals of the Haryana, Karnataka, Madhya Pradesh, Maharashtra, Meghalaya, Mizoram, Tamil Nadu, Telangana and Tripura as well as the Union Territories of Delhi (NCT) and Ladakh contain arbitrary restrictions on character inputs,

and excludes commonly used characters such as quotation mark (“”), asterisk (*), or exclamation mark (!). These RTI portals limit the text inputs to the following:

“Note:- Only alphabets A-Z a-z number 0-9 and special characters , . - _ () / @ : & ? \ % are allowed in Text for RTI Request application.”

This restriction is both irrational and reflects poorly on web developers. Moreover, these do not provide precise input error messages, making it difficult for citizens with learning disabilities, visual impairments, or motion impairments to identify prohibited characters and correct their inputs. Guideline 5.2.46 of GIGW 3.0 address this issue:

“Statement: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardise the security or purpose of the content.”

22. Government websites intended for public must adhere to the specified standards of quality, access, and cybersecurity specified. Although this Hon’ble Court’s directions dated 20.03.2023 does not explicitly require adoption of these standards, it is implicit that the RTI portals are developed or upgraded in accordance with minimum standards, particularly those prescribed by NIC. The lack of these essential standards not only undermines accessibility but also disproportionately affects persons with disabilities (PWDs), unlettered citizens, and others with limited digital literacy.

F. WILFUL & DELIBERATE DISOBEDIENCE OF DIRECTIONS OF THIS HON’BLE COURT DATED 20.03.2023

23. It is trite that the orders of this Hon’ble Court are given full effect, both in letter and spirit, and cannot be treated as “paper orders” or complied mechanically without application of mind. [See *Debibrata Chattopadhyay vs Jharna Ghosh*, Contempt Petition (C) No. 320 of 2022] The RTI web portals cannot be considered “operational” unless they are developed (i) in a manner that it is “accessible” to all sections of society equally, and (ii) includes “all public authorities falling within their jurisdiction”.
24. While several of the Respondents have blatantly failed to launch the RTI portals despite the timebound mandate of this Hon’ble Court, the existing RTI portals have failed to adhere to minimum accessibility standards to ensure smooth access for PWDs, unlettered citizens, and people with low digital literacy. More egregiously, a limited investigation found a conspicuous absence of crucial public authorities — those that citizens frequently seek information — which makes these RTI portals ineffective and unable to fulfill their intended purpose.
25. This persistent non-compliance undermines the authority of this Hon’ble Court and the statutory rights of citizens, especially when none of the Respondents in default have approached this Hon’ble Court seeking any extension of time to comply with the directions.
26. This Petition is filed *bona fide* and in the interest of justice.
27. No other Petition seeking identical or similar reliefs has been filed before this Hon’ble Court or any other court in India.

PRAYER

It is respectfully prayed that this Hon'ble Court may be pleased to pass an order:

- A. Initiate contempt action against Respondent Nos. 1 to 36 (i.e., Alleged Contemnors) and convict and sentence them in accordance with law for willful, deliberate, and intentional disobedience and non-compliance of the final order and judgement dated 20.03.2023 passed in Writ Petition (Civil) No. 1040 of 2019 by this Hon'ble Court; and
- B. Pass any other order(s) or direction(s) as it may deem fit and proper in the facts and circumstances of the present case.

FILED BY

Drawn By:

N. Sai Vinod & Madhav Agarwal,
Advocates

Drawn On : 20.07.2024

Filed On : 14.08.2024

ADVOCATE FOR THE PETITIONER

IN THE SUPREME COURT OF INDIA

INHERENT AND PLENARY JURISDICTION

CONTEMPT PETITION (CIVIL) NO. OF 2024

IN THE MATTER OF:

Anuj Nakade ... PETITIONER

Versus

Dr. Poonam Malakondaiah & Others ... RESPONDENTS /
ALLEGED CONTEMNORS

AFFIDAVIT

I, ANUJ NAKADE, S/o Vishram Nakade, aged about 27 years, residing at [REDACTED], do hereby solemnly affirm and state as under:

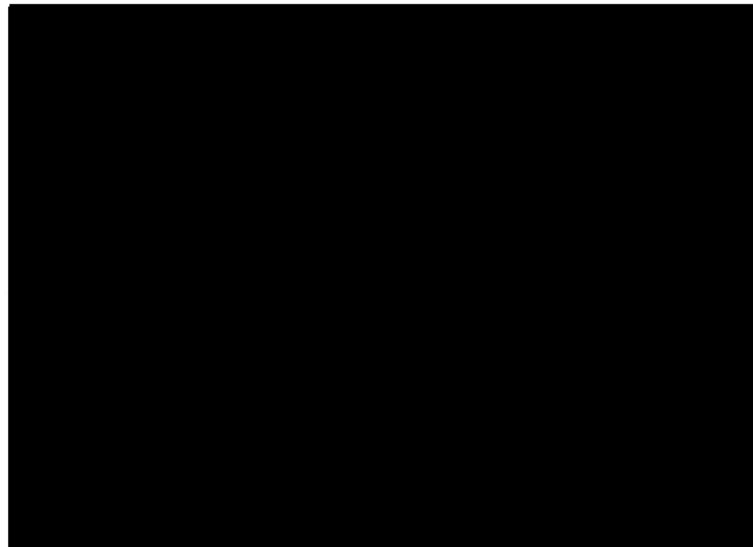
1. I am the Petitioner in the present Contempt Petition, and as such am well conversant with the facts and circumstances of the present case, and hence am duly competent to swear this Affidavit.
2. I have read and understood the contents of Paragraphs 1 to 27 from pages 1 to 25 of the accompanying petition and pages B to H of the Synopsis and List of Dates. I state and submit that the facts stated therein are true and correct to my knowledge. I further state that the legal submissions are based on legal advice received from the Advocate on Record and believed to be true and correct.
3. The documents annexed to the accompanying Contempt Petition are true copies of their respective originals.

[REDACTED]
DEPONENT

VERIFICATION

I, ANUJ NAKADE, the Deponent named above, do hereby verify that the contents of the present Affidavit are true and correct to my knowledge and that no part of it is false and nothing material has been concealed therefrom.

Verified at New Delhi on this 21st day of July, 2024


DEPONENT

THE RIGHT TO INFORMATION ACT, 2005

ACT No. 22 OF 2005

[15th June, 2005.]

An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith or incidental thereto.

WHEREAS the Constitution of India has established democratic Republic;

AND WHEREAS democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to the governed;

AND WHEREAS revelation of information in actual practice is likely to conflict with other public interests including efficient operations of the Governments, optimum use of limited fiscal resources and the preservation of confidentiality of sensitive information;

AND WHEREAS it is necessary to harmonise these conflicting interests while preserving the paramountcy of the democratic ideal;

Now, THEREFORE, it is expedient to provide for furnishing certain information to citizens who desire to have it.

BE it enacted by Parliament in the Fifty-sixth Year of the Republic of India as follows:—

CHAPTER I

PRELIMINARY

1. Short title, extent and commencement.—(1) This Act may be called the Right to Information Act, 2005.

(2) It extends to the whole of India^{1***}.

(3) The provisions of sub-section (1) of section 4, sub-sections (1) and (2) of section 5, sections 12, 13, 15, 16, 24, 27 and 28 shall come into force at once, and the remaining provisions of this Act shall come into force on the one hundred and twentieth day of its enactment.

2. Definitions.—In this Act, unless the context otherwise requires,—

(a) “appropriate Government” means in relation to a public authority which is established, constituted, owned, controlled or substantially financed by funds provided directly or indirectly—

(i) by the Central Government or the Union territory administration, the Central Government;

(ii) by the State Government, the State Government;

(b) “Central Information Commission” means the Central Information Commission constituted under sub-section (1) of section 12;

(c) “Central Public Information Officer” means the Central Public Information Officer designated under sub-section (1) and includes a Central Assistant Public Information Officer designated as such under sub-section (2) of section 5;

(d) “Chief Information Commissioner” and “Information Commissioner” mean the Chief Information Commissioner and Information Commissioner appointed under sub-section (3) of section 12;

1. The words “except the State of Jammu and Kashmir” omitted by Act 34 of 2019, s. 95 and the Fifth Schedule (w.e.f. 31-10-2019).

(e) “competent authority” means—

(i) the Speaker in the case of the House of the People or the Legislative Assembly of a State or a Union territory having such Assembly and the Chairman in the case of the Council of States or Legislative Council of a State;

(ii) the Chief Justice of India in the case of the Supreme Court;

(iii) the Chief Justice of the High Court in the case of a High Court;

(iv) the President or the Governor, as the case may be, in the case of other authorities established or constituted by or under the Constitution;

(v) the administrator appointed under article 239 of the Constitution;

(f) “information” means any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force;

(g) “prescribed” means prescribed by rules made under this Act by the appropriate Government or the competent authority, as the case may be;

(h) “public authority” means any authority or body or institution of self- government established or constituted—

(a) by or under the Constitution;

(b) by any other law made by Parliament;

(c) by any other law made by State Legislature;

(d) by notification issued or order made by the appropriate Government,

and includes any—

(i) body owned, controlled or substantially financed;

(ii) non-Government organisation substantially financed,

directly or indirectly by funds provided by the appropriate Government;

(i) “record” includes—

(a) any document, manuscript and file;

(b) any microfilm, microfiche and facsimile copy of a document;

(c) any reproduction of image or images embodied in such microfilm (whether enlarged or not); and

(d) any other material produced by a computer or any other device;

(j) “right to information” means the right to information accessible under this Act which is held by or under the control of any public authority and includes the right to—

(i) inspection of work, documents, records;

(ii) taking notes, extracts or certified copies of documents or records;

(iii) taking certified samples of material;

(iv) obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device;

(k) “State Information Commission” means the State Information Commission constituted under sub-section (1) of section 15;

(l) “State Chief Information Commissioner” and “State Information Commissioner” mean the State Chief Information Commissioner and the State Information Commissioner appointed under sub-section (3) of section 15;

(m) “State Public Information Officer” means the State Public Information Officer designated under sub-section (1) and includes a State Assistant Public Information Officer designated as such under sub-section (2) of section 5;

(n) “third party” means a person other than the citizen making a request for information and includes a public authority.

CHAPTER II

RIGHT TO INFORMATION AND OBLIGATIONS OF PUBLIC AUTHORITIES

3. Right to information.—Subject to the provisions of this Act, all citizens shall have the right to information.

4. Obligations of public authorities.—(1) Every public authority shall—

(a) maintain all its records duly catalogued and indexed in a manner and the form which facilitates the right to information under this Act and ensure that all records that are appropriate to be computerised are, within a reasonable time and subject to availability of resources, computerised and connected through a network all over the country on different systems so that access to such records is facilitated;

(b) publish within one hundred and twenty days from the enactment of this Act,—

(i) the particulars of its organisation, functions and duties;

(ii) the powers and duties of its officers and employees;

(iii) the procedure followed in the decision making process, including channels of supervision and accountability;

(iv) the norms set by it for the discharge of its functions;

(v) the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;

(vi) a statement of the categories of documents that are held by it or under its control;

(vii) the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;

(viii) a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;

(ix) a directory of its officers and employees;

(x) the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;

(xi) the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;

(xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;

(xiii) particulars of recipients of concessions, permits or authorisations granted by it;

(xiv) details in respect of the information, available to or held by it, reduced in an electronic form;

(xv) the particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;

(xvi) the names, designations and other particulars of the Public Information Officers;

(xvii) such other information as may be prescribed;

and thereafter update these publications every year;

(c) publish all relevant facts while formulating important policies or announcing the decisions which affect public;

(d) provide reasons for its administrative or quasi-judicial decisions to affected persons.

(2) It shall be a constant endeavour of every public authority to take steps in accordance with the requirements of clause (b) of sub-section (1) to provide as much information *suomotu* to the public at regular intervals through various means of communications, including internet, so that the public have minimum resort to the use of this Act to obtain information.

(3) For the purposes of sub-section (1), every information shall be disseminated widely and in such form and manner which is easily accessible to the public.

(4) All materials shall be disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the information should be easily accessible, to the extent possible in electronic format with the Central Public Information Officer or State Public Information Officer, as the case may be, available free or at such cost of the medium or the print cost price as may be prescribed.

Explanation.—For the purposes of sub-sections (3) and (4), “disseminated” means making known or communicated the information to the public through notice boards, newspapers, public announcements, media broadcasts, the internet or any other means, including inspection of offices of any public authority.

5. Designation of Public Information Officers.—(1) Every public authority shall, within one hundred days of the enactment of this Act, designate as many officers as the Central Public Information Officers or State Public Information Officers, as the case may be, in all administrative units or offices under it as may be necessary to provide information to persons requesting for the information under this Act.

(2) Without prejudice to the provisions of sub-section (1), every public authority shall designate an officer, within one hundred days of the enactment of this Act, at each sub-divisional level or other sub-district level as a Central Assistant Public Information Officer or a State Assistant Public Information Officer, as the case may be, to receive the applications for information or appeals under this Act for forwarding the same forthwith to the Central Public Information Officer or the State Public Information Officer or senior officer specified under sub-section (1) of section 19 or the Central Information Commission or the State Information Commission, as the case may be:

Provided that where an application for information or appeal is given to a Central Assistant Public Information Officer or a State Assistant Public Information Officer, as the case may be, a period of five days shall be added in computing the period for response specified under sub-section (1) of section 7.

(3) Every Central Public Information Officer or State Public Information Officer, as the case may be, shall deal with requests from persons seeking information and render reasonable assistance to the persons seeking such information.

(4) The Central Public Information Officer or State Public Information Officer, as the case may be, may seek the assistance of any other officer as he or she considers it necessary for the proper discharge of his or her duties.

(5) Any officer, whose assistance has been sought under sub-section (4), shall render all assistance to the Central Public Information Officer or State Public Information Officer, as the case may be, seeking his or her assistance and for the purposes of any contravention of the provisions of this Act, such other officer shall be treated as a Central Public Information Officer or State Public Information Officer, as the case may be.

6. Request for obtaining information.—(1) A person, who desires to obtain any information under this Act, shall make a request in writing or through electronic means in English or Hindi or in the official language of the area in which the application is being made, accompanying such fee as may be prescribed, to—

(a) the Central Public Information Officer or State Public Information Officer, as the case may be, of the concerned public authority;

(b) the Central Assistant Public Information Officer or State Assistant Public Information Officer, as the case may be,

specifying the particulars of the information sought by him or her:

Provided that where such request cannot be made in writing, the Central Public Information Officer or State Public Information Officer, as the case may be, shall render all reasonable assistance to the person making the request orally to reduce the same in writing.

(2) An applicant making request for information shall not be required to give any reason for requesting the information or any other personal details except those that may be necessary for contacting him.

(3) Where an application is made to a public authority requesting for an information,—

(i) which is held by another public authority; or

(ii) the subject matter of which is more closely connected with the functions of another public authority,

the public authority, to which such application is made, shall transfer the application or such part of it as may be appropriate to that other public authority and inform the applicant immediately about such transfer:

Provided that the transfer of an application pursuant to this sub-section shall be made as soon as practicable but in no case later than five days from the date of receipt of the application.

7. Disposal of request.—(1) Subject to the proviso to sub-section (2) of section 5 or the proviso to sub-section (3) of section 6, the Central Public Information Officer or State Public Information Officer, as the case may be, on receipt of a request under section 6 shall, as expeditiously as possible, and in any case within thirty days of the receipt of the request, either provide the information on payment of such fee as may be prescribed or reject the request for any of the reasons specified in sections 8 and 9:

Provided that where the information sought for concerns the life or liberty of a person, the same shall be provided within forty-eight hours of the receipt of the request.

(2) If the Central Public Information Officer or State Public Information Officer, as the case may be, fails to give decision on the request for information within the period specified under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be, shall be deemed to have refused the request.

(3) Where a decision is taken to provide the information on payment of any further fee representing the cost of providing the information, the Central Public Information Officer or State Public Information Officer, as the case may be, shall send an intimation to the person making the request, giving—

(a) the details of further fees representing the cost of providing the information as determined by him, together with the calculations made to arrive at the amount in accordance with fee prescribed under sub-section (1), requesting him to deposit that fees, and the period intervening between the despatch of the said intimation and payment of fees shall be excluded for the purpose of calculating the period of thirty days referred to in that sub-section;

(b) information concerning his or her right with respect to review the decision as to the amount of fees charged or the form of access provided, including the particulars of the appellate authority, time limit, process and any other forms.

(4) Where access to the record or a part thereof is required to be provided under this Act and the person to whom access is to be provided is sensorily disabled, the Central Public Information Officer or State Public Information Officer, as the case may be, shall provide assistance to enable access to the information, including providing such assistance as may be appropriate for the inspection.

(5) Where access to information is to be provided in the printed or in any electronic format, the applicant shall, subject to the provisions of sub-section (6), pay such fee as may be prescribed:

Provided that the fee prescribed under sub-section (1) of section 6 and sub-sections (1) and (5) of section 7 shall be reasonable and no such fee shall be charged from the persons who are of below poverty line as may be determined by the appropriate Government.

(6) Notwithstanding anything contained in sub-section (5), the person making request for the information shall be provided the information free of charge where a public authority fails to comply with the time limits specified in sub-section (1).

(7) Before taking any decision under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be, shall take into consideration the representation made by a third party under section 11.

(8) Where a request has been rejected under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be, shall communicate to the person making the request,—

(i) the reasons for such rejection;

(ii) the period within which an appeal against such rejection may be preferred; and

(iii) the particulars of the appellate authority.

(9) An information shall ordinarily be provided in the form in which it is sought unless it would disproportionately divert the resources of the public authority or would be detrimental to the safety or preservation of the record in question.

8. Exemption from disclosure of information.—(1) Notwithstanding anything contained in this Act, there shall be no obligation to give any citizen,—

(a) information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence;

(b) information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure of which may constitute contempt of court;

(c) information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;

(d) information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;

(e) information available to a person in his fiduciary relationship, unless the competent authority is satisfied that the larger public interest warrants the disclosure of such information;

(f) information received in confidence from foreign Government;

(g) information, the disclosure of which would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes;

(h) information which would impede the process of investigation or apprehension or prosecution of offenders;

(i) cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other officers:

Provided that the decisions of Council of Ministers, the reasons thereof, and the material on the basis of which the decisions were taken shall be made public after the decision has been taken, and the matter is complete, or over:

Provided further that those matters which come under the exemptions specified in this section shall not be disclosed;

(j) information which relates to personal information the disclosure of which has no relationship to any public activity or interest, or which would cause unwarranted invasion of the privacy of the individual unless the Central Public Information Officer or the State Public Information Officer or the appellate authority, as the case may be, is satisfied that the larger public interest justifies the disclosure of such information:

Provided that the information which cannot be denied to the Parliament or a State Legislature shall not be denied to any person.

(2) Notwithstanding anything in the Official Secrets Act, 1923 (19 of 1923) nor any of the exemptions permissible in accordance with sub-section (1), a public authority may allow access to information, if public interest in disclosure outweighs the harm to the protected interests.

(3) Subject to the provisions of clauses (a), (c) and (i) of sub-section (1), any information relating to any occurrence, event or matter which has taken place, occurred or happened twenty years before the date on which any request is made under section 6 shall be provided to any person making a request under that section:

Provided that where any question arises as to the date from which the said period of twenty years has to be computed, the decision of the Central Government shall be final, subject to the usual appeals provided for in this Act.

9. Grounds for rejection to access in certain cases.—Without prejudice to the provisions of section 8, a Central Public Information Officer or a State Public Information Officer, as the case may be, may reject a request for information where such a request for providing access would involve an infringement of copyright subsisting in a person other than the State.

10. Severability.—(1) Where a request for access to information is rejected on the ground that it is in relation to information which is exempt from disclosure, then, notwithstanding anything contained in this Act, access may be provided to that part of the record which does not contain any information which is exempt from disclosure under this Act and which can reasonably be severed from any part that contains exempt information.

(2) Where access is granted to a part of the record under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be, shall give a notice to the applicant, informing—

(a) that only part of the record requested, after severance of the record containing information which is exempt from disclosure, is being provided;

(b) the reasons for the decision, including any findings on any material question of fact, referring to the material on which those findings were based;

(c) the name and designation of the person giving the decision;

(d) the details of the fees calculated by him or her and the amount of fee which the applicant is required to deposit; and

(e) his or her rights with respect to review of the decision regarding non-disclosure of part of the information, the amount of fee charged or the form of access provided, including the particulars of the senior officer specified under sub-section (1) of section 19 or the Central Information Commission or the State Information Commission, as the case may be, time limit, process and any other form of access.

11. Third party information.—(1) Where a Central Public Information Officer or a State Public Information Officer, as the case may be, intends to disclose any information or record, or part thereof on a

request made under this Act, which relates to or has been supplied by a third party and has been treated as confidential by that third party, the Central Public Information Officer or State Public Information Officer, as the case may be, shall, within five days from the receipt of the request, give a written notice to such third party of the request and of the fact that the Central Public Information Officer or State Public Information Officer, as the case may be, intends to disclose the information or record, or part thereof, and invite the third party to make a submission in writing or orally, regarding whether the information should be disclosed, and such submission of the third party shall be kept in view while taking a decision about disclosure of information:

Provided that except in the case of trade or commercial secrets protected by law, disclosure may be allowed if the public interest in disclosure outweighs in importance any possible harm or injury to the interests of such third party.

(2) Where a notice is served by the Central Public Information Officer or State Public Information Officer, as the case may be, under sub-section (1) to a third party in respect of any information or record or part thereof, the third party shall, within ten days from the date of receipt of such notice, be given the opportunity to make representation against the proposed disclosure.

(3) Notwithstanding anything contained in section 7, the Central Public Information Officer or State Public Information Officer, as the case may be, shall, within forty days after receipt of the request under section 6, if the third party has been given an opportunity to make representation under sub-section (2), make a decision as to whether or not to disclose the information or record or part thereof and give in writing the notice of his decision to the third party.

(4) A notice given under sub-section (3) shall include a statement that the third party to whom the notice is given is entitled to prefer an appeal under section 19 against the decision.

CHAPTER III

THE CENTRAL INFORMATION COMMISSION

12. Constitution of Central Information Commission.—(1) The Central Government shall, by notification in the Official Gazette, constitute a body to be known as the Central Information Commission to exercise the powers conferred on, and to perform the functions assigned to, it under this Act.

(2) The Central Information Commission shall consist of—

(a) the Chief Information Commissioner; and

(b) such number of Central Information Commissioners, not exceeding ten, as may be deemed necessary.

(3) The Chief Information Commissioner and Information Commissioners shall be appointed by the President on the recommendation of a committee consisting of—

(i) the Prime Minister, who shall be the Chairperson of the committee;

(ii) the Leader of Opposition in the Lok Sabha; and

(iii) a Union Cabinet Minister to be nominated by the Prime Minister.

Explanation.—For the purposes of removal of doubts, it is hereby declared that where the Leader of Opposition in the House of the People has not been recognised as such, the Leader of the single largest group in opposition of the Government in the House of the People shall be deemed to be the Leader of Opposition.

(4) The general superintendence, direction and management of the affairs of the Central Information Commission shall vest in the Chief Information Commissioner who shall be assisted by the Information Commissioners and may exercise all such powers and do all such acts and things which may be exercised or done by the Central Information Commission autonomously without being subjected to directions by any other authority under this Act.

(5) The Chief Information Commissioner and Information Commissioners shall be persons of eminence in public life with wide knowledge and experience in law, science and technology, social service, management, journalism, mass media or administration and governance.

(6) The Chief Information Commissioner or an Information Commissioner shall not be a Member of Parliament or Member of the Legislature of any State or Union territory, as the case may be, or hold any other office of profit or connected with any political party or carrying on any business or pursuing any profession.

(7) The headquarters of the Central Information Commission shall be at Delhi and the Central Information Commission may, with the previous approval of the Central Government, establish offices at other places in India.

13. Term of office and conditions of service.—(1) The Chief Information Commissioner shall hold office ¹[for such term as may be prescribed by the Central Government] and shall not be eligible for reappointment:

Provided that no Chief Information Commissioner shall hold office as such after he has attained the age of sixty-five years.

(2) Every Information Commissioner shall hold office ¹[for such term as may be prescribed by the Central Government] or till he attains the age of sixty-five years, whichever is earlier, and shall not be eligible for reappointment as such Information Commissioner:

Provided that every Information Commissioner shall, on vacating his office under this sub-section be eligible for appointment as the Chief Information Commissioner in the manner specified in sub-section (3) of section 12:

Provided further that where the Information Commissioner is appointed as the Chief Information Commissioner, his term of office shall not be more than five years in aggregate as the Information Commissioner and the Chief Information Commissioner.

(3) The Chief Information Commissioner or an Information Commissioner shall before he enters upon his office make and subscribe before the President or some other person appointed by him in that behalf, an oath or affirmation according to the form set out for the purpose in the First Schedule.

(4) The Chief Information Commissioner or an Information Commissioner may, at any time, by writing under his hand addressed to the President, resign from his office:

Provided that the Chief Information Commissioner or an Information Commissioner may be removed in the manner specified under section 14.

²(5) The salaries and allowances payable to and other terms and conditions of service of the Chief Information Commissioner and the Information Commissioners shall be such as may be prescribed by the Central Government:

Provided that the salaries, allowances and other conditions of service of the Chief Information Commissioner or the Information Commissioners shall not be varied to their disadvantage after their appointment:

Provided further that the Chief Information Commissioner and the Information Commissioners appointed before the commencement of the Right to Information (Amendment) Act, 2019 (24 of 2019) shall continue to be governed by the provisions of this Act and the rules made thereunder as if the Right to Information (Amendment) Act, 2019 (24 of 2019) had not come into force.]

1. Subs. by Act 24 of 2019, s. 2, for “for a term of five years from the date on which he enters upon his office” (w.e f. 24-10-2019).

2. Subs. by, s. 2, *ibid.*, for sub-section (5) (w.e f. 24-10-2019).

(6) The Central Government shall provide the Chief Information Commissioner and the Information Commissioners with such officers and employees as may be necessary for the efficient performance of their functions under this Act, and the salaries and allowances payable to, and the terms and conditions of service of the officers and other employees appointed for the purpose of this Act shall be such as may be prescribed.

14. Removal of Chief Information Commissioner or Information Commissioner.—(1) Subject to the provisions of sub-section (3), the Chief Information Commissioner or any Information Commissioner shall be removed from his office only by order of the President on the ground of proved misbehaviour or incapacity after the Supreme Court, on a reference made to it by the President, has, on inquiry, reported that the Chief Information Commissioner or any Information Commissioner, as the case may be, ought on such ground be removed.

(2) The President may suspend from office, and if deem necessary prohibit also from attending the office during inquiry, the Chief Information Commissioner or Information Commissioner in respect of whom a reference has been made to the Supreme Court under sub-section (1) until the President has passed orders on receipt of the report of the Supreme Court on such reference.

(3) Notwithstanding anything contained in sub-section (1), the President may by order remove from office the Chief Information Commissioner or any Information Commissioner if the Chief Information Commissioner or a Information Commissioner, as the case may be,—

(a) is adjudged an insolvent; or

(b) has been convicted of an offence which, in the opinion of the President, involves moral turpitude; or

(c) engages during his term of office in any paid employment outside the duties of his office; or

(d) is, in the opinion of the President, unfit to continue in office by reason of infirmity of mind or body; or

(e) has acquired such financial or other interest as is likely to affect prejudicially his functions as the Chief Information Commissioner or a Information Commissioner.

(4) If the Chief Information Commissioner or a Information Commissioner in any way, concerned or interested in any contract or agreement made by or on behalf of the Government of India or participates in any way in the profit thereof or in any benefit or emolument arising therefrom otherwise than as a member and in common with the other members of an incorporated company, he shall, for the purposes of sub-section (1), be deemed to be guilty of misbehaviour.

CHAPTER IV

THE STATE INFORMATION COMMISSION

15. Constitution of State Information Commission.—(1) Every State Government shall, by notification in the Official Gazette, constitute a body to be known as the (name of the State) Information Commission to exercise the powers conferred on, and to perform the functions assigned to, it under this Act.

(2) The State Information Commission shall consist of—

(a) the State Chief Information Commissioner, and

(b) such number of State Information Commissioners, not exceeding ten, as may be deemed necessary.

(3) The State Chief Information Commissioner and the State Information Commissioners shall be appointed by the Governor on the recommendation of a committee consisting of—

(i) the Chief Minister, who shall be the Chairperson of the committee;

- (ii) the Leader of Opposition in the Legislative Assembly; and
- (iii) a Cabinet Minister to be nominated by the Chief Minister.

Explanation.—For the purposes of removal of doubts, it is hereby declared that where the Leader of Opposition in the Legislative Assembly has not been recognised as such, the Leader of the single largest group in opposition of the Government in the Legislative Assembly shall be deemed to be the Leader of Opposition.

(4) The general superintendence, direction and management of the affairs of the State Information Commission shall vest in the State Chief Information Commissioner who shall be assisted by the State Information Commissioners and may exercise all such powers and do all such acts and things which may be exercised or done by the State Information Commission autonomously without being subjected to directions by any other authority under this Act.

(5) The State Chief Information Commissioner and the State Information Commissioners shall be persons of eminence in public life with wide knowledge and experience in law, science and technology, social service, management, journalism, mass media or administration and governance.

(6) The State Chief Information Commissioner or a State Information Commissioner shall not be a Member of Parliament or Member of the Legislature of any State or Union territory, as the case may be, or hold any other office of profit or connected with any political party or carrying on any business or pursuing any profession.

(7) The headquarters of the State Information Commission shall be at such place in the State as the State Government may, by notification in the Official Gazette, specify and the State Information Commission may, with the previous approval of the State Government, establish offices at other places in the State.

16. Term of office and conditions of service.—(1) The State Chief Information Commissioner shall hold office ¹[for such term as may be prescribed by the Central Government] and shall not be eligible for reappointment:

Provided that no State Chief Information Commissioner shall hold office as such after he has attained the age of sixty-five years.

(2) Every State Information Commissioner shall hold office ¹[for such term as may be prescribed by the Central Government] or till he attains the age of sixty-five years, whichever is earlier, and shall not be eligible for reappointment as such State Information Commissioner:

Provided that every State Information Commissioner shall, on vacating his office under this sub-section, be eligible for appointment as the State Chief Information Commissioner in the manner specified in sub-section (3) of section 15:

Provided further that where the State Information Commissioner is appointed as the State Chief Information Commissioner, his term of office shall not be more than five years in aggregate as the State Information Commissioner and the State Chief Information Commissioner.

(3) The State Chief Information Commissioner or a State Information Commissioner, shall before he enters upon his office make and subscribe before the Governor or some other person appointed by him in that behalf, an oath or affirmation according to the form set out for the purpose in the First Schedule.

(4) The State Chief Information Commissioner or a State Information Commissioner may, at any time, by writing under his hand addressed to the Governor, resign from his office:

Provided that the State Chief Information Commissioner or a State Information Commissioner may be removed in the manner specified under section 17.

1. Subs. by Act 24 of 2019, s. 3, for, “for a term of five years from the date on which he enters upon his office”(w.e.f. 24-10-2019).

¹[(5) The salaries and allowances payable to and other terms and conditions of service of the State Chief Information Commissioner and the State Information Commissioners shall be such as may be prescribed by the Central Government:

Provided that the salaries, allowances and other conditions of service of the State Chief Information Commissioner and the State Information Commissioners shall not be varied to their disadvantage after their appointment:

Provided further that the State Chief Information Commissioner and the State Information Commissioners appointed before the commencement of the Right to Information (Amendment) Act, 2019 shall continue to be governed by the provisions of this Act and the rules made there under as if the Right to Information (Amendment) Act, 2019 had not come into force.]

(6) The State Government shall provide the State Chief Information Commissioner and the State Information Commissioners with such officers and employees as may be necessary for the efficient performance of their functions under this Act, and the salaries and allowances payable to and the terms and conditions of service of the officers and other employees appointed for the purpose of this Act shall be such as may be prescribed.

17. Removal of State Chief Information Commissioner or State Information Commissioner.—

(1) Subject to the provisions of sub-section (3), the State Chief Information Commissioner or a State Information Commissioner shall be removed from his office only by order of the Governor on the ground of proved misbehaviour or incapacity after the Supreme Court, on a reference made to it by the Governor, has on inquiry, reported that the State Chief Information Commissioner or a State Information Commissioner, as the case may be, ought on such ground be removed.

(2) The Governor may suspend from office, and if deem necessary prohibit also from attending the office during inquiry, the State Chief Information Commissioner or a State Information Commissioner in respect of whom a reference has been made to the Supreme Court under sub-section (1) until the Governor has passed orders on receipt of the report of the Supreme Court on such reference.

(3) Notwithstanding anything contained in sub-section (1), the Governor may by order remove from office the State Chief Information Commissioner or a State Information Commissioner if a State Chief Information Commissioner or a State Information Commissioner, as the case may be,—

(a) is adjudged an insolvent; or

(b) has been convicted of an offence which, in the opinion of the Governor, involves moral turpitude; or

(c) engages during his term of office in any paid employment outside the duties of his office; or

(d) is, in the opinion of the Governor, unfit to continue in office by reason of infirmity of mind or body; or

(e) has acquired such financial or other interest as is likely to affect prejudicially his functions as the State Chief Information Commissioner or a State Information Commissioner.

(4) If the State Chief Information Commissioner or a State Information Commissioner in any way, concerned or interested in any contract or agreement made by or on behalf of the Government of the State or participates in any way in the profit thereof or in any benefit or emoluments arising therefrom otherwise than as a member and in common with the other members of an incorporated company, he shall, for the purposes of sub-section (1), be deemed to be guilty of misbehaviour.

CHAPTER V

POWERS AND FUNCTIONS OF THE INFORMATION COMMISSIONS, APPEAL AND PENALTIES

18. Powers and functions of Information Commissions.—(1) Subject to the provisions of this Act, it shall be the duty of the Central Information Commission or State Information Commission, as the case may be, to receive and inquire into a complaint from any person,—

1. Subs. by Act 24 of 2019, s. 3, for sub-section (5), (w.e.f. 24-10-2019).

(a) who has been unable to submit a request to a Central Public Information Officer or State Public Information Officer, as the case may be, either by reason that no such officer has been appointed under this Act, or because the Central Assistant Public Information Officer or State Assistant Public Information Officer, as the case may be, has refused to accept his or her application for information or appeal under this Act for forwarding the same to the Central Public Information Officer or State Public Information Officer or senior officer specified in sub-section (1) of section 19 or the Central Information Commission or the State Information Commission, as the case may be;

(b) who has been refused access to any information requested under this Act;

(c) who has not been given a response to a request for information or access to information within the time limit specified under this Act;

(d) who has been required to pay an amount of fee which he or she considers unreasonable;

(e) who believes that he or she has been given incomplete, misleading or false information under this Act; and

(f) in respect of any other matter relating to requesting or obtaining access to records under this Act.

(2) Where the Central Information Commission or State Information Commission, as the case may be, is satisfied that there are reasonable grounds to inquire into the matter, it may initiate an inquiry in respect thereof.

(3) The Central Information Commission or State Information Commission, as the case may be, shall, while inquiring into any matter under this section, have the same powers as are vested in a civil court while trying a suit under the Code of Civil Procedure, 1908 (5 of 1908), in respect of the following matters, namely:—

(a) summoning and enforcing the attendance of persons and compel them to give oral or written evidence on oath and to produce the documents or things;

(b) requiring the discovery and inspection of documents;

(c) receiving evidence on affidavit;

(d) requisitioning any public record or copies thereof from any court or office;

(e) issuing summons for examination of witnesses or documents; and

(f) any other matter which may be prescribed.

(4) Notwithstanding anything inconsistent contained in any other Act of Parliament or State Legislature, as the case may be, the Central Information Commission or the State Information Commission, as the case may be, may, during the inquiry of any complaint under this Act, examine any record to which this Act applies which is under the control of the public authority, and no such record may be withheld from it on any grounds.

19. Appeal.—(1) Any person who, does not receive a decision within the time specified in sub-section (1) or clause (a) of sub-section (3) of section 7, or is aggrieved by a decision of the Central Public Information Officer or State Public Information Officer, as the case may be, may within thirty days from the expiry of such period or from the receipt of such a decision prefer an appeal to such officer who is senior in rank to the Central Public Information Officer or State Public Information Officer as the case may be, in each public authority:

Provided that such officer may admit the appeal after the expiry of the period of thirty days if he or she is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(2) Where an appeal is preferred against an order made by a Central Public Information Officer or a State Public Information Officer, as the case may be, under section 11 to disclose third party information, the appeal by the concerned third party shall be made within thirty days from the date of the order.

(3) A second appeal against the decision under sub-section (1) shall lie within ninety days from the date on which the decision should have been made or was actually received, with the Central Information Commission or the State Information Commission:

Provided that the Central Information Commission or the State Information Commission, as the case may be, may admit the appeal after the expiry of the period of ninety days if it is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(4) If the decision of the Central Public Information Officer or State Public Information Officer, as the case may be, against which an appeal is preferred relates to information of a third party, the Central Information Commission or State Information Commission, as the case may be, shall give a reasonable opportunity of being heard to that third party.

(5) In any appeal proceedings, the onus to prove that a denial of a request was justified shall be on the Central Public Information Officer or State Public Information Officer, as the case may be, who denied the request.

(6) An appeal under sub-section (1) or sub-section (2) shall be disposed of within thirty days of the receipt of the appeal or within such extended period not exceeding a total of forty-five days from the date of filing thereof, as the case may be, for reasons to be recorded in writing.

(7) The decision of the Central Information Commission or State Information Commission, as the case may be, shall be binding.

(8) In its decision, the Central Information Commission or State Information Commission, as the case may be, has the power to—

(a) require the public authority to take any such steps as may be necessary to secure compliance with the provisions of this Act, including—

(i) by providing access to information, if so requested, in a particular form;

(ii) by appointing a Central Public Information Officer or State Public Information Officer, as the case may be;

(iii) by publishing certain information or categories of information;

(iv) by making necessary changes to its practices in relation to the maintenance, management and destruction of records;

(v) by enhancing the provision of training on the right to information for its officials;

(vi) by providing it with an annual report in compliance with clause (b) of sub-section (1) of section 4;

(b) require the public authority to compensate the complainant for any loss or other detriment suffered;

(c) impose any of the penalties provided under this Act;

(d) reject the application.

(9) The Central Information Commission or State Information Commission, as the case may be, shall give notice of its decision, including any right of appeal, to the complainant and the public authority.

(10) The Central Information Commission or State Information Commission, as the case may be, shall decide the appeal in accordance with such procedure as may be prescribed.

20. Penalties.—(1) Where the Central Information Commission or the State Information Commission, as the case may be, at the time of deciding any complaint or appeal is of the opinion that the Central Public Information Officer or the State Public Information Officer, as the case may be, has, without any reasonable cause, refused to receive an application for information or has not furnished information within the time specified under sub-section (1) of section 7 or malafidely denied the request for information or knowingly given incorrect, incomplete or misleading information or destroyed information which was the subject of the request or obstructed in any manner in furnishing the information, it shall

impose a penalty of two hundred and fifty rupees each day till application is received or information is furnished, so however, the total amount of such penalty shall not exceed twenty-five thousand rupees:

Provided that the Central Public Information Officer or the State Public Information Officer, as the case may be, shall be given a reasonable opportunity of being heard before any penalty is imposed on him:

Provided further that the burden of proving that he acted reasonably and diligently shall be on the Central Public Information Officer or the State Public Information Officer, as the case may be.

(2) Where the Central Information Commission or the State Information Commission, as the case may be, at the time of deciding any complaint or appeal is of the opinion that the Central Public Information Officer or the State Public Information Officer, as the case may be, has, without any reasonable cause and persistently, failed to receive an application for information or has not furnished information within the time specified under sub-section (1) of section 7 or malafidely denied the request for information or knowingly given incorrect, incomplete or misleading information or destroyed information which was the subject of the request or obstructed in any manner in furnishing the information, it shall recommend for disciplinary action against the Central Public Information Officer or the State Public Information Officer, as the case may be, under the service rules applicable to him.

CHAPTER VI

MISCELLANEOUS

21. Protection of action taken in good faith.—No suit, prosecution or other legal proceeding shall lie against any person for anything which is in good faith done or intended to be done under this Act or any rule made thereunder.

22. Act to have overriding effect.—The provisions of this Act shall have effect notwithstanding anything inconsistent therewith contained in the Official Secrets Act, 1923 (19 of 1923), and any other law for the time being in force or in any instrument having effect by virtue of any law other than this Act.

23. Bar of jurisdiction of courts.—No court shall entertain any suit, application or other proceeding in respect of any order made under this Act and no such order shall be called in question otherwise than by way of an appeal under this Act.

24. Act not to apply to certain organisations.—(1) Nothing contained in this Act shall apply to the intelligence and security organisations specified in the Second Schedule, being organisations established by the Central Government or any information furnished by such organisations to that Government:

Provided that the information pertaining to the allegations of corruption and human rights violations shall not be excluded under this sub-section:

Provided further that in the case of information sought for is in respect of allegations of violation of human rights, the information shall only be provided after the approval of the Central Information Commission, and notwithstanding anything contained in section 7, such information shall be provided within forty-five days from the date of the receipt of request.

(2) The Central Government may, by notification in the Official Gazette, amend the Schedule by including therein any other intelligence or security organisation established by that Government or omitting therefrom any organisation already specified therein and on the publication of such notification, such organisation shall be deemed to be included in or, as the case may be, omitted from the Schedule.

(3) Every notification issued under sub-section (2) shall be laid before each House of Parliament.

(4) Nothing contained in this Act shall apply to such intelligence and security organisation being organisations established by the State Government, as that Government may, from time to time, by notification in the Official Gazette, specify:

Provided that the information pertaining to the allegations of corruption and human rights violations shall not be excluded under this sub-section:

Provided further that in the case of information sought for is in respect of allegations of violation of human rights, the information shall only be provided after the approval of the State Information Commission and, notwithstanding anything contained in section 7, such information shall be provided within forty-five days from the date of the receipt of request.

(5) Every notification issued under sub-section (4) shall be laid before the State Legislature.

25. Monitoring and reporting.—(1) The Central Information Commission or State Information Commission, as the case may be, shall, as soon as practicable after the end of each year, prepare a report on the implementation of the provisions of this Act during that year and forward a copy thereof to the appropriate Government.

(2) Each Ministry or Department shall, in relation to the public authorities within their jurisdiction, collect and provide such information to the Central Information Commission or State Information Commission, as the case may be, as is required to prepare the report under this section and comply with the requirements concerning the furnishing of that information and keeping of records for the purposes of this section.

(3) Each report shall state in respect of the year to which the report relates,—

(a) the number of requests made to each public authority;

(b) the number of decisions where applicants were not entitled to access to the documents pursuant to the requests, the provisions of this Act under which these decisions were made and the number of times such provisions were invoked;

(c) the number of appeals referred to the Central Information Commission or State Information Commission, as the case may be, for review, the nature of the appeals and the outcome of the appeals;

(d) particulars of any disciplinary action taken against any officer in respect of the administration of this Act;

(e) the amount of charges collected by each public authority under this Act;

(f) any facts which indicate an effort by the public authorities to administer and implement the spirit and intention of this Act;

(g) recommendations for reform, including recommendations in respect of the particular public authorities, for the development, improvement, modernisation, reform or amendment to this Act or other legislation or common law or any other matter relevant for operationalising the right to access information.

(4) The Central Government or the State Government, as the case may be, may, as soon as practicable after the end of each year, cause a copy of the report of the Central Information Commission or the State Information Commission, as the case may be, referred to in sub-section (1) to be laid before each House of Parliament or, as the case may be, before each House of the State Legislature, where there are two Houses, and where there is one House of the State Legislature before that House.

(5) If it appears to the Central Information Commission or State Information Commission, as the case may be, that the practice of a public authority in relation to the exercise of its functions under this Act does not conform with the provisions or spirit of this Act, it may give to the authority a recommendation specifying the steps which ought in its opinion to be taken for promoting such conformity.

26. Appropriate Government to prepare programmes.—(1) The appropriate Government may, to the extent of availability of financial and other resources,—

(a) develop and organise educational programmes to advance the understanding of the public, in particular of disadvantaged communities as to how to exercise the rights contemplated under this Act;

(b) encourage public authorities to participate in the development and organisation of programmes referred to in clause (a) and to undertake such programmes themselves;

(c) promote timely and effective dissemination of accurate information by public authorities about their activities; and

(d) train Central Public Information Officers or State Public Information Officers, as the case may be, of public authorities and produce relevant training materials for use by the public authorities themselves.

(2) The appropriate Government shall, within eighteen months from the commencement of this Act, compile in its official language a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right specified in this Act.

(3) The appropriate Government shall, if necessary, update and publish the guidelines referred to in sub-section (2) at regular intervals which shall, in particular and without prejudice to the generality of sub-section (2), include—

(a) the objects of this Act;

(b) the postal and street address, the phone and fax number and, if available, electronic mail address of the Central Public Information Officer or State Public Information Officer, as the case may be, of every public authority appointed under sub-section (1) of section 5;

(c) the manner and the form in which request for access to an information shall be made to a Central Public Information Officer or State Public Information Officer, as the case may be;

(d) the assistance available from and the duties of the Central Public Information Officer or State Public Information Officer, as the case may be, of a public authority under this Act;

(e) the assistance available from the Central Information Commission or State Information Commission, as the case may be;

(f) all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by this Act including the manner of filing an appeal to the Commission;

(g) the provisions providing for the voluntary disclosure of categories of records in accordance with section 4;

(h) the notices regarding fees to be paid in relation to requests for access to an information; and

(i) any additional regulations or circulars made or issued in relation to obtaining access to an information in accordance with this Act.

(4) The appropriate Government must, if necessary, update and publish the guidelines at regular intervals.

27. Power to make rules by appropriate Government.—(1) The appropriate Government may, by notification in the Official Gazette, make rules to carry out the provisions of this Act.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:—

(a) the cost of the medium or print cost price of the materials to be disseminated under sub-section (4) of section 4;

(b) the fee payable under sub-section (1) of section 6;

(c) the fee payable under sub-sections (1) and (5) of section 7;

¹[(ca) the term of office of the Chief Information Commissioner and Information Commissioners under sub-sections (1) and (2) of section 13 and the State Chief Information Commissioner and State Information Commissioners under sub-sections (1) and (2) of section 16;

(cb) the salaries, allowances and other terms and conditions of service of the Chief Information Commissioner and the Information Commissioners under sub-section (5) of section 13 and the State Chief Information Commissioner and the State Information Commissioners under sub-section (5) of section 16;]

1. Ins. by Act 24 of 2019, s. 4 (w.e.f. 24-10-2019).

(d) the salaries and allowances payable to and the terms and conditions of service of the officers and other employees under sub-section (6) of section 13 and sub-section (6) of section 16;

(e) the procedure to be adopted by the Central Information Commission or State Information Commission, as the case may be, in deciding the appeals under sub-section (10) of section 19; and

(f) any other matter which is required to be, or may be, prescribed.

28. Power to make rules by competent authority.—(1) The competent authority may, by notification in the Official Gazette, make rules to carry out the provisions of this Act.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:—

(i) the cost of the medium or print cost price of the materials to be disseminated under sub-section (4) of section 4;

(ii) the fee payable under sub-section (1) of section 6;

(iii) the fee payable under sub-section (1) of section 7; and

(iv) any other matter which is required to be, or may be, prescribed.

29. Laying of rules.—(1) Every rule made by the Central Government under this Act shall be laid, as soon as may be after it is made, before each House of Parliament, while it is in session, for a total period of thirty days which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, both Houses agree in making any modification in the rule or both Houses agree that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be; so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

(2) Every rule made under this Act by a State Government shall be laid, as soon as may be after it is notified, before the State Legislature.

30. Power to remove difficulties.—(1) If any difficulty arises in giving effect to the provisions of this Act, the Central Government may, by order published in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as appear to it to be necessary or expedient for removal of the difficulty:

Provided that no such order shall be made after the expiry of a period of two years from the date of the commencement of this Act.

(2) Every order made under this section shall, as soon as may be after it is made, be laid before each House of Parliament.

31. Repeal.—The Freedom of Information Act, 2002 (5 of 2003) is hereby repealed.

WPC 1040/2019

1

**IN THE SUPREME COURT OF INDIA
CIVIL ORIGINAL JURISDICTION**

Writ Petition (Civil) No 1040 of 2019

Pravasi Legal Cell

Petitioner

Versus

Union of India and Others

Respondents

W I T H

Writ Petition (Civil) No 1325 of 2020

O R D E R

Writ Petition (Civil) No 1325 of 2020

- 1 The petitioner invokes the jurisdiction of this Court under Article 32 of the Constitution seeking a direction to all the Registrars General of the High Courts to establish and operationalise online right to information portals, both for the High Court and the district judiciary under their administrative control. This, it is urged, would enable citizens to file online applications for information under the Right to Information¹ Act 2005 and navigate appeals

1 “RTI”

arising from original orders.

- 2 The petitioner has highlighted that the Union Government has already established an online RTI portal in terms of which information can be sought under the Right to Information Act from each ministry/department. Moreover, some State governments are stated to have also operationalized the RTI portals.
- 3 At present, it has been submitted, a person seeking information under the RTI Act from the High Court or from any court forming a part of the district judiciary, has to make a physical application in the absence of a web portal. In such a case, the applicant has to obtain a postal order or a bank draft for the payment of the requisite fees. It has been urged that the setting up of online web portals will facilitate Indian citizens in seeking access to information under the Right to Information Act 2005.
- 4 The Chief Justice of every High Court would be the competent authority under Section 2(e)(iii) and has the power to make rules under Section 28. Hence, it is asserted that the Chief Justice of the High Courts can ensure that rules are formulated for setting up online portals for RTI applications and appeals arising from them.
- 5 Section 6(1) of the Right to Information Act 2005 stipulates that a person

who desires to obtain any information under the Act shall make a request in writing “or through electronic means” specifying the particulars of the information sought. This provision indicates that an RTI applicant has a statutory right to move an application through electronic means.

- 6 The Supreme Court of India has recently set up an online portal facilitating requests for the supply of information. Online facilities would considerably facilitate the fulfillment of the objects of the Act. Though the Act was enacted in October 2005, after a lapse of 17 years, online web portals are still to be operationalized by some of the High Courts.
- 7 During the course of hearing, this Court has been apprised of the fact that the High Courts of Madhya Pradesh, Odisha and Delhi have set up web portals for the purpose. Likewise, it has been stated that in the State of Karnataka, the High Court utilizes the web portal which has been set up by the State government.
- 8 We are of the view that such an exercise should be carried out by all the High Courts in the country no later than within a period of three months from the date of this order.
- 9 A certified copy of this order shall be remitted by the Registrar (Judicial) of this Court to all the Registrars General, who shall in turn, seek administrative directions from the learned Chief Justices for implementation.

- 10 The High Courts shall make adequate provisions to facilitate the supply of information through online web portals and for all incidental purposes connected with the implementation of the Right to Information Act 2005.
- 11 As regards the district judiciary, which is under the administrative control of the High Courts, we request all the Registrars General to take administrative directions from the Chief Justices. The High Courts may utilize the support of the National Informatics Centre for the purpose. NIC shall provide all logistical and technical assistance in that regard to the High Courts.
- 12 The Petition shall stand disposed of in the above terms.
- 13 Pending applications, if any, stand disposed of.

Writ Petition (Civil) No 1040 of 2019

- 1 In view of the orders which have been passed in Writ Petition (Civil) No 1325 of 2020, there shall be a direction to all the State governments/Union Territories to set up and operationalize online web portals so that information sought under the Right to Information Act 2005 is made available in respect of all public authorities falling within their jurisdiction. This exercise shall be completed within a period of three months from the date of this order.
- 2 The Petition is accordingly disposed of.

3 Pending applications, if any, stand disposed of.

.....CJI.
[Dr Dhananjaya Y Chandrachud]

.....J.
[Pamidighantam Sri Narasimha]

.....J.
[J B Pardiwala]

New Delhi;
March 20, 2023
CKB

WPC 1040/2019

6

ITEM NO.21

COURT NO.1

SECTION PIL-W

S U P R E M E C O U R T O F I N D I A
R E C O R D O F P R O C E E D I N G S

Writ Petition (Civil) No.1040/2019

PRAVASI LEGAL CELL

Petitioner(s)

VERSUS

UNION OF INDIA & ORS.

Respondent(s)

WITH W.P.(C) No.1325/2020 (PIL-W)W.P.(C) No.990/2021 (PIL-W)

Date : 20-03-2023 These petitions were called on for hearing today.

CORAM :

HON'BLE THE CHIEF JUSTICE
HON'BLE MR. JUSTICE PAMIDIGHANTAM SRI NARASIMHA
HON'BLE MR. JUSTICE J.B. PARDIWALA

For Petitioner(s)

WPC 1040/2019

Mr. Jose Abraham, AOR
Ms. Anjali Mohan, Adv.
Ms. Anju Thomas, Adv.

WPC 1325/2020 &

WPC 990/2021

Mr. Rajesh Kumar, Adv.
Mr. E.C. Agrawala, AOR

For Respondent(s)

Mrs. Madhavi Divan, ASG
Ms. Nidhi Khanna, Adv.
Mr. P.V.Yogeswaran, Adv.
Mr. Rajat Nair, Adv.
Mr. S.S. Rebello, Adv.
Mr. Arvind Kumar Sharma, AOR

Ms. Madhvi Divan, A.S.G.
Mr. Gurmeet Singh Makker, AOR
Mr. P.V. Yogeswaran, Adv.
Mr. S.S. Rebello, Adv.
Ms. Nidhi Khanna, Adv.
Mr. B.K. Satija, Adv.

Mr. Tanmaya Agarwal, AOR
Mr. Wrick Chatterjee, Adv.
Mrs. Aditi Agarwal, Adv.

Mr. V.K. Shukla, Sr. Adv.
Mr. Adarsh Upadhyay, AOR
Mr. Aman Pathak, Adv.
Ms. Pallavi Kumari, Adv.

Mr. Yashvardhan, Adv.
Ms. Smita Kant, Adv.
Mr. Apoorv Shukla, AOR
Mr. Puneet Chahar, Adv.
Ms. Prabhleen A. Shukla, Adv.

Dr. Monika Gusain, AOR

Mr. Ajay Pal, AOR

Ms. Uttara Babbar, AOR

Mr. Prashant Shrikant Kenjale, AOR

Mr. Abhinav Mukerji, AOR
Mr. Akshay C. Shrivastava, Adv.
Mrs. Bihu Sharma, Adv.
Ms. Pratishtha Vij, Adv.

Mr. Kunal Chatterji, AOR
Ms. Maitrayee Banerjee, Adv.
Mr. Rohit Bansal, Adv.
Ms. Kshitij Singh, Adv.

Mrs. Niranjana Singh, AOR
Mr. Saket Singh, Adv.

Ms. Madhumita Bhattacharjee, AOR
Ms. Urmila Kar Purkayastha, Adv.
Ms. Arushi Mishra, Adv.
Ms. Piyali Paul, Adv.
Mr. Sandeep, Adv.

Mr. Apoorv Kurup, AOR
Ms. Nidhi Mittal, Adv.

Mr. V.N. Raghupathy, AOR
Mr. Manendra Pal Gupta, Adv.
Mr. Dhanesh Ieshdhan, Adv.
Mr. Varun Varma, Adv.

Mr. Romy Chacko, AOR
Ms. Sneha Kalita, AOR

Mr. Mahfooz Ahsan Nazki, AOR
Mr. Polanki Gowtham, Adv.
Mr. T Vijaya Bhaskar Reddy, Adv.
Mr. Ms. Niti Richhariya, Adv.
Ms. Niti Richhariya, Adv.
Mr. K.V. Girish Chowdary, Adv.

Mr. S. Udaya Kumar Sagar, AOR

Mr. Nikhil Goel, AOR

Mr. Sabarish Subramanian, Adv.
Mr. Vishnu Unnikrishnan, Adv.
Dr. Joseph Aristotle S., AOR

Ms. Radhika Gautam, AOR

Mr. Sahil Tagotra, AOR
Mr. Abhishek Pandey, Adv.
Ms. Sakshi Garg, Adv.
Mr. Gajendra Singh Negi, Adv.

Mr. Abhay Sahay, A.A.G.
Mr. Kameshwarnath Mishra, Adv.

Ms. Mrinal Gopal Elker, AOR

Mr. P.V. Yogeshwaran, AAG

Mr. Sunny Choudhary, AOR

Mr. Yashraj Singh Bundela, Adv.

Mr. Sandeep Sharma, Adv.

Mr. Tapesh Kumar Singh, AOR

Mr. Aditya Pratap Singh, Adv.

Mr. Prashant Bhardwaj, Adv.

Mr. Nishe Rajen Shonker, AOR

Mrs. Anu K Joy, Adv.

Mr. Alim Anvar, Adv.

Ms. Deepanwita Priyanka, AOR

Ms. Swati Ghildiyal, Adv.

Ms. Devyani Bhatt, Adv.

Mr. G.V. Chandrashekar, Sr. Adv.

Mr. N.K. Verma, Adv.

Ms. Anjana Chandrashekar, AOR

Mr. T.G. Narayanan Nair, AOR

Ms. Swathi H. Prasad, Adv.

Ms. Aswathi M.k., AOR

Mr. S.C. Verma, Sr. Adv.

Mr. Sumeer Sodhi, AOR

Ms. Tanya Verma, Adv.

Mr. Arjun Garg, AOR

Mr. Aakash Nandolia, Adv.

Ms. Sagun Srivastava, Adv.

Mr. Abhay Anil Anturkar, Adv.

Mr. Dhruv Tank, Adv.

M/s. Dr. R.R. Deshpande & Associates

Mr. R. Ayyam Perumal, AOR

Mr. A. Renganath, Adv.

Mr. Abhimanyu Tewari, AOR
Ms. Eliza Barr, Adv.

Mr. Mahesh Thakur, AOR
Mr. Maibam Nabaghanashyam Singh, Adv.

Mr. Maibam Nabaghanashyam Singh, AOR
Mr. Shakti K Pattanaik, Adv.
Mr. Kumar Kartikey, Adv.

Mr. Shuvodeep Roy, AOR
Mr. Deepayan Dutta, Adv.
Mr. Shashank Sai, Adv.

Mr. Sanjai Kumar Pathak, AOR
Mr. Arvind Kumar Tripathi, Adv.
Mrs. Shashi Pathak, Adv.

Mr. Sibor Sankar Mishra, AOR
Mr. Sunil Mund, Adv.
Mr. Umakant Misra, Adv.
Ms. Apoorva Sharma, Adv.
Mr. Niranjana Sahu, Adv.
Mr. Debabrata Dash, Adv.

Mr. Ranjan Mukherjee, AOR

Mr. Gaurav Agrawal, AOR

Ms. Astha Sharma, AOR
Mr. Srisatya Mohanty, Adv.
Mr. Sanjeev Kaushik, Adv.
Ms. Mantika Haryani, Adv.
Mr. Shreyas Awasthi, Adv.
Mr. Himanshu Chakravarty, Adv.
Ms. Ripul Swati Kumari, Adv.
Mr. Bhanu Mishra, Adv.
Mr. Devvrat Singh, Adv.
Ms. Muskan Surana, Adv.

Ms. K. Enatoli Sema, AOR
Ms. Limayinla Jamir, Adv.
Mr. Amit Kumar Singh, Adv.
Ms. Chubalemla Chang, Adv.
Mr. Prang Newmai, Adv.

Mr. Mukul Kumar, AOR

Mr. Vishnu Sharma, Adv.
Ms. Madhusmita Bora, AOR
Mr. Dipankar Singh, Adv.
Mrs. Anupama Sharma, Adv.
Mr. Bir Inder Singh Gurm, Adv.

Mr. Avneesh Arputham, Adv.
Ms. Anuradha Arputham, Adv.
M/s. Arputham Aruna & Co.

Mr. Shrirang B. Varma, Adv.
Mr. Siddharth Dharmadhikari, Adv.
Mr. Aaditya Aniruddha Pande, AOR
Mr. Bharat Bagla, Adv.
Mr. Sourav Singh, Adv.

Mr. Som Raj Choudhury, AOR
Mr. Naresh K. Sharma, AOR

Mrs. D. Bharathi Reddy, AOR

Mr. Anand Shankar, AOR
Mr. Tarun Kumar, Adv.

Mr. Sameer Abhyankar, AOR
Ms. Nishi Sangtani, Adv.
Ms. Vani Vandana Chhetri, Adv.

Mr. Vishnu Sharma, AOR
Mr. Jatinder Kumar Bhatia, AOR

**UPON hearing the counsel the Court made the following
O R D E R**

Writ Petition (C) No 1040 of 2019 & Writ Petition (C) No 1325 of 2020

- 1 The Petitions are disposed in terms of the signed order.
- 2 Pending applications, if any, stand disposed of.

Writ Petition (Civil) No 990 of 2021

- 1 All the States which have not filed their replies until date are granted further period of three weeks to file their responses.
- 2 Ms Madhavi Divan, Additional Solicitor General also seeks time to put in her response on behalf of the Department of Personnel Training of the Union of India within three weeks.
- 3 Soft copies of the response shall be shared with the petitioner, who appears in person.
- 4 All the States who have filed their replies are permitted to file updated status report, if so required.
- 5 List the Petition on 14 April 2023.

(CHETAN KUMAR)
A.R. -cum-P.S.

(SAROJ KUMARI GAUR)
Assistant Registrar
(Signed order is placed on the file)


TRUE COPY

ANNEXURE C-2

ANUJ NAKADE



Profile Summary

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सत्यमेव जयते

GIGW 3.0

GUIDELINES FOR INDIAN GOVERNMENT WEBSITES AND APPS



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1.



INTRODUCTION



Introduction

1.0

In recent years, digital technologies have increasingly contributed to economic growth and citizen empowerment. These technologies have become ubiquitous in everyday life and enable people to access various services from the comfort of their homes. Government has established web presence through multiple websites, web portals, web applications and mobile apps that offer information and services to the public. However, inconsistency in conventions, layout standards, navigation strategies and technologies adopted can reduce the effectiveness of websites/apps. In this context, the National Informatics Centre

(NIC) formulated the Guidelines for Indian Government Websites (GIGW) in the year 2009. GIGW aims to ensure quality and accessibility of government guidelines, by offering guidance on desirable practices covering the entire lifecycle of websites, web portals and web applications, right from conceptualisation and design to their development, maintenance and management. The Department of Administrative Reforms and Public Grievances made the same a part of the Central Secretariat Manual of Office Procedure.

The second version of GIGW (GIGW 2.0) was developed in 2019, taking into account feedback from and consultations with industry,

society and government organisations. GIGW 2.0 took note of the standards evolved by international bodies like the world-wide web consortium (W3C) and advancements in technology. It also included guidance on mobile apps.

This version is the third version of GIGW (GIGW 3.0). While the earlier versions were formulated in-house with external inputs, GIGW 3.0 has been formulated jointly with Standardisation Testing and Quality Certification (STQC) Directorate of the Ministry of Electronics and Information Technology and Indian Computer Emergency Response Team (CERT-In), so that the experience of conformity with GIGW gathered by the STQC Directorate auditors and the cybersecurity experience and knowledge of CERT-In also inform the GIGW. As in earlier versions, GIGW 3.0 too has also been formulated in association with industry and experts.

The key thrust of GIGW 3.0 is on offering specific guidance to government organisations on how to improve the user interface and user experience (UI and UX), by incorporating features such as intuitive page loading (using AI and analytics) based on user journey and user profile, using state-of-the-art content management system (CMS), user-centric information architecture (IA), centralised monitoring dashboard to identify and provide alerts on non-conformity and technical enablement of all content creators and publishers.

GIGW 3.0 also significantly enhances the guidance on the accessibility and usability of mobile apps, especially by offering specific

guidance to government organisations on how to leverage public digital infrastructure devised for whole-of-government delivery of services, benefits and information. These cover aspects such as API level integration for use of integration with social media, India Portal, DigiLocker, Aadhaar-based identity, single sign-on, data sharing in open formats on the government's data platform, government's scheme discovery platform, government's citizen engagement platform MyGov, AI-based Indian language translation tools, seamless content/data access across web-based solutions of government organisations. GIGW 3.0 offers upgraded guidelines on accessibility of websites and apps, with a view to make access to cyberspace more inclusive. In view of incorporation of comprehensive guidance in this version on apps as well (in addition to websites), this version is titled "Guidelines for Indian Government Websites and Apps". However, since the acronym GIGW gained wide currency, the acronym has been retained, with the letter "W" being signifying "Websites and Apps".

A chapter on cybersecurity, formulated by CERT-In, has also been incorporated so that GIGW can serve as a single point of reference on all the relevant aspects — quality, accessibility and security — relating to websites, web portals, web applications and mobile apps. Since cybersecurity requirements undergo continuous evolution in light of emerging threat scenarios, threat vectors and technologies, CERT-In continuously issues updated guidance and advisories to address the

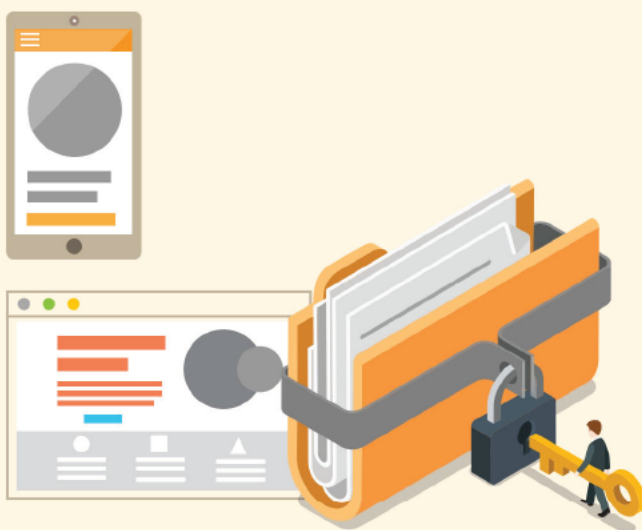
same. Such guidance and advisories issued by CERT-In from time to time should be treated as updates to the guidance contained in the chapter on cybersecurity and any assessments or audit carried out with reference to GIGW 3.0 should also be cognizant of the same. Further, while government organisations may continue to establish conformity with GIGW 3.0 by obtaining Certified Quality Website (CQW) certification from the STQC Directorate, the certification of cybersecurity aspects by STQC may be done on the basis of the “safe to host” certificate issued by the cybersecurity auditors empanelled by CERT-In/STQC or the auditors of STQC or NIC.





To make the guidelines more readily usable, which entity/person has a role in implementing a particular guideline has been identified in every guideline. Thus, each guideline specifies whether the same is to be acted upon by the government organisation concerned or the developer or the evaluators.

The effectiveness of GIGW 3.0 in enhancing ease of living through various web-based initiatives of the government would depend on their effective implementation in letter and spirit by

all government organisations and their implementation and evaluation partners. Government organisations are expected to carefully assess their existing websites, web portals, web applications and mobile apps against GIGW 3.0, identify areas requiring improvement, draw up time bound implementation plans to achieve conformity with GIGW 3.0 and obtain CQW certification from the STQC Directorate. Similarly, websites, web portals, web applications and mobile apps that are at the design or implementation stage may also be reviewed to ensure that their design, architecture, development and scope of audit conform to GIGW 3.0 and requisite approvals, resources etc. are tied up to ensure this.

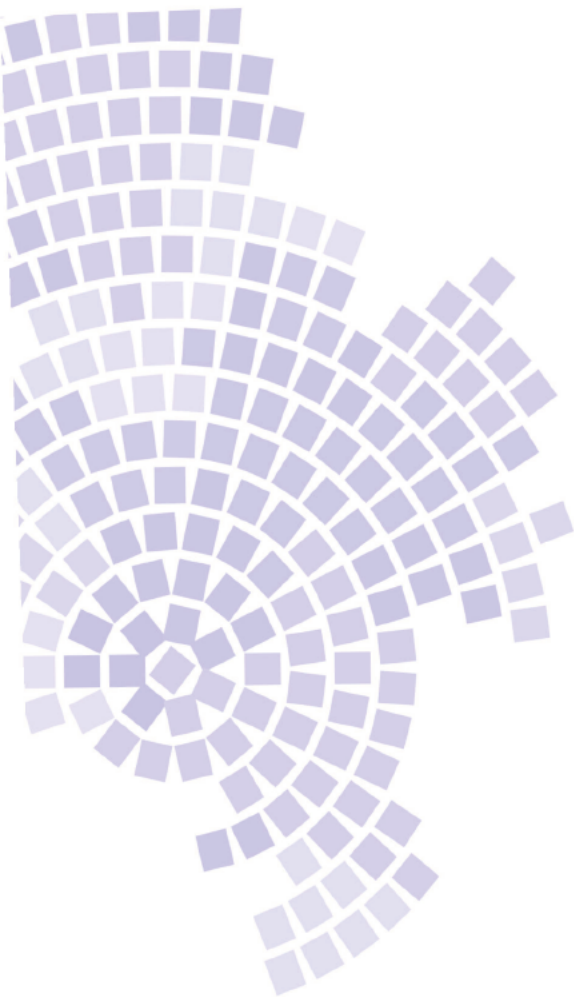
While GIGW embodies general guidance for government websites, web portals, web applications and mobile apps, particular website/app use cases may require adoption of higher norms and specific technologies. Government organisations may keep this in mind while formulating their design, architecture and scope and may consult NIC in case they desire technical advice in the matter.





2.

SCOPE AND OBJECTIVE

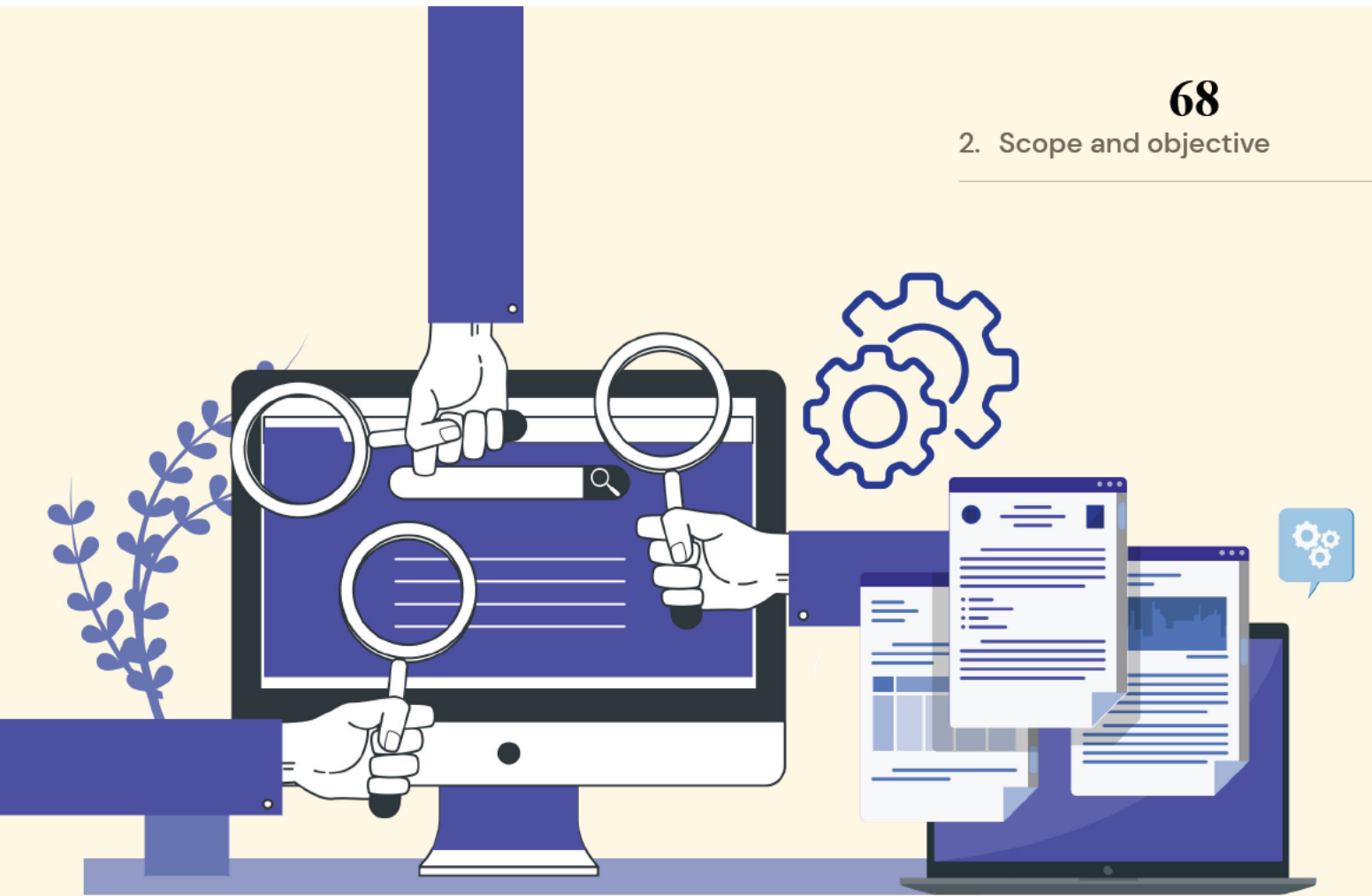


2 Scope and objective

2.1 Conformity to guidelines

2.2 How to use GIGW





Scope and objective

2.0

This document recommends policies and guidelines for Indian Government websites and Applications at any organisational level and belonging to both Central Government as well as State Governments (including district administrations and local governments) for making Indian government websites/apps user-centric, more user-friendly and secure. Conformity with these guidelines will ensure a high degree of consistency and uniformity in the content coverage, presentation security and accessibility and promote excellence in

government solutions in the Indian web space.

These guidelines address common issues and practical challenges that government organisations face during development and management of their websites/apps. The guidelines aim to assist government organisations in ensuring that their websites/apps conform to a consistently high standard. This is expected to enhance the trust level of the citizens while accessing government information and availing of services online.

Conformity to guidelines 2.1

These guidelines have been framed with the objective to make the government websites/apps conform to the essential prerequisites of the UUU trilogy of usability, user-centricity and universal accessibility.

These guidelines are based on international standards, including ISO 23026, W3C's Web Content Accessibility Guidelines (WCAG 2.1) Rights of Persons with Disabilities Act, 2016, as well as the Information Technology Act, 2000. Further, the long-standing experience of the authors in the design, development and management of government websites/apps as well as their knowledge of the ground realities and challenges faced by government organisations in developing and managing their websites/apps, have helped significantly in drafting these guidelines.

These guidelines also form the basis for obtaining the Website Quality Certification from the STQC Directorate. Details of the certification scheme are available at <https://www.stqc.gov.in/website-quality-certification-0>.

These guidelines are being circulated amongst all Indian government organisations at all levels (Central, State and district/local). These should be followed and implemented on priority so that the overall aim of making all Indian government websites/apps citizen-focused and user-friendly may be realised.

How to use GIGW 3.0 2.2

Government organisations are expected to read, understand and implement these guidelines on all of their web-based initiatives. In other words, all the websites/apps owned by government organisations must comply with these guidelines. It is recommended that browser-based intranet applications should also follow these guidelines. Depending upon their specific requirements, government organisations may draw up short-term and long-term timebound implementation plans for achieving conformity with these guidelines.



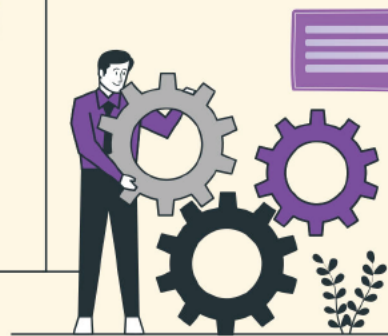
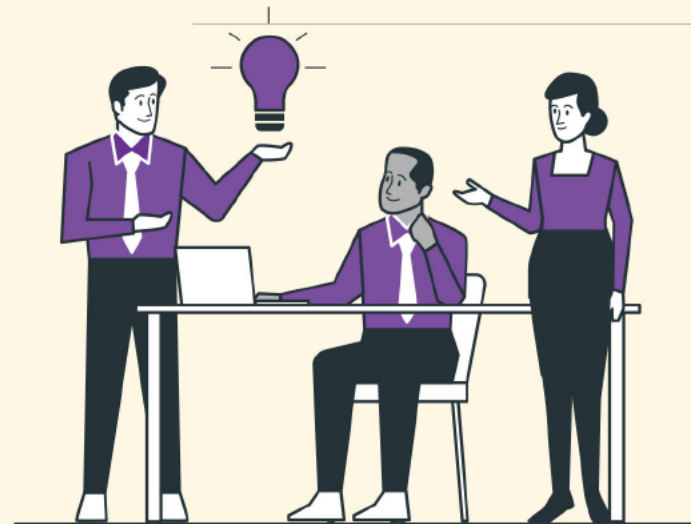


3. NEW FEATURES OF GIGW 3.0

3 New features of GIGW 3.0

- 3.1 Structure
- 3.2 Quality
- 3.3 Accessibility
- 3.4 Cybersecurity
- 3.5 Lifecycle management
- 3.6 Risk factors and their mitigation





The new version of the guidelines has several enhancements to make it more user centric, accessible, secure and at par with the global best practices and latest technological benchmarks. This version was reorganised to ease adoption and implementation and ensure wider conformity with GIGW. The following major enhancements have been included in the current version.

Structure

3.1

The new version of the guidelines is structured so as to reduce ambiguity and provide clarity on the roles and responsibilities of the implementers. The guidelines are structured under the following heads:

- (a) **Statement:** Requirement or checkpoint to meet the particular guideline.
- (b) **Benefits:** Positive outcomes achieved by following the requirements, such as improving user experience, accessibility, security and trust-building with citizens.
- (c) **Government organisation action:** Actions pertaining to the owner government organisation. These will be undertaken by the respective WIM nominated by the organisation.
- (d) **Developer action:** Specific tasks and actions a developer is responsible for in order to comply with the guidelines and ensure the website/app meets the desired standards of quality, usability and effectiveness.
- (e) **Evaluator action:** Refers to testing of the website/app manually or with automated tools to verify conformity with this checkpoint.



Quality

3.2

The key thrust of GIGW 3.0 is on enhancing user interface and user experience (UI and UX) of websites/apps and the implementation of user-centric information architecture (IA) to ease the user journey and provide content as per the user profile. To ensure the quality of content throughout the lifecycle of the website, GIGW guides on the provisioning of a centralised monitoring dashboard to identify the issues and provide alerts on non-conformity. Content

creators must also be supported with the right tools and technologies for accessible content creation.

GIGW 3.0 stresses on API level integration with platforms like India Portal, DigiLocker, Aadhaar-based identity, single sign-on, data and citizen engagement platforms, language translation tools to enable seamless content and data flow among the different web initiatives of government organisations. Social media integration also needs to be ensured.



Accessibility

3.3

Accessibility guidelines for web content have been formulated by W3C and are known as the web content accessibility guidelines (WCAG). GIGW 2.0 was compliant with version 2.0 of WCAG, however in the recent past WCAG has been upgraded to version 2.1 which inherits its requirement from WCAG 2.0 with additional guidelines to improve accessibility guidance for three major groups: users with cognitive or learning

disabilities, users with low vision and users with disabilities on mobile devices.

GIGW 3.0 has been upgraded to include these additional requirements to ensure that websites/ apps can be used by the widest possible audience. The current version ensures conformity with Level AA of WCAG 2.1. In all 17 new success criteria have been added to the new version.



Cybersecurity

3.4

A chapter on cybersecurity, formulated by CERT-In, has also been incorporated which relates to websites, web portals, web applications and mobile apps.

The chapter focuses on protecting web resources from unauthorised use, access, changes, destruction, or disruption. It also guides on the prevention of leakage of sensitive information like passwords, email addresses and credit card details, which cause both personal embarrassment and financial risks.

It deals with all aspects of security starting from design, coding and implementation to testing and deployment, which prevent malfunctioning, phishing, cyber-crimes or cyberattacks to avoid data loss of the

organisations or users.

It is based on the best industry security practices and guidelines such as ISO 27001, the Application Security Verification Standard (ASVS) issued by Open Web Application Security Project (OWASP), OWASP Top 10 vulnerabilities and the Center for Internet Security (CIS) benchmarks as per the prevailing security policy.

This chapter must be read in conjunction with the guidance and advisories issued by CERT-In from time to time, which should be treated as updates to the guidance contained in the chapter.

Government organisations must continue to obtain a "safe to host" certificate issued by the cybersecurity auditors empanelled by CERT-In/STQC or the auditors of STQC or NIC.



Lifecycle management

3.5

The chapter on lifecycle management deals with the policies, processes and plans that the department has to put in place to guide the website management team in maintain the quality, accessibility security of the website throughout its lifecycle. It also stresses on the need for dedicated Web information Manager who is a senior official from the department to head the website management team.



Risk factors and their mitigations 3.6

Risk mitigation is one of the important criteria behind the formulation of any standard/guideline. The new version of the guidelines outlines the risk factors associated with non-conformity with each section of these guidelines. They have also been mapped with each guideline and

presented in the conformity matrix.

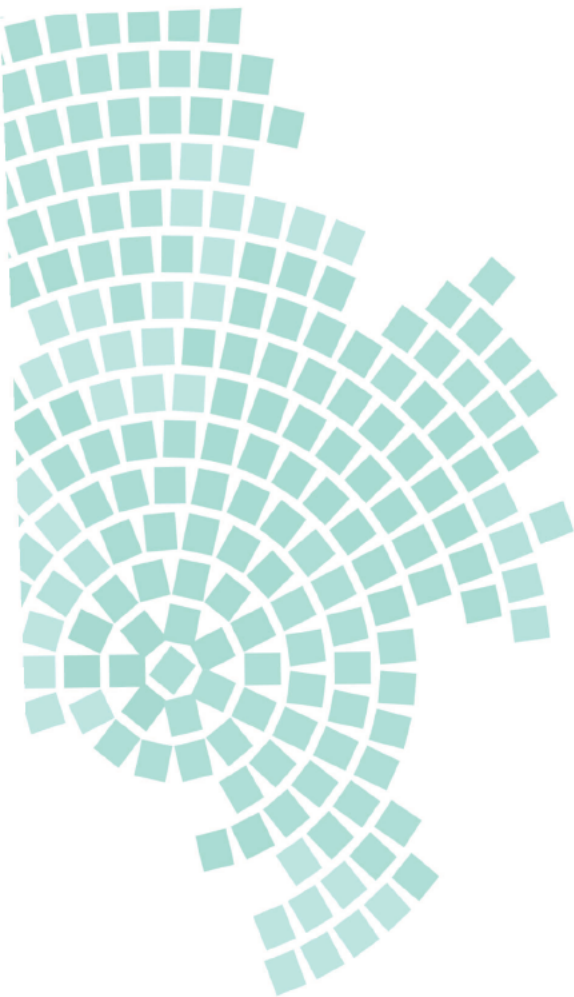
Therefore, while the description of each guideline informs the users about the benefits of conformance the conformity matrix will make the users aware of the risk involved in case, they fail to meet the guideline.



4.

FOCUS AREAS





4 Focus areas

- 4.1 Quality
- 4.2 Accessibility
- 4.3 Cybersecurity
- 4.4 Lifecycle management





Quality

4.1

Quality criteria for websites/apps are essential to ensure a website/app is trustworthy, reliable and engaging for users. A website/app should be easy to use, accessible to all users, load quickly, have high-quality content, be secure, optimised for mobile devices and have a visually appealing design. Meeting these criteria can help ensure a website's success and make it stand out from the millions of websites/apps available on the internet. By prioritising these criteria, owners can create a high-quality website/app that provides value to its users.

Risks associated with non-conformity with quality guidelines:

4.1.1

- Q1.** Websites/apps can have inconsistent and outdated content on a website/app if the responsibility and ownership of the website/app is not assigned to a person or team.
- Q2.** People may not be able to get the information about the website/app.

- Q3.** Without correct copyright policy, any information on the website/app may be copied, reproduced, republished, uploaded, posted, transmitted, or distributed without any consent.
- Q4.** The overall quality of a website's content can be degraded if the authenticity and relevance of the 'linked' information is not defined through hyperlinking policy.
- Q5.** Without terms and conditions on websites/apps it is difficult to uphold and maintain the trust imposed on them by the users to the sites, the government websites/apps should not outrightly 'disclaim' the content of another government website/app.
- Q6.** If Content is not selected keeping the audience in mind, people from diverse professional, educational and demographic backgrounds cannot easily comprehend the same.
- Q7.** People cannot get the right information from the website/app if Content is not up to date, incomplete, inconsistent or scattered.
- Q8.** Users cannot identify an authenticated government website.
- Q9.** Websites/apps with poor design methodology may not be accessible with slow internet connectivity.
- Q10.** Without feedback and help sections, users will not be able to participate in the improvement of website/app quality and the government organisation will not be able to get the information regarding problems faced by users.

Accessibility

4.2

Web accessibility means that people with disabilities can also perceive, understand, navigate and interact with the Web and that they can contribute to the Web. It encompasses all disabilities that affect access to the Web, including visual, auditory, physical, speech, cognitive and neurological disabilities. The website/app should be designed and developed in such a way that they are accessible by all people, whatever may be their hardware, software, language, culture, location, or physical or mental ability.



Legal provisions

4.2.1

The United Nations General Assembly adopted its Convention on the Rights of Persons with Disabilities on the 13th day of December 2006. India is a signatory to the Convention and has ratified the Convention on the 1st day of October 2007. To implement the Convention, India has enacted the Rights of Persons with Disabilities Act, 2016 on 27th December, 2016. With regard to ICT, one of the important provisions in the act is that all contents available in audio, print and electronic media must be in accessible format.

International Guidelines and Standards (WCAG)

4.2.2

W3C's Web Content Accessibility Guidelines (WCAG) covers a wide range of recommendations for making Web content accessible. Implementing these guidelines will make content accessible to persons with disabilities. Details are available at <https://www.w3.org/TR/WCAG21/>.

GIGW has been developed in accordance with level AA of WCAG 2.1 which are the latest guidelines on accessibility.

Risks associated with non-conformity with accessibility guidelines

4.2.3

- A1.** Visually impaired people cannot access the content.
- A2.** People with epileptic may get seizures if the website/app has content which blink very fast.
- A3.** Hearing/Auditory impaired people cannot access the content.
- A4.** People with cognitive Disability cannot access the time dependent function/content which does not have pause/extend/back/ forward options.
- A5.** People with Locomotor/Physical Disability cannot access the whole content present on the website.

A6. If the content is not robust enough to be interpreted reliably by a wide variety of user agents, including assistive technologies, the content becomes inaccessible to large audiences suffering from different impairments.

A7. People who do not understand English language cannot access website/app content and services.

A8. The government organisation concerned can face legal actions as per national and international laws if the content of the website/app is not accessible.

A9. Labels or instructions are not provided when content requires user input, which jeopardises the security or purpose of the content.

Cybersecurity

4.3

Cybersecurity is the activity of protecting websites/apps from unauthorised use, access, changes, destruction, or disruption. website/app security can be a complex (or even confusing) topic in an ever-evolving landscape. GIGW provides a clear framework for website/app owners seeking to mitigate risk and apply security principles to their web properties.

It is important to keep in mind that security is never a set-it-and-forge-it solution but is a continuous process that requires constant assessment to reduce the overall risk. Sometimes websites/apps become unavailable due to denial-of-service attacks or display modified information on their

homepages. Millions of passwords, email addresses and credit card details have been leaked into the public domain exposing website/app users to both personal embarrassment and financial risks. The purpose of website/app security is to prevent such risks.

Website/app security requires vigilance in all aspects starting from requirements through design and implementation to testing and deployment. Organisations should implement appropriate security analysis, defences and countermeasures for protection of a website/app against malfunctioning, phishing, cyber-crimes, or cyberattacks to avoid data loss of the organisations or customers.



Risks associated with non-conformity with security guidelines

4.3.1

- S1.** Malicious users can deface the website.
- S2.** Any harmful actor may get access to confidential information.
- S3.** The availability of the website/app can be hampered.
- S4.** The malicious user may change/modify the content on the website.
- S5.** Security failures typically lead to unauthorised information disclosure, modification, or destruction of all data or performing a business function outside the user's limits.
- S6.** A file upload flaw allows an attacker to retrieve the password database. Security of web applications determine the protection needs of data in transit and at rest. Attackers can steal such information for example, passwords, credit card numbers, health records, personal information and business secrets require extra protection, mainly if that data falls under privacy laws, Personal data protection bill etc.
- S7.** An attacker monitors network traffic (e.g., at an insecure wireless network), downgrades connections from HTTPS to HTTP, intercepts requests and steals the user's session cookie. The attacker then replays this cookie and hijacks the user's (authenticated) session, accessing or modifying the user's private data. Instead of the above they could alter all transported data, e.g., the recipient of a money transfer.
- S8.** Almost any source of data can be an injection vector, environment variables, parameters, external and internal web services and all types of users. Injection flaws occur when an attacker can send hostile data to an interpreter.
- S9.** Attackers have to gain access to only a few accounts, or just one admin account to compromise the system. Depending on the domain of the application, this may allow money laundering, social security fraud and identity theft, or disclose legally protected highly sensitive information.
- S10.** Security flaws can be used to extract data, execute a remote request from the server, scan internal systems, perform a denial-of-service attack, as well as execute other attacks. The business impact depends on the protection needs of all affected applications and data.
- S11.** Attackers acting as users or administrators, or users using privileged functions, can create, access, update or delete every record.
- S12.** Security misconfiguration frequently gives attackers unauthorised access to some system data or functionality. Occasionally, such flaws result in a complete system compromise.

S13. The impact of XSS is moderate for reflected and DOM XSS and severe for stored XSS, with remote code execution on the victim's browser, such as stealing credentials, sessions, or delivering malware to the victim.

S14. While some known vulnerabilities lead to only minor impacts, some of the largest breaches to date have relied on exploiting known vulnerabilities in components.

S15. Most successful attacks start with vulnerability probing. Allowing such probes to continue can raise the likelihood of a successful exploit to nearly 100%.

Lifecycle management

4.4

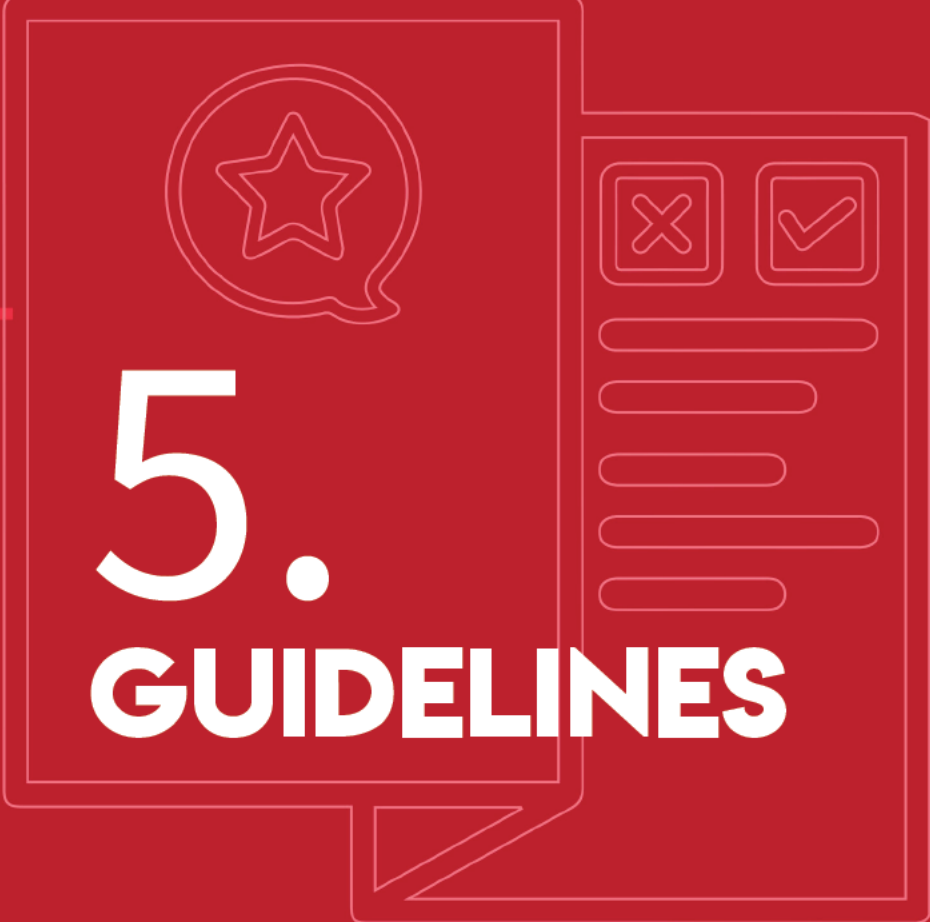
Maintaining a website/app is just as important as developing it because a website/app is a dynamic entity that requires regular updates and monitoring to remain relevant, functional and secure. Without proper maintenance, a website/app can become vulnerable to security breaches, performance issues and content that is outdated or irrelevant, which can negatively impact the user experience and drive away potential visitors. Regular maintenance can help prevent security breaches, ensure functionality, keep content up-to-date and optimise the website/app for search engines. Therefore, website/app life cycle management, including ongoing maintenance, is crucial for the success and longevity of a website.

After launching a website, ongoing maintenance is essential to keep the website/app up-to-date and functioning

properly. This involves updating website/app content, monitoring performance, ensuring security, fixing bugs and errors and optimising the website/app for search engines. Establishing policies and procedures for website/app maintenance is important, including a change management process, backup and disaster recovery plans, security policies and a content management plan. Regularly monitoring the website's performance, user engagement and search engine optimization is crucial to ensure that the website/app is meeting its objectives and to identify areas for improvement.

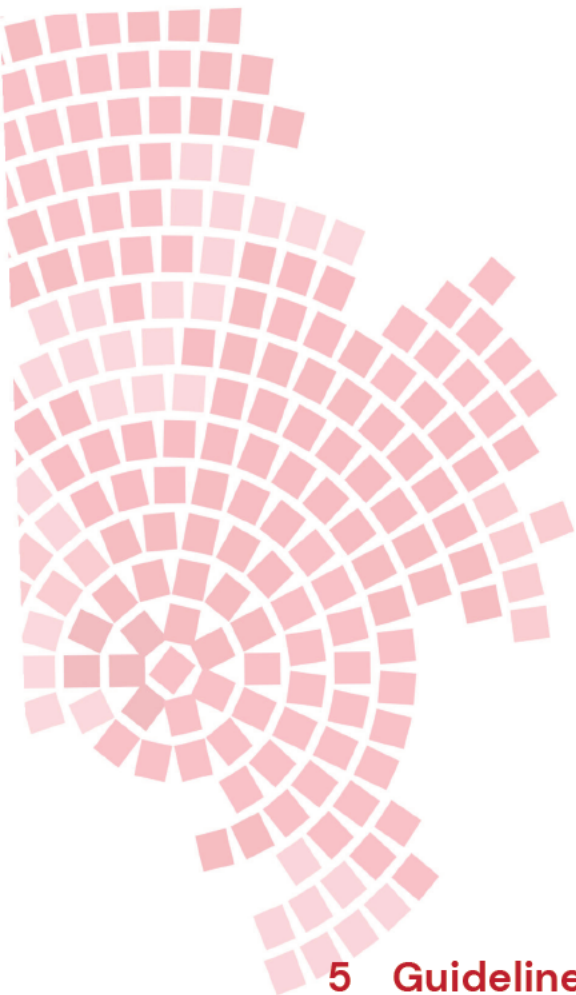
The risks already identified under 'Quality' are also associated with the non-conformity of the Lifecycle Management guidelines.





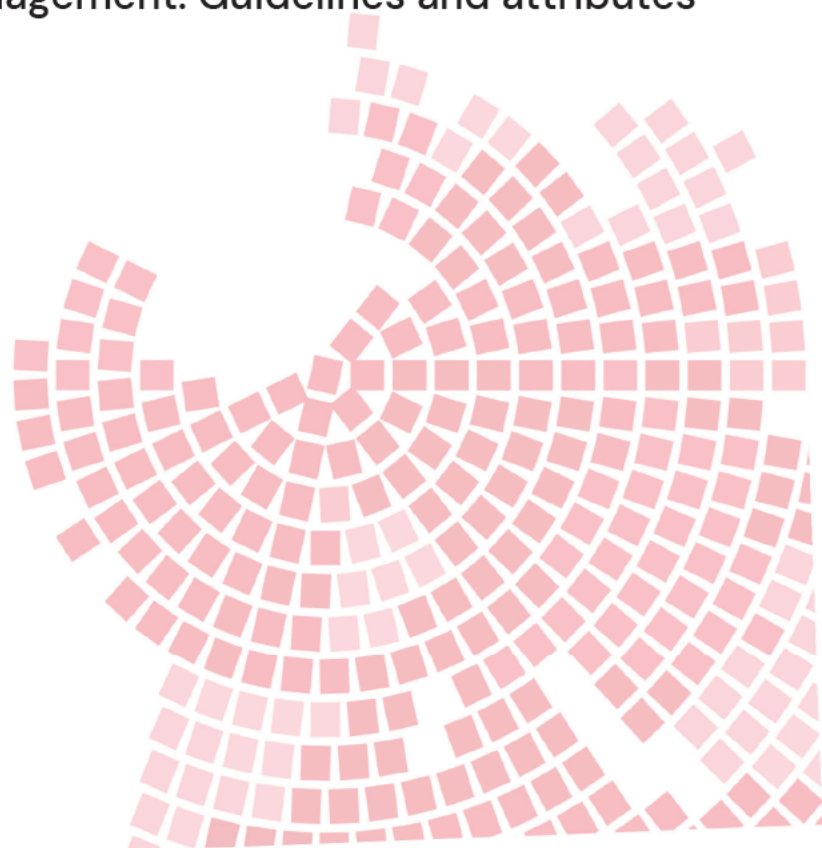
5. GUIDELINES

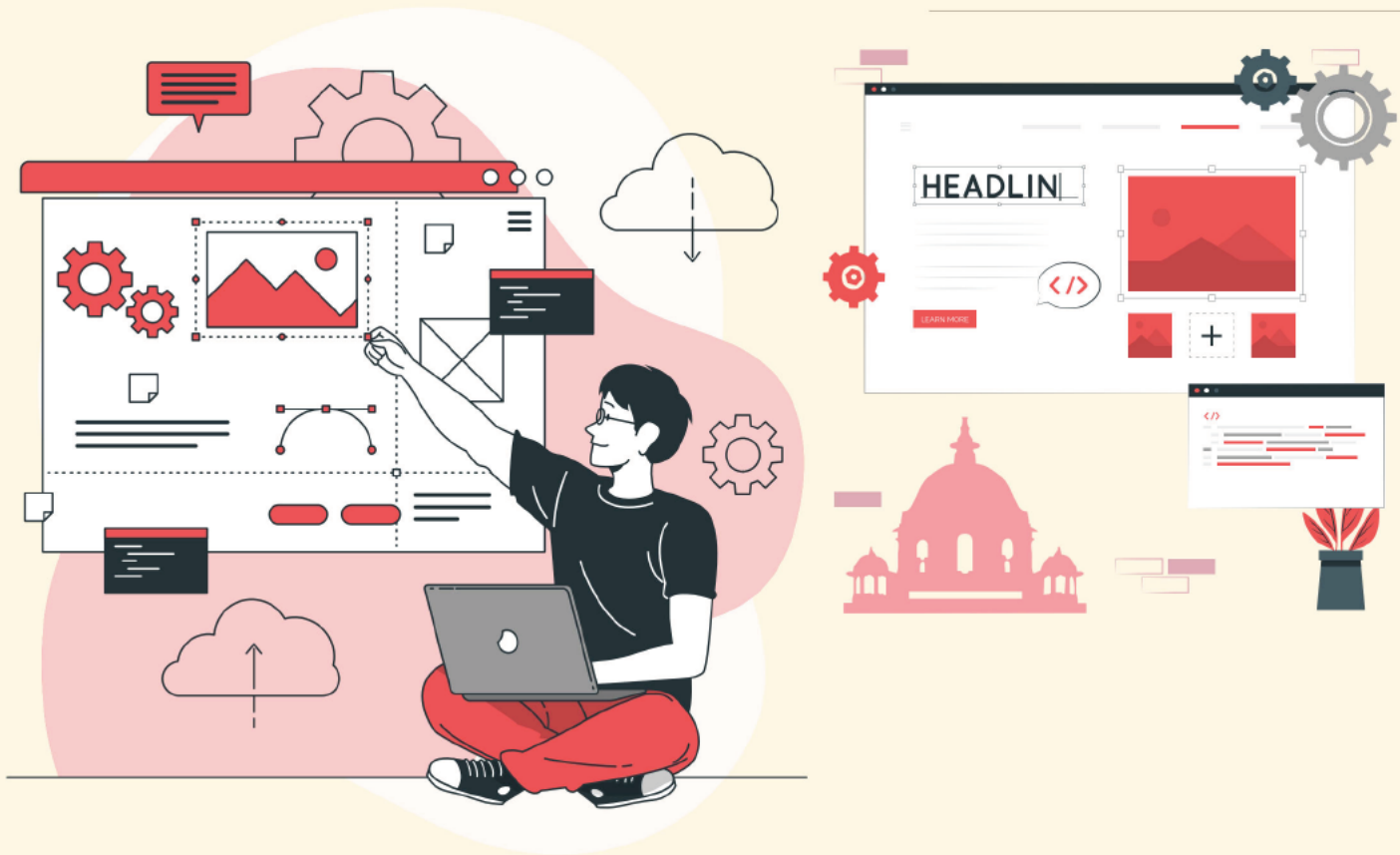




5 Guidelines

- 5.1 Quality: Guidelines and attributes
- 5.2 Accessibility: Guidelines and attributes
- 5.3 Cybersecurity: Guidelines and attributes
- 5.4 Lifecycle management: Guidelines and attributes





Quality

5.1

Statement: Association to government is demonstrated by the use of emblem/logo in proper ratio and colour, prominently displayed on the homepage of the website or homescreen of the app. **5.1.1**

Benefit: Reassures visitors that the government website/app is authentic and trustworthy. Moreover, the government organisation's brand identity is reinforced.

Government organisation action: Government organisations must select proper visual identity elements like emblems or logos to highlight government ownership of the website/app. The State emblem of India must be displayed on the homepages of the websites and homescreens of the apps of Central Government Ministries/Departments. State Governments should display their Emblems and public Sector organisations and autonomous bodies should display their official logo on the homepage of the website or homescreen of the app to reinforce their identity

Developer action: Visual Identity elements (logos and emblem) must prominently stand out on the page, in a proper ratio and colour. Developers must ensure that all logo images are accompanied by proper alternate text so that the screen reader users may be informed of the same. The usage of the State Emblem of India must comply with the provisions of the State Emblem of India (Prohibition of Improper Use) Act, 2005.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.

Statement: Ownership information is displayed on the homepage/homescreen and on all important entry pages/screens of the website/app and each subsequent page/screen is a standalone entity in terms of ownership, navigation and context of content. 5.1.2

Benefit: Helps to build trust in the visitors and reinforces the government organisation's branding. Also, search engines use the ownership information to verify the legitimacy of the websites/apps and accord higher ranks in search results.

Government organisation action: Provide complete ownership information for publishing on the website

Developer action: Ensure display of ownership information, either in the header or footer, on the homepage/homescreen and all-important entry pages/screens of the website/app.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.

Statement: Source of all documents, not owned by the dept. that have been reproduced in part or full, is mentioned. 5.1.3

Benefit: Audiences can rely upon the credibility of authentic information being published by the government organisation. Additionally, giving the credit to the authoring organisation helps establish an environment of respect for intellectual property of other organisations and discourages plagiarism.

Government organisation action: If any published government document/report is being reproduced on the government organisation's website/app, whether as excerpts or in full, the organisation must cite the source of the same (complete title of the document/report, along with the name of the owner organisation and the year of publication).

Developer action: Ensure provision of appropriate data input fields in the CMS to input the source (owner organisation of each published document/report and the year of publication).

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.

Statement: Due permissions have been obtained for publishing any content protected by copyright.

5.1.4

Benefit: Publishing copyrighted information after obtaining due permission protects the government organisation from legal issues, establishes an environment of respect for information copyrighted by others in addition to discouraging plagiarism.

Government organisation action: The government organisation must follow proper procedures to obtain the permission, prior to publishing any information that is copyrighted by any third party.

Developer action: None.

Evaluator action: The evaluator shall check the implementation of copyright policy in backend audit.

Statement: Homepage/home screen of the website/app displays the last updated/ reviewed date.

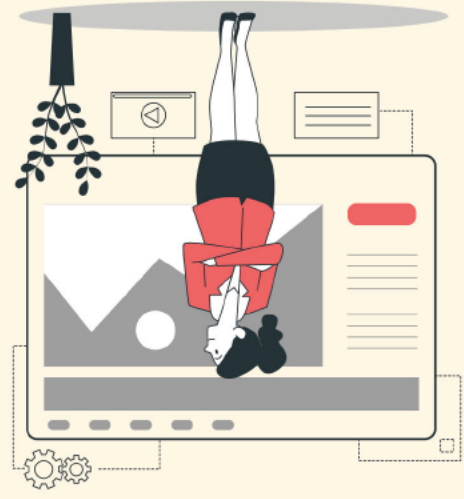
5.1.5

Benefit: Providing information about the last updated/reviewed date helps visitors to build trust that the government organisation is providing updated information. Also, search engines accord a higher ranking to web sites that publish updated content, so they will automatically appear amongst the top-ranking sites on search results.

Government organisation action: Publish regular and updated content for publishing on the website/app and review the content of the website/app as per the content review policy.

Developer action: Ensure publishing, on the homepage/home screen and every important entry page/screen, of the date on which the information was posted on the website/app, or the date on which the content was last reviewed and/or modified.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.



34



Statement: Complete information including title, size, format and usage instructions is provided for all downloadable material. 5.1.6

Benefit: Downloading material from the Internet can be an expensive and time-consuming exercise. Therefore, government websites/apps must provide information that will help visitors determine whether they want to access downloadable material. Providing all required information about downloadable material helps improve clarity & accessibility, especially for those using assistive technologies.

Government organisation action: Provide all necessary content details to the content team. The total size of the file should be kept to a minimum to ensure acceptable download times for all users, especially those that do not have high-speed, reliable Internet connections. Prior to making downloadable material available for visitors, government organisations should check for viruses and malware.

Developer action: Ensure that there is a mechanism in the CMS to input the following information about the downloadable material:

- (a) Self-explanatory title of the document/file;
- (b) Download and use instructions (install, open, view); and
- (c) File format and file size.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.

Statement: In respect of each circular, notification, document, form, scheme, service and recruitment notice, the following should be clearly listed on the website/app: 5.1.7

- (a) Complete title;
- (b) Language (if other than English);
- (c) Purpose/procedure to apply (as applicable); and
- (d) Validity (where applicable).

Benefit: Details such as the correct title, language, validity, purpose, procedures would lead to an accurate search output for information on that scheme/service/recruitment notice etc and it would be easy for the users to locate & use these documents, schemes, services etc.

Government organisation action: The attributes as specified in the guideline must be provided with each Circular, Notification, Document, Form, Scheme, Service and Recruitment notice

Developer action: Ensure provision of all fields necessary for publishing of all information about documents, schemes, services, along with the necessary archival procedures to archive the information once the validity expires.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.

Statement: All outdated Announcements, Tenders, Recruitment notices, News and Press Releases are removed from the website/app and/or placed into the archives as per the archival policy

5.1.8

Benefit: Outdated and irrelevant content must not be served to the visitors and there should be a proper archival section to access the outdated content.

Government organisation action: The government organisation must ensure that the expiry date is provided for all time sensitive content

Developer action: Ensure that the mechanism is in place to automatically remove the content after the expiry date or move it to the archives as per the approved Archival Policy.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.



Statement: All information about the government organisation which is useful to users is present in the 'About us' section and a mechanism is in place to keep the information up to date. 5.1.9

Benefit: Helps the visitor access all information about the government organisation, useful for the citizen.

Government organisation action: The government organisation must prepare the content describing itself for the About us section.

Developer action: Ensure the website/app has an About us page.

Evaluator action: The evaluator shall manually test the website/app for verifying the content as required by this checkpoint is present on the website. The evaluator shall verify the conformity to the mechanism required in the checkpoint through backend audit.

Statement: Website/app has a 'Contact us' page providing complete contact details of important functionaries in the government organisation and this is linked from the homepage/ homescreen and all relevant places on the website/app. 5.1.10

Benefit: Enables users to contact any government organisation or entity to ask questions, get information, seek clarifications and resolve problems.

Government organisation action: Provide complete contact information on the Contact us or Who's who sections or on the Directory page, including the telephone numbers/fax numbers, postal address and email addresses, along with the timings, if any, earmarked for personal/public dealing.

Developer action: Ensure that the CMS has the provision to publish the contact details of citizen-facing functionaries in the government organisation.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity with this.



Statement: Feedback is collected through online forms and a mechanism is in place to ensure timely response to feedback/queries received through the website. _____

5.1.11

Benefit: Helps the visitors to express their ideas, satisfaction levels, suggestions etc. that can be valuable inputs for enhancement of future versions of the website. Additionally, government organisations can learn meaningful insights about the usage pattern of the website, which can further help to focus on near and far term enhancements.

Government organisation action: Ensure feedback received is processed on a regular basis.

Developer action: Ensure providing the mechanism to collect structured feedback from visitors using Forms. Also, ensure responding to the feedback explaining how it will be processed.

Evaluator action: The evaluator shall manually test the website/app for verifying that the feedbacks are collected through online forms at the website. The evaluator shall verify the conformity to the mechanism required in the checkpoint through backend audit.

Statement: Website/app provides a prominent link to the 'National Portal' from the homepage and webpages belonging to the 'National Portal' load in the new browser window. _____

5.1.12

Benefit: india.gov.in, the National Portal of India (NPI) is a single window source for access to all information and services being provided by the various constituents of the Indian Government to its citizens and other stakeholders. Linking to the NPI will help visitors find information or services they could not find easily on a government organisation website.

Government organisation action: The government organisation website/app must provide a prominent link to the National Portal from the homepage and other important pages of citizen's interest.

Developer action: Ensure that the government website/app provides a prominent link to the National Portal from the homepage and other important pages of citizen's interest. Also, the hyperlinked pages belonging to the National Portal must load into a newly opened browser window of visitors.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity to this checkpoint.

Statement: The website has been tested on multiple browsers. Hindi/Regional language fonts have been tested on popular browsers for any inconsistency (loss of layout). _____ **5.113**

Benefit: Visitors can easily read content and interact with the website in their native language, thus improving the website's accessibility and reach.

Government organisation action: Government organisations must ensure the accuracy of the translated content.

Developer action: Ensure use of Unicode characters when using Hindi/Regional language fonts & also, testing of the website on multiple browsers and versions of browsers, operating systems, connection speeds and screen resolutions to ensure access by all and no loss of layout.

Evaluator action: The evaluator shall manually test the website on different browsers for verifying conformity to this checkpoint.

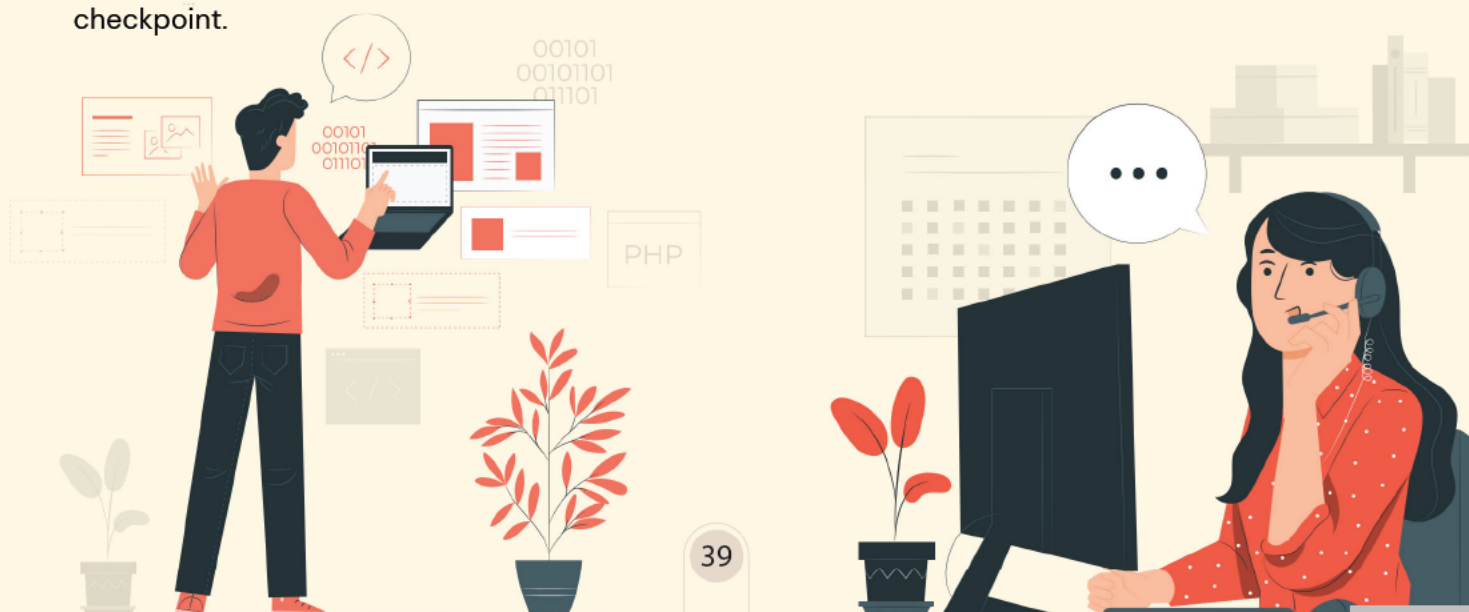
Statement: The website/app has a readily available Help section linked from all pages of the website. _____ **5.114**

Benefit: Allows a pleasant experience while browsing the website.

Government organisation action: None

Developer action: Must include Help content which allows for an easy and convenient navigation for the visitor to the website/app (e.g., online help, how to open files of certain formats, how to access audio/video on the portal, kinds of plug-ins required etc.). Further, the content which clarifies the purpose of the website/app as well as its policies for the visitors should also be included in this category. Help should be linked from all pages of the website/app and should be displayed in a consistent location across the website.

Evaluator action: The evaluator shall manually test the website/app for verifying conformity to this checkpoint.



Statement: Website uses Cascading Style Sheets (CSS) to control layouts/styles and incorporates responsive design features to ensure that the interface displays well on different screen sizes. 5.115

Benefit: For the visitors, a consistent look and feel of the website's User Interface (UI) and its availability on all devices and screen sizes is important. For the government organisation and developers, CSS offers ease of making global changes to the layout and design in one place instead of having to do so on individual pages. Different presentations of the content (for example a large text alternative for visually impaired users) can be achieved using different style sheets. The document code is also reduced in size and complexity since it does not need to contain any presentational markup.

Government organisation action: None.

Developer action: Use CSS for controlling content layout and presentation, in addition to offering a responsive interface for visitors. Also, ensure testing on different devices.

Evaluator action: The evaluator shall test the website by using browser extension/ tool for verifying conformity to this checkpoint.



Statement: Website is readable even when style sheets are switched off or not loaded. 5.1.16

Benefit: Helps provide readable content not only for visually challenged users who may be using screen readers, but also in some instances where the style sheets may not load swiftly or load at all due to reasons such as slow connections, technical errors, or due to use of some incompatible mobile devices.

Government organisation action: None.

Developer action: Ensure testing on different devices to ensure the website remains easily readable even on turning off style sheets.

Evaluator action: The evaluator shall test the website by using browser extension/ tool for verifying conformity to this checkpoint.

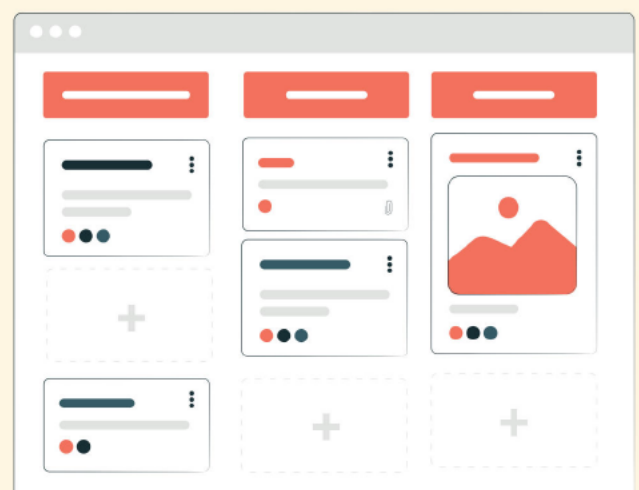
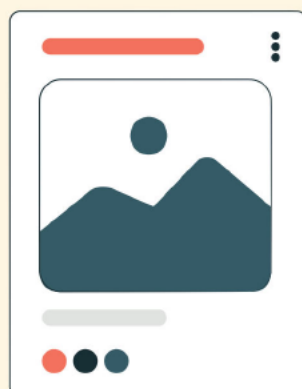
Statement: Proper page title and language attribute along with metadata for page like keywords and description are appropriately included. 5.1.17

Benefit: Once details such as government organisation name, services offered, schemes, location, help ensure enhanced accessibility, especially for those with screen readers who rely on things such as page titles, structured page headings and lists. Additionally, search engines rank such sites higher in search results.

Government organisation action: The government organisation must provide the relevant metadata for each page.

Developer action: Must ensure mentioning all necessary metadata in the <head> portion of the html page from where it is read by search engines.

Evaluator action: The evaluator shall test the website by using browser extension tools for verifying conformity to this checkpoint.



Statement: Minimum content as prescribed in the guidelines is present on the homepage/homescreen and all subsequent pages/screens. _____

5.1.18

Benefit: The homepage/homescreen being the primary entry page to the entire content of the website/app should allow visitors to get access to the most important content elements from the homepage/homescreen itself. Often, visitors may use a search engine for finding some information and, therefore, directly reach a subsequent page/screen of the website/app instead of the homepage/homescreen, therefore, it helps to have some minimum content on each page/screen of website/app, e.g., self-explanatory title, link to homepage/homescreen, ownership, link to Contact us etc.

Government organisation action: The government organisation must ensure the availability of: Minimum content on the homepage/homescreen of a website/app

- (a) Government organisation name (alternatively, the name of the project, service etc. as applicable);
- (b) State emblem of India/Logo (as applicable);
- (c) About the government organisation (including its main activities and functions);
- (d) Link to all the major modules/sections of the site;
- (e) Link to all the citizen services offered by the government organisation;
- (f) Link to the 'Contact us' page of the website/app;
- (g) Link to the "Feedback" page;
- (h) Link to national portal;
- (i) Search/Site Map; and
- (j) Terms and conditions of use.

Minimum Content on subsequent pages/screens of a website/app

- (a) Self-explanatory title of the page/screen;
- (b) Link to the homepage/homescreen;
- (c) Link to the parent section/top module of the individual page/screen;
- (d) Ownership (name of the government organisation owning the website/app); and
- (e) Link to the "Contact us" page.

Developer action: Ensure providing the minimum content as prescribed by the GIGW guidelines referred on the homepage/homescreen as well as the subsequent pages/screens.

Evaluator action: The evaluator shall manually test it for verifying conformity to this checkpoint.

Statement: Data tables have been provided with necessary tags/markup 5.1.19

Benefit: Proper use of markup in tables helps with accessibility, ensuring assistive technology users can easily navigate and comprehend the tabular content.

Government organisation action: None.

Developer action: Avoid use of tables for page layout. Proper tags and markup must be provided to identify row and column headers and associate data cells and header cells.

Evaluator action: The evaluator shall test the website by using browser extension/ tool for verifying conformity to this checkpoint.

Statement: Content of the web page prints correctly on an A4 size paper 5.1.20

Benefit: Offers enhanced accessibility to visitors who may prefer the print format.

Government organisation action: None.

Developer action: Ensure testing with font properties such that the text must print correctly on an A4 size paper.

Evaluator action: The evaluator shall manually test the website for verifying conformity to this checkpoint.

Statement: Website is in the nic.in or gov.in domain. Educational Institutions and Research and Academic Institutions, which are eligible for registration under 'gov.in' may use 'edu.in', 'res.in' or 'ac.in' domains 5.1.21

Benefit: The URL or the Web Address of any Government website is a strong indicator of its authenticity and status as being official. Use of gov.in or nic.in domain inspires trust in the visitor that the website being visited is authentic.

Government organisation action: The government organisations must obtain 'gov.in' or 'nic.in' domain exclusively allotted and restricted to government websites. The domain name conventions, as specified in the '.IN Registration' policy, should be followed while registering a 'gov.in' Domain Name. For detailed information and step-by-step procedure on how to register a gov.in Domain visit <http://registry.gov.in>.

Developer action: None.

Evaluator action: The evaluator shall manually test the website for verifying conformity to this checkpoint.

Statement: API integration with key government platforms (India Portal, DigiLocker, Aadhaar, Single-Sign-On, MyGov, Data Platform, MyScheme) and similar websites of the government organisation must be enabled for seamless exchange of Information and data. 5.1.22

Benefit: Integration with other websites and platforms provides the following benefits to the government organisation:

- (a) Data/Information is consistent as it is being pushed from a single source to all the interfaces;
- (b) It can be managed and maintained easily and is well synchronised across all the interfaces;
- (c) Avoids duplication of effort content creation; and
- (d) Ensures standardisation and security, e.g., use of DigiLocker, Aadhaar authentication or single sign-on ensures that any technical, functional or security enhancements are pushed to all the websites/apps in real time.

Citizens benefit by having a single identity which can be used across multiple websites/apps and a single repository of documents. They do not have to comprehend the same information and data from multiple sources.

Government organisation action: The government organisation must identify the websites and platforms with which the integration needs to be established as per their requirement so that no duplication efforts are being made. They must provide required APIs and Web Services to the developer/entity to enable integration.

Developer action: Developers must ensure that the integration is done as per the best practices pertaining to security and technology.

Evaluator action: The evaluator shall manually test the website for verifying conformity to this checkpoint.



Statement: The government organisation must ensure a consistent user experience and visual identities across all its websites/apps. 5.1.23

Benefit: Maintaining consistency enhances the ease of use for the visitors. If the visitors have browsed one website/app then the learning curve of using the other websites/apps of the government organisation is greatly reduced and visitors can interact and find information easily and quickly. Maintaining a consistent visual identity reinforces the authenticity and enhances the trust level of the visitors.

Government organisation action: The government organisations must ensure a consistent information architecture, navigation scheme, terminology and visual branding (logos, etc.) across the web initiatives of all organisations under them.

Developer action: Developers must create templates with common Information Architecture (IA), configurable components and neat user interface, which can be implemented on different websites/apps to achieve consistency.

Evaluator action: The evaluator shall manually test the website for verifying conformity to this checkpoint.

Statement: Websites/apps must provide integration with popular social media. 5.1.24

Benefits: Users and the government organisation are increasingly using social media to quickly connect, share information and even provide services. Social media platforms also provide an easy means of two-way communication between the user and government organisation. Younger generation also finds it easy to connect through social media on smart devices rather than the web interface.

Government organisation action: The government organisations must identify the information/content that needs to be pushed to the social media platforms directly from the websites/apps. The content must also be written in a way that is suitable for social media.

Developer action: Developer must ensure a two-way integration by providing a mechanism to push content from the website/app to the social media platform and also integrate the social media content into the website/app.

Evaluator action: The evaluator shall manually test the website for verifying conformity to this checkpoint.

Statement: The language is free from spelling and grammatical errors.

5.1.25

Benefit: The language used in a government website/app is very important for ensuring effective communication with the target audiences. When website/app visitors get clear and error free content, it raises the trust level of the citizens towards the government organisation.

Government organisation action: Check the content manually or with automated spelling and grammar tools before publishing.

Developer action: Ensure provision of a CMS that enables publishing of error free content both with respect to grammar and spellings.

Evaluator action: The evaluator shall test the website/app by using a tool for verifying conformity to this checkpoint. The evaluator shall check in the backend audit for implementation of the mechanism by verifying documented records.





Accessibility

5.2

The Success criteria under this section have been adopted from W3C Web content accessibility guidelines (<https://www.w3.org/TR/WCAG21/>). Developers are advised to refer to the W3C website for the complete description and techniques to meet the success criteria.

Statement: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below:

5.2.1

(a) Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input);

(b) Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content (Refer to Guideline 1.2 for additional requirements for media);

(d) Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content;

(e) CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities; and

(f) Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

Benefit: Conformity makes information conveyed by non-text content accessible through the use of a text alternative. For example, a person who cannot see a picture can have the text alternative read aloud using synthesised speech. A person who cannot hear an audio file can have the text alternative displayed so that he or she can read it.

Government organisation action: A meaningful explanatory text equivalent must be specified for images and other non-text content. The description should summarise the content or purpose of the image. For example, to use the description 'Picture' to explain a graphic does not serve any purpose.

Developer action: For images text equivalent can be provided by using the ALT attribute. The ALT text for an image is displayed before the image is fully downloaded. It is the main source of image information for users of text-only browsers, users of browsers with graphics turned off and users who are sight impaired. The following situations are exceptions:

- (a) If the non-text content is a control or accepts input e.g., a submit button then it must have a name describing the purpose of the control;
- (b) If the non-text content is time-based media (audio/video) then the text equivalent provides a descriptive identification of the same;
- (c) If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content;
- (d) If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content;
- (e) CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities; and
- (f) If non-text content is pure decoration, is used only for visual formatting, or is not

presented to users, then it is implemented in a way that it can be ignored by assistive technology (by using blank alt attribute).

Reference: [WCAG 2.1 - 1.1.1](#)

Evaluator action: The evaluator will test it manually and by using the accessibility extension to browser/ accessibility plug-in/web accessibility tool to check the conformity of this checkpoint.

Statement: For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such: 5.2.2

(a) Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content; and

(b) Pre-recorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content.

Benefit: The intent of this Success Criterion is to make information conveyed by pre-recorded audio-only and pre-recorded video-only content available to all users. Alternatives for time-based media that are text based make information accessible because text can be rendered through any sensory modality (for example, visual, auditory or tactile) to match the needs of the user.

Government organisation action: Create the alternate for time-based media, i.e, transcript in case audio only and transcript or audio track in case of video only content. Captions are not needed when the synchronised media is, itself, an alternate presentation of information that is also presented via text on the Web page

Developer action: Make provision to provide alternatives for time-based media.

Reference: [WCAG 2.1 - 1.2.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.



Statement: Captions are provided for all pre-recorded audio content in synchronised media, except when the media is a media alternative for text and is clearly labelled as such. 5.2.3

Benefit: This enables people who are deaf or hard of hearing to watch synchronised media presentations.

Government organisation action: The government organisations must create captions to provide the part of the content available via the audio track. Captions not only include dialogue but identify who is speaking and include non-speech information conveyed through sound, including meaningful sound effects.

Developer action: Ensure that the captions are available with audio content.

Reference: [WCAG 2.1 - 1.2.2](#)

Evaluator action: The evaluator will test the it manually to check the conformity of this checkpoint.

Statement: An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronised media, except when the media is a media alternative for text and is clearly labelled as such. 5.2.4

Benefit: provides people who are blind or visually impaired access to the visual information in a synchronised media presentation

Government organisation action: The government organisations must provide audio description of the video content. The audio description augments the audio portion of the presentation with the information needed when the video portion is not available. Alternatively, all of the information in the synchronised media (both visual and auditory) may be provided in text form. If all of the information in the video track is already provided in the audio track, no audio description is necessary.

Developer action: Developer must provide provision for publishing the alternative for time-based media or audio description of the pre-recorded video content

Reference: [WCAG 2.1 - 1.2.3](#)

Evaluator action: The evaluator will test the it manually to check the conformity of this checkpoint.

Statement: Captions are provided for all live audio content in synchronised media. 5.2.5

Benefits: Enables people who are deaf or hard of hearing to watch real-time presentations.

Government organisation action: The government organisation must provide captions for live audio content.

Developer action: Provide provision to publish captions

Reference: [WCAG 2.1 - 1.2.4](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Audio description is provided for all pre-recorded video content in synchronised media. 5.2.6

Benefits: Provides people who are blind or visually impaired access to the visual information in a synchronised media presentation. During existing pauses in dialogue, audio description provides information about actions, characters, scene changes and on-screen text that are important and are not described or spoken in the main soundtrack.

Government organisation action: Provide Audio description of pre-recorded video content

Developer action: Provide provision to publish audio description

Reference: [WCAG 2.1 - 1.2.5](#)

Evaluator action: The evaluator will test it manually a check the conformity of this checkpoint.

Statement: Information, structure and relationships conveyed through presentation can be programmatically determined or are available in text. 5.2.7

Benefits: Sighted users perceive structure and relationships through various visual cues present on a page (page headings are in a larger and bold font; list items are preceded by a bullet; form fields may be positioned as groups that share text labels; a different background colour may be used to indicate related items and so on). However, visually challenged users cannot take advantage of these cues. It must be ensured that these information and relationships are preserved even when the presentation format changes. (For example, when the content is read by a screen reader or CSS is turned off or replaced).

Government organisation action: None.

Developer action: Developers must ensure that information and relationships that are implied by visual or auditory formatting are preserved when the presentation format changes. For example, when the content is read by a screen reader or when a user style sheet is substituted for the style sheet provided by the author. For example, a form contains several required fields. The labels for the required fields are displayed in red. In addition, at the end of each label is an asterisk character (*). The instructions for completing the form indicate that "all required fields are displayed in red and marked with an asterisk *", followed by an example.

Reference: [WCAG 2.1 - 1.3.1](#)

Evaluator action: The evaluator will test it manually and by using the accessibility extension to browser/accessibility plug-in/web accessibility tool/assistive technology to check the conformity of this checkpoint.

Statement: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. 5.2.8

Benefits: This helps people who rely on assistive technologies like screen readers because the meaning evident in the sequencing of the information in the visual presentation will be the same when the content is presented in spoken form. This also preserves the meaning of the page when the CSS is turned off or not supported.

Government organisation action: None.

Developer action: Provide a meaningful reading sequence.

Note: Developers must keep in mind that a sequence is meaningful if change of order shall impact its meaning. Two independent content items like two separate articles in a page may be placed in any sequence without affecting the meaning. Similarly, the navigation block and the content area may be placed in any sequence without affecting their meaning. HTML text is always a meaningful sequence. Tables and ordered lists are meaningful sequences, but unordered lists are not. It must be clear that providing a particular linear order is only required where it affects meaning. There may be more than one order that is "correct" and only one correct order needs to be provided.

Reference: [WCAG 2.1 - 1.3.2](#)

Evaluator action: The evaluator will test it manually and by using the accessibility extension to browser/accessibility plug-in/web accessibility tool/assistive technology to check the conformity of this checkpoint.

Statement: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, colour, size, visual location, orientation, or sound. _____ **5.2.9**

Benefit: Many users including the visually challenged cannot perceive shape, size or use information about location or orientation. For such users the content that relies on knowledge of the shape or position of objects becomes inaccessible (for example, "round button" or "button to the right").

Government organisation action: None.

Developer action: Provide additional information in content that relies solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. This can be done by providing textual identification of items that otherwise rely only on sensory information to be understood; for example, a round button is provided on a form to submit the form and move onto the next step. The button is labelled with the text "go." The instructions state, "to submit the form press the round button labelled go". This includes both shape and textual information to locate the button.

Reference: [WCAG 2.1 - 1.3.3](#)

Evaluator action: The evaluator will test it manually and by using the assistive technology to check the conformity of this checkpoint.

Statement: Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. _____ **5.2.10**

Benefit: This Success Criterion requires content to display in the orientation preferred by the user and not restrict the orientation. This improves accessibility for users who rely on a specific orientation and promotes flexibility in technology design.

Users with dexterity impairments, who have a mounted device will be able to use the content in their fixed orientation.

Users with low vision will be able to view content in the orientation that works best for them, for example to increase the text size by viewing content in landscape.



Government organisation action: None.

Developer action: Developers must ensure that content displays in the orientation (portrait or landscape) preferred by the user. Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Examples of situations where a specific display orientation is essential could be a:

- (a) Banking app that requires the device to be in landscape mode to capture an image of a check easily and accurately for deposit; and
- (b) Piano app that requires the device to be in landscape mode to allow room for enough of the piano keys to be functionally usable. Since a piano app is emulating a physical piano keyboard that needs to retain relative physical characteristics between keys, either too few keys would be available, or the keys would be much too narrow.

Reference: [WCAG 2.1-1.3.4](#)

Evaluator action: The evaluator will test it manually and by using the accessibility extension to browser/accessibility plug-in/web accessibility tool/assistive technology to check the conformity of this checkpoint.

Statement: The purpose of each input field collecting information about the user can be programmatically determined

when:

5.2.11

- (a) The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- (b) The content is implemented using technologies with support for identifying the expected meaning for form input data.

Benefit: People with language and memory related disabilities or disabilities that affects executive function and decision-making benefit from the browser auto-filling personal information (such as name or address). People with learning disability can employ assistive technology which adds icons to input fields to communicate the purpose of the fields visually and people with motor impairments also benefit from reducing the need for manual input when filling out forms.

Government organisation action: None

Developer action: Developers must ensure that the purpose of a form input collecting information about the user can be programmatically determined, so that user agents can extract and present this purpose to users using different modalities. Developers can use autofill attribute to programmatically link a pre-defined and published taxonomic term to the input, so that the inputs can also be machine-interpreted.

Reference: [WCAG 2.1-1.3.5](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/accessibility plug-in/web accessibility tool/assistive technology to check the conformity of this checkpoint.

Statement: Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. 5.2.12

Benefit: Conformity to this guidelines benefits user who have difficulty perceiving colour e.g. People with partial sight or older users who do not see colour well. If a page has information that is conveyed by colour differences like: “required fields are red”, “error is shown in red” and “January sales are in red, July are in blue” then these users may not be able to access such information.

Government organisation action: None.

Developer action: Developers must ensure that when colour differences are used to convey information, such as required form fields, the information conveyed by the colour differences are also conveyed explicitly in text. Developers must provide a redundant visual cue for users who may not be able to discern a difference in text colour e.g., formatting for links on a page includes presenting them both in a different colour than the other text on the page underlining them to make the links identifiable even without colour vision.

Reference: [WCAG 2.1 - 1.4.1](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/accessibility plug-in/web accessibility tool/assistive technology to check the conformity of this checkpoint.



Statement: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. 5.2.13

Benefits: The ability for individuals who use screen reading software to turn off background sound provides numerous benefits. It ensures that the screen reader's speech output can be heard clearly without interference from other audio, which is especially important for those who are hard of hearing or have hearing impairments. Additionally, it benefits individuals who struggle to focus on visual content when audio is playing. This simple feature allows for a more accessible and inclusive experience for all users.

Government organisation action: None.

Developer action: Ensure that the sound that plays automatically when a page load stops within 3 seconds or provide a control at the beginning of the page to turn the sound off

Reference: [WCAG 2.1 - 1.4.2](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: 5.2.14

- (a) **Large Text: (18 pt. or 14 pt. bold)** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;
- (b) **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement; and
- (c) **Logotypes:** Text that is part of a logo or brand name has no contrast requirement.

Benefits: The contrast ratios are that they improve the readability and accessibility of text for a wider range of users, including those with visual impairments or colour deficiencies. By providing a minimum luminance contrast ratio between text and its background, text is more visible and legible, which can improve user experience and overall inclusivity.

Government organisation action: None.

Developer action: Developers must Ensure that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text. It must be checked by the use of contrast

checking tools. Alternatively, they can provide a control with a sufficient contrast ratio that allows users to switch to a presentation that uses sufficient contrast

Reference: [WCAG 2.1 - 1.4.3](#)

Evaluator action: The evaluator will test it to see whether 'high contrast mode' is available and by using the accessibility extension to browser/accessibility plug-in/web accessibility tool to check the conformity of this checkpoint.

Statement: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. 5.2.15

Benefits: It helps people with mild visual disabilities by allowing them to scale visually rendered text and text-based controls on a web page, without requiring the use of assistive technology. It ensures that the author creates web content that does not prevent user agents from scaling content effectively. By supporting text scaling, people with low vision can increase the size of text to a readable level, improving their ability to access and read web content.

Government organisation action: None.

Developer action: Developer must create Web content that does not prevent the user agent (e.g., browser) from scaling the content effectively. Ensuring that text containers resize when the text resizes and using measurements that are relative to other measurements in the content. Alternatively, developers may provide controls on the Web page that allow users to incrementally change the size of all text on the page up to 200 percent.

Reference: [WCAG 2.1 - 1.4.4](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/accessibility plug-in/web accessibility tool to check the conformity of this checkpoint.

Statement: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: 5.2.16

- (a) **Customizable:** The image of text can be visually customised to the user's requirements;
- (b) **Essential:** A particular presentation of text is essential to the information being conveyed;
- (c) **Use of images for representing text should be limited.**

Benefit: Though images add life to a website, they also increase downloading time. Images should only be used when it adds value to the content. Images should not be used to present text as those using text-only browsers shall not be able to access the information thus rendering the website inaccessible to many. Therefore, text must be used to convey information rather than images of text except for the cases given above. The use of text, rather than images of text, should be considered for page headings and website navigation items.

Government organisation action: Perform OCR on a scanned PDF document to capture actual text

Developer action: CSS properties like font-family, text-align, font-size etc. can be used to style text and avoid the need for text in images.

Reference: [WCAG 2.1-1.4.5](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Content can be presented without loss of information or functionality and without requiring scrolling in two dimensions for: 5.2.17

- (a) Vertical scrolling content at a width equivalent to 320 CSS pixels;
- (b) Horizontal scrolling content at a height equivalent to 256 CSS pixels; and
- (c) Except for parts of the content which require a two-dimensional layout for usage or meaning.

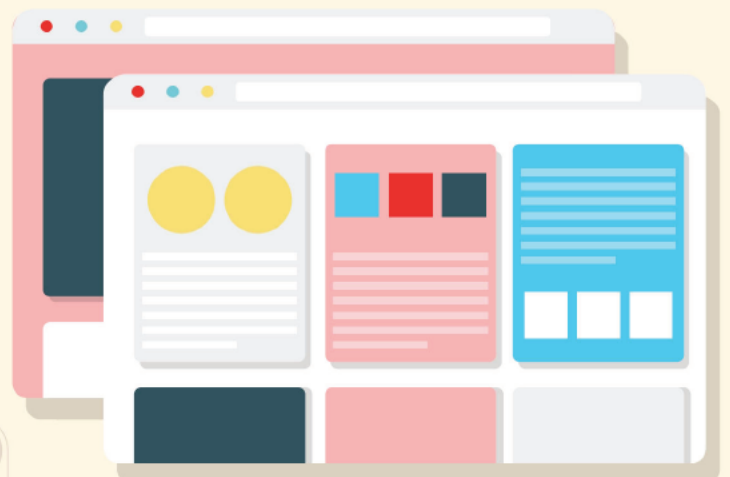
Benefits: Benefits especially to those with small screens such as mobile devices or limited screen resolutions. It ensures that content is presented in a way that is easily accessible without the need for excessive scrolling or complex navigation.

Government organisation action: None.

Developer action: Use responsive web design approach by using CSS media queries, grid or flexbox to present content without introducing a horizontal scroll bar at a width equivalent to 320 CSS pixels, or a vertical scroll bar at a height equivalent to 256 CSS pixels for text intended to scroll horizontally.

Reference: [WCAG 2.1-1.4.10](#)

Evaluator action: The evaluator will test it manually and by using the web accessibility tool to check the conformity of this checkpoint.



Statement: The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent colour(s):

(a) **User Interface Components:** Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;

(b) **Graphical Objects:** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

Benefits: This benefits people with low vision or other visual impairments who may have difficulty perceiving low contrast controls and graphics and helps them better understand the content or functionality of the webpage without the need for contrast-enhancing assistive technology.

Government organisation action: None.

Developer action: Providing a control with a sufficient contrast ratio that allows users to switch to a presentation that uses sufficient contrast

Reference: [WCAG 2.1- 1.4.11](#)

Evaluator action: The evaluator will test it manually and by using the accessibility extension to browser/accessibility plug-in/web accessibility tool to check the conformity of this checkpoint.

Statement: In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:

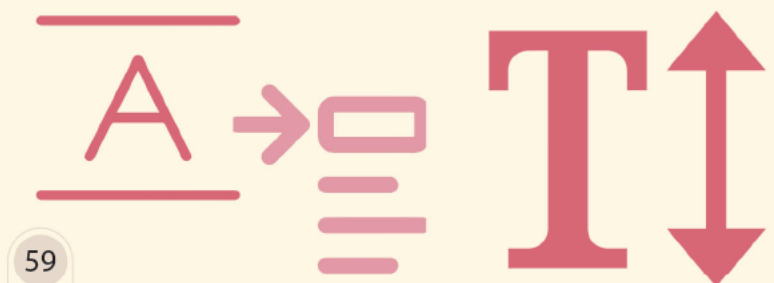
(a) Line height (line spacing) to at least 1.5 times the font size;

(b) Spacing following paragraphs to at least 2 times the font size;

(c) Letter spacing (tracking) to at least 0.12 times the font size;

(d) Word spacing to at least 0.16 times the font size; and

(e) Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.



Benefits: People with visual and cognitive disabilities can adjust text spacing to improve their reading experience without losing any content or functionality. By setting a minimum baseline for text styling adaptability, users can increase the spacing between lines, words, letters and paragraphs to effectively read text and other style preferences can be set. This can benefit people with low vision, dyslexia and cognitive disabilities who may require increased space between text to read or discern sections and call out boxes. Overall, this aims to improve accessibility and usability for a wider range of users.

Government organisation action: None.

Developer action: Ensure that content has the ability to be set to the above metrics without loss of content or functionality in case the user prefers to override the spacing provided by the developer

Reference: [WCAG 2.1- 1.4.12](#)

Evaluator action: The evaluator will test it manually and by using the accessibility extension to browser/accessibility plug-in/web accessibility tool/assistive technology to check the conformity of this checkpoint.

Statement: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: 5.2.20

- (a) **Dismissible:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus unless the additional content communicates an input error or does not obscure or replace other content;
- (b) **Hover-able:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; and
- (c) **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Benefits: This benefits users with low vision, cognitive disabilities, low pointer accuracy and those who use magnification or larger mouse cursors by providing a way to view content without reducing their desired magnification or increasing the risk of triggering additional content accidentally.

Government organisation action: None.

Developer action: Ensure that content has the ability to be set to the above metrics without loss of content or functionality in case the user prefers to override the spacing provided by the developer

Reference: [WCAG 2.1-1.4.13](#)

Evaluator action: The evaluator will test it manually and by using the accessibility extension to browser/accessibility plug-in/web accessibility tool/assistive technology to check the conformity of this checkpoint.

Statement: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. 5.2.21

Benefits: By ensuring that content is operable through a keyboard or keyboard interface, this Success Criterion benefits people who are blind, people with low vision and individuals with hand tremors or other conditions that make using a mouse difficult. It also enables the use of operating system keyboard accessibility features, such as modifier key locking, which can further improve the accessibility of the content.

Government organisation action: None.

Developer action: Developers must Identify all functionality on the content and check that all functionalities can be accessed using only the keyboard or keyboard interface. It is important to consider functions performed using both the mouse and the keyboard together. Examples of functionality include the use of physical controls such as links, menus, buttons, checkboxes, radio buttons and form fields as well as the use of features like drag and drop, selecting text, resizing regions or bringing up context menus. This does not necessarily mean that each of the individual controls can be used from the keyboard as long as there are multiple methods to perform the same function available on the page. Developers must consider how users will discover any keyboard equivalents which are available in such a case.

Reference: [WCAG 2.1 - 2.1.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.



Statement: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. 5.2.22

Benefits: Whenever a web page is rendered using plug-ins or embedded applications, it is possible that functionality of the Web page restricts the keyboard focus to a subsection of the content, unless the user knows how to leave that state and “un-trap” the focus. This situation may affect navigation for people who rely on a keyboard or keyboard interface to use the Web, including visually challenged and people with physical disabilities.

Government organisation action: None.

Developer action: Developers must ensure that if focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface and, if it is not possible the user is advised of the method for moving focus away

Reference: [WCAG 2.1 - 2.1.2](#)

Evaluator action: The evaluator will test it manually and by using assistive technology to check the conformity of this checkpoint.

Statement: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: 5.2.23

- (a) Turn off: A mechanism is available to turn the shortcut off;
- (b) Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt); and
- (c) Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.

Benefits: Benefits speech users who can avoid firing batches of single-key shortcuts at once and make full use of programs that offer single-key shortcuts to keyboard users. It also benefits keyboard-only users who have dexterity challenges and may accidentally hit keys, as they can turn off or modify problematic single character shortcuts.

Government organisation action: None.

Developer action: In case a developer has provided shortcuts in their applications to allow for faster user interaction which involve only character keys (letters, numbers, punctuation or symbol characters) without modifiers provision must be given to allow users to turn off or reconfigure shortcuts that are made up of only character keys. If the keyboard shortcut is only active when a particular user interface component has focus, then override mechanism is not required.

Reference: [WCAG 2.1 – 2.1.4](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: For each time limit that is set by the content, at least one of the following is true: 5.2.24

- (a) Turn off: The user is allowed to turn off the time limit before encountering it; or
- (b) Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or
- (c) Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the spacebar") and the user is allowed to extend the time limit at least ten times; or
- (d) Real-time Exception: The time limit is a required part of a real-time event (for example, an auction) and no alternative to the time limit is possible; or
- (e) Essential Exception: The time limit is essential and extending it would invalidate the activity; or
- (f) 20 Hour Exception: The time limit is longer than 20 hours.

Benefits: In situations where web functions are time-dependent, (for example, filling out an online form) it will be difficult for people with disabilities such as blindness, low vision, dexterity impairments and cognitive limitations to perform the required functions before a time limit occurs. This may render the service inaccessible to them. For individuals who are deaf and communicate in sign language, having control over time limits is important when using a sign-language interpreter. Providing additional time to pause content can be helpful for those with reading and cognitive disabilities to better comprehend information.

Government organisation action: None.

Developer action: Developers must ensure that people with disabilities such as blindness, low vision, dexterity impairments and cognitive limitations are given adequate time to perform the functions that are time dependent whenever possible. The user must be allowed to turn off the time limit, adjust the default setting before encountering it or is warned before time expires and given the option to extend the time limit with a simple action (for example, “press the spacebar”).

Reference: [WCAG 2.1 - 2.2.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: For moving, blinking, scrolling, or auto-updating information, all of the following are true: 5.2.25

- (a) **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- (b) **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

Benefits: Avoiding content that flashes can prevent triggering seizures in people with photosensitive epilepsy.

Government organisation action: None.

Developer action: Allow the content to be paused and restarted from where it was paused or Use script to scroll content and provide a mechanism to pause it or Create content that blinks for less than 5 seconds

Reference: [WCAG 2.1 - 2.2.2](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.



Statement: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. 5.2.26

Benefits: Certain special effects such as blinking, or flashing have been reported to cause epileptic seizures. It is also seen that people are more sensitive to red flashing than other colours. Web pages must not contain anything that flashes more than three times in any one second period. It must also be checked that the Light/Dark status at the end of the 1- second period is the same as at the start

Government organisation action: None.

Developer action: Ensure that no component of the content flashes more than three times in any 1-second period or keep the flashing area small enough reference

Reference: [WCAG 2.1 – 2.3.1](#)

Evaluator action: The evaluator will test it manually and by using web accessibility tool to check the conformity of this checkpoint.

Statement: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. 5.2.27

Benefits: Web pages and applications often have content that is repeated on other pages or screens (for example navigation links, heading graphics, banner frames etc). A sighted user can ignore the repeated material by focusing on the main content area, but it is not possible for a person using a screen reader as the content is read sequentially.

Government organisation action: None.

Developer action: Developers must provide a mechanism to bypass blocks of content that are repeated on multiple Web pages. This may be done by:

- (a) providing a link at the top of each page that goes directly to the main content area.
- (b) providing a link at the beginning of the content block to go to the end of the block
- (c) providing links at the top of each page that go to each area of content.
- (d) Controls and programmatic focus can also be used to bypass blocks of content.

Reference: [WCAG 2.1 – 2.4.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Web pages/app screens have titles that describe topic or purpose.

5.2.28

Benefit: This facilitates an easy and unambiguous identification of the webpage & also helps in a more relevant and visible presence in the search engine results. Further, it is important since the screen readers used by the visually impaired users first read the title of the page and in case the title is not explanatory enough, it may confuse or mislead them.

Government organisation action: The government organisation must ensure that title is complete with the topic of the page. For the top-level page i.e., homepage/homescreen the name of the country must be included, for instance, instead of the title being just Ministry of Health and Family Welfare, it should state, Ministry of Health & Family Welfare, Government of India. Alternatively, in case of a State 'Department of Health, Government of Karnataka, India' Government Department, it should state 'Department of Health, Government of Karnataka, India'.

Developer action: there are scenarios when the Web page has a title, but the title does not identify the contents or purpose of the Web page. This may be caused because—

- (a) Authoring tool default page titles, such as: "Enter the title of the HTML document here," "Untitled document" or "No title";
- (b) Empty text in title;
- (c) Filler or placeholder text; and
- (d) A website generated using templates includes the same title for each page.

The developer should ensure that the above does not affect the page title.

Reference: [WCAG 2.1 - 2.4.2](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

5.2.29

Benefits: When users navigate sequentially through content, they should encounter information in an order that is consistent with the meaning of the content and can be operated from the keyboard. Hence if a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components must receive focus in an order that preserves meaning and operability.

Government organisation action: Ensure correct reading order in PDF documents by structuring the document correctly in the authoring tool used to create the document before conversion to tagged PDF. Pages with complex layouts with graphics, tables, footnotes, sidebars, form fields and other elements may not convert to tagged PDF in the correct reading order. These inconsistencies must then be corrected with repair tools such as Acrobat.

Developer action: Ensure that interactive elements on a webpage receive focus in an order that follows sequences and relationships in the content. When designing the content, the interactive elements such as links and form controls must be placed in the content so that the default tab order follows the sequences and relationships in the content. Correct tab and reading order must also be ensured in PDF documents by using a tool for authoring PDF.

Reference: [WCAG 2.1 – 2.4.3](#)

Evaluator action: The evaluator will test it manually and by using the assistive technology to check the conformity of this checkpoint.

Statement: The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the of the link would be ambiguous to users in general. 5.2.30

Benefit: This helps users understand the purpose of each link so they can decide whether they want to follow the link. Assistive technology has the ability to provide users with a list of links that are on the Web page. Link text that is as meaningful as possible will aid users who want to choose from this list of links. Meaningful link text also helps those who wish to tab from link to link. Meaningful links help users choose which links to follow without requiring complicated strategies to understand the page.

Government organisation action: None.

Developer action: Developer must ensure that the text of, or associated with, the link describes the purpose of the link. In cases where the link takes one to a document or a web application, the name of the document or web application would be sufficient to describe the purpose of the link however it is not mandatory to use the name of the document or web application; other things may also describe the purpose of the link.

Reference: [WCAG 2.1 – 2.4.4](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: More than one way is available to locate a web page within a set of web pages except where the web page is the result of, or a step in, a process. 5.2.31

Benefits: Providing multiple navigation options can help people find information faster, particularly those with visual or cognitive impairments. For instance, a person with a visual impairment may prefer using a search feature instead of scrolling through a large navigation bar with a screen reader. Similarly, a person with cognitive limitations may find a site map or table of contents more useful than a hierarchical navigation scheme.

Government organisation action: None.

Developer action: Developers must include either a “Search” box or a link to a “Search” page from every page of the website. The search box or link must be titled “Search”, as it is a standard term understood by web surfers worldwide. As per internationally accepted Usability principles, search boxes are most effective when placed in the same position on all pages (usually within the upper third part of the webpage). Additionally, a sitemap or a link to all the pages of the website from the homepage/homescreen or a table of contents must be provided

Reference: [WCAG 2.1 - 2.4.5](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Headings and labels describe topic or purpose. 5.2.32

Benefit: It is imperative that the information and services on the website/app are well organised and categorised into relevant modules/sections and sub-sections so that any information can be located conveniently and is not buried deep inside Webpages. These sections or categories may be identified with headings or labels. Headings and Labels wherever used must correctly describe the topic or purpose of content.

Government organisation action: None.

Developer action: Developers must specify headings using HTML heading tags (H1 to H6) with proper hierarchy. When headings are clear and descriptive, users can find the information they seek more easily and they can understand the relationships between different parts of the content more easily. Developers must also provide descriptive labels to help users identify specific components within the content. Labels and headings do not need to be lengthy. A single word may suffice if it provides an appropriate cue to finding and navigating content.

Reference: [WCAG 2.1 - 2.4.6](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. 5.2.33

Benefit: This helps the user know which element among the multiple elements present in the page has focus. For e.g., in case of a button a visual change in the button (e.g., colour, size) can indicate that the focus is on the button.

Government organisation action: None.

Developer action: When standard controls are used the users are informed of the focus location in a standard, predictable way. Visual appearance may also be enhanced via style sheets to provide visual feedback when an interactive element has focus or when a user hovers over it using a pointing device.

Reference: [WCAG 2.1 - 2.4.7](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. 5.2.34

Benefit: This is particularly beneficial for those with cognitive or learning disabilities who may not understand custom gesture interactions. The benefits of providing alternative means for operating touchscreen or mouse-based content, particularly for users who may have physical, cognitive, or learning disabilities that these users can still effectively interact with the content. This can help to ensure that digital experiences are more inclusive and accessible for all users.

Government organisation action: None.

Developer action: Developer must provide controls to achieve the same result as path based or multipoint gestures

Reference: [WCAG 2.1-2.5.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.



Statement: For functionality that can be operated using a single pointer, at least one of the following is true: _____ **5.2.35**

- (a) **No Down-Event:** The down-event of the pointer is not used to execute any part of the function;
- (b) **Abort or Undo:** Completion of the function is on the up-event and a mechanism is available to abort the function before completion or to undo the function after completion;
- (c) **Up Reversal:** The up-event reverses any outcome of the preceding down-event;
- (d) **Essential:** Completing the function on the down-event is essential.

Benefits: This will help users to prevent accidental or erroneous pointer input by allowing them to cancel pointer operations. The preferred method for cancellation is the up-event, which occurs when a touchscreen or mouse pointer is released. This will benefit all users by reducing the chance of accidental activation and ensuring a means of undoing or aborting an action is available.

Government organisation action: None.

Developer action: Incorporate pointer cancellation by making activation occur on the up-event. This can be done by using the default behaviour of controls and not override that behaviour with an explicit down-event trigger. The up-event is the default behaviour for almost all controls and any programming or markup language. Also, for drag and drop events it must be ensured that users who use a path-based drag-and-drop action to move an item from the initial location to a drop target can abort the action after picking up the target. This can be done either by releasing the item outside a drop area, or by moving the item back to its original position in a separate action that undoes the first action e.g., a website shows a file directory. Files can be picked up and moved over a trash can icon. When the picked-up file is released outside this target, it reverts to the old position.

Reference: [WCAG 2.1- 2.5.2](#)

Evaluator action: The evaluator will test the website manually to check the conformity of this checkpoint.



Statement: For user interface components with labels that include text or images of text, the name contains the text that is presented visually. 5.2.36

Benefits: This will allow users with disabilities to interact with the components using speech recognition or text-to-speech technologies more easily and with greater predictability. It is important to determine which text on the screen should be considered a label for any given control and to bias towards treating only the adjacent text as a label. The benefits of implementing this Success Criterion include more efficient navigation for speech-input users and a better experience for text-to-speech users.

Government organisation action: None.

Developer action: Ensure that the words and characters in the visible label of a control match or are contained within the programmatic name, also known as the Accessible Name.

Reference: [WCAG 2.1- 2.5.3](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: 5.2.37

(a) **Supported Interface:** The motion is used to operate functionality through an accessibility supported interface;

(b) **Essential:** The motion is essential for the function and doing so would invalidate the activity;

(c) **Functionality that can be operated by device motion or user motion must also be operable by user interface components and responding to the motion can be disabled to prevent accidental a ctuation, except when:**

(i) **Supported Interface:** The motion is used to operate functionality through an accessibility supported interface;

(ii) **Essential:** The motion is essential for the function and doing so would invalidate the activity.



Benefits: This will help users with disabilities who may not be able to use device sensors or perform certain movements, as well as users who are unable to move their devices. By providing alternative methods of operating all functionality, this success criterion ensures that everyone can access and use web content.

Government organisation action: None.

Developer action: In Devices that have sensors that can act as inputs, (such as accelerometer and gyroscope sensors on a phone or tablet device) and allow the user to control something by simply changing the orientation or moving the device in particular ways the functionality offered through motion must also be available by another mechanism. The user must also have the ability to turn off motion actuation to prevent accidental triggering of functions due to tremors or other motor impairments.

Reference: [WCAG 2.1- 2.5.4](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: The default human language of each Web page can be programmatically determined. 5.2.38

Benefits: This ensures that users with disabilities, who rely on assistive technologies to access the content, can understand it better. It benefits people who have difficulty reading written material or recognizing characters and alphabets, those with certain cognitive or learning disabilities who use text-to-speech software and those who rely on captions for synchronised media.

Government organisation action: None.

Developer action: Default language of the page must be indicated programmatically by the use of the lang attribute. In PDF document default language can be set using the Lang entry in the document catalogue. Specifying the default language in the HTTP header in relevant situations can be considered.

Reference: [WCAG 2.1 - 3.1.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.



Statement: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language and words or phrases that have become part of the vernacular of the immediately surrounding text. 5.2.39

Benefits: This will help people who have difficulty reading, recognizing characters and alphabets, decoding words and understanding phrases, as well as people with certain cognitive, language and learning disabilities who use text-to-speech software.

Government organisation action: None.

Developer action: If there are any changes in the default language of the document, either in the document's text or any text equivalents (e.g., captions), they also be clearly identified using the lang attribute. The language for a passage or phrase can be specified with the Lang entry in PDF documents.

Reference: [WCAG 2.1 - 3.1.2](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/ Accessibility plug-in/Web Accessibility tool/ Assistive Technology to check the conformity of this checkpoint.

Statement: When any user interface component receives focus, it does not initiate a change of context. 5.2.40

Benefits: This aims to prevent unexpected context changes that can be especially problematic for people with visual disabilities, cognitive limitations and motor impairments. By ensuring that focus changes are predictable and consistent, this improves the usability and accessibility of web content.

Government organisation action: None.

Developer action: Ensure that all changes of context are triggered only by a specific action on the part of the user. Further, that action is the one that usually causes changes in context, such as clicking on a link or pressing a submit button. Actions that simply move the focus to an element must not cause a change of context.

Reference: [WCAG 2.1 - 3.2.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. 5.2.41

Benefits: It helps users with visual and cognitive disabilities by providing additional cues to detect changes of context, reducing the chances of disorientation and enhancing their ability to use the content. Users who are unable to detect changes of context are less likely to become disoriented while navigating a site, making the content more accessible to a wider range of users.

Government organisation action: None.

Developer action: Provide a submit button to initiate a change of context or if change in context occurs provide information to users about what will happen when a change to a form control results in a change of context

Reference: [WCAG 2.1 - 3.2.2](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. 5.2.42

Benefits: This is particularly helpful for individuals with low vision who use screen magnification or visual cues to navigate the website. Ensuring that repeated components occur in the same order on each page of a website helps users with cognitive limitations, intellectual disabilities and those who are blind to become comfortable with the website's structure and easily find what they are looking for.

Government organisation action: None.

Developer action: Ensure presenting components that are repeated in web pages in the same relative order each time they appear. Other components can be inserted between them, but their relative order is not changed. Similarly in navigational components links or programmatic references must be presented inside a navigational component in the same relative order each time the navigational component is repeated. Other links can be removed or inserted between the existing ones, for example to allow navigation inside a subsection of a set of Web pages, but the relative order is not changed.

Reference: [WCAG 2.1 - 3.2.3](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: Components that have the same functionality within a set of Web pages are identified consistently. 5.2.43

Benefits: This will help people who use screen readers to navigate and operate a website more easily, as they rely on their familiarity with functions that may appear on different pages. It also benefits people with cognitive limitations and those who have difficulty reading or detecting text alternatives. Consistent labelling and text alternatives enable people to find desired functions on other pages if they are present, interact with non-text content in a consistent way and have a more predictable and consistent experience while navigating a website.

Government organisation action: None.

Developer action: Apply consistent labels on user interface components (i.e., elements, links, JavaScript objects, etc.) that have the same function e.g., A Web page has a form field at the top of the page labelled "Search". On the bottom of the page is another form field which provides the same function. It is also labelled "Search."

Reference: [WCAG 2.1 - 3.2.4](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. 5.2.44

Benefits: This helps users, including those who are blind or have cognitive or learning disabilities, to understand that an error has occurred and how to correct it. By providing text-based error messages, users who cannot perceive visual cues, such as colour or icons, are also able to understand the error message. This improves the accessibility of web forms and makes them more usable for a wider range of users.

Government organisation action: None.

Developer action: Error must be identified to the user in text. It is perfectly acceptable to indicate the error in other ways such as image, colour etc, in addition to the text description.

Reference: [WCAG 2.1 - 3.3.1](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.



Statement: Labels or instructions are provided when content requires user input. 5.2.45

Benefits: This benefits user, especially those with disabilities, by providing clear and unambiguous instructions that help them enter information correctly and avoid incomplete or incorrect form submissions. The goal is to provide enough information for users to accomplish tasks without undue confusion or navigation, without cluttering the page with unnecessary information.

Government organisation action: None.

Developer action: Developers must present instructions or labels that identify the controls in a form so that users know what input data is expected. In the case of radio buttons, checkboxes, combo boxes, or similar controls that provide users with options, each option must have an appropriate label. Instructions or labels may also specify data formats for data entry fields, especially if they are out of the customary formats or if there are specific rules for correct input. Developers may also make such instructions available to users only when the individual control has focus, especially when instructions are long and verbose.

Reference: [WCAG 2.1 - 3.3.2](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/ Accessibility plug-in/Web Accessibility tool to check the conformity of this checkpoint.

Statement: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardise the security or purpose of the content. 5.2.46

Benefits: This will help users with disabilities to understand how to correct errors and fill in forms successfully. Providing information about how to correct input errors can benefit users with learning disabilities, visual impairments and motion impairments by making it easier for them to understand the nature of the error and how to correct it and reducing the number of times they need to change an input value. This improves the overall accessibility and usability of it or application for a wider range of users.

Government organisation action: None.

Developer action: Provide text descriptions to identify required fields that were not completed while submitting a form or provide the correct format if the values entered in a field have an incorrect format.

Reference: [WCAG 2.1 - 3.3.3](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: For webpages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: _____ **5.2.47**

- (a) Submissions are reversible;
- (b) Data entered by the user is checked for input errors and the user is provided with an opportunity to correct them; and
- (c) A mechanism is available for reviewing, confirming, and correcting information before finalising the submission.

Benefits: This benefits users with disabilities who may be more likely to make mistakes due to reading or motor impairments and helps prevent costly errors that could result in financial loss or data loss. By providing safeguards to avoid serious consequences, this success criterion improves the accessibility and usability of it or application for all users, not just those with disabilities.

Government organisation action: None.

Developer action: Provide safeguards as above to avoid serious consequences resulting from mistakes helps users with all disabilities who may be more likely to make mistakes.

Reference: [WCAG 2.1 - 3.3.4](#)

Evaluator action: The evaluator will test it manually to check the conformity of this checkpoint.

Statement: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes and any IDs are unique, except where the specifications allow these features. _____ **5.2.48**

Benefits: This will help prevent different user agents from rendering the content differently or being unable to parse it, which can lead to accessibility issues for users with disabilities. By requiring that web content be correctly structured, with complete start and end tags and proper nesting, this helps ensure that assistive technologies can parse the content accurately and without crashing, which improves the accessibility and usability of the website or application for all users.

Government organisation action: None.

Government organisation action: None.

Developer action: Developers must validate the markup to ensure that it is as per the standards

Reference: [WCAG 2.1 - 4.1.1](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/ Accessibility plug-in/Web Accessibility tool to check the conformity of this checkpoint.

Statement: For all user interface components (including but not limited to form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. 5.2.49

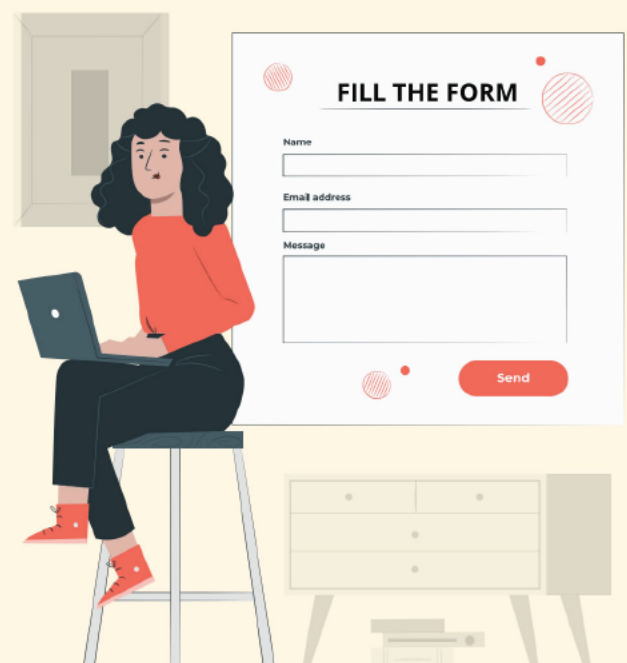
Benefits: This ensures that user interface controls in web content can be accurately interpreted and controlled by assistive technologies. By providing role, state and value information for all user interface components, people with disabilities who use assistive technology such as screen readers or speech recognition software can more easily access and navigate web content. This can improve their overall user experience and help them more fully participate in online activities.

Government organisation action: None.

Developer action: Developers who develop or script their own user interface components must provide role, state and value information on all such components

Reference: [WCAG 2.1 - 4.1.2](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/ Accessibility plug-in/Web Accessibility tool/ Assistive Technology to check the conformity of this checkpoint.



Statement: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. 5.2.50

Benefits: It benefits blind and low vision users of assistive technologies by enabling compatibility with screen readers and may also benefit users with cognitive disabilities. Properly assigning roles or properties to status messages allows for possible future uses and personalization opportunities, while also providing additional information to users without affecting their current point of regard. Additionally, assistive technologies may choose to delay, suppress, or transform such messages based on the user's preferences.

Government organisation action: None.

Developer action: The status message provides information to the user on the success or results of an action, on the waiting state of an application, on the progress of a process, or on the existence of errors; the message is not delivered via a change in context.

Reference: [WCAG 2.1– 4.1.3](#)

Evaluator action: The evaluator will test it manually and by using the Accessibility extension to browser/ Accessibility plug-in/Web Accessibility tool/ Assistive Technology to check the conformity of this checkpoint.





Cybersecurity

5.3

Protecting web resources from unauthorised use, access, changes, destruction, or disruption is generally termed as “Website Security” or “Secured Website”.

Sometimes web resources become unavailable due to denial-of-service attacks or display modified information on the webpages. Millions of passwords, email addresses and credit card details have been leaked into the public domain exposing web users to both personal embarrassment and financial risks. The purpose of Website Security is to prevent such risks.

Website Security requires vigilance in all aspects starting from design, coding and implementation to testing and deployment. Organisations should implement appropriate security majors, defences and countermeasures to protect web resources against malfunctioning, phishing, cyber-crimes or cyberattacks to avoid

data loss of the organisations or users.

The government organisation will ensure and monitor that the host service provider and the developer adhere to the industry best security practices and guidelines such as ISO 27001, OWASP ASVS, OWASP Top 10 vulnerabilities and CIS benchmarks as per the prevailing security policy. Following guidelines are to secure web resources & associated infrastructure:

Statement: Website, web application, web portal or mobile app have been Security Audited and an Audit Clearance certificate has been issued by NIC/ STQC/ STQC empanelled laboratory/CERT -In empanelled laboratory before hosting in production environment.

5.3.1

Benefits: The goal of securing a website, web application, web portal or mobile app is to maintain the confidentiality, integrity and availability of information and services. This goal is accomplished through the implementation of best security practices in design, development and deployment. Attacks could cause both personal embarrassment and financial risks.

Government organisation action: It should be ensured that the website, web application, web portal or mobile app don't have any security risks as identified by the latest OWASP Top 10 vulnerability list. The design and development agency or the developers should follow industry best practices such as OWASP ASVS and OWASP MAVS.

Developer action: Securing critical web resources is more important than ever as the focus of attackers has steadily moved towards the application layer and they are exploiting the weaknesses in the code.

A. Securing Code

(a) Ensure that all websites, web applications, web portals or mobile apps and their respective CMS, 3rd party plugins, codes, etc. are updated to the latest versions.

Note: Every day, there are countless websites/apps compromised due to outdated software. Potential hackers and bots are scanning websites/apps to attack. Updates are vital to the health and security of the website/app. If the website's software or applications are not up-to-date, the website/app is not secure. Take all software and plugin update requests seriously. Updates often contain security enhancements and vulnerability repairs. Check the

website/app for updates or add an update notification plugin. Some platforms allow automatic updates, which is another option to ensure website/app security. Longer the wait to update, lesser the secure. Keeping the website/app up-to-date and its components should be on top priority.

- (b) All passwords, connection strings, tokens, keys, etc. should be encrypted with salted hash. There should not be any plain passwords stored in config files or source code or in a database.
- (c) All exceptions should be handled appropriately. Custom error pages should be displayed for any errors/exceptions. At no point of time, a portion of source code should be displayed on the page in case of an error or exception.
- (d) HTTP Response Headers should be obscured.
- (e) Cookies should be secure and HTTP only.
- (f) Configure captcha for login pages.
- (g) Directory traversal should be disabled. In case of any specific attempt by a user to access a portion of the code by typing the URL path (ex: `www.xxx.gov.in/js/custom.js`) then the same should be redirected to a custom error page.
- (h) All default user names and IIS/Apache pages (like admin, default.aspx, index.aspx, etc.) should be renamed. The access URL for the admin panel/CMS, should also be renamed.
- (i) The Web Server processes should not be running under Administrator or Root user Account. A dedicated User account with limited privileges should be used for the Web Server Processes.
Note: Not every webmaster knows which web server they use. Use a website scanner like Site Check to check the website for known malware, viruses, blacklisting status, website errors and more. The more one knows about the current state of website security, it's better as it gives time to fix the issues before any harm comes to it.
- (j) If the web or mobile app is integrated with any 3rd party Applications or using any APIs for external communication, then ensure that all such communications are done through encrypted channels.
- (k) Enforce strong password management policy, secure password recovery mechanisms and multi-factor authentication (MFA) for user login to website, web application or web portal infrastructure.
- (l) Implement role-based access control and minimal privilege policy for users as per need from the system.
- (m) Establish the secure coding practices document based on leading practices such as OWASP for code development. Below is an indicative checklist that can be considered for secure code development:
 - (i) Input Validation
 - (ii) Authentication & Password Management
 - (iii) Session Management

- (iv) Access Control
 - (v) Cryptographic Practices
 - (vi) Error Handling & Logging
 - (vii) Data Protection
 - (viii) Communication Security
 - (ix) System Configuration
 - (x) Database Security
 - (xi) File Management
 - (xii) Memory Management
- (n) Implement logging functionality and periodically auditing the web logs for suspicious activity.
- (o) Configure website, web application or web portal caching to optimize resource availability.
- (p) Sanitise user input at both the client end and the server end with both syntactical as well as a semantic approach.
- (q) The technology to be implemented should be chosen after careful consideration. Various client-side Active Content Technologies are available e.g., Java scripts etc. Each has its own strengths and weaknesses along with an associated risk.
- (r) Disable the root user access to run the code on Linux/Unix hosts.
- (s) Use explicit path names when invoking external programs and not rely on the PATH environment value.
- B. Securing databases:** Database being the core of any application and/or organisation and is used to store large amounts of highly sensitive and personal information. Therefore, appropriate technical controls should be in place to safeguard the databases and information stored in them. The following are the guidelines for securing databases:
- (a) Implement strong encryption and key management mechanism for the information both at rest and transit.
 - (b) Implement strong hashing and salting algorithms to store passwords in the database.
 - (c) Use secure credentials for database access. Remove or change all default database administrative passwords.
 - (d) Utilise strong passwords//phrases or implement multi-factor authentication.
 - (e) Disable unnecessary accounts such as orphaned accounts, unused accounts, generic and service accounts.
 - (f) Enable access to the database only from the Web Server on a whitelisted port and it should not be assigned publicly accessible IP.
 - (g) TLS should be enabled in databases for secure communications between web servers and databases.
 - (h) Create admin restrictions, such as by controlling privileged access on what users can do in a database.
 - (i) The application should use the lowest possible level of privilege when accessing the database.

- (j) Turn on node checking to verify applications and users.
- (k) Turn off all unnecessary database functionality (e.g., unnecessary stored procedures or services, utility packages, install only the minimum set of features and options required (surface area reduction)
- (l) Enforce a strict access control policy and introduce role-based access control (RBAC) privileges.
- (m) Enable audit trail logs on the database servers.
- (n) Ensure appropriate logging and monitoring of database logs.
- (o) Consider fine grained record/row level auditing based on the sensitivity of data.
- (p) Implement a backup solution to store data and system configurations from the website, web application or web portal that should be backed up periodically.

Note: One of the best methods to keep a website/app safe is to have a good backup solution and the user should have more than one data backup. Each of these two backups is crucial to recovering a website after a major security incident occurs. There are several different solutions one can use to help recover damaged or lost files. Keep the website information off-site. Do not store the backups on the same server as of the website; they are as vulnerable to attacks too. Choose to keep the website backup on a home computer or hard drive. Find an off-site place to store the data and to protect it from hardware failures, hacks and viruses. Another option is to back up the website in the cloud. It makes storing data easy and allows access to information from anywhere. Besides choosing where to back up the website, one must consider automating them. Use a solution where one can schedule the website/app backups. It has to be ensured that the solution has a reliable recovery system. Be redundant in the backup process – backup the backups. By doing this, one can recover files from any point before the hack or virus occurs.

- (q) Keep the backup media file in safe custody and access to it should be restricted and logged.
- (r) Conduct periodic auditing of Web Application – at least once in a year or as and when any changes are done in the source code, whichever is earlier.
- (s) Report any web application-related security incidents observed to NIC-CERT & CERT-In immediately at Incident Response Helpdesk:

NIC-CERT: incident@nic-cert.nic.in

CERT-In: incident@cert-in.org.in

Toll free phone: CERT-In - +91-1800-11-4949

Evaluator action: The evaluator shall check that the website/ web application/ web portal/ mobile app under evaluation has a valid security audit certificate issued by NIC/STQC/STQC empanelled laboratory/ Cert-IN empanelled laboratory fulfilling Cert-IN requirements.

Statement: Hosting Environment has been secured for ensuring confidentiality, integrity and availability (CIA). 5.3.2

Benefits: The goal of securing a hosting environment is to maintain the confidentiality, integrity and availability of information resources leading to successful operations. This goal is accomplished through the implementation of security controls. Hosting service providers should follow industry best practices for securing the hosting environment. Attacks could cause both personal embarrassment and financial risks. Secure hosting as well as doing regular backups save the time and money put into the site.

Government organisation action: Think of a website's domain name as a street address. Now, think of the web host as the plot of "real estate" where the website exists online. As one would research a plot of land to build a house, it needs to examine potential web hosts to find the right one. Many hosts provide server security features that better protect a website and its data.

A. There are certain mandatory aspects to check for when choosing a hosting service provider (HSP):

- (a) Ensure the hosting of the web infrastructure within geographical boundaries of India.
- (b) The government organisation to ensure the HSP is providing data centre, business continuity plan and disaster recovery environments with state-of-the-art secure infrastructure configured in high availability (HA) mode for hosting the websites, web applications, web portals or mobile apps and their respective CMS.
- (c) Conduct periodic drills of disaster recovery environment - at least once in a year.
- (d) HSP to ensure that the servers are protected against environmental, physical and cyber threats.
- (e) Ensure the HSP has implemented all security controls of the Data Centre including physical security and appropriate access control mechanisms.
- (f) Servers, Network devices used to host the website should be hardened with latest security patches and periodic Vulnerability Assessment (VA) and Penetration Testing (PT) followed by corrective actions should be performed as per the security policy.
- (g) Ensure the HSP of the hosting environment has deployed and configured a Web Application Firewall (WAF), which is hardened with latest security patches and is available for use by the government organisation on demand.

Note: It sits between the website server and the data connection. The purpose is to read every bit of data that passes through it to protect the site. Most WAFs are cloud-based and are a plug-and-play service. The cloud service is a gateway to all incoming traffic that blocks all hacking attempts. It also filters out other types of unwanted traffic, like spammers and malicious bots.

- (h) Enable and maintain logs of the ICT infrastructure for a rolling period of 180 days as per CERT-In directions.
- (i) Regularly monitor and conduct review of alerts and logs
- (j) HSP should also ensure:
 - (i) Web host offer a Secure File Transfer Protocol (SFTP);
 - (ii) FTP use by unknown users is disabled; and
 - (iii) It uses a rootkit scanner.
- (k) HSP should ensure to secure the containerized environments, if applicable.

Note: Containerized Workloads are much more complex than traditional workloads. Production environments deploy massive amounts of containers. Security experts and administrators need to secure more components in a containerized environment than they would in traditional deployments. Container security involves the implementation and maintenance of security controls that protect containers and the underlying infrastructure. Integrating security into the development pipeline can help ensure that all components are secured from the initial development phase and until the end of their lifecycle.

B. Best practices should be used to protect the containerized environments:

- (a) Each library and tool pulled into the image poses a potential threat. To mitigate these threats, one need to include the application within the container image. This should be a statically compiled binary that contains all required dependencies.
- (b) Remove all components the application does not need. For example, remove the “sed” and “awk” binaries, which are present by default on any UNIX system. This can help reduce the attack surface.
- (c) If the image is not created from scratch, only trustworthy images should be taken. Public image repositories, such as Docker Hub, can be used by anyone and may contain malware or misconfigurations.
- (d) If there is a private registry, the system administrator has to establish access controls that define exactly who can access and publish images and who cannot perform such actions.
- (e) Signatures help track images to the people who signed them. This makes it difficult to substitute the signed image for a compromised one. The Docker Content Trust mechanism provides information about signing images. Notary – an open-source tool can help sign and verify images.
- (f) Vulnerability scanners are designed to identify known vulnerabilities. These tools can help find critical vulnerabilities and detect critical threats. Scanners can be used on a continuous basis to ensure that the registries do not contain critical vulnerabilities.
- (g) Secure the target environment – by hardening the underlying host operating system. It can also be established that the firewall and VPC rules or create special accounts that limit access.

- (h) Use an orchestration platform – These systems usually provide secure API endpoints as well as role-based access control (RBAC), which can help minimise the risk of unauthorised access.
- (i) Use immutable deployments – This involves creating an instance image during the build steps. The deployment can then use this image to create new instances. To update the application, new images should be created, spin up new instances and then destroy the old ones.
- (j) Create separate virtual networks for the containers – This introduces a level of isolation that can reduce the attack surface.
- (k) Apply the principle of least privilege – Allow connectivity only between containers that truly need it.
- (l) Expose only the ports that serve the application – Do not expose any other ports, except for SSH. Apply this principle to containers as well as the underlying machines.
- (m) Use TLS to secure communication between services – This process encrypts traffic and ensures only authorised endpoints are allowed.
- (n) Use the Docker Image policy plugin – This plugin is designed to prevent any process from pulling images that were not previously allow-listed.
- (o) Enable TLS everywhere – enable TLS for all supported components to defend against traffic sniffing and authenticate identities at both ends of each connection.
- (p) Use a service mesh architecture – Service meshes are networks of persistent encrypted connections between high-performance sidecar proxies. They provide traffic monitoring, management and policy enforcement without affecting microservices.
- (q) Use OPA – Open Policy Agent (OPA) enforces custom policies on a Kubernetes object without reconfiguring or recompiling the Kubernetes API server.
- (r) Apply network policies – The default Kubernetes networking permits all traffic between pods, but can be restricted with a network policy.
- (s) Implement private networks – Deploy each Kubernetes worker and master node on a private subnet to secure the connections to corporate networks, make nodes unreachable from the public Internet and minimise overall attack surface.
- (t) Keep the etcd cluster separate – Use a firewall to protect the etcd cluster, which stores state and secret information and requires special protection compared to other Kubernetes components.
- (u) Ensure the regular rotation of encryption keys – Regularly rotating encryption keys and certificates helps minimise the blast radius of an attack that compromises keys.
- (v) Use static analysis for YAML – Statically analyse where pod security policies deny access to API servers. This should be part of the development workflow because it helps identify the organisation's risk tolerance and conformity requirements.
- (w) Manage secrets – Integrate clusters using a secret management system to ensure application pods automatically receive all secrets and passwords needed at runtime (based on the app roles

associated with each pod).

(x) Check the code – Scan the code and use static analysis to ensure automation security. Source code must be scanned for all application code in Kubernetes to identify vulnerabilities and hard-coded errors.

(y) Use RBAC policies based on the principle of least privilege – Role-based access control (RBAC) helps manage access policies at a granular level to protect resources. A centralised authentication and authorization system like single sign-on throughout the organisation makes onboarding and offboarding easier.

Developer action: Following activities are to be ensured by the developer, which in this case would mean its system administrator, or/and DevOps:

(a) Restrict the admin access and implement the principle of least privilege and disable unnecessary accounts and privileges;

(b) Disable all unnecessary ports opened on the web server, i.e., deny all access by default;

(c) Remove default, temporary or guest accounts from the web server; and

(d) Change the default login credentials and implement strong password enforcement with password expiration policy on the web server.

Note: With there being so many websites/apps, databases and programs needing passwords, it is hard to keep track. A lot of people end up using the same password in all places, to remember their login information. But this is a significant security mistake. Create a unique password for every new login request. Come up with complicated, random and difficult to guess passwords. Then, store them outside the website directory. For example, a 14-character combination of letters and numbers may be used as a password. The password may be stored in an offline file, a smartphone, or a different computer. When CMS prompts the user to log in, the user must choose a smart password. The user should refrain from using personal information in the password. The user should not use her/his birthday or a pet's name and it should not be guessable. After every three months or sooner, the password may be changed. Smart passwords are long and should be at least 12 characters. Besides numbers and letters, a password should also include symbols. The uppercase and lowercase letters may be alternated. The same password should not be repeated and nor should it be shared with others. The system administrators should ensure that organisation employees change their passwords frequently.

(e) Whitelist the application in use and disable the unused features or modules.

(f) Use of Secure FTP (SFTP) to transfer files over an encrypted channel.

(g) Disable Hypertext Transfer Protocol (HTTP) and enforce Hypertext Transfer Protocol Secure (HTTPS) & HTTP Strict Transport Security (HSTS). To keep a website safe, it needs a secure URL. If a

user uses their private information to access a site, it should use HTTPS, not HTTP, to deliver it.

Note: HTTPS (Hypertext Transfer Protocol Secure) is a protocol used to provide security over the Internet. HTTPS prevents interceptions and interruptions from occurring while the content is in transit. To create a secure online connection, a website also needs an SSL Certificate. If the website asks visitors to register, sign-up, or make a transaction of any kind, the connection must be encrypted. SSL (Secure Sockets Layer) is another necessary website protocol. This transfers visitor's personal information between the website and the database. SSL encrypts information to prevent it from others reading it while in transit. It denies those without proper authority the ability to access the data, as well. GlobalSign is an example of an SSL certificate that works with most websites.

(h) Mandatorily use a valid SSL Certificate on all websites. The SSL Certificate should use at least 2048-bit SHA 256 encryption or higher.

(i) Ensure that the SSL Certificate is valid and keep track of the certificate expiry date and take necessary action to renew/replace the certificate before expiry.

(j) Configure the HTTP Service banner so that Web Server and Operating System type & version will not be disclosed.

(k) The configuration files of the Web Server must be protected by the Web Server process. One can find them in the root web directory. Web server configuration files permit to administer server rules. This includes directives to improve website security. There are different file types used with every server, following may be referred for their usage:

(i) Apache web servers use the .htaccess;

(ii) Nginx servers use nginx.conf; and

(iii) Microsoft IIS servers use web.config.

(l) Open source/Freeware software should be used with due diligence.

(m) Remove or disable all superfluous drivers, services and software.

(n) Remove or replace obsolete software libraries.

(o) Remove or replace outdated security level protocols.

(p) Limit unauthorised or unauthenticated or administrative privileged user access to the system.

Note: Initially, one may feel comfortable giving several high-level employees access to a website. Administrative privileges are given thinking those would be used carefully. Although this is the ideal situation, it is not always the case. Unfortunately, employees do not think about website security when logging into the Servers or the CMS. Instead, their thoughts are on the task at hand. If they make a mistake or overlook an issue, this can result in a significant security issue. It is vital to access employees before giving website access. Find out if they have experience using the CMS and if they know what to look for to avoid a security breach.

Educate every CMS user about the importance of passwords and software updates. Tell them all the ways they can help maintain the website's safety. To keep track of who has access to CMS and their administrative settings, make a record and update it often. Employees come and go. One of the best ways to prevent security issues is to have a physical record of who does what with the website. Be sensible when it comes to user access.

- (q) Implement encryption for the transmission of all sensitive information. This should include TLS for protecting the connection. Disable weak cyphers (SSLv2, SSLv3, 3DES, RC4, TLS v1.0, v1.1).
- (r) Periodically review logs for suspicious activity like authentication, user access activity & changes and privilege elevation & usage.
- (s) Implementation of network segmentation and segregation to limit the impact of network intrusion.
- (t) There should be no active concurrent sessions of the web server.
- (u) Ensure servers, frameworks and system components are running the latest approved version and have all patches issued for the version in use.
- (v) Isolate development environments from the production network and provide access only to authorised development and test groups.
- (w) Implement a software change control system to manage and record changes to the code both in development and production.
- (x) Establish practice of hardening web servers and conduct the periodic secure configuration review of the same.
- (y) The most common attacks against websites are entirely automated. What many attack bots rely on is for users to have their CMS settings on default. After choosing a CMS, change default settings immediately. Changes help prevent a large number of attacks from occurring. CMS settings can include adjusting control comments, user visibility and permissions e.g., default setting change using 'file permissions.' Permissions can be changed to specify who can do what to a file. Each file has three permissions and a number that represents every permission:
 - (i) 'Read' (4): View the file contents.
 - (ii) 'Write' (2): Change the file contents.
 - (iii) 'Execute' (1): Run the program file or script.
 - (iv) To clarify, to allow multiple permissions, add the numbers together e.g., to allow read (4) and write (2), set the user permission to (6.) Along with the default file permission settings, there are three user types:
 - (I) Owner – Often, the creator of the file, but ownership can be changed. Only one user can be the owner at a time.

(II) Group – Each file is assigned to a group. Users who are part of that specific group will gain access to the permissions of the group.

(III) Public – Everyone else.

(z) Customise users and their permission settings. Do not keep the default settings as is, otherwise it shall run into website security issues at some point.

Evaluator action: The evaluator shall check to ensure that the Government organisation actions are being complied.

Statement: Website has the Security Policy, Privacy Policy and the Contingency Management Plan clearly defined policies and plans approved by the government organisation. 5.3.3

Benefits: Having clearly defined policies helps ensure efficient management of the website/app and its content throughout the life cycle of the website.

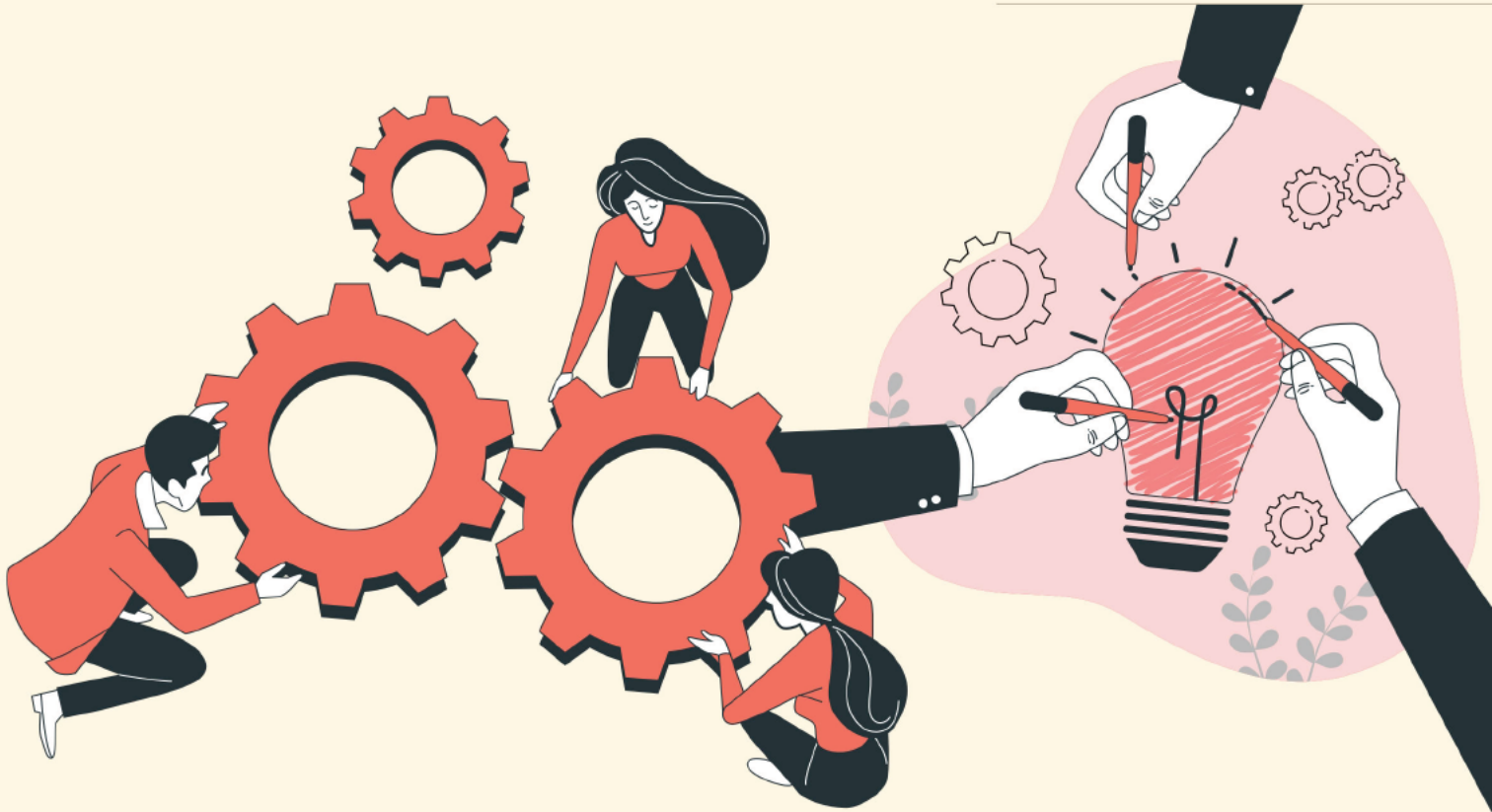
Government organisation action: Clearly define and approve the website/app related policies listed above. Web Information Manager must ensure their implementation throughout the website/app life cycle.

Developer action: Citizen-facing policies like copyright policy, privacy policy and terms and conditions must be published on the website.

Evaluator action: The evaluator will:

- (a) Compare during the backend audit the policies given in WQM and those available at the website/app for consistency.
- (b) Check the implementation of these policies by examining the documented records generated by the implementation.





Lifecycle management 5.4

Statement: The government organisation has nominated a Web Information Manager (WIM) as defined in the guidelines. 5.4.1

Benefit: WIM can ensure a proper flow of content to the website/app and ensure that content quality and user satisfaction issues are taken care of. WIM will achieve this by coordinating with the various groups within the government organisation and undertaking multiple activities with regard to the Indian Government website being maintained by her/him. For instance, formulating policies for content management to update authentic content and manage it through the entire life cycle, e.g., creation, moderation, approval, publishing and archival getting the website certified for guidelines conformity and ensuring conformity throughout its lifecycle.

Government organisation action: The government organisation must appoint a WIM who must be a senior official not below the rank of a Joint Secretary (JS).

Developer action: Display complete contact details of the WIM on the website, so that visitors could contact him/her in case of some queries or requirements.

Evaluator action: The evaluator will check the website for WIM details and will compare the same with the WIM details in Website Quality Manual (WQM). Further during the backend audit the evaluator will interview WIM to assess his/ her awareness and competence regarding the responsibilities

Statement: It has been ensured that all stationery of the government organisations as well as advertisements/public messages issued by the concerned organisation prominently display the URL of the website. 5.4.2

Benefit: By mentioning the URL prominently on all stationery and publicity material of the government organisation, the Website can be promoted to attract visitors who may benefit from the information and services being delivered by the government organisation.

Government organisation action: The government organisations must ensure publishing of government website URL prominently on all stationery and publicity materials such as letterheads, visiting cards, publicity material such as brochures, pamphlets and documents such as the annual report etc; advertisements, press releases, tender notifications etc. issued in the newspapers/ audio-visual media. Also, ensure publishing regular and updated news related to the Government and in the interest of the citizens to attract citizens.

Developer action: Promote government websites/apps by linking with other government websites/apps as well as international websites. Provision may be provided on the website/apps to send regular updates on the website/app through an electronic newsletter to registered and interested users.

Evaluator action: The evaluator will check during the backend audit by examining the stationery (e.g., letterhead, tender document, email signature, Visiting Cards, Publicity material such as Brochures, Pamphlets and documents such as the Annual Report etc; Advertisements, Press Releases, Tender Notifications etc.) conformity with this.

Statement: Website has the following clearly defined policies and plans approved by the Web Information Manager (WIM): 5.4.3

- (a) Copyright Policy
- (b) Content Contribution, Moderation & Approval (CMAP) policy
- (c) Content Archival (CAP) policy
- (d) Content Review (CRP) policy
- (e) Hyper linking Policy
- (f) Terms & Conditions
- (g) Website Monitoring Plan

Benefit: Having clearly defined policies helps ensure efficient management of the website and its content throughout the life cycle of the website.

Government organisation action: Clearly define and approve the website related policies listed above. WIM must ensure their implementation throughout the website life cycle

Developer action: Citizen-facing policies like copyright policy, privacy policy and terms and conditions must be published on the website.

Evaluator action: The evaluator will:

- (a) Compare during the backend audit the policies given in WQM and those available at the website for consistency; and
- (b) Check the implementation of these policies by examining the documented records generated by the implementation.

Statement: The mechanism is in place to check the accuracy of Hyperlinked Content and clear indications are given when a link leads out to a non-government website. 5.4.4

Benefit: Hyperlinking content across different websites/apps can occasionally cause ambiguity in the mind of the visitors about the owner of a particular portion of content and whom to be contacted in case of any query. Therefore, it helps to verify content accuracy before linking to an external website and thereafter clearly indicating when a visitor is being led to an external website.

Government organisation action: Define the Hyperlinking policy, duly approved by the WIM. Check the accuracy of the linked content regularly.

Developer action: Ensure alert mechanism to notify the visitor when clicking any link will lead to an external website

Evaluator action: The evaluator will check that:

- (a) The policy defined in WQM is consistent with that available on the website; and
- (b) The mechanism is completely and correctly defined in WQM and the same has been implemented by examining the documented records generated by the implementation.

Statement: It is ensured through content moderation and approval policy that Website content is free from offensive/discriminatory language. 5.4.5

Benefit: Content that is free from offensive/discriminatory language helps in promoting inclusivity and enhances the user experience, attracting visitors to frequent the website/app for information and services they gain from.

Government organisation action: Any information in text, visual or any other media which may

offend/harm the National sentiments as well as security and integrity of the country must be avoided on the website. The government organisations must designate the officials who will implement the content moderation and approval policy (content creator, moderator and/or approver) as required.

Developer action: Ensure CMS has an in-built workflow for content moderation and approval.

Evaluator action: The evaluator will check that:

- (a) The policy defined in WQM provides commitment to ensure that the website content is free from offensive/ discriminatory language.
- (b) Developer action has been implemented.
- (c) Randomly picked contents fulfil the policy.

Statement: Documents/pages in multiple languages are updated simultaneously.

5.4.6

Benefit: Helps avoid inconsistencies, at any point, between the various language versions, thus offering visitors the same content in multiple languages.

Government organisation action: Translate all content simultaneously.

Developer action: Ensure mechanism for publishing content in multiple languages and to display the status of non-translated content.

Evaluator action: The evaluator shall check the website contents manually to see conformity with this.

Statement: Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.

5.4.7

Benefit: Presence of broken links and page not found errors will frustrate the visitors and reduce the trust level of citizens

Government organisation action: Define the Hyperlinking policy, duly approved by the Web Information Manager

Developer action: Ensure that 'broken links' or those leading to 'Page Not Found' errors are checked on a regular basis and are rectified or removed from the website immediately upon discovery. Use appropriate technology tools available for convenient discovery of broken links.

Evaluator action: The evaluator shall check that the mechanism is completely and correctly defined in the WQM and verify the implementation by examining the documented records

generated by the implementation of the mechanism. Further the evaluator shall also test the website using the tool to check broken links on the website.

Statement: There are no links to 'under construction' pages. 5.4.8

Benefit: Visitors have a better experience when they find content versus experiencing "under construction" pages that convey a negative impression.

Government organisation action: Avoid any "under construction" pages as much as possible. Also, the government organisation must provide a date in case the content is event based i.e., Republic Day speech of President

Developer action: Avoid publishing any pages with "under construction" / "work in progress"

Evaluator action: The evaluator shall manually test the website for this checkpoint.

Statement: Documents are provided either in HTML or other accessible formats. 5.4.9

Benefit: Enhanced accessibility for all website visitors, especially the visually challenged who should be able to use assistive technologies to read the accessible format documents.

Government organisation action: The government organisations must ensure that the accessible version of all scanned documents is made available

Developer action: Ensure uploading of documents in HTML or other accessible formats.

Evaluator action: The evaluator shall manually test the website for this checkpoint.

Statement: Website/app is bilingual with a prominent language selection link and uses Unicode characters. 5.4.10

Benefit: India is a country with diverse cultures and as many as 22 languages. This will enable wider use of websites/apps by the rich Indian demographics, a large part which is more comfortable in regional languages versus English.

Government organisation action: Provide resources to translate all content. If difficult, determine which content is widely accessed by visitors and translate those sections to regional language.

Developer action: Ensure use of Unicode character set for regional language content and thorough testing to ensure access by all and no loss of layout.

Evaluator action: The evaluator shall manually and through tool test the website for this checkpoint.

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An Initiative by Department of Administrative Reforms, Government of Arunachal Pradesh

DISCLAIMER : The site is currently under testing & yet to be formally launched. Therefore, any RTI or Appeals made in the portal in the current state shall not be entertained as a valid RTI or Appeal.

Please do not file RTI application/first appeal through this portal for Departments/Public Authorities under Central Government or other State Governments. If filed, the application would be returned without refund of the fee amount.

Online RTI Information System

This is a portal to file RTI application/first appeal online along with payment gateway. Fee payment can be made through eGras(Government Receipt Accounting System). Through this portal RTI application/first appeal can be filed by Indian Citizen for the Departments, Directorates and the Deputy Commissioner Offices of the State.

Presently online filing of RTI application/first appeal is available only for the Departments, Directorates and the Deputy Commissioner Offices of the State, others will be taken up in subsequent phases.

Please read instructions carefully while submitting the RTI application/first appeal.

What do you wish to do?



Submit RTI Request



Submit First Appeal



View Request Status

- [List of Public Authorities onboarded on Online RTI Portal.](#)
- [Citizen User Manual of Online RTI Portal.](#)
- [List of Important Documents Related to RTI.](#)

About RTI

About RTI The Right to Information Act, simply known as RTI, is a revolutionary Act that aims to promote transparency in government institutions in India. The Act came into existence in 2005, after sustained efforts of anti-corruption activists.

It is termed revolutionary because it opens government organisations up for scrutiny. Equipped with knowledge about RTI, a common man can demand any government agency to furnish information. The organisation is bound to provide the information, that too within 30 days, failing which the officer concerned is slapped with a monetary fine.

Frequently Asked Questions

To which Public Authority can I file RTI request?

An applicant who desires to obtain any information under the RTI Act 2005 can submit an application through this portal to the Departments, Directorates, Commissionerates, Deputy Commissioner Offices of the State of Arunachal Pradesh.

[How do I write my application for seeking the information as per the RTI Act 2005?](#)

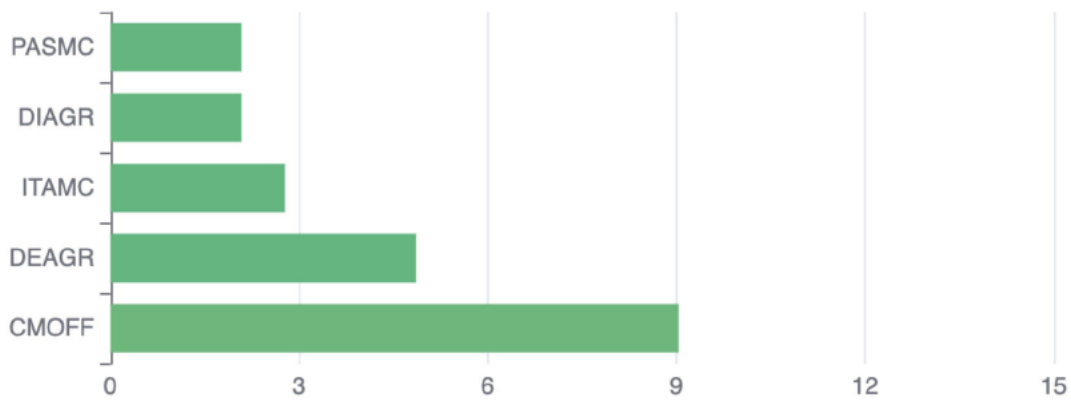
Do I get any receipt for online filing of RTI application?

Will I be informed about the additional fee (if any) if required to pay?

How do I file an Appeal with Appellate authority?

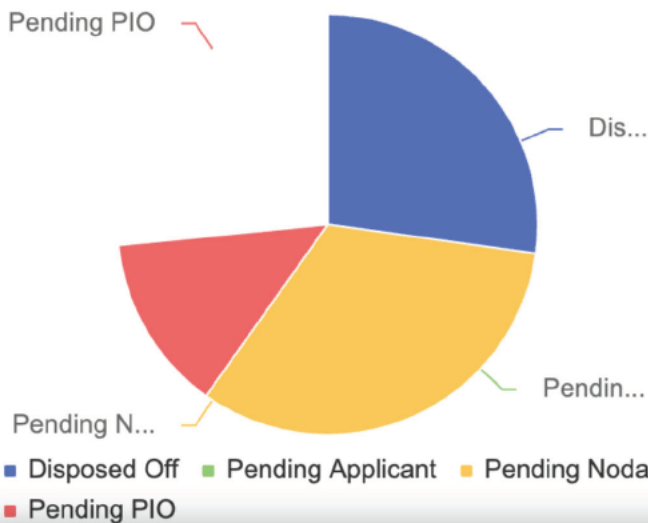
How do I pay the prescribed fee under the RTI Act?

List of PA receiving the most number of RTI Requests.

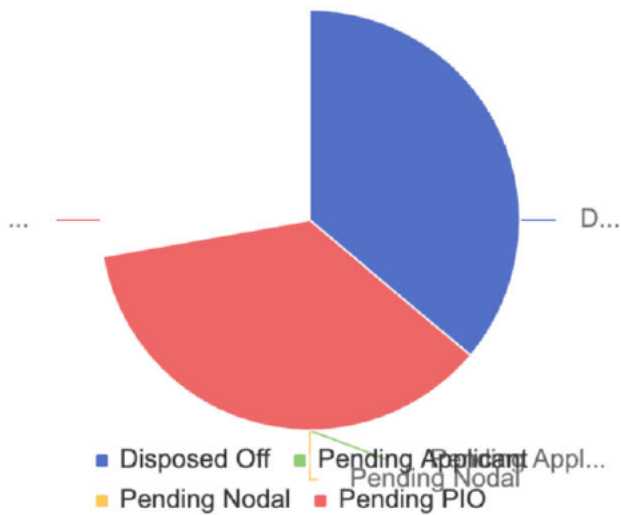


Low Score High Score

RTI Request



RTI Appeals



Help Section

[Help](#)

[Website Policy](#)

Important Links

[National Portal of India](#)

[State Portal of Arunachal Pradesh](#)

[SIC Arunachal Pradesh](#)

[Department of Administrative Reforms](#)

Contact

Adiministrative Reforms Department Block 4, 4th floor, Civil Secretariat
 PO. Itanagar, Dist: Papum Pare
 Arunachal Pradesh, PIN - 791111

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ANNEXURE C-5

Chart containing the date, mode of filing, and tracking details of Petitioner's RTI request

State / Authority	Method of filing	Reg. No./Response/Postal Reciept
Andhra Pradesh	Post	██████████ ██████████
Assam,	Post	██████████████████ ██████████████████ ██████████
Jharkhand,	Post	██████████ ██████████
Manipur	Post	██████████ ██████████ ██████████
Nagaland,	Post	██████████████████ ██████████████████
Sikkim	None	
West Bengal	Post	██████████ ██████████
Andaman and Nicobar Islands	Post	██████████ ██████████
Daman and Diu and Dadra and Nagar Haveli	Post	██████████ ██████████ ██████████
Jammu & Kashmir,	Post	██████████ ██████████
Lakshadweep,	Post	██████████ ██████████

Gujarat	Post	████████████████████ ████████████████████
Arunachal Pradesh	Post	████████████████ ████████████████
Bihar	Online	████████ ████████████████
Chattisgarh	Online	████████████████ ████████████████
Goa	Online	██████████████ ██████████████
Haryana	Online	████████████████ ██████████████
Himachal Pradesh,	Online	████████████████████
Karnataka	Online	██████ ████████████████
Keralam	Online	████████████████
Madhya Pradesh	Online	██████ ████████████████
Maharashtra	Online	████████████████
Meghalaya	Online	██████ ████████████████
Mizoram	Online	████████ ████████████████
Odisha	Online	██████████████ ██████████████
Punjab	Online	████████████████

Rajasthan	Online	[REDACTED]
Tamil Nadu	Online	[REDACTED]
Telangana	Online	[REDACTED]
Tripura	Online	[REDACTED]
Uttarakhand	Online	[REDACTED]
Uttar Pradesh	Online	[REDACTED]
Chandigarh	Online	[REDACTED]
Delhi, Department of Administrative Reforms	Online	[REDACTED]
Ladakh	Online	[REDACTED]
Puducherry, Dept of Administrative Reforms	[REDACTED]	[REDACTED]



TRUE COPY

ANNEXURE C-6

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

2 messages

Anuj Nakade
To: prlsecy_itc@ap.gov.in
Cc: splsecy_itc@ap.gov.in, seshireddy.p@ap.gov.in

Mon, Apr 22, 2024 at 11:06 PM

am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Andhra Pradesh State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of Andhra Pradesh to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to AP regarding absence of RTI Portal.pdf
485K

Anuj Nakade
To: prlsecy_itc@ap.gov.in
Cc: splsecy_itc@ap.gov.in, seshireddy.p@ap.gov.in

Thu, May 23, 2024 at 7:11 PM

Sir,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Andhra Pradesh State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of Andhra Pradesh to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

[Quoted text hidden]



Letter 2 to AP for no RTI Portal.pdf
485K

Date: 22.04.2024

To,

Sri Kona Sasidhar, Secretary
4th Block, 1st Floor,
Room No:214, A.P Secretariat,
Velagapudi - 522503
Andhra Pradesh

From,
Anuj Nakade,



Subject: Regarding the absence of an online web portal for filing of RTI Application for public authorities within the State.

Ma'am,

I am Anuj Nakade, a citizen of India and a digital content creator. Often in pursuing my vocation, I file applications with several government authorities nationwide for information to be published in my works.

In one such endeavour, I wished to file an application requesting information from the Police Administration / Home Department of the State of Andhra Pradesh. However, no web portal has been made operational by the State Government. Due to the lack of an operational online RTI web portal, the Application had to be filed through post. A copy of the postal receipt for the RTI filed with the PIO has been attached to this letter and marked herewith as **Annexure I**.

It is pointed out that as per a Supreme Court order dated 20.03.2023 in Writ Petition No. 1040 of 2019, the Supreme Court had observed that under Section 6(1) of the Right to Information Act, a person has the statutory right to file an RTI through electronic means. In light of this reasoning, the Supreme Court has issued directions to all State Governments and Union Territories to create operational RTI web portals within 3 months of the issuance of the order. A Copy of the Supreme Court order dated 20.03.2023 is attached herewith and marked as **Annexure II**

It is further pointed out that the 3-month time period provided by the Supreme Court to create and operationalise RTI Web Portals elapsed on 20.06.2023.

Therefore, I am writing this letter to the Government of Andhra Pradesh to request the creation of an online portal for RTI Applications, where an RTI Request Application and First Appeals can be filed with all Public Information Officers and First Appellate Authorities Across the State.

The Central Government has a website for all public authorities, along with several states. Given below is a list of all RTI web portals for Central and State Authorities across the country for reference to build a website for Andhra Pradesh.

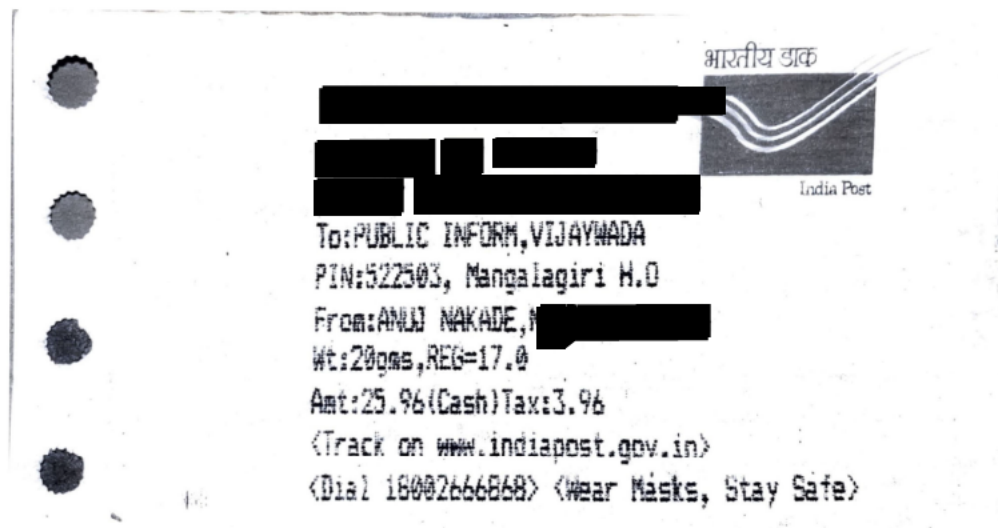
1. Union Government - www.rtionline.gov.in
2. Kerala - <https://rtiportal.kerala.gov.in/>
3. Tamil Nadu - <https://rtionline.tn.gov.in/>
4. Karnataka - <https://rtionline.karnataka.gov.in/>
5. Telangana - <https://rti.telangana.gov.in/>
6. Maharashtra - <https://rtionline.maharashtra.gov.in/>
7. Chattisgarh - <https://rtionline.cg.gov.in/>
8. Madhya Pradesh - <https://www.rti.mp.gov.in/>
9. Odisha - <https://rtiodisha.gov.in/>
10. Delhi - <https://rtionline.delhi.gov.in/>
11. Rajasthan - <https://rti.rajasthan.gov.in/>
12. Uttar Pradesh - <https://rtionline.up.gov.in/>
13. Bihar - <https://jaankari.bihar.gov.in/>
14. Meghalaya - <https://megrti.gov.in/>
15. Mizoram - <https://rti.mizoram.gov.in/login>
16. Tripura - <https://rtionline.tripura.gov.in/>
17. Haryana - <https://rtiharyana.gov.in/>
18. Punjab - <https://rti.punjab.gov.in/>
19. - Uttarakhand - <https://rtionline.uk.gov.in/>
20. Himachal Pradesh - <https://onlinerti.hp.gov.in/>
21. Ladakh - <https://rtionline.ladakh.gov.in/>

I hope the State of Andhra Pradesh shall comply with the Order and embrace the spirit of the RTI Act and do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade



Annexure I



Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

6 messages

Anuj Nakade

Mon, Apr 22, 2024 at 11:19 PM

To: s.abbasi@nic.in

Cc: Pavan Kamaraju <kspv.pavankumar@gmail.com>, nandita.dutta@assam.gov.in, dasarath.das@assam.gov.in, parvez.amin@assam.gov.in

Respected Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Assam State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of Assam to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to AS regarding absence of RTI Portals.pdf
541K

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: nakadeaj@gmail.com

Mon, Apr 22, 2024 at 11:19 PM



Address not found

Your message wasn't delivered to **nandita.dutta@assam.gov.in** because the address couldn't be found, or is unable to receive mail.

The response from the remote server was:

550 #5.1.0 Address rejected.

Final-Recipient: rfc822; nandita.dutta@assam.gov.in
Action: failed
Status: 4.4.2
Remote-MTA: dns; mailgw.nic.in. (164.100.2.233, the server for the domain assam.gov.in.)
Diagnostic-Code: smtp; 550 #5.1.0 Address rejected.
Last-Attempt-Date: Mon, 22 Apr 2024 10:49:49 -0700 (PDT)

----- Forwarded message -----

From: Anuj Nakade [REDACTED]
To: s.abbasi@nic.in
Cc: Pavan Kamaraju <kspv.pavankumar@gmail.com>, nandita.dutta@assam.gov.in, dasarath.das@assam.gov.in, parvez.amin@assam.gov.in
Bcc:
Date: Mon, 22 Apr 2024 23:19:27 +0530
Subject: In Re: absence of Web Portal for Online Filing of RTI Applications
----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Mon, Apr 22, 2024 at 11:19 PM

To: nakadeaj@gmail.com



Address not found

Your message wasn't delivered to parvez.amin@assam.gov.in because the address couldn't be found, or is unable to receive mail.

The response from the remote server was:

550 #5.1.0 Address rejected.

Final-Recipient: rfc822; parvez.amin@assam.gov.in
Action: failed
Status: 4.4.2
Remote-MTA: dns; mailgw.nic.in. (164.100.2.233, the server for the domain assam.gov.in.)
Diagnostic-Code: smtp; 550 #5.1.0 Address rejected.
Last-Attempt-Date: Mon, 22 Apr 2024 10:49:49 -0700 (PDT)

----- Forwarded message -----

From: Anuj Nakade [REDACTED]
To: s.abbasi@nic.in
Cc: Pavan Kamaraju <kspv.pavankumar@gmail.com>, nandita.dutta@assam.gov.in, dasarath.das@assam.gov.in, parvez.amin@assam.gov.in
Bcc:
Date: Mon, 22 Apr 2024 23:19:27 +0530
Subject: In Re: absence of Web Portal for Online Filing of RTI Applications
----- Message truncated -----

Anuj Nakade [REDACTED] Thu, May 23, 2024 at 7:13 PM
To: s.abbasi@nic.in
Cc: Pavan Kamaraju <kspv.pavankumar@gmail.com>, nandita.dutta@assam.gov.in, dasarath.das@assam.gov.in, parvez.amin@assam.gov.in

Respected Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Assam State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.


Hence, I am requesting the State of Assam to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please Note, that this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

[Quoted text hidden]

 Letter 2 to AS for no RTI Portal.pdf
541K

Mail Delivery Subsystem <mailer-daemon@googlemail.com> Thu, May 23, 2024 at 7:13 PM
To: [REDACTED]

[Quoted text hidden]

Final-Recipient: rfc822; parvez.amin@assam.gov.in
Action: failed
Status: 4.4.2
Remote-MTA: dns; mailgw.nic.in. (164.100.2.232, the server for the domain assam.gov.in.)
Diagnostic-Code: smtp; 550 #5.1.0 Address rejected.
Last-Attempt-Date: Thu, 23 May 2024 06:43:31 -0700 (PDT)

----- Forwarded message -----

From: Anuj Nakade [REDACTED]
To: s.abbasi@nic.in
Cc: Pavan Kamaraju <kspv.pavankumar@gmail.com>, nandita.dutta@assam.gov.in, dasarath.das@assam.gov.in,

parvez.amin@assam.gov.in

Bcc:

Date: Thu, 23 May 2024 19:13:06 +0530

Subject: Re: In Re: absence of Web Portal for Online Filing of RTI Applications

----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Thu, May 23, 2024 at 7:13 PM

To: [REDACTED]



Address not found

Your message wasn't delivered to **nandita.dutta@assam.gov.in** because the address couldn't be found, or is unable to receive mail.

The response from the remote server was:

550 #5.1.0 Address rejected.

Final-Recipient: rfc822; nandita.dutta@assam.gov.in

Action: failed

Status: 4.4.2

Remote-MTA: dns; mailgw.nic.in. (164.100.2.232, the server for the domain assam.gov.in.)

Diagnostic-Code: smtp; 550 #5.1.0 Address rejected.

Last-Attempt-Date: Thu, 23 May 2024 06:43:31 -0700 (PDT)

----- Forwarded message -----

From: Anuj Nakade [REDACTED]

To: s.abbasi@nic.in

Cc: Pavan Kamaraju <kspv.pavankumar@gmail.com>, nandita.dutta@assam.gov.in, dasarath.das@assam.gov.in,

parvez.amin@assam.gov.in

Bcc:

Date: Thu, 23 May 2024 19:13:06 +0530

Subject: Re: In Re: absence of Web Portal for Online Filing of RTI Applications

----- Message truncated -----

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

2 messages

Anuj Nakade

Mon, Apr 22, 2024 at 10:52 PM

To: connect@mygov.nic.in

Cc: "SecretarytoCMJharkhand@gmail.com" <SecretarytoCMJharkhand@gmail.com>

Respected Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Jharkhand State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of Jharkhand to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to JK regarding absence of RTI Portal.pdf
754K

Anuj Nakade

Thu, May 23, 2024 at 7:10 PM

To: connect@my

Cc: "SecretarytoCMJharkhand@gmail.com" <SecretarytoCMJharkhand@gmail.com>

Respected Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Jharkhand State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of Jharkhand to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note, this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade
[Quoted text hidden]



Letter 2 to JH for no RTI Portal.pdf
750K



Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

2 messages

Anuj Nakade
To: dit-ngl@nic.in

Tue, Apr 23, 2024 at 12:11 PM

Respected Sir,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Nagaland State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of Nagaland to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to NL regarding absence of RTI Portal.pdf
447K

Anuj Nakade
To: dit-ngl@nic.in

Thu, May 23, 2024 at 7:14 PM

Respected Sir,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Nagaland State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of Nagaland to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note, this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade
[Quoted text hidden]



Letter 2 to NL for no RTI Portal.pdf
448K

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

2 messages

Anuj Nakade
To: dit-sik@nic.in

Tue, Apr 23, 2024 at 8:41 PM

Sir/Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Sikkim Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the Sikkim Government to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to SK regarding absence of RTI Portal.pdf
162K

Anuj Nakade
To: dit-sik@nic.in

Thu, May 23, 2024 at 7:39 PM

Sir/Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Sikkim Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.


Hence, I am requesting the Sikkim Government to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note, this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,

Regards,
Anuj Nakade
[Quoted text hidden]

 **Letter 2 to SK for no RTI Portal.pdf**
164K

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

3 messages

Anuj Nakade
To: adlsit@wb.gov.in
Cc: secit@wb.gov.in, micit@wb.gov.in

Mon, Apr 22, 2024 at 10:29 PM

Respected Sir,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the West Bengal State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of West Bengal to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade



Letter to WB regarding absence of RTI Portals.pdf
548K

Anuj Nakade
To: adlsit@wb.go
Cc: secit@wb.gov.in, micit@wb.gov.in

Thu, May 23, 2024 at 7:06 PM

Respected Sir,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the West Bengal State Government has not developed a web portal for filing Right to Information Request Applications.


As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of West Bengal to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note, this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade
[Quoted text hidden]

 Letter 2 to WB for no RTI Portal.pdf
548K

tait <tait@wb.gov.in>

Tue, May 28, 2024 at 2:31 PM

To: "secy.par-wb" <secy.par-wb@nic.in>

Cc: [REDACTED] sa_ite <sa_ite@wb.gov.in>

Ref: Letter dated 23.5.2024 from Mr. Anuj Nakade, [REDACTED]
[REDACTED] (copy enclosed).

Respected Sir,

In enclosing a copy of the letter under reference along with the annexure, I am directed to request you to kindly look into the matter as highlighted in the letter under reference and advise concerned officials to initiate necessary action towards operationalisation of online web portal as regards to RTI for the State of West Bengal. It may kindly be noted that the instant matter falls under the domain of your esteemed department.

Formal Letter from the Joint Secretary, IT&E Deptt., GoWB is attached which may kindly be downloaded, as directed.

Regards,
Sr. Manager(IT),
IT & E Department, Govt. of West Bengal,
Moni Bhandar, Block- EP & GP, Sector-V,
Salt Lake, Kolkata-700 091.

From: Anuj Nakade [REDACTED]
Sent: Thursday, May 23, 2024 7:06 PM
To: adlsit
Cc: secit; micit
Subject: Re: In Re: absence of Web Portal for Online Filing of RTI Applications

Respected Sir,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the West Bengal State Government has not developed a web portal for filing

Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the State of West Bengal to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note, this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

[Quoted text hidden]

2 attachments



Letter 2 to WB for no RTI Portal.pdf
548K



RTI.pdf
299K

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

3 messages

Anuj Nakade
To: cs-andaman@nic.in
Cc: commcumsecy@gmail.com, secretaryuddm@gmail.com

Tue, Apr 23, 2024 at 4:01 PM

Sir/Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Andaman and Nicobar Islands Administration has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the Union Territories of Andaman and Nicobar Islands Administration to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to A&N regarding absence of RTI Portal.pdf
815K

Assistant Sec <>com>
To: Anuj Nakade <>
Cc: Secretary Disaster <secretaryuddm@gmail.com>, cs-andaman <cs-andaman@nic.in>

Fri, Apr 26, 2024 at 1:04 PM

Sir,


It is to inform you that the work for implementation of Online RTI portal is under process and it will resume after the repealing of Model Code of Conduct (MCC).

Shailaja

Assistant Secretary (AR&Trg.)
A&N Administration
Secretariat
Port Blair.

On Tue, Apr 23, 2024 at 6:39 PM Secretary Disaster <secretaryuddm@gmail.com> wrote:

[Quoted text hidden]

 **20240426_152325_rotated.pdf**
199K

Anuj Nakade [REDACTED]

Thu, May 23, 2024 at 7:33 PM

To: Assistant Secretary <asartrg@gmail.com>

Cc: Secretary Disaster <secretaryuddm@gmail.com>, cs-andaman <cs-andaman@nic.in>

Respected Sir,

Thank you for your response. It is understood from your email that the work for implementation of the RTI web portal will be resumed after the repealing of the Model Code of Conduct (MCC) i.e. after 06.06.2024. It is pointed out that this extension is over and above the 3 months time given by the Supreme Court in the Order dated 20.03.2023 in WP (C) 1040 of 2019.

However, the transparency in the implementation of this RTI Web portal is appreciated. It is requested (if Possible) to share an end date by which the Andaman and Nicobar Administration intends finish the Implementation of said portal. The reason for such a request is that it would be easier to follow up with the Authorities regarding the same.


Please find a detailed letter in this regard attached herewith

Hoping to hear from you soon.

Thank you.

Anuj Nakade

[Quoted text hidden]

 **Letter 2 to A&N for no RTI Portal.pdf**
128K

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

2 messages

Anuj Nakade

Tue, Apr 23, 2024 at 1:38 PM

To: support-ddd@ddd.gov.in

Cc: dit.silvassa-dnh@ddd.gov.in, ddegs-dd@ddd.gov.in, collector-dnh@nic.in, "collector-daman-dd@nic.in" <collector-daman-dd@nic.in>, collector-diu-dd@nic.in

Sir/Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Dadra and Nagar Haveli and Daman and Diu Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the Union Territories of Dadra and Nagar Haveli and Daman and Diu to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to DNH & DD Regarding absence of RTI Portal.pdf
1985K

Anuj Nakade

Thu, May 23, 2024 at 7:22 PM

To: support-ddd@ddd.gov.in

Cc: dit.silvassa-dnh@ddd.gov.in, ddegs-dd@ddd.gov.in, collector-dnh@nic.in, "collector-daman-dd@nic.in" <collector-daman-dd@nic.in>, collector-diu-dd@nic.in

Sir/Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Dadra and Nagar Haveli and Daman and Diu Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the Union Territories of Dadra and Nagar Haveli and Daman and Diu to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please Note, this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade
[Quoted text hidden]



Letter 2 to DD & DNH for no RTI Portal.pdf
1987K

(no subject)

Anuj Nakade

(no subject)

3 messages

Anuj Nakade
To: ct-jk@nic.in
Cc: minakshi.vaid@jk.gov.in

Tue, Apr 23, 2024 at 1:15 PM

Respected Ma'am.

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.


It has come to my attention that the Union Territory of Jammu and Kashmir has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the UT of Jammu and Kashmir to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

 Letter to JK regarding absence of RTI Portal (2).pdf
534K

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To:

Tue, Apr 23, 2024 at 1:16 PM



Address not found

Your message wasn't delivered to ct-jk@nic.in because the address couldn't be found, or is unable to receive mail.

The response from the remote server was:

550 #5.1.0 Address rejected.

Final-Recipient: rfc822; ct-jk@nic.in

Action: failed

Status: 4.4.2

Remote-MTA: dns; mailgwgov.nic.in. (164.100.2.6, the server for the domain nic.in.)

Diagnostic-Code: smtp; 550 #5.1.0 Address rejected.

Last-Attempt-Date: Tue, 23 Apr 2024 00:46:10 -0700 (PDT)

----- Forwarded message -----

From: Anuj Nakade [REDACTED]

To: ct-jk@nic.in

Cc: minakshi.vaid@jk.gov.in

Bcc:

Date: Tue, 23 Apr 2024 13:15:54 +0530

Subject:

----- Message truncated -----

Anuj Nakade [REDACTED]
To: minakshi.vaid@jk.gov.in

Thu, May 23, 2024 at 7:20 PM

Respected Ma'am.

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Union Territory of Jammu and Kashmir has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the UT of Jammu and Kashmir to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Union Territory in this regard is attached herewith for your perusal and consideration.

Please note this is the second letter regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

[Quoted text hidden]



Letter 2 to J&K for no RTI Portal.pdf
535K

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

3 messages

Anuj Nakade

Tue, Apr 23, 2024 at 4:35 PM

To: lak-dit@nic.in

Cc: lk-admin@nic.in, utl1@utl.gov.in

Sir/Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Lakshadweep Islands Administration has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the Union Territories of Lakshadweep Islands Administration to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade



Letter to LD regarding absence of RTI Portal.pdf

506K

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Tue, Apr 23, 2024 at 4:35 PM

To: [REDACTED]



Address not found

Your message wasn't delivered to utl1@utl.gov.in because the address couldn't be found, or is unable to receive mail.

The response from the remote server was:

550 #5.1.0 Address rejected.

Final-Recipient: rfc822; utl1@utl.gov.in

Action: failed

Status: 4.4.2

Remote-MTA: dns; mailgw.nic.in. (164.100.2.233, the server for the domain utl.gov.in.)

Diagnostic-Code: smtp; 550 #5.1.0 Address rejected.

Last-Attempt-Date: Tue, 23 Apr 2024 04:05:36 -0700 (PDT)

----- Forwarded message -----

From: Anuj Nakade [REDACTED]

To: lak-dit@nic.in

Cc: lk-admin@nic.in, utl1@utl.gov.in

Bcc:

Date: Tue, 23 Apr 2024 16:35:19 +0530

Subject: In Re: absence of Web Portal for Online Filing of RTI Applications

----- Message truncated -----

Anuj Nakade [REDACTED]
 To: lak-dit@nic.in
 Cc: lk-admin@nic.in

Thu, May 23, 2024 at 7:36 PM

Sir/Ma'am,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the Lakshadweep Islands Administration has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of the order.

Hence, I am requesting the Union Territories of Lakshadweep Islands Administration to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note, this is the second email in this regard.


Hope you do the needful at the earliest.

Thank you,

Regards,

Anuj Nakade

[Quoted text hidden]

 Letter 2 to LD for no RTI Web Portal.pdf
 507K

[REDACTED]
 TRUE COPY

E-Mail ID: asartrg@gmail.com

Ph/Fax: 03192-232164

RTI MATTER



अंडमान तथा निकोबार प्रशासन
ANDAMAN AND NICOBAR ADMINISTRATION
सचिवालय/SECRETARIAT

Port Blair, dated the 26th April, 2024

To,

Anuj Nakade,

Sub: Reply to email regarding absence of Online RTI portal – reg.

Sir,

With reference to your email dated 23/04/2024 along with attachments regarding absence of online RTI portal, I am directed to inform you that the work for implementation of Online RTI portal is under process and it will resume after the repealing of Model Code of Conduct (MCC).

Yours faithfully


Signed by Shailaja


Dated: 26/04/24 at 11.15.15

Reason Approved

Assistant Secretary (AR&Trg.)

Copy to:-

1. PS to Chief Secretary, A&N Administration, Secretariat for kind information.
2. PS to Secretary(AR&Trg.), A&N Administration, Secretariat for information.


Assistant Secretary (AR&Trg.)
26/04/24

Date: 23.05.2024

To,
Shailaja
Assistant Secretary (AR&Trg.)
A&N Administration
Secretariat
Port Blair.

From,
Anuj Nakade,

[REDACTED]
[REDACTED]
[REDACTED]

Subject: Following up the absence of an online web portal for filing of RTI Application for public authorities within the Union Territory

Sir,

I am Anuj Nakade, a digital content creator and Citizen of India who publishes his content on Instagram. I had written an email to the Andaman and Nicobar Administration on 23.04.2024 about the implementation of an RTI Web Portal, as is mandated under Section 6(1) of the Right to Information Act, 2005 as per the Supreme Court's Order dated 20.03.2024 in W.P.(C) 1040 of 2019. The above mentioned order is attached with this letter for the ease of your Persual. The previous email should be in the same chain as this letter.

I am writing this letter to thank you for your response regarding this issue in the email with letter dated 26.04.2024 bearing reference M-11012/56/22-ARTRG-Section-Sectt/100481. It is understood from the letter that the Andaman and Nicobar Administration shall resume the process to implement the RTI portal after the repealing of the Modal of Code of Conduct (MCC), i.e. after 06.06.2024.

It is pointed out that the said timeline extends the implementation of the RTI Web Portal over and above the 3 months provided by the Hon'ble Supreme Court on 20.03.2024. However, the transparency in plans for the implementation of the said portal is appreciated.

It is further requested from the Administration (if it is possible) to share an end date by which the portal shall be implemented. The reason for such a request is that filing of RTI Request applications online is a matter of statutory right under Section 6(1) of the Right to Information Act, 2005 and it would be easier for me or for the public in general to follow up with the Authorities regarding this issue.

Hence, Please provide in response to this email, a date by which I could follow up about the implementation of the RTI web portal, or a date you believe a follow-up email regarding this issue would be obsolete.

Hoping to hear from you soon.

Regards,

Anuj Nakade

TRUE COPY

GOVERNMENT OF ANDHRA PRADESH
INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS [ITE&C]
(eGOV) DEPARTMENT

U.C. [REDACTED]

Date: 17/05/2024

Sub: ITE&C Dept.- Creation of an online portal for filing of RTI Application for public authorities in the State of Andhra Pradesh - Reg
Ref: Letter dated:22.04.2024 received from Sri Anuj Nakade, [REDACTED]

The reference is submitted to the General Administration (AR) Department to take action, and under intimation to the ITE&C Department.

KONA SASIDHAR
SECRETARY TO GOVERNMENT

To
The General Administration (AR) Department, 1st Block, Ground Floor, A.P. Secretariat.

Copy to:

- 1) Sri Anuj Nakade, [REDACTED]
- 2) The Hon'ble Chief Information Commissioner, O/o AP Information Commission, 1st Floor, MGM Capital, Chinnakakani (V) Mangalagiri (M), Guntur District - 522503

//FORWARDED::BY ORDER//

[Signature]
SECTION OFFICER

[REDACTED]

TRUE COPY

ANNEXURE C-9

Anuj Nakade

In Re: absence of Web Portal for Online Filing of RTI Applications

tait <tait@wb.gov.in>

Tue, May 28, 2024 at 2:31 PM

To: "secy.par-wb" <secy.par-wb@nic.in>

Cc: sa_ite <sa_ite@wb.gov.in>

Ref: Letter dated 23.5.2024 from Mr. Anuj Nakade, (copy enclosed).

Respected Sir,

In enclosing a copy of the letter under reference along with the annexure, I am directed to request you to kindly look into the matter as highlighted in the letter under reference and advise concerned officials to initiate necessary action towards operationalisation of online web portal as regards to RTI for the State of West Bengal. It may kindly be noted that the instant matter falls under the domain of your esteemed department.

Formal Letter from the Joint Secretary, IT&E Deptt., GoWB is attached which may kindly be downloaded, as directed.

Regards,

Sr. Manager(IT),

IT & E Department, Govt. of West Bengal,

Moni Bhandar, Block- EP & GP, Sector-V,

Salt Lake, Kolkata-700 091.

From: Anuj Nakade

Sent: Thursday, May 23, 2024 7:06 PM

To: adlsit

Cc: secit; micit

Subject: Re: In Re: absence of Web Portal for Online Filing of RTI Applications

Respected Sir,

I am Anuj Nakade, I am a digital content creator and journalist. I often file RTI Applications with several state authorities due to the nature of my work.

It has come to my attention that the West Bengal State Government has not developed a web portal for filing Right to Information Request Applications.

As you may be aware, A Supreme Court Order dated 20.03.2023 in Writ Petition (Civil) No. 1040 of 2019 passed mandatory directions to all State Governments and Union Territories to open online RTI Portals within 3 months of

the order.

Hence, I am requesting the State of West Bengal to help citizens an ease of access in filing RTI Applications with State authorities and create an online web portal at the earliest. A detailed letter addressed to the Nodal officer of the Department of Information Technology and E-governance in this regard is attached herewith for your perusal and consideration.

Please note, this is the second email regarding this issue.

Hope you do the needful at the earliest.

Thank you,
Regards,
Anuj Nakade

[Quoted text hidden]

2 attachments



Letter 2 to WB for no RTI Portal.pdf

548K



RTI.pdf

299K

GOVERNMENT OF WEST BENGAL
DEPARTMENT OF INFORMATION TECHNOLOGY & ELECTRONICS
MONI BHANDAR (5TH & 6TH) FLOOR, BLOCK- EP&GP,
SECTOR-V, SALT LAKE, KOLKATA-700 091.
Phone : 2357-2545, Fax : 2357- 2534.

No. [REDACTED]

Dated: 28.5.2024.

From: Joint Secretary to the Government of West Bengal.

To: The Principal Secretary,
 Personnel & Administrative Reforms Department,
 Govt. of West Bengal,
 Nabanna, Howrah.

Sub: Regarding absence of an online web portal for filing of RTI applications for public authorities within the State.

Ref: Letter dated 23.5.2024 from Mr. Anuj Nakade, [REDACTED]

Sir/Madam,

In enclosing a copy of the letter under reference along with the annexure, I am directed to request you to kindly look into the matter as highlighted in the letter under reference and advise concerned officials to initiate necessary action towards operationalisation of online web portal as regards to RTI for the State of West Bengal. It may kindly be noted that the instant matter falls under the domain of your esteemed department.

Yours faithfully,

Encl: As stated above.

[Signature]
 Joint Secretary to the
 Government of West Bengal

No. [REDACTED]

Dated: 28.5.2024.

Copy to :-

- Mr. Anuj Nakade, [REDACTED]. He is requested to take up similar matter directly with the P&AR Department, Govt. of West Bengal.
- The Sr. P.S. to the Additional Chief Secretary, IT&E Department, Govt. of West Bengal.

[Signature]
 Joint Secretary to the
 Government of West Bengal

[REDACTED]
 TRUE COPY

IN THE SUPREME COURT OF INDIA

INHERENT AND PLENARY JURISDICTION

CONTEMPT PETITION (CIVIL) NO. OF 2024

IN THE MATTER OF:

Anuj Nakade ... PETITIONER

Versus

Dr. Poonam Malakondaiah & Others ... RESPONDENTS /
ALLEGED CONTEMNORS

VAKALATNAMA

I, ANUJ NAKADE, aged about 27 years, the Petitioner in the above Petition do hereby appoint and retain:

N. SAI VINOD
Advocate on Record
Supreme Court of India

[REDACTED]

to act and appear for me/us in the above Petition and on my/our behalf to conduct and prosecute (or defend) the same and all proceedings that may be taken in respect of our application connected with the same of any decree order passed therein, including proceedings in taxation and application for Review, to file and obtain return of documents, and to deposit and receive money on my/our behalf in the said Petition and in application of Review, and to represent and to take all necessary steps on my/our behalf in the above matter. I/We agree to ratify all acts done by the aforesaid Advocate in pursuance of this authority.

Dated this the 21st day of July of 2024

Certified, Verified & Accepted

N. SA [REDACTED]
Advocate, Supreme Court
C-32, II Floor,
Nizamuddin East,
New Delhi – 110 013

[REDACTED]

[REDACTED]
PETITIONER


MEMO OF APPEARANCE

To,
The Registrar,
Supreme Court of India
New Delhi
Sir,

Please enter my appearance on behalf on the Petitioner in the matter above mentioned.

Dated this the 14th day of August of 2024

Sincerely,


N. SAI INOD
Advocate, Supreme Court

31 August 2024

To

The Registrar,
Supreme Court of India,
New Delhi – 110 001.

Ref. Contempt Petition (Diary) No. 36812 of 2024
Anuj Nakade vs Dr. Poonam Malakondaiah & Others

In relation to defect No. (iv) pointed out by the Registry, the Petitioner submits that the Alleged Contemnors (Respondents) are government officials and hold relevant portfolios to implement the directions issued by this Hon'ble Court in W.P.(C) No. 1040 of 2019. Despite best efforts, the Petitioner could not obtain the residential address(es) and was constrained to rely on the address of their official work available from official websites for the purpose of service.

I kindly request you to please remove the defect and proceed to register the appeal.



Advocate