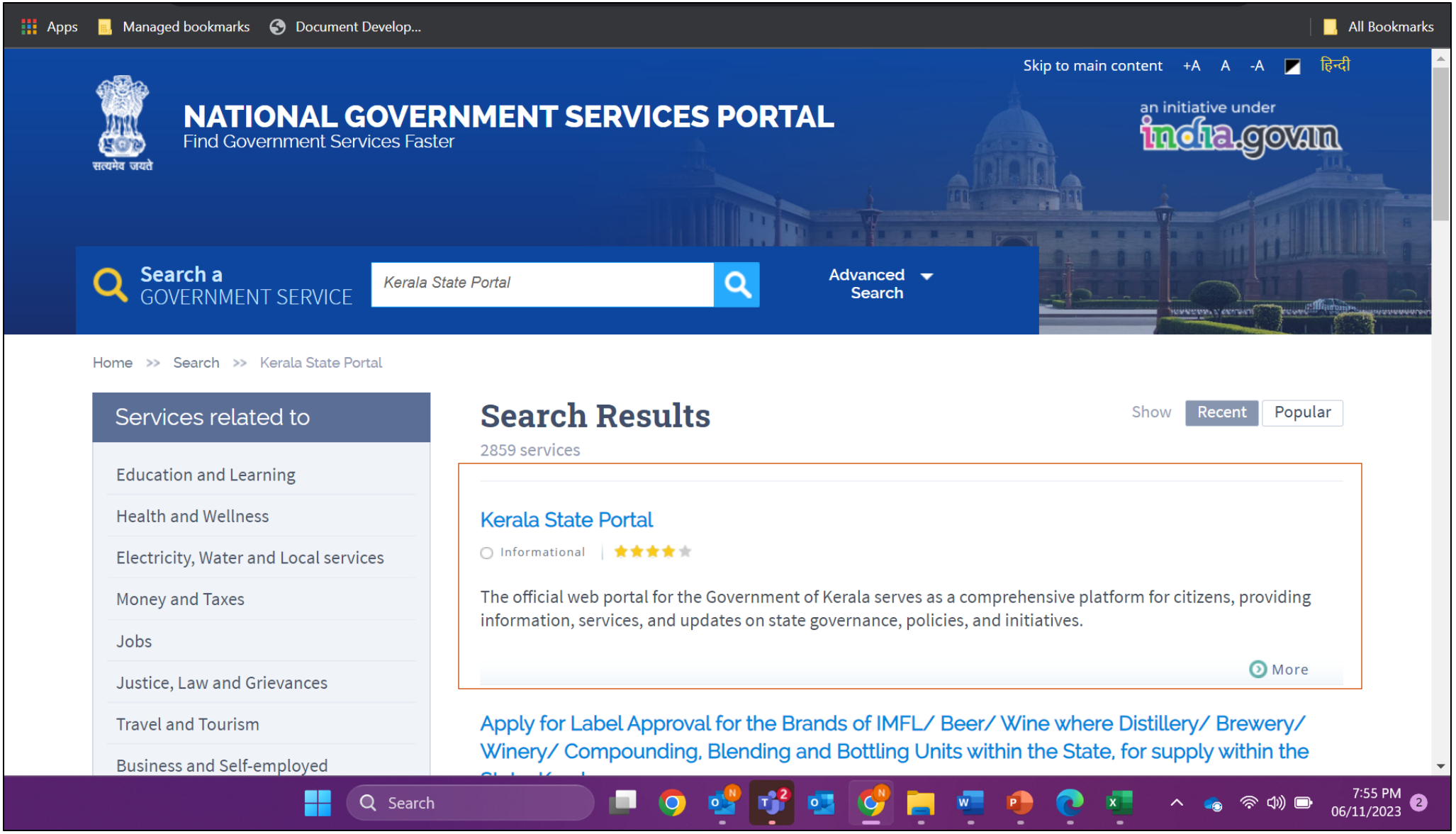
NeSDA 2023

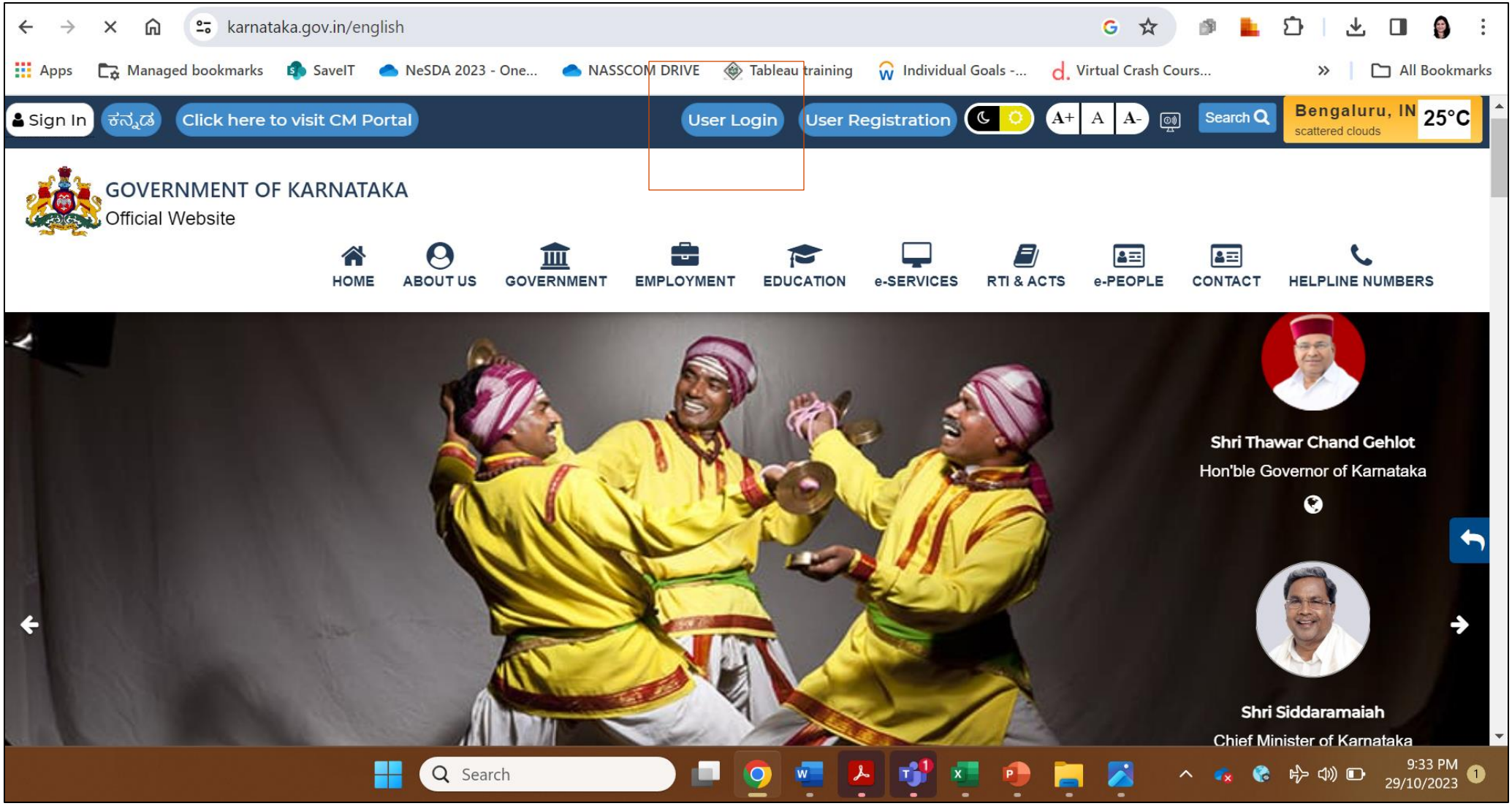
Illustrative Responses to Assessment Questionnaire

STATE PORTAL

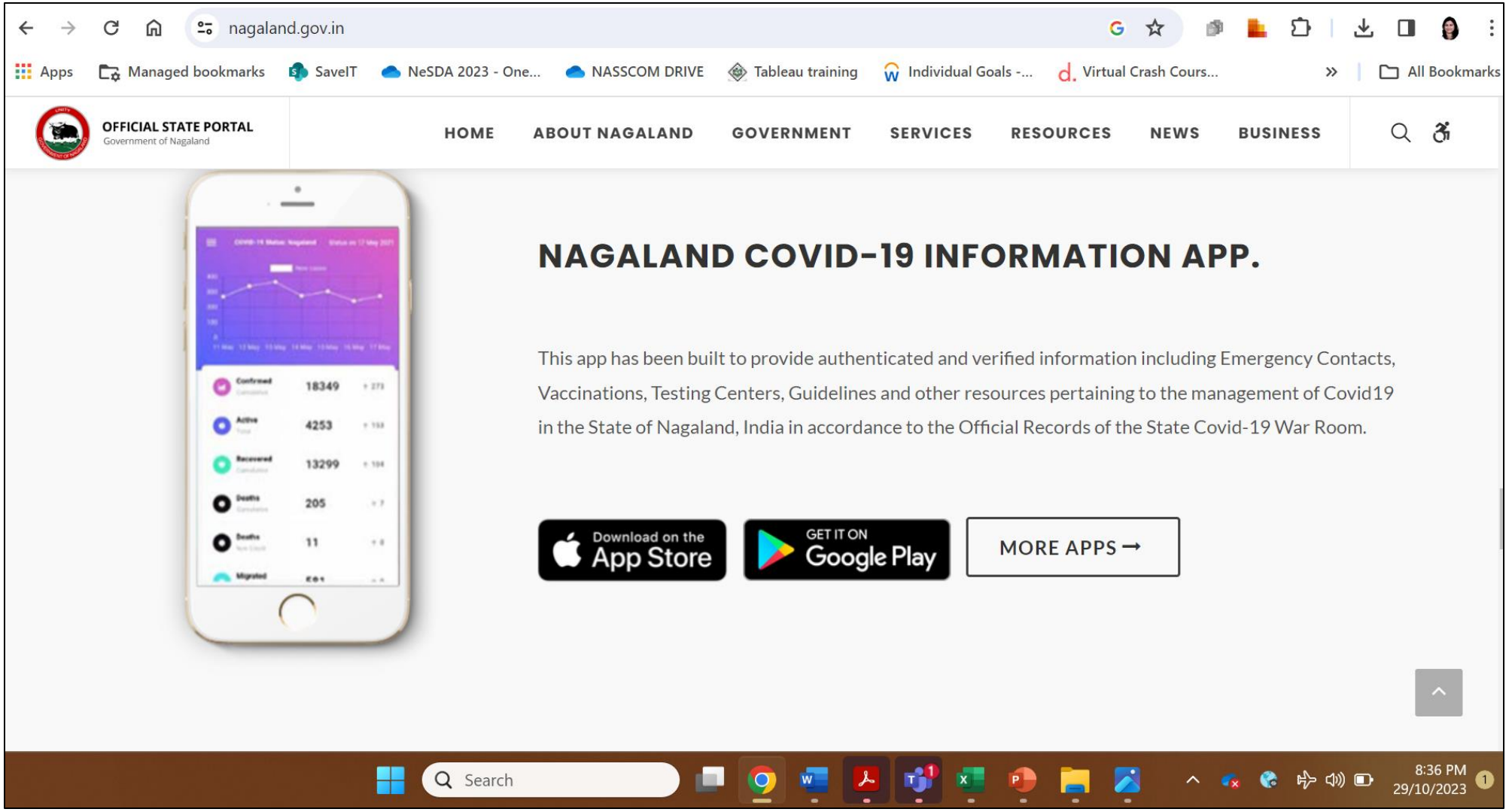
Parameter	Question 1	What is Evaluated
Accessibility	Is the State Portal url provided in this survey also listed in NGSP (https://services.india.gov.in/) portal?	State Portals provide a single window access to the information and links to the services being provided for the citizens and other stakeholders. It is suggested to have the State Portal url listed on NGSP. Kindly provide the supporting document regarding presence of State Portal url on NGSP.



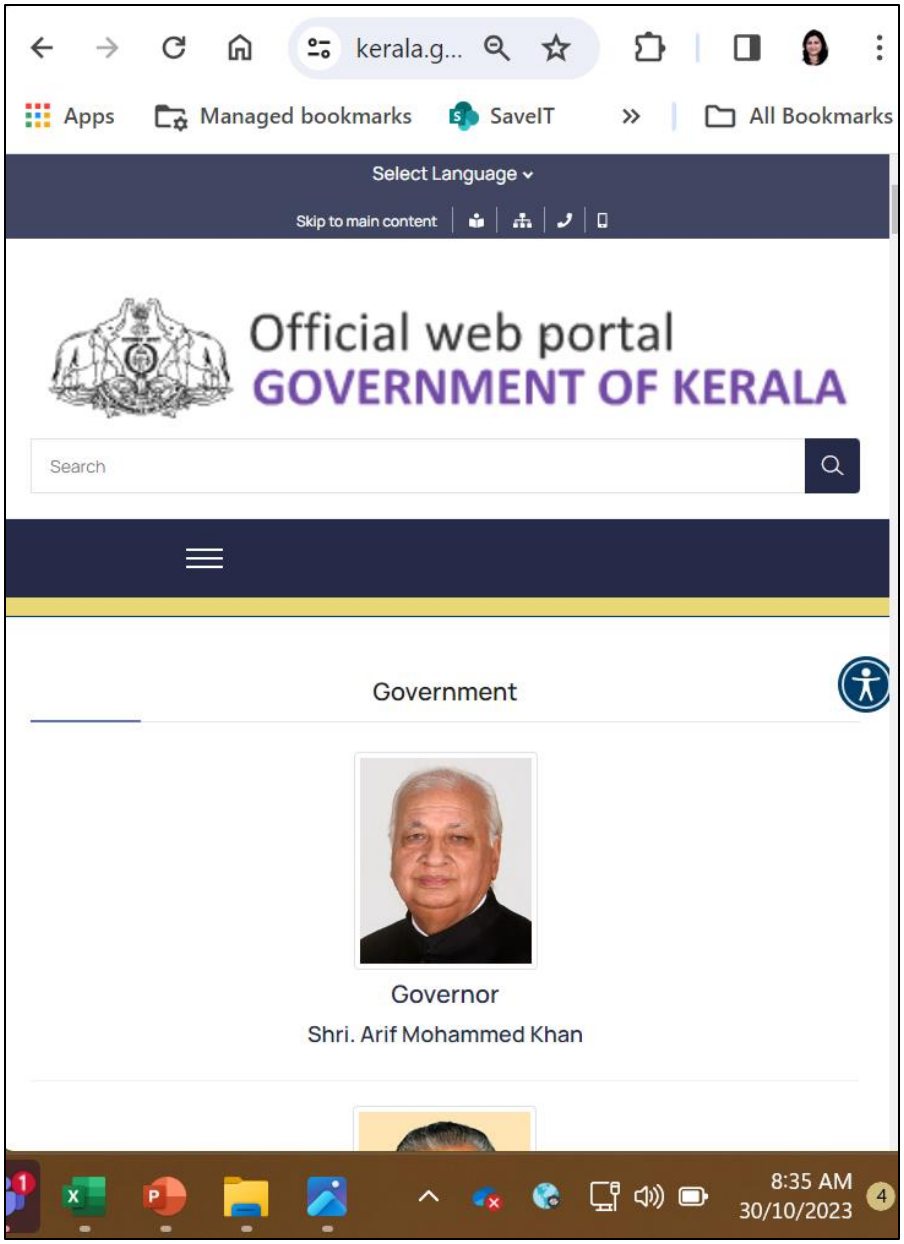
Parameter	Question 2	What is Evaluated
Accessibility	Availability of feature for users to create personal login on the portal	Availability of the feature to enable users create personal login on the portal



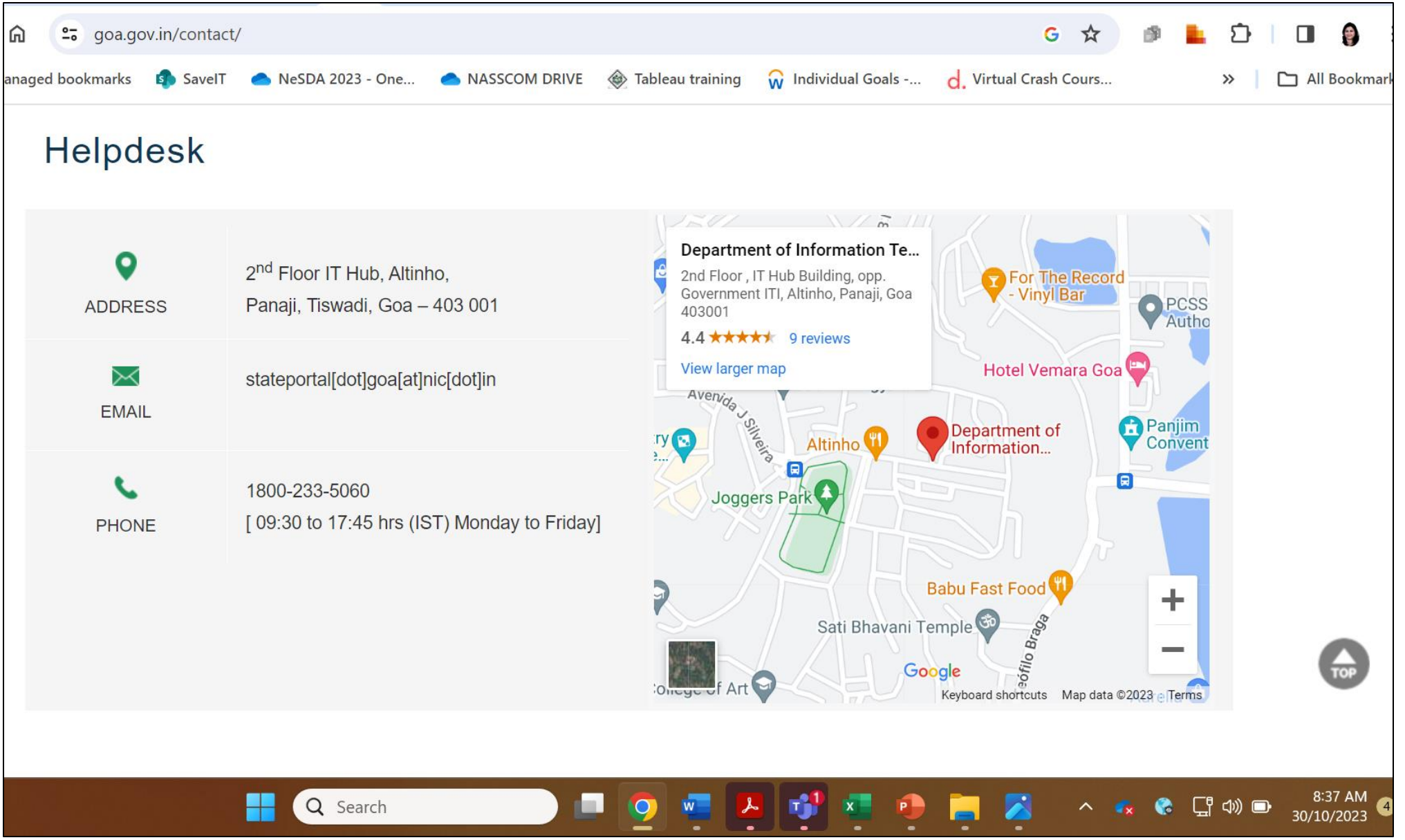
Parameter	*Question 3*	*What is Evaluated*
Accessibility	Availability of installable mobile applications for providing information and availing services of portal	Availability of information that Mobile App can be downloaded through Google PlayStore, Apple AppStore, etc



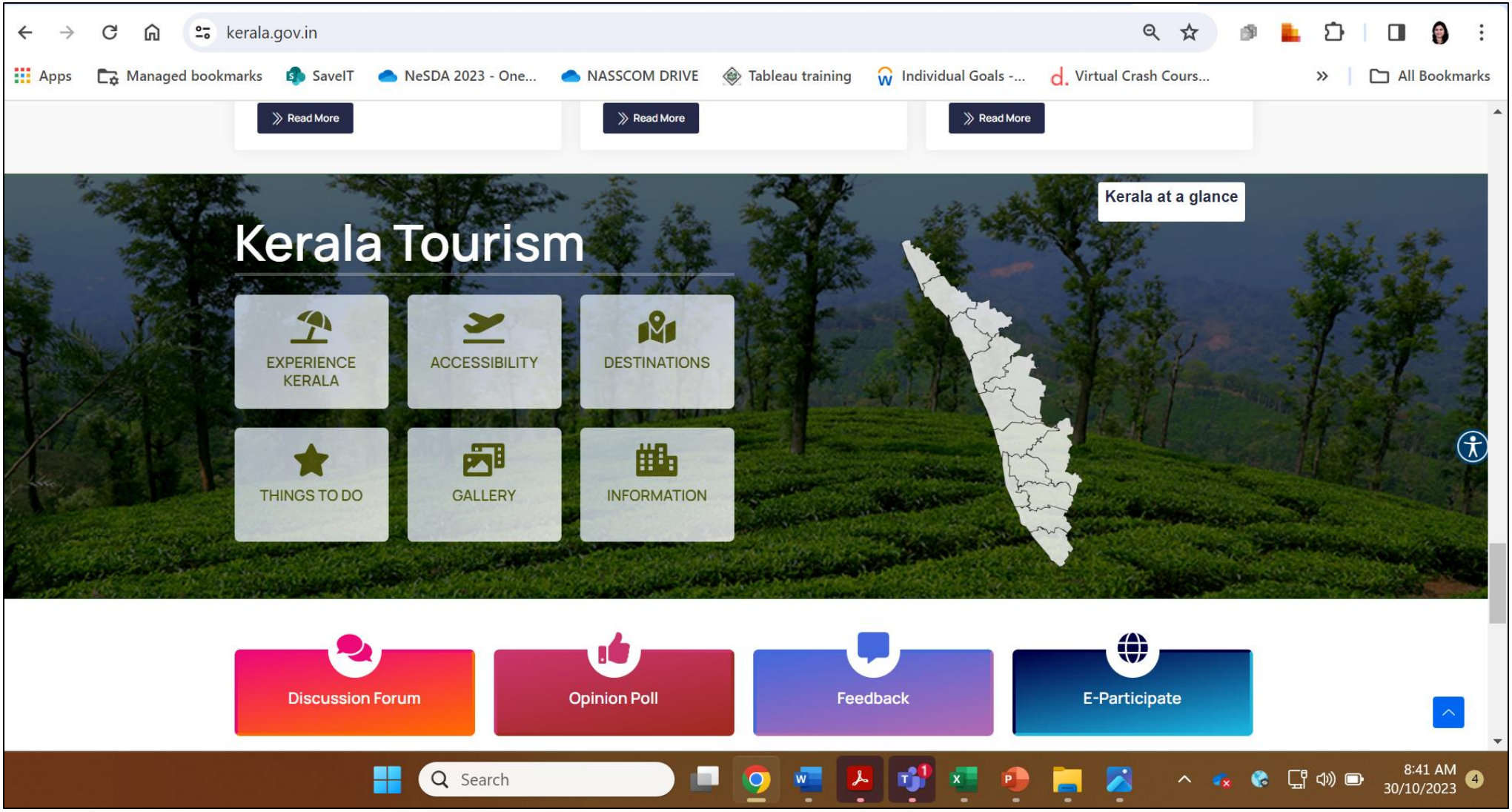
Parameter	*Question 4*	*What is Evaluated*
Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi Device Compatibility of the portal i.e., the portal adjust to various mobile devices like tab, iPad, cell phones etc.



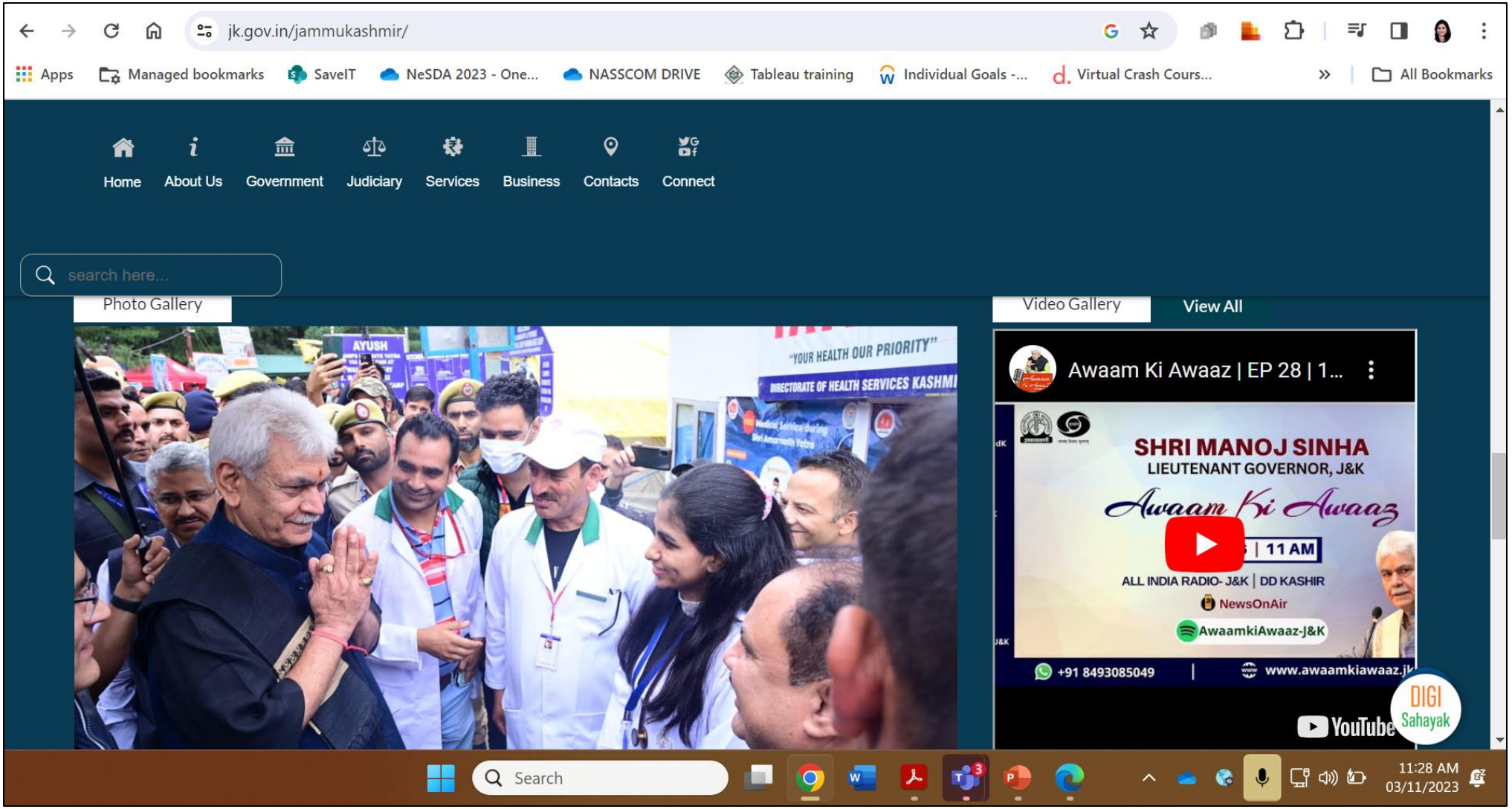
Parameter	Question 5	What is Evaluated
Accessibility	Does the portal provide help desk/online support/call center/help line numbers for users?	Availability of help desk/online support/call center/help line numbers for users on the portal



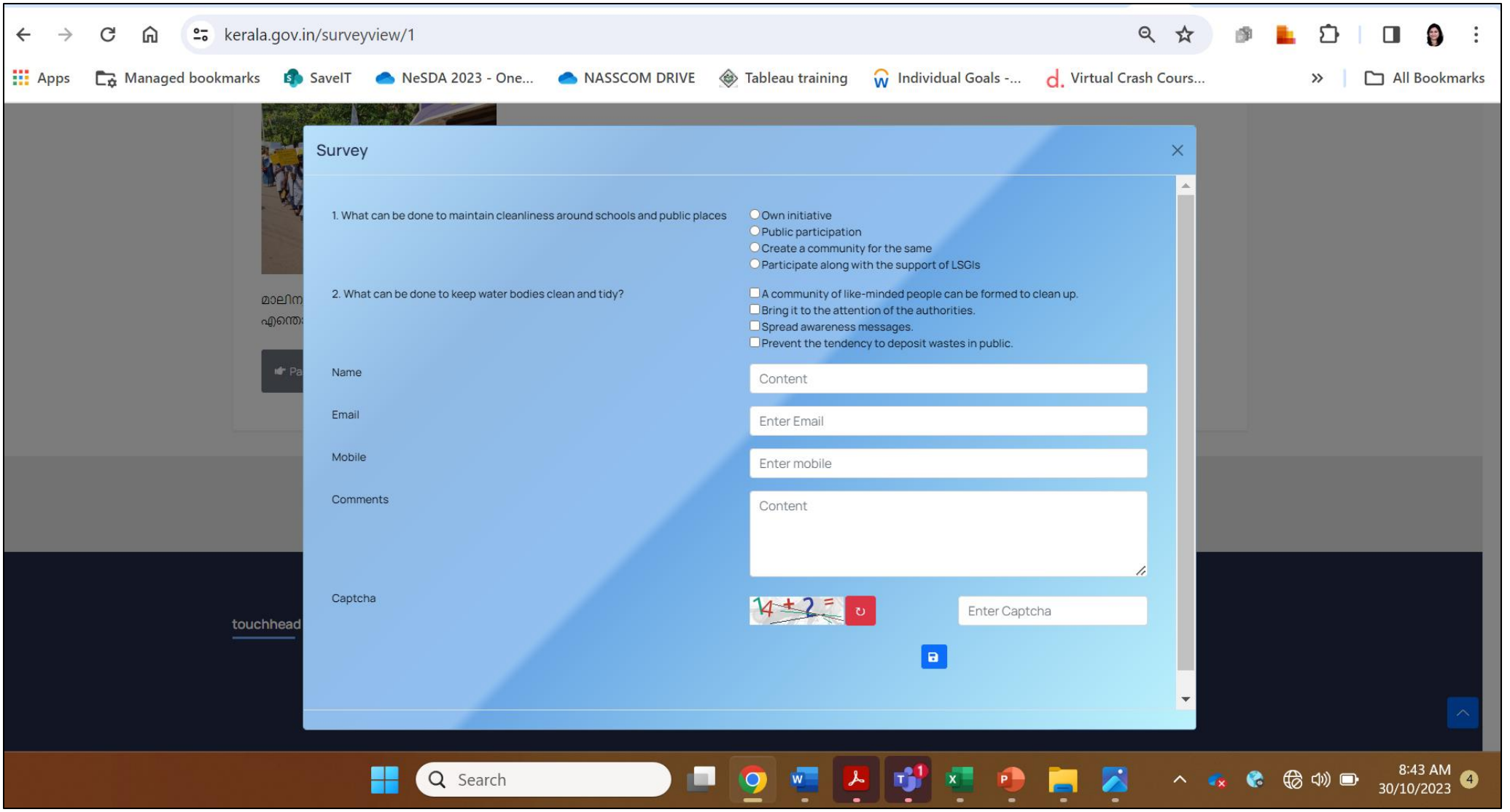
Parameter	*Question 6*	*What is Evaluated*
Accessibility	Has the tourist information been prominently linked and visible on the portal?	Availability of information for tourists on the portal



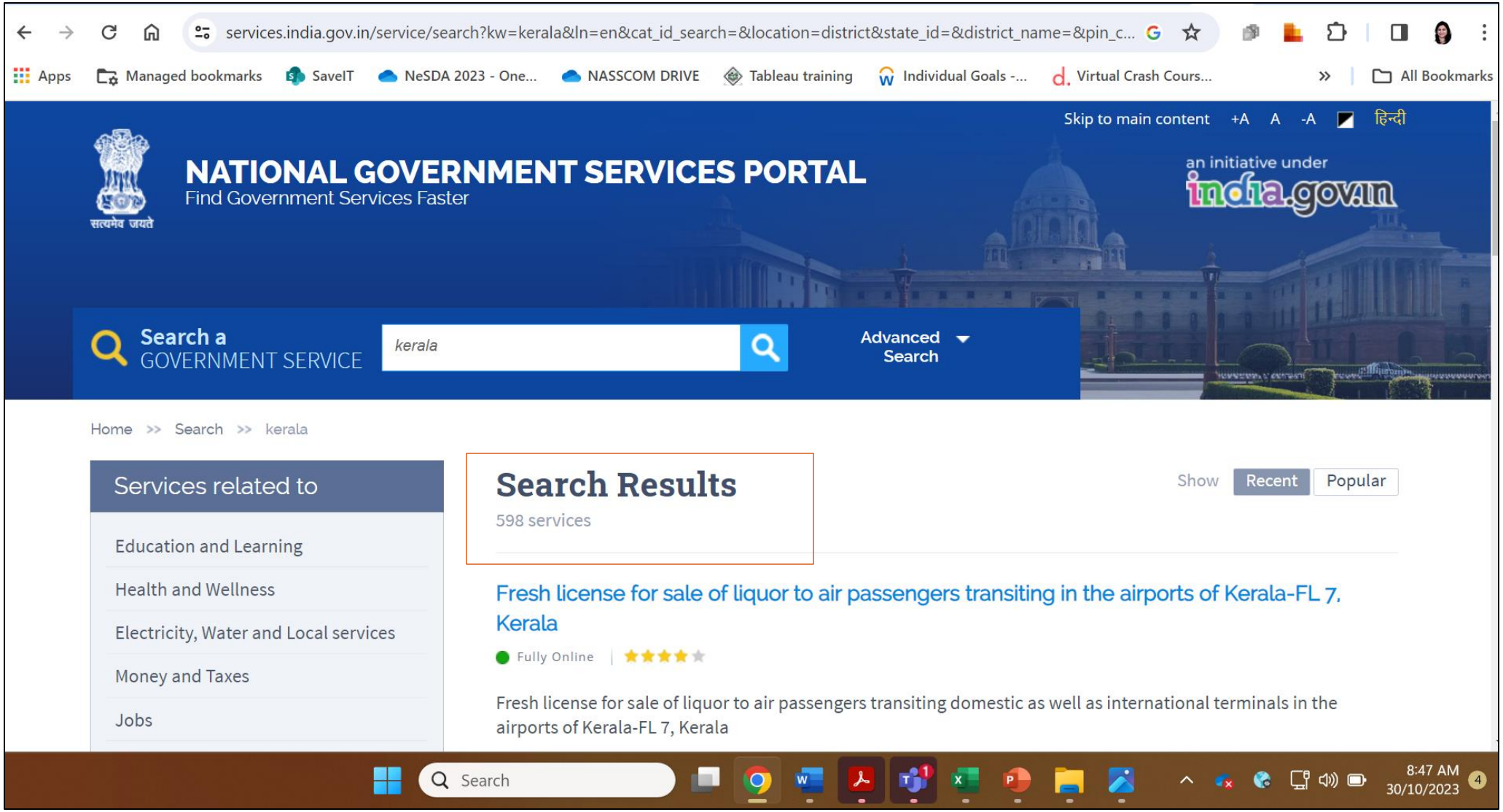
Parameter	*Question 7*	*What is Evaluated*
Accessibility	Has the Audio / video messages of key Government functionaries been uploaded during the last one month?	Availability of Audio / video messages of key Government functionaries uploaded during last one month



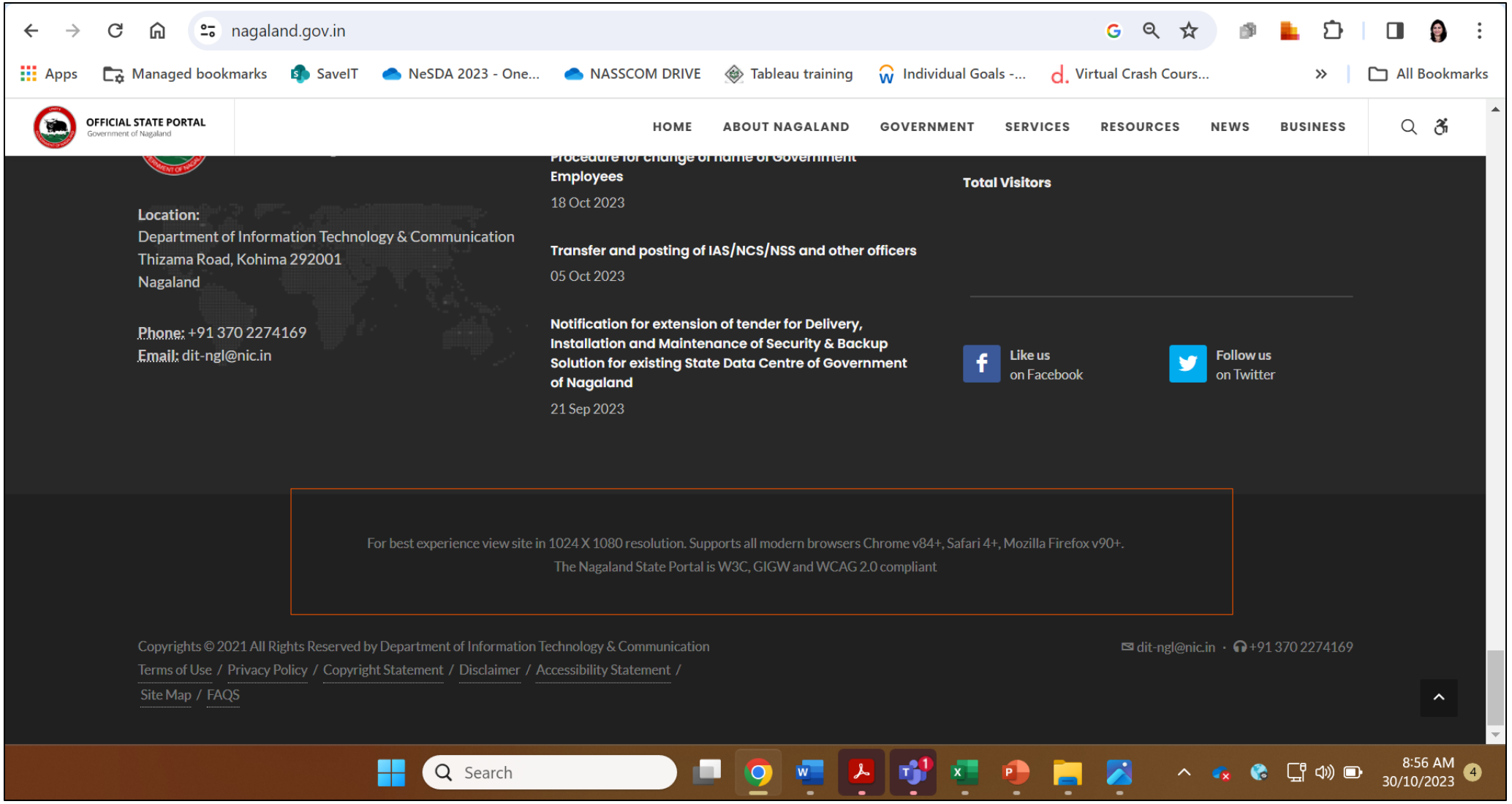
Parameter	Question 8	What is Evaluated
Accessibility	Is there any eSurvey / online polls being done on the portal currently?	Availability of information on recent eSurvey / online polls on the portal



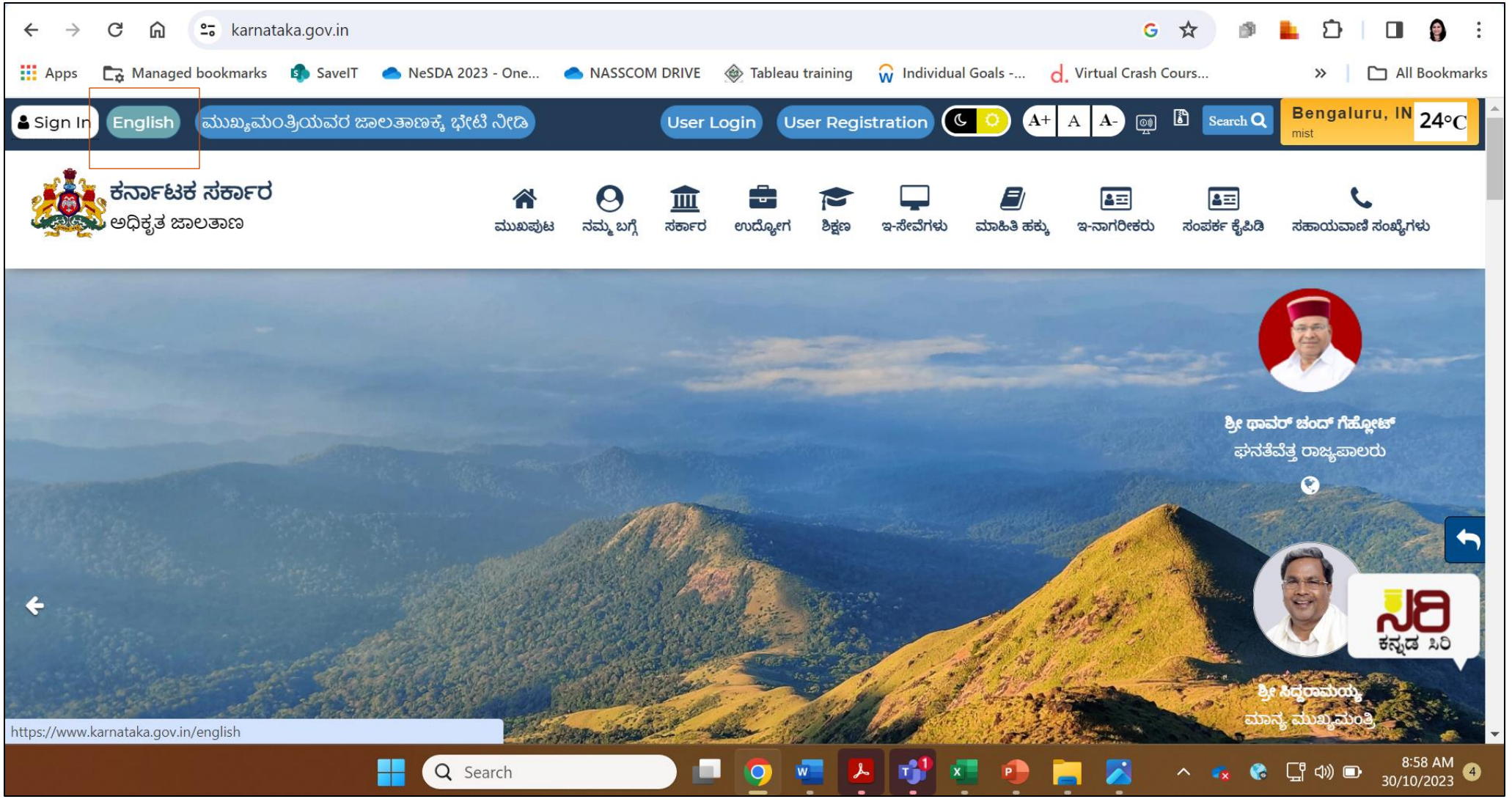
Parameter	Question 9	What is Evaluated
Accessibility	How many services of the State/UT is/are available on NGSP?	Highlight the of no. of services of the State/UT available on the NGSP portal



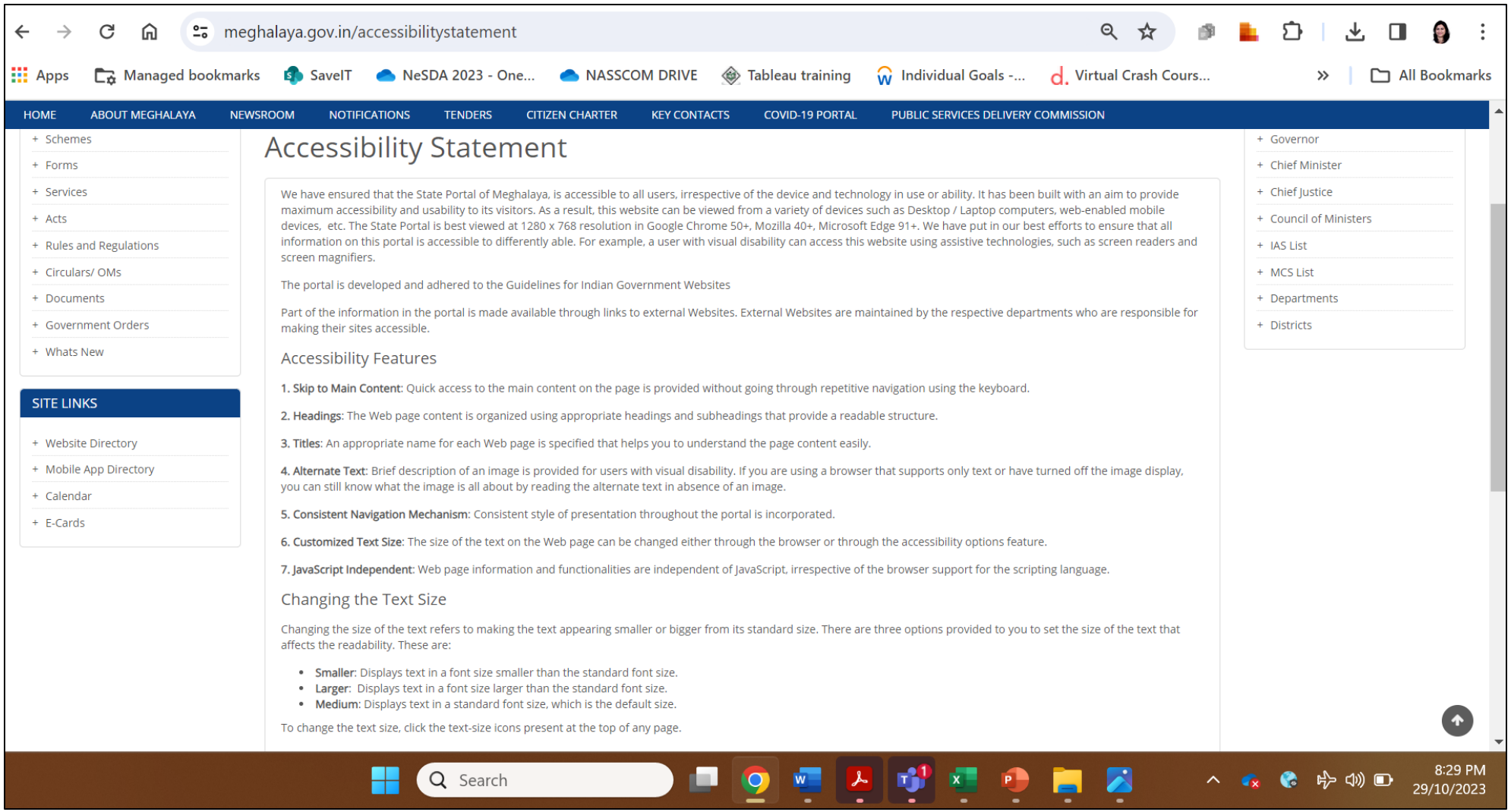
Parameter	Question 10	What is Evaluated
Accessibility	Availability of information about compatible browsers and best screen resolutions	Information about Portal Compatibility of browsers and best screen resolutions



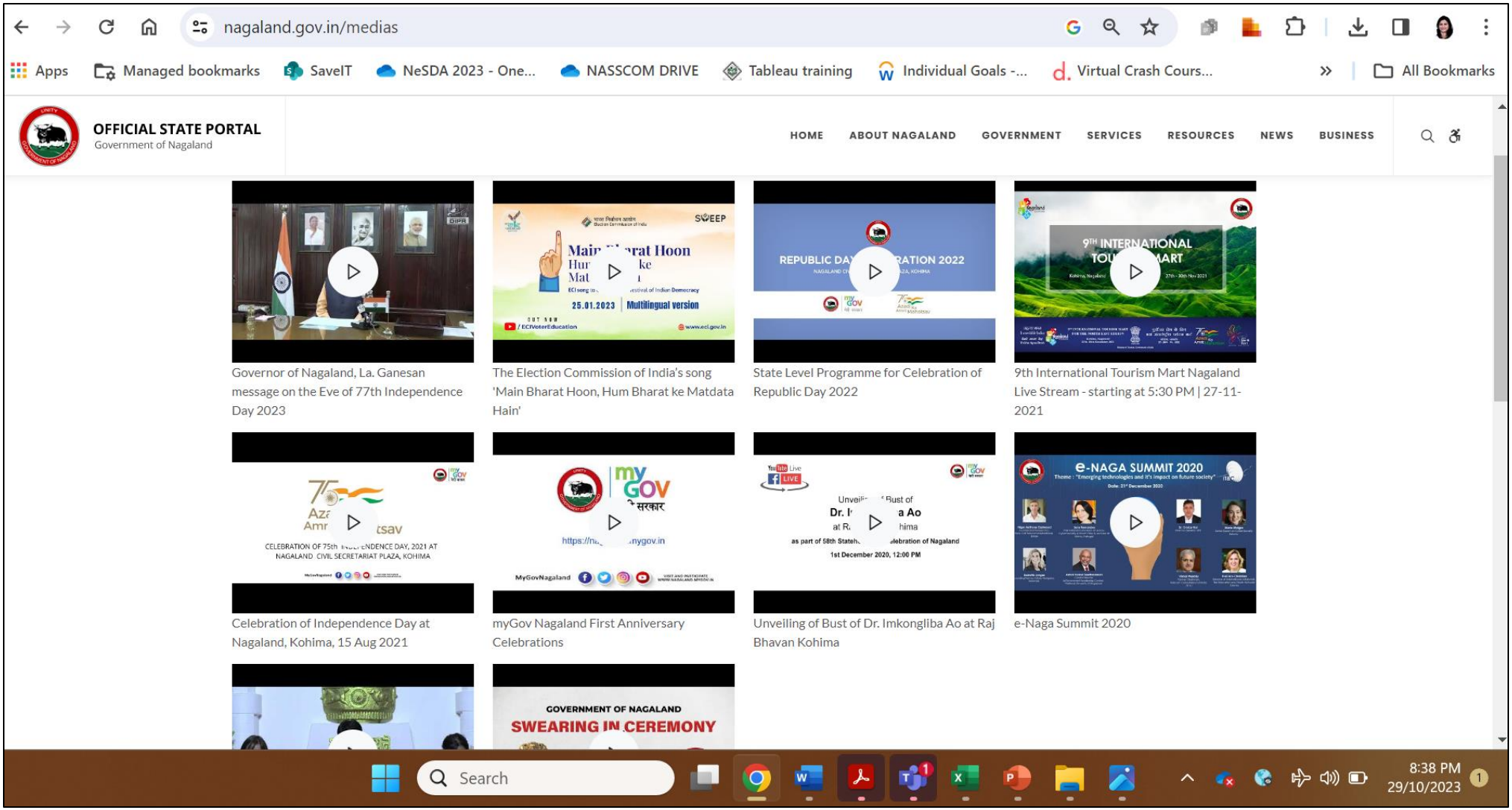
Parameter	*Question 11*	*What is Evaluated*
Accessibility	Is portal available both in English and local language	Availability of feature to switch language. A multilingual website is any website that offers content in more than one language.



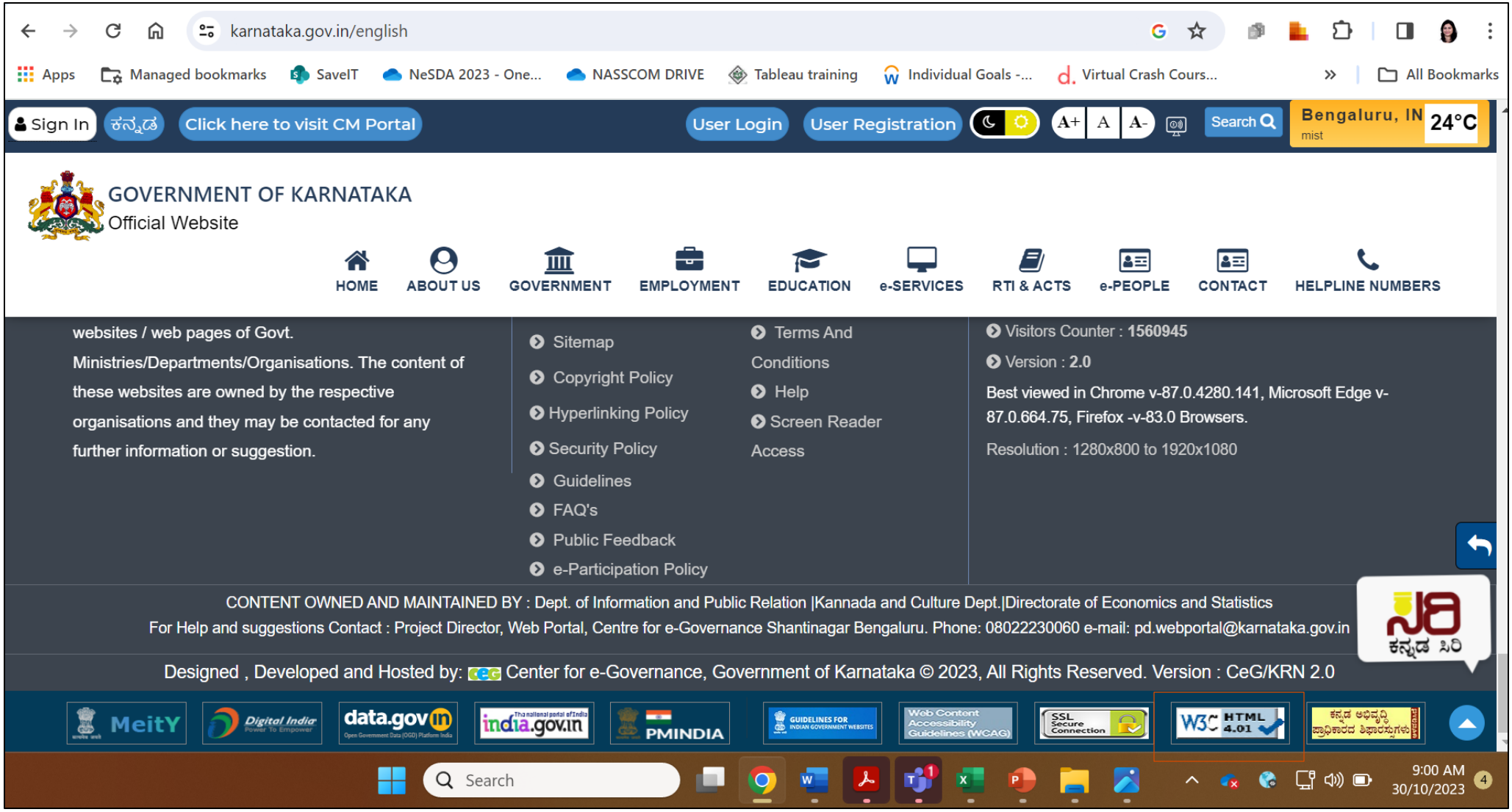
Parameter	Question 12	What is Evaluated
Accessibility	Availability of features to enable access to portal for people with visual/audio/motor disabilities	Availability of features to enable differently abled people (visual/audio/motor disabilities) access the portal



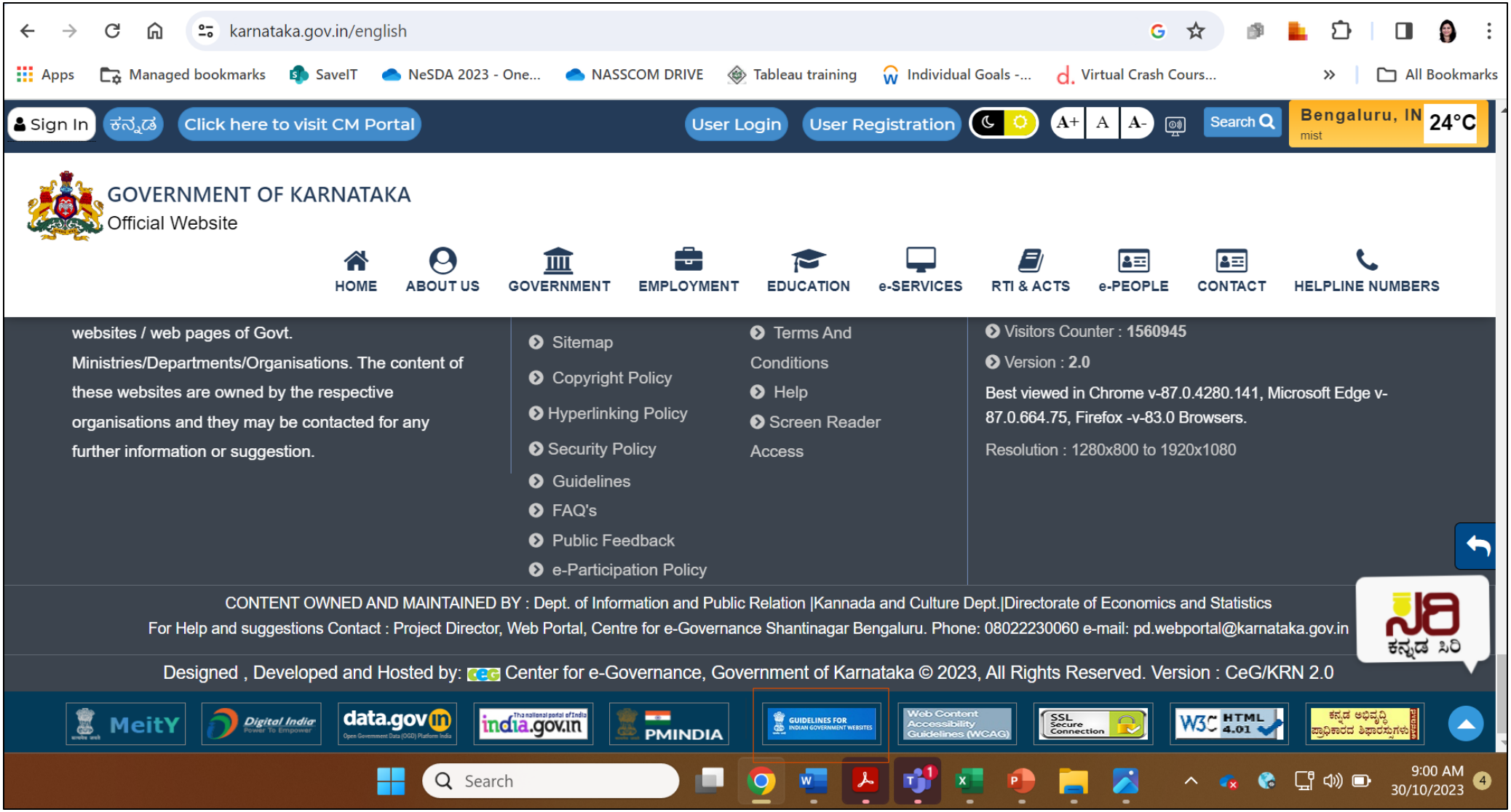
Parameter	*Question 13*	*What is Evaluated*
Accessibility	Does the portal support audio and video playing?	The portal should have features to play audio/video within the page (embedded).



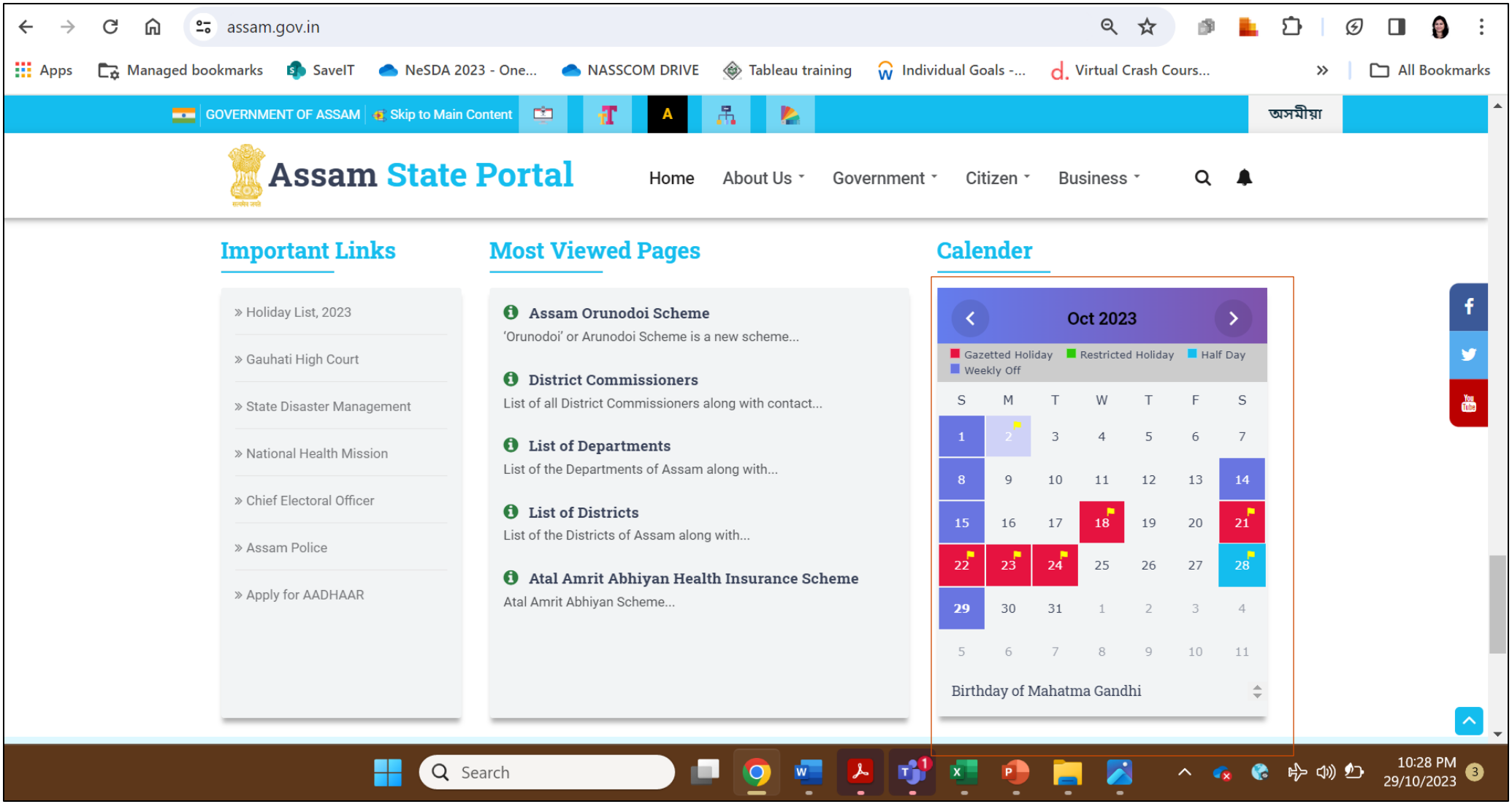
Parameter	Question 14	What is Evaluated
Accessibility	Clear Indication of W3C Compliance of the Portal on the Home page	Presence of W3C logo on the Portal



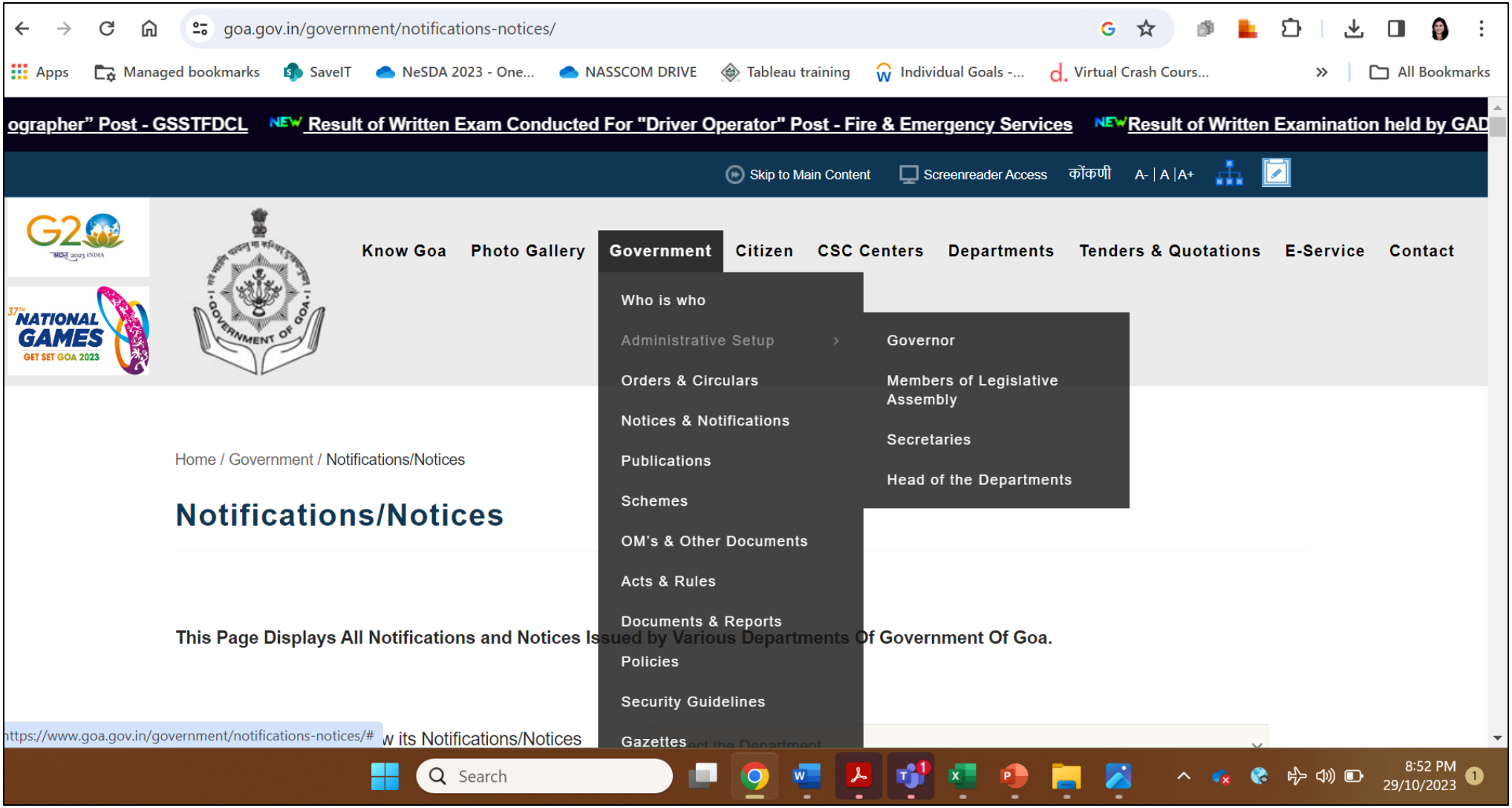
Parameter	Question 15	What is Evaluated
Accessibility	Clear Indication Logo of GIGW of the Portal on the Home page	Availability of the logo on the Portal



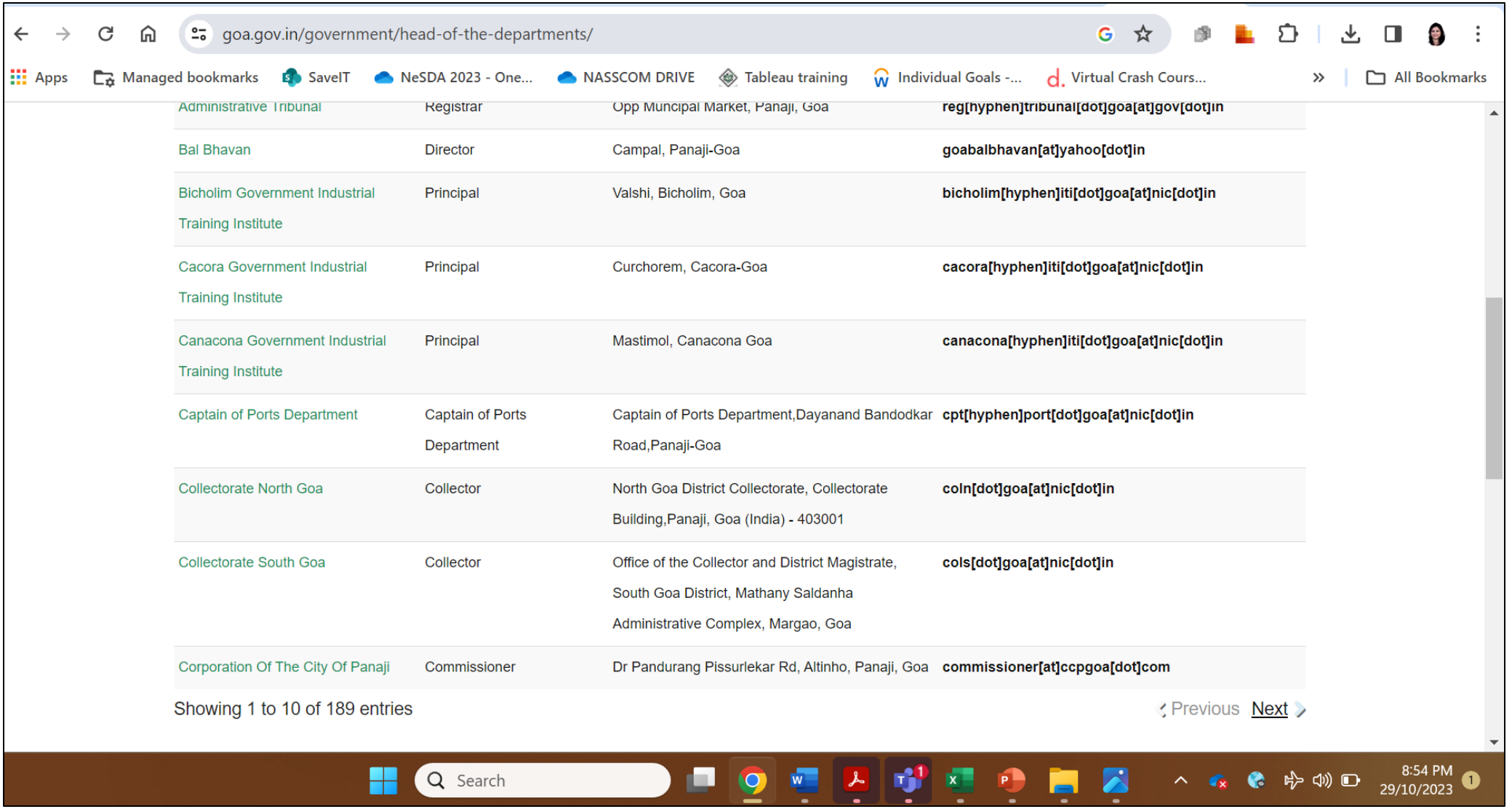
Parameter	Question 16	What is Evaluated
Content Availability	Is the State Holiday list provided on the portal?	Availability of the State Holiday list on the portal



Parameter	Question 17	What is Evaluated
Content Availability	Existence of a section providing the list of State Departments with contact details of Ministers & Senior officials?	Availability of information on State Departments with contact details of Ministers & Senior officials on the portal



Parameter	Question 18	What is Evaluated
Content Availability	Existence of a section providing the list of Districts with contact details of DM and senior officials?	Availability of information on districts with contact details of DM and senior officials on the portal



Administrative Tribunal	Registrar	Opp Muncipal Market, Panaji, Goa	reg[hyphen]tribunal[dot]goa[at]gov[dot]in
Bal Bhavan	Director	Campal, Panaji-Goa	goabalbhavan[at]yahoo[dot]in
Bicholim Government Industrial Training Institute	Principal	Valshi, Bicholim, Goa	bicholim[hyphen]iti[dot]goa[at]nic[dot]in
Cacora Government Industrial Training Institute	Principal	Curchorem, Cacora-Goa	cacora[hyphen]iti[dot]goa[at]nic[dot]in
Canacona Government Industrial Training Institute	Principal	Mastimol, Canacona Goa	canacona[hyphen]iti[dot]goa[at]nic[dot]in
Captain of Ports Department	Captain of Ports Department	Captain of Ports Department,Dayanand Bandodkar Road,Panaji-Goa	cpt[hyphen]port[dot]goa[at]nic[dot]in
Collectorate North Goa	Collector	North Goa District Collectorate, Collectorate Building,Panaji, Goa (India) - 403001	coln[dot]goa[at]nic[dot]in
Collectorate South Goa	Collector	Office of the Collector and District Magistrate, South Goa District, Mathany Saldanha Administrative Complex, Margao, Goa	cols[dot]goa[at]nic[dot]in
Corporation Of The City Of Panaji	Commissioner	Dr Pandurang Pissurlekar Rd, Altinho, Panaji, Goa	commissioner[at]ccpgoa[dot]com

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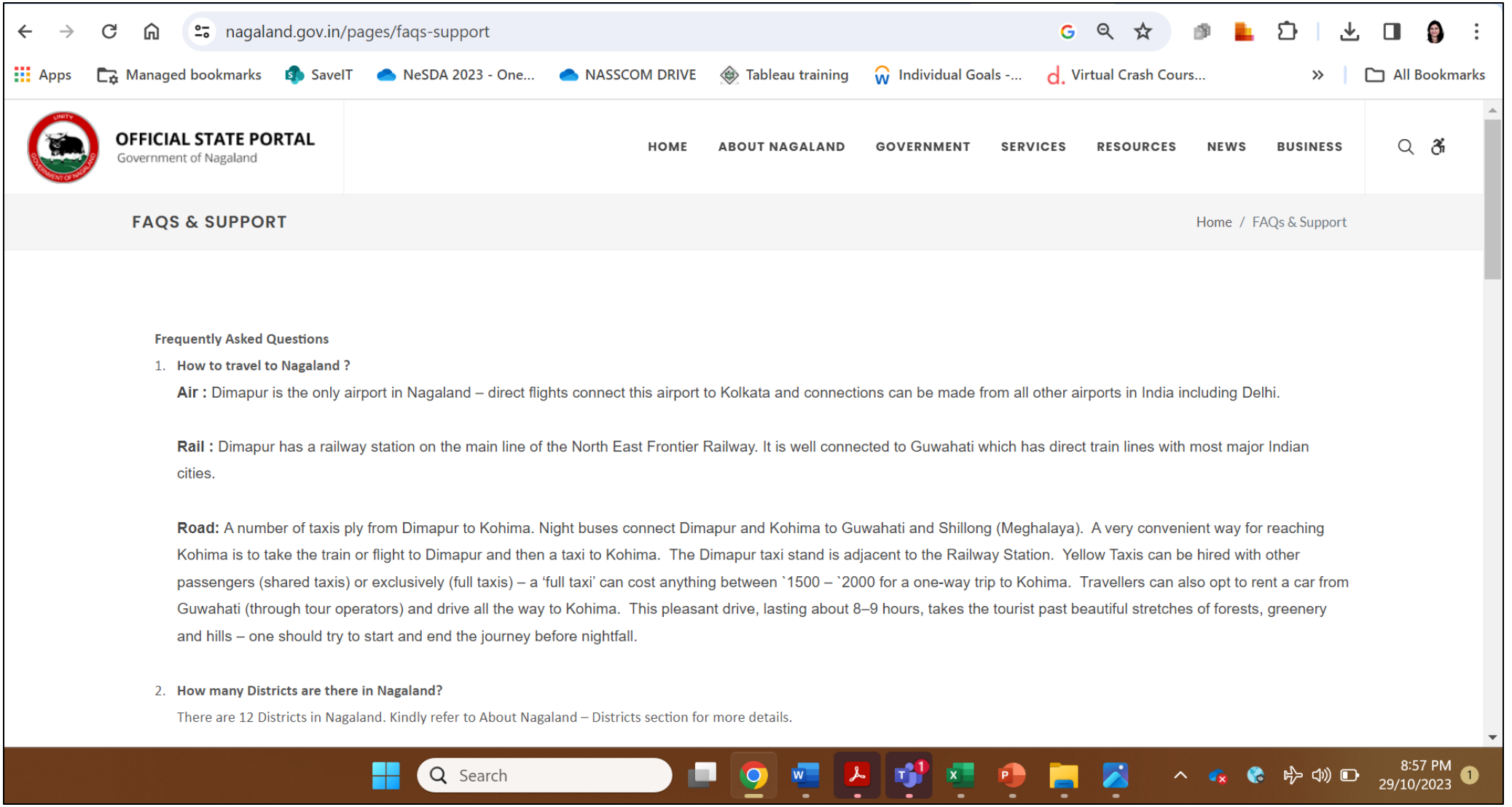
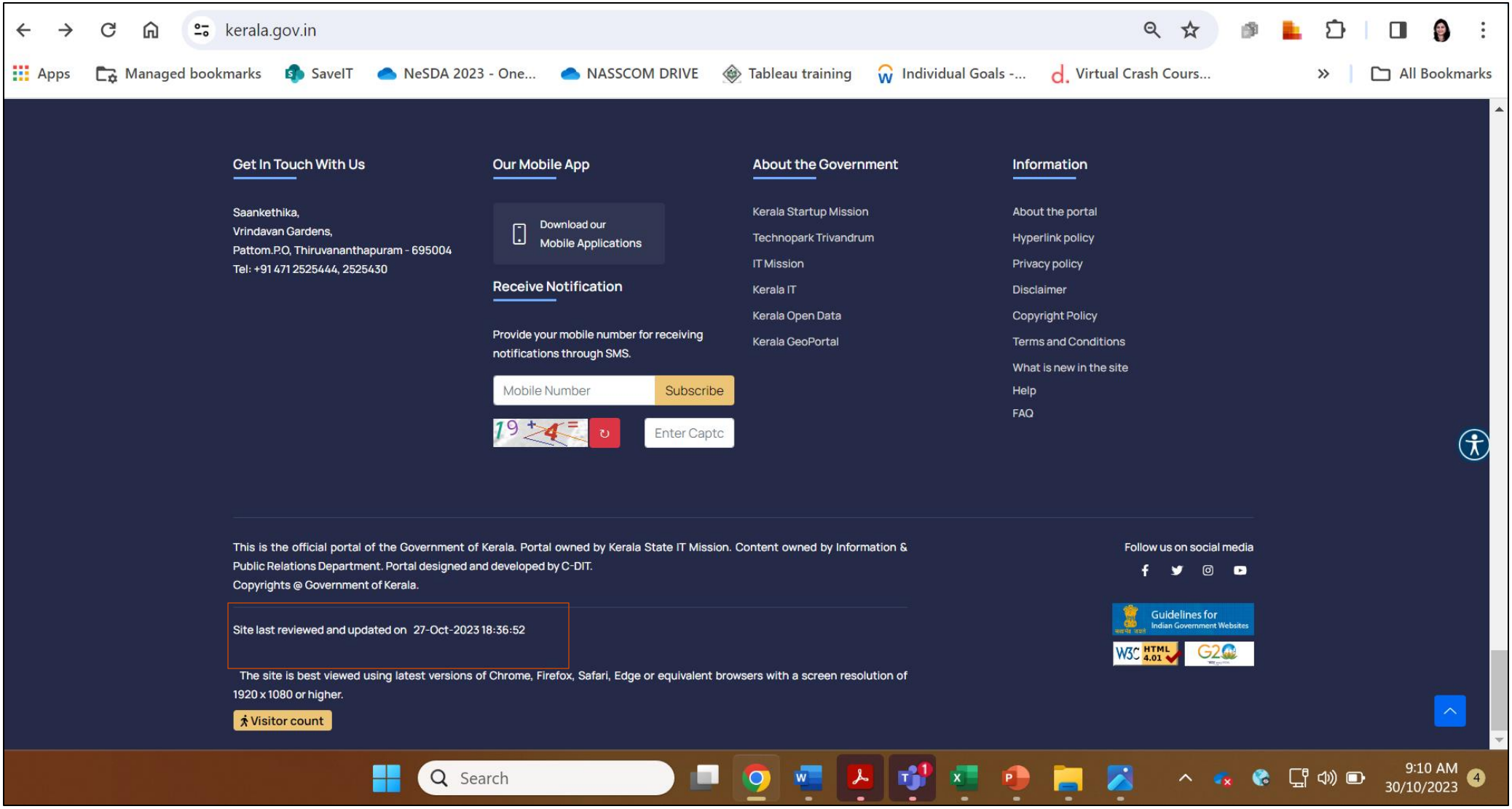
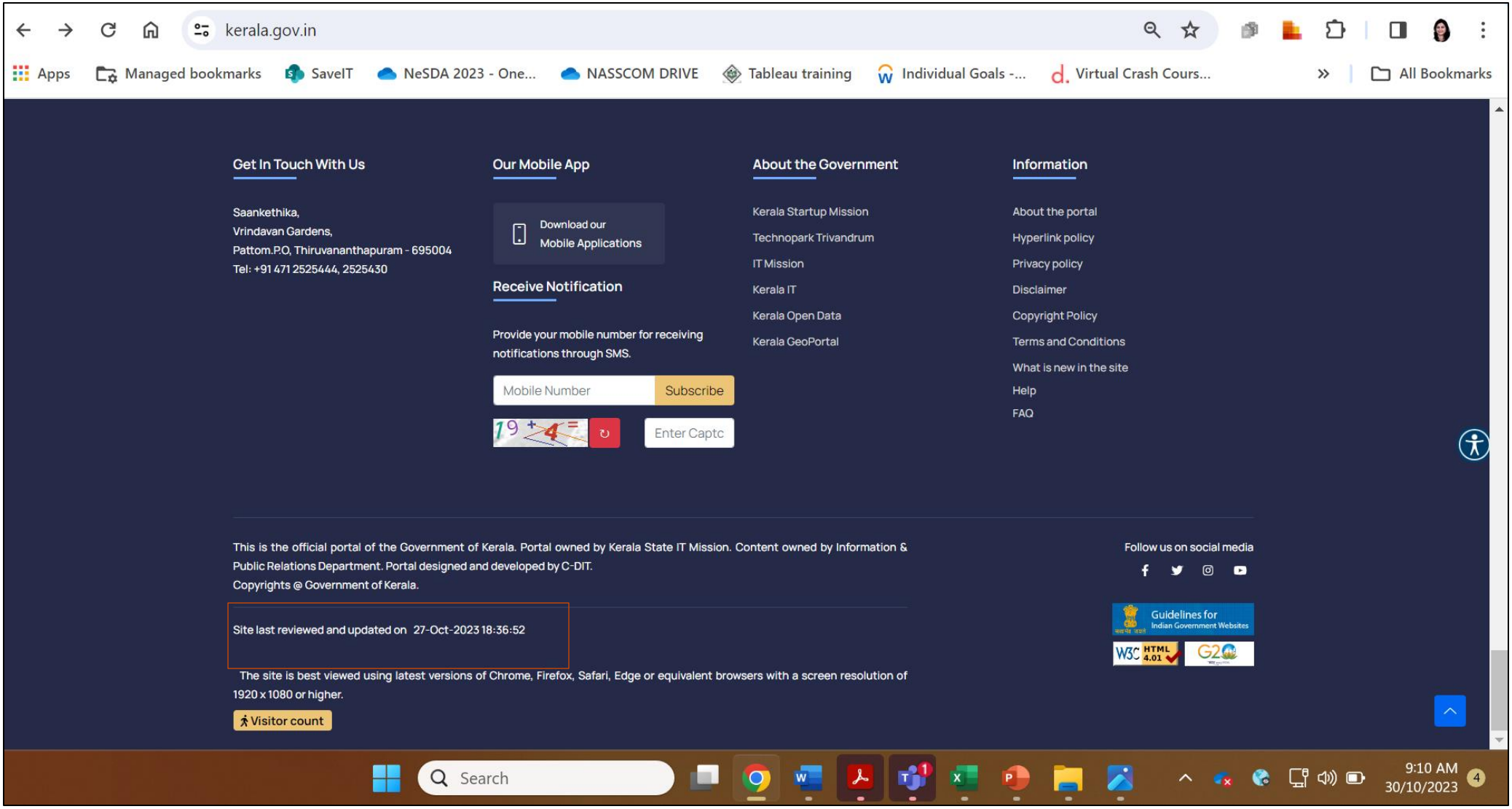
Parameter	Question 19	What is Evaluated
Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ) on the portal	Availability of a separate FAQ section on the portal



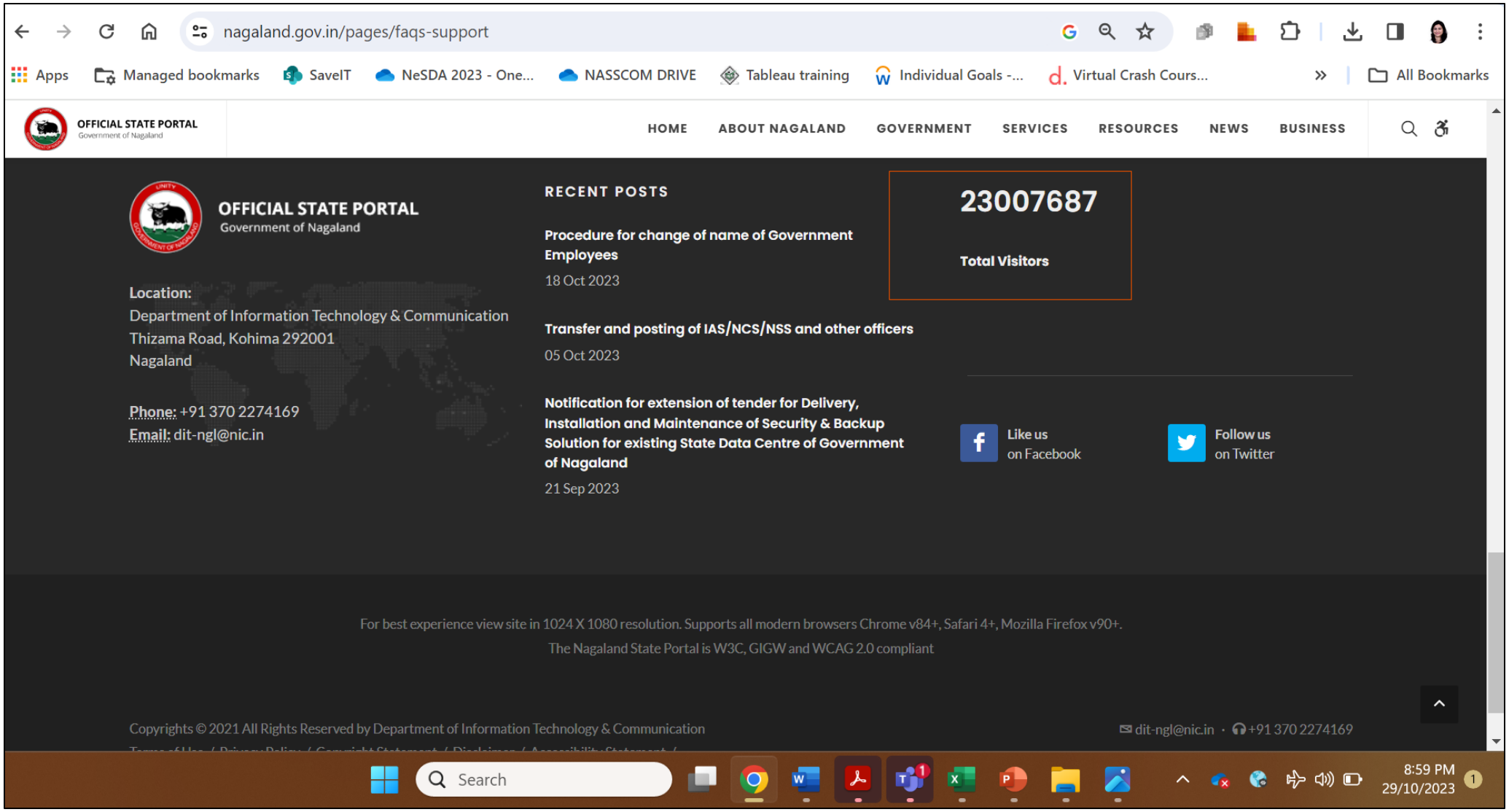
Parameter	Question 20	What is Evaluated
Content Availability	Availability of information of last updated Date-Time stamp on each page of the portal	Information on Time Stamps on each page of the portal



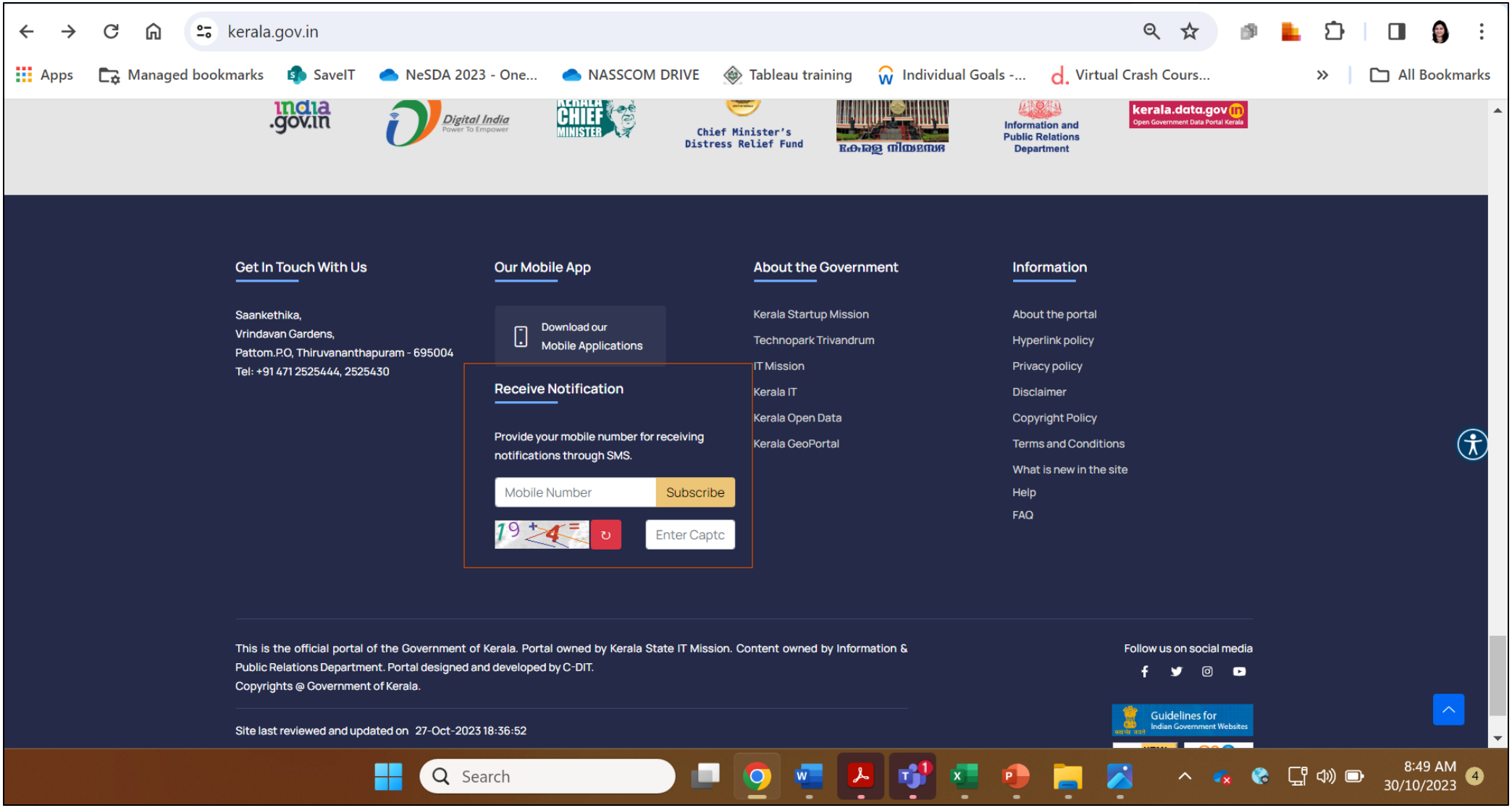
Parameter	Question 21	What is Evaluated
Content Availability	Is last updated timestamp on each page of the portal as of current year	Information on Time Stamps on each page of the portal as of current year



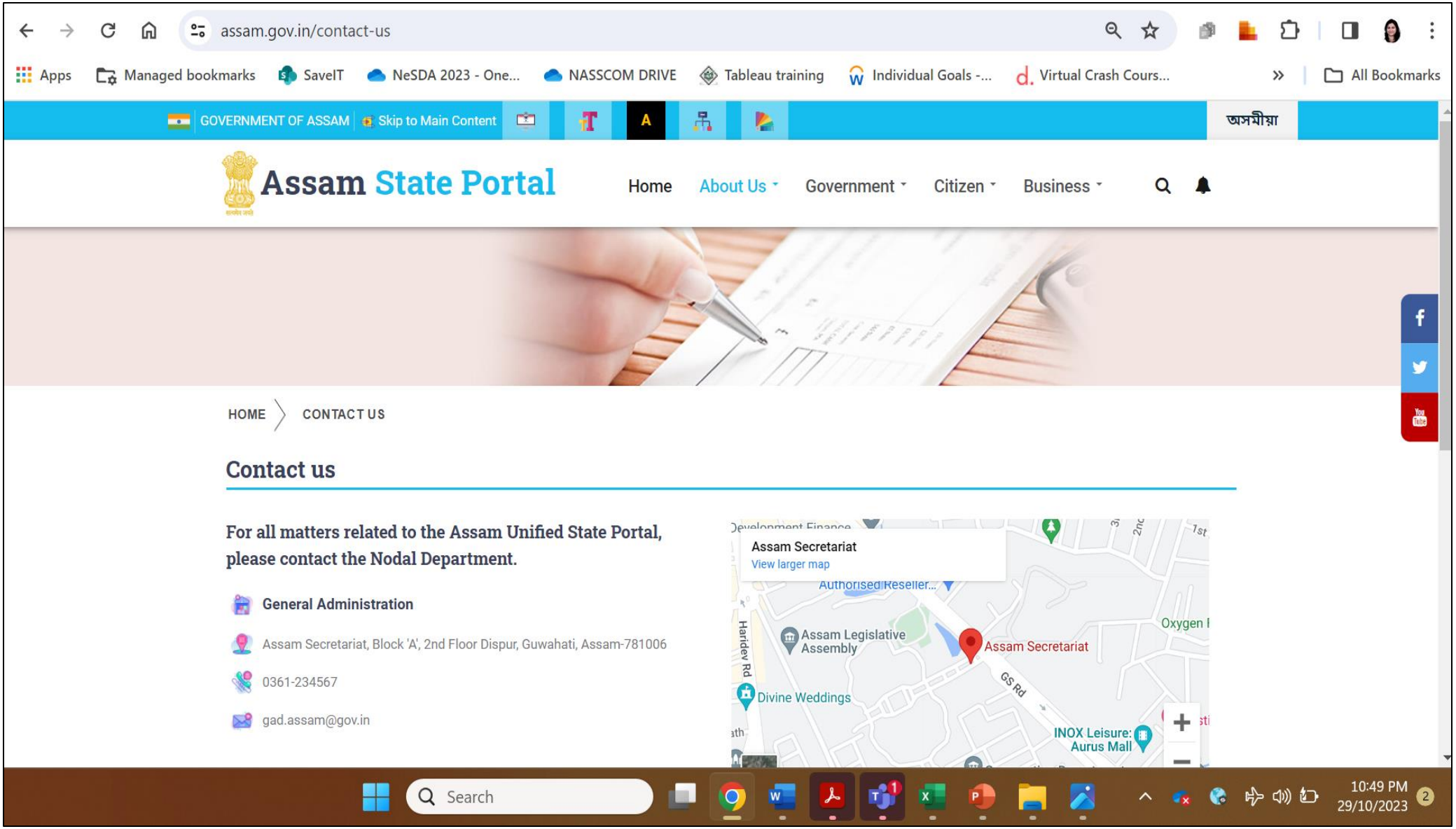
Parameter	Question 22	What is Evaluated
Content Availability	Availability of Statistics about website usage by users (no. of visitors/average time spent per visitor etc.)	Availability of Statistics about website usage by users like no. of visitors/average time spent per visitor etc.



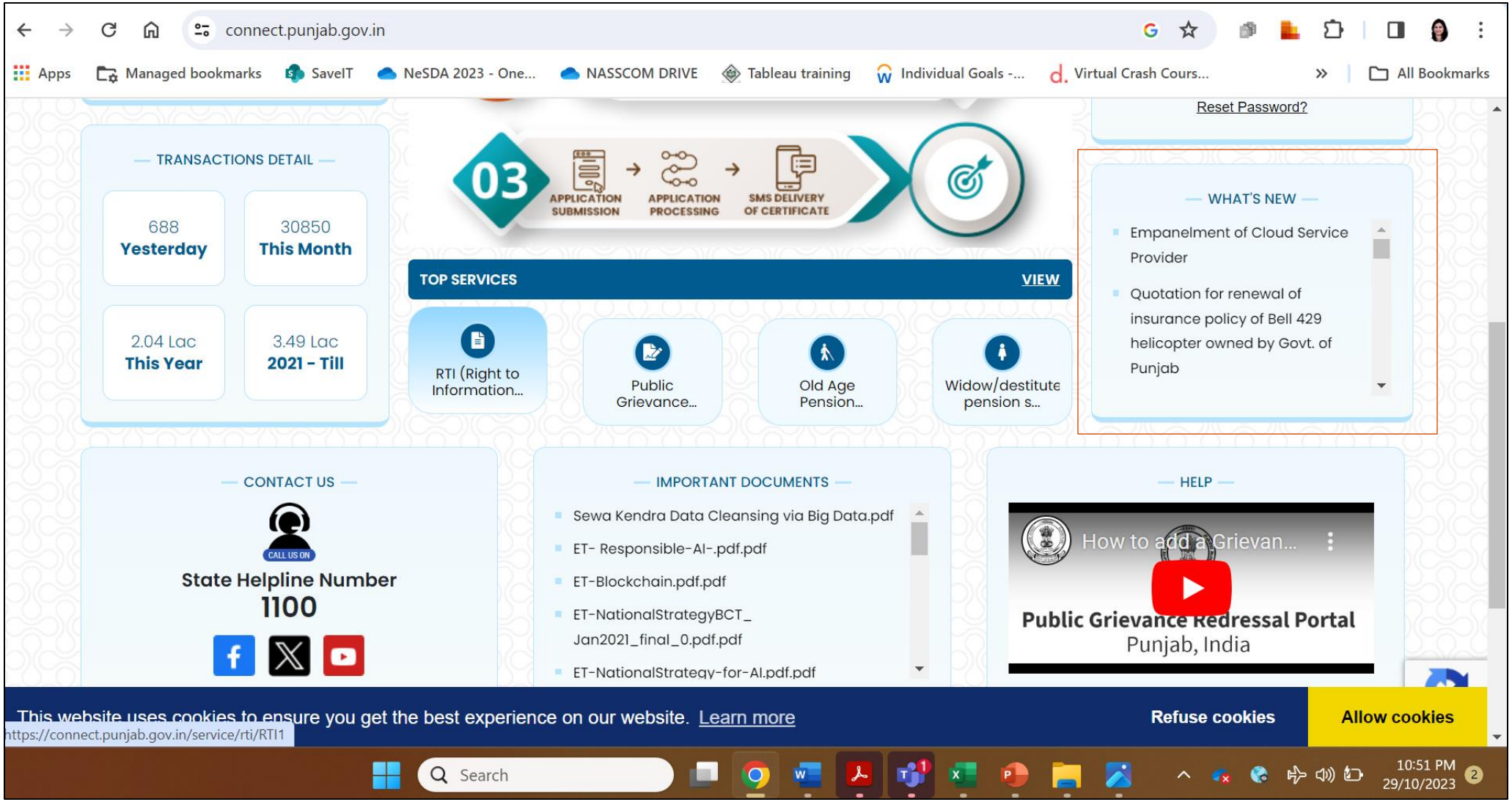
Parameter	*Question 23*	*What is Evaluated*
Content Availability	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.	Availability of features to receive non-service SMS alerts and confirmations about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.



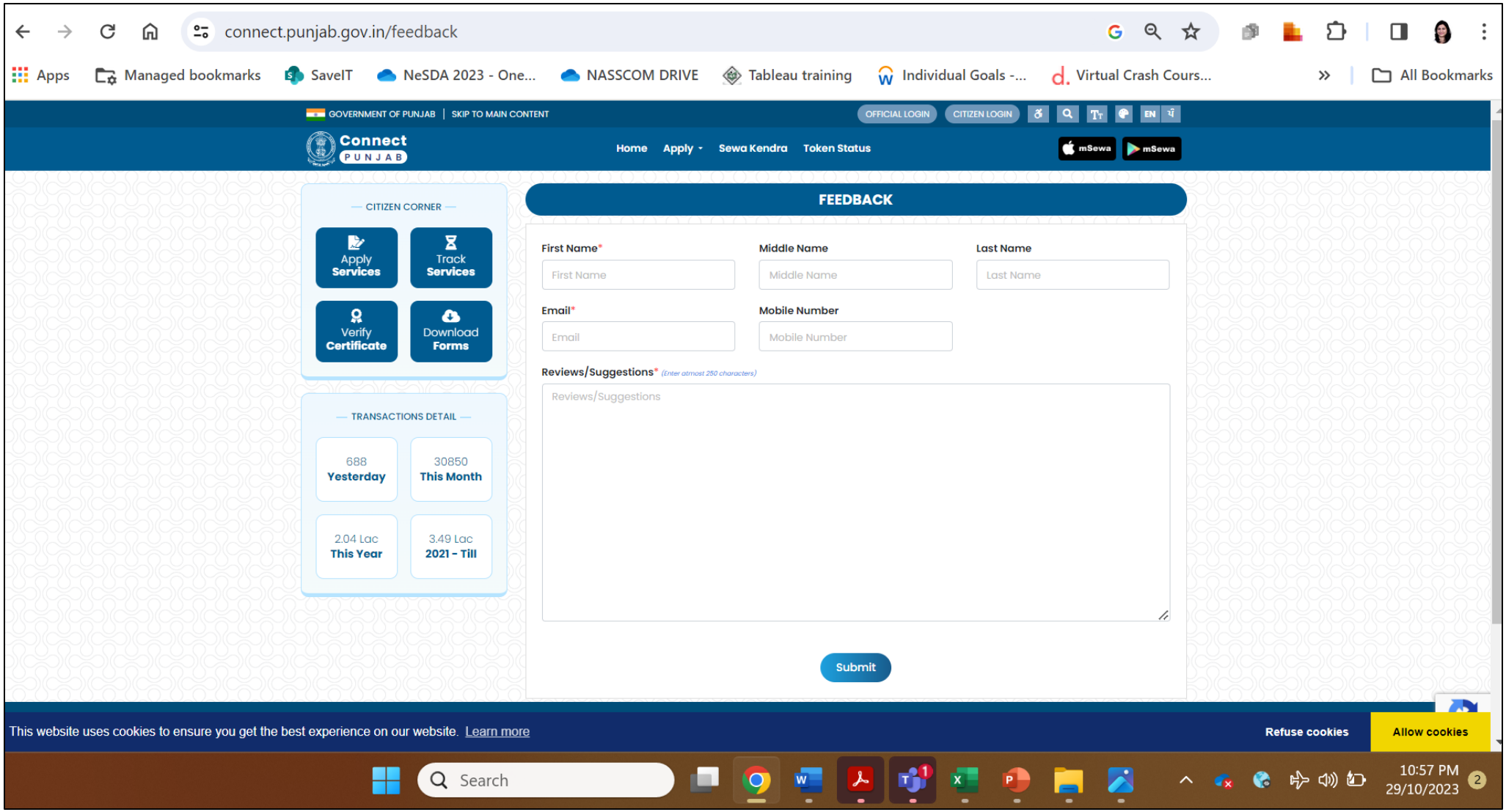
Parameter	Question 24	What is Evaluated
Content Availability	Existence of a separate 'Contact Us' section on the Portal	Presence of a dedicated page for Contact Us



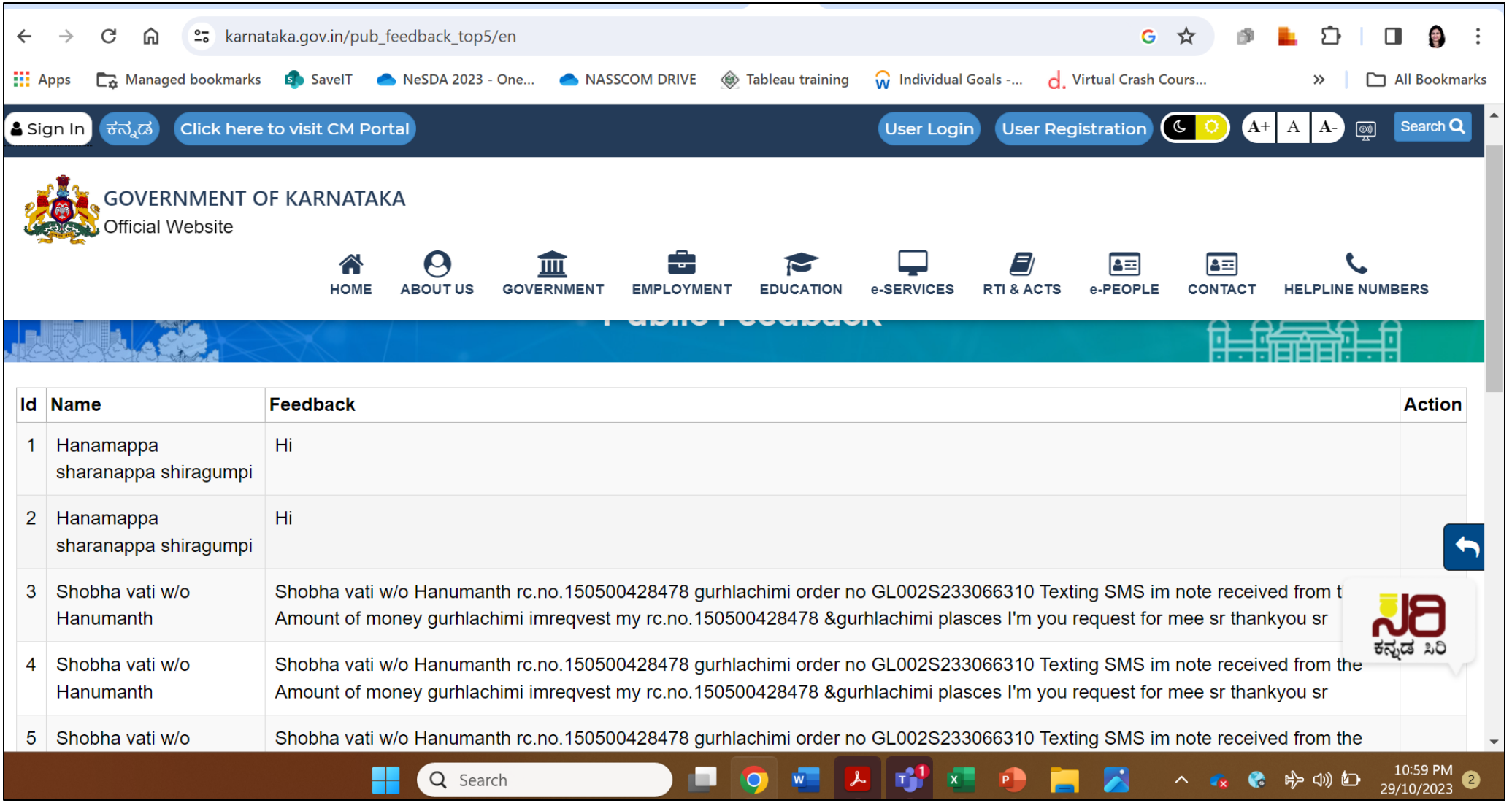
Parameter	Question 25	What is Evaluated
Content Availability	Presence of a "What's New" section on the portal	Presence of What's New Section on the homepage of the portal



Parameter	Question 26	What is Evaluated
Content Availability	Availability of facility for user to provide feedback/comments	The portal should have feature to comment or give a feedback on/within the page

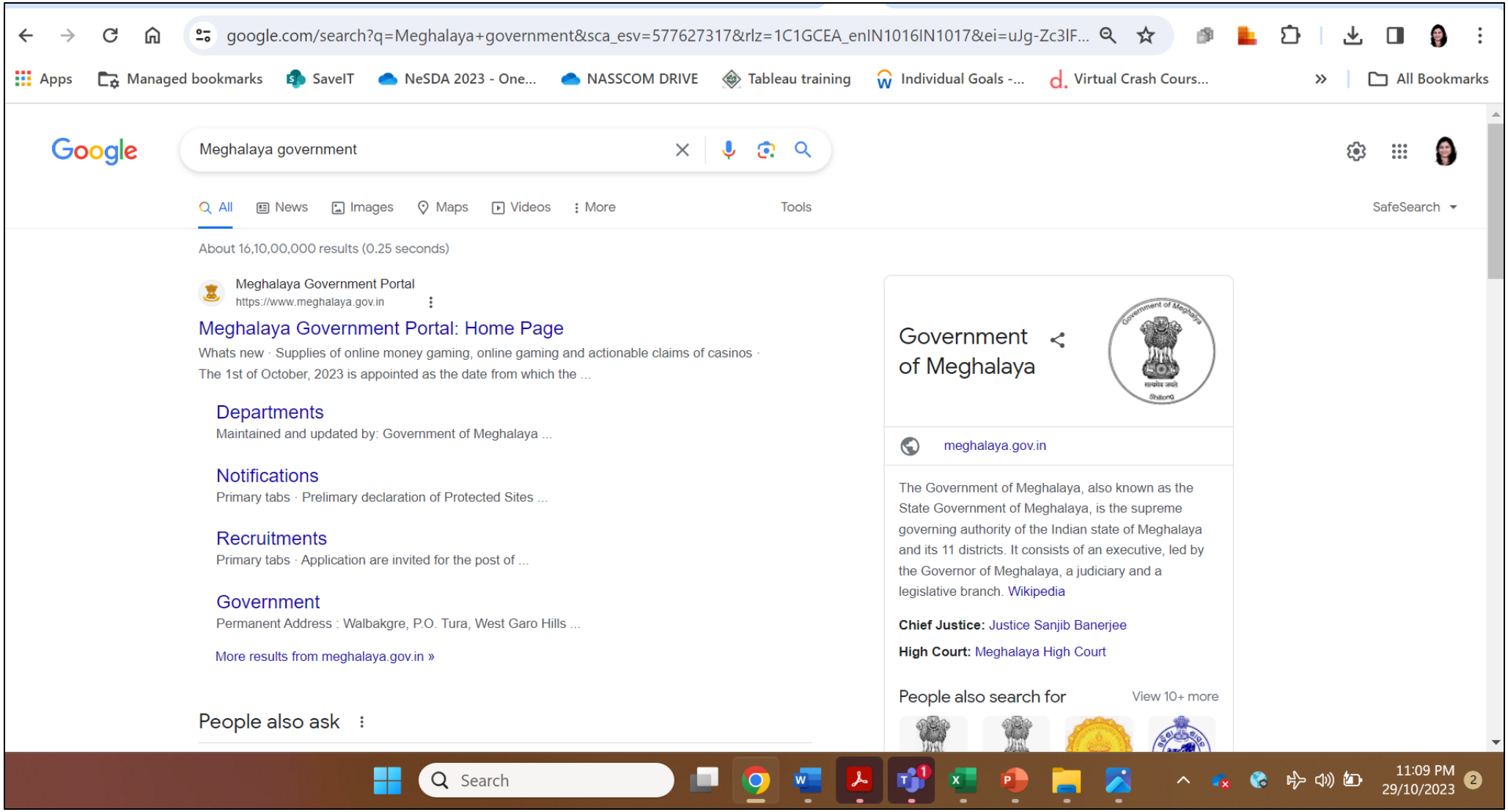


Parameter	*Question 27*	*What is Evaluated*
Content Availability	Information about results of user feedback/comment	The portal should have the feedbacks/comments posted on/within the page OR Availability of information about the results of user feedback/comment.

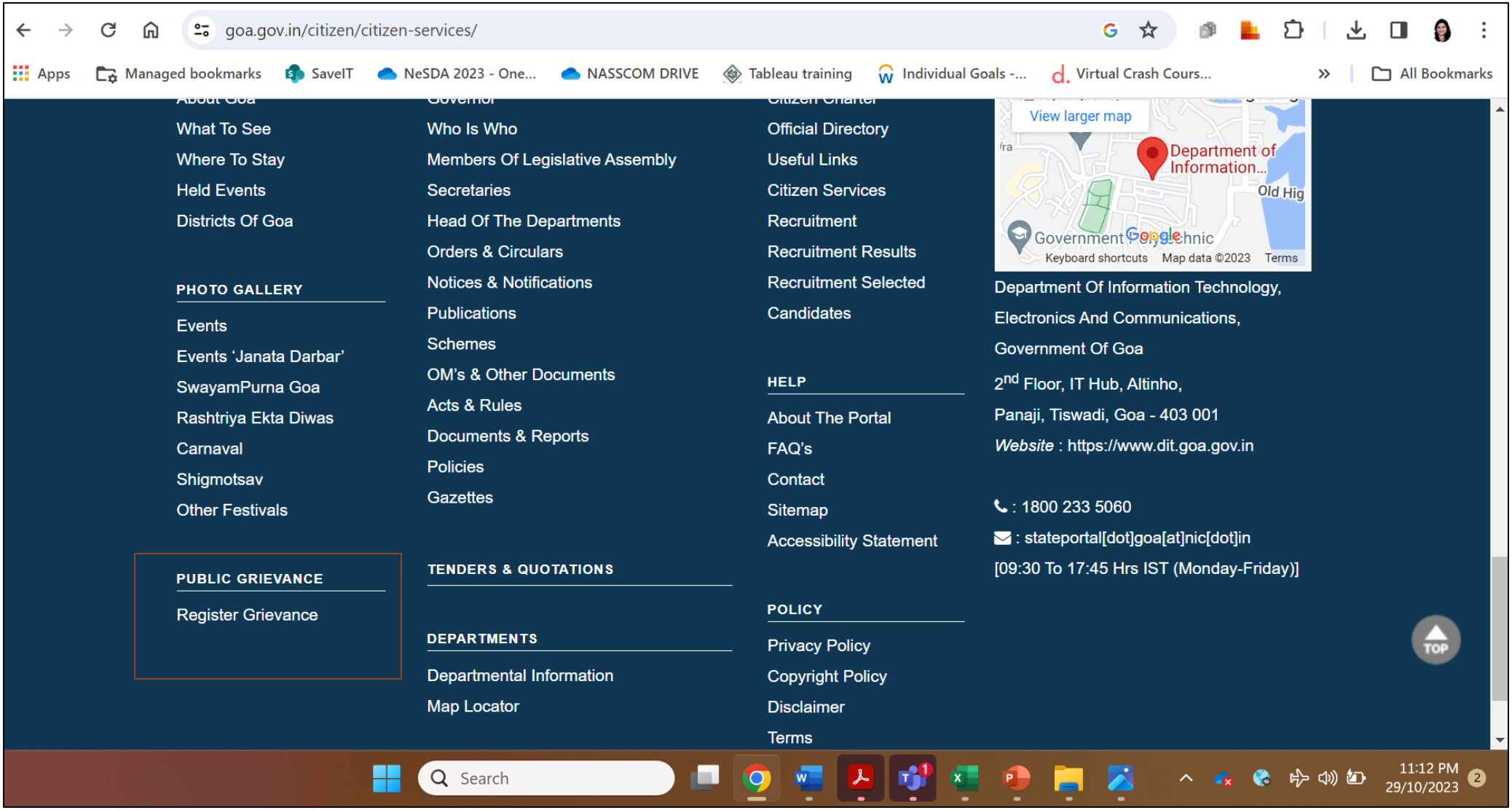


Parameter	*Question 28*	*What is Evaluated*
Ease of Use	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative?	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative

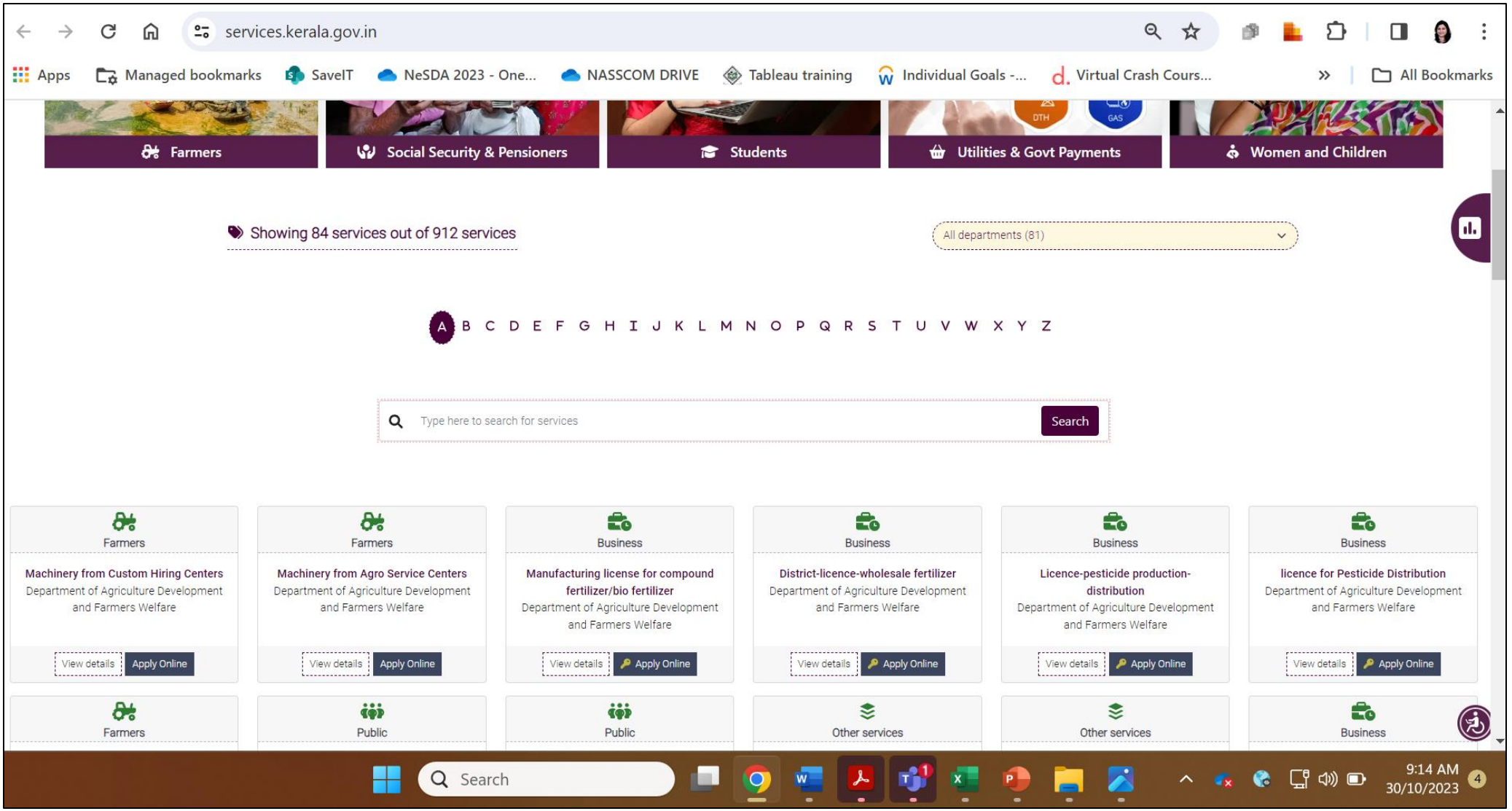
Parameter	Question 29	What is Evaluated
Ease of Use	Is portal easy to find in top search engines - use of search engine optimization technique?	The service link should be one among the top 5 search results.



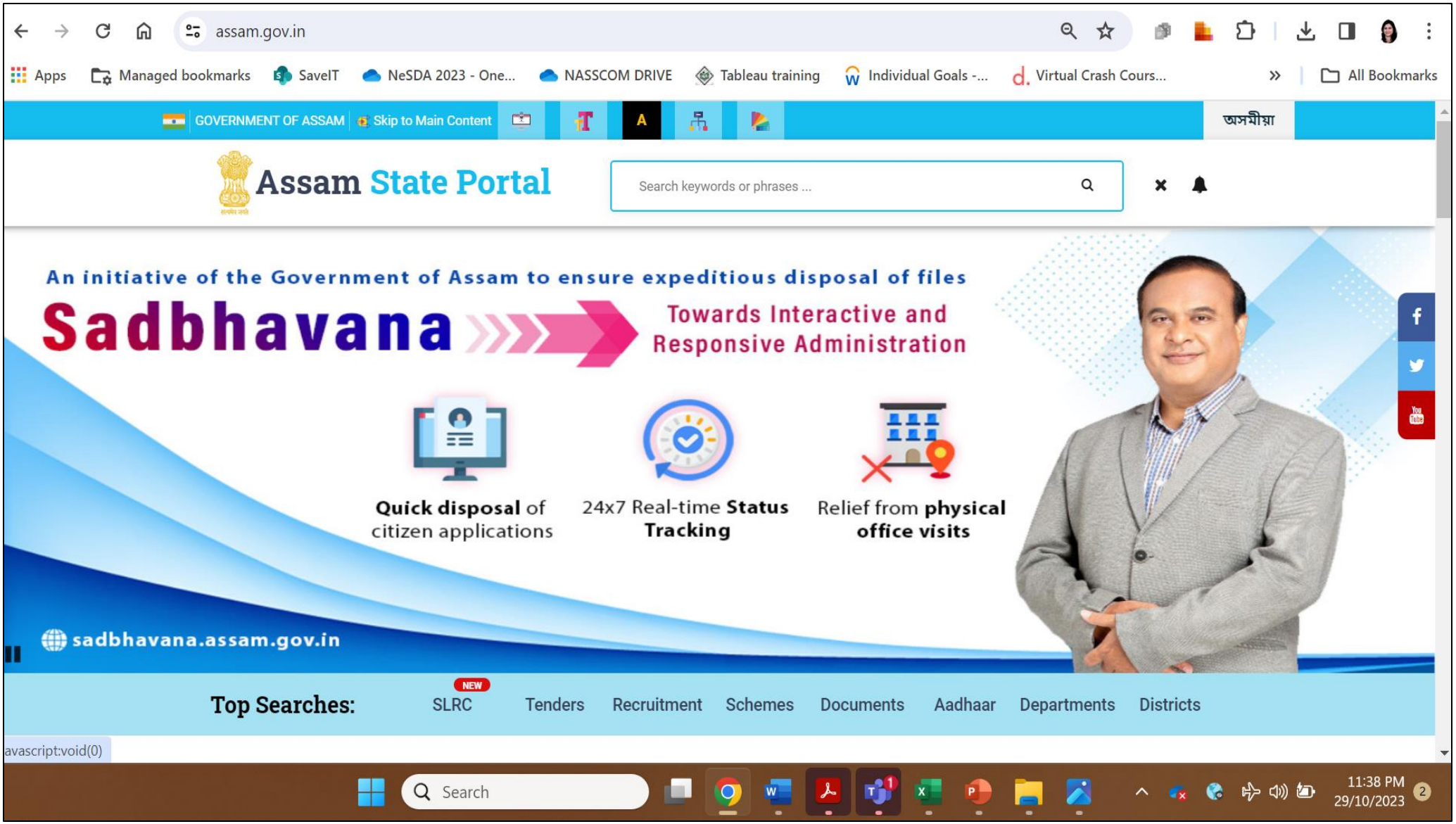
Parameter	Question 30	What is Evaluated
Ease of Use	Availability of facility to log Grievances / Complaints on the Portal	Availability of facility to Log Complaints or grievances on the portal



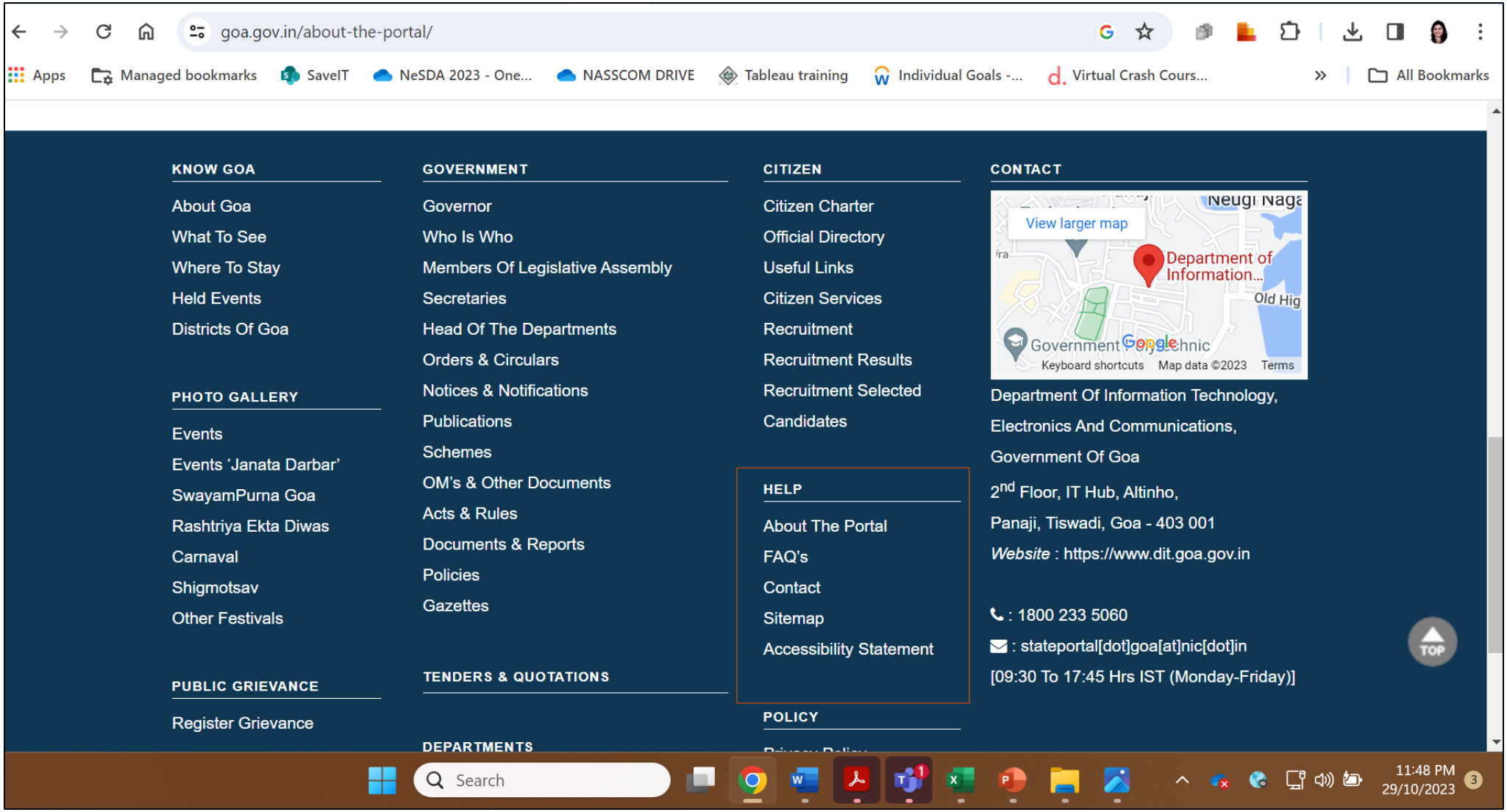
Parameter	Question 31	What is Evaluated
Ease of Use	Availability of multiple portal navigation routes for services and information (Eg. A to Z services Index, State Department wise Service Groups, Service type groups etc.)	Ways in which the services like A-to-Z services Index, State Department wise Service Groups, Service type groups etc. could be availed from the portal



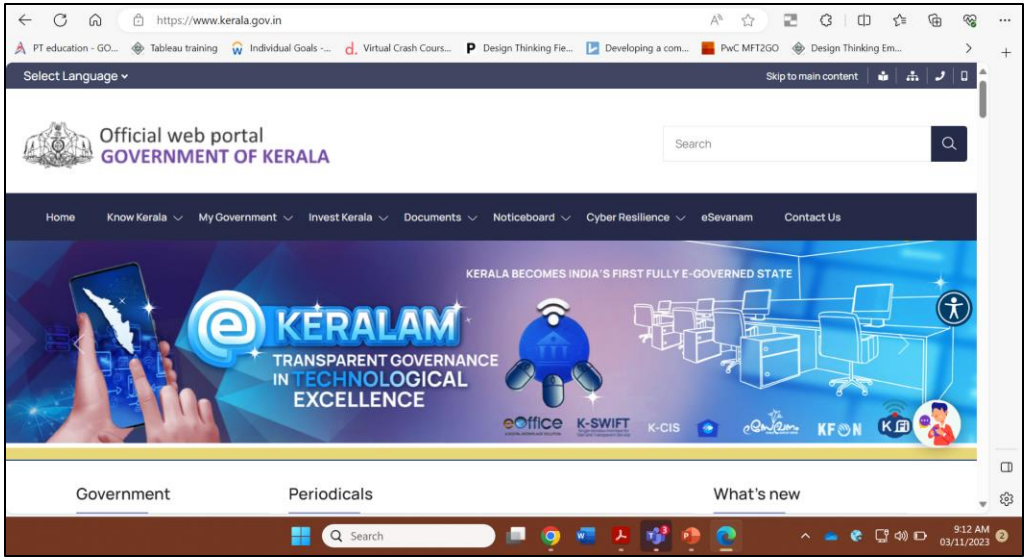
Parameter	*Question 32*	*What is Evaluated*
Ease of Use	Availability of search feature on the portal	Availability of search feature on the portal

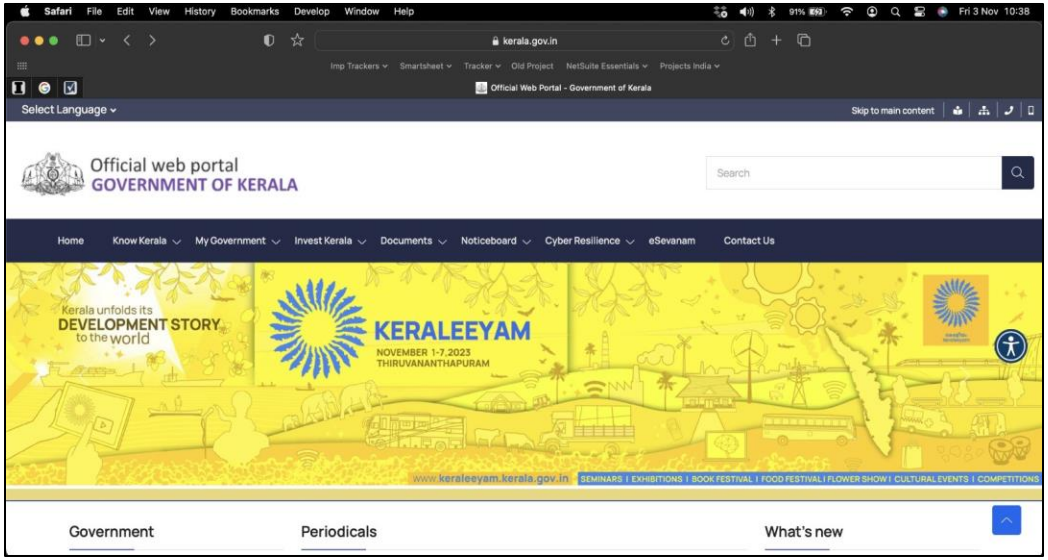


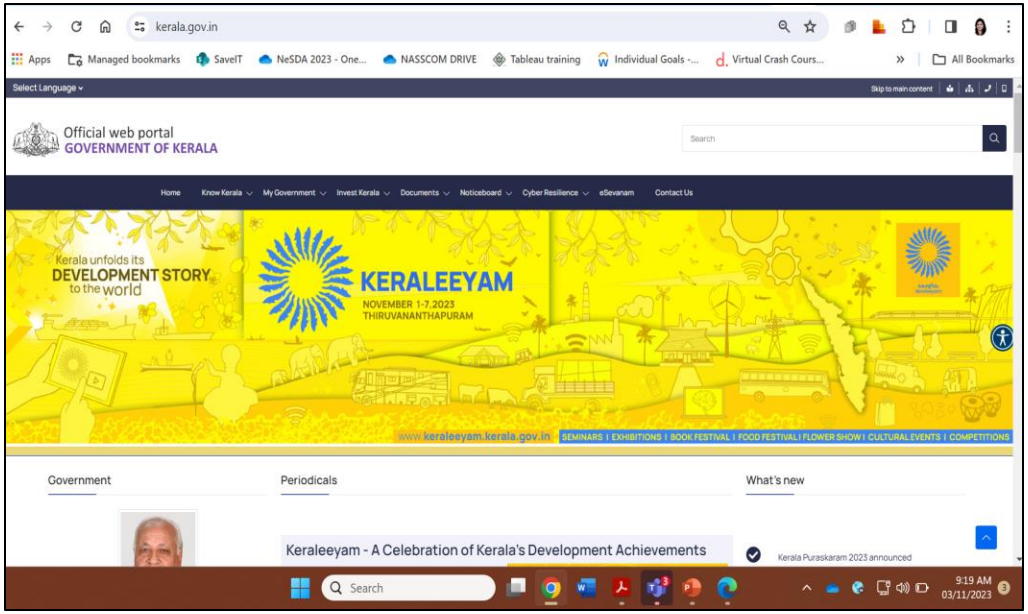
Parameter	*Question 33*	*What is Evaluated*
Ease of Use	Existence of a separate section for Help on the portal	Availability of Help Section which includes all kind of knowledge support a user may need while using the portal.

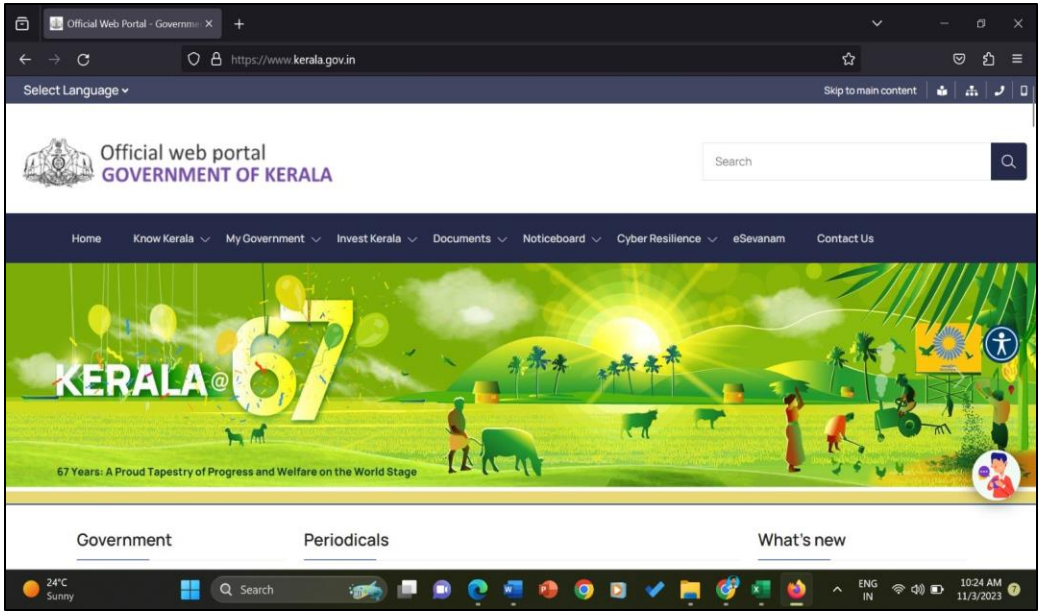


Parameter	Question 34	What is Evaluated
Ease of Use	Is the portal available on different front-end tools - IE, Chrome, Firefox, Mozilla, etc.	Availability on different end tools like - IE, Chrome, Firefox, Mozilla, etc.

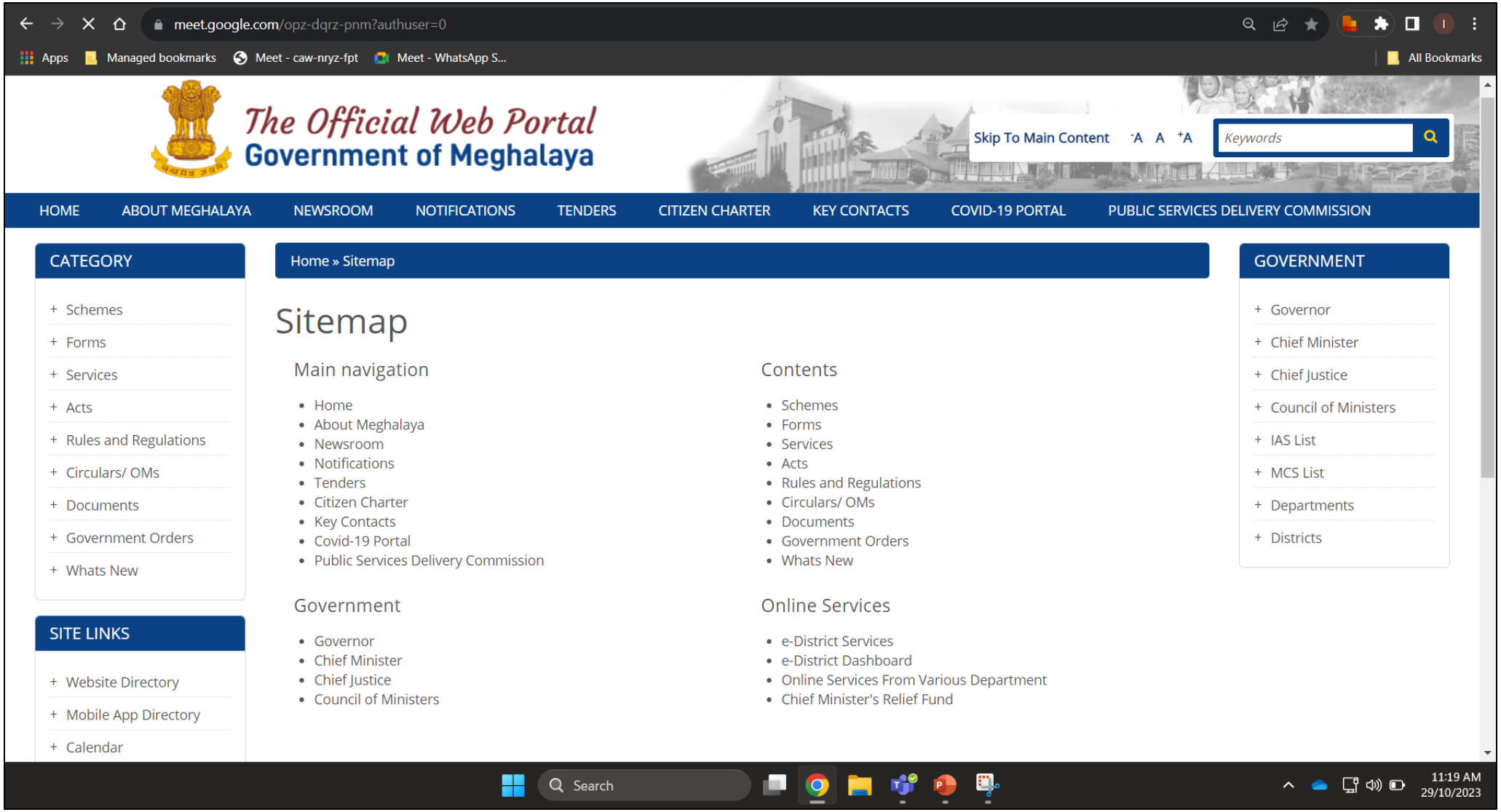




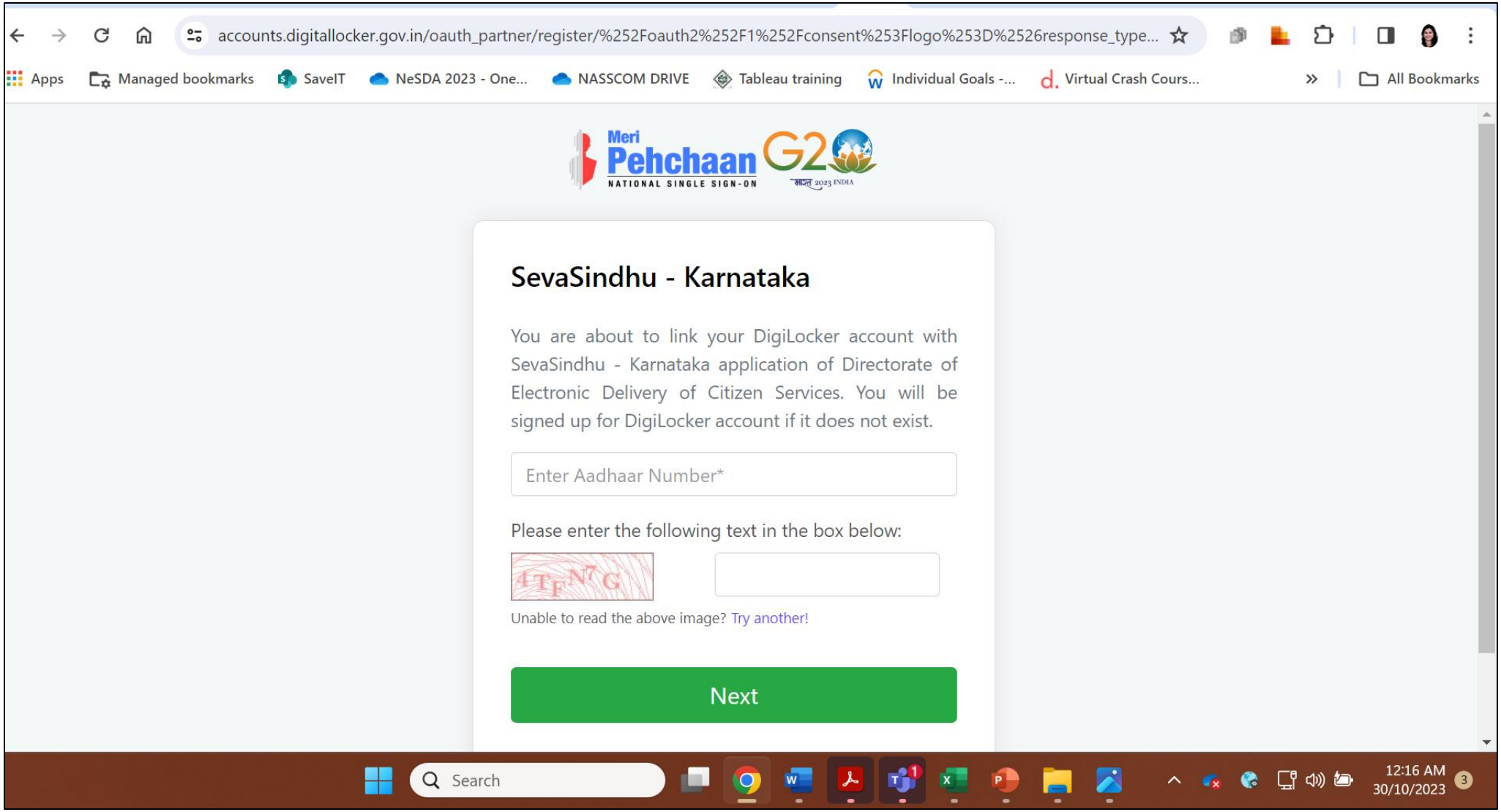




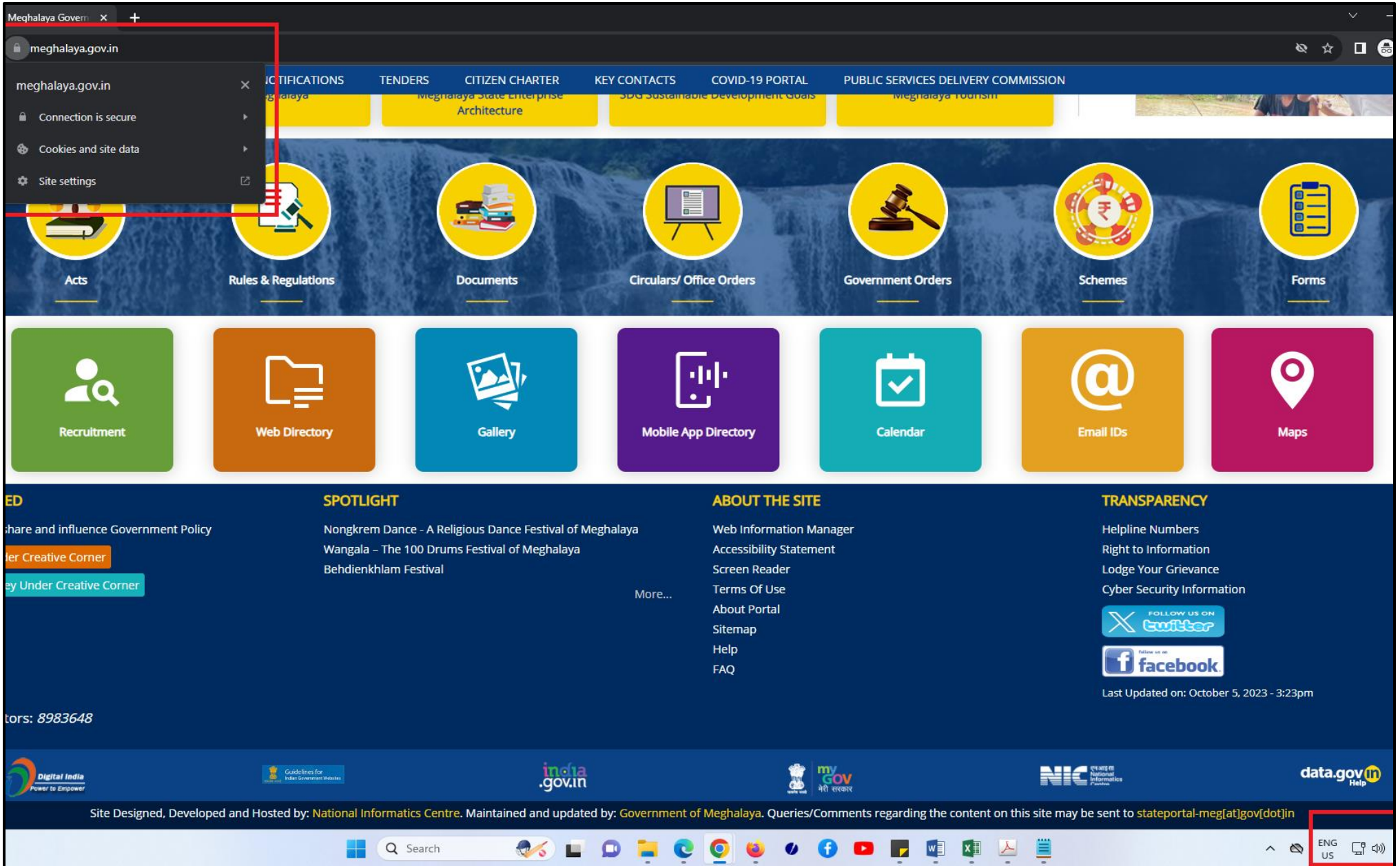
Parameter	Question 35	What is Evaluated
Ease of Use	Availability of sitemap of the Portal	Availability of Site Map



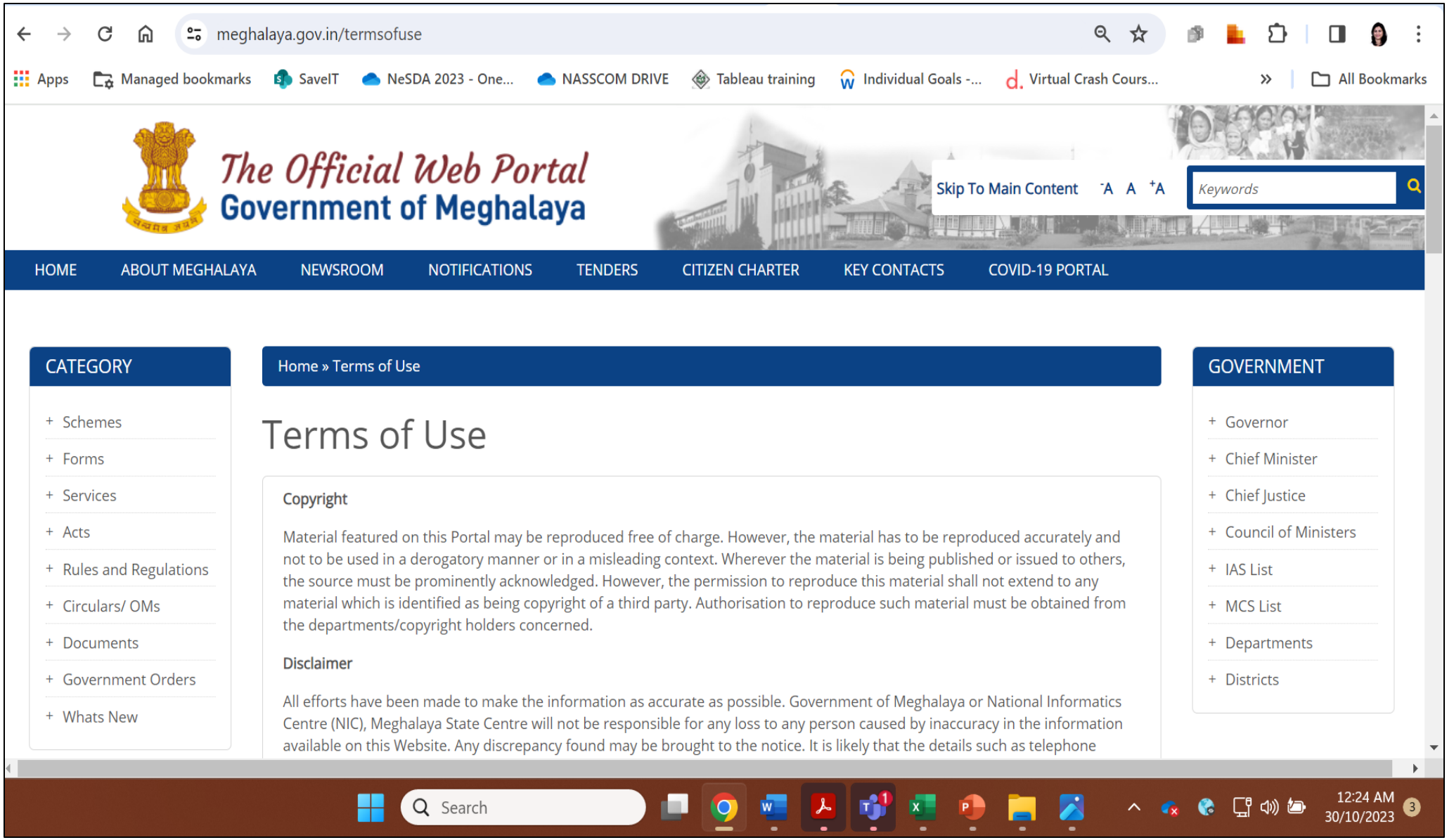
Parameter	*Question 36*	*What is Evaluated*
Ease of Use	Does the State provide Unique Digital Identity for it's Residents / Users to avail the services?	Provision of unique Usernames per resident/account



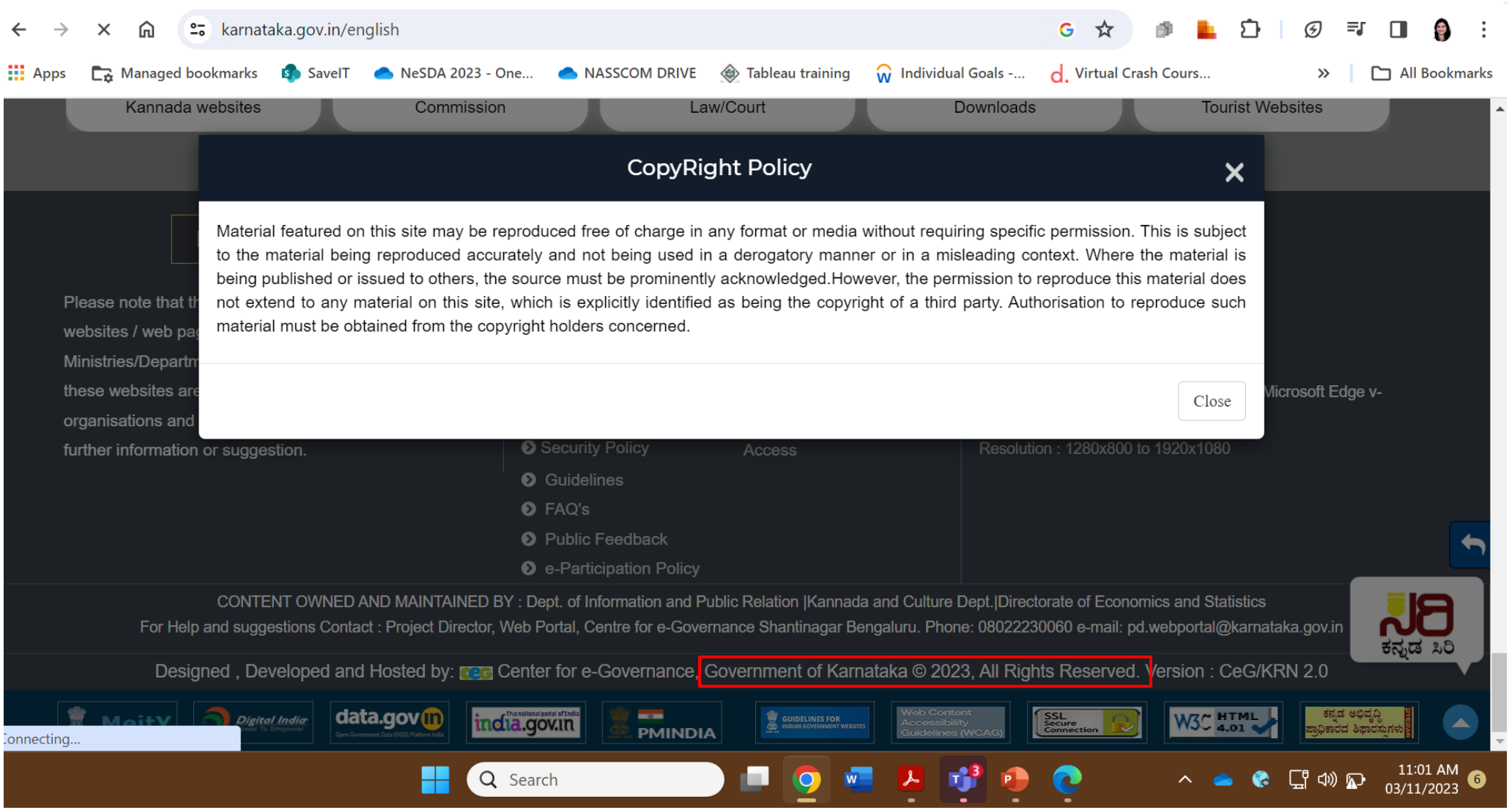
Parameter	Question 37	What is Evaluated
Information Security and Privacy	Clear indication of online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc.	Online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc.



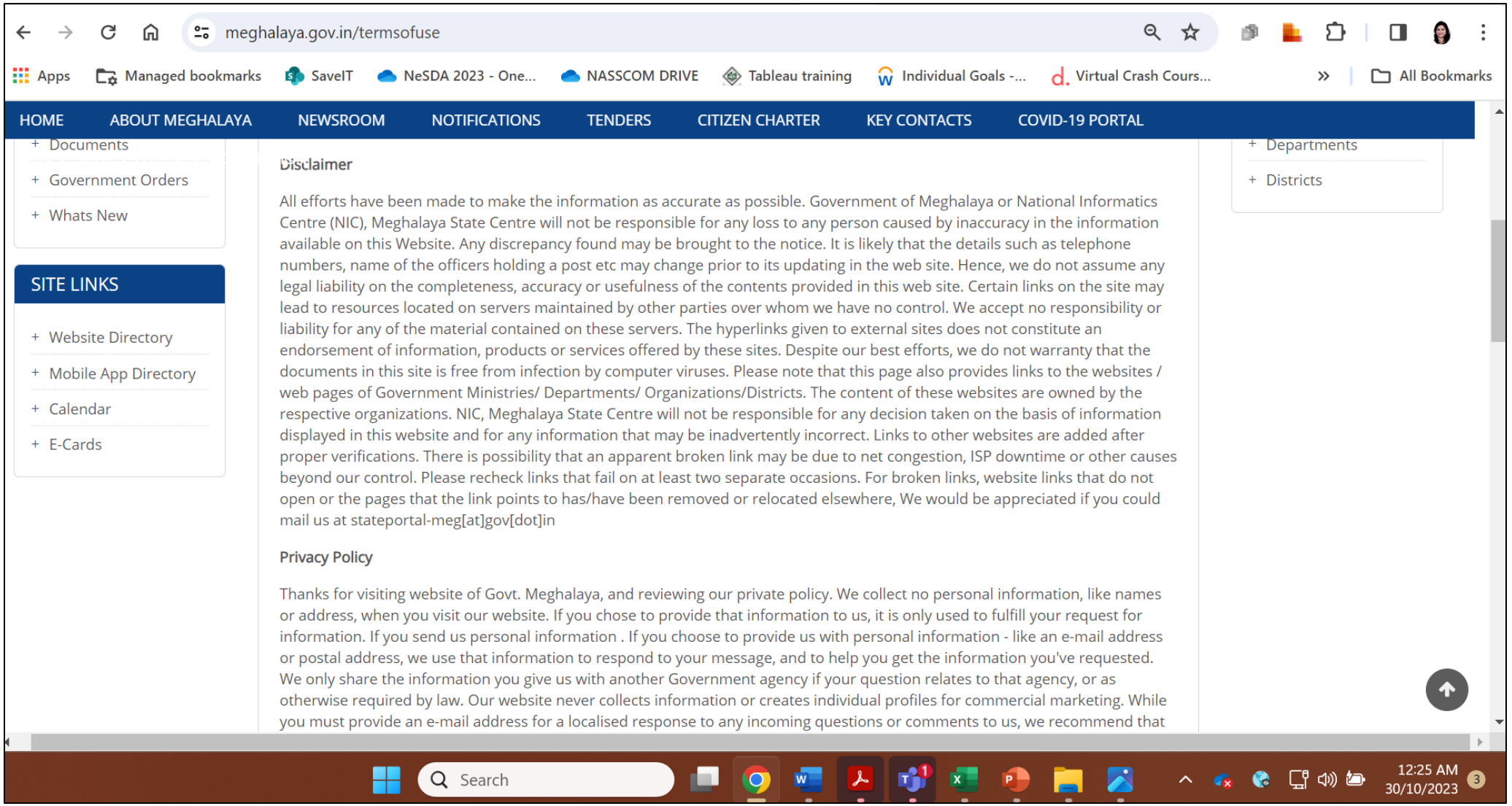
Parameter	*Question 38*	*What is Evaluated*
Information Security and Privacy	Availability of copyright statements on the Portal	Availability of copyright statements on the Portal



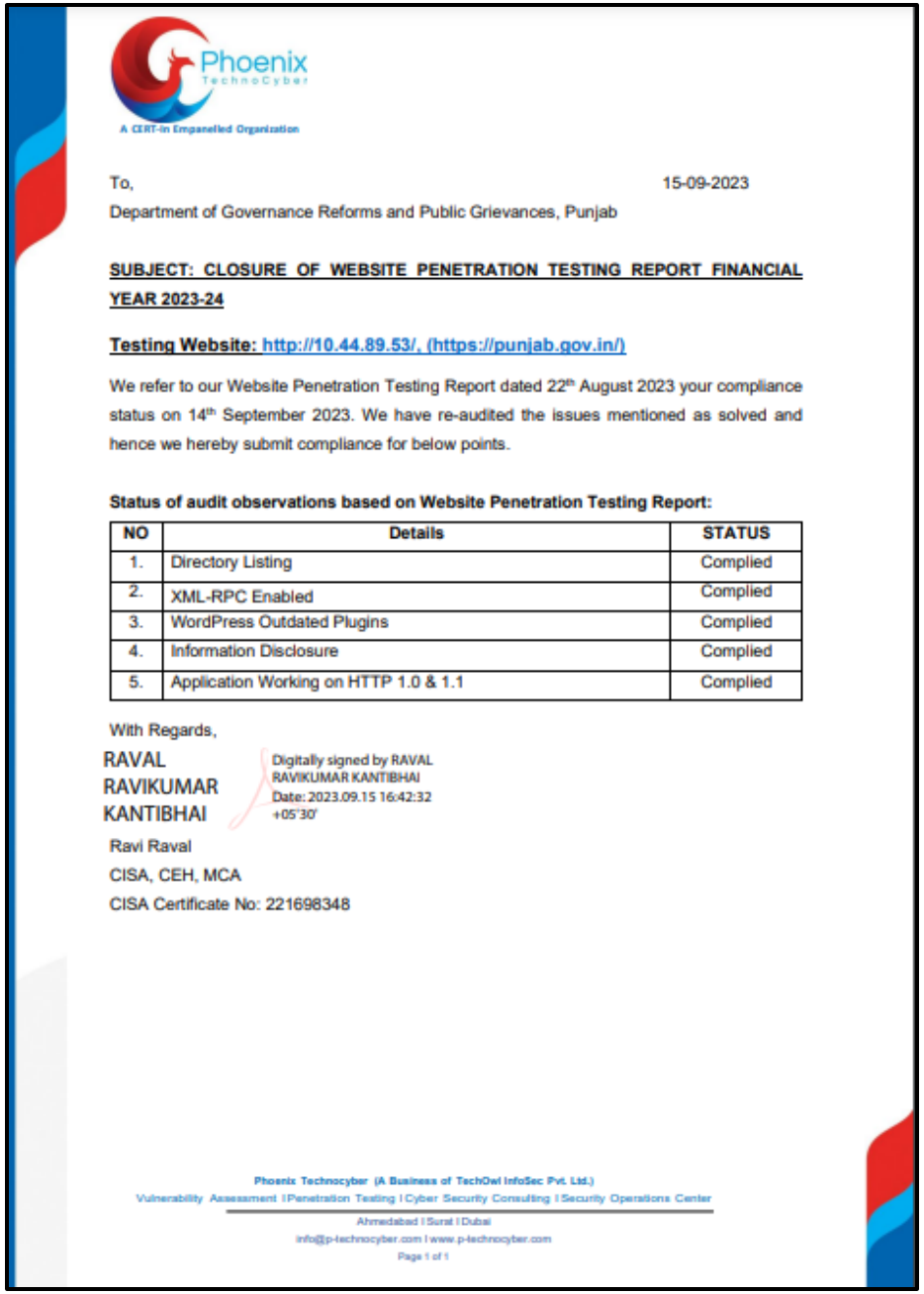
Parameter	Question 39	What is Evaluated
Information Security and Privacy	Are copyright statements as of current year	Availability of copyright statement on the portal/website



Parameter	Question 40	What is Evaluated
Information Security and Privacy	Is there a disclaimer & privacy policy for user data available online	Availability of disclaimer & privacy policy for user data available online



Parameter	Question 41	What is Evaluated
Information Security and Privacy	Is the portal been assessed by TPA for the online security	Availability of TPA Security certification



Phoenix TechnoCyber

A CERT-in Empanelled Organization

To,

15-09-2023

Department of Governance Reforms and Public Grievances, Punjab

SUBJECT: CLOSURE OF WEBSITE PENETRATION TESTING REPORT FINANCIAL YEAR 2023-24

Testing Website: http://10.44.89.53/, (https://punjab.gov.in/)

We refer to our Website Penetration Testing Report dated 22th August 2023 your compliance status on 14th September 2023. We have re-audited the issues mentioned as solved and hence we hereby submit compliance for below points.

Status of audit observations based on Website Penetration Testing Report:

NO	Details	STATUS
1.	Directory Listing	Complied
2.	XML-RPC Enabled	Complied
3.	WordPress Outdated Plugins	Complied
4.	Information Disclosure	Complied
5.	Application Working on HTTP 1.0 & 1.1	Complied

With Regards,

RAVAL RAVIKUMAR KANTIBHAI

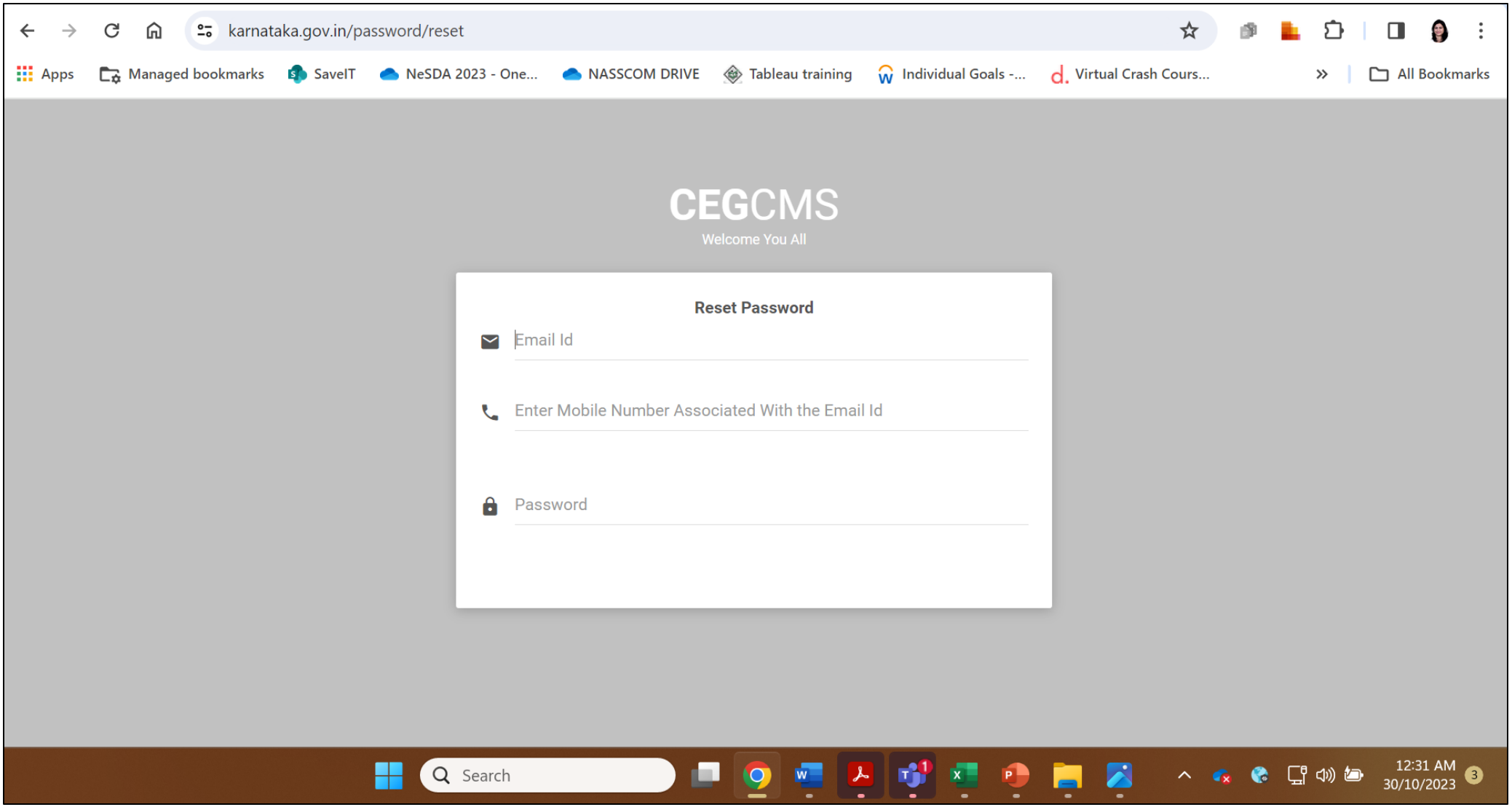
Digitally signed by RAVAL RAVIKUMAR KANTIBHAI
Date: 2023.09.15 16:42:32 +05'30'

Ravi Raval

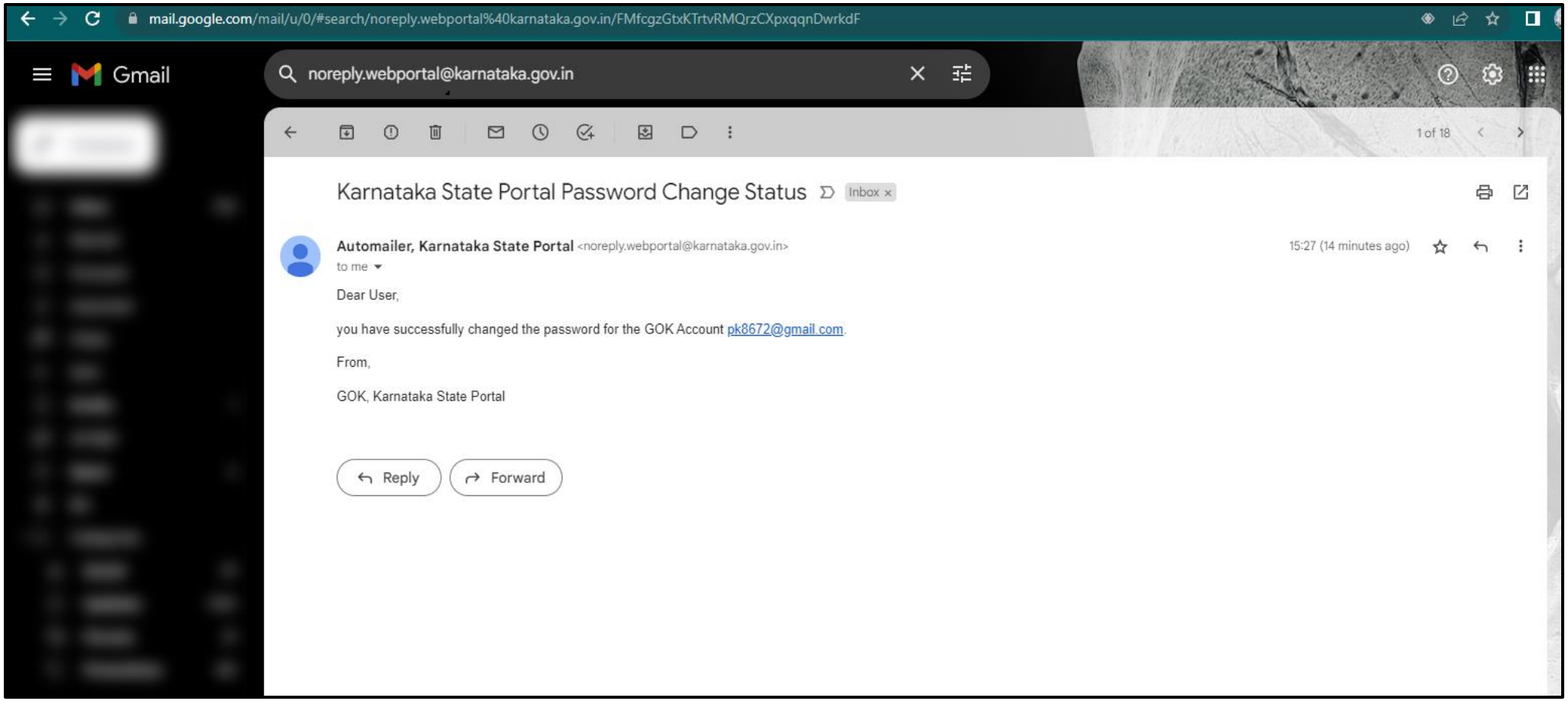
CISA, CEH, MCA

CISA Certificate No: 221698348

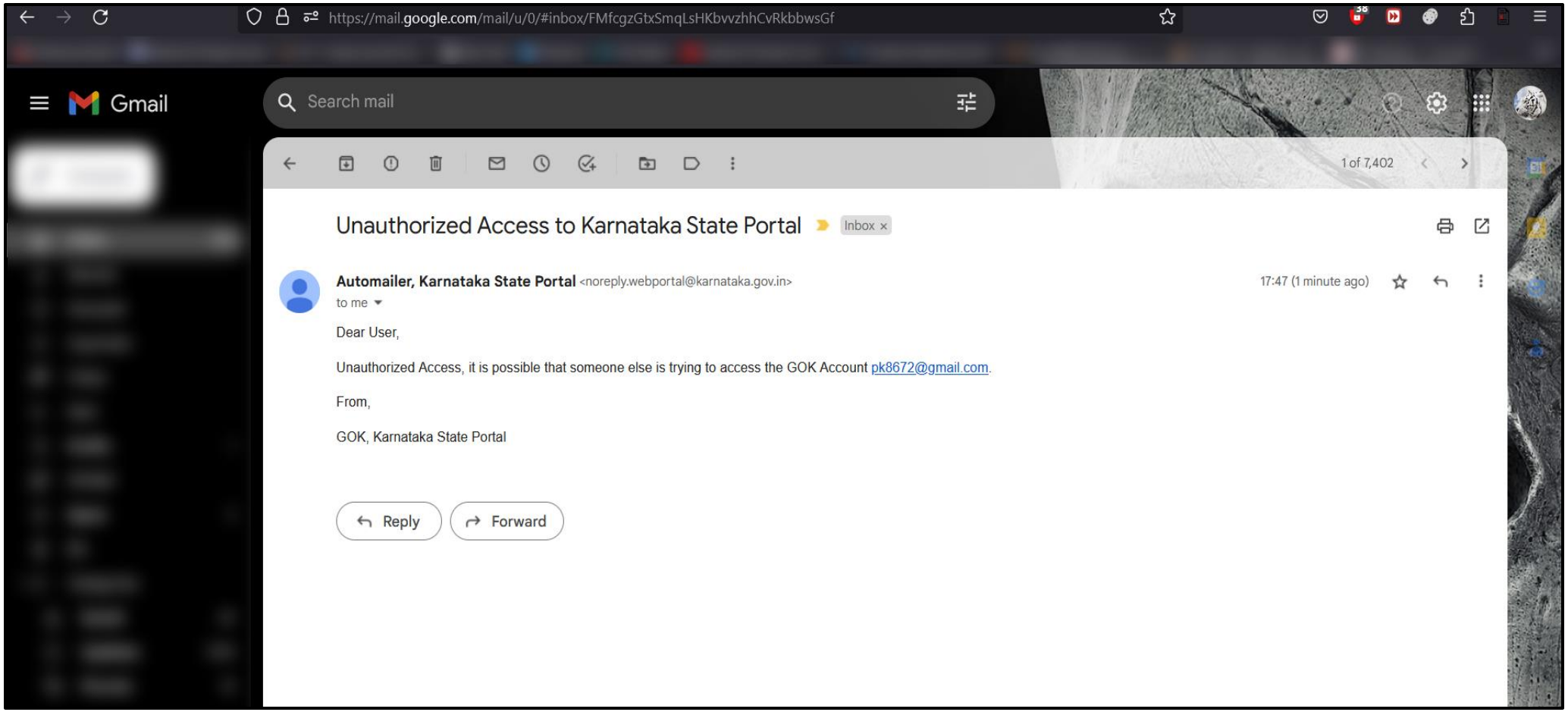
Parameter	*Question 42*	*What is Evaluated*
Information Security and Privacy	Is password recovery & reset facility available for the user	Availability of the facility to recover and reset password by the user



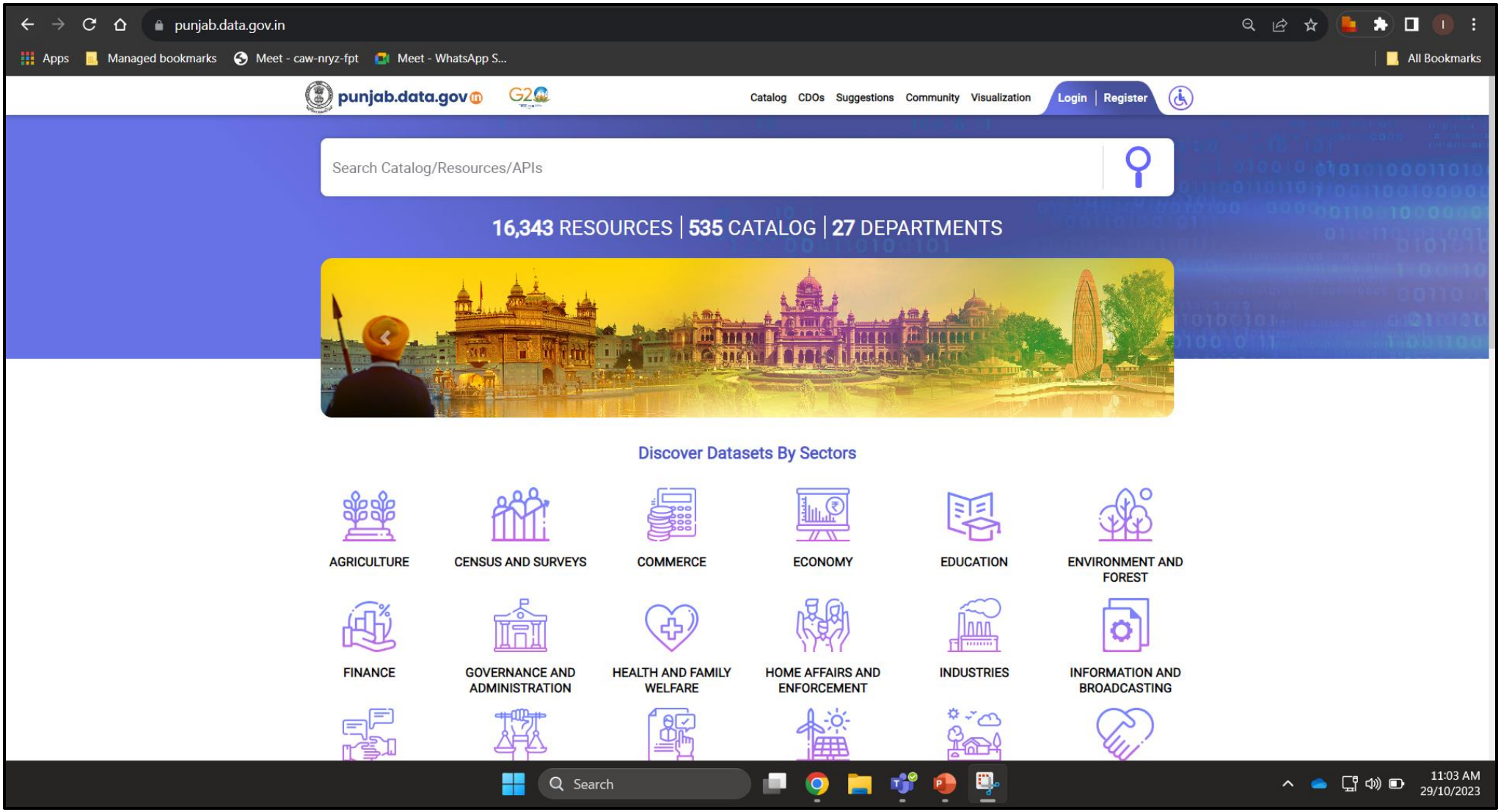
Parameter	*Question 43*	*What is Evaluated*
Information Security and Privacy	Is the user intimated by email/SMS on password expiry, reset, change in password, change in user profile etc.	Availability of password status alerts through email/SMS



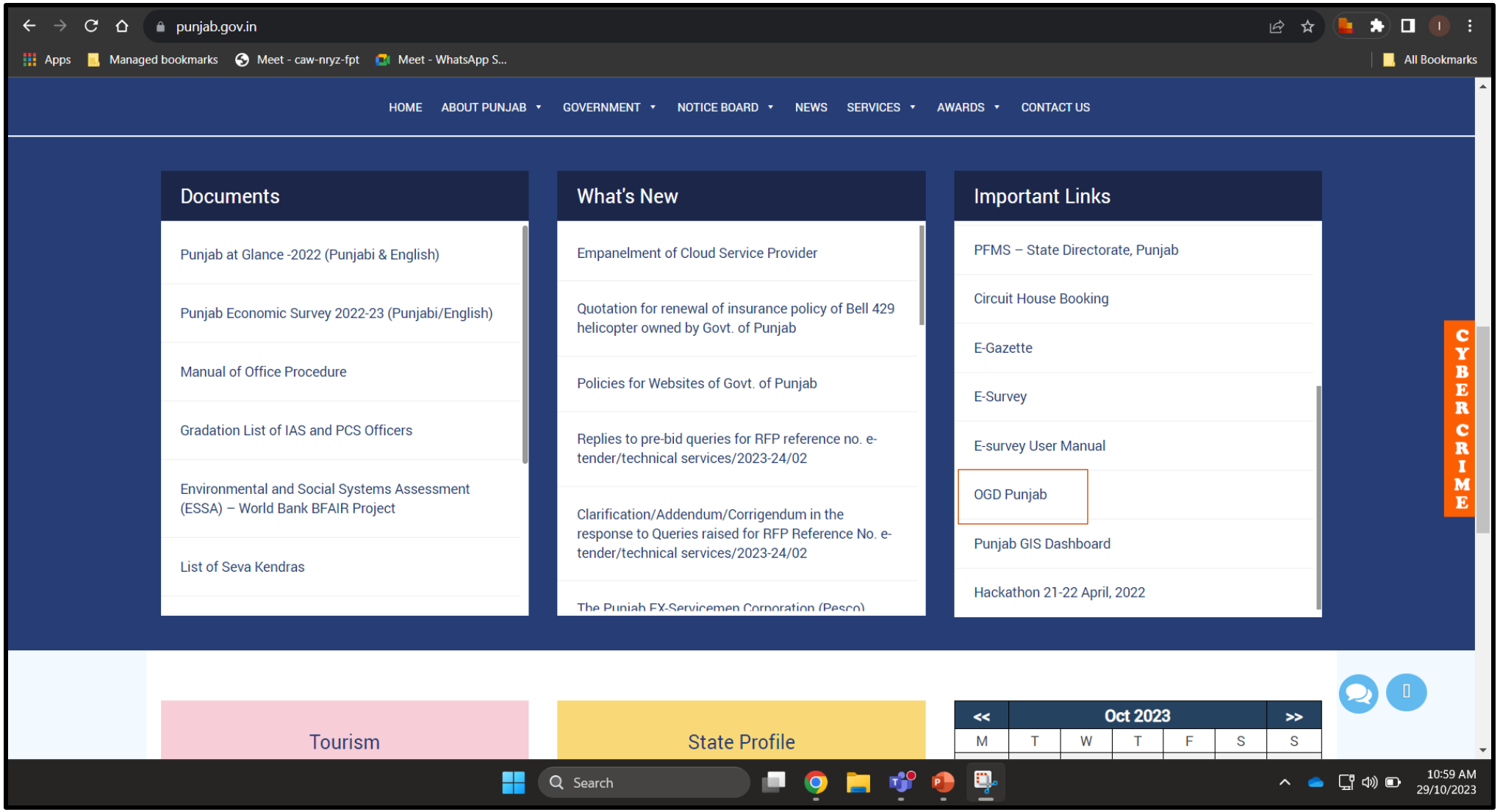
Parameter	*Question 44*	*What is Evaluated*
Information Security and Privacy	Are alerts (SMS/email) available for unauthorized access to user profile, password changes etc.	Availability of the feature providing SMS/email alerts for unauthorized access to user profiles, password changes etc.



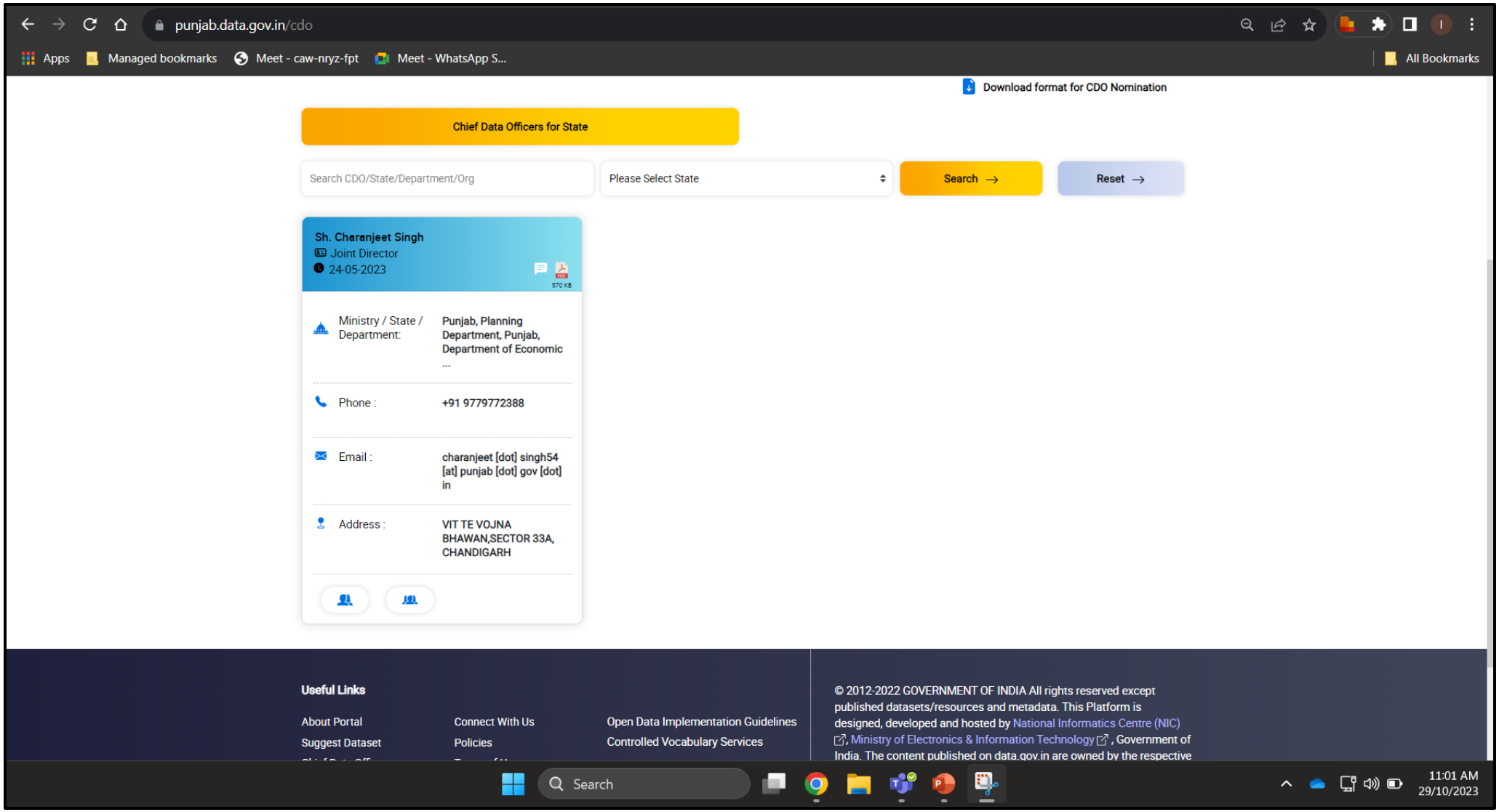
Parameter	Question 45	What is Evaluated
Open Government Data	Does State have a dedicated portal on Open Government Data (OGD) ?	Availability of a dedicated portal on Open Government Data (OGD)



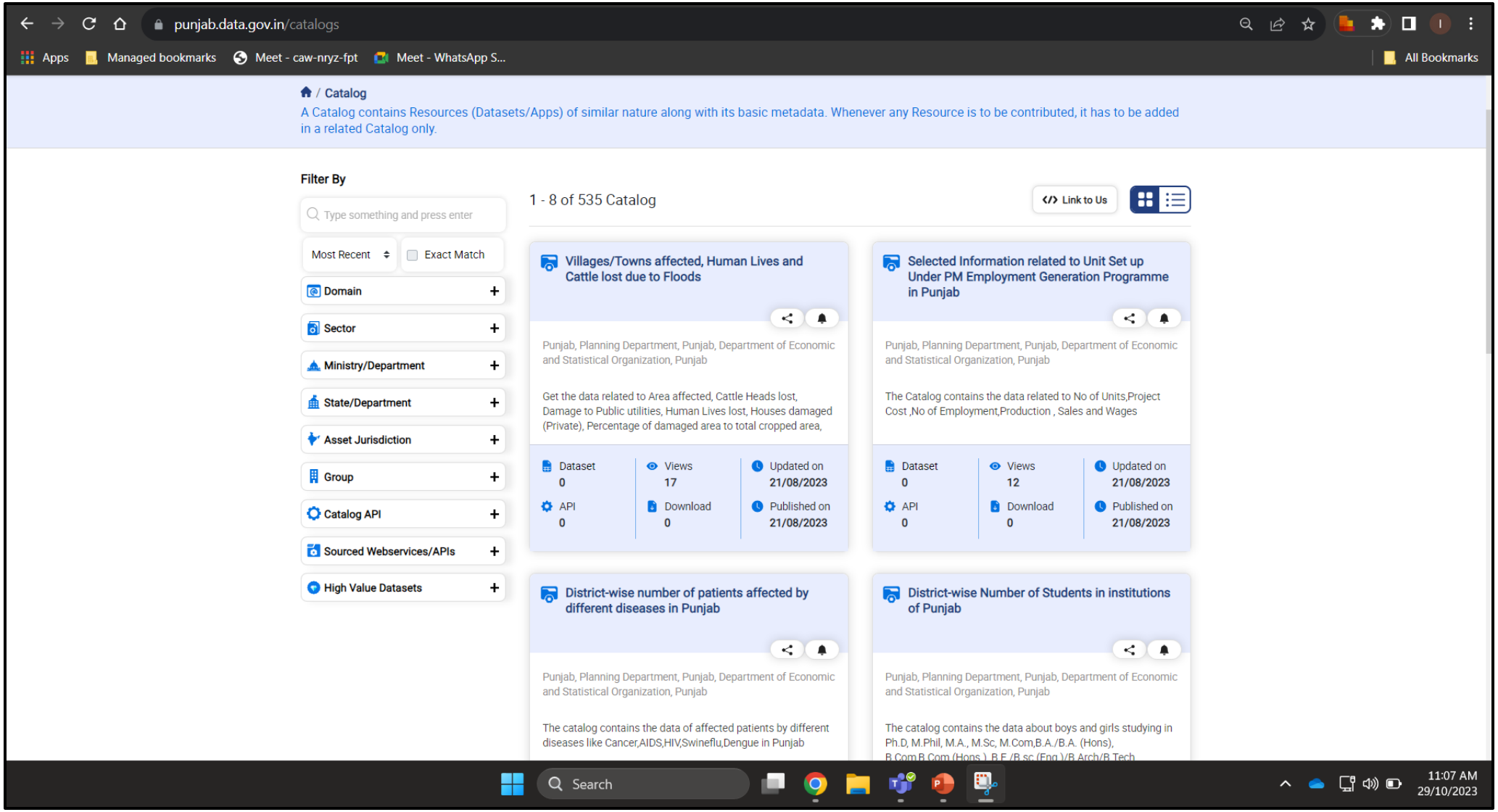
Parameter	Question 46	What is Evaluated
Open Government Data	Is the link of this OGD portal available on the State Portal?	Availability of the OGD portal link on the State Portal



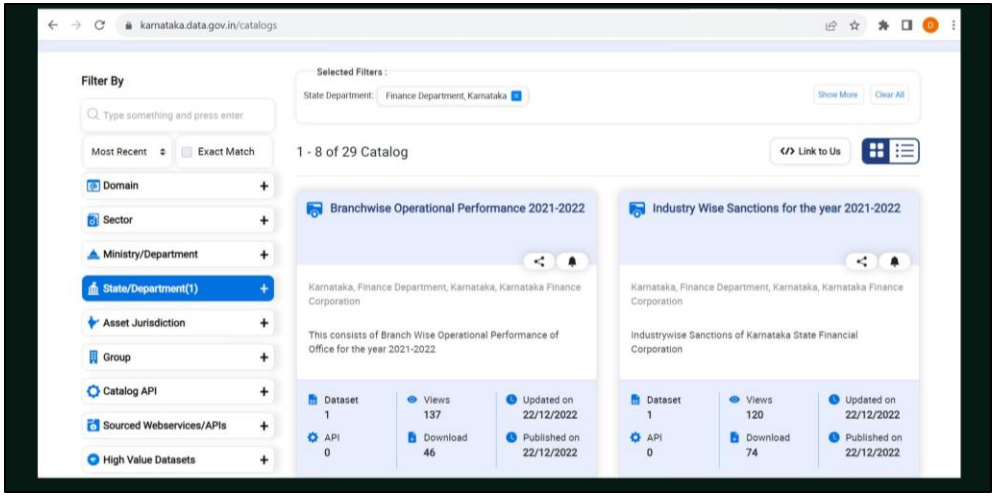
Parameter	Question 47	What is Evaluated
Open Government Data	Has State nominated a Chief Data Officer?	Availability of the Chief Data Officer details on the OGD portal

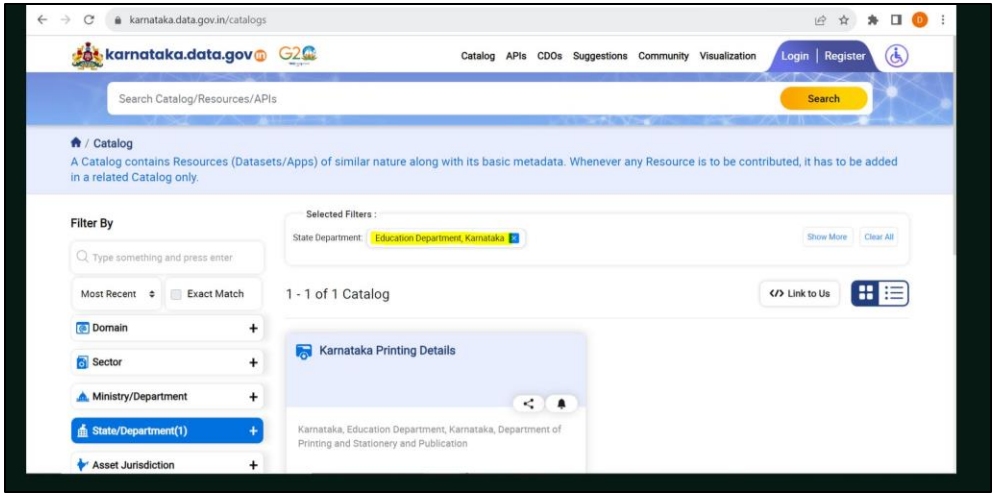


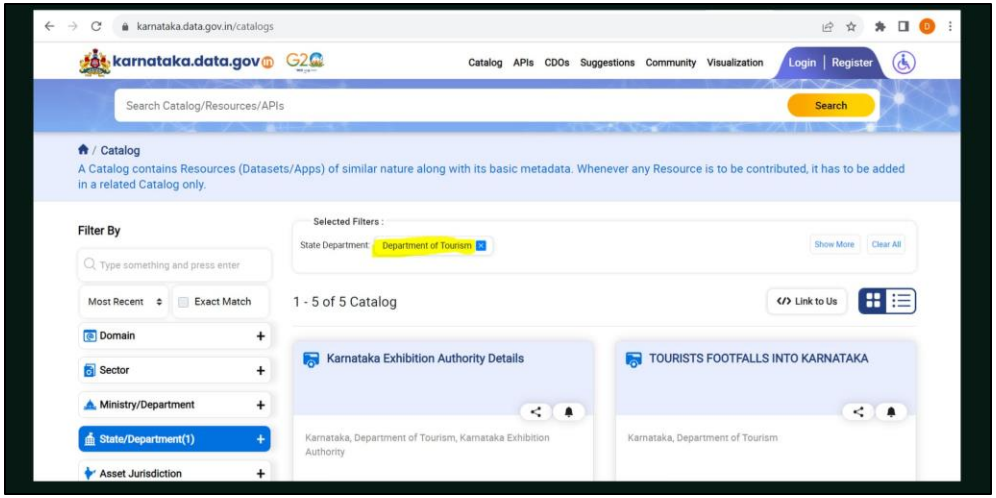
Parameter	Question 48	What is Evaluated
Open Government Data	Has State published datasets on the portal since 1st April 2022 which are accessible to the general public?	Availability of supporting document to justify the State published datasets on the portal since 1st April 2022

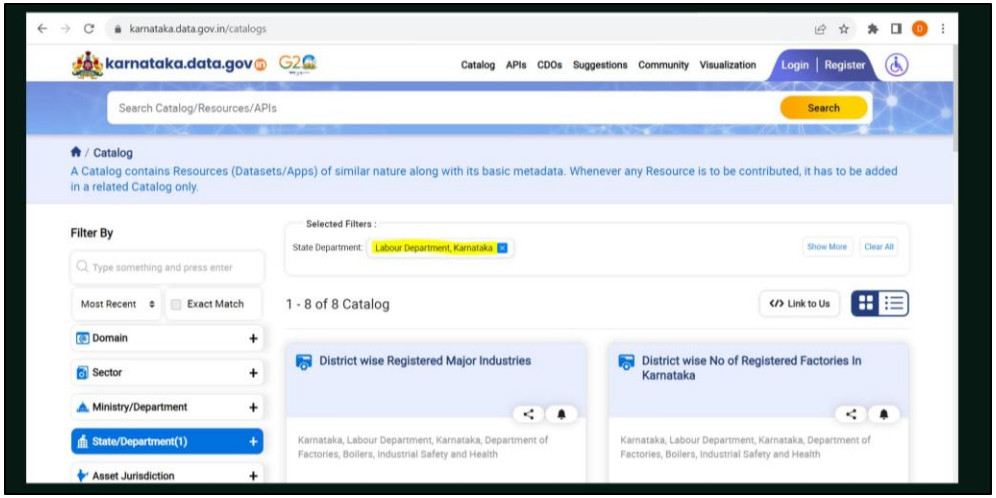


Parameter	*Question 49*	*What is Evaluated*
Open Government Data	Has the State published datasets on the portal identified under atleast 4 focus sectors of NeSDA since 1st April 2022?	Availability of such datasets on the portal identified under NeSDA

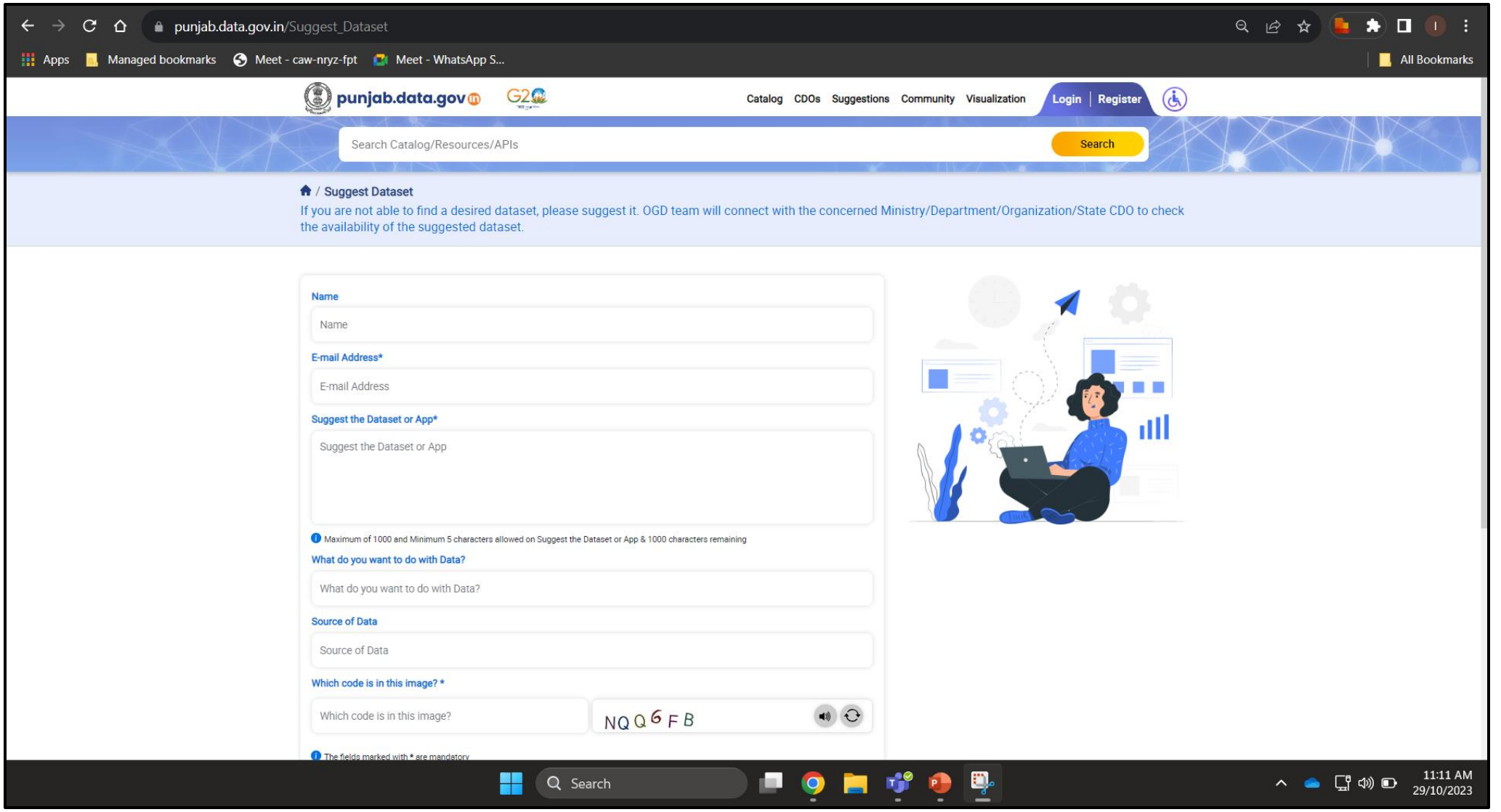




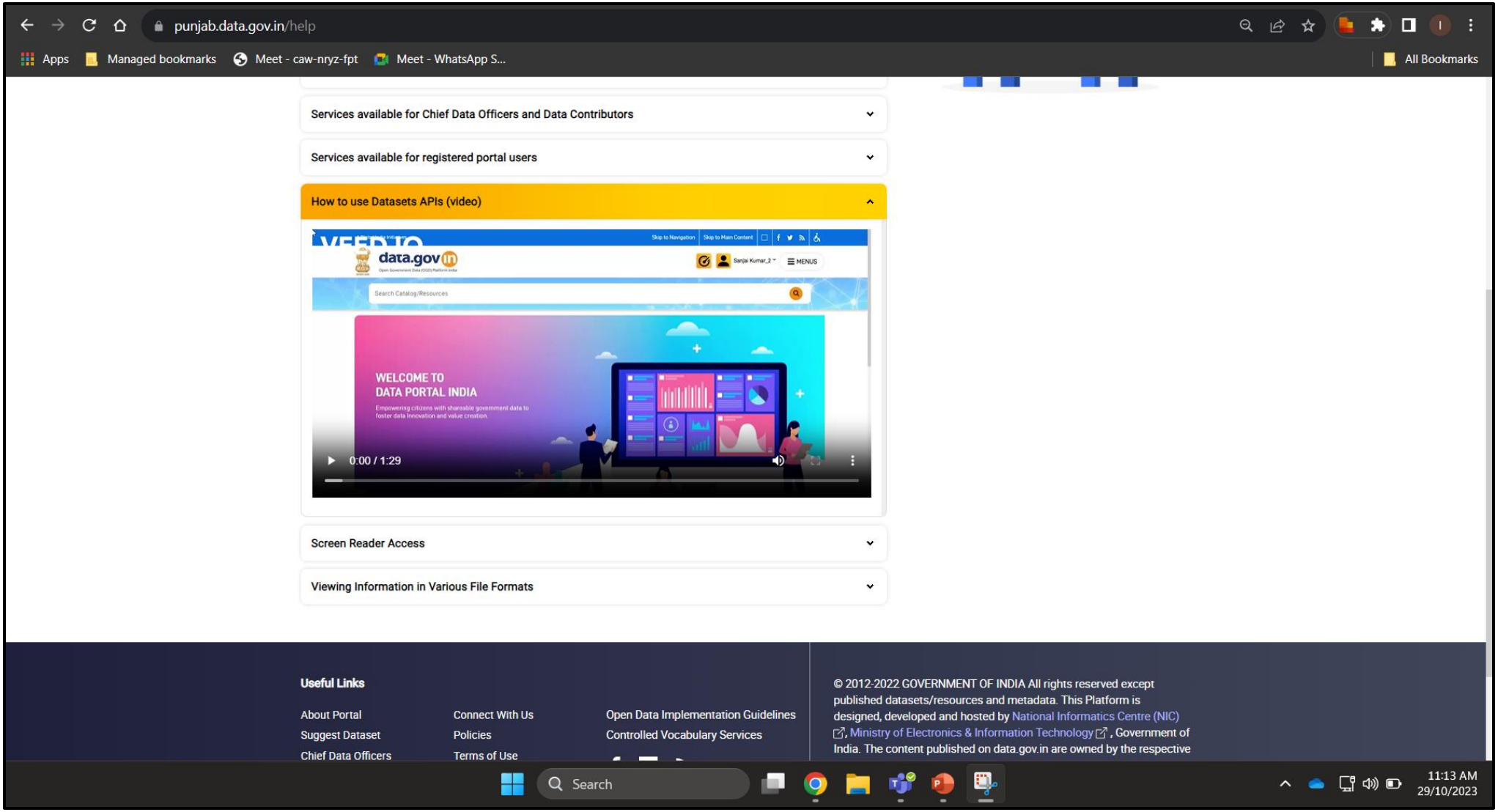




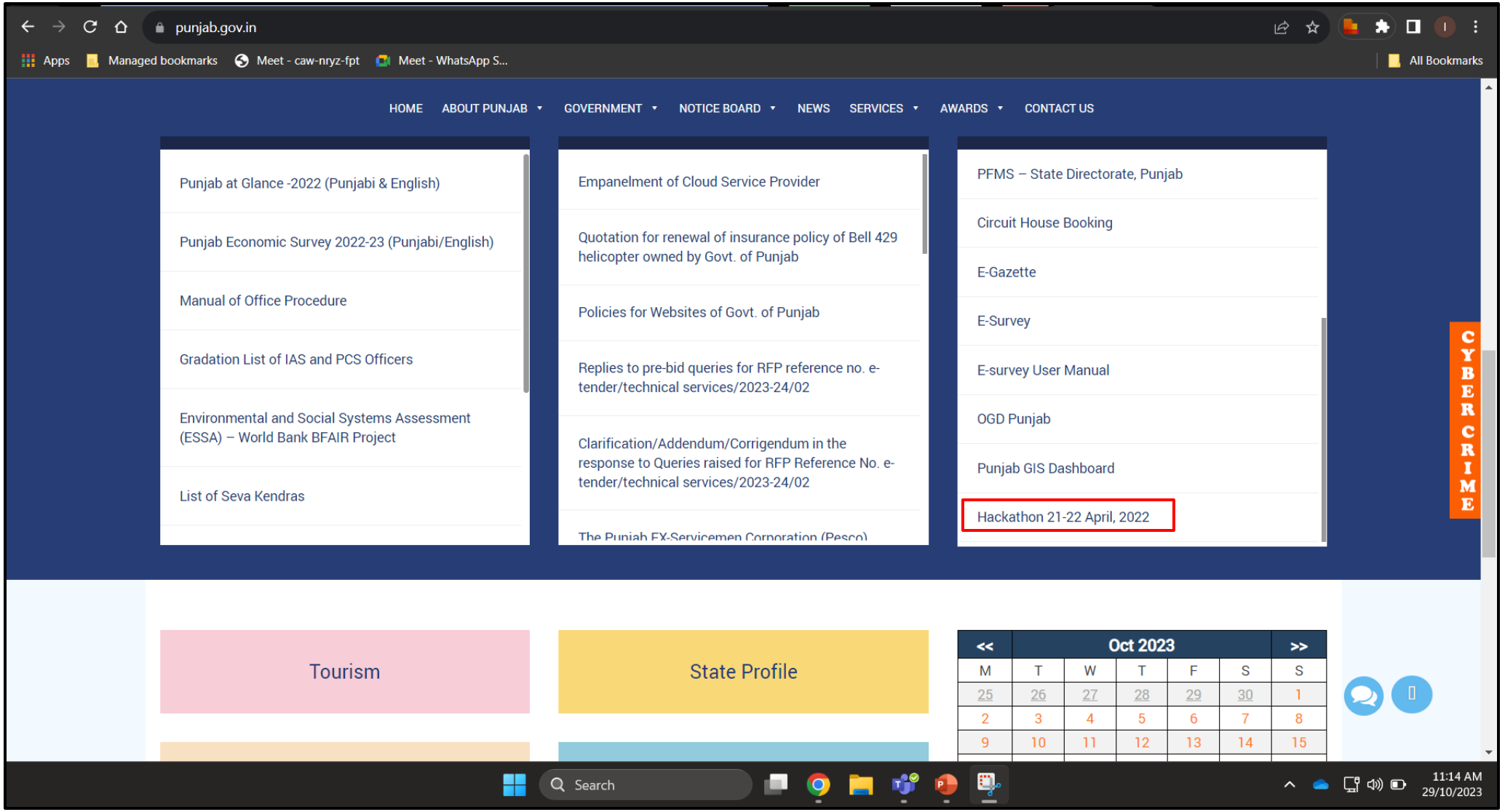
Parameter	*Question 50*	*What is Evaluated*
Open Government Data	Does State provide facility to accept public requests for new data sets?	Availability of supporting document to justify accepting requests from public for new data sets



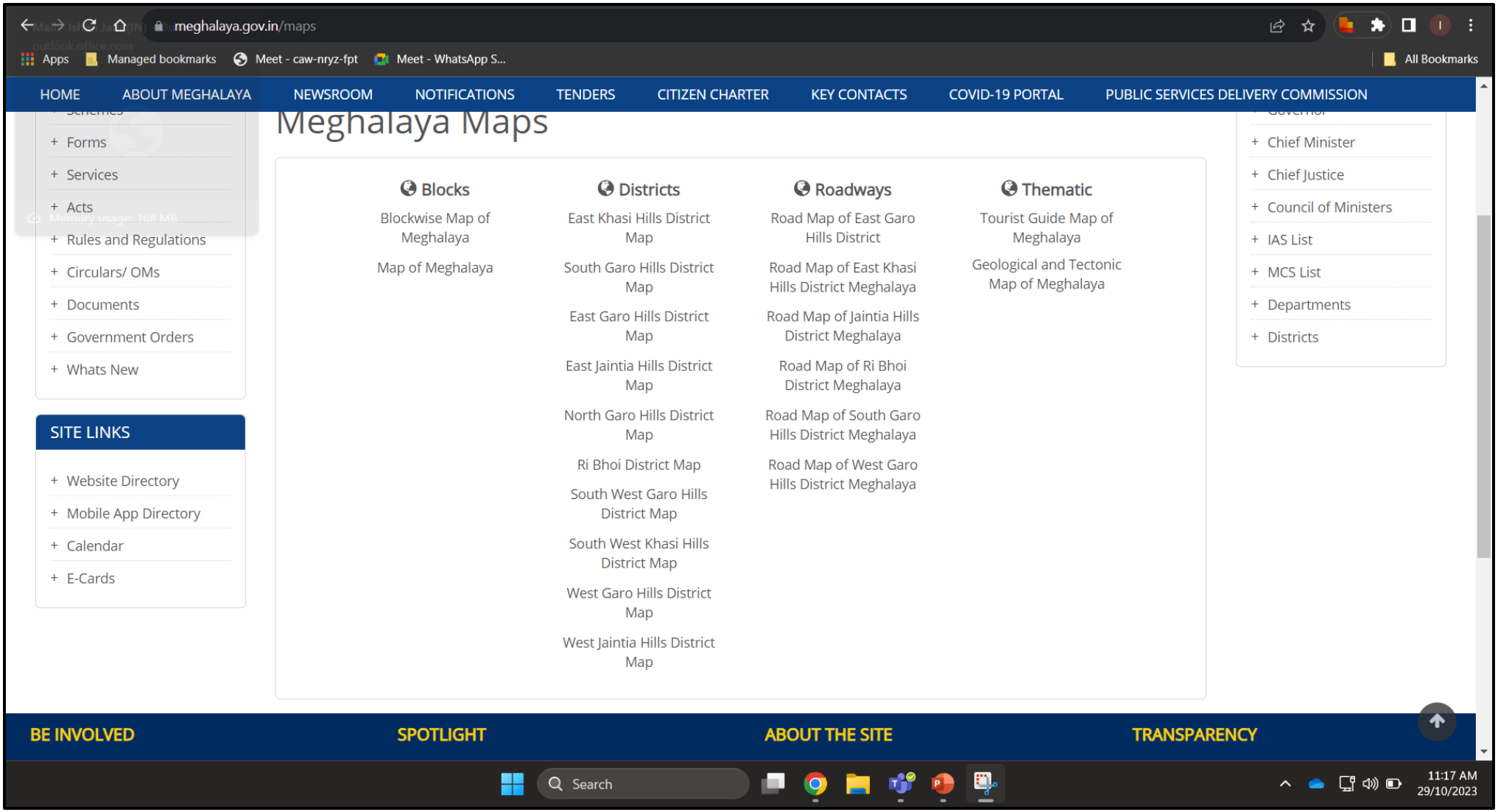
Parameter	Question 51	What is Evaluated
Open Government Data	Are the tutorials / guidance / videos for using the OGD portal available on the State/OGD portal?	Availability of supporting document to justify the features to play video within the page



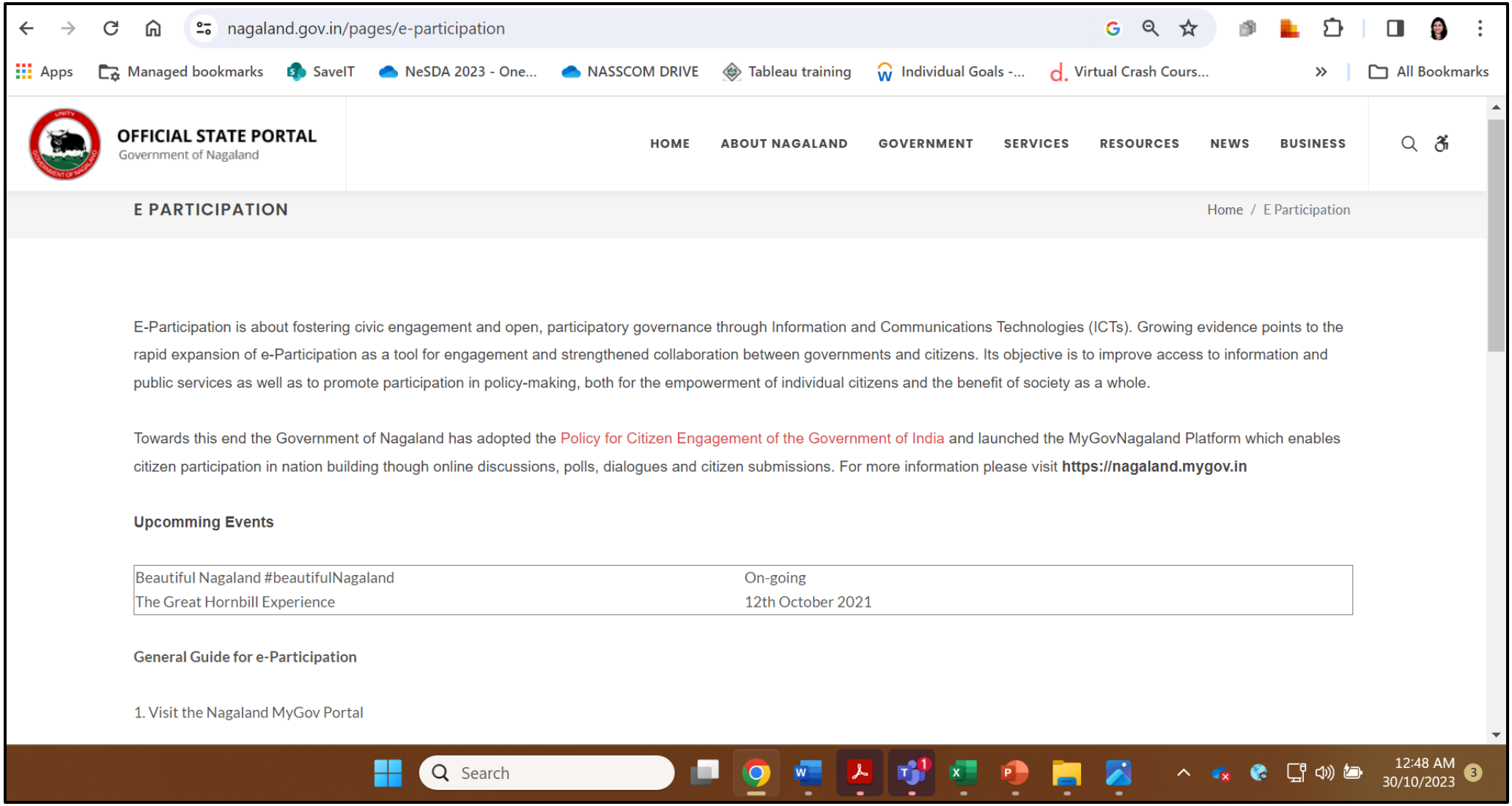
Parameter	Question 52	What is Evaluated
Open Government Data	Has State organized promotional campaigns / open data app competitions / hackathons to engage with developer community?	Availability of supporting document to justify organizing promotional campaigns / open data app competitions / hackathons



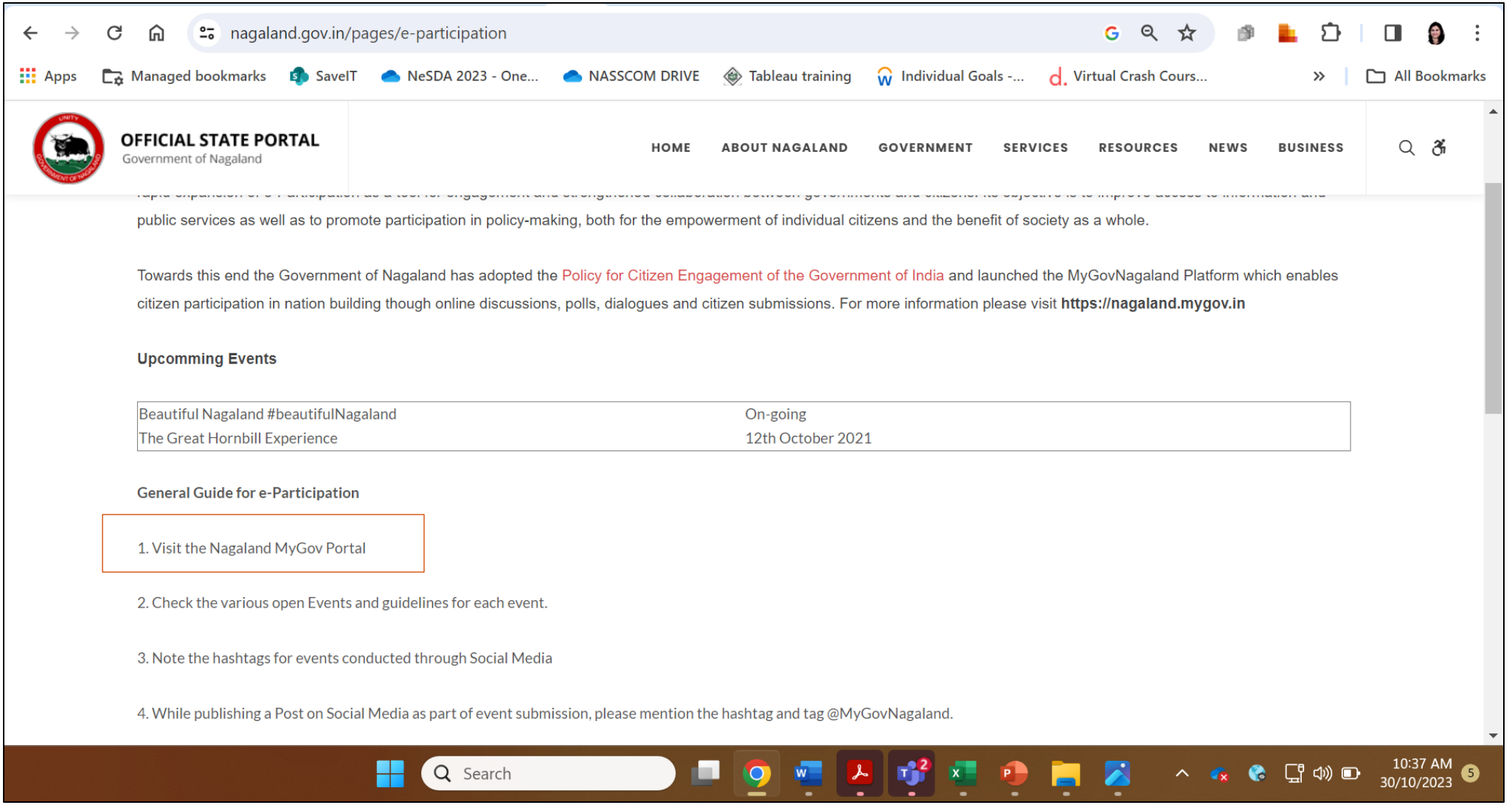
Parameter	Question 53	What is Evaluated
Open Government Data	Does the State provide the facility to download GIS maps / geospatial data?	Availability supporting document to justify the provision of the download feature on the portal to download GIS maps / geospatial data



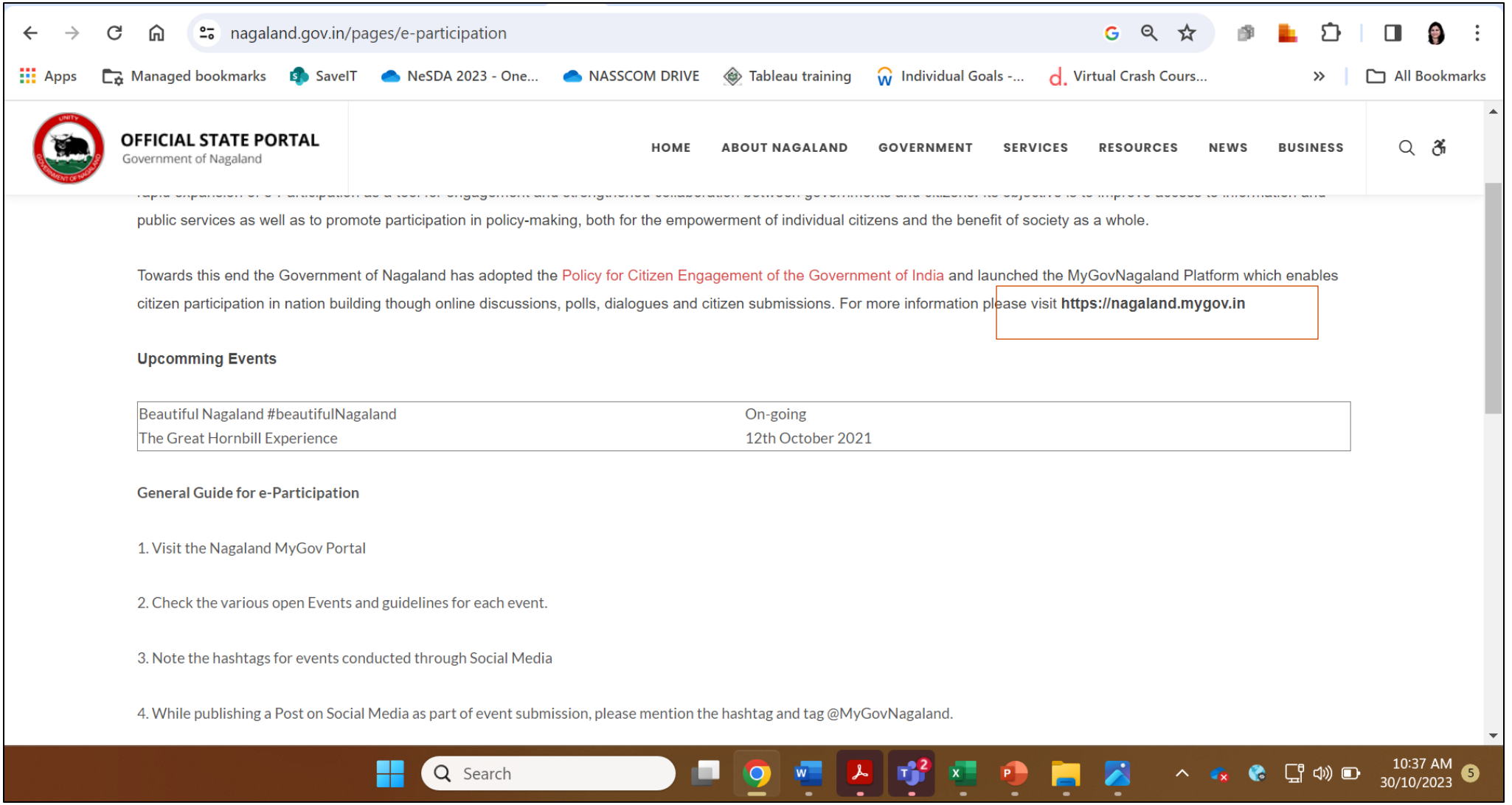
Parameter	Question 54	What is Evaluated
E-Participation	Does the State have a E-Participation policy?	Availability of E-Participation Policy on the State Portal



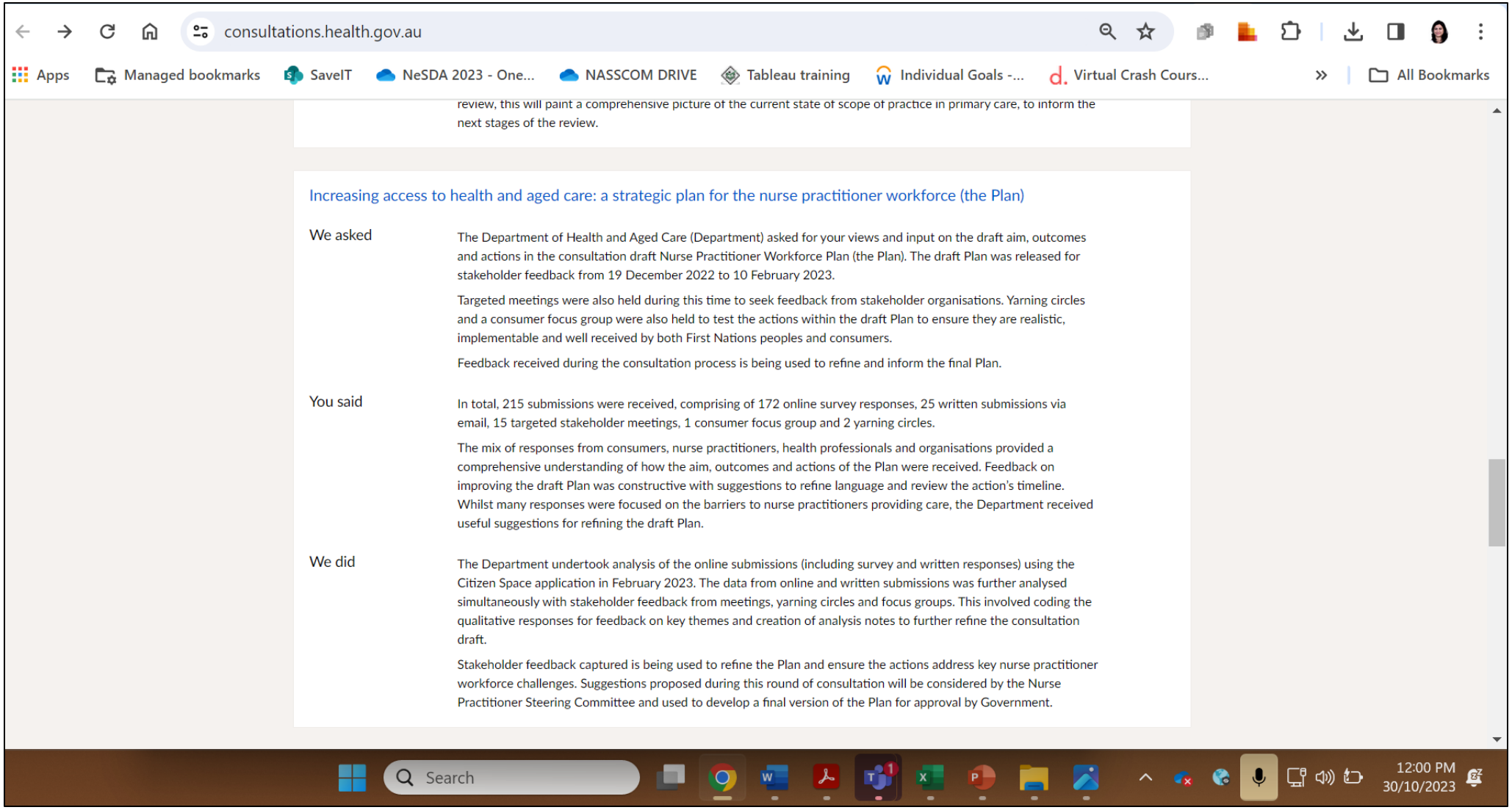
Parameter	Question 55	What is Evaluated
E-Participation	Does the State have a dedicated portal / sub-site for E-Participation to invite and obtain public opinion ?	Presence of a dedicated portal / sub-site for E-Participation to invite and obtain public opinion



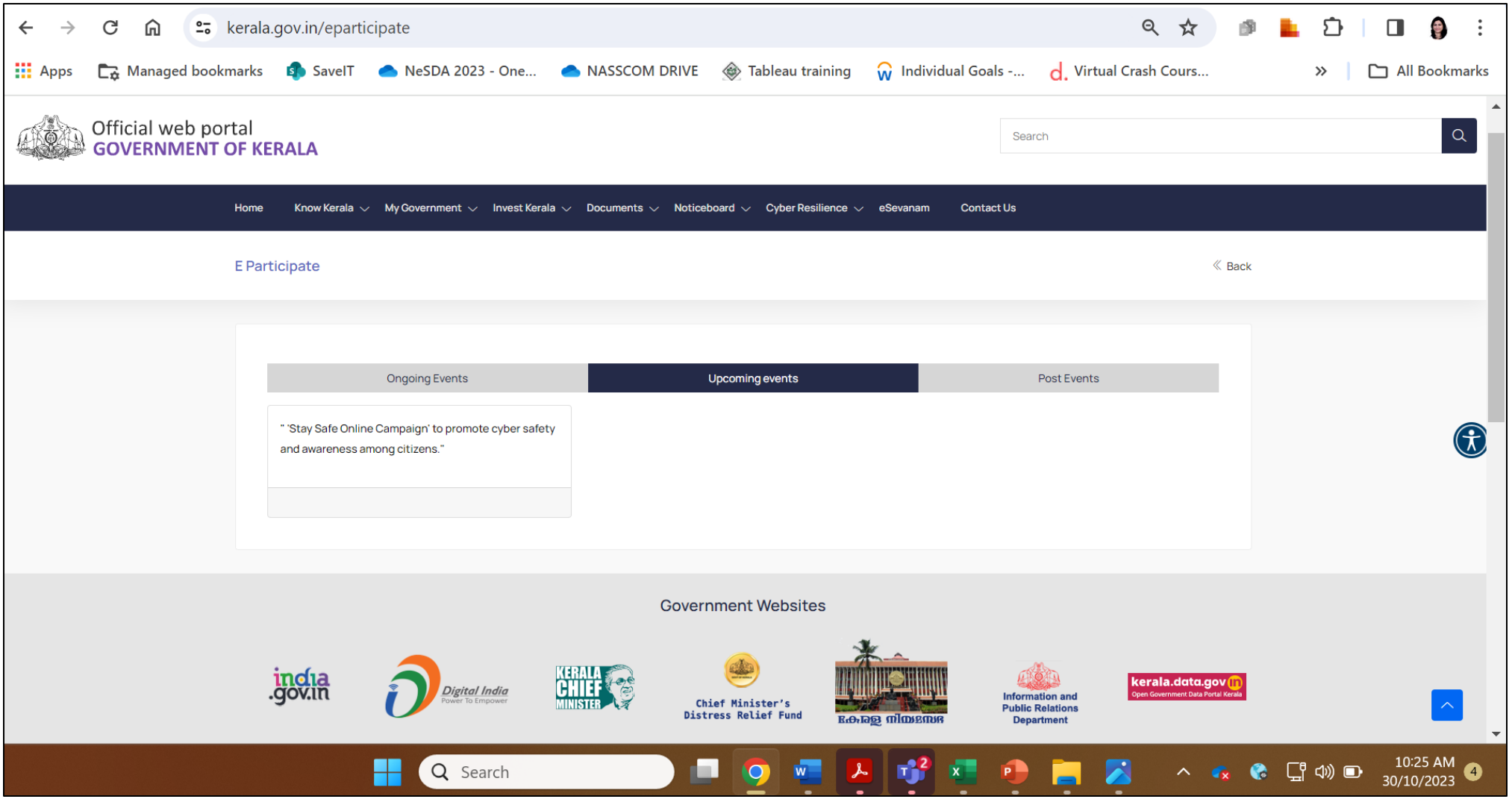
Parameter	Question 56	What is Evaluated
E-Participation	Is the link of E-Participation portal available on the State Portal?	Availability of link of E-Participation on the portal



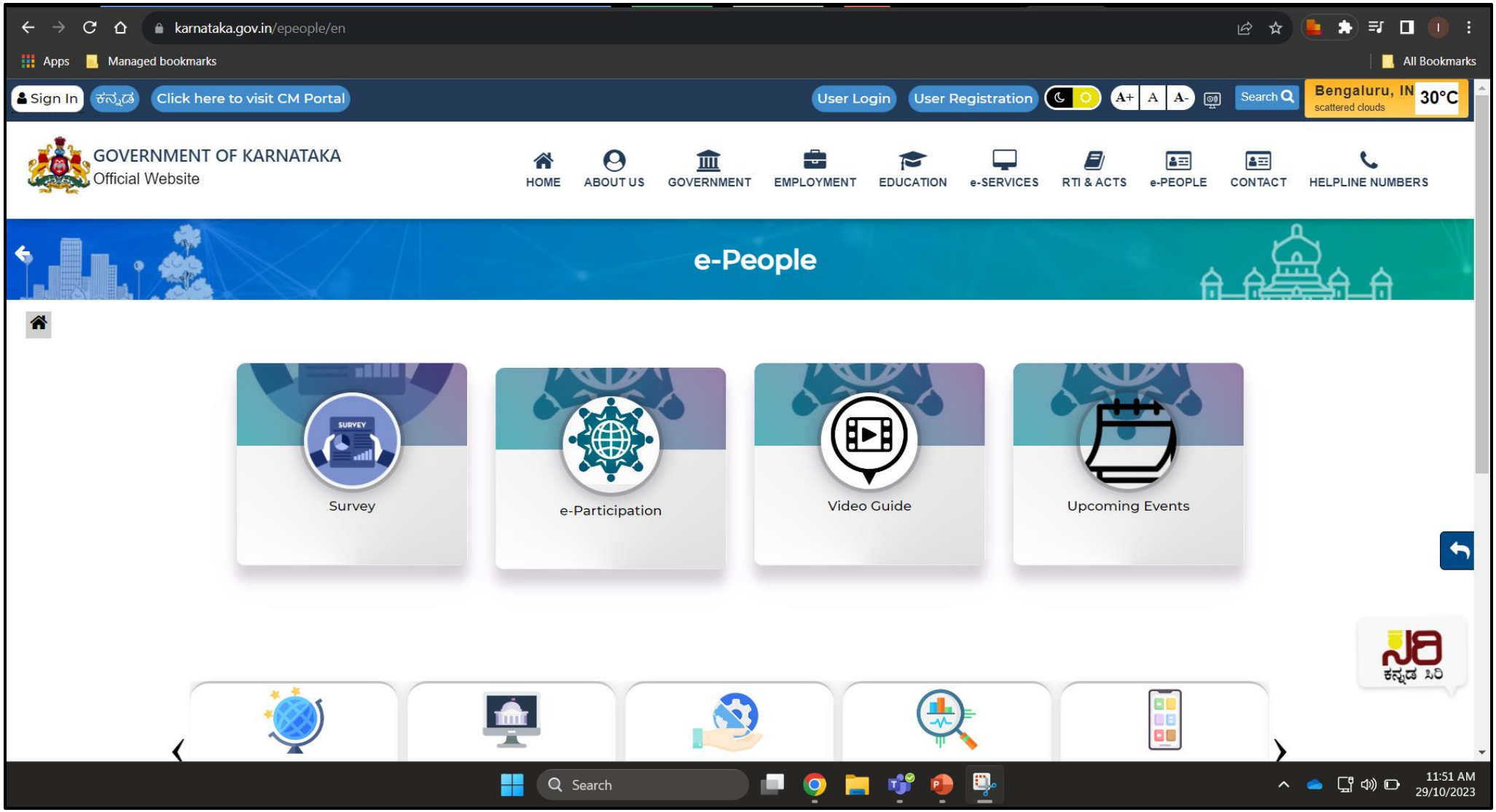
Parameter	Question 57	What is Evaluated
E-Participation	Does the State publish outcomes of each E-Participation / E-Consultation online?	Availability of the evidence / outcomes of each E-Participation / E-Consultation online?



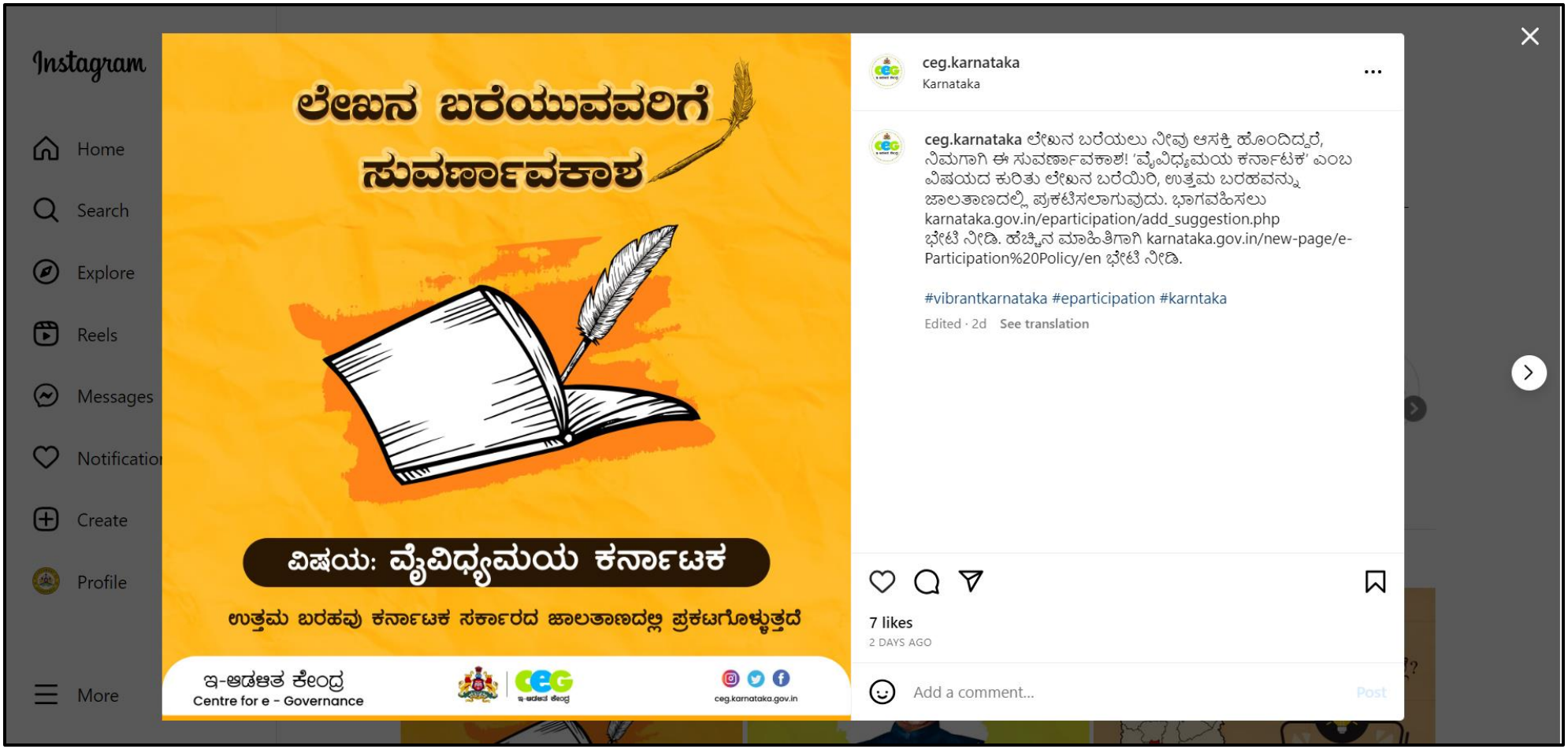
Parameter	*Question 58*	*What is Evaluated*
E-Participation	Does the State publish a calendar for upcoming E-Participation / E-Consultation activities	Calendar showing upcoming E-Participation / E-Consultation activities



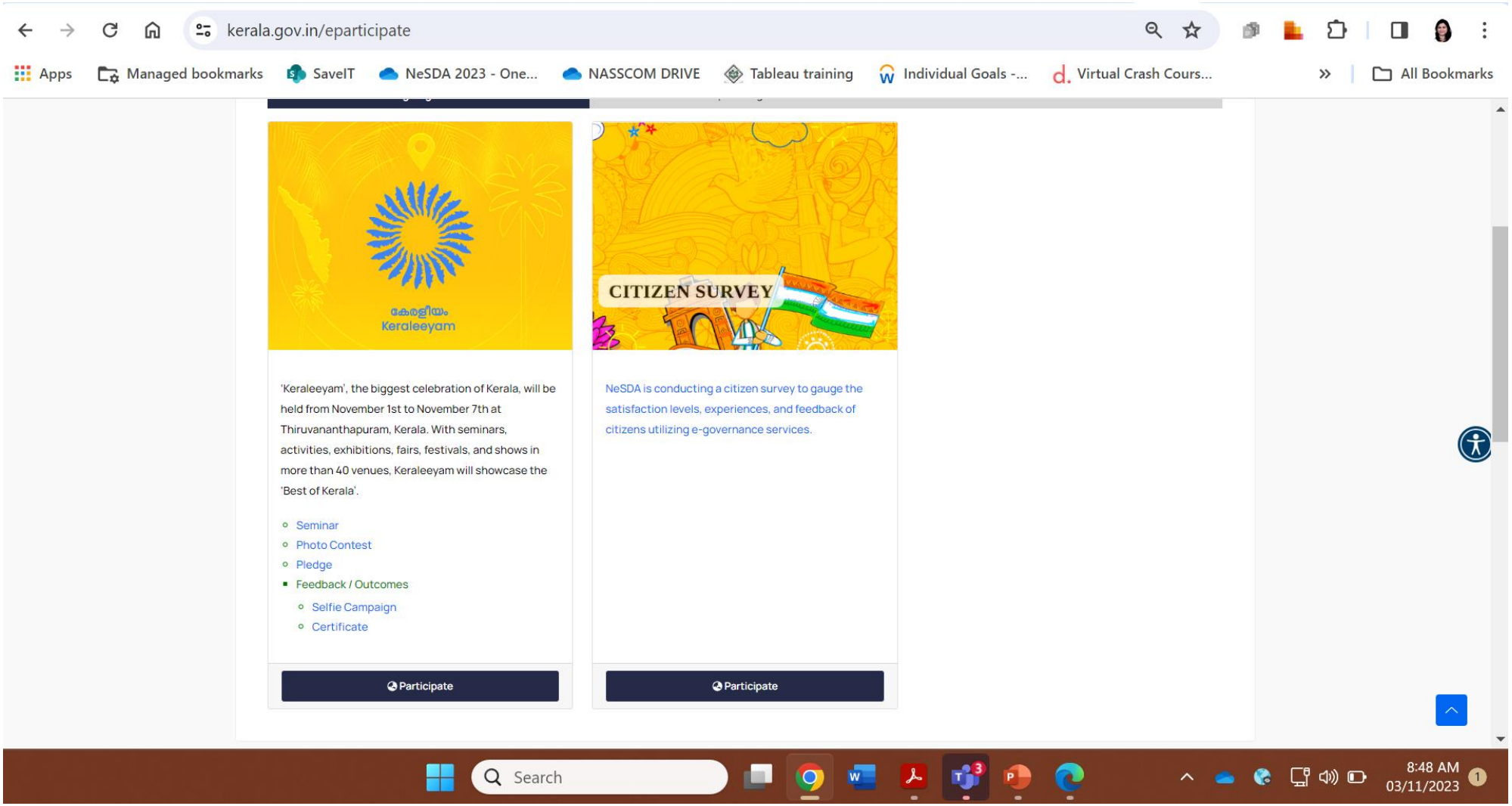
Parameter	*Question 59*	*What is Evaluated*
E-Participation	Are the tutorials / guidance / videos for using the E-Participation portal available on the State/E-Participation portal?	Availability of the information such as the tutorials / guidance / videos for using the E-Participation portal



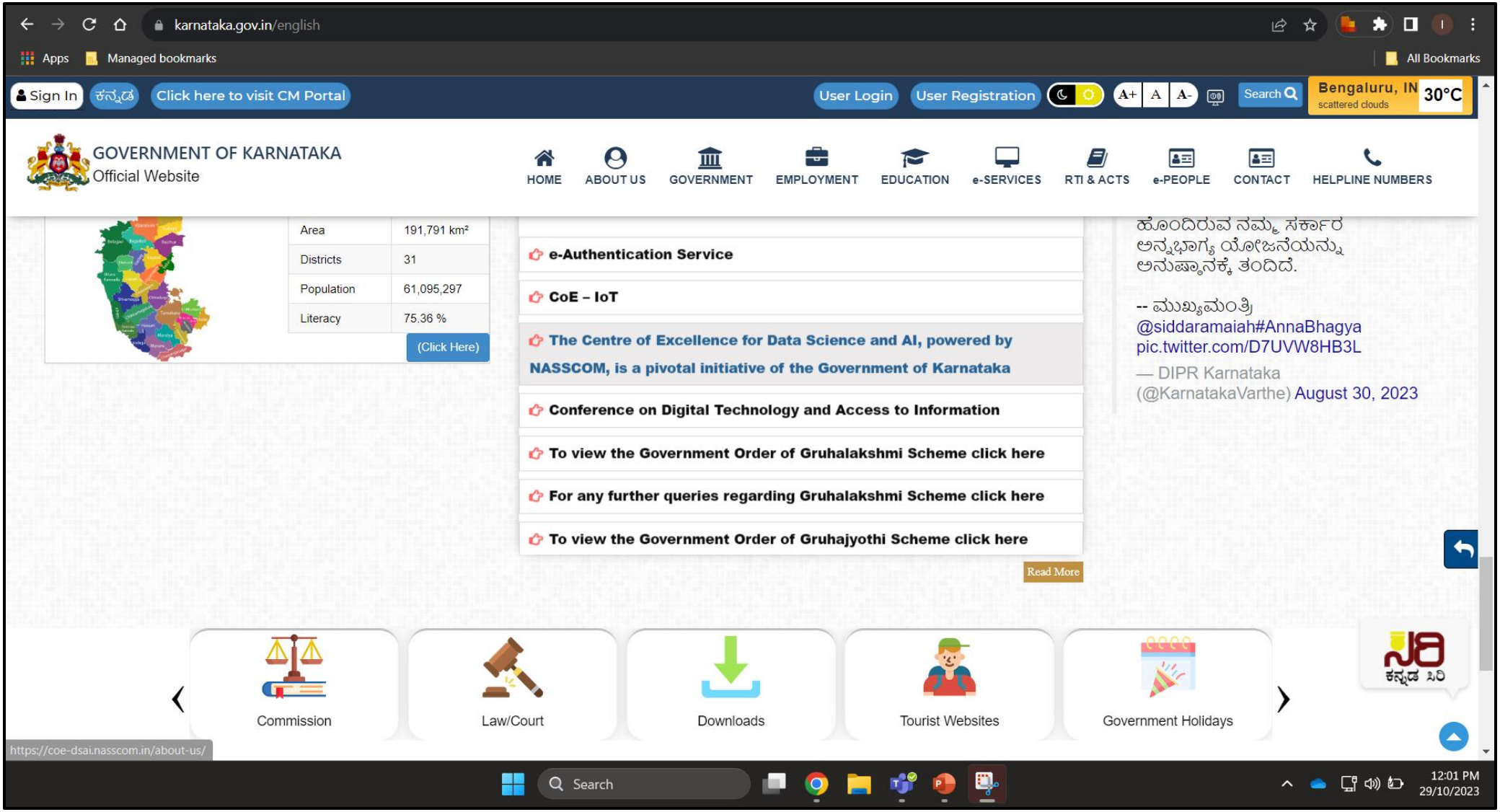
Parameter	Question 60	What is Evaluated
E-Participation	Has State organized promotional campaigns for regarding E-Participation / E-Consultation	Availability of such events on the portal/social media handles



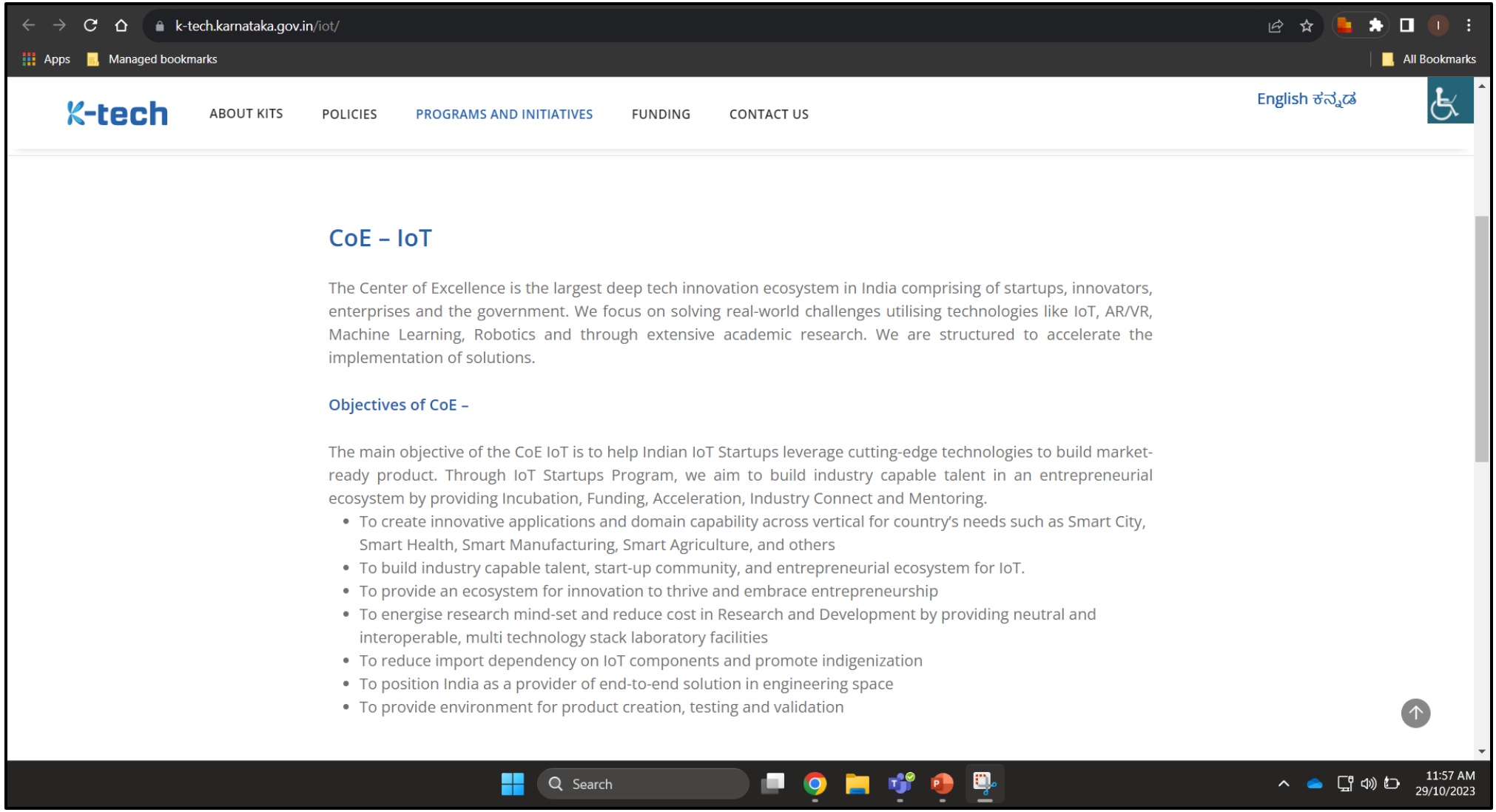
Parameter	Question 60	What is Evaluated
E-Participation	Has State organized promotional campaigns for regarding E-Participation / E-Consultation	Availability of such events on the portal/social media handles



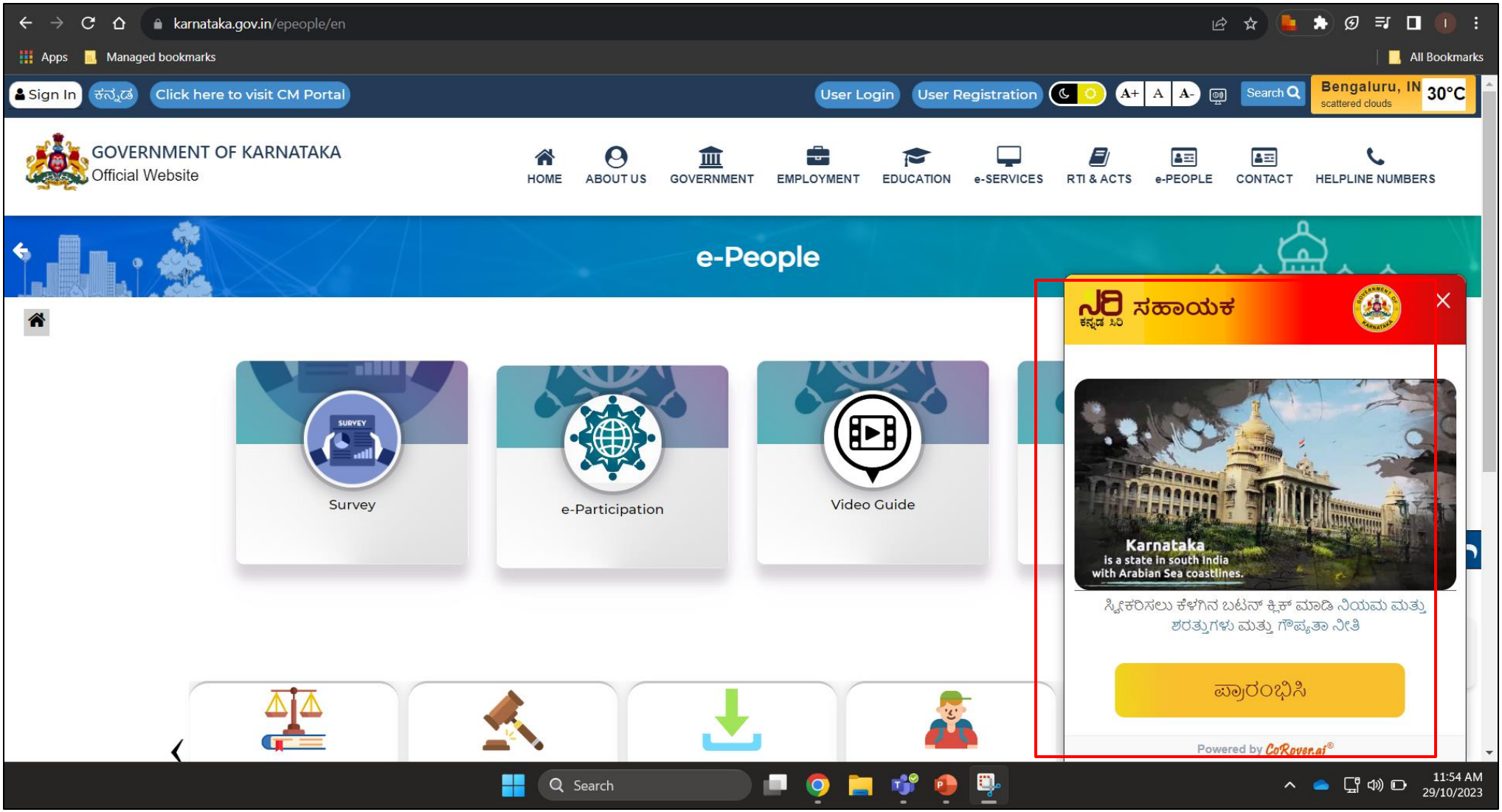
Parameter	Question 61	What is Evaluated
Leveraging Emerging Technologies	Does the State have a strategy on leveraging Artificial Intelligence	Availability of a supporting document -Strategy Document / Note to justify leveraging Artificial Intelligence



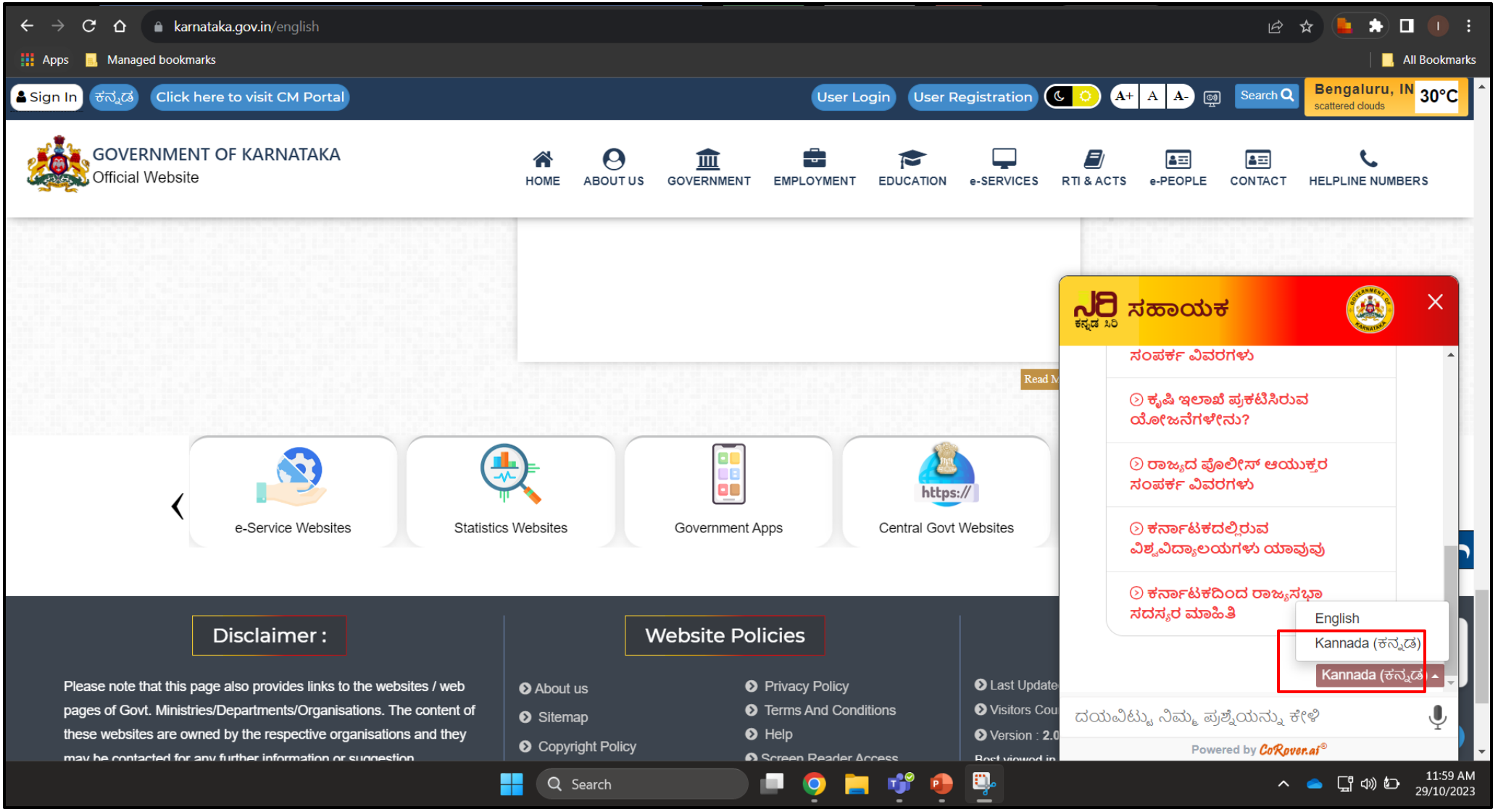
Parameter	Question 62	What is Evaluated
Leveraging Emerging Technologies	Does the State have a specific strategy on leveraging other emerging technologies - Block Chain, Internet of Things (IoT), Big Data, Robotics, Augmented Reality, Virtual Reality, 5G, etc.?	Availability of a supporting document - Strategy Document / Note to justify leveraging other emerging technologies



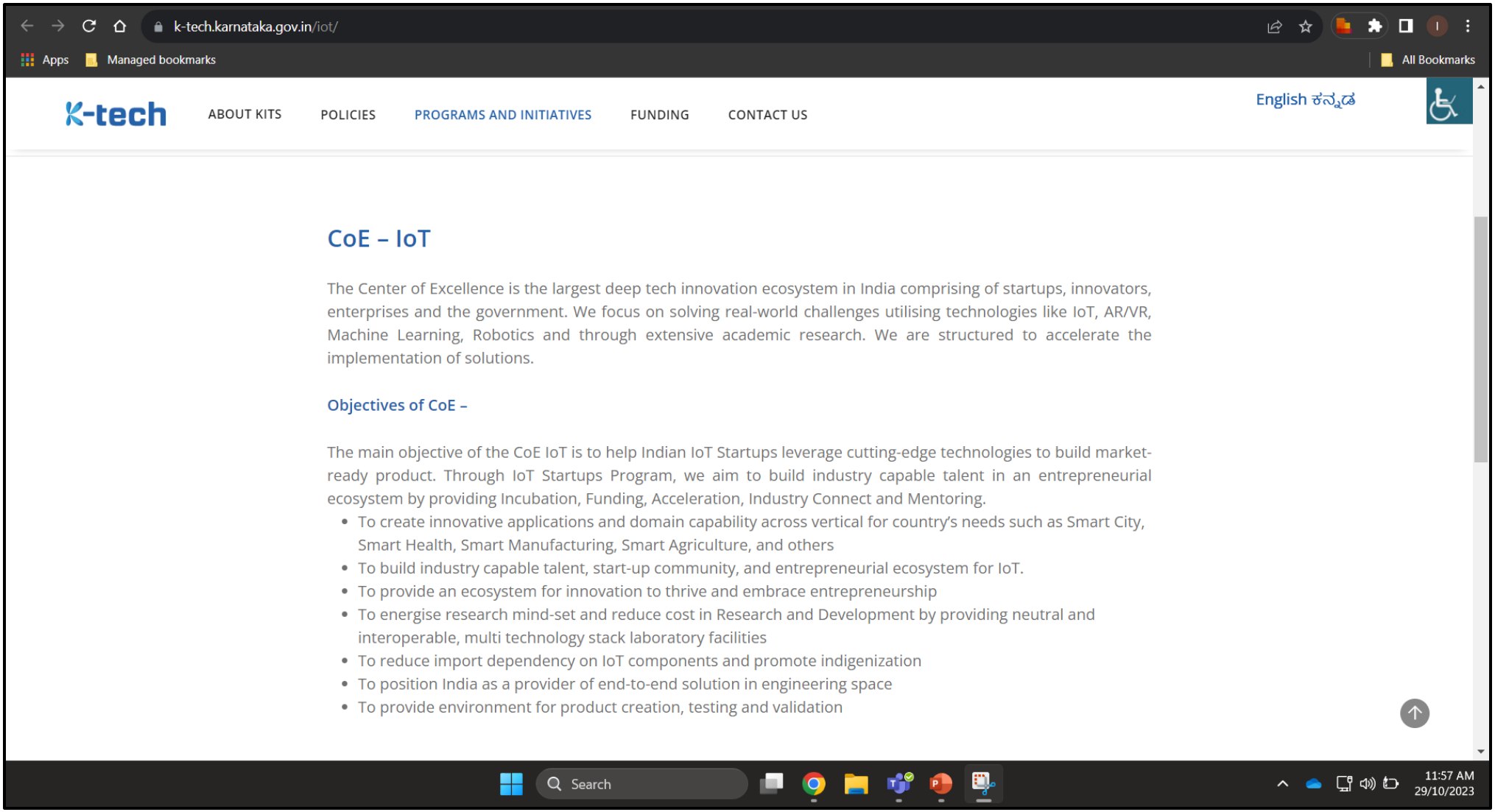
Parameter	Question 63	What is Evaluated
Leveraging Emerging Technologies	Is AI based Chatbot service available on the portal to assist the users? (AI - Artificial Intelligence)	Availability of Chatbot service on the portal that provides support to users in the same way as one would talk with another person



Parameter	Question 64	What is Evaluated
Leveraging Emerging Technologies	Is AI based Chatbot service available both in English and local language?	Provision of Multilingual support on the portal for people who don't speak English, or who are more comfortable speaking in another language



Parameter	*Question 65*	*What is Evaluated*
Leveraging Emerging Technologies	Has the State adopted any other emerging technologies in its service delivery?	Availability of relevant Report or Note on the portal stating the adoption of any other emerging technologies in service delivery



Other useful links

https://u.ae/-/media/E-Participation-and-Social-Media_eng.ashx

https://consultations.health.gov.au/

Thank you