

S.No.	Assessment Parameters	City Portal Questionnaire	What is Evaluated	Proof Expected
1	Accessibility	Is the city portal url provided in this survey also listed in NGSP (https://services.india.gov.in/ ) portal?	Availability of portal link on National Government Services Portal	Screenshot
2	Accessibility	Availability of feature for users to create personal login on the portal	Availability of users to create personal login	Screenshot
3	Accessibility	Availability of installable mobile applications for providing information and availing services of portal	Availability of Application in Google PlayStore, Apple AppStore, etc.?	Link of the App in Google Playstore, Apple AppStore, etc. / Screenshot
4	Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi Device Compability	Screenshots
5	Accessibility	Does the portal provide help desk/online support/call centre/help line numbers for users?	Availability of information	Screenshots
6	Accessibility	Has the tourist information been prominently linked and visible on the portal?	Availability of information	Screenshots
7	Accessibility	Has the Audio / video messages of key Government functionaries been uploaded during the last one month?	Availability of information	Screenshots
8	Accessibility	Is there any eSurvey / online polls being done on the portal currently?	Availability of information	Screenshots
9	Accessibility	Availability of information about compatible browsers and best screen resolutions	Information about Portal Compatability	Screenshot
10	Accessibility	Is portal available both in English and local language	Multi Lingual Support	Screenshot
11	Accessibility	Availability of features to enable access to portal for people with visual/audio/motor disabilities	Differently abled accessibilty	Screenshot
12	Accessibility	Does the portal support audio and video playing?	The portal should have features to play audio/video within the page (embedded). If only a link is provided and if it re-directs to another site, then that won't be considered.	Screenshot
13	Accessibility	Clear Indication of W3C Compliance of the Portal on the Home page	W3C Compliance	Screenshot
14	Accessibility	Clear Indication Logo of GIGW of the Portal on the Home page	Availability of the logo on the portal/website	Screenshot
15	Content Availability	Is the City/State Holiday list provided on the portal?	Availability of information	Screenshots
16	Content Availability	Existence of a section providing the list of local body Departments with contact details of government officials?	Availability of the About Us information	Screenshots
17	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ) on the portal	Availabilty of FAQ	Screenshots
18	Content Availability	Availability of information of last updated Date-Time stamp on each page of the portal	Information on Time Stamps	Screenshot
19	Content Availability	Is last updated timestamp on each page of the portal as of current year	Information on Time Stamps	Screenshots

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20	Content Availability	Availability of Statistics about website usage by users (no. of visitors/average time spent per visitor etc.)	Availability of Statistics	Screenshots
21	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	Screenshots
22	Content Availability	Existence of a separate 'Contact Us' section on the Portal	Presence of a dedicated page for Contact Us	Screenshots
23	Content Availability	Presence of a "What's New" section on the portal	What's New Section	Screenshot
24	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	Screenshot
25	Content Availability	Information about results of user feedback/comment	The portal should have the feedbacks/commets posted on/within the page	Screenshot
26	Ease of Use	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative?	Same as left	Screenshot
27	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.	Screenshot
28	Ease of Use	Availability of facility to log Grievances / Complaints on the Portal	Facility to Log Complaints	Screenshot of Search results of the search engine
29	Ease of Use	Availability of multiple portal navigation routes for services and information (Eg. A to Z services Index, city Department wise Service Groups, Service type groups etc.)	Ways in which the services could be availed	Screenshot
30	Ease of Use	Availability of search feature on the portal	Search Feautre	Screenshot
31	Ease of Use	Existence of a separate section for Help on the portal	Availability of Help Section	Screenshot
32	Ease of Use	Is the portal available on different front end tools - IE, Chrome, Firefox, Mozilla, etc.	Availability on different end tools	Screenshot
33	Ease of Use	Availability of sitemap of the Portal	Availability of Site Map	Screenshots
34	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.	Security Measures	Screenshot
35	Information Security and Privacy	Availability of copyright cityments on the Portal	Copyright Statements	Screenshot
36	Information Security and Privacy	Are copyright cityments as of current year	Availability of copyright statement on the portal/website	Screenshots
37	Information Security and Privacy	Is there a disclaimer & privacy policy for user data available online	User Privacy Policy	Links

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38	Information Security and Privacy	Is the portal been assessed by TPA for the online security	TPA Security certification	Screenshots
39	Information Security and Privacy	Is password recovery & reset facility available for the user	Password Recovery	Links Policy Documents
40	Information Security and Privacy	Is the user intimated by email/SMS on password expiry, reset, change in password, change in user profile etc.	Password status Alerts	Certifications
41	Information Security and Privacy	Are alerts (SMS/email) available for unauthorized access to user profile, password changes etc.	Availability of the feature	Screenshot
42	Open Government Data	Does City have a dedicated portal on Open Government Data (OGD) ?	Availability of the portal	Screenshot
43	Open Government Data	Is the link of this OGD portal available on the City Portal?	Availability of the link	Screenshot
44	Open Government Data	Has City nominated a Chief Data Officer?	Availability of the Chief Data Officer details on the OGD portal	Screenshot
45	Open Government Data	Has City published datasets on the portal since 1st April 2022 which are accessible to the general public?	Availability of the datasets	Screenshot
46	Open Government Data	Does City provide facility to accept public requests for new data sets?	Availability of the feature	Screenshot
47	Open Government Data	Are the tutorials / guidance / videos for using the OGD portal available on the City/OGD portal?	Availability of the information	Screenshot
48	Open Government Data	Has City organized promotional campaigns / open data app competitions / hackathons to engage with developer community?	Availability of such events on the portal or official tweets / posts on social media / news articles related to hackathon	Screenshot
49	Open Government Data	Does the City provide the facility to download GIS maps / geospatial data?	Availability of the download feature	Screenshot
50	E-Participation	Does the City have a dedicated portal / sub-site for E-Participation to invite and obtain public opinion ?	Same as left	Screenshot
51	E-Participation	Is the link of E-Participation portal available on the City Portal?	Same as left	Screenshot

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52	E-Participation	Does the City publish outcomes of each E-Participation / E-Consultation online?	Availability of the such evidence on the portal	Screenshot
53	E-Participation	Does the City publish a calendar for upcoming E-Participation / E-Consultation activities	Same as left	Screenshot
54	E-Participation	Are the tutorials / guidance / videos for using the E-Participation portal available on the City/E-Participation portal?	Availability of the information	Screenshot
55	E-Participation	Has city organized promotional campaigns for regarding E-Participation / E-Consultation	Availability of such events on the portal	Screenshot
56	Leveraging Emerging Technologies	Does the City have a strategy on leveraging Artificial Intelligence	Same as left	Screenshot
57	Leveraging Emerging Technologies	Does the City 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 Strategy Document / Note on the portal	Screenshot
58	Leveraging Emerging Technologies	Is AI based Chatbot service available on the portal to assist the users? (AI - Artificial Intelligence)	Same as left	Screenshot
59	Leveraging Emerging Technologies	Is AI based Chatbot service available both in English and local language?	Multilingual Support	Screenshot
60	Leveraging Emerging Technologies	Has the City adopted any other emerging technologies in its service delivery?	Availability of Report / Note on the portal	Screenshot