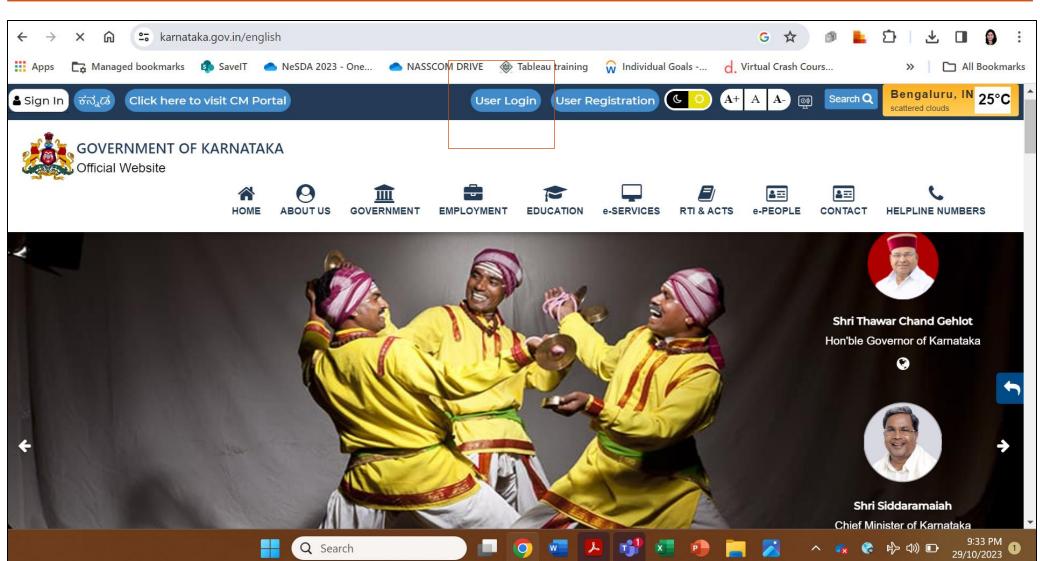


Illustrative Responses to Assessment Questionnaire

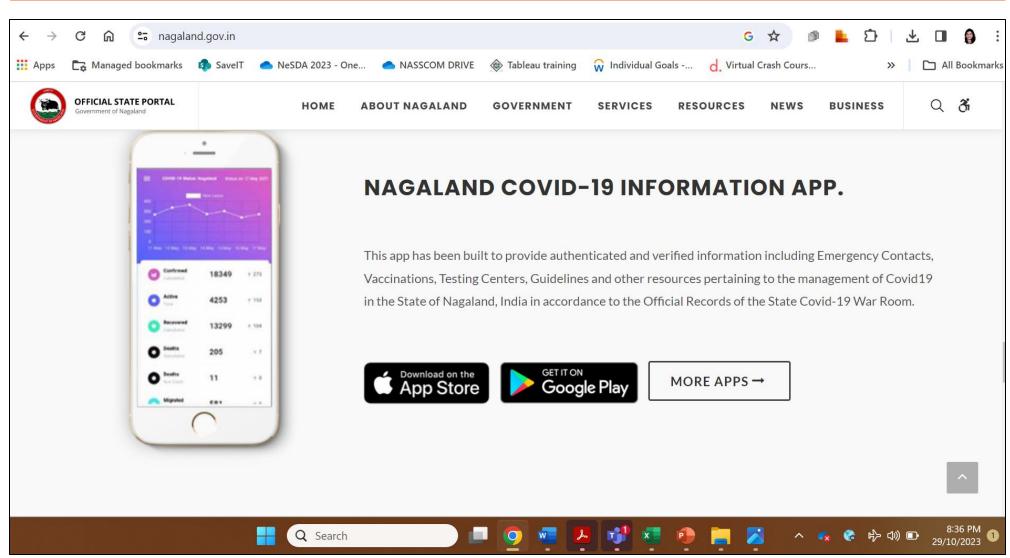
CITY PORTAL

Parameter Question 1 What is Evaluated City portals provide a single window access to the information and links to the services being provided for Is the City Portal URL provided in this survey the citizens and other stakeholders. It is suggested to Accessibility also listed in NGSP have the city portal URL listed on NGSP. Kindly provide (https://services.india.gov.in/) portal? the supporting document regarding presence of city portal URL on NGSP. All Bookmarks Managed bookmarks S Document Develop... Skip to main content +A A -A 🖊 हिन्दी an initiative under NATIONAL GOVERNMENT SERVICES PORTAL Find Government Services Faster Search a Advanced Kerala State Portal Home >> Search >> Kerala State Portal **Search Results** Popular Services related to 2859 services **Education and Learning** Health and Wellness Kerala State Portal Electricity, Water and Local services The official web portal for the Government of Kerala serves as a comprehensive platform for citizens, providing Money and Taxes information, services, and updates on state governance, policies, and initiatives. Jobs More Justice, Law and Grievances Apply for Label Approval for the Brands of IMFL/ Beer/ Wine where Distillery/ Brewery/ Travel and Tourism Winery/ Compounding, Blending and Bottling Units within the State, for supply within the Business and Self-employed Q Search

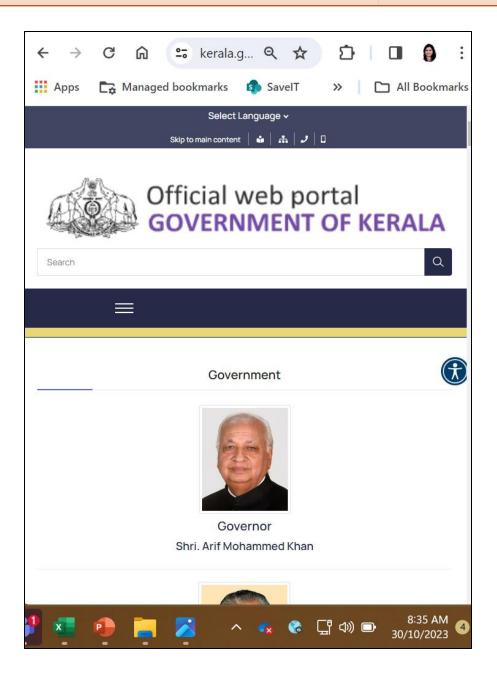




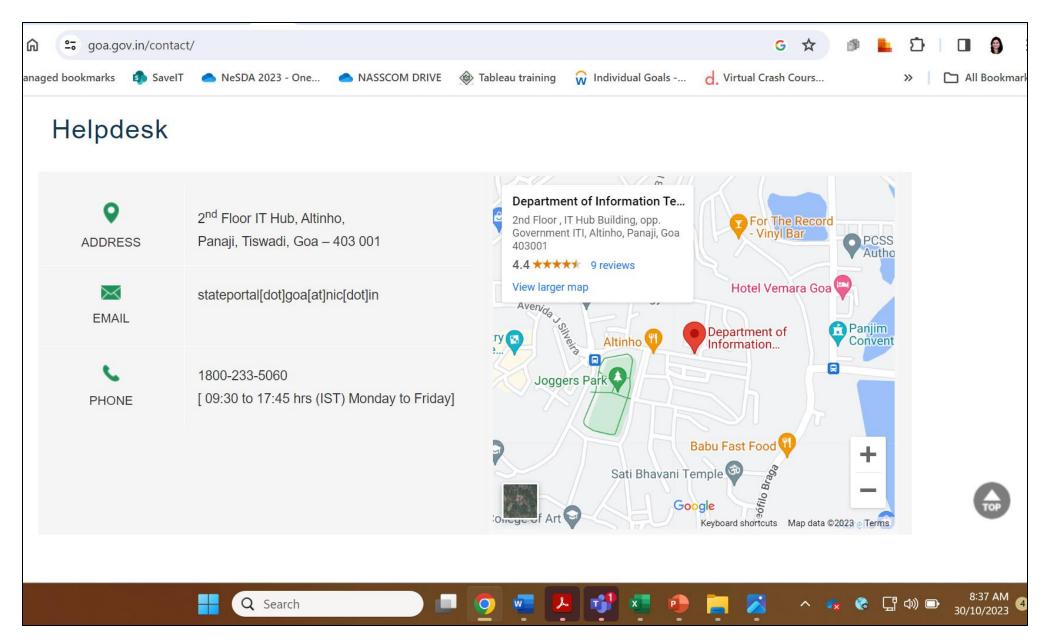
Parameter	Question 3	What is Evaluated
Accessibility	•	Availability of information that Mobile App can be downloaded through Google PlayStore, Apple AppStore, etc



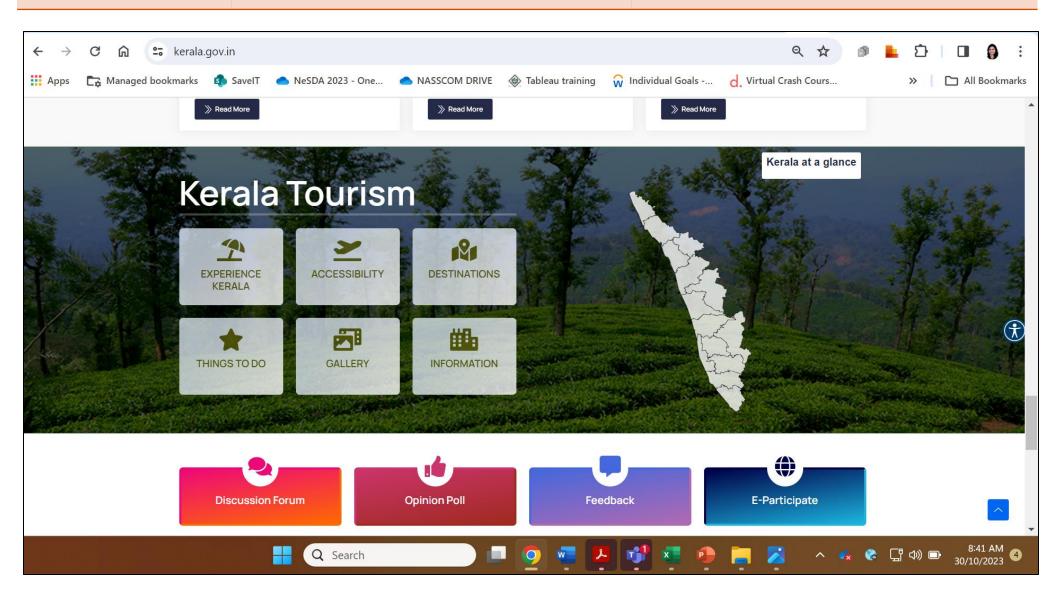
Parameter	Question 4	What is Evaluated
Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi Device Compatibility of the portal i.e., the portal adjust to various mobile devices like tab, iPad, cell phones etc.



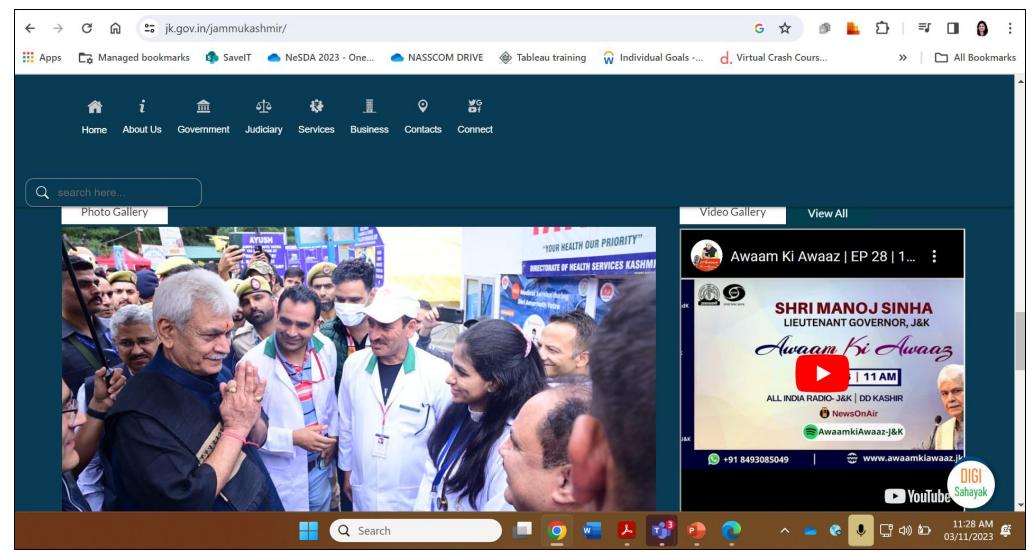
Parameter	Question 5	What is Evaluated
Accessibility	Does the portal provide help desk/online support/call centre/help line numbers for users?	Availability of help desk/online support/call center/help line numbers for users on the portal



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 Eva	aluated	
Accessibility		Is there any eSurvey / online poll done on the portal currently?	s being	Availability of online polls of	of information on re on the portal	ecent eSurvey /
← → ♂ ☆ ☆	kerala.gov.in/sur	veyview/1			Q ☆	호 :
Apps 🕞 Managed b	ookmarks 🦚 Savel	T NeSDA 2023 - One NASSCOM DRIVE	Tableau training	Individual Goals	d. Virtual Crash Cours	» 🗎 All Bookmarks
	N A A					
	Surv	vey			×	
	1. V	What can be done to maintain cleanliness around schools and public places	Own initiative Public participation Create a community for			
	മാലിന ^{2.1} എന്തെ:	What can be done to keep water bodies clean and tidy?	A community of like-min Bring it to the attention Spread awareness mes Prevent the tendency to	sages.	clean up.	

Content

Enter Email

Enter mobile

14+2=0

Enter Captcha

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B

Content

Name

Email

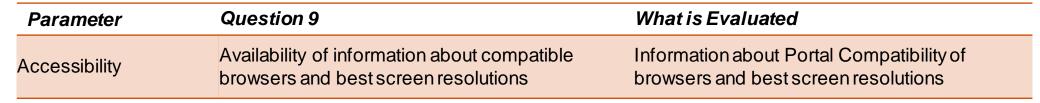
Mobile

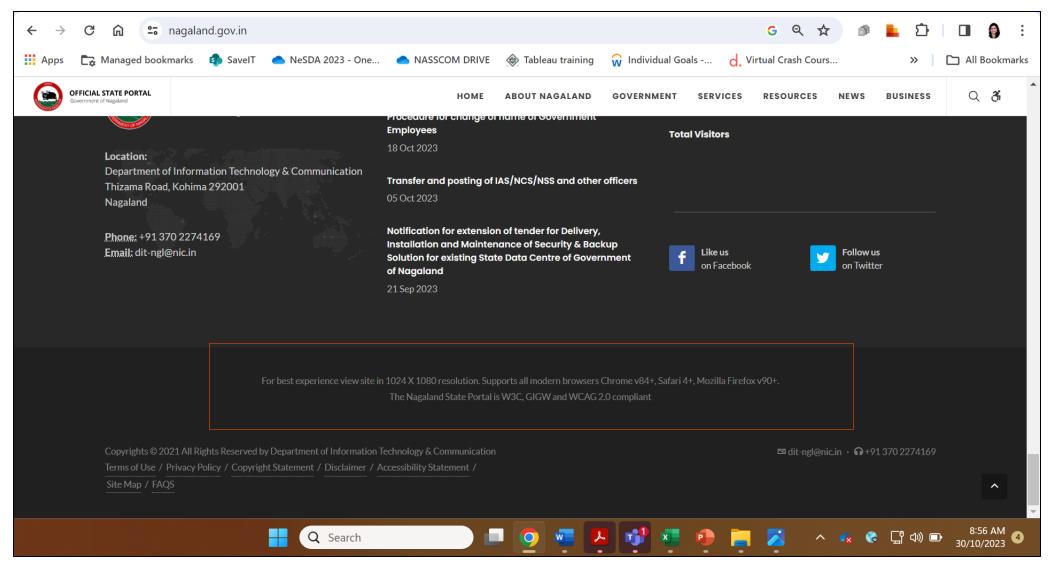
Comments

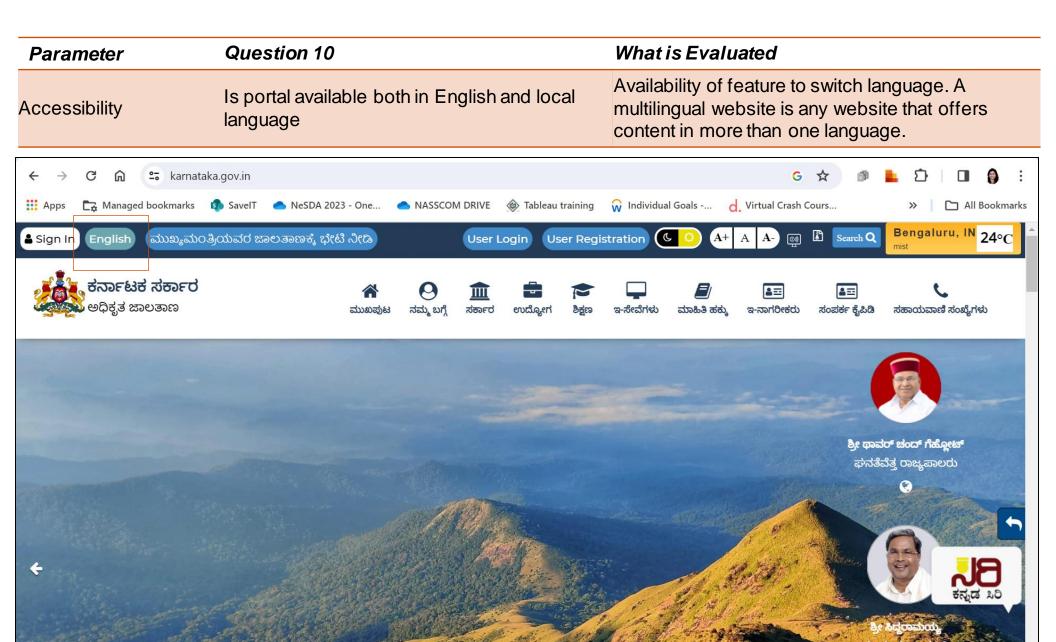
Captcha

Q Search

touchhead







https://www.karnataka.gov.in/english

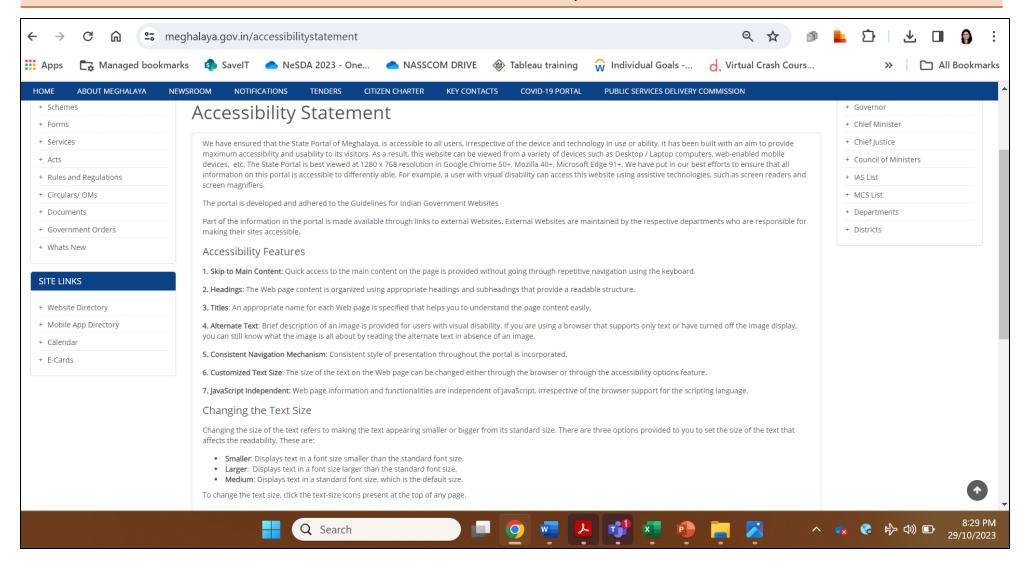
Q Search

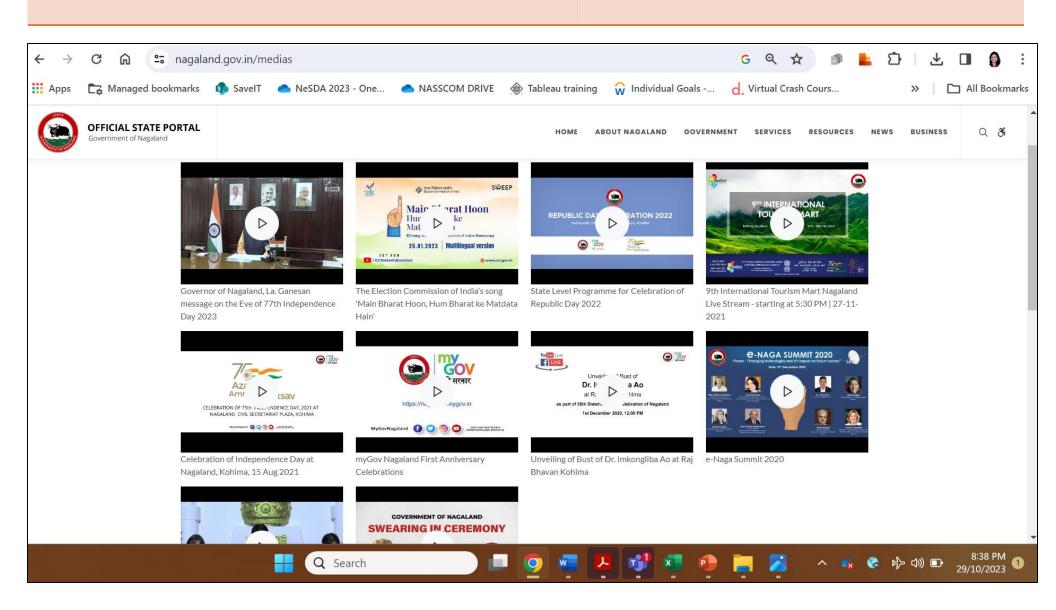
Parameter Question 11 What is Evaluated

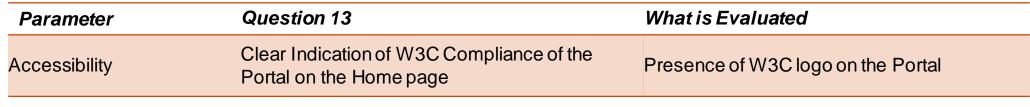
Accessibility

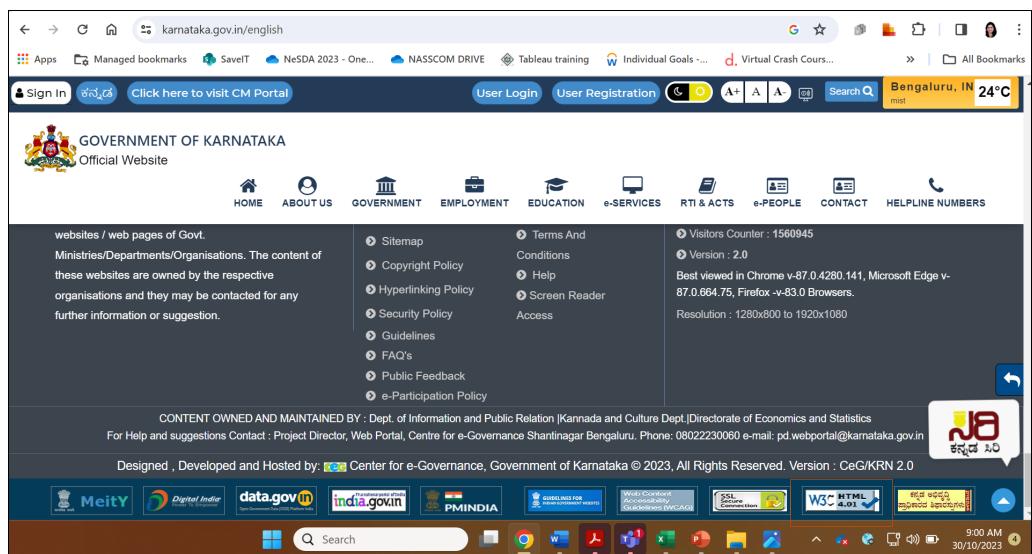
Availability of features to enable access to portal for people with visual/audio/motor disabilities

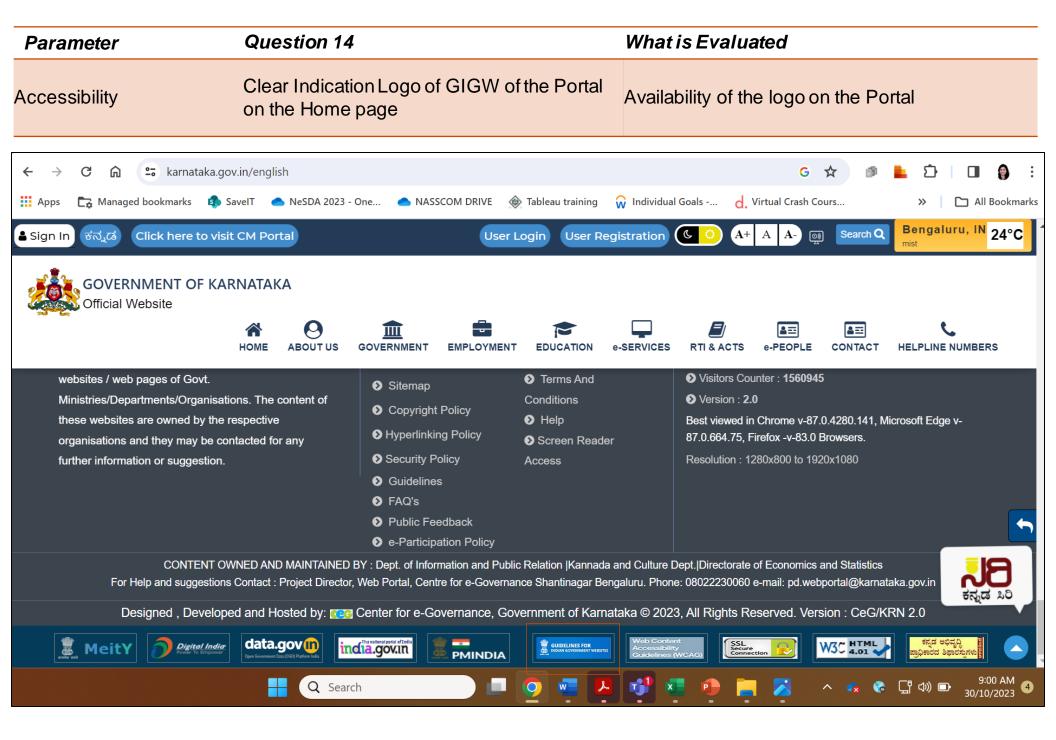
Availability of features to enable differently abled people (visual/audio/motor disabilities) access the portal







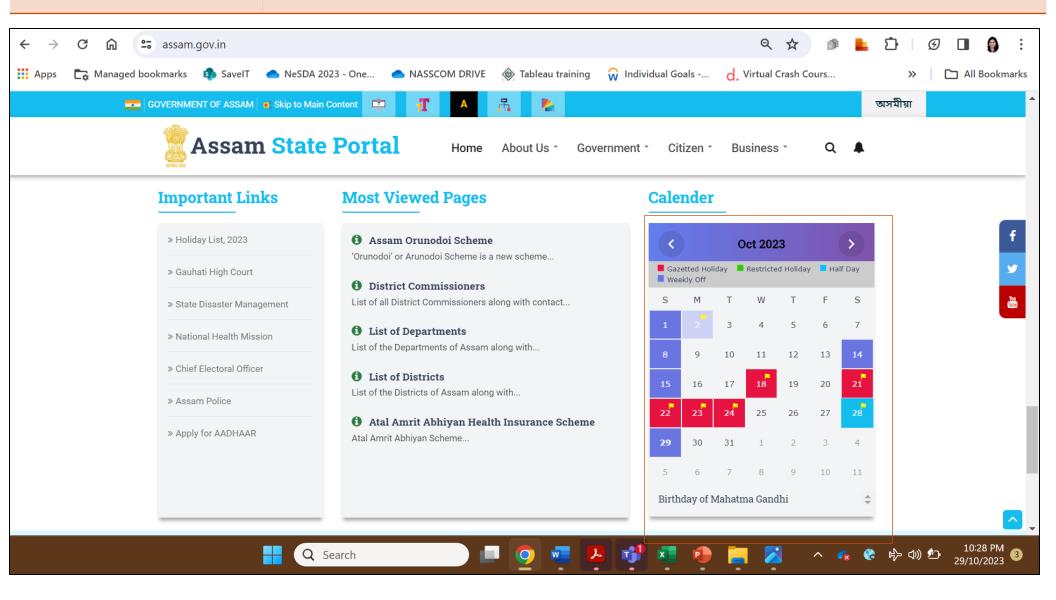


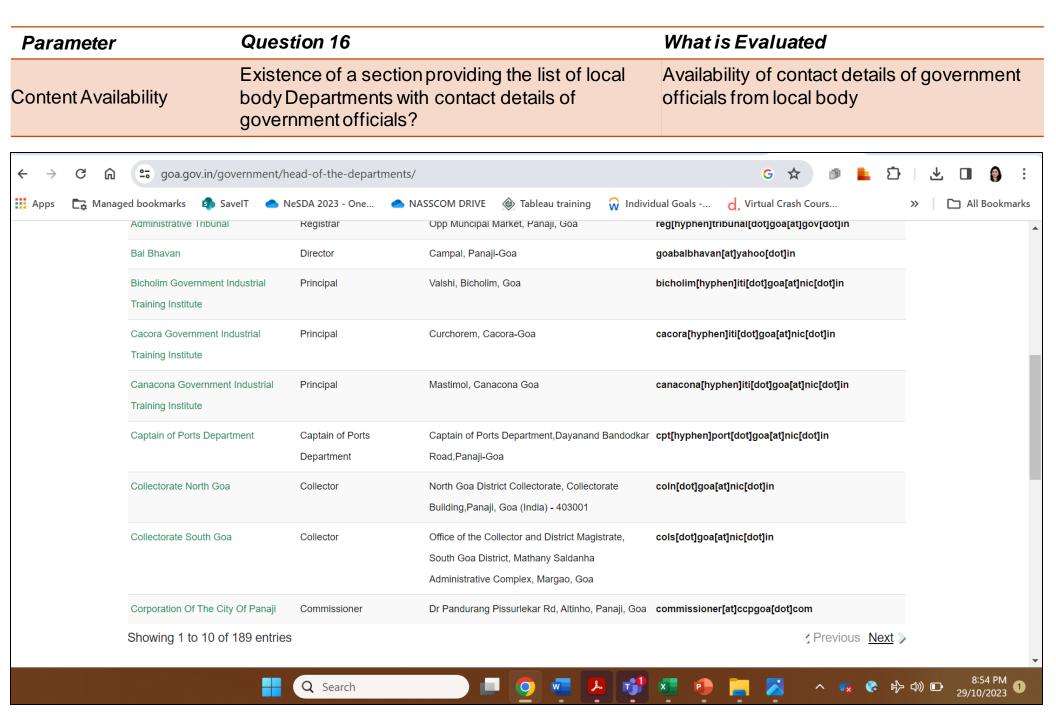


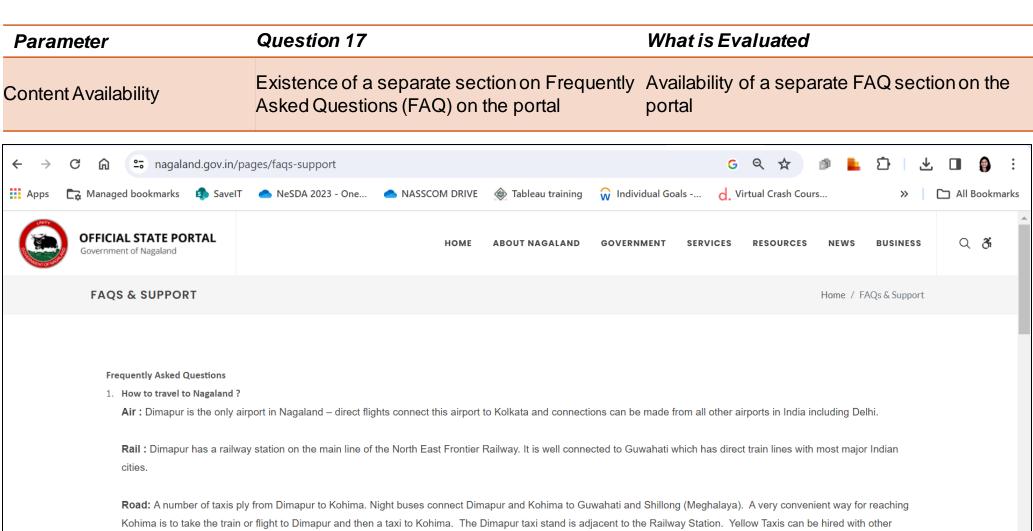


Content Availability Is the City Holiday list provided on the portal?

Availability of the City Holiday list on the portal







passengers (shared taxis) or exclusively (full taxis) – a 'full taxi' can cost anything between '1500 – '2000 for a one-way trip to Kohima. Travellers can also opt to rent a car from Guwahati (through tour operators) and drive all the way to Kohima. This pleasant drive, lasting about 8-9 hours, takes the tourist past beautiful stretches of forests, greenery and hills - one should try to start and end the journey before nightfall.

2. How many Districts are there in Nagaland?

There are 12 Districts in Nagaland. Kindly refer to About Nagaland - Districts section for more details.











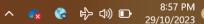




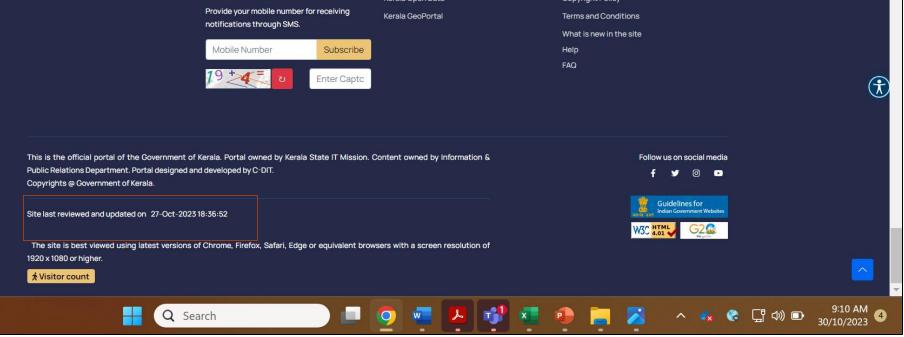








Question 18 What is Evaluated **Parameter** Information on Time Stamps on each page of Availability of information of last updated Date-Time **Content Availability** stamp on each page of the portal the portal 25 kerala.gov.in Managed bookmarks SavelT NeSDA 2023 - One...
NASSCOM DRIVE Tableau training Individual Goals -... Virtual Crash Cours... All Bookmarks Get In Touch With Us Our Mobile App About the Government Information Kerala Startup Mission About the portal Saankethika. Download our Vrindavan Gardens, Technopark Trivandrum Hyperlink policy **Mobile Applications** Pattom.P.O, Thiruvananthapuram - 695004 **IT Mission** Privacy policy Tel: +91 471 2525444, 2525430 **Receive Notification** Kerala IT Disclaimer Kerala Open Data Copyright Policy Provide your mobile number for receiving Kerala GeoPortal Terms and Conditions notifications through SMS.

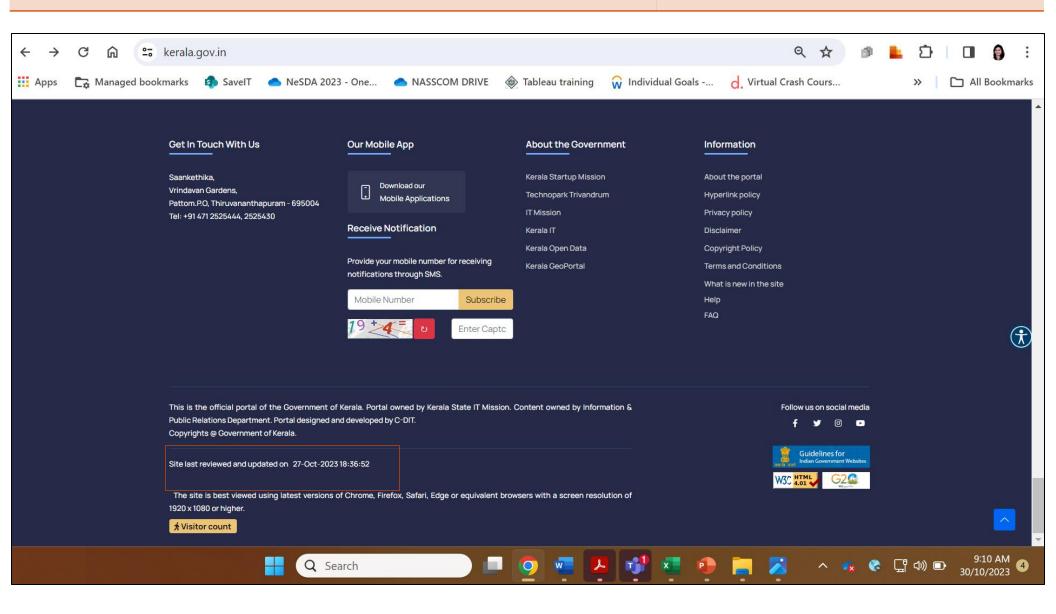


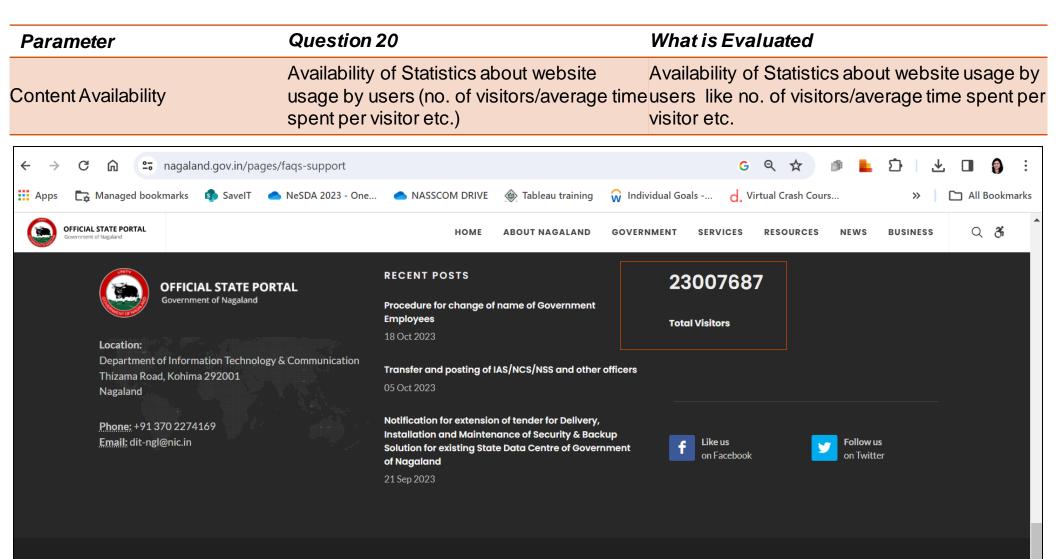
Parameter Question 19 What is Evaluated

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

































I dit-ngl@nic.in ⋅ **\O**+91 370 2274169

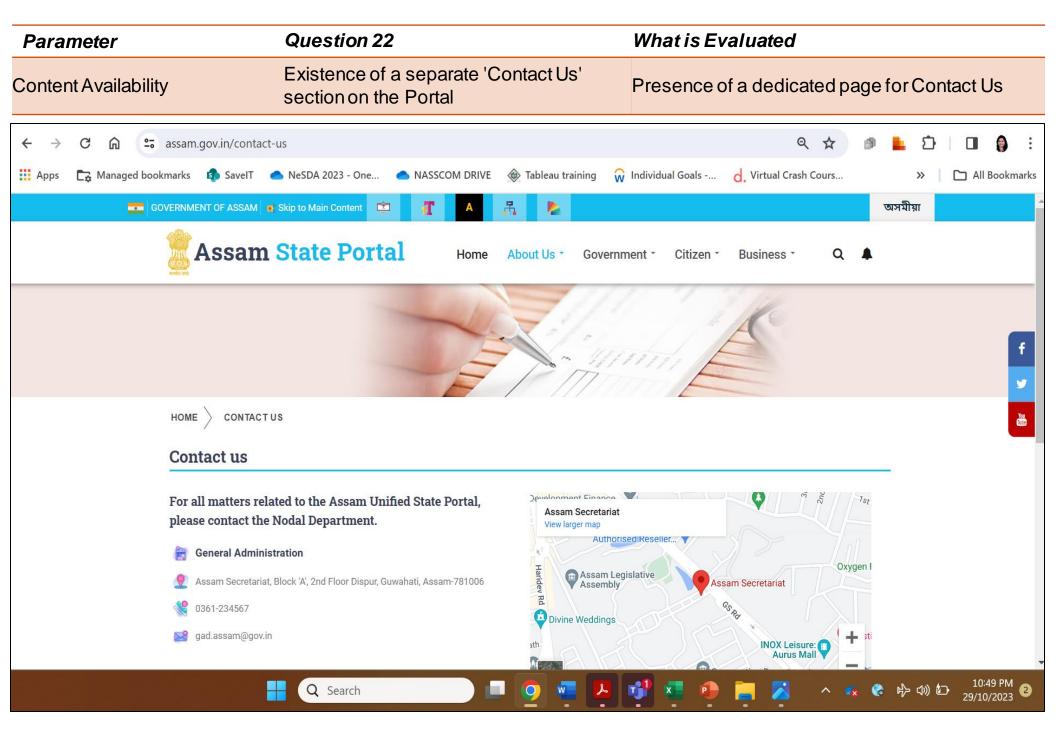




Parameter	Question 21			What is Evaluate	ed	
Content Availability	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.			Availability of feat alerts and confirm eParticipation acti Marketing etc.	nations about p	•
← → ♂ ☆ sterala.go	ov.in				Q ☆ 🗿	<u> </u>
₩ Apps 🕞 Managed bookmarks	🔹 SavelT 🔷 NeSDA 2023	- One NASSCOM DRIVE	Tableau training	Individual Goals d. Virtu	ual Crash Cours	→ All Bookmarks
ŢŢ,	idia ov.in	india CHIEF		Information and	kerala.ddtd.gov (n	
Saankethil Vrindavan (Pattom.P.O		Our Mobile App Download our Mobile Applications Receive Notification Provide your mobile number for receiving notifications through SMS. Mobile Number Subscribe Tenter Capto	About the Government Kerala Startup Mission Technopark Trivandrum IT Mission Kerala IT Kerala Open Data Kerala GeoPortal	About the portal Hyperlink policy Privacy policy Disclaimer Copyright Policy Terms and Condit: What is new in the Help FAQ		•
Public Rela Copyrights	e official portal of the Government of I ations Department. Portal designed and s @ Government of Kerala. eviewed and updated on 27-Oct-2023 to		. Content owned by Informati	on &	Follow us on social media f	

Q Search

□ O W C G G AM 49 AM 4



Question 23 What is Evaluated **Parameter** Presence of a "What's New" section on the Presence of What's New/ Latest Information Content Availability Section on the homepage of the portal portal 25 connect.punjab.gov.in Managed bookmarks NeSDA 2023 - One... NASSCOM DRIVE Tableau training Individual Goals -... d. Virtual Crash Cours... All Bookmarks SavelT Reset Password? TRANSACTIONS DETAIL SMS DELIVERY WHAT'S NEW OF CERTIFICATE 688 30850 **Empanelment of Cloud Service** Yesterday This Month Provider TOP SERVICES VIEW Quotation for renewal of insurance policy of Bell 429 2.04 Lac 3.49 Lac helicopter owned by Govt. of

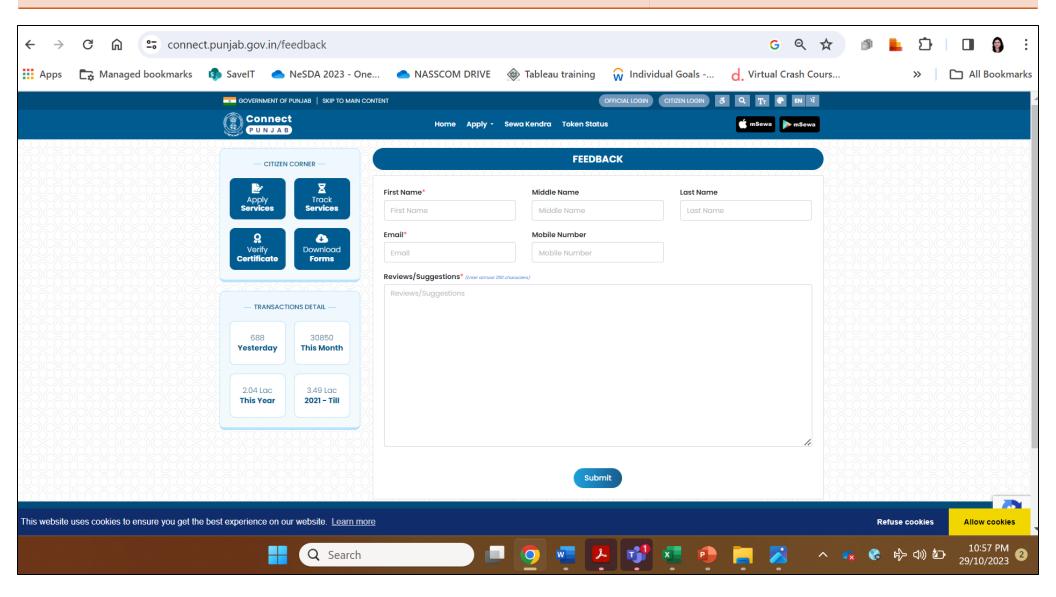


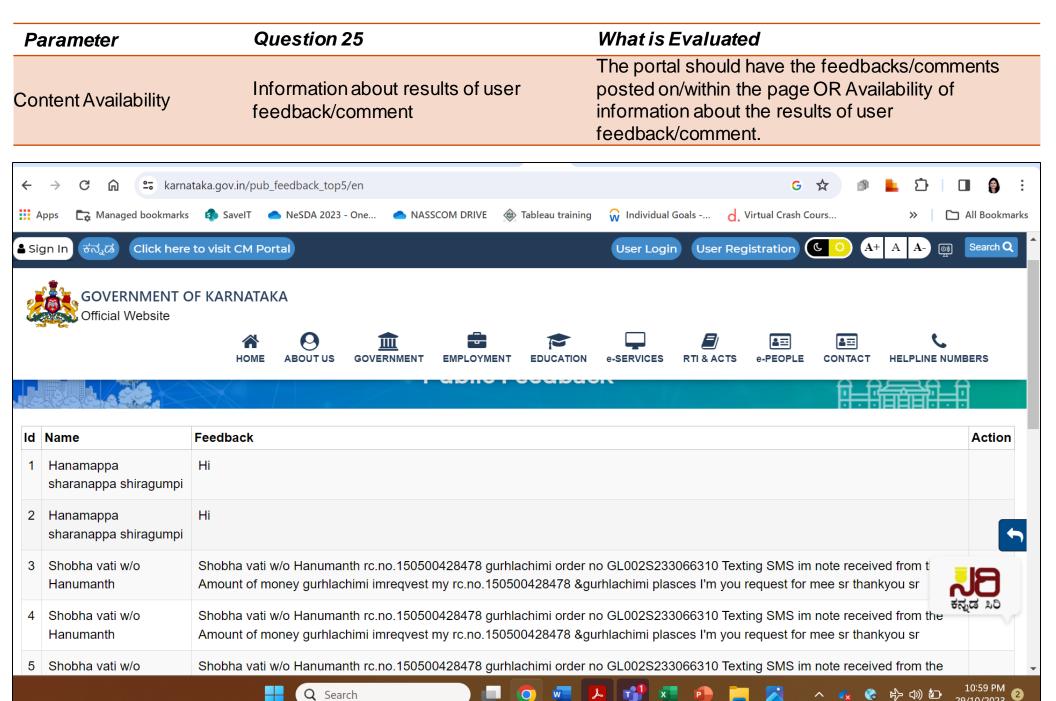
Parameter Question 24 What is Evaluated

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

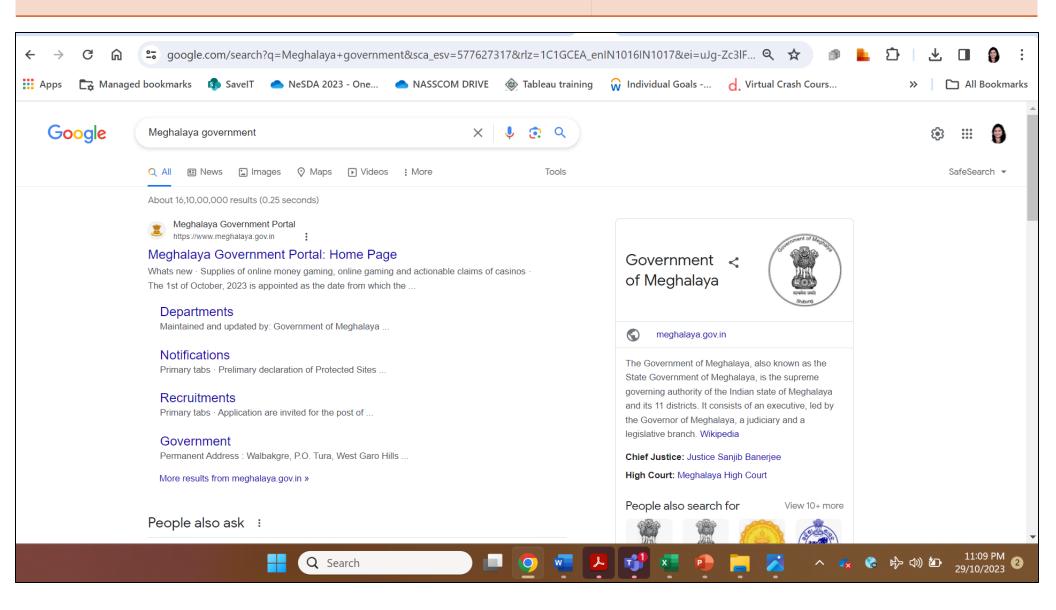


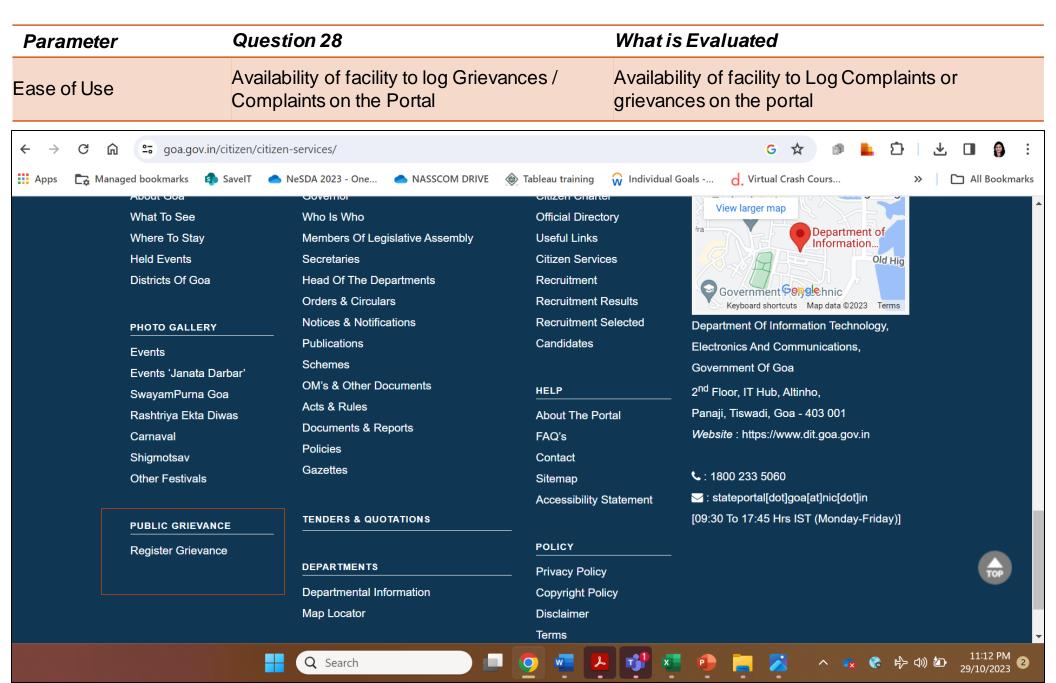
Parameter Question 27 What is Evaluated

Ease of Use

of search engine optimization technique?

Is portal easy to find in top search engines - use The service link should be one among the top 5 search results.





Parameter	Question 29		Whati	s Evaluated	
Ease of Use	services and inform	iple portal navigation mation (Eg. A to Z se vise Service Groups,	rvices Index, Index,	City Department wise	e Service Groups,
← → C 🙃 😘 sen	vices.kerala.gov.in			Q ☆	廖 L 立 □ 9
Apps 🕞 Managed bookmar	ks 🚯 SavelT 🌰 NeSDA 2023 -	One NASSCOM DRIVE	Tableau training	als d. Virtual Crash Cours	» 🗀 All Bookmar
₩ Farmers	Social Security &	Pensioners	udents 🔐 Utilit	ies & Govt Payments	Women and Children
•	Showing 84 services out of 912 services	ces	All depart	ments (81)	
	A B C	DEFGHIJKLM arch for services	NOPQRSTUVW	X Y Z	
₽	Авс	DEFGHIJKLM		X Y Z	Business
<i>8</i> +	Q Type here to sea	DEFGHIJKLM arch for services	N O P Q R S T U V W	X Y Z Search	

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Other services

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Other services

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Business

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Public

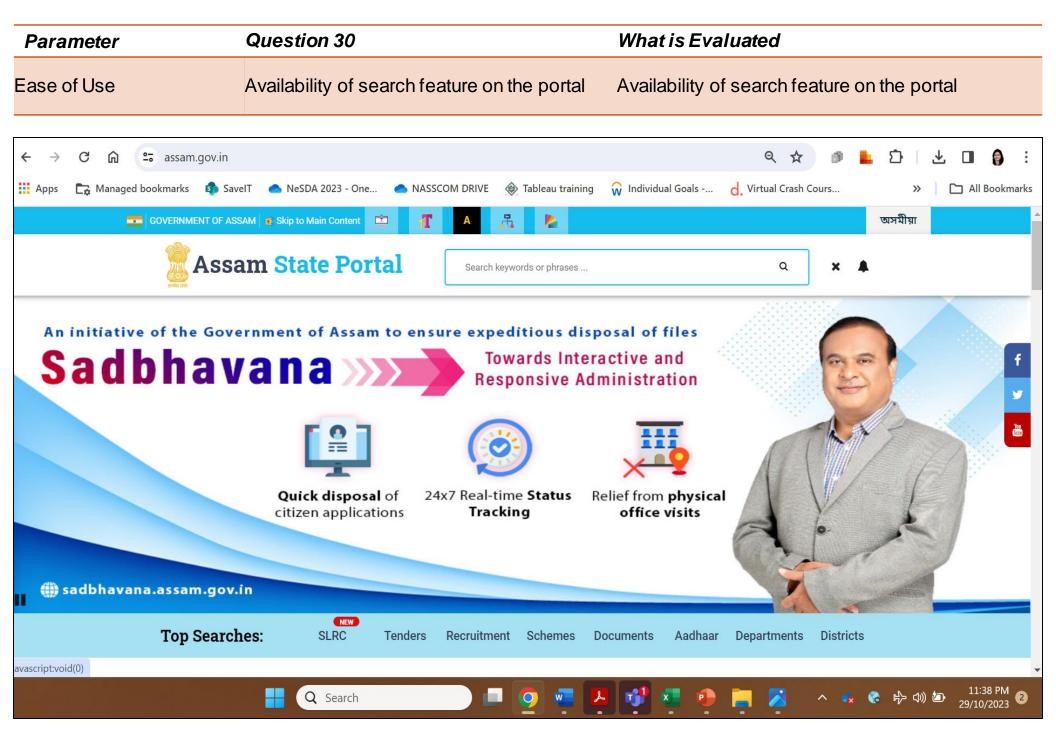
04

Farmers

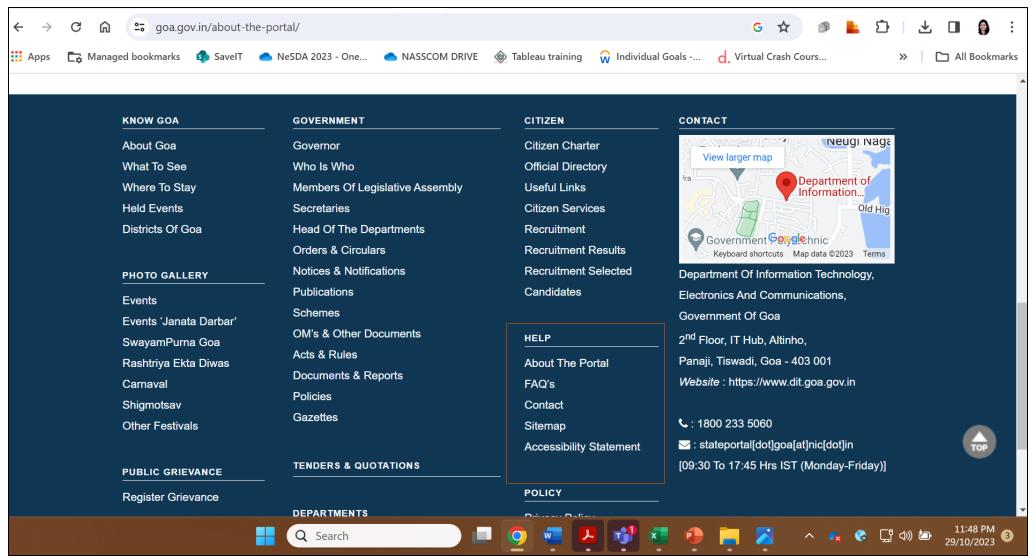
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Public

Q Search



Parameter	Question 31	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

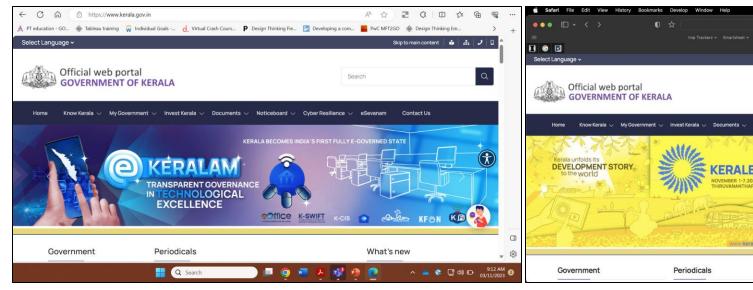
Question 32

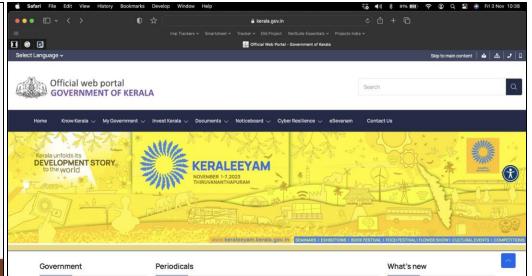
What is Evaluated

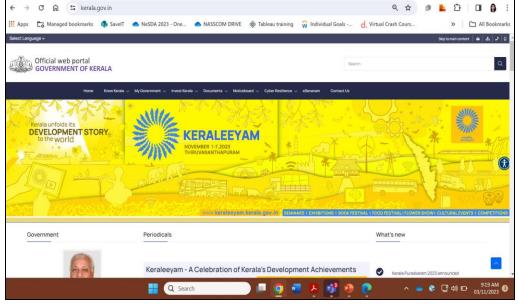
Ease of Use

Is the portal available on different front-end tools - IE, Chrome, Firefox, Mozilla, etc.

Availability on different end tools like - IE/Microsoft Edge, Chrome, Firefox, Mozilla, etc.





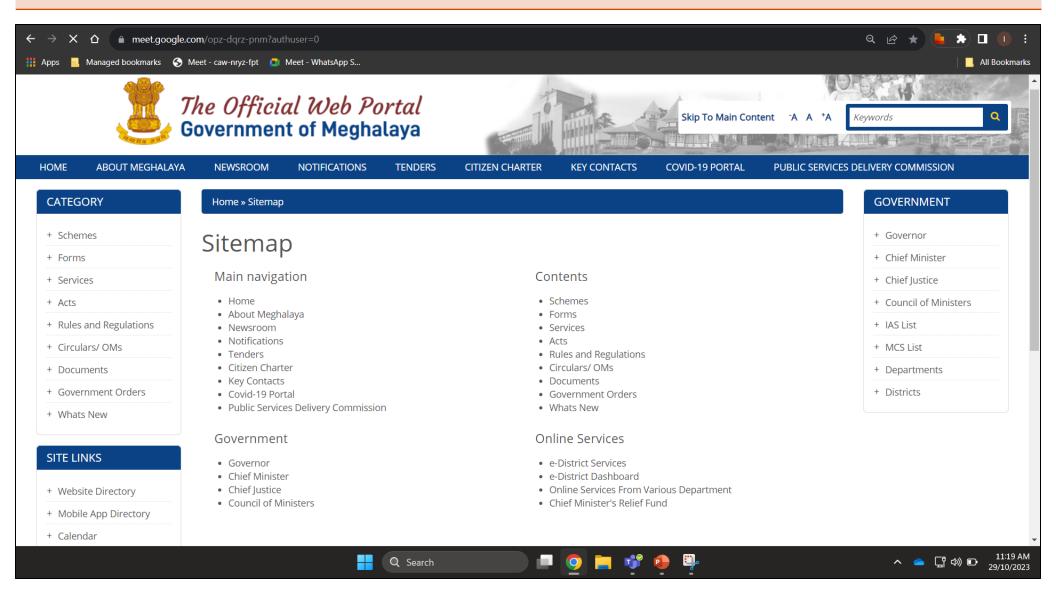




Ease of Use

Availability of sitemap of the Portal

Availability of Site Map

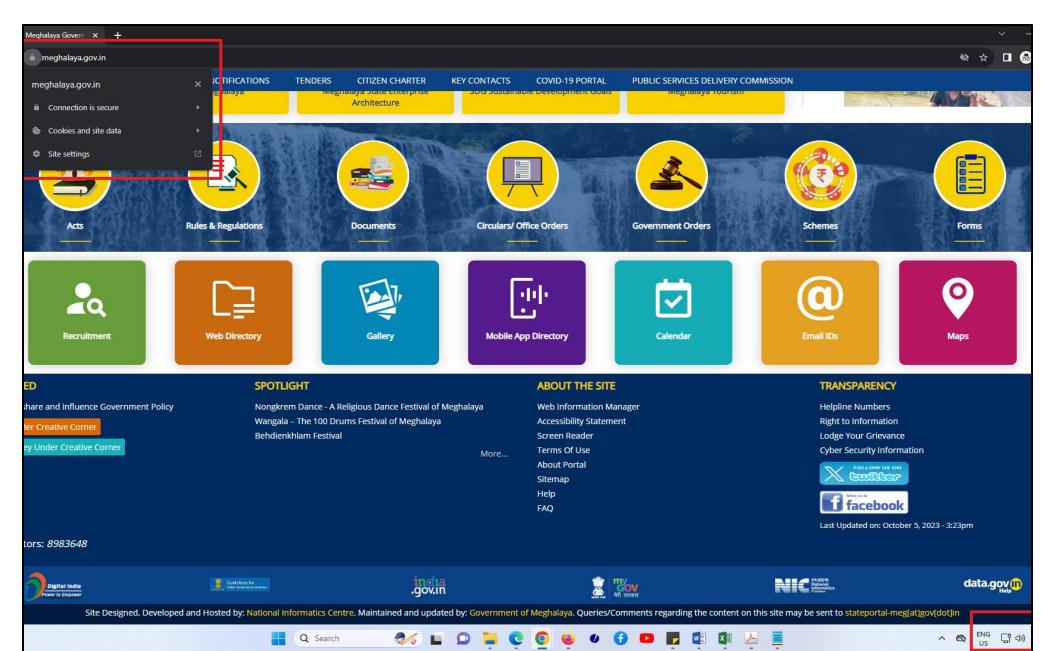


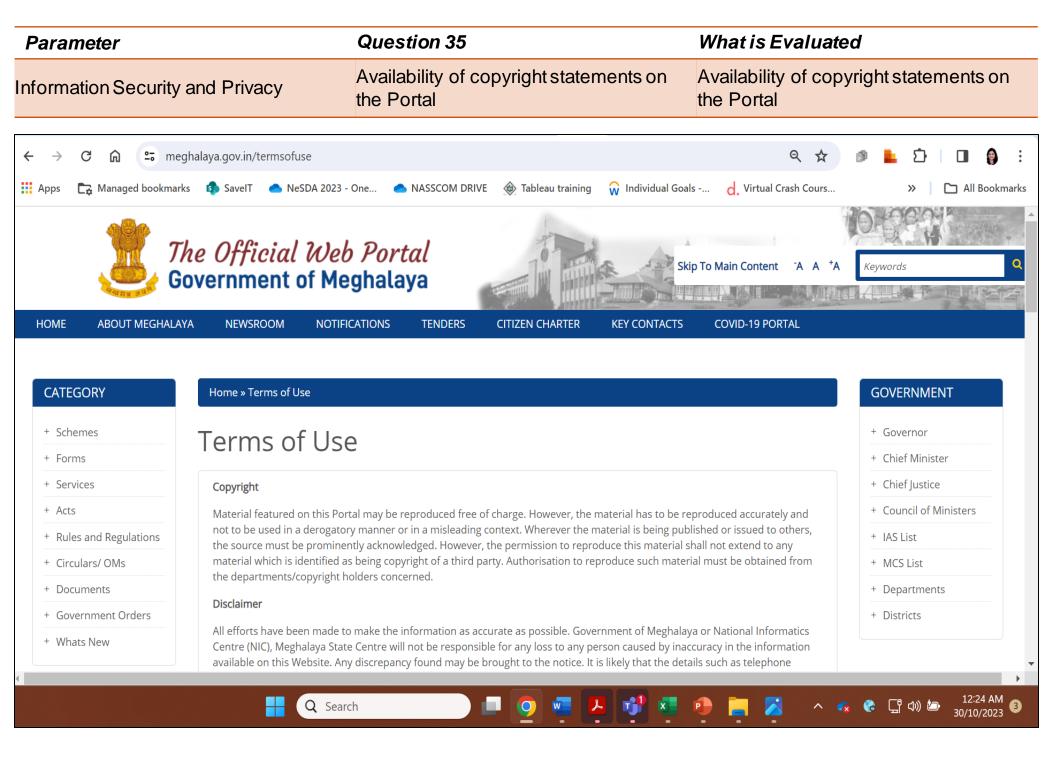
Question 34 What is Evaluated Parameter

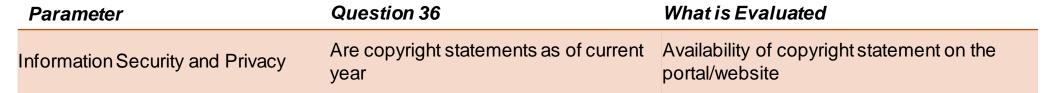
Information Security and Privacy

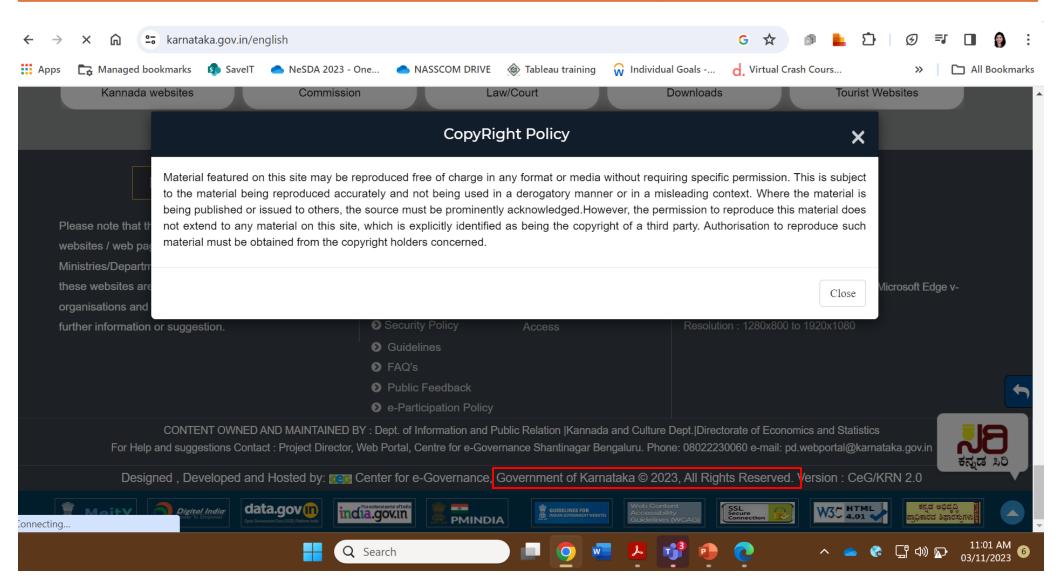
Clear indication of online security measures implemented on the web page through HTTPS, on the web page through HTTPS, Lock Lock Symbol on the browser, symbols for third Symbol on the browser, symbols for party security alliances etc.

Online security measures implemented third party security alliances etc.







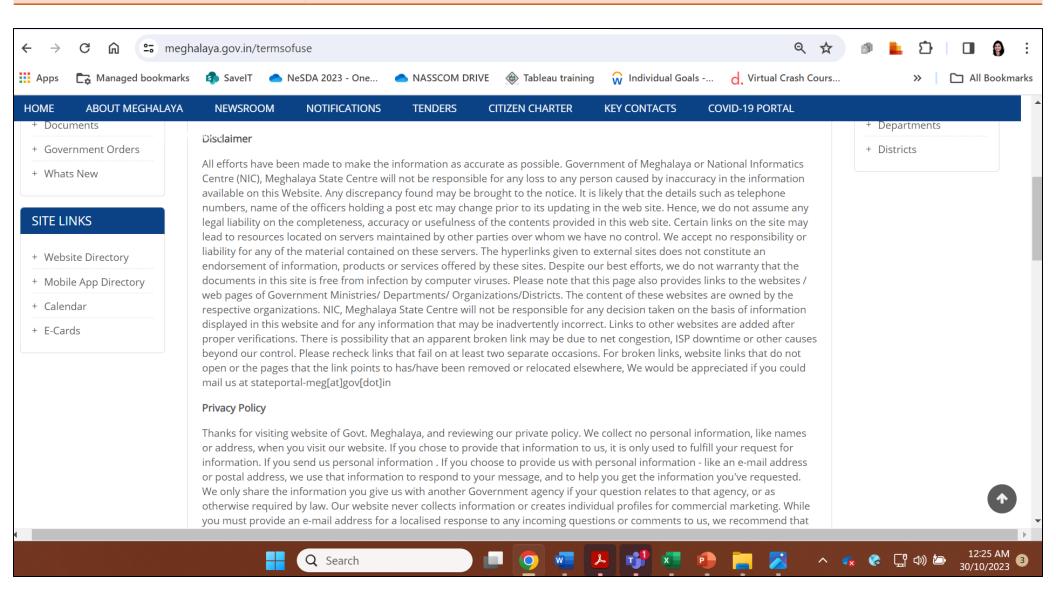


Parameter Question 37 What is Evaluated

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



Is the portal been assessed by TPA for the online security

Availability of TPA Security certification



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 Digitally signed by RAVAL RAVIKUMAR KANTIBHAI

RAVIKUMAR KANTIBHAI Date: 2023.09.15 16:42:32

Ravi Raval CISA, CEH, MCA

CISA Certificate No: 221698348

ment I Penetration Testing I Cyber Security Consulting I Security Operations Center

Ahmedabad | Surat | Dubai

info@p-technocyber.com I www.p-technocyber.com

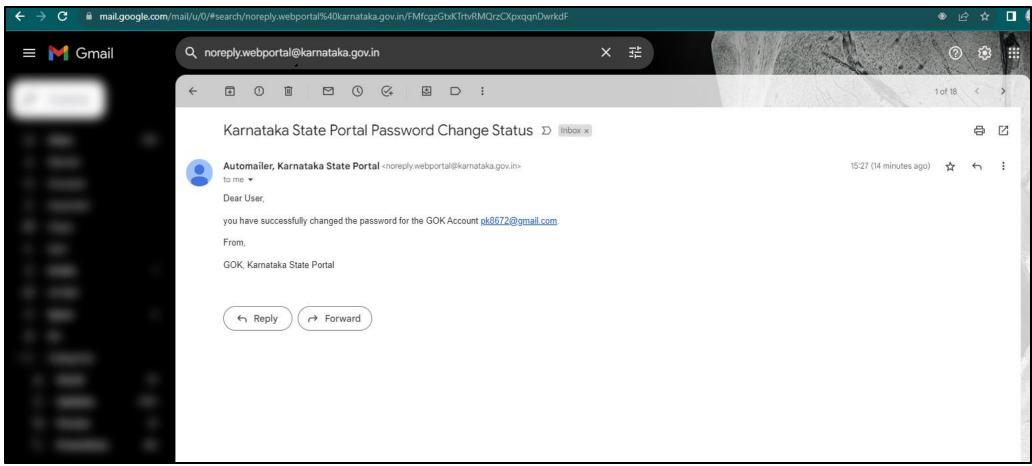
Page 1 of 1

Question 39 What is Evaluated Parameter Is password recovery & reset facility Availability of the facility to recover and Information Security and Privacy available for the user reset password by the user sarnataka.gov.in/password/reset Virtual Crash Cours... Managed bookmarks SavelT NeSDA 2023 - One... NASSCOM DRIVE Tableau training ₩ Individual Goals -... **CEG**CMS Reset Password Email Id Enter Mobile Number Associated With the Email Id

Password



Parameter	Question 40	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



T di dillictoi	
Information Security and	
Privacy	

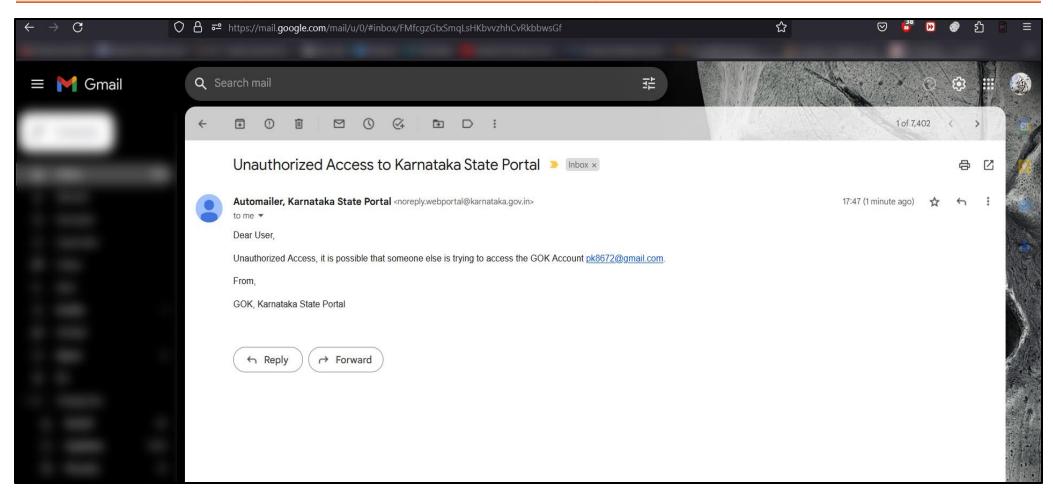
Parameter

Question 41

Are alerts (SMS/email) available for unauthorized access to user profile, password changes etc.

What is Evaluated

Availability of the feature providing SMS/email alerts for unauthorized access to user profiles, password changes etc.

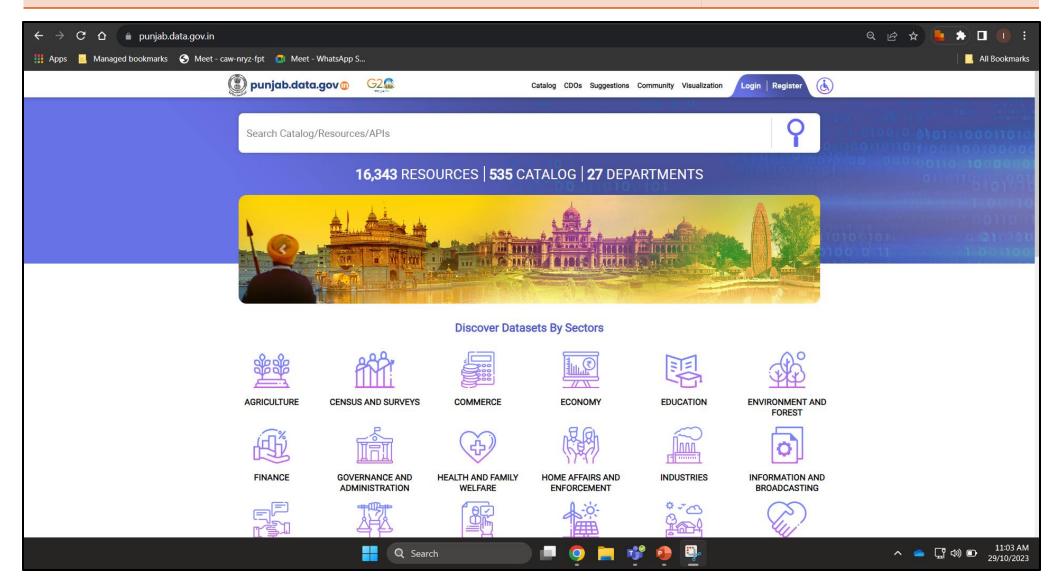


Parameter Question 42 What is Evaluated

Open Government Data

Does City have a dedicated portal on Open Government Data (OGD)?

Availability of a dedicated portal on Open Government Data (OGD)

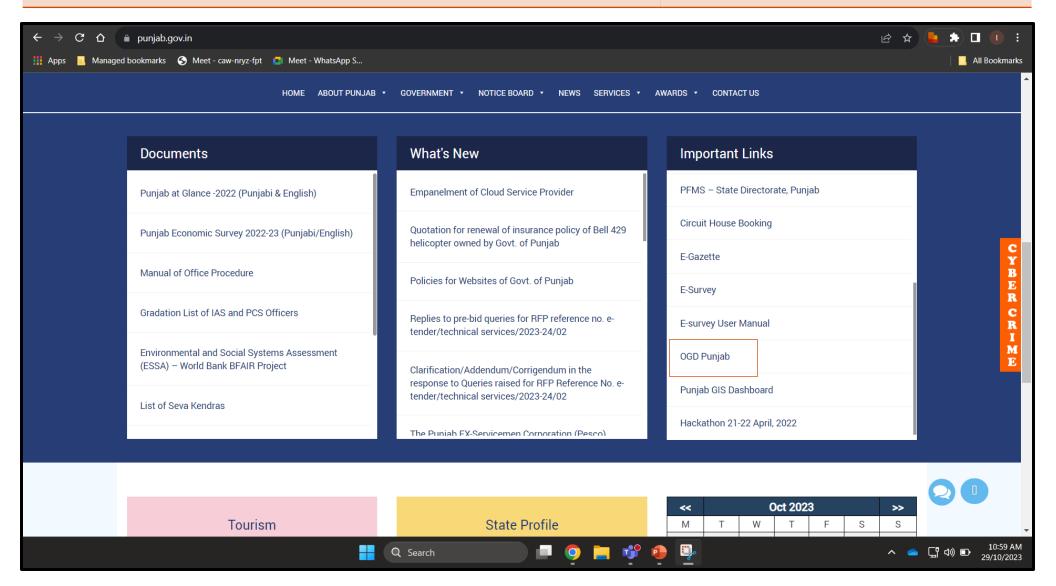


Parameter Question 43 What is Evaluated

Open Government Data

Is the link of this OGD portal available on the City Portal?

Availability of the OGD portal link on the City Portal

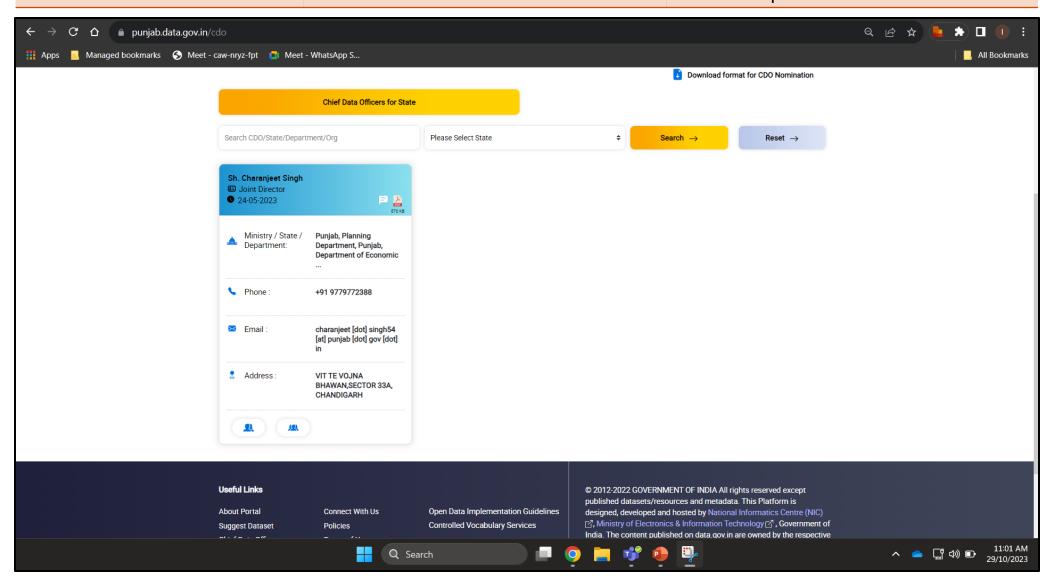


Parameter Question 44 What is Evaluated

Open Government Data

Has City nominated a Chief Data Officer?

Availability of the Chief Data Officer details on the OGD portal

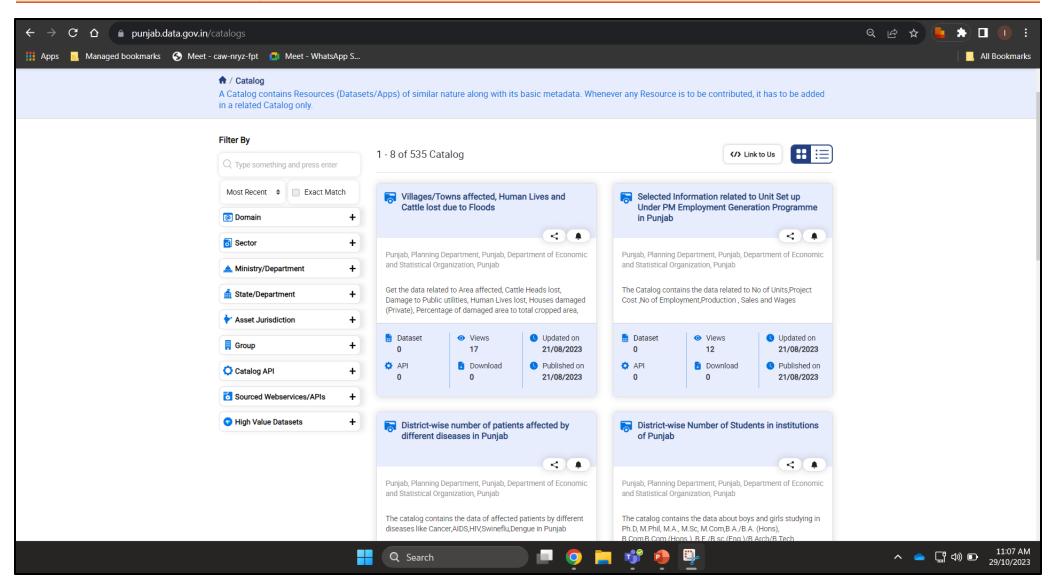


Parameter Question 45 What is Evaluated

Open Government Data

Has City published datasets on the portal Availability of supporting document to justify the since 1st April 2022 which are accessible to City published datasets on the portal since 1st the general public?

April 2022

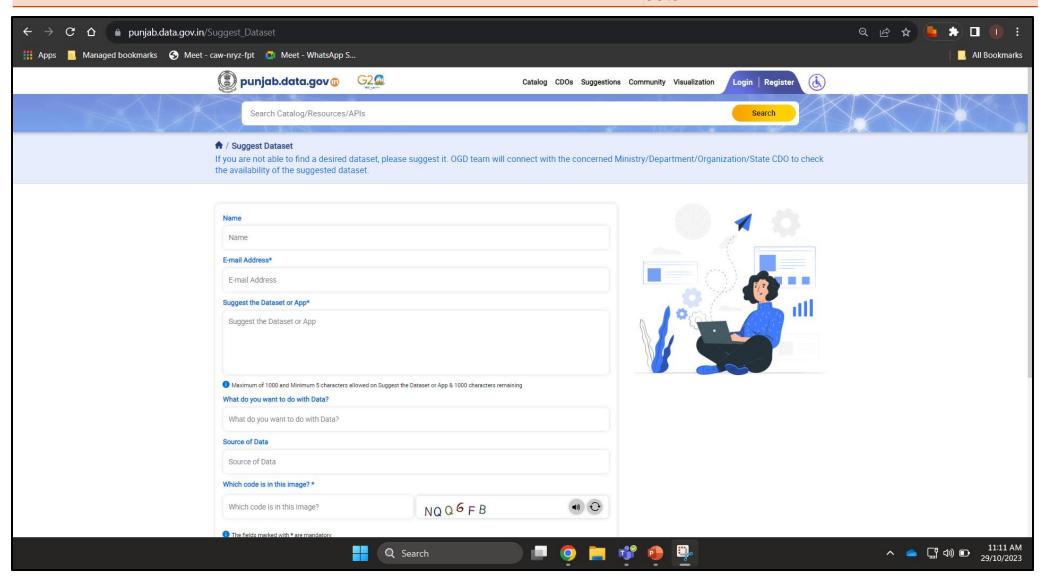


Parameter Question 46 What is Evaluated

Open Government Data

Does City provide facility to accept public requests for new data sets?

Availability of supporting document to justify accepting requests from public for new data sets

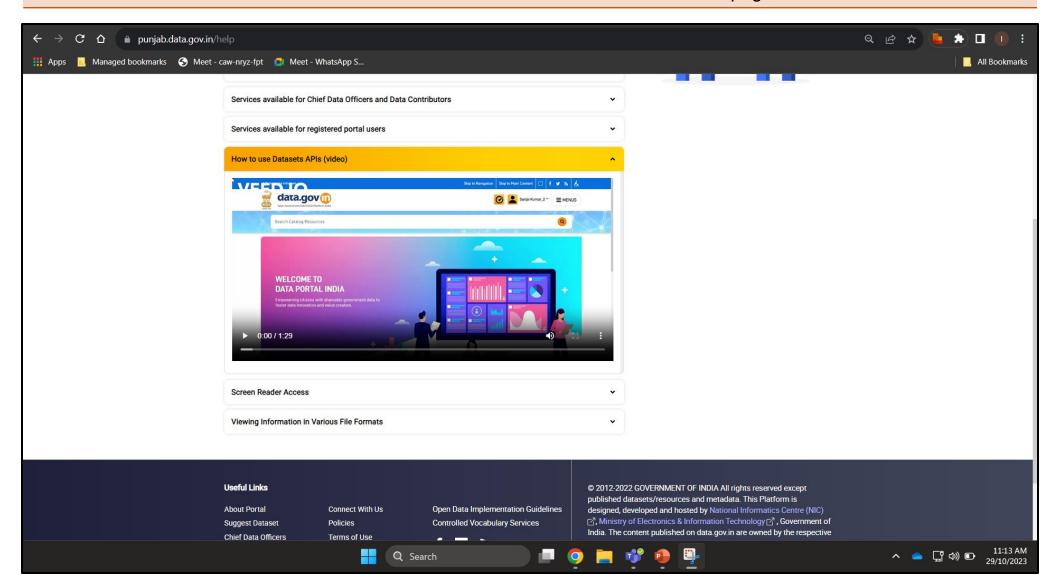


Parameter Question 47 What is Evaluated

Open Government Data

Are the tutorials / guidance / videos for using the OGD portal available on the City/OGD portal?

Availability of supporting document to justify the features to play video within the page

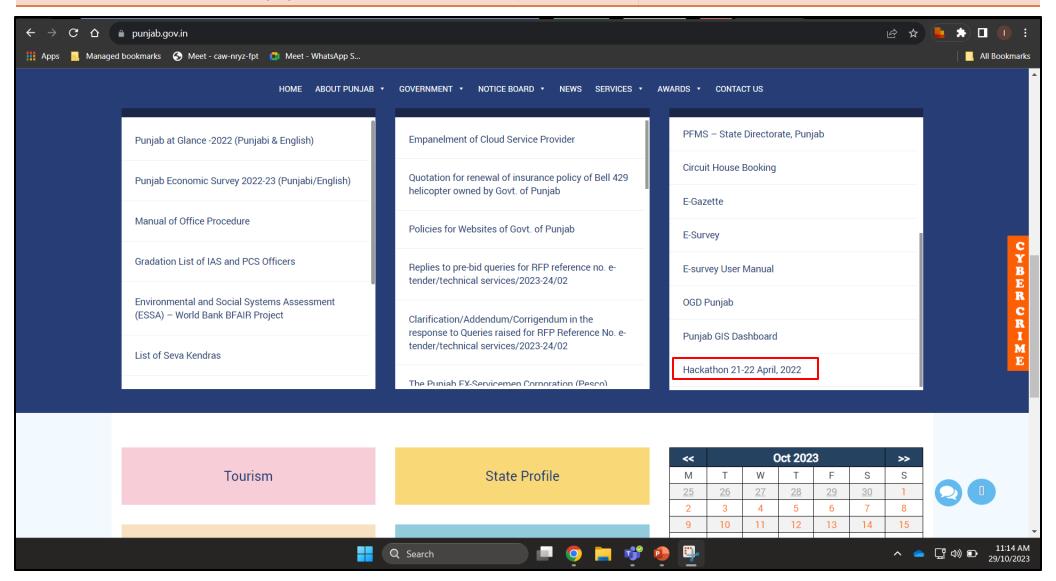


Parameter Question 48 What is Evaluated

Open Government Data

Has City 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

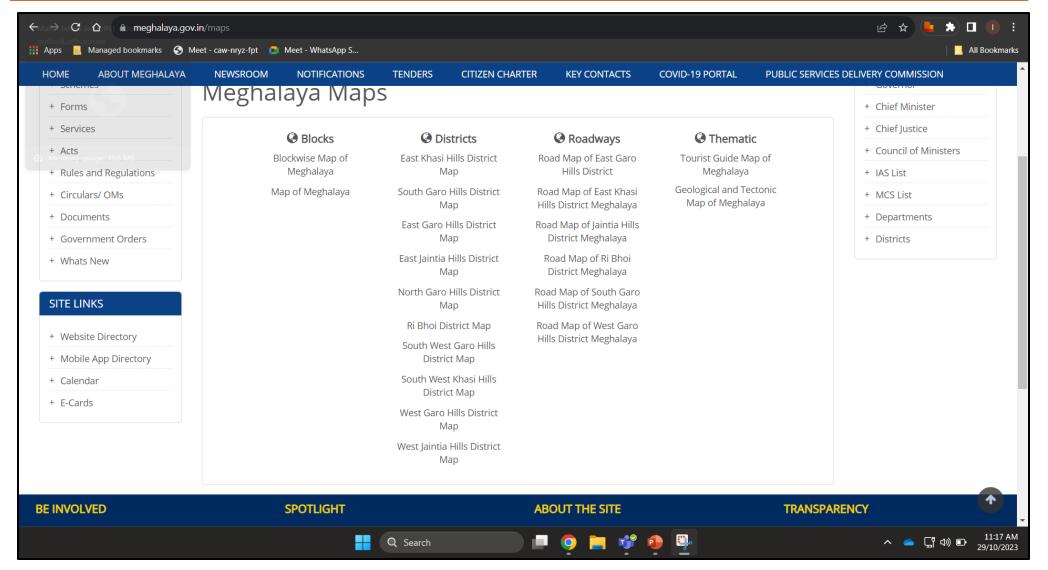


Parameter Question 49 What is Evaluated

Open Government Data

Does the City 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



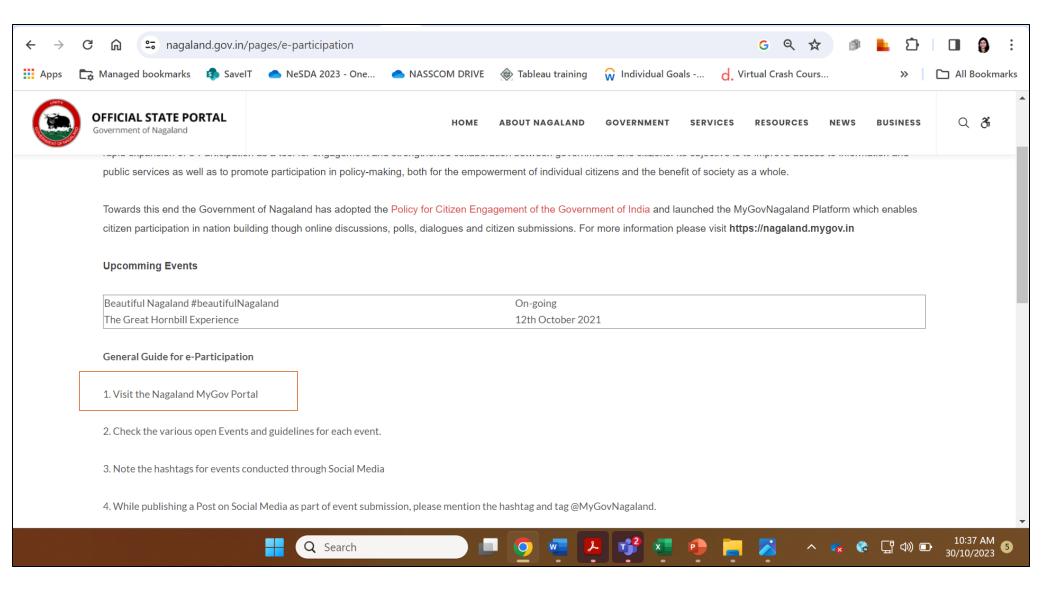
Parameter

Question 50

What is Evaluated

Presence of a dedicated portal / sub-site for E-Participation to invite and obtain public opinion?

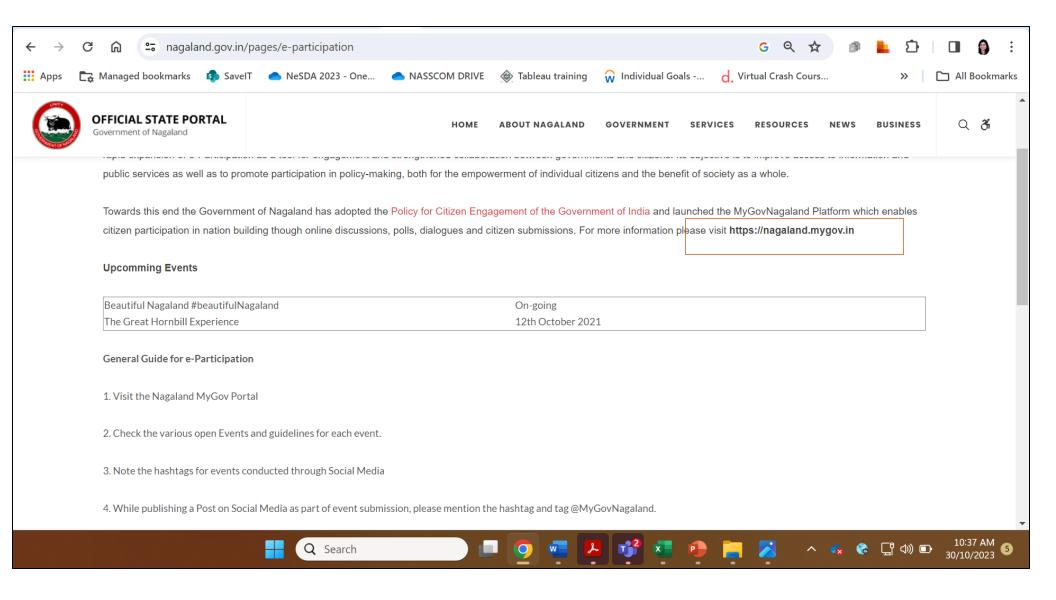
Presence of a dedicated portal / sub-site for E-Participation to invite and obtain public opinion



Parameter Question 51 What is Evaluated

E-Participation Is the link of E-Participation portal available on the City Portal?

Availability of link of E-Participation on the portal



Parameter

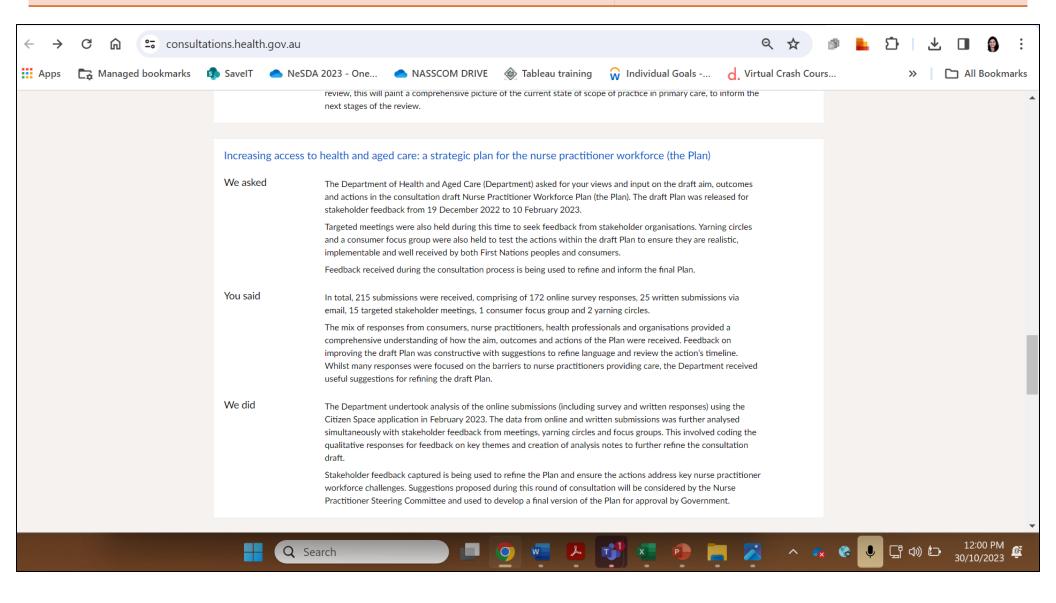
Question 52

What is Evaluated

E-Participation

Does the City publish outcomes of each E-Participation / E-Consultation online?

Availability of the evidence / outcomes of each Participation / E-Consultation online?

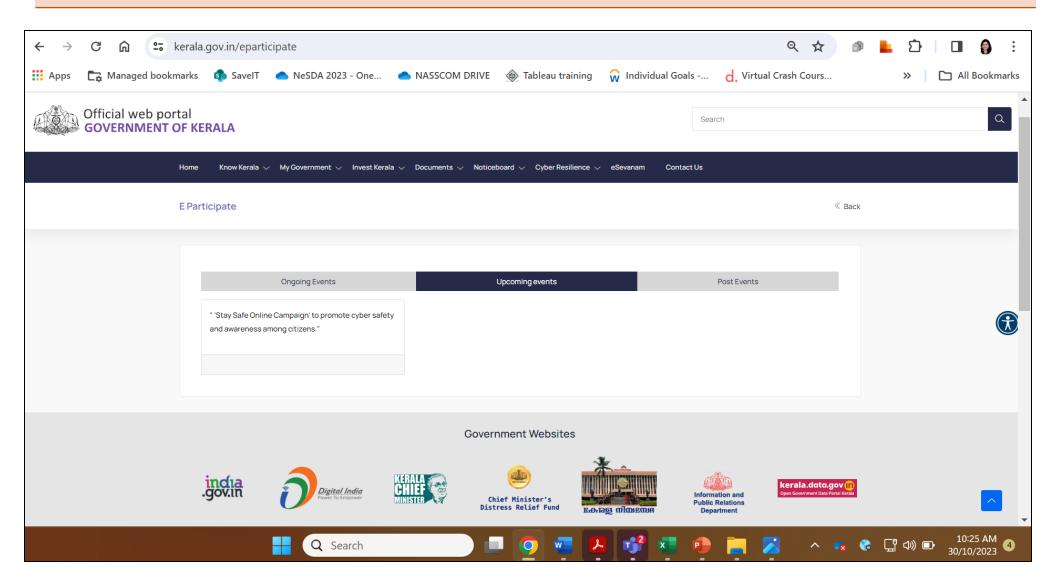


Parameter Question 53 What is Evaluated

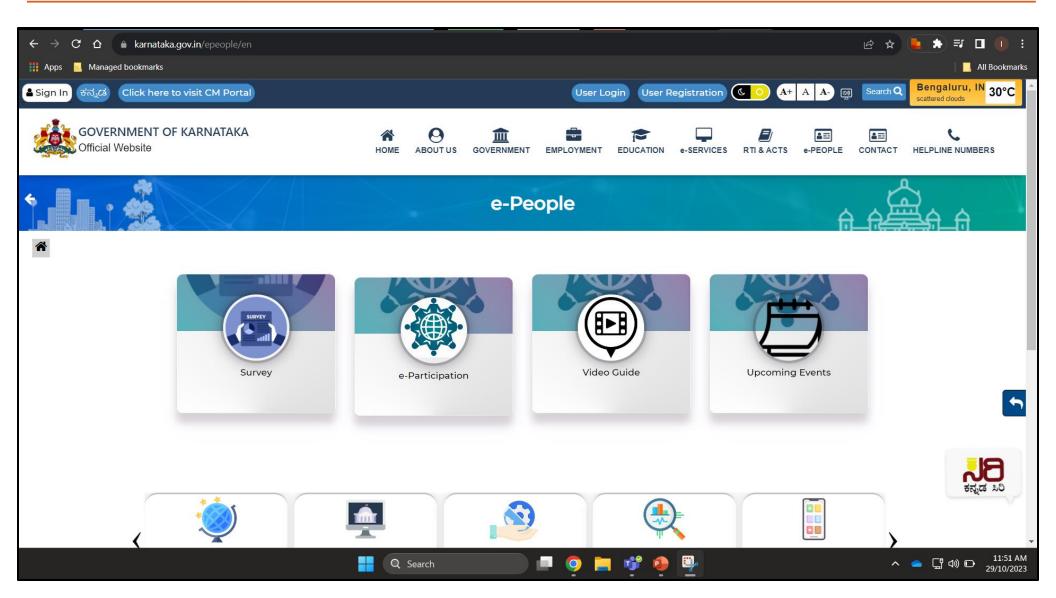
E-Participation

Does the City publish a calendar for upcoming E-Participation / E-Consultation activities

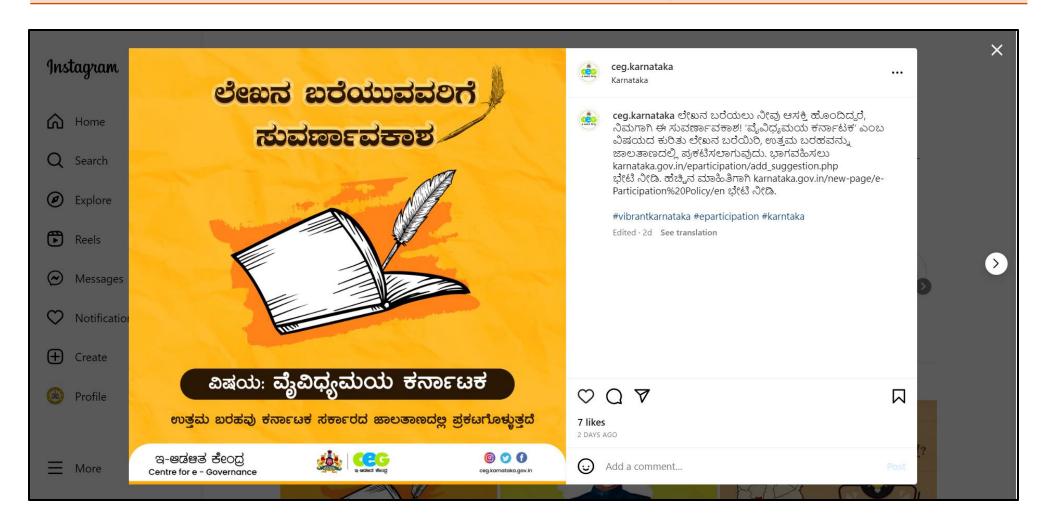
Calendar showing upcoming E-Participation / E-Consultation activities



Parameter	Question 54	What is Evaluated
E-Participation	Are the tutorials / guidance / videos for using the Participation portal available on the City/ E-Participation portal?	E-Availability of the information such as the tutorials / guidance / videos for using the E-Participation portal



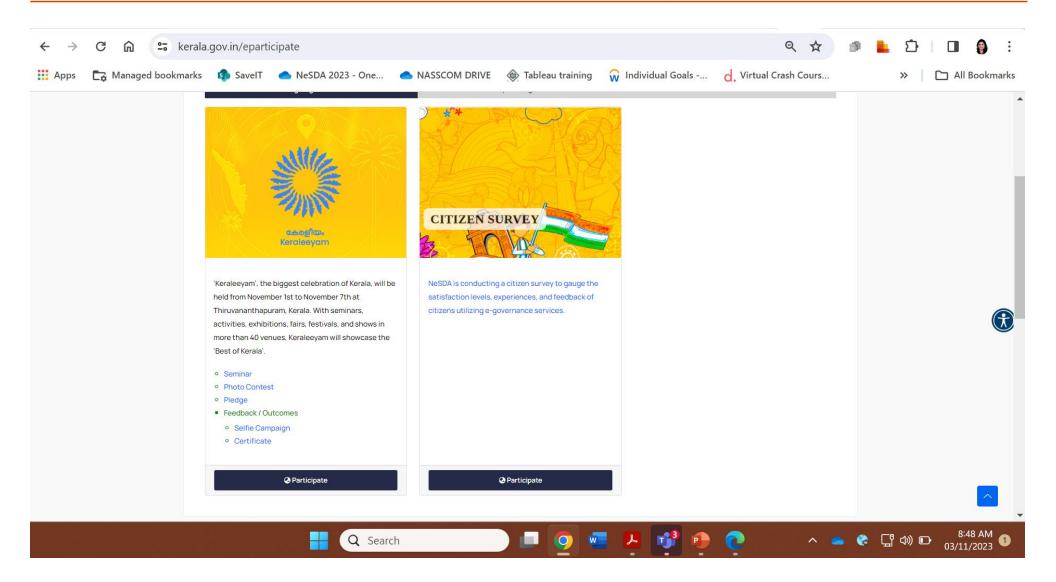
Parameter	Question 55	What is Evaluated
E-Participation		Availability of such events on the portal/social media handles

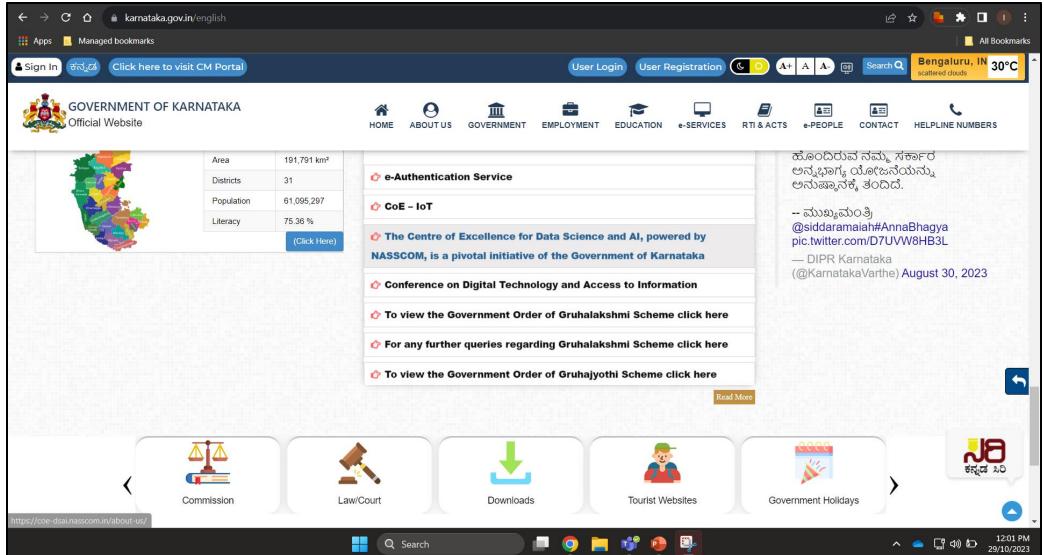


Parameter Question 55 What is Evaluated

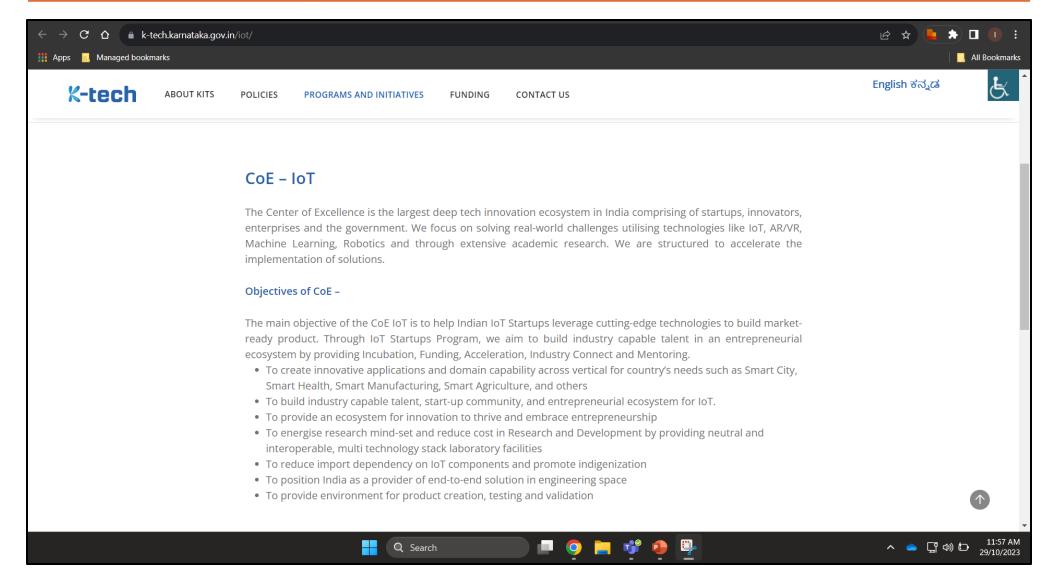
E-Participation Has City organized promotional campaigns for regarding E-Participation / E-Consultation

Availability of such events on the portal/social media handles





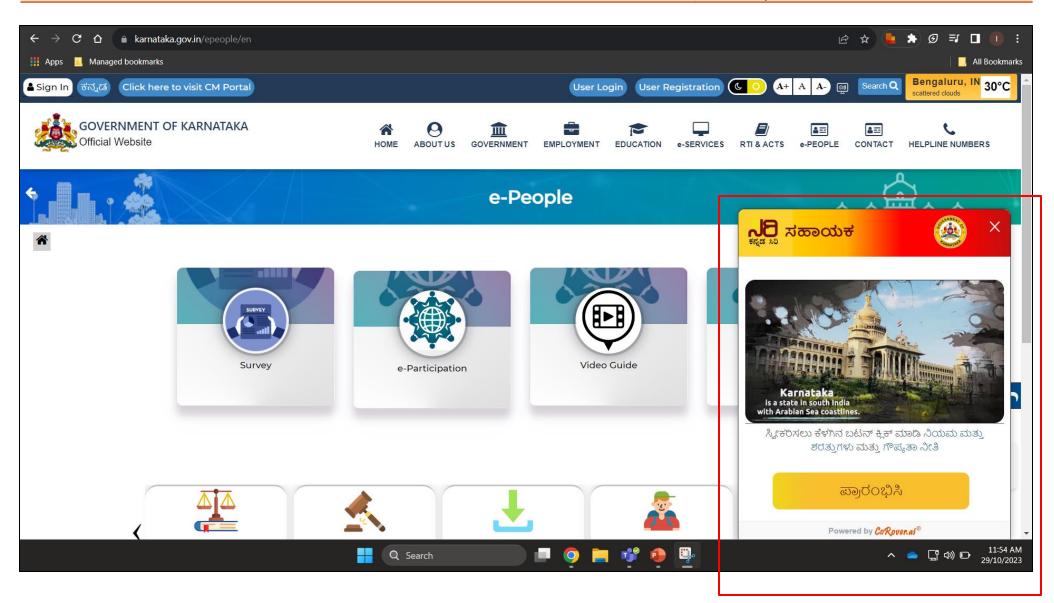
Parameter	Question 57	What is Evaluated
Leveraging Emerging Technologies	Does the City have a specific strategy on leveraging other emerging technologies - Block Chain, Internet of Things (IoT), Big Data, Robotics, Augmented Reality, Virtual Reality, 5G, etc.?	Availability of a supporting document - Strategy Document / Note to justify leveraging other emerging technologies



Parameter Question 58 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

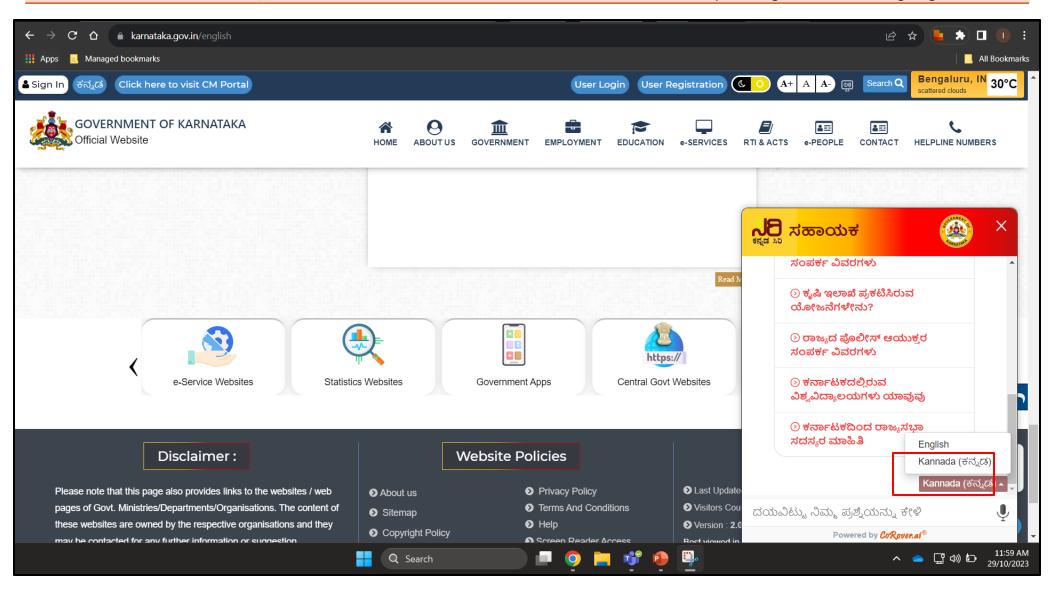


Parameter Question 59 What is Evaluated

Leveraging Emerging Technologies

Is AI based Chatbot service available both in English and local language?

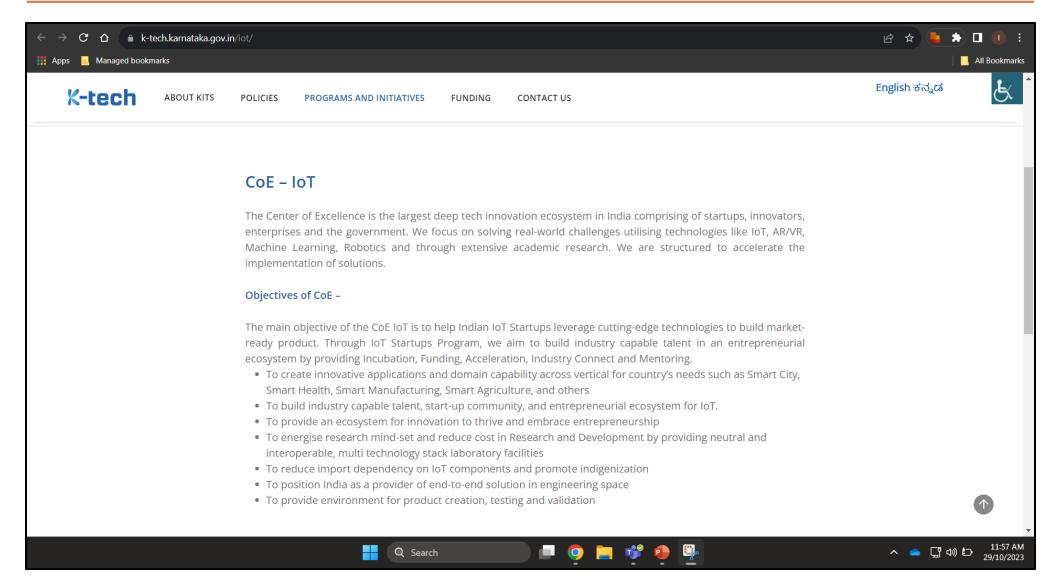
Provision of Multilingual support on the portal for people who don't speak English, or who are more comfortable speaking in another language



Parameter Question 60 What is Evaluated

Leveraging Emerging Technologies Has the City 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