

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 721
TO BE ANSWERED ON: 24.07.2026

DESIGN AND USABILITY OF GOVERNMENT WEBSITES

721. SMT. RAJATHI:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government is aware of 'The Economist' article published in June 2026 highlighting the flaws in the design and usability of Indian Government websites;
- (b) the specific measures taken by Government to enable a modern and user-friendly experience for the users visiting the websites;
- (c) the details of funds allocated and utilised for the maintenance and modernisation of Government websites during the last five years, ministry-wise; and
- (d) the status of compliance with the latest Guidelines for Indian Government Websites (GIGW 3.0), Ministry-wise?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (d): Ministries/Departments/Organizations (MDOs) develop their digital applications/websites on their own through various public and private service providers.

National Informatics Centre (NIC), Centre for Development of Advanced Computing (CDAC), and National Informatics Centre Services Inc. (NICSI) also provide these services.

Role of MeitY is facilitative in nature and respective MDOs are responsible for making their websites user-friendly. As technology is evolving in nature, guidelines for websites also get revised from time to time to enable a modern and user-friendly experience for the users. Some of the prominent initiatives are given as follows:

Digital Brand Identity Manual (DBIM): In addition, MeitY has also developed DBIM for harmonization of the visual identity across government digital platforms.

It creates a unified and consistent digital brand for the Government of India. DBIM standardizes branding elements such as typography, colour palette, icons, information architecture, content presentation and integration with official social media platforms.

This cohesive approach enables government departments to present a compelling and trustworthy brand presence, both nationally and globally.

The guidelines extend beyond websites to cover mobile applications and social media platforms, reinforcing a seamless user experience across all digital touchpoints.

Guidelines for Indian Government Websites and Apps (GIGW 3.0): GIGW has been formulated by the NIC and the Standardization Testing and Quality Certification (STQC) Directorate, attached offices under MeitY and adopted by the Department of Administrative Reforms and Public Grievances (DAR&PG) under the Central Secretariat Manual of Office Procedure (CSMOP).

It establishes guidelines (total 75 parameters for websites and 26 parameters for apps) for modern website design, usability, accessibility, security, and performance while promoting a citizen-centric approach with consistent user interfaces across government portals. GIGW have been revised from time to time based on the change in technology.

User Experience for Government (UX4G): The initiative aims to promote better User Interface (UI)/ User Experience (UX) practices in e-services and to provide standard, ready-to-use and reusable library of design components for the design and development teams of government applications.

Additionally, UX4G aims to build capacities within government (e.g. decision makers, project directors, product managers, UX designers and developers) on good UX/UI practices. As part of capacity building, 102 UX workshops have been conducted for Central and State Government Departments to promote awareness and adoption of UI/UX best practices.

Government Ministries/Departments are required to submit their websites for certification in compliance with GIGW 3.0 to STQC Directorate. Upon successful completion of the audit, the STQC issues a "Certified Quality Website" (CQW) certificate, which is valid for three years (subject to surveillance).

The list of currently certified websites is available at <https://www.stqc.gov.in/sites/default/files/certified-product/WQC%20VALID%20CERTIFICATE.pdf>

In order to facilitate testing and assessment, following tools have also been developed:

1. **SugamyaWeb:** This is a cloud-based accessibility evaluation platform that assesses compliance with the latest Web Content Accessibility Guidelines (WCAG 2.2). It ensures websites are usable for Divyangjans with visual/ hearing impairments.
2. **AAKLAN:** This is an automated benchmarking platform that evaluates websites against the nine quality parameters of Accessibility, Security, Performance, Navigation, Mobile responsiveness, Content, Branding, Interactivity, Integration & Services.

The respective MDOs manage the maintenance and modernisation of their websites as and when required with their own funds allocated to them from time to time.
