

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 727
TO BE ANSWERED ON: 24.07.2026

**COMPLIANCE AND UPDATION OF PUBLIC CONTACT DIRECTORIES WITH
GUIDELINES FOR INDIAN GOVERNMENT WEBSITES**

727. SMT. SUDHA MURTY:

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

- (a) whether Government has enforced a centralised directive or Standard Operating Protocol (SOP) under the Guidelines for Indian Government Websites (GIGW 3.0) framework mandating the real-time updating of institutional contact directories, phone numbers and official designations across all Union Ministry and Departmental websites;
- (b) the mandatory frequency at which these public facing contact directories must be audited by designated Web Information Managers (WIMs) to ensure data accuracy and prevent citizen inconvenience; and
- (c) whether there is an integrated, centralised grievance or feedback mechanism for citizens to report non-functional phone numbers or obsolete email IDs on official portals?

ANSWER

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

(a) to (c): Ministry of Electronics and Information Technology (MeitY), through the National Informatics Centre (NIC), has developed the Guidelines for Indian Government Websites (GIGW).

These guidelines provide a comprehensive framework for the planning, development, management, and maintenance of Government websites throughout their lifecycle.

GIGW is built around four key pillars—Quality, Accessibility, Cybersecurity, and Lifecycle Management—and is periodically revised to incorporate evolving technologies, emerging best practices, and changing user requirements. The provisions relating to institutional contact directories, official telephone numbers, and designations are covered under the **Quality** section of GIGW. Guideline **5.1.10** states:

"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/home screen and all relevant places on the website/app."

This guideline ensures that the contact details of key officials are prominently displayed and remain easily accessible to users from the homepage as well as other relevant sections of the website.

The requirement for periodic review of website content, including contact information, and for ensuring the accuracy and currency of published information is addressed under the **Lifecycle Management** section of GIGW.

Guidelines mandates that every Government department must formulate and implement both a **Content Contribution, Moderation and Approval Policy** and a **Content Review Policy**. These policies establish a structured governance framework for effective content management throughout the lifecycle of the website.

The **Content Contribution, Moderation and Approval Policy** define the roles, responsibilities, authorization levels, and workflow for content creation, review, approval, publication, and maintenance. It ensures that all information published on the website is **accurate**, authentic, and duly approved by the designated authority, while also maintaining accountability and traceability of content approvals.

The **Content Review Policy** provides a mechanism for the **periodic review** and timely updation of website content, thereby ensuring that information—including contact details of officials—remains accurate, relevant, and up to date. The frequency of review of each content section has to be defined in the policy by the department.

Both the Content Contribution, Moderation and Approval Policy and the Content Review Policy are required to be approved by the **Web Information Manager (WIM)** of the respective department. Standard policy templates are provided on the GIGW portal at <https://guidelines.india.gov.in>.

The requirement for providing a grievance redressal and feedback mechanism is also prescribed under the **Quality** section of GIGW. Guideline states:

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

An effective feedback mechanism enables citizens to submit suggestions and comments, through the website. Such feedback serves as an important input for improving the quality, usability, and responsiveness of Government websites.

The citizens can also file their grievance through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS).
