GOVERNMENT OF INDIA
MINISTRY OF ELECTORNICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2990
TO BE ANSWERED ON: 20/12/2023

WEBSITES MAINTAINED BY NIC

2990. SHRI M.K. RAGHAVAN:

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

(a) whether the Government has noticed any issues in Government websites maintained by National Informatics Centre and if so, the details thereof;
(b) whether the Government has taken any step to increase the efficiency of Government websites including NIC mail, if so, the details thereof;
(c) whether the Government has noticed the disruption in Government websites affecting the essential needs of lakhs of public; and
(d) if so, the details thereof along with the steps taken by the Government to avoid such disruptions?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TEHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a) to (d): National Informatics Centre (NIC) provides Information and Communication Technology (ICT) and eGovernance support to Central Government, State Governments, UT Administrations, Districts, and other Government bodies. NIC has developed several digital solutions and platforms for the socio-economic development of the country to empower citizens. It offers wide range of services like Multi-Gigabit PAN India Network NICNET, National Knowledge Network, National Data Centres, National Cloud, Video Conferencing, Email and Messaging Services, Command and Control Centre, Multi-layered GIS based Platform, Domain Registration and Webcast.

The uptime of the hosting environment offered by the National Informatics Centre (NIC) for Government websites was 99.98% during the financial year 2022-23, thereby ensuring high level of online accessibility to such Government websites. Further, to ensure that Government websites are efficient and designed and managed in a manner conducive to delivery of access and services to users without disruption, Government has in place—

(i)   comprehensive Guidelines for Indian Government Websites and Apps (GIGW);
(ii)   certification by the Standards, Testing and Quality Certification Directorate, Ministry of Electronics and Information Technology for periodic compliance with GIGW;
(iii) a requirement that websites be audited initially and subsequently as necessary through an auditor empanelled by the Indian Computer Emergency Response Team (CERT-In);
(iv)   reporting of cyber incidents to CERT-In and NIC Computer Emergency Response Team, which issue alerts and advisories from time to time and suggest remediation measures on incidents reported; and

(v)   performance monitoring by the NIC data centre and the website-owning department/organisation of the functions respectively performed by them.

However, users from time to time may experience issues in accessing websites due to issues in the telecom network, web application management and the user side, such as:

(i) Downtime or slowness in the telecom network at the data centre end;
(ii) Occasional spikes in website usage beyond the designed capacity of the server of the website-owning department/organisation;
(iii) Performance and optimisation issues in newly rolled out website functionalities; and
(iv) User end issues, such as access network issues and the configurations, use settings, browser and operating system versions and hardware capacity of the user device being sub-optimal for or unsupported by the website.

To address the said issues, Government undertakes training of the technical teams concerned as well as—

(i) network redundancy and network capacity planning;
(ii) server capacity augmentation;
(iii) bug-fixing, code optimisation and designation of an officer of the rank of Joint Secretary as the Web Information Manager or Chief Information Officer by the Ministry/Department concerned with websites of Government of India; and
(iv) publishing on the home/landing page the browser version(s) for which the website is optimised.

During the financial year 2022-23, NIC email service had an uptime of 99.99%. To ensure high efficiency, the networks in the Ministries and Departments of the Government of India are enhanced from time to time for ensuring seamless access to NIC email service.

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