

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

III. NAME OF CATEGORY- 'INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE'

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

The DRDO website is a large website which consists of more than 15000 web pages as a whole (including the Hindi version). The website is fully bilingual (English and Hindi). The DRDO website has been developed in such a way so that it enables more than 71 different Units/Directorates of DRDO, scattered all over India, to upload content on a central location maintaining a consistent look and feel of the website

(ii) Number of delivery centres

71 centers across India

List of Departments/Offices/Labs of DRDO and respective URL s are mentioned under:

BANGALORE zone based Labs and respective websites

1. [Aeronautical Development Establishment \(ADE\), Bangalore](#)
2. [Center for Artificial Intelligence and Robotics \(CAIR\), Bangalore](#)
3. [Centre for Air Borne Systems \(CABS\), Bangalore](#)
4. [Combat Vehicles Research and Development Estt. \(CVRDE\), Chennai](#)
5. [Defence Avionics Research Establishment \(DARE\), Bangalore](#)
6. [Defence Bio Engineering and Electro Medical Laboratory \(DEBEL\), Bangalore](#)
7. [Defence Food Research Laboratory \(DFRL\), Mysore](#)
8. [Electronics and Radar Development Establishment \(LRDE\), Bangalore](#)
9. [Gas Turbine Research Establishment \(GTRE\), Bangalore](#)
10. [Microwave Tube Research and Development Center \(MTRDC\), Bangalore](#)
11. [Naval Physical and Oceanographic Laboratory \(NPOL\), Cochin](#)

DEHRADUN zone based Labs and respective websites

12. [Aerial Delivery Research and Development Establishment \(ADRDE\), Agra](#)
13. [Defence Electronics Application Laboratory \(DEAL\), Dehradun](#)
14. [Defence Institute of Bio Energy Research \(DIBER\), Haldwani](#)
15. [Defence Institute of High Altitude Research \(DIHAR\)](#)
16. [Defence Materials and Stores Research and Development Establishment \(DMSRDE\), Kanpur](#)

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17. [Defence Research Laboratory \(DRL\), Tejpur](#)
18. [Institute of Technology Management \(ITM\), Mussorie](#)
19. [Instruments Research and Development Establishment \(IRDE\), Dehradun](#)
20. [Snow and Avalanche Study Estt \(SASE\), Chandigarh](#)
21. [Terminal Ballistics Research Laboratory\(TBRL\), Chandigarh](#)

DELHI zone based Labs and respective websites

22. [Center for Fire, Explosive and Environment Safety \(CFEES\), Delhi](#)
23. [Defence Institute of Physiology and Allied Sciences \(DIPAS\), Delhi](#)
24. [Defence Institute of Psychological Research \(DIPR\), Delhi](#)
25. [Defence Laboratory \(DLJ\), Jodhpur](#)
26. [Defence Research and Development Establishment \(DRDE\), Gwalior](#)
27. [Defence Scientific Information and Documentation Centre \(DESIDOC\), Delhi](#)
28. [Defence Terrain Research Laboratory \(DTRL\), Delhi](#)
29. [Institute of Nuclear Medicine and Allied Sciences \(INMAS\), Delhi](#)
30. [Institute of Systems Studies and Analyses \(ISSA\), Delhi](#)
31. [Laser Science and Technology Centre \(LASTEC\), Delhi](#)
32. [Recruitment and Assessment Centre, Delhi](#)
33. [Scientific Analysis Group \(SAG\), Delhi](#)
34. [Solid State Physics Laboratory \(SSPL\), Delhi](#)

HYDERABAD zone based Labs and respective websites

35. [Advanced Numerical Research and Analysis Group \(ANURAG\), Hyderabad](#)
36. [Defence Electronics Research Laboratory \(DLRL\), Hyderabad](#)
37. [Defence Metallurgical Research Laboratory \(DMRL\), Hyderabad](#)
38. [Defence Research and Development Laboratory \(DRDL\), Hyderabad](#)
39. [Integrated Test Range \(ITR\), Balasore](#)
40. [Naval Science and Technological Laboratory \(NSTL\), Vishakapatnam](#)
41. [Proof and Experimental Establishment \(PXE\), Balasore](#)
42. [Research Center Imarat \(RCI\), Hyderabad](#)

PUNE zone based Labs and respective websites

43. [Armament Research and Development Establishment \(ARDE\),](#)

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[Pune](#)

44. [Defence Institute of Advanced Technology, \(DIAT\), Deemed University, Pune](#)
45. [High Energy Materials Research Laboratory \(HEMRL\), Pune](#)
46. [Naval Materials Research Laboratory \(NMRL\), Ambernath](#)
47. [Research and Development Establishment \(RandDE\), Pune](#)
48. [Vehicle Research and Development Establishment \(VRDE\), Ahmednagar](#)

DRDO Bhawan Delhi

49. [Budget, Finance and Management](#)
50. [Civil Works and Estates](#)
51. [ER and IPR](#)
52. [Human Resource Development](#)
53. [Industry Interface and Technology Management](#)
54. [International Cooperation](#)
55. [Management Services](#)
56. [Materials Management](#)
57. [Personnel](#)
58. [CEPTAM](#)
59. [Planning and Coordination](#)
60. [Rajbhasha And O and M](#)
61. [Recruitment And Assessment Centre](#)
62. [Vigilance and Security](#)
63. [Public Interface](#)

Sub sites of DRDO

64. [Right to Information](#)
65. [Aeronautics Research and Development Board](#)
66. [Armament Research Board](#)
67. [Life Sciences Research Board](#)
68. [Naval Research Board](#)
69. [DRDO Mahila Kalyan Munch](#)
70. [Defence Science Forum](#)
71. [DRDO Publications](#)

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(iii) Geographical

(a) National level – Number of State covered

16

(b) State/UT level- Number of District covered

Across India

(c) District level- Number of Blocks covered

Please give specific details:-

We have around 71 centers all over the country. And we cover almost 16 states of country.

(iv) Demographic spread (percentage of population covered)

We cover global presence through our website.

S. No.	Duration (Year)	Total No of Visits	International Visits
1	2013	90,31,398	11,06,346
2	2012	49,00,623	4,87,122
3	2011	34,66,282	2,85,968
4	2010	24,46,138	2,44,858

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project #):

3. Scope of Services/ Activities Covered (Relevance of choice of application for client/ agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT- enabled #)

The fact that DRDO Website is one of the most frequently visited Government websites (also confirmed by NIC statistics), itself proves its relevance among the web users. The contents present in the website are equally relevant for researchers, students, academicians, industrial firms and common has options mentioned explicitly.

For example it has different tabs, on its home page, which again drop into other classified details. For example:

- a. About the Organization:**
- b. Website Search Features**
- c. Bilingual Website**
- d. Image & Video Gallery**
- Accessibility Options**

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e. User Management

f. Generation of Logs

g. Hit Counters etc

Based on the above mentioned features, the site provides proper convenience to its users in terms of navigation, accessibility and understanding of content. As the information is easy to trace out and most of the time they are reachable within three clicks, it is obviously time saving. Use of CMS has made the website more convenient with ease of content updation and time saving. Tender and other publications are being uploaded according to transparent Govt process. The specifically designed and error free content has shown its work as the DRDO website has most of the time in recent years stood among top of the various Govt website hosted on NIC servers.

RTI related information is also prominently displayed on the home page where a list along with contact details of all the PIOs in various DRDO Labs has been provided clearly. All these features make the DRDO website a useful, informative and user friendly site all together. DRDO website conferred with Webratna 2012 award under outstanding content category.

4. Strategy Adopted

(i) The details of base line study done,

(ii) Problems identified,

(iii) Roll out/implementation model,

(iv) Communication and dissemination strategy and approach used.):

5. Technology Platform used-

(i) Description,

- Details of services/Software required/running OS: Red Hat Enterprise Linux Server
- Languages: JSP, PHP and Java Script
- Web/App Server: Apache and Tomcat

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- DB Server: MySQL

(ii) Interoperability

(iii) Security concerns

DRDO website has been constantly monitored on 24x7 basis and has been quarterly audited by CERT-In and CERT-In empanelled agencies for latest vulnerabilities. During development of an application for DRDO website precautions are being taken by skilled programmers and rigorous testing is performed. If any type of vulnerability is found it is fixed in minimum time interval. VAPT tests are performed in quarterly basis for whole DRDO website also mirror servers have been maintained and updated at DESIDOC therefore DRDO website has never been compromised till date.

Security feature and guidelines issued by CERT-In as well as NIC have been followed while developing the website. Site has been deployed at 2 environments, viz., authoring and rendering environment. Authoring environment is used to upload the content that automatically updates the rendering server. Content Management System (CMS) is accessed by different users only through authoring server. Keeping in view of recent cyber attacks on important Government websites, DRDO has incorporated innovative technologies in the website which makes it robust towards malicious attacks. Security mechanism for developing the website application is free from OWASP Top 10 vulnerabilities mentioned below.

- SQL Injection
- Cross site scripting (XSS)
- Broken authentication and session management
- Insecure direct object references
- Cross site request forgery (CSRF)
- Security mis-configuration
- Insecure cryptography storage
- Failure to restrict URL access
- Insufficient transport layer protection
- Invalidated redirects and forwards

Other Security Features

The below mentioned points has been kept in view for making the website more secure and reliable

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- Enabled authentication for up-loaders with secured protocol
- Authentication needed at different stages
- Compliance with Guidelines for Government of India Websites.
- Password policy implemented for the administrator.
- Captcha implemented to prevent computer code generated execution.
- Session timeout implemented.
- Protection against DoS attack targeting application like locking of the application.
- Audit trail have been enabled on the website, so that the administrator can see the successful and unsuccessful logon, with time. IP attempts on the website.
- Website is able to generated mail Alert and history report in the security report viewable to the administrator containing the Time, IP address of any user.
- Provision for blocking any IP so that identified intruder can be blocked.

(iv) Any issue with the technology used

As it is fast moving technology with time. So we have to update our website software as well as hardware up to date.

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

6. **Demonstrate innovative use of ICT for development** (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

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INNOVATION APPLIED

- Periodic change in algorithm used for website security
- Implemented in-house developed CMS with decentralized features as mentioned under section 2.
- In-house developed tender module with enhanced features as mentioned under section 2

○ **User Management**

User management and their roles have been defined in the website. All users have been provided rights as per below mentioned roles and permissions and super administrator is able to manage entire user management roles. Multiple roles have been defined for management of website:

1. Content Generator
2. Content Writer
3. Content Approver
4. Administrator

Permissions have been assigned according to roles and users belong to a particular role. For example, a classified user could be given "Administrators" permission to "administer nodes" but this permission could be denied this power to anonymous, "authenticated" user. Permissions also allow trusted users to share the administrative burden of running a busy site.

Website Search Features

The website has been developed with proper search facility, including PDF search, which provides quick, concise, and accurate results based on priority, sorting and other standard algorithms. Importance has been given to keywords in titles during search so that results are relevant. Key point for Searching:

- Indexing
- Re-indexing
- Tab based advance search (DRDO main, Laboratories, Directorates).

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- Search Result sorting by title, category, publish date.
- PDF Search is also included.

Bilingual Website

The website has been designed bilingual and all the features desired in the DRDO English Website comply with Hindi version of website including separate hit counter, web search facility, browser compatibility etc. The CMS application is equally good for the Hindi website also. CMS Application has been designed in such a way for this bilingual website, if we view any English page we can view corresponding Hindi webpage by clicking on Hindi link and vice-versa.

In CMS functionality, if CMS admin Create/Updates any English content then admin should also update the Hindi version of content simultaneously if available. If admin is not updating Hindi version of website then Application will show English version only and content in Hindi will remain same till updated with comment that “being updated”. Report will also show that how many pages of Hindi are not translated.

Image & Video Gallery

Image Gallery

Image functionality has been developed with below mentioned description and fields

- Image Title
- Image Description
- Image Keyword
- Image Filename

Video Gallery

DRDO Video Gallery is a major section in DRDO website as image and video gallery of any website portray a very crucial role on users points of view. Video Gallery has been divided in different categories. Home page has a prominent link of video block which displays the latest updated video of the site. Video Gallery display structures something like as YouTube video gallery where many video are listed and selected video would run on player. Video file type depends on Video player. By default popular and free Video

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players have been installed are listed below:

- mov, mp4, 3gp, 3g2, mpg, mpeg (handled by Quicktime Player)
- divx (handled by Divx Player)
- rm (handled by Real Player)
- flv, f4v (SWFTTools module, FlowPlayer module or any other module)
- swf (handled by Adobe Flash Player)
- dir, dcr (handled by Adobe Shockwave Player)
- wmv, asf, avi (handled by Windows Media Player)
- ogg theora, ogv (handled by Cortado Java Applet)

Generation of Logs

Online statistics of daily/weekly/monthly page visits of the site along with Path Traces, as to know, who is accessing the website and for what, might be generated by the administrator. These log reports are graphical as well and easily printable. Below is list of statistics which could be viewed by administrator:

- Key point for Searching:
- Recent log entries
- Recent hits
- Top 'access denied' errors
- Top 'page not found' errors
- Top referrers in the past n days
- Top search phrases
- Top pages in the past n days
- Top visitors in the past n days
- User registrations

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- User online
- New nodes
- Changed nodes
- Comments
- Errors
- Errors for authenticated users
- Popular content

Hit Counters

DRDO website can generate below mentioned hit counters as this type of information plays a vital role to promote the website among different type of user group. Key points for hit counters are mentioned below:

- Separate counter for home page
- Separate counter for labs home page
- Separate counter for Directorates
- Count Site Counter on the per day, minute even second basis
- Count Unique Visitor
- Count Registered and Unregistered User
- Count Published and unpublished Node
- Display Web Server IP and Client IP
- Report: Client IP, Access Date, Access Page
- Visitor Statistic per day, week, month and year

Accessibility Options

As per the Govt of India guidelines for Govt websites links like “Skip to main content” and “Decrease Text Size”, “Normal Text Size” and “Increase Text Size” have been provided for facilitating disabled people, with low or no visibility. These links have been provided on each and every page of the

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website. The primary objective of redesigning the website is to make the website fully accessible with Web Content Accessibility Guideline (WCAG) 1.0, level-A guidelines. The term Accessible refers to the facility that helps the disabled people, who either have no visibility or low visibility, to browse the website & inability to use mouse.

7. Citizen Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user,

DRDO website is among most frequently visited website hosted at NIC during most of the time in a year.

The statistics about DRDO Website are mentioned below. Total No of visits per year along with the average visits per day and the International visits have been mentioned on the table which shows the ever increasing popularity of DRDO website around the globe. These statistics have been taken from NIC, India, Webstat wing and Google Analytics.

S. No.	Duration (Year)	Total No of Visits	International Visits
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(ii) Feedback/grievance redressal mechanism,

The feedback link is prominently placed in the header of DRDO Website home page. Facility of Query/Suggetions/Feedback forms are placed on Home page of DRDO website. It is purely a e mail system as per Government of India Guideline.

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Proper provision to collect and analyses the feedback submitted by users is in place on the website. Once we get the feedback from the website user. We have to analyze it and send to concern department. After find the proper solution of user query then we contact the user to tell the solution.

(iii) Audit Trails,

Regular audits of DRDO website and web applications form CERT-In empanelled agencies

(iv) Interactive platform for service delivery,

(v) Stakeholder consultation

8. **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

The DRDO website is a large website which consists of more than 15000 web pages as a whole. It also including the Hindi version. The website is fully bilingual (English and Hindi) and have been designed and developed using JSP, MySQL, JQuery, Java Script, CSS and HTML. It is hosted on datacenter of NIC Server & in house self maintained server.

Implementation Environment & Application Design for New DRDO Website

- Details of services/Software required/running OS: Red Hat Enterprise Linux Server
- Languages: JSP, PHP and Java Script
- Web/App Server: Apache and Tomcat
DB Server: MySQL

9. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

(ii) Measures to ensure replicability

(iii) Restrictions, if any, in replication and or scalability

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(iv) Risk Analysis

10. **New Models of Service Delivery** (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

11. **Efficiency Enhancement** (Give specific details about the following #)

(i) Volume of transactions processed

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions,

(iv) Accuracy of output,

(v) Number of delays in service delivery

12. **User convenience** (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

All the correspondences are taken care by web, emails and tele-conversations etc with the user.

(ii) Completeness of information provided to the users,

All the information either to the sister labs and other departments or citizen of India is provided completely through DRDO website.

(iii) Accessibility (Time Window),

DRDO website can be access by anyone, anywhere and anytime.

(iv) Distance required to travel to Access Points

(v) Facility for online/offline download and online submission of forms,

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We have to facility given to the user one is tender form through which users can submit their tender request online and offline by mail. And another one is feedback form which has been provided on website with facility to submit the queries of users across the globe.

(vi) status tracking

All the tenders and feedback queries are being responded on daily basis.

13. **Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared – Digital Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #))

The initiative undertaken have proved it to be robust for 3 years and keeping current performance in view it is likely to maintain its performance in future also. Recently DESIDOC, DRDO has been certified with **ISO 27001 certification**; this initiative has made the website more reliable and sustainable.

DRDO Website is using the following technology :

- Details of services/Software required/running OS: Red Hat Enterprise Linux Server
- Languages: JSP, PHP and Java Script
- Web/App Server: Apache and Tomcat
- DB Server: MySQL

DRDO has its privacy policy for users of the website which says :

We do not collect personal information for any purpose other than to respond to you (for example, to respond to your queries). If you choose to provide us with personal information like filling out a Contact Us form with an e-mail address or postal address, and submitting it to us through the website, we use that information to respond to your message, and to help you get the information you have requested. Our website never collects information or creates individual profiles for commercial marketing. While you must provide an e-mail address for a localised response to any incoming questions or comments to us, we recommend that you do NOT include any other personal information.

DRDO website has been constantly monitored on 24x7 basis and has been quarterly audited by CERT-In and CERT-In empanelled agencies for latest vulnerabilities. During development of an application for DRDO website precautions are being taken by skilled programmers and rigorous testing is performed. If any type of vulnerability is found it is fixed in minimum time interval. VAPT tests are performed in quarterly basis for whole DRDO website also mirror servers have been maintained and updated at DESIDOC therefore DRDO website has never been compromised till date.

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Security feature and guidelines issued by CERT-In as well as NIC have been followed while developing the website. Site has been deployed at 2 environments, viz., authoring and rendering environment. Authoring environment is used to upload the content that automatically updates the rendering server. Content Management System (CMS) is accessed by different users only through authoring server. Keeping in view of recent cyber attacks on important Government websites, DRDO has incorporated innovative technologies in the website which makes it robust towards malicious attacks. Security mechanism for developing the website application is free from OWASP Top 10 vulnerabilities mentioned below.

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- Security mis-configuration
- Insecure cryptography storage
- Failure to restrict URL access
- Insufficient transport layer protection
- Invalidated redirects and forwards

14. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

The DRDO website is providing relevant information to its employees and defence organizations and it is enhancing the transparency & goodwill among its users.

(ii) To citizen

This Website has been providing useful and relevant contents to researchers, students, academicians, business houses and common citizens uniformly in a categorized and transparent format. Due to its easy accessibility, clarity of information and relevant contents, it remains one of

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the most visited Government websites. This is confirmed by the statistics of NIC which places it consistently among the top most visited Government websites. . All tenders and procurement documents are also published on the drdo website for industry purpose.

DRDO website is providing the outstanding content for their research and development of many products. It also provides the images and videos of the products. It gives the knowledge of recruitments and training to the students. DRDO publication like DRDO Samachar, Newsletter etc is also there to give knowledge of current events of DRDO.

(iii) Other stakeholders

DRDO website is providing its regular updates to Defence services including Indian Army, Navy and Airforce

15. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

DRDO Website is giving the benefit to all the community of India and across the globe. It covers each and every targeted audience who are using the world wide web.

16. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

The DRDO website now provides proper convenience to its users in terms of navigation, accessibility and understanding of content. As the information is easy to trace out and most of the time they are reachable within three clicks, it is obviously time saving. Use of CMS has made the website more convenient with ease of content updation and time saving. Tender and other publications are being uploaded according to transparent Govt process. The specifically designed and error free content has shown its work as the DRDO website has most of the time in recent years stood among top of the various Govt website hosted on NIC servers.

RTI related information is also prominently displayed on the home page where a list along with contact details of all the PIOs in various DRDO Labs has been provided clearly. All these features make the DRDO website a useful, informative and user friendly site all together.

The website has been developed in such a way so that it enables 50 different units of DRDO, scattered all over India, to upload content on a central

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location maintaining a consistent look and feel of the website. Any new event/advertisement/ seminar are updated immediately under what's new section in the Bilingual website.

17. Other distinctive features/ accomplishments of the project:

The below mentioned points has been kept in view for making the website more secure and reliable

- Enabled authentication for up-loaders with secured protocol
- Authentication needed at different stages
- Compliance with Guidelines for Government of India Websites.
- Password policy implemented for the administrator.
- Captcha implemented to prevent computer code generated execution.
- Session timeout implemented.
- Protection against DoS attack targeting application like locking of the application.
- Audit trail have been enabled on the website, so that the administrator can see the successful and unsuccessful logon, with time. IP attempts on the website.
- Website is able to generated mail Alert and history report in the security report viewable to the administrator containing the Time, IP address of any user.
- Provision for blocking any IP so that identified intruder can be blocked.

Some other Features the website occurs :

Generation of Logs

Online statistics of daily/weekly/monthly page visits of the site along with Path Traces, as to know, who is accessing the website and for what, might be generated by the administrator. These log reports are graphical as well and easily printable. Below is list of statistics which could be viewed by

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administrator:

- Key point for Searching:
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- Top 'access denied' errors
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- Top referrers in the past n days
- Top search phrases
- Top pages in the past n days
- Top visitors in the past n days
- User registrations
- User online
- New nodes
- Changed nodes
- Comments
- Errors
- Errors for authenticated users
- Popular content

Hit Counters

DRDO website can generate below mentioned hit counters as this type of information plays a vital role to promote the website among different type of user group. Key points for hit counters are mentioned below:

- Separate counter for home page
- Separate counter for labs home page

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- Separate counter for Directorates
- Count Site Counter on the per day, minute even second basis
- Count Unique Visitor
- Count Registered and Unregistered User
- Count Published and unpublished Node
- Display Web Server IP and Client IP
- Report: Client IP, Access Date, Access Page
- Visitor Statistic per day, week, month and year

Accessibility Options

As per the Govt of India guidelines for Govt websites links like “Skip to main content” and “Decrease Text Size”, “Normal Text Size” and “Increase Text Size” have been provided for facilitating disabled people, with low or no visibility. These links have been provided on each and every page of the website. The primary objective of redesigning the website is to make the website fully accessible with Web Content Accessibility Guideline (WCAG) 1.0, level-A guidelines. The term Accessible refers to the facility that helps the disabled people, who either have no visibility or low visibility, to browse the website & inability to use mouse.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.