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Website Quality Manual
(for Public Website)

URL: <https://tamilnaducareerservices.tn.gov.in/>

Complete address

Director,
Department of Employment and Training,
(Employment Wing)
Alandur Road, Thiru.Vi. Ka Industrial Estate, Guindy,
Chennai, Tamil Nadu 600032.

December 2022

Document Revision History

Issue No.	Rev. No.	Dated	Issued By	Authorized By	Remarks
1	1	22.4.2022	Directorate of Employment and Training	Directorate of Employment and Training	
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A . Background information:

1. Scope of the website quality manual

This Website Quality manual is the compilation of policies, processes and procedures being followed in the company for developing & maintaining a well engineered website for our clients. It aims to address site wide issues and improve the productivity of managed web operations in terms of –

- a) Locating relevant information
- b) Facilitating ease of use
- c) Reducing legal liabilities
- d) Providing for efficient development and maintenance considerations

2. About the Ministry/Department/ Organization/Cells

Ministry : Labour Welfare and Skill Development Department, Tamil Nadu
Department : Department of Employment and Training
Oraganisation : Directorate of Employment and Training

3. Website Address, Data Centre & Hosting organization

Website Address : <https://tamilnaducareerservices.tn.gov.in/>
Data Centre : Tamil Nadu State Data Centre, Perungudi.
Hosting organization: Directorate of Employment and Training,
(Employment Wing).

4. Purpose of the website:

The Virtual Learning Portal is a Web based initiative run by Department of Employment and Training, Government of Tamil Nadu which contains e-content to assist young aspirants who are preparing for Government competitive exams.

5. Objectives of the website

Objective of the project is to build a centralized, web-based virtual learning system and to assist young aspirants who are preparing for competitive examination on free of cost. This platform contains e-content for various competitive exams such as TNPSC (Group I, Group II, Group IV & Group VIIB / VIII), TNUSRB, UPSC, SSC, IBPS, RRB for preliminary and main exams thereby facilitating e-learning. All the e-content of this portal has been uploaded bilingually i.e.both in Tamil and English. Also, this e-content documents are downloadable which make these study materials accessible in offline mode too.

6. Responsibility & Authority

Activity	Conducted at (Division)	Conducted by (Responsibility)
Design	Directorate of Employment and Training	Directorate of Employment and Training
Development	<u>Unwind Learning Labs Private Limited, Chennai</u>	Directorate of Employment and Training
Contents	Directorate of Employment and Training	Directorate of Employment and Training
Testing	Directorate of Employment and Training	<u>Unwind Learning Labs Private Limited, Chennai</u>
Monitoring	Directorate of Employment and Training	Software Maintenance Team
Hosting	Directorate of Employment and Training	Directorate of Employment and Training
Promotion	Directorate of Employment and Training	Directorate of Employment and Training
Website Management	<u>Unwind Learning Labs Private Limited, Chennai</u>	Directorate of Employment and Training
Security	Directorate of Employment and Training	Directorate of Employment and Training

7. List of Platform (H/W, S/W) & Web Technologies used :

The Department uses the following range of technologies to offer solutions to our clients:-

Hardware :

- Engaged Cloud server through TNSDC.
- Configuration- 8 core 16GB RAM, 2TB HDD

Sl.No	Technology /Platform used	Remarks
1	Open Source	PHP MY SQL
2	IBM Web phone	NOT APPLICABLE
3	Microsoft ISS/Apache	Apache
4	SAP Netweaver	NOT APPLICABLE
5	Oracle/Mysql	MYSQL
6	BEA web logic	NOT APPLICABLE
7	Web Application	PHP

Software :

Open source application will be deployed for this project. VLE project is web based system developed in web technologies. HTML, JAVA SCRIPT(Jquery) and CSS has been used for developing the front end. Server side is developed using PHP. The software is developed with MVC architecture which has clear separation between user-interface, business logic and data access/Storage layers. PHP's Code igniter frame work has been used to achieve the same. The database layer is implemented in MySql Database.

8.Use of Contractors / Sub Contractors - At present no process is contracted or sub

contracted

Policies (relevant clause of Guidelines to Indian Govt. websites):

1. Copyright policy (clause 3.1.1)

“Material on this site is subject to copyright protection unless otherwise indicated. The material may be downloaded to file or printer without requiring specific prior permission. Any other proposed use of the material is subject to the approval of the Department of Employment and Training.

Email:dd.empw@tn.gov.in

2. Hyper Linking policy (clause 3.2.1)

Links to external website/portals

At many places in this website, you shall find links to other websites/portals. The links have been placed for your convenience. DET is not responsible for the contents and reliability of the linked websites and does not necessarily endorse the views expressed in them. Mere presence of the link or its listing on this Portal should not be assumed as endorsement of any kind. We cannot guarantee that these links will work all the time and we have no control over availability of linked pages.

Links to DET-Website by other websites

We do not object to you linking directly to the information that is hosted on this site and no prior permission is required for the same. However, we would like you to inform us about any links provided to this Portal so that you can be informed of any changes or updations therein. Also, we do not permit our pages to be loaded into frames on your site. The pages belonging to this site must load into a newly opened browser window of the User.

3. Privacy policy (clause 3.4.2)

DET Website does not automatically capture any specific personal information from you, (like name, phone number or e-mail address), that allows us to identify you individually. If the DET - Website requests you to provide personal information, you will be informed for the particular purposes for which the information is gathered and adequate security measures will be taken to protect your personal information.

We do not sell or share any personally identifiable information volunteered on the DET - Website to any third party (public/private). Any information provided to this website will be protected from loss, misuse or unauthorized access or disclosure, alteration, or destruction.

We gather certain information about the User, such as Internet protocol (IP) addresses, domain name, browser (type, operating system, the date and time of the visit and the pages visited. We make no attempt to link these address with the identity of individuals visiting our site unless an attempt to damage the site has been detected.

4. Content ownership, moderation & approval policy (COMAP)

In order that all contents published on the website are authentic, up-to-date and latest, officers contributing the contents must check them thoroughly for authenticity and accuracy before publishing. The contents must invariably display a time stamp indicating the date on which the information was published and last reviewed and/ or modified. The content on the website goes through the entire Life cycle process of:-

1. Creation
2. Modification
3. Approval
4. Moderation
5. Publishing
6. Expiry

The content links of the website are given below. Before sending new/revised contents to the Web Information Manager for publishing in the website, all should adopt the procedure as indicated in the table below relating to content contribution, moderation and approval.

Sl.no	Content element	Contributor	Moderator/approver
1	Home	DET	DET
2	About us	DET	DET
3	Competitive Exams	DET	DET
4	Syllabus	DET	DET
5	Question Pappers	DET	DET
6	Mock tests	DET	DET
7	Books	DET	DET
8	FAQ	DET	DET

5. Content review policy (CRP)

In order to keep the content in the website current and up-to-date, there is a need for Content Review Policy. Any change in the contents, as and when they take place, should be intimated immediately to the Web Information Manager for updation in the website. All the sections of respective heading should adopt the below mentioned procedure for sending revised / modified contents to the Web Information manager for publishing in the website.

Sl.no	Content element	Contributor	Moderator/approver
1	Home	DET CG Section	DET Computer section
2	About us	DET CG Section	DET Computer section
3	Competitive Exams	DET CG Section	DET Computer section
4	Syllabus	DET CG Section	DET Computer section
5	Question Pappers	DET CG	DET Computer section

		Section	
6	Mock tests	DET CG Section	DET Computer section
7	Books	DET CG Section	DET Computer section
8	FAQ	DET CG Section	DET Computer section

6 Content Archival Policy

There would be some content which is permanent in nature and for such content it is assumed that the content would reviewed in every three years unless it is edited / deleted based on requirement. The content shall not be displayed on the Website after the validity date.

Sl.No	Content Element	Entry policy	Exit policy
1	Home	Whenever there is a change	The old one to be removed
2	About us	Whenever there is a change	The old one to be removed
3	Competitive Exams	Whenever there is a change	The old one to be removed
4	Syllabus	Whenever there is a change	The old one to be removed
5	Question Papers	Whenever there is a change	The old one to be removed
6	Mock tests	Whenever there is a change	The old one to be removed
7	Books	Whenever there is a change	The old one to be removed
8	FAQ	Whenever there is a change	The old one to be removed

7.Security policy

Website Security Policy' of DET

DET has a responsibility to protect from disclosure to unauthorized parties the personally identifiable information (name, address, date of birth, etc) of its website users.

Notice and Disclosures

DET will not sell, trade and disclose the personally identifiable information of its website users to any third parties.

Data Quality and Access

DET takes all steps possible to ensure that the data on the website is accurate. If something is found to be inaccurate, every effort will be to correct the same as quickly as possible. The information contained on the

DET website is subject to change without prior advance notice.

While using the DET website certain information such as your IP Address and time spent on pages may be collected. This non personal information is collected in order to monitor any unauthorized user access to the DET site. Anyone caught attempting to harm, steal information from, or otherwise damage the DET website will be prosecuted under the relevant law.

DET website is hosted at State Data Centre, Perungudi and is being developed and managed by a team of Engineers of DET. DET has taken every precaution to secure information on DET website.

The DET website is placed in protected zone with implementation of firewalls and high availability solution.

Before the launch of the DET website, DET has done the simulated penetration testing. Also penetration testing has been done after the launch of the website

Application Security Audit: A large number of web enabled applications are in use in the DET website for displaying the information dynamically as per the users requests. All the applications have been security audited for the known application level vulnerabilities and all the application security vulnerabilities have been addressed before the launch of the website.

All the development work is done on separate development environment and well tested on staging server before updating it on the production server.

The contents are first checked on the development server before publishing on the production server. All contents of the web pages are checked for intentional or unintentional malicious content before final upload of the same on the web server.

All newly released system software patches, bug fixes and upgrades are deployed regularly and reviewed. The Antivirus has been deployed on the servers and is updated online.

Data Security

DET takes security very seriously and has therefore taken every precaution to secure our borrowers information. In order to secure the users information, DET has implemented several security measures to prevent loss, theft, or misuse of any borrower data . If you have any questions regarding the DET Website Security Policy, please contact the DET using the information below:

Write to DET at: dd.empw@tn.gov.in

8.Website Monitoring policy

DET has a Website Monitoring Policy in place and the website is monitored periodically to address and fix the quality and compatibility issues around the following parameters:

Performance: Site download time is optimized for a variety of network

connections as well as devices. All important pages of the website are tested for this.

Functionality: All modules of the website are tested for their functionality. The interactive components of the site such as, feedback forms are working smoothly.

Broken Links: The website is thoroughly reviewed to rule out the presence of any broken links or errors.

Traffic Analysis: The site traffic is regularly monitored to analyse the usage patterns as well as visitors' profile and preferences.

Feedback: Feedback from the visitors is the best way to judge a website's performance and make necessary improvements. A proper mechanism for feedback is in place to carry out the changes and enhancements as suggested by the visitors.

B. Responsibility and Authority (website management team):

1. Web Information Manager

The Web Information Manager shall ensure that there is a proper flow of content to the site and that content quality and user satisfaction issues are taken care of. To achieve this, the web information Manager coordinates with the various Sections of the DET. The Web Information Manager also undertakes the following activities with regards to the DET website being maintained by him:

- Formulation of policies concerning management of content on the web through its entire life cycle viz. Provision, Moderation Approval and Archival. Ensuring that all content on the website is always authentic, up-to date and obsolete information or services removed.
- Changing and periodically validating links to related information. An automated report can provide a list of broken links on the site, which can be immediately corrected.
- Ensuring the entry of the website at a prominent rank in all the major search engines so that the site's visibility is enhanced and users are made aware of its address
- Web Information Manager is overall responsible for quality and quantity of information and services on the website
- Replying to the feedback mails received from visitors either by himself or through someone designated by him for the purpose.

2. Technical Manager

The responsibilities of the Technical Manager are:

- Regular monitoring of website for Performance, Security and Availability
- Ensuring compliance with policies (organizational, regulatory, legislative, etc) may require changes in website content, architecture, security, process etc.
- Periodic security audit of the website in line with major revisions
- Analysis of traffic on website and feedback to development / management team

For the DET website development and management, a team has been set up under the Technical manager, having professional skills in HTML authoring, programming, design, content preparation etc., which works under the overall supervision of web Information manager. The Technical Manager/website Team have experience and skill in the following knowledge areas:

- Website Technology
- Website Testing
- Usability
- e-accessibility
- Performance
- Security
- Guidelines for Indian Govt. websites
- Content Management System

C. Plans:

1. Contingency plan in the event of defacement / natural calamity

Defacement Protection Policy

- The DET website is security audited for application vulnerabilities and performance.
- Any application level modification on the DET website implies re audit of the website.
- All the servers' configuration and logs are monitored timely
- Only system administrator users are allowed to access the servers for doing administration and configuration tasks.
- All servers are in lock and net secured.
- Contents are updated through secured FTP.

D. Monitoring of defacement of DET website

E. There are two ways of monitoring the defacement of the DET website. CSTA is continuously monitoring by analyzing the log files. The DET also monitors the website regularly. In case of any eventuality, whoever notices it first shall inform the Technical Manager and Web Information Manager on Phone as well as through email.

Actions to be taken after defacement

As soon as the Technical Manager and/ or Web Information Manager receive the information regarding the defacement of the website, the following steps will be taken:

- Stoppage/partial stoppage of the website according to the degree of defacement.
- Analyzing log files and troubleshooting the source of defacement and blocking of the service.
- Analyzing type of defacement and fixing it.
- In case of complete loss of data, restoring the website data from backup.

- Giving of log files to security division for analysis.
- Fixing of all vulnerabilities on the basis of security recommendations and re- auditing of applications.
- Restoring the affected /corrupted contents from the backup and restoring the site.

Time for Restoration of the DET website after defacement

The time taken for restoration of DET website depends on the degree of defacement and services affected by the defacement. Ideally it will take 1froth to 8 hours for the restoration.

Data Corruption

A proper mechanism has been worked out for data backups by the Unwind Learning Labs Private Limited ,Chennai and also for ensuring that appropriate and regular backups of the DET website data are taken. These enable a fast recovery and uninterrupted availability of the information to the citizens in view of any data corruption.

Hardware/Software Crash

Though such an occurrence is a rarity, still in case the server on which the website has been hosted crashes due to some unforeseen reason, the web hosting service provider State Data Centre has enough redundant infrastructures available to restore the website at the earliest.

Natural Disasters/Calamity

There could be circumstances whereby due to some natural calamity (due to reasons beyond the control of any person), the entire data centre where the DET website has been hosted gets destroyed or ceases to exist. In such an eventuality, in-charge of Hosting Service Provider -State Data Centre will instruct that the DET website to be started from the DR site (remote location). Time required for starting of DET website from the remote location depends on several things; ideally the restoration will take 12 hours to 24 hours.

2.Website monitoring plan

Frequency of monitoring

The DET website undergoes regular monitoring through manual methods as well as through web analyzer tools.

Monitored Parameters

Though reports can be obtained on virtually every aspect of the DET website, for regular analysis , the quality manger is responsible for analyzing and generating the following reports.

- Visitor's dashboard: This report presents an overview of the Visitors Pattern to the Portal.
- Usage Pattern: geographic location of visitors i.e. front which cities and countries, visitors are visiting the website
- ' Hits by hour of the day: This report shows the most and the least active hour of the day for the report period. If there are several days in the report period, the value presented is the sum of all hits during that period of time for all days.
- Referring sites: This report identifies the domain names and IP

addresses that refer visitors to the portal.

- Search Phrases: This report identifies Phrases that led the most visitors to the site and for each phrase, which search engine led visitors to the site.
- Top Pages: List of the most popular web pages on the portal and the number of visits for each.
- Entry Pages: This report shows the first or "entry" pages viewed in all visits. Every visit has one and only one Entry Page. A visit's entry page may or may not be the "home Page" The Entry Page for a visit depends on how a visitor arrived at the website.
- Browsers: Browsers most common among visitors to the Website.
- Platforms: Operating systems mostly used by visitors to access the DET website.
- The DET website is also monitored for quality issues like spelling errors and broken links. Spelling check is done on a monthly basis and broken links are monitored daily.

Utility of Monitored Parameters

Visitor's pattern and usage pattern reports present the demography of the users and will be helpful in providing feedback for the personalization features that will be added in the new website.

- Search phrases report is used to know what keywords are being used to search for the website. The Pages are then optimized for these keywords.
- Top Pages are the most viewed pages and entry pages are the pages of the website other than homepage from where the User enters the homepage. Based on the search phrases report, these pages are first optimized for search engines.
- Browser and platform reports are used to optimize the website for the most commonly used browsers.
- Hits by hour of the day report is used to know the time of the day when there are maximum hits on the server. It is ensured that the servers must work optimally at these times.
- Referring sites report is used for link exchange with the sites that are sending the maximum visitors to the website
- Spelling errors are rectified as soon as they are reported.

Broken links reports are scanned and correction made at the earliest.

F. Organisation Structure

1. Website developer : DET Head Office
2. IT service provider : Unwind Learning Labs Private Limited, Chennai
3. Content management : DET Head Office
4. Data center / Hosting Organisation : State Data Centre / DET Head Office
5. User : Competitive exam aspirants

6. Application Developer : DET Head Office

Compliance statement

w.r.t. Guidelines for Indian Government Websites 2018 (refer Annexure – I attached)

- I her by state that our website complies fully with the Guidelines for Indian Government websites.
- I her by state that our website complies with the NIC Guidelines for Indian Government websites.

-- Signed & stamped by Web Information Manager --

2. Security Audit report (clause7.7.1)

The security audit of our website at URL <https://tamilnaducareerservices.tn.gov.in>. Hosted by the Department of Employment and Training (Employment Wing) and managed by the Department of Employment and Training (Employment Wing) has been audited by M/s.BDO INDIA LLP, Goregaon (E), Mumbai- 400063 and no major non-conformity observed.

Report number: not specified in the certificate dated:10th January 2022

Enclosed: Copy of valid Security Audit Certificate

Web Information Manager

H. Miscellaneous:

1. Person responsible for updating of website quality manual

K.Velkanni Deputy Director , DET, is Web Information Manager, responsible for updating the website quality manual. She collects information from Department of Employment and Training, Chennai.

Compliance Matrix Guidelines for Indian Government Websites 2018 - Criteria

No	GIGW Requirement	Ref. No.	Status/ Remarks
1. General Guidelines			
1	Department has nominated a Web Information Manager as defined in the guidelines	10.1.1	Yes ref page no 14
2	It has been ensured that all stationery of the department as well as advertisements/ public messages issued by the concerned Department prominently display the URL of web site.	9.2.1 & 9.2.2	Yes

3	Website has the following clearly defined policies and plans approved by the web information manager – 3.1.1 - Copyright Policy. 3.2.1 Content Contribution, Moderation & Approval (CMAP) Policy. 3.2.2 - Content Archival (CAP) Policy. 3.2.3 - Content Review (CRP) Policy. 3.2.4 - Hyper linking Policy. 3.2.5 - Privacy Policy. 3.2.6 - Terms & Conditions. 3.2.7 - Website Monitoring Plan. 3.2.8 - Contingency Management Plan. 3.2.9 - Security Policy.	10.7	Yes
4	Source of all documents, not owned by the dept. that have been reproduced in part or full, is mentioned.	3.1.5	Not applicable
5	Due permissions have been obtained for publishing any content protected by copyright.	3.1.4	Yes
6	Home page of website displays the last updated/reviewed date.	5.2.2	Yes
7	Complete information including title, size format and usage instructions is provided for all downloadable material.	4.4.7(a), 6.7.1(a), 6.7.1(b)	Yes
8	With respect to each, Circular, Notification, Document, Form, Scheme, Service and Recruitment notice, the following should be clearly listed in the Website: Complete Title Language (if other than English) Purpose/Procedure to apply (as applicable) Validity (if applicable)	4.2.3(a,d,e), 4.2.4(b,d), 4.2.5(b,c), 4.2.6 c,e,f), 4.2.7 (a,d), 4.2.9 (a,b,d)	Yes
9	All outdated, irrelevant content (like Announcements, Tenders, Recruitment notices, News and Press Releases) is removed from the website and/or placed into the archives as per the archival policy.	5.2.6	Yes
10	The language is free from spelling and grammatical errors.	5.3.5	Yes
11	Mechanism is in place to ensure that there are no 'broken links' (internal as well as external) or 'Page not found' errors.	3.2.9	Yes
12	There are no links to 'under construction' pages.	6.8.4	Yes
13	The mechanism is in place to check the accuracy of Hyperlinked Content and clear indications are given when a link leads out to a non government website.	3.2.8 &3.2.5	Yes

14	Website provides a prominent link to the 'National Portal' from the Home Page and Pages belonging to National Portal load in new browser window.	2.3.1 &2.3.2	Yes
15	Association to Government is demonstrated by the use of Emblem/ Logo in proper ratio and color, prominently displayed on the homepage of the website.	2.1.1, 6.3.1, 6.1.1	Yes
16	Ownership information is displayed on the home page and on all important entry pages of the website and each subsequent page is a standalone entity in terms of ownership, navigation and context of content.	2.1.2 &6.8.5	yes
17	Website uses Cascading Style Sheets to control layouts/ styles and incorporates responsive design features to ensure that the interface displays well on different screen sizes.	7.2.1	yes
18	Website is readable even when style sheets are switched off or not loaded.	7.2.2	yes
19	Proper page title and language attribute along with metadata for page like keywords and description are appropriately included.	7.5 (k), 9.1.2	yes
20	Data tables have been provided with necessary tags/ markup.	7.5 (l)	yes
21	The website has a readily available Help section linked from all pages of the website.	4.4.6	yes
22	All information about the department, useful for the citizen and other stakeholders, is present in the 'About Us' section and mechanism is in place to keep the information up to date.	4.2.1	yes
23	Website has a 'Contact Us' page providing complete contact details of important functionaries in the department and this is linked from the Home Page and all relevant places in the website.	4.2.11 (a) & 4.2.11 (c)	yes
24	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	4.4.5(a), 4.4.5(c)	yes
25	The website has been tested on multiple browsers. English/ Tamil language fonts have been tested on popular browsers for any inconsistency (loss of layout).	6.4.3, 7.6 (b)	yes
26	Minimum content as prescribed in the guidelines is present on the homepage and all subsequent pages.	4.5.1, 4.5.2	yes
27	It is ensured through Content Moderation and Approval Policy that website content is free from offensive/discriminatory language.	4.7.2	yes
28	Text is readable both in electronic and print format and the content prints correctly on an A4 size paper.	6.4.6	yes
29	Website has cleared security audit.	7.7.1	yes

30	Website is in the gov.in domain.	2.2.1	yes
31	Website is hosted in a data centre in India having the following facilities: 1. State-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems. 2. Redundant server infrastructure for high availability. 3. Disaster Recovery(DR) Centre in a geographically distant location. 4. Helpdesk & technical support on 24x7x365basis.	8.2.1 (a, b, c, d & h)	yes
32	Website is bilingual with a prominent language selection link and uses Unicode characters.	5.7.1	No it will be carried out soon
33	Documents / Pages in multiple languages are updated simultaneously.	5.7.2	yes
34	Documents are provided either in HTML or other accessible formats. Download details (File Format Size) & instruction for viewing these is provided.	7.4.2 (a)	yes
35	Mechanism is in place to ensure that all tender/recruitment notices are published/ linked through the website.	4.2.8, 4.2.9	Not applicable
36	All documents have a publish date on the main page.	5.2.5	Not applicable
Accessibility Guidelines			
1.	All non-text content (like images) has a text alternative that provides equivalent information as the image itself.	6.6.3	yes
2	Scanned Images of text have not been used.	6.6.1	yes
3	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 between the foreground and background. Large scale text and images of text have a contrast ratio of 3:1.	6.5.1	yes
4	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.	6.4.5	yes
5	There is a mechanism to pause, stop or hide scrolling, blinking or auto updating content that starts automatically and lasts for more than 5 seconds.	6.7.3 (b)	yes
6	Web pages do not contain any content that flashes for more than three times in a second.	6.7.3 (a)	yes
7	Instructions provided for understanding and operating content do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.	7.5(d)	yes
8	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	6.5.4	yes

9	Captions or transcript are provided for all prerecorded and live audio and video content.	6.7.2 (a, b)	yes
10	For any audio on a Web page that plays automatically for more than 3 seconds, a mechanism is available to pause, stop or control the volume of the audio independently by from system volume level.	6.7.3 (c)	yes
11	Information, structure, and relationships that are conveyed visually on a web page must also be programmatically determined or are available in text.	5.6.3	yes
12	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	5.6.4	yes
13	All functionality that is available on the web page is operable through keyboard.	7.5 (f)	yes
14	Complete web page is navigable using keyboard only (using tab or arrow keys).	7.5 (g)	yes
15	Current navigation location (Keyboard focus indicator) is visible on the webpage while operating or navigating the page through a keyboard.	7.5 (o)	yes
16	Web pages allow the user to bypass blocks of content like navigation menus that are repeated on multiple pages (by using the skip to content link).	6.8.8	yes
17	Any web page within the website is locatable either through “search” or a “sitemap”.	6.9.1, 6.10.1	yes
18	Navigational mechanisms that are repeated across the website occur in the same relative order on each page.	6.8.2, 6.2.1	yes
19	If a webpage can be navigated sequentially and the navigation sequence affect the meaning of operation, then all components must receive focus in the same meaningful sequence (Creating a logical tab order through links, form controls, and objects).	7.5 (m)	yes
20	The purpose of each link is clear.	7.5 (h)	yes
21	Time limit for time dependent web functions is adjustable by the user.	7.5 (c)	yes
22	Complete& self-explanatory title that describes the topic and purpose of the page has been provided.	2.1.6	yes
23	Headings wherever used, correctly describe topic or purpose of content.	5.6.1	yes
24	Language of the complete web page has been indicated. If there is a change in language within a webpage it also indicated.	5.3.7	yes
25	Nomenclature of components that Have the same functionality is uniform across the website.	5.4.2	yes

26	When any component on the web page receives focus or its settings are changed it does not initiate change in context.	7.5 (j)	yes
27	Changing the setting of any user interface components does not automatically cause a change in context.	7.5 (i)	yes
28	If an input error is detected, the item is identified and the error is described to the user in text. Suggestions for correction if known are provided to the user.	7.5(p), 7.5(e)	yes
29	Labels or instructions have been provided wherever input from the users is required.	7.5 (b)	yes
30	For Web pages that cause legal commitments or financial transactions a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	7.5 (q)	Not applicable
31	Web Page uses markup language as per specification.	7.5 (a)	No it will be carried out soon
32	Name and Role of all interface components can be programmatically determined.	7.5 (n)	yes

- I her by state that our website complies with the NIC Guidelines for Indian Government websites.


-- Signed & stamped by Web Information Manager --

2. Security Audit report (clause 7.7.1)

DET

The security audit of our website at URL <https://tamilnaducareerservices.tn.gov.in>. Hosted by the Department of Employment and Training (Employment Wing) and managed by the Department of Employment and Training (Employment Wing) has been audited by M/s. BDO INDIA LLP, Goregaon (E), Mumbai- 400063 and no major non-conformity observed.

Report number: not specified in the certificate dated: 10th January 2022

Enclosed: Copy of valid Security Audit Certificate


Web Information Manager

H. Miscellaneous:

1. Person responsible for updating of website quality manual

K. VELUANNI Deputy Director, (Comp) - OAA - 22500900 (GAS)
Web Information Manager is responsible for updating the website quality manual. She collects information from Department of Employment and Training, Chennai.

Compliance Matrix

Guidelines for Indian Government Websites 2018 - Criteria

No	GIGW Requirement	Ref. No.	Status/Remarks
	1. General Guidelines		
1	Department has nominated a Web Information Manager as defined in the guidelines	10.1.1	
2	It has been ensured that all stationery of the department as well as advertisements/ public messages issued by the concerned Department prominently display the URL of web site.	9.2.1 & 9.2.2	



Issue Date : 10th January 2022

WEB SECURITY AUDIT CLEARENCE CERTIFICATE

Reference: PO Ref No.: **W.O/TNeGA/Security Audit/Employment & Training** work order for conducting security audit of Employment and Training Department Application dated 14th December 2021

Application URL: <https://tnvle.devops-in22labs.com/>

MD5 Hash: 51e589ab86b8db1363f4361e339e4b34

- Scope of Audit : Web Application
- Period of Security Audit : 21st December 2021 & report submitted on 21st December 2021
- Period of Revalidation review : 3rd January 2022

Summary of Vulnerability identified -

#	Observations	Risk Rating	Status
1	Weak TLS Protocol is Enabled	HIGH	CLOSED
2	No Rate Limit (Forgot Password) Email	HIGH	CLOSED
3	Concurrent Login	MEDIUM	OPEN
4	No account lockout	MEDIUM	CLOSED
5	Dangerous HTTP Methods are Allowed	MEDIUM	CLOSED
6	Password field with Autocomplete enabled	LOW	CLOSED
7	Weak password policy	LOW	CLOSED
8	Cookie Secure attribute is not set	LOW	CLOSED

Conclusion: As per the CERT-In and OWASP Top 10 guidelines, it was observed that out of Eight (8) vulnerabilities identified during security audit, seven (7) vulnerabilities were Patched and remaining One (1) Vulnerability is still OPEN. TNeGA has Accepted the risk for the 1 Open vulnerability and hence we have considered them as risk accepted vulnerabilities. Other than the 1 Risk accepted vulnerability there are no pending nonconformity vulnerabilities w.r.t Web Application Audit.

Application URL: <https://tnvle.devops-in22labs.com/>

MD5 Hash: 14f2bff42e764b202864b395af28177c

- Scope of Audit : Mobile Application
- Period of Security Audit : 21st December 2021 & report submitted on 22nd December 2021
- Period of Revalidation review : 3rd January 2022

Summary of Vulnerability identified -

#	Observations	Risk Rating	Status
1	Weak TLS Protocol is Enabled	HIGH	CLOSED
2	Dangerous HTTP Methods are Allowed	MEDIUM	CLOSED
3	Application can be installed on rooted device	MEDIUM	CLOSED
4	CSP Response Header is Missing	LOW	CLOSED
5	Open Ports are Disclosed	LOW	CLOSED

Conclusion: As per the CERT-In and OWASP Top 10 guidelines, Mobile Application is free from the identified vulnerability and there is no pending nonconformity w.r.t Mobile Application Audit.

RECOMMENDATIONS:

- ▶ The Security Audit should be done whenever any changes are done to the source code.
- ▶ Server-side issue should be taken care by hosting provider.
- ▶ Whenever there is a new development change done within the application, we recommend to get the VAPT done before implementing the change on the production URL. Secondly, we recommend to regularly do VAPT on the applications to ensure the security of the application. Maximum time limit for any application should be not more than a year for non-critical applications and for critical applications the VAPT should be done on quarterly basis.



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