

भारत सरकार  
जल शक्ति मंत्रालय  
जल संसाधन नदी विकास एवं गंगा संरक्षण  
विभाग  
केंद्रीय जल आयोग  
सॉफ्टवेयरप्रबंधननिदेशालय



Government of India  
Ministry of Jal Shakti  
Dept. of Water Resources, RD&GR  
Central Water Commission  
Software Management Directorate

### Circular

**Sub:** Appointment of Web Information Manager and Technical Manager for CWC website. - reg.

The CWC website has been made live w.e.f. 19.02.2019. The GIGW (Guidelines for Indian Government Website) compliance of the CWC website is under pipeline. As per GIGW Para 10.1.1 and 10.1.2, a Web Information Manager (WIM) and Technical Manager (TM) should be appointed by the organization. The roles and responsibilities of WIM and TM are as under as per the GIGW:

**Web information Manager (WIM):** WIM role shall be to 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 WIM has to coordinate with the various groups within the Department and undertake the following activities:

- Formulation of policies concerning management of content on the web through its entire life cycle viz. Creation, Moderation, Approval, Publishing and Archival. Ensuring that all content on the website is always authentic, up-to-date and obsolete information or services are removed.
- Set a mechanism for periodically validating links to related information. An automated report can provide a list of broken links on the site, which can be immediately corrected.
- Getting the website certified for Guideline Compliance and ensuring that it remains compliant throughout its life cycle.
- Web Information Manager is overall responsible for quality and quantity of information and services on the website. The complete contact details of the Web Information Manager should be displayed on the website, so that the visitor could contact him/her in case of some queries or requirements.
- Since the websites receive a significant amount of feedback/query mails from the visitors, it is the responsibility of the WIM to either reply to all of them himself/herself or designate someone to regularly check and respond to the feedback/query mails.

**Technical Manager (TM):** Besides the Web Information Manager, a Technical Manager should also be appointed for every Indian Government website whose responsibilities would be:

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

छटवीं तल(दक्षिण), सेवा भवन  
राम कृष्ण पुरम, नई दिल्ली -110066  
दूरभाष: 011-29583615,  
ई मेल:smdte@nic.in

●जल संरक्षण-सुरक्षित भविष्य●



6th Floor(South), Sewa Bhawan,  
R.K. Puram, New Delhi-110066  
Tel: 011-29583615,  
E-mail: smdte@nic.in

●Conserve Water- Save Life●

भारत सरकार  
जल शक्ति मंत्रालय  
जल संसाधन नदी विकास एवं गंगा संरक्षण  
विभाग  
केंद्रीय जल आयोग  
सॉफ्टवेयरप्रबंधननिदेशालय



Government of India  
Ministry of Jal Shakti  
Dept. of Water Resources, RD&GR  
Central Water Commission  
Software Management Directorate

The approval of Chairman, CWC has been conveyed regarding the appointment of Web Information Manager (WIM) and Technical Manager (TM) as under:

- i) Chief Engineer, (HRM), CWC has been appointed as Web Information Manager (WIM).
- ii) Director, SM Dte., CWC has been appointed as Technical Manager (TM).

As per GIGW compliance, the same information will be put up on the CWC website.

Signature valid

Digitally signed by RAJEEV  
SINGHAL  
Date: 2020.03.18 11:13:36 IST

Rajeev Singhal,  
(Director)

**Copy to:**

- a) PS to Chief Engineer (HRM), CWC, New Delhi.
- b) PS to Chief Engineer (DSO), CWC, New Delhi.

**Copy for kind information to:**

- a) Sr. PPS to Chairman, CWC, New Delhi.
- b) SR. PPS to Member, D & R, CWC, New Delhi.
- c) All employees of CWC (Through website).

