

## **Policies for Websites of Govt. of Punjab**

### **1. Terms of Use**

This website / portal only provides the facility for getting information or transacting with Government Offices through the Internet. Though all efforts have been made to ensure the accuracy, completeness, usefulness or otherwise, of the contents on this Portal, the same should not be construed as a statement of law or used for any legal purposes. Users are advised to verify/check any information with the relevant Government department(s) and/or other source(s), and to obtain any appropriate professional advice before acting on the information provided in the Portal..

In no event will the Government be liable for any type of expense, loss or damage, whatsoever, arising out of or in connection with the use of this Portal.

These terms and conditions shall be governed by and construed in accordance with the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts where the Headquarter / Office of the concerned department exists.

### **2. Copyright Policy**

Material featured on this website/portal may be reproduced free of charge after taking proper permission by sending a mail to us. However, the material has to be reproduced accurately and not to be used in a derogatory manner or in a misleading context. Wherever the material is being published or issued to others, the source must be prominently acknowledged. However, the permission to reproduce this material shall not extend to any material which is identified as being copyright of a third party. Authorization to reproduce such material must be obtained from the departments/copyright holders concerned.

### **3. Privacy Policy**

This website / portal does not automatically capture any specific personal information from the user, (like name, phone number or e-mail address), that allows us to identify the user individually.

If the website requests the user to provide personal information, the user will be informed for the particular purposes for which the information is gathered e.g. registration form and adequate security measures will be taken to protect the personal information of user.

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

We may 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. We make no attempt to link these addresses with the identity of individuals visiting our site unless an attempt to damage the site has been detected.

The user must agree that the Government may provide details of use of the Website to regulators or law enforcing agencies or to any other third party, or in order to resolve disputes or complaints which relate to the website, at Government's complete discretion.

#### **4. Hyper Linking Policy : Links to external websites/portals**

At many places on this website/portal, the user shall find links to other websites/portals. These links have been placed for the convenience of users. We can not guarantee that these links will work all the time and we have no control over availability of linked pages.

#### **5. Content Archival Policy**

Contents published under some specific sections of this website/portal have a life span and may be moved to the online archival section after the assigned end date (displayed along with each content item) or as per policies applicable.

#### **6. Content Review Policy**

The responsibility of review and approval of the content is that of the content owner. The content is published on this Website only after the approval of the content from competent authority.

#### **7. Payment Options (If applicable)**

The list of payment options that may be made available: internet banking /debit card payment / credit card payment/ NEFT/ RTGS / UPI from banks that are listed when selecting each of the above options. Apart from the fee chargeable by the Government against each service, bank / payment gateway transaction charges may be applicable extra.

## **8. Cancellation and Refund Policy (If Applicable)**

Submitted applications / services will be processed only after a successful transaction has been done with the payment gateway. Services/applications once availed/submitted can not be cancelled and no refund shall be made. However, in case of a failed transaction, the responsibility of the refund shall be of the payment gateway through which the transaction was initiated.

## **9. Content Contribution, Moderation & Approval Policy (CMAP)**

The concerned content owners shall supply the updated information to the Web Information Manager who shall be the central point for receiving content, moderation and publishing on the website/portal.

## **10. Website Monitoring Plan**

The website is periodically monitored and maintained to address and fix the quality and compatibility issues of the website on the following parameters:

**Content Updation:** The website is regularly reviewed by the content owners and efforts are made to keep the content updated.

**Functionality:** The web pages of the website/portal are checked for their functionality. The interactive components of the site such as feedback forms should be working smoothly.

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

## **11. Contingency Management Plan**

The Govt. of Punjab has established a Disaster Recovery Center (DRC) in a geographically offsite location. In case of complete destruction or loss of the data center hosting the website due to a natural calamity, the services shall run from this DRC.

## **12. Security Policy**

The data is hosted at a secure location whether it is on premises or on cloud as per Ministry of Electronics and Information Technology (MeitY) guidelines. The security audit of the website is conducted from time to time as per requirement.