

**Content Contribution, Moderation & Approval Policy (CMAP)**

Content needs to be contributed by the authorized Content Manager from Groups/ Divisions of General Administration Department (GAD) in a consistent fashion to maintain uniformity and to bring in standardization along with associated metadata and keywords as explained in the section 3.5 (Guidelines for Content Categories in GAD-Website) of this document. In order to present the content as per the requirement of the viewer, organize the content in categorized manner and to retrieve the relevant content efficiently, it is required to contribute the content to the website through a Content Management System which would be web-based having user-friendly interface.

The content on the portal goes through the entire life-cycle process of:-

- Creation
- Modification
- Approval
- Moderation
- Publishing
- Expiry
- Archival

Once the content is contributed it needs to be approved and moderated prior to being published on the Website. The moderation could be multilevel and is role based. If the content is rejected at any level then it is reverted back to the originator of the content for modification.

Different Content Element is categorized as: -

- Routine
- Priority and
- Express

(Approver and the moderator for each of the content element)

Sl. No.	Content Element	Type of Content			Moderator	Approver	Contributor
		Routine	Priority	Express			
1	About Department			√	Web Information Manager	Secretary	Content Manager
2	Programme/ Schemes	√			Web Information Manager	Master Trainer	Content Manager
3	Policies	√	√		Web Information Manager	Master Trainer	Content Manager
4	Acts/Rules	√	√		Web Information Manager	Master Trainer	Content Manager
5	Circulars/ Notifications	√	√		Web Information Manager	Master Trainer	Content Manager
6	Documents/ Publications/ Reports	√	√		Web Information Manager	Master Trainer	Content Manager
7	Directories	√			Web Information Manager	Master Trainer	Content Manager
8	What's New	√	√	√	Web Information Manager	Content Manager	Content Manager
9	Tenders	√	√		Web Information Manager	Master Trainer	Content Manager
10	Highlight	√	√		Web Information Manager	Web Information Manager	Content Manager
11	Banners	√	√		Web Information Manager	Master Trainer	Content Manager
12	Photo-gallery	√			Web Information Manager	Master Trainer	Content Manager

Thank You,  
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 06/07/2020

### Content Review Policy (CRP)

GAD Website is the face of General Administration Department of Government of Assam. It is therefore required to keep the content on the Website current and up-to-date and hence there is a need for the Content Review Policy. Since the scope of the content is huge, different Review Policies are defined for the diverse content elements.

The Review Policy is based on different type of content elements, its validity and relevance as well as the archival policy. The matrix below gives the Content Review Policy:

Sl. No.	Content Element	Type of Content			Frequency of Review	Approver
		Event	Time	Policy		
1	About Department	√		√	Web Information Manager	Secretary
2	Programme/ Schemes	√	√	√	Web Information Manager	Master Trainer
3	Policies	√		√	Web Information Manager	Master Trainer
4	Acts/Rules	√		√	Web Information Manager	Master Trainer
5	Circulars/ Notifications	√	√	√	Web Information Manager	Master Trainer
6	Documents/ Publications/ Reports	√	√	√	Web Information Manager	Master Trainer
7	Directories	√	√		Web Information Manager	Master Trainer
8	What's New	√	√		Web Information Manager	Content Manager
9	Tenders	√	√		Web Information Manager	Master Trainer
10	Highlights	√	√		Web Information Manager	Web Information Manager
11	Banners	√	√	√	Web Information Manager	Master Trainer
12	Photo-gallery	√	√	√	Web Information Manager	Master Trainer
13	Group Wise Contents	√	√	√	Web Information Manager	Master Trainer

The entire website content would be reviewed for syntax checks once a week by the Website Team.

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**Content Archival Policy (CAP)**

Each of the content components is accompanied by Meta data, source and validity date. For some of the components the validity date may not be known i.e., the content is stated to be perpetual. Under this scenario, the validity date should be ten years hence. Under no circumstances, any content is to be displayed on the Website after the validity date.

For few of the components like announcements, tenders, only the live content whose validity date is after the current date is shown on the Website. For other components like documents, schemes, services, forms, websites and contact directory there is a need for timely review of the same as per the Content Review Policy.

List of content contributed is sent to the content contributor two weeks prior to the validity date to revalidate the content and if required modify the validity date. In case of no response, then a reminder is sent a week before the validity date and therefore the content is archived and no longer published on the Website.

For the retrieval of content which has expired, there is a need to archive the content. Government Websites, Forms, Services and Contact Directory which are discontinued should be expunged. The content Element on the Website has different Entry/Exit Policy and Archival Policy as enlisted below:-

**Table- (Content Archival Policy)**

Sl. No.	Content Element	Entry Policy	Exit Policy
1	About Department	Whenever Departments/ Ministries are merged/ changed.	Perpetual (10 years) since date of entry into archival.
2	Programme/ Schemes	Discontinuation of Sanction of Programme/ Schemes for Central Sector, State Sector or both.	Five (05) years since date of discontinuation.
3	Policies	Discontinuation of Policy by Government - Central/State	Perpetual (10 years) since date of entry into archival.
4	Acts/Rules	Issued through the gazette/ Passed by the Central or State Government	Perpetual (10 years) to be always available in the acts/ rules database.
5	Circulars/ Notifications	Overruling Office Memorandum or Notification issued.	Five (05) years since date of discontinuation.
6	Documents/ Publications/ Reports	Completion of its validity period.	Perpetual (10 years) since date of entry into archival.
7	Directories	Not required	Not Applicable
8	What's New	As soon as it loses relevance.	Automatically after the expiry of the validity period.
9	Tenders	As soon as it loses relevance.	Five (05) years since date of discontinuation.
10	Highlight	As soon as it loses relevance.	Automatically after the expiry of the validity period.
11	Banners	As soon as it loses relevance.	Automatically after the expiry of the validity period.
12	Photo-gallery	As soon as it loses relevance.	Five (05) years since date of discontinuation.
13	Group Wise Contents	As soon as it loses relevance.	Five (05) years since date of discontinuation.

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