

शासनाच्या संकेतस्थळ/ प्रणालींचे विकसन करताना दिव्यांग जनांनासाठी निश्चित करण्यात आलेल्या भारत सरकारच्या मार्गदर्शक तत्वांचे व विनिर्देशांचे काटेकोर पालन करण्याबाबत.

महाराष्ट्र शासन  
सामान्य प्रशासन विभाग (माहिती तंत्रज्ञान)  
शासन परिपत्रक क्रमांक - मातंसं २०१८/प्र.क्र.१०२/से-४/३१  
मंत्रालय, मुंबई - ४०० ०३२  
दि. १८ सप्टेंबर, २०१८

**प्रस्तावना-**

१. नागरिकांना शासनाच्या सेवा सुविधा घरपोच उपलब्ध होण्यासाठी शासनाच्या योजनांची माहिती शासनाच्या विविध संकेतस्थळांद्वारे उपलब्ध करून देण्यात येत आहे. यांचा लाभ नागरिकांना होत असला तरी दिव्यांग जनांना संकेतस्थळे व संगणक प्रणालींचा वापर करताना अनेक अडचणींना सामोरे जावे लागावयाची द्राव शासनाच्या निर्देशास आली आहे. शासनाची सर्व संकेतस्थळे दिव्यांगजनांना वापरण्यास सुगम करण्याचे निर्देश मुंबई उच्च न्यायालयाने दिले आहेत. शासनाच्या योजनांचा लाभ दिव्यांग जनांना मिळण्यासाठी व शासनाच्या प्रकल्पांमध्ये दिव्यांगजनांच्या डिजिटल समावेशनासाठी संकेतस्थळे व संगणक प्रणाली विकसकांना दिशानिर्देश करण्याची आवश्यकता आहे. संकेतस्थळे व संगणक प्रणालींच्या विकसकांना दिशानिर्देश केल्याने सामान्य नागरिकांबरोबरच दिव्यांगजनांना मोबाईल प्रणाली, संकेतस्थळे व संगणक प्रणालींचा वापर करणे सुगम होईल व सर्वांना शासनाच्या डिजिटल सुविधांचा लाभ घेता येणे शक्य होणार आहे.

**परिपत्रक-**

२. राज्यात राबविण्यात येत असलेल्या माहिती व दूरसंचार प्रकल्पांमध्ये दिव्यांग जनांच्या डिजिटल समावेशनासाठी संगणक स्थळे व संगणकीय प्रणालींचे विकसन युनिव्हर्सल डिझाईननुसार होणे आवश्यक आहे. यासाठी विकसकांनी संकेतस्थळे व मोबाईल तसेच संगणकीय प्रणालींचे विकसन करताना पुढील दिशानिर्देशांचे पालन करणे आवश्यक आहे.
  - अ. संकेतस्थळे, मोबाईल व संगणक प्रणालींच्या युनिव्हर्सल डिझाईनसाठी विकसकाने डिजिटल अॅसेसिबीलीटिसाठीच्या WCAG२.० Level AA या आंतर राष्ट्रीय मानकांचे तसेच भारत सरकारच्या GIGW दिशानिर्देशांचे पालन काटेकोरपणे करावे.
  - ब. विकसकांनी संकेतस्थळे, मोबाईल व संगणक प्रणालींवर माहितीचे आदान प्रदान करण्यासाठीची (Digital Accessibility) सुविधा उपलब्ध करून देण्यात यावी.
  - क. संकेतस्थळे, मोबाईल व संगणक प्रणाली विकसन करण्यासाठी WCAG२.० Level AA अनुसार आवश्यक विनिर्देश जोडपत्र १ प्रमाणे असून GIGW दिशानिर्देश जोडपत्र २ प्रमाणे आहेत. या दिशानिर्देशांचे विकसकांकडून काटेकोर पालन करण्यात यावे. या दिशानिर्देशांनुसारच विकसन करून घेण्याची जबाबदारी संबंधित विभाग / कार्यालयांची असेल.
  - ड. उच्च न्यायालयाच्या निर्देशानुसार सर्व विभागांनी त्यांची व त्यांच्या अधिनस्त कार्यालयांची संकेतस्थळे २ महिन्यांमध्ये या विनिर्देशांनुसार अद्यावत करून घ्यावित आणि याचा अहवाल माहिती तंत्रज्ञान संचालनालयास सादर करावा.

सदर शासन परिपत्रक महाराष्ट्र शासनाच्या [www.maharashtra.gov.in](http://www.maharashtra.gov.in) या संकेतस्थळावर उपलब्ध करण्यात आले असून त्याचा संकेतांक २०१८१००३१५१७३७९४११ असा आहे. हे शासन परिपत्रक डिजीटल स्वाक्षरीने साक्षांकित करुन काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने,

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(एस. व्ही. आर. श्रीनिवास)

प्रधान सचिव (मार्त)

महाराष्ट्र शासन

प्रत,

१. मा.राज्यपाल यांचे सचिव
२. मा. मुख्यमंत्री यांचे प्रधान सचिव/सचिव
३. सचिव, मुख्य सचिवांचे कार्यालय, महाराष्ट्र राज्य, मुंबई
४. राज्य मुख्य माहिती आयुक्त, राज्य माहिती आयोग, महाराष्ट्र राज्य, मुंबई
५. सर्व राज्य माहिती आयुक्त, राज्य माहिती आयोग, महाराष्ट्र राज्य, मुंबई
६. प्रबंधक, मुळ न्याय शाखा, उच्च न्यायालय, मुंबई
७. प्रबंधक, उच्च न्यायालयालय, अपिल शाखा, मुंबई
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९. सचिव, महाराष्ट्र विधान मंडळ सचिवाल, मुंबई
१०. प्रबंधक, लोकआयुक्त व उपलोकआयुक्त यांचे कार्यालय, मुंबई
११. मंत्रालयीन विभागाचे सर्व अप्पर मुख्य सचिव/प्रधान सचिव/सचिव
१२. सचिव, माहिती व तंत्रज्ञान विभाग, मंत्रालय, मुंबई
१३. महासंचालक, माहिती व जनसंपर्क संचालनालय, मुंबई
१४. सर्व मंत्रालयीन विभाग
१५. सर्व विभागीय आयुक्त
१६. महासंचालक, यशदा, पुणे
१७. सर्व जिल्हाधिकारी
१८. निवडनस्ती, सा.प्र.वि.कार्यासन सहा.



## Annexure I

SN	Digital accessibility requirement specification	Brief Description
1	Text Alternatives	Provide text alternatives for any non-text content so that it can be changed into other forms people need (such as large print, braille, speech, symbols or simpler language).
2	Non-text Content	All images, form image buttons, and image map hot spots have appropriate, equivalent alternative text. Images that do not convey content, are decorative, or contain content that is already conveyed in text are given null alt text (alt="") or implemented as CSS backgrounds. All linked images have descriptive alternative text. Equivalent alternatives to complex images are provided in context or on a separate (linked and/or referenced via longdesc) page.
3	Time-based Media	Provide alternatives for time-based media.
4	Audio Description or Media Alternative (Prerecorded)	A descriptive text transcript OR audio description audio track is provided for non-live, web-based video
5	Adaptable	Create content that can be presented in different ways (for example simpler layout) without losing information or structure.
6	Info and Relationships	Semantic markup is used to designate headings (<h1>), lists (<ul>, <ol>, and <dl>), emphasized or special text (<strong>, <code>, <abbr>, <blockquote>, for example), etc. Semantic markup is used appropriately. Tables are used for tabular data. Where necessary, data cells are associated with their headers. Data table captions and summaries are used where appropriate. Text labels are associated with form input elements. Related form elements are grouped with fieldset/legend.
7	Meaningful Sequence	The reading and navigation order (determined by code order) is logical and intuitive.
8	Use of Color	Color is not used as the sole method of conveying content or distinguishing visual elements. Color alone is not used to distinguish links from surrounding text unless the luminance contrast between the link and the surrounding text is at least 3:1 and an additional differentiation (e.g., it becomes underlined) is provided when the link is hovered over or receives focus.
9	Audio Control	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays on a page for more than 3 seconds.
10	Resize text	The page is readable and functional when the text size is doubled.
11	Images of Text	If the same visual presentation can be made using text alone, an image is not used to present that text.
12	Keyboard Accessible	Make all functionality available from a keyboard.
13	Keyboard	All page functionality is available using the keyboard, unless the functionality cannot be accomplished in any known way using a keyboard (e.g., free hand drawing). Page-specified shortcut keys and accesskeys (accesskey should typically be avoided) do not conflict with existing browser and screen reader shortcuts.
14	No Keyboard Trap	Keyboard focus is never locked or trapped at one particular page element. The user can navigate to and from all navigable page elements using only a keyboard.



SN	Digital accessibility requirement specification	Brief Description
15	Pause, Stop, Hide	Automatically moving, blinking, or scrolling content that lasts longer than 5 seconds can be paused, stopped, or hidden by the user. Moving, blinking, or scrolling can be used to draw attention to or highlight content as long as it lasts less than 5 seconds. Automatically updating content (e.g., automatically redirecting or refreshing a page, a news ticker, AJAX updated field, a notification alert, etc.) can be paused, stopped, or hidden by the user or the user can manually control the timing of the updates.
16	Seizures	Do not design content in a way that is known to cause seizures.
17	Three Flashes or Below Threshold	No page content flashes more than 3 times per second.
18	Navigable	Provide ways to help users navigate, find content, and determine where they are
19	Bypass Blocks	A link is provided to skip navigation and other page elements that are repeated across web pages. If a page has a proper heading structure, this may be considered a sufficient technique instead of a "Skip to main content" link. Note that navigating by headings is not yet supported in all browsers. If a page uses frames and the frames are appropriately titled, this is a sufficient technique for bypassing individual frames.
20	Page Titled	The web page has a descriptive and informative page title.
21	Focus Order	The navigation order of links, form elements, etc. is logical and intuitive.
22	Headings and Labels	Page headings and labels for form and interactive controls are informative. Avoid duplicating heading (e.g., "More Details") or label text (e.g., "First Name") unless the structure provides adequate differentiation between them.
23	Focus Visible	It is visually apparent which page element has the current keyboard focus (i.e., as you tab through the page, you can see where you are).
24	Readable	Make text content readable and understandable
25	Language of Page	The language of the page is identified using the HTML lang attribute
26	Language of Parts	The language of page content that is in a different language is identified using the lang attribute.
27	Predictable	Make Web pages appear and operate in predictable ways.
28	On Input	When a user inputs information or interacts with a control, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time.
29	Compatible	Maximize compatibility with current and future user agents, including assistive technologies.
30	Parsing	Significant HTML/XHTML validation/parsing errors are avoided. In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
31	Name, Role, Value	Markup is used in a way that facilitates accessibility. This includes following the HTML/XHTML specifications and using forms, form labels, frame titles, etc. appropriately. For all user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.



SN	Digital accessibility requirement specification	Brief Description
32	Audio-only and Video-only (Prerecorded)	A descriptive text transcript (including all relevant visual and auditory clues and indicators) is provided for non-live, web-based audio (audio podcasts, MP3 files, etc.). A text or audio description is provided for non-live, web-based video-only (e.g., video that has no audio track).
33	Captions (Prerecorded)	Synchronized captions are provided for non-live, web-based video (YouTube videos, etc.)
34	Captions (Live)	Synchronized captions are provided for all live multimedia that contains audio (audio-only broadcasts, web casts, video conferences, Flash animations, etc.)
35	Audio Description (Prerecorded)	Audio descriptions are provided for all video content NOTE: Only required if the video conveys content visually that is not available in the default audio track.
36	Sensory Characteristics	Instructions do not rely upon shape, size, or visual location (e.g., "Click the square icon to continue" or "Instructions are in the right-hand column"). Instructions do not rely upon sound (e.g., "A beeping sound indicates you may continue.").
37	Distinguishable	Make it easier for users to see and hear content including separating foreground from background.
38	Contrast (Minimum)	Text and images of text have a contrast ratio of at least 4.5:1. Large text - at least 18 point (typically 24px) or 14 point (typically 18.66px) bold has a contrast ratio of at least 3:1.
39	Enough Time	Provide users enough time to read and use content.
40	Timing Adjustable	If a page or application has a time limit, the user is given options to turn off, adjust, or extend that time limit. This is not a requirement for real-time events (e.g., an auction), where the time limit is absolutely required, or if the time limit is longer than 20 hours.
41	Link Purpose (In Context)	The purpose of each link (or form image button or image map hotspot) can be determined from the link text alone, or from the link text and its context (e.g., surrounding paragraph, list item, table cell, or table headers). Links (or form image buttons) with the same text that go to different locations are readily distinguishable.
42	Multiple Ways	Multiple ways are available to find other web pages on the site - at least two of: a list of related pages, table of contents, site map, site search, or list of all available web pages.
43	On Focus	When a page element receives focus, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user.
44	Consistent Navigation	Navigation links that are repeated on web pages do not change order when navigating through the site.
45	Consistent Identification	Elements that have the same functionality across multiple web pages are consistently identified. For example, a search box at the top of the site should always be labeled the same way.
46	Input Assistance	Help users avoid and correct mistakes.
47	Error Identification	Required form elements or form elements that require a specific format, value, or length provide this information within the element's label. If utilized, form validation errors are presented in an efficient, intuitive, and accessible manner. The error is clearly identified, quick access to the problematic element is provided, and user is allowed to easily fix the error and resubmit the form.

N	Digital accessibility requirement specification	Brief Description
48	Labels or Instructions	Sufficient labels, cues, and instructions for required interactive elements are provided via instructions, examples, properly positioned form labels, and/or fieldsets/legends.
49	Error Suggestion	If an input error is detected (via client-side or server-side validation), provide suggestions for fixing the input in a timely and accessible manner.
50	Error Prevention (Legal, Financial, Data)	If the user can change or delete legal, financial, or test data, the changes/deletions can be reversed, verified, or confirmed.
51	Visual Captcha	Alternative mode of authentication should be offered to in order to be authenticated
52	Mandatory use of Unicode for regional language	Unicode facilitates assistive technology to access content.