

DECREE

of 17 February 2023 No. 59-r

For the purpose of implementing the Decree of the President of the Kyrgyz Republic “On urgent measures to intensify the introduction of digital technologies in the public administration of the Kyrgyz Republic” dated 17 December 2020 No. 64 and the Law of the Kyrgyz Republic “On the rights and guarantees of persons with disabilities”, and in accordance with Articles 13 and 17 of the Constitutional Law of the Kyrgyz Republic “On the Cabinet of Ministers of the Kyrgyz Republic”:

1. The Requirements for websites of state bodies and local self-government bodies of the Kyrgyz Republic shall be approved in accordance with the Annex.

2. State bodies and local self-government bodies shall, within six months, bring their departmental websites into compliance with the Requirements approved by paragraph 1 of this Decree.

3. Control over the execution of this Decree shall be entrusted to the Department for Control over the Execution of Decisions of the President and the Cabinet of Ministers of the Administration of the President of the Kyrgyz Republic.

Chairman of the Cabinet of Ministers of the Kyrgyz Republic

A.U. Japarov

REQUIREMENTS

for websites of state bodies and local self-government bodies of the Kyrgyz Republic:

1. General provisions

1. These Requirements for websites of state bodies and local self-government bodies (hereinafter – the Requirements) have been developed in accordance with the laws of the Kyrgyz Republic “On guarantees and freedom of access to information”, “On access to information held by state bodies and local self-government bodies of the Kyrgyz Republic”, “On the rights and guarantees of persons with disabilities”, and “On electronic governance”.

2. Websites of state bodies and local self-government bodies shall be based on the following principles:

- openness and accessibility of information (availability of search tools, version for the visually impaired);
- free of charge;
- reliability of information;

- relevance of content;
- consideration of the interests of the population;
- equal right of access to the website regardless of sex, race, language, disability, ethnic origin, religion, age, political or other beliefs, education, social origin, property or other status, as well as other circumstances;
- convenience of navigation and search;
- security of information resources.

3. The main objectives of a website of a state body or local self-government body are:

- to provide users with round-the-clock and convenient access to reliable and up-to-date information about the body and its activities;
- to provide useful information in a convenient form;
- to provide services to the population, business structures, international and non-governmental organizations in static and “online” mode;
- to familiarize potential investors with programmes and projects in the areas supervised by state bodies and local self-government bodies;
- to optimize the work of state bodies and local self-government bodies with the population, non-governmental and international organizations.

4. The following basic concepts are used in these Requirements:

- 1) website – a set of interconnected online information resources intended for viewing via a computer network using special software;
- 2) web browser – application software for viewing pages, content of web documents, computer files and their directories, for managing web applications, and for solving other tasks;
- 3) alternative text – text that makes it possible to understand the content and function of non-text content when using devices that display only text;
- 4) content – information resources (content, information filling) of the website;
- 5) site footer – the lower part of the website that is common to all pages and includes additional navigation elements, links to external resources, technical links, contacts, and feedback forms;
- 6) tag – an HTML language element that changes the display of text on a web page of the website;
- 7) site header – the upper part of the website that is common to all pages and includes the name of the organization, logo, as well as navigation, authorization and additional settings panels;
- 8) responsive web design – web page design that ensures correct display of the website on various internet-connected devices and dynamically adjusts to the specified browser window dimensions;
- 9) hypertext format – a document containing links to other documents;
- 10) interface – a set of tools by means of which the user interacts with the website or any other application through a web browser;

11) host – any device that provides “client-server” services in server mode via any interfaces and is uniquely identified on those interfaces. In a broader sense, a host means any computer connected to a local or global network.

2. Basic requirements for the website

5. The domain name of the website must be registered to the state body or local self-government body and must contain the abbreviated name of the state body or local self-government body.

6. The website address must be registered in the gov.kg domain zone and physically hosted on a server (hosting) on the territory of the Kyrgyz Republic.

7. The body’s website must be accessible on the State Internet Portal (<http://www.gov.kg>).

8. The website must be available to users 24 hours a day for obtaining, familiarising with and using information, as well as for automatic processing by information and search systems, without charging fees or other restrictions for familiarisation with the information or other use thereof, except in cases of scheduled technical work and force majeure circumstances.

9. Statistics and metrics of website visits must be displayed on the websites of state bodies and local self-government bodies.

****3. Requirements for website design****

10. The design of websites of state bodies and local self-government bodies must be responsive (correctly displayed on mobile devices (smartphones, tablets) at the user’s choice).

All pages of the website must be maintained in a uniform design style and stylistically linked to the state body or local self-government body.

The website design must be convenient for visitors. The volume of graphic design elements must not impair the overall loading of the website or affect its performance.

11. When developing the website design, standards of accessibility of information posted on the website pages for users with disabilities must be taken into account.

12. The interface design must be developed to maximise ease of navigation on the website and ensure fast display of screen forms.

All screen forms of the user interface must be made in a single graphic design with the same placement of the main control and navigation elements.

4. Language support for the website

13. The website must have two language versions: in the state and official languages, and may also have versions in other languages.

14. The main version of the website that opens by default is the version in the state language. The user may then select the language version that is convenient for him/her.

15. Versions of the website in different languages must correspond to the version of the website in the state language. Translation of textual materials into another language is ensured by the website owner.

16. For each version of the website, individual page templates shall be developed that preserve the overall portal style. All graphic elements in the templates shall be executed in the corresponding language, and the menu structure and other navigation elements must correspond to the structure of the respective version. Service fields and textual elements of the interfaces must also have translations.

The user must be able to switch from one version to another at any time while viewing the website.

If, when switching languages, the viewed page does not have an equivalent in the selected version, a transition must be made to the first page of the current section; if that is also absent – to the home page of the website in the selected language.

5. Content of the website page

17. The main pages of the website contain the site header, navigation menu, content area, and site footer.

18. Overloading with graphic elements is not allowed on the main pages of the website; the following must be ensured:

- high speed of web page loading;
- minimal use of graphics and animation tools in the graphic design of the website.

19. The site header contains an image of the emblem and logo of the state body or local self-government body, as well as panels for navigation, authorisation and additional settings (language version selection, switch to the version for the visually impaired).

In the absence of graphic identification elements (logo, emblem, etc.) of the state body or local self-government body, the State Emblem of the Kyrgyz Republic may perform the function of the graphic element of the website in accordance with the Law of the Kyrgyz Republic “On State Symbols of the Kyrgyz Republic”.

20. Banner links must be of the same size and have a permanent or temporary nature.

A body providing state and municipal services must place a services banner on the home page with an active link to the State Portal of Electronic Services of the Kyrgyz Republic.

21. The navigation menu of the website must ensure quick access to the main sections of the website and access to any page of the website in no more than three clicks. Navigation elements are placed in the same place on all pages of the website.

22. The user must be provided with information about the structure of the website and the location of the displayed page within that structure. Identical navigation elements must have a uniform style.

23. Every page of the website must contain: the main menu, a link to the home page, and the name of the state body or local self-government body.

24. Headings and captions on pages must describe the content of the given page, the name of the current section and the displayed document; the page title describing its content must be displayed in the title bar of the web browser window.

25. The website structure must provide for archiving of data from the main information sections (news, events, key performance indicators, state programmes, speeches, projects and tenders).

26. User access is provided without undergoing an authentication procedure on the website and to all electronic information resources contained therein.

27. The website content management system must allow responsible persons of the state body or local self-government body to publish documents quickly and with high quality, and to maintain their relevance.

The system must be managed through an interface.

Pages of the administrative interface must be made with minimal use of decorative graphic elements and must provide a clear presentation of the available information and quick access to the main sections and functions of the system.

6. Website content

28. The content area of the home page of the website must contain:

1) news in the format: date, title, illustrative image and short summary (if available);

2) a list of links to subsections with information on the areas of activity of the state body or local self-government body;

3) information blocks and banners with links to important materials and reference information in demand by users;

- 4) a list of the latest documents added by the state body or local self-government body;
- 5) a list of the latest vacancies for administrative positions;
- 6) a list of current events and activities;
- 7) a list of state services provided by the state body or local self-government body (if any) and information in accordance with state service standards;
- 8) contact information – postal address, telephone and e-mail of the state body or local self-government body, as well as links to feedback channels (electronic appeals, “Question-Answer” service, head’s blog);
- 9) internet reception of citizens’ appeals;
- 10) a list of projects being implemented by the state body or local self-government body;
- 11) information on anti-corruption efforts (a link to measures to prevent corrupt practices must be on the home page or in the footer).

29. Information on the activities of the state body or local self-government body that must be published on the website is indicated in Chapter 3 of the Law of the Kyrgyz Republic “On Access to Information Held by State Bodies and Local Self-Government Bodies of the Kyrgyz Republic”.

30. Information on the website of a state body or local self-government body must:

- be accessible for reading 24 hours a day without the use of special technical means;
- be easily found through a search form or catalogue;
- be easily copied or downloaded;
- be dated;
- correspond to the current moment in time.

31. Texts of normative legal acts and other acts are posted in the form of files in a format that ensures the possibility of their saving on users’ technical devices, or in graphic format as scanned images of their originals.

Normative legal acts on the website are presented with an indication of their form, title, place and date of adoption, registration number, signature of the person or persons authorized to sign normative legal acts, date and number of state registration, and are updated in a timely manner.

Cross-references between substantive sections and the normative legal database must be used when placing them on the website page.

32. When posting information, the possibility of determining the date and time of posting the information, as well as the date and time of the last modification, must be ensured.

****7. Accessibility of the website for people with disabilities****

33. Accessibility of the website for the visually impaired and blind is ensured by creating an alternative version of the website for the visually impaired and blind. To switch to this version of the website, a text hyperlink must be placed on the home page.

In the absence of an alternative version of the website for the visually impaired and blind, the website of the state body or local self-government body must comply with the requirements of the standard “KMC ГОСТ P 52872-2021”. The standard “KMC ГОСТ P 52872-2021” was approved by order of the Centre for Standardisation and Metrology of the Kyrgyz Republic and contains requirements and recommendations that make it possible to present digital content in a form accessible to users with disabilities, including persons with disabilities, persons with temporary loss of working capacity, and elderly people.

34. For full access by the visually impaired and blind to the website, all basic information on it is presented in text form.

35. In the event that graphic codes are used on the website to protect information from spam, an alternative audio code must be provided for blind users.

36. When placing electronic forms intended for online completion on the website, in the event of incorrect information entry by the user, an automatic message about the error made in text form must be provided.

37. Graphic files are accompanied by text explaining the image; when placing graphic information on website pages, the use of an alternative caption tag is mandatory for interpretation by all users.

38. Background images that may complicate perception or distort information are not used on the website.

39. To improve readability of the body’s website for people with visual impairments, the contrast ratio of the image and background, as well as text and background, must be no less than 4.5:1.

40. When placing content on a page of the website of a state body or local self-government body, the ability to increase the font size (excluding titles and images of text) without loss of web content or functionality of the website of the state body and local self-government body is provided, without resorting to horizontal scrolling.

41. When placing information on the website, appropriate synchronised captions are provided for audio and video content.

8. Requirements for website navigation

42. Navigation on websites of state bodies and local self-government bodies must be clear and convenient.

Navigation chains containing the path from the home page to the currently open page must be used on the website page.

43. When placing a large volume of textual information on a website page, internal links to various sections of the page are used. Each section of the page must contain a “Back to top” link allowing the user to return to the beginning of the page.

44. The following links must be available on the website:

- to the home page;
- to search and the website map;
- to contact information;
- to the State Portal of the Kyrgyz Republic;
- to the Open Data Portal of the Kyrgyz Republic;
- to the State Electronic Services Portal of the Kyrgyz Republic;
- to websites of superior bodies;
- to websites of subordinate subdivisions (services, funds, centres, institutions, enterprises, etc.).

45. The website must provide a mechanism to stop, pause or mute audio for web content that plays automatically for more than three seconds.

46. For moving, blinking, scrolling, and automatically updating elements, users must be provided with a mechanism to pause, stop, hide or change the update frequency of automatically updated information, or to stop or hide moving/blinking/scrolling elements.

47. Full operation of “hot keys” must be ensured on the website.

9. Requirements for website protection means

48. State bodies and local self-government bodies must take appropriate protection measures to prevent destruction, blocking, distortion, falsification of information posted on their official website, and other forms of unauthorised interference.

The website must have a page with information on the privacy policy. Surname, first name, patronymic and other personal data, the visitor’s IP address and information about his/her actions on the page must be protected.

49. Websites of state bodies and local self-government bodies must not contain information classified as state secrets, for official use, or any other information prohibited for publication and dissemination by the legislation of the Kyrgyz Republic.

50. Security requirements are defined in order to prevent the following main security threats that arise when providing website hosting services:

- from Internet network users as a result of their unintentional or intentional actions;
- from website personnel (administrators, editors, etc.) as a result of unintentional or intentional actions;
- due to incorrect functioning of the information system;
- as a result of emergency situations (accidents, dangerous natural phenomena, catastrophes, spread of diseases, natural or other disasters).

The consequences of the above threats may be:

- violation of the integrity (distortion) of information posted on websites;
- blocking (inaccessibility) of information posted on websites;
- violation of website management functions, including violation of functions for managing website security means.

51. The following main measures are taken to ensure the security of website assets and support of network infrastructure:

- website assets must be protected from unauthorised modification and must not contain ways to bypass established control mechanisms;
- server software is installed on a dedicated host;
- the minimum required Internet network services are installed;
- only the system administrator is allowed to install and configure software.

To ensure safe operation of server software, the following main measures are taken:

- timely performance of updates;
- removal or prohibition of unnecessary services, applications and content examples;
- configuration of user authentication;
- configuration of resource management;
- testing of application and content security;
- continuous monitoring of support for secure configuration with viewing of audit logs and full backup.

52. The operating system must provide the following functions:

- 1) restriction of administrative-level activities only to authorised users;
- 2) management of access to data on the server;
- 3) prohibition of network services that are not necessary and are built into the operating system or server software;
- 4) management of access to various forms of executable programs (CGI scripts and plugins on the server side);
- 5) recording in the audit log of the relevant activities of the server to determine penetration and penetration attempts.

53. The information protection system must perform the following functions:

- identification and authentication of personnel according to a given list of identifiers (name, password, network address, etc.);
- setting and fulfilment of the established information security policy;
- prevention of attempts to violate the established information security policy (prevention of unauthorised access attempts, attacks from public networks, viral impact, violation of integrity and availability of circulating information, etc.);
- discretionary control of access to resources of autonomous personal electronic computers, workstations and servers of local computer networks;
- registration (audit) of system events and security events;
- registration (audit) of access to resources of autonomous personal electronic computers, workstations and servers of local computer networks, including attempts at unauthorised access;
- registration of the facts of sending and receiving electronic messages (letters, documents, etc.) by the user.

54. Fulfilment of the specified functions is achieved by ensuring the following conditions:

- possibility of managing the security system (setting access rights, adding and removing users, managing passwords, managing technical means (forced switching on, switching off, changing configuration), etc.);
- uninterrupted operation of hardware and software of the information system and means performing functions of protection, storage, processing and transmission of protected information; possibility of “mirroring” information;
- regular backup of protected information (manual or automatic with configuration capability);
- possibility of restricting users’ access to protected information and other resources of the information system;
- implementation of an audit system for the actions of users and the administrator (registration of user access events to the system, registration of access events to protected information, registration of security events);
- storage of audit logs in a protected form, ensuring the possibility of setting restrictions on viewing audit data;
- implementation of a system for backing up protected information;
- implementation of system monitoring by the administrator, notification of the administrator about security events, remote control using protected protocols;
- redundancy of critical components of the information system (communication lines, communication equipment, server equipment);
- possibility of using protected protocols for access to information and transmission of information in the information system;
- implementation of an anti-virus protection system (management, updating of databases, etc.);
- presence of a testing system during loading and self-diagnostics during operation (with generation of normal operation messages and failure messages, including violations of the security policy);

- possibility of detecting information system security threats (violation of rules for processing, transmission, storage of information, external intrusions, etc.).

55. The protection system must be protected from unauthorised modification and must not contain ways to bypass established control mechanisms.

56. Testing of all functions of the protection system using special software must be carried out by the administrator with the established frequency.