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1. INTRODUCTION :

<https://serc.res.in/> is the official website of CSIR-Structural Engineering Research Centre (CSIR-SERC), designed & developed by IT Department, CSIR-SERC and hosted by National Informatics Centre (NIC). The site has been developed to provide information to the general public at large. An attempt has been made through this website to provide reliable, comprehensive and accurate information. Hyperlinks at various places have been provided to other Indian Government Portals/Websites. The content in this site is the result of a collaborative effort of various Wings and Divisions of the Organization. It is our endeavor to continue the enhancement and enrichment of this site in terms of content coverage, design and technology on a regular basis. This document presents CSIR-SERC's present website policies devised based on Govt. of India website guidelines.

2. WEBSITE POLICIES PERTAINING TO THE NATIONAL INFORMATICS CENTRE (NIC) DOMAIN

TERMS OF USE

This website is designed and developed by IT Department, CSIR-SERC and hosted by National Informatics Centre (NIC).

Though all efforts have been made to ensure the accuracy and correctness of the content on this website, the same should not be construed as a statement of law or used for any legal purposes. In no event will CSIR-SERC or NIC be liable for any expense, loss or damage including, without limitation, indirect or consequential loss or damage, or any expense, loss or damage whatsoever arising from use, or loss of use, of data, arising out of or in connection with the use of this website. Links to other websites that have been included on this website are provided for public convenience only. You need to confirm before being redirected to these links.

Material featured on this website may be reproduced free of charge after taking proper permission by sending an e-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.

The web contents are subject to change without any prior notice from **CSIR-Structural Engineering Research Centre (CSIR-SERC)**.

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 of India.

WEBSITE SECURITY POLICY

The CSIR-SERC website is hosted on the servers of National Informatics Centre (NIC). Therefore, all security issues related to the website will be addressed by the NIC. NIC may carryout required security audits as and when required, as per security guidelines. Necessary rectifications/ corrections in the application (web pages) level only will be carried out by the IT Department, CSIR-SERC as and when informed by NIC of any security threat or security flaw in the website. The rectifications will be done in a specific time frame. For any new dynamic pages/modules added into the website by CSIR-SERC, prior security audit will be done by CSIR-SERC and it will be cleared for any security loopholes. CSIR-SERC will engage CERT-In certified security firm to carry out security audit for any new dynamic pages / additional modules added into system.

CONTINGENCY MANAGEMENT

The CSIR-SERC website need to be functional and running at all times to provide information and services to the users. The CSIR-SERC website is hosted on the NIC servers and NIC will make efforts to minimize the downtime of the website as far as possible by taking immediate steps as and when required. In eventualities like defacement/hacking of the site, data corruption, hardware/software crash and natural disasters, NIC will make all efforts to restore the site in the shortest possible time. It is the responsibility of NIC to keep the website data at a disaster recovery site located at a remote location for recovery purposes.

COPYRIGHT POLICY

No material from this site may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from CSIR-SERC. All rights not expressly granted herein are reserved. Unauthorized use of the materials appearing on this site may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties.

PRIVACY POLICY

We at CSIR-SERC respect the privacy of every individual who visits our website and we are absolutely committed to maintain the privacy and security of the personal information and other information detailed below:-

Personal Information

We collect and use personal information for business purposes only in order:

- To keep a record of Parties Downloading the Detailed Tender bid Documents available at the website.
- To process and respond to requests, improve our operations, and communicate with visitors about our services.

We may track domain names, IP addresses from people who visit our site. We use this information to track aggregate traffic patterns throughout the CSIR-SERC Website for Website Statistic Usage purpose only.

Security

We have implemented technology and policies, with the objective of protecting your privacy from unauthorized access and improper use.

3. CONTENT CONTRIBUTION, MODERATION, AND APPROVAL POLICY (CMAP) :

In order that all contents posted on the website are authentic, up-to-date and latest, concerned departments contributing the contents must check them thoroughly for authenticity and accuracy and approval from their respective HOD's before handing them to be posted in the website. The contents must invariably display a date / time stamp indicating the date on which the information was collected / prepared. The contents should be free from all spelling mistakes and grammatical errors.

All Contents are to be sent to the Web Information Manager in his/her email id who will moderate the contents and when found suitable will send the contents for publishing to the Web Technical Manager of the IT Department in his/her email id.

The content links of the website are given below. Before sending new/ revised contents to the Web Information Manager for posting in the website, all concerned departments should adopt the procedure as indicated in the table below relating to content, contribution, moderation and approval.

Sl No	Content in Pages	To be contributed by	To be approved by
1	About Us	Public Relations/ Corporate Communication CSIR - SERC Dept	It will be the responsibility of the department to obtain approval of the contributed matter from competent authority / HOD
2	Awards & Recognition	CSIR - SERC Dept	
3	Research	CSIR - SERC Dept	
4	JoSE	CSIR - SERC Dept	
5	Administration	CSIR - SERC Dept	

6	Areas	CSIR – SERC Dept	<p>before sending the contents to Web Information Manager for uploading in the website.</p> <p>IT Department will maintain necessary log for daily uploading of the tender or any other document into the website. Also IT Department will decide on the naming convention of the file to be loaded. For Hindi version, in case of old content which is not matching with the English content, either the content should be kept blank or it should be displayed with time stamp.</p>
7	Expertise		
8	Laboratorise		
9	Output		
10	Support		
11	Other Services	CSIR – SERC Dept	
12	Outreach	CSIR – SERC Dept	
13	AcSIR	CSIR – SERC Dept	
14	Media	CSIR – SERC Dept	
	CSIR – SERC in the NEWS		
	Press Release		
15		CSIR – SERC Dept	
16	JIGYASA	CSIR – SERC Dept	
	Engineering Works & Services		
17	Recruitment	CSIR – SERC Dept	
18		CSIR – SERC Dept	
19	Guest House	CSIR – SERC Dept	
20	Project Work	CSIR – SERC Dept	
	RTI		
21	Annual Report	CSIR – SERC Dept	
27	Tender Notices	CSIR – SERC Dept	
	Newsletter		
	Photo gallery		
28		CSIR – SERC Dept	
29		CSIR – SERC Dept	

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30	Director	CSIR – SERC Dept	
	Former Directors		
	Management Council		
31	Contact Us	Public Relations/ Corporate Communication CSIR – SERC Dept	
32	Tender Section	Concerned Department, all tender should be converted to pdf and signed digitally CSIR – SERC Dept.	
33	Scrolling News	Public Relations/ Corporate Communication CSIR – SERC Dept	
34	Hindi Version of Website	CSIR – SERC Dept , Hindi Dept, All contents will be translated to Hindi within minimum time.	
35	Other Links	Concerned Departments	

It is important that the contents should display a time stamp indicating the date on which date information was posted and the date on which the content was last reviewed and/or modified. While sending the contents for posting, it should be certified that the procedure mentioned above has been followed.

4. CONTENT REVIEW POLICY (CRP)

There is a need to periodically review all the contents of the CSIR – SERC website to keep it upto-date. It is a requirement under the Guidelines for Indian Government Websites (GIGW) too. Therefore, any changes in the contents, as and when they take place, should be intimated immediately to the web information manager for updation in the website. The contents should be free from all spelling mistakes and grammatical errors.

In respect of content which does not require frequent updation/ modification, the frequency of review is indicated in the table given below. All departments should adopt the procedure as indicated in the table below for sending revised/modified contents to the Web Information Manager for posting in the website.

Sl No	Content in Pages	Frequency Of Review	To be reviewed by	To be approved by
1	About Us	Monthly	Public Relations / Corporate Communication CSIR – SERC Dept	It will be the responsibility of the department to review the contents and obtain approval of the competent authority / HOD before sending the contents to Web Information Manager for uploading in
2	Awards & Recognition	Annual	CSIR – SERC Dept	
3	Former Directors	Monthly	CSIR – SERC Dept	
4	Scientists	Monthly	CSIR – SERC Dept	
5	Annual Report	Annual Or As and when required	CSIR – SERC Dept	
6	Finance & Account	Annual Or As and when required	CSIR – SERC Dept	

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7	Commercial Activities	Annual		the website.
8	Commercial Notices	Half Yearly		
9	Environment	Annual	CSIR – SERC Dept	
10	CSR & SD	Annual	CSIR – SERC Dept	
11	Director	Annual Or As and When required	CSIR – SERC Dept	For all hyperlinks to be provided in the website, necessary permission will be taken from the Organisation. It will be the responsibility of the department to review the contents and obtain approval of the competent authority / HOD before sending the contents to Web Information Manager for uploading in the website. In case of ongoing project up-to-date photographs should be
12	Annual Report	Annual	CSIR – SERC Dept	
13	Research Council	Annual	CSIR – SERC Dept	
14	Press Release	Monthly	Public Relations/ Corporate Communication CSIR – SERC Dept	
15	Recruitment	As and when required	Concerned Department of CSIR – SERC	
16	RTI and all Links	Monthly or as and when required	Concerned Departments of CSIR – SERC Dept	
17	Publications	Annual or as and when required	CSIR – SERC Dept	
18	Tender Notices	Quarterly	CSIR – SERC Dept	
19	Guest House	Monthly or as and when required	CSIR – SERC Dept	
20	Director's Secretariat	Quarterly	CSIR – SERC Dept	

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				sent to the Web Technical Manager monthly.
21	Revenue-Budget	Annual	CSIR – SERC Department	
22	Awards	Annual	Public Relations/ Corporate Communication CSIR – SERC	
23	House Journal	Quarterly	Public Relations/ Corporate Communication CSIR – SERC	
24	Research	Quarterly	Research and Development Cell CSIR – SERC	
25	Retired Employees Desk	Annual	Public Relations/ Corporate Communication CSIR – SERC Dept	For all hyperlinks to be provided in the website, necessary permission will be taken from the Organisation. It will be the responsibility of the department to review the contents and obtain approval of the competent authority / HOD before sending the
26	CSIR – SERC in the News	Monthly	Public Relations/ Corporate Communication CSIR – SERC Dept	
27	Gallery	Quarterly or as and when required	Public Relations/ Corporate Communication CSIR – SERC Dept	
28	Courses &	Annual or as and when required	CSIR – SERC Dept	

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	Events			<p>contents to Web Information Manager for uploading in the website. In case of ongoing project up-to-date photographs should be sent to the Web Technical Manager monthly.</p>
29	Directors	Quarterly	CSIR – SERC Dept	
30	Recent Achievements	Quarterly		
31	Contact Us	Quarterly	Public Relations/ Corporate Communication CSIR – SERC	
32	Scrolling News	Monthly	Public Relations/ Corporate Communication CSIR – SERC	
33	Hindi Version of Website	Monthly	CSIR – SERC Dept , Hindi Dept	
34	Site map	Quarterly	CSIR – SERC Dept	
35	Tender Section	Monthly	CSIR – SERC Department	
36	Other Links, Banners, Indexes etc	Monthly	CSIR – SERC Dept	

5. CONTENT ARCHIVAL POLICY (CAP)

The Guidelines for Indian Government Websites (GIGW) stipulate that expired contents must not be presented or flashed on the website. Therefore, as per the content archival policy adopted by CSIR – SERC, contents will be deleted from the site after its expiry date.

After careful consideration of the nature of Content of hosted Information, important data will be shifted to the archives page while others will be removed or deleted totally. Therefore, the content contributors should revalidate/modify the content periodically to ensure that expired data is not present/flashed in the site. Wherever contents are no longer needed to be displayed, suitable advice may be sent to the web information manager for their archival/deletion.

The archived data will be retained for a minimum period of only a year in the archived section of the website before it will be removed totally from the website as information cannot be retained for an unlimited period in the NIC server. In case of closed tender, the status of tender should be informed to the Web Technical Manager so that once a tender is awarded or closed; same can be removed from website.

6. WEB MONITORING POLICY

The CSIR – SERC website is monitored periodically in accordance with the plan to address and fix the quality and compatibility issues around the following parameters.

Performance: Site download time is optimized. All important pages of the website are tested for this.

Functionality: All modules of the website are tested for their functionality. The interactive components of the site such as feedback forms are working smoothly.

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

Traffic Analysis: The site traffic is regularly monitored to analyze the usage patterns. This can be accessed from the Utility provided by National Informatics Centre at the web link: <http://webstat.nic.in> with an assigned user id and password.

Feedback: Feedback from the visitors is the best way to judge a website's performance and make necessary improvements. A proper mechanism for feedback is in place to carry out the changes and enhancements as suggested by the visitors.

Responsibility: Web Technical Manager will review the above monthly and keep a log for the same.

7. HYPERLINKING POLICY

Links to external websites/portals

At many places in the CSIR – SERC website, one will find links to other websites/portals. The links have been placed for convenience. CSIR – SERC is not responsible for the contents and reliability of the linked websites and does not necessarily endorse the views expressed in them. Mere presence of the link or its listing on this Portal should not be assumed as endorsement of any kind. CSIR – SERC cannot guarantee that these links will work all the time and we have no control over availability of linked pages. Prior permission needs to be taken before displaying any external link in the CSIR – SERC website. In addition to this workability of the links also needs to be ensured.

Links to the CSIR – SERC website by other websites

Prior permission is required before hyperlinks are directed from any website/portal to this site. Permission for the same, stating the nature of the content on the pages from where the link has to be given and the exact language of the Hyperlink should be obtained by sending a request to the Web Information Manager. The pages belonging to this site must load into a newly opened browser window of the User. The email of the Web Information Manager needs to be display in the CSIR – SERC website.

8. WEBSITE DISCLAIMER

The Users are requested to read this disclaimer in full before using this Website.

DISCLAIMER

- 1) All photographs and images appearing on this website (Website Materials) are the exclusive property of CSIR – SERC. The copyright in all Website Materials resides and shall remain in CSIR – SERC. All rights are reserved.
- 2) No material from this site may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from CSIR – SERC. All rights not expressly granted herein are reserved. Unauthorized use of the materials appearing on this site may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties.
- 3) In the Tenders Section page on “View Details of Award of Tender Contract”, the Website Materials are statements related to the recent award of contracts to various agencies, suppliers, etc. CSIR – SERC takes no responsibility for any discrepancies that may have been transmitted with the electronic version. This Website Material has been prepared for convenience of reference only (and has no official sanctity). CSIR – SERC takes no responsibility for the unsuccessful attempts of Vendors for failing to register themselves neither for the Download of Detailed Tender Bid Documents from the website nor for the unsuccessful attempts of downloading the Detailed Tender Bid Documents themselves in uncorrupted form.

- 4) CSIR – SERC makes no warranty or representation regarding the accuracy and completeness of any Website Materials be it pictorial representations or graphs, diagrams, data, textual matter and such Website Materials are provided “as is” and without any warranties of any kind either expressed or implied or statutory.
- 5) CSIR – SERC shall have no responsibility for any damage to User’s computer system or loss of data that result from the download of any content, materials, and information from the Site.
- 6) CSIR – SERC may change or discontinue any aspect of its website at anytime, including, its content or features. CSIR – SERC reserves the right to change the terms and conditions applicable or the Disclaimer Rights for use of the Site. Such changes shall be effective immediately upon notice, which shall be placed on the Site.
- 7) The information contained in the Site has been obtained from sources believed to be reliable. CSIR – SERC disclaims all warranties as to the accuracy, completeness or adequacy of such information presented in the website.

*****Note: Contact Information updated on the 08th November 2022.**
