

No. B-12011/30/2025-ICT-Part (1)
GOVERNMENT OF MIZORAM
INFORMATION & COMMUNICATION TECHNOLOGY DEPARTMENT
AIZAWL: MIZORAM

OFFICE MEMORANDUM

Aizawl, the 25th August, 2025

Subject: Guidelines for Software Development by Government Departments

The growing demand for real-time data, process automation, and inter-departmental coordination necessitates the development of customized software solutions tailored to departmental needs. Government departments often have unique administrative processes that cannot be effectively addressed by off-the-shelf or third-party software for which In-house development or outsourcing of software has been taken up by Govt. Department/ Autonomous Bodies/ Society/ PSU under Government of Mizoram. The following guidelines are to be duly observed by all departments while considering development of software In-house or Outsourcing:

- 1) All government departments, autonomous bodies, societies, and PSUs must seek prior approval from the ICT Department before initiating any software development projects. This measure ensures robust data security, preserves institutional expertise, facilitates faster alignment with evolving departmental needs, prevent repetitive project and minimizes dependency on external service providers.
- 2) To enable Inter-Departmental integration, and seamless data exchange between new applications and existing government systems, Design secure and well-documented APIs for interoperability with other government systems
- 3) Government departments, autonomous bodies, societies, and public sector undertakings involved in software development should ensure the implementation of mandatory structured testing, including unit, system, and user acceptance (UAT) testing. For applications anticipated to support high volumes of concurrent users, load and stress testing should also be conducted. Service Level Agreements (SLAs) specifying uptime, response time, and bug resolution metrics must be clearly defined.
- 4) Software developed by departments must be hosted exclusively on government infrastructure, such as State Data Centres, NIC/NICSI Data Centres, or government-empanelled Cloud Service Providers. Robust disaster recovery mechanisms and automated data backup procedures should be consistently maintained.
- 5) Compliance with GIGW (Guidelines for Indian Government Websites) and Web Content Accessibility Guidelines (WCAG) is recommended wherever applicable.

- 6) All government departments, autonomous bodies, societies, and PSUs website / portal must use government sub-domain i.e. .gov.in/mizoram.gov. in/nic.in and educational institution must use edu.in/ac.in
- 7) As per the Open-Source Software (OSS) Policy issued by MeitY, all government departments are mandated to prefer OSS solutions in their software development and procurement processes, to ensure cost-effectiveness, transparency, and strategic control. Proprietary software may only be used if OSS is not available or feasible, with recorded justification.
- 8) While integrating Payment gateway into a government portal/software, it is crucial that the relevant department has comprehensive access to all transaction records associated with the payment gateway. Key considerations should include compliance with the Payment Card Industry Data Security Standard (PCI DSS), implementation of end-to-end encryption, secure OTP and two-factor authentication measures, regular vulnerability assessment and penetration testing (VAPT), and maintaining detailed audit logs.
- 9) To ensure a quality software, it should qualify defined functional testing, performance testing, security testing through STQC/Empanelled agencies/Nodal Department (ICT), and should have well documented development & testing process artifacts.

Sd/- AMIT SHARMA, IAS

Secretary to the Government of Mizoram

Information & Communication Technology Department

Memo No. B-12011/30/2025-ICT-Part (1)

Aizawl, the 25th August, 2025

Copy to: -

- 1) Secretary to Governor, Mizoram
- 2) P.S to Hon'ble Chief Minister, Mizoram
- 3) P.S to Minister, Information & Communication Technology Department
- 4) Sr. P.P.S to Chief Secretary, Govt. of Mizoram
- 5) All Administrative Heads of Departments
- 6) All Heads of Departments
- 7) Chief Informatics Officer, ICT
- ✓ 8) Website Manager, ICT Department for uploading on the Website
- 9) Guard file.


(H. ZORINTLUANGA)

Under Secretary to the Govt. of Mizoram
Information & Communication Technology Department