

Accessibility Audit Report – 333.gov.bd

Method: Manual inspection and automated checks

1. Webpage

Focus Indicator – Home Page - Done

- **Issue:** The focus indicator for keyboard navigation is not clearly visible, making it difficult for keyboard-only users to identify the currently selected element.
- **Recommendation:** Implement a distinct and visible focus outline (e.g., thicker border or color change) for all interactive elements when focused.
- **WCAG 2.2 Mapping:**
 - **2.4.7 Focus Visible (Level AA)** – Ensure visible focus for all interactive elements.

Unleveled Graphics / Slide Section – Home Page –Done

- **Issue:** Several graphics in the slide section are not properly leveled or structured, which may confuse screen reader users and users with cognitive disabilities.
- **Recommendation:** Ensure proper semantic structure for slides using ARIA roles (e.g., role="listbox" and role="option"). Verify the visual alignment of all graphics.
- **WCAG 2.2 Mapping:**
 - **1.3.1 Info and Relationships (Level A)** – Content structure conveys meaning.
 - **1.3.2 Meaningful Sequence (Level A)** – Reading and navigation order is logical.
 - **4.1.2 Name, Role, Value (Level A)** – Widgets are correctly labeled for assistive technologies.

Language Inconsistency – Success Story Section (Home Page) – Done (The success stories section is written in Bangla. Therefore, switching the site language does not affect this section. If the site language is changed, the content of this section should also be updated accordingly.)

- **Issue:** Some Bangla content appears in the English version of the “Success Story” section.
- **Recommendation:** Maintain consistent language across pages and use the lang attribute to specify content language (e.g., lang="bn" for Bangla).

- **WCAG 2.2 Mapping:**
 - **3.1.1 Language of Page (Level A)** – Page language is programmatically determinable.
 - **3.1.2 Language of Parts (Level AA)** – Changes in language are identified.

2. Content

Logo Alt Text – Home Page - Done

- **Issue:** The 333 logo contains redundant and overly long alt text, which can confuse screen reader users.
- **Recommendation:** Use concise alt text: "Logo 333". Avoid repeating the word “logo” or adding unnecessary text.
- **WCAG 2.2 Mapping:**
 - **1.1.1 Non-text Content (Level A)** – Provide meaningful alternative text for images.

Missing Image Descriptions - Done

- **Home Page – “Every Call is Important to Us” & “Success Story” Sections**
 - **Issue:** Several images lack descriptive alternative text, making them inaccessible to screen reader users.
 - **Recommendation:** Provide meaningful alt text describing the purpose or content of each image.
 - **WCAG 2.2 Mapping: 1.1.1 Non-text Content (Level A)**

• About Us Page – “How 333 Works” Section - Done

- **Issue:** Image has missing description, preventing visually impaired users from understanding its content.
- **Recommendation:** Add descriptive alt text that clearly conveys the purpose of the image.
- **WCAG 2.2 Mapping: 1.1.1 Non-text Content (Level A)**

Video Accessibility – About Us Page - Done

- **Issue:** The video lacks accessibility features such as captions, transcripts, and accessible controls.

- **Recommendation:** Provide captions and transcripts, and use an accessible video player with keyboard controls and ARIA labels.
- **WCAG 2.2 Mapping:**
 - **1.2.2 Captions (Prerecorded) (Level A)** – Provide captions for videos.
 - **1.2.3 Audio Description or Media Alternative (Level A)** – Provide description or transcript.
 - **2.1.1 Keyboard (Level A)** – Video player controls accessible via keyboard.

3. Form

Complaint Form – Complaint Page - Done

- **Issue:** The form lacks proper heading structure and semantic hierarchy, which can confuse screen reader users.
- **Recommendation:**
 - Use proper heading levels (h1 → h2 → h3) for sections.
 - Associate all form fields with <label> elements using the for attribute.
 - Group related fields with <fieldset> and <legend> to provide context.
- **WCAG 2.2 Mapping:**
 - **1.3.1 Info and Relationships (Level A)** – Form structure communicates relationships.
 - **2.4.6 Headings and Labels (Level AA)** – Headings describe sections.
 - **3.3.2 Labels or Instructions (Level A)** – Provide labels and instructions for input fields.

4. External Link

“Know How 333 Can Help You” Link – About Us Page

- **Issue:** The link opens in a new tab without notifying users, which can confuse screen reader users and users with cognitive disabilities.
- **Recommendation:** Notify users that the link opens in a new tab using visible text (e.g., “opens in a new tab”) or an ARIA label (e.g., aria-label=“Know how 333 can help you (opens in new tab)”).

- **WCAG 2.2 Mapping:**
 - **3.2.2 On Input (Level A)** – Users are informed of context changes.
 - **2.4.4 Link Purpose (In Context) (Level A)** – Link purpose is clear.

5. Service (Chat / Others)

Chat Pop-up – Home Page - Done

- **Issue:** The “Chat with us” pop-up is not accessible. Keyboard users cannot navigate within it, and screen reader users cannot interact with it properly.
- **Recommendation:**
 - Implement focus trapping within the pop-up.
 - Use appropriate ARIA roles (role="dialog").
 - Ensure all interactive elements are keyboard accessible.
 - Provide a clear and accessible method to close the pop-up.
- **WCAG 2.2 Mapping:**
 - **2.1.1 Keyboard (Level A)** – Ensure all interactive elements are keyboard accessible.
 - **4.1.2 Name, Role, Value (Level A)** – Pop-up role and elements are programmatically determinable.
 - **3.2.1 On Focus (Level A)** – Focus management is appropriate and predictable.

Summary:

While 333.gov.bd provides an accessibility adjustment panel, several critical issues remain in focus indicators, semantic structure, language consistency, alternative text, video accessibility, forms, and interactive components. Implementing the recommendations above aligned with **WCAG 2.2 Level A and AA** standards will improve accessibility for users with disabilities and ensure compliance with international best practices.