



Work Instructions	Document Type	Date Issued	Prepared by	Latest Revision
Website Policy	Policy	30-10-2025	ISO Team	1.0

Contributors

MSEDCL

Document Name: Website Policy

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Date: 30-10-2025

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Authorization Approvals

Approval records are in the electronic document control system.

Responsibilities

Author: ISO Team

Reviewer: CISO

Approver: CISO

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Document Change Record

REV	BRIEF DESCRIPTION OF CHANGE(S)	DATE	REVISED BY	Approved By	DATE
1.0	Initial Submission	30-10-2025		CISO	30-10-2025

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MSEDCL Website Policy

Copyright Policy:

The official MSEDCL website is the property of Maharashtra State Electricity Distribution Company Limited and may not be reproduced, transmitted or used, in whole or in part, without prior written permission from MSEDCL.

Content Contribution, Moderation & Approval (CMAP) policy :

All content must follow a defined lifecycle: creation by an authorised Content Manager, moderation for policy, accessibility, formal approval by the designated Approver, and publishing by the Web Information Manager (WIM).

For posting content on the website all concerned departmental officials are required to follow the life cycle of content publishing as listed below

- Creation
- Modification
- Approval
- Publishing
- Archival

Content Archival (CAP) policy :

Active content remains live until the Content Owner instructs archival and the Website Administrator executes archival after any required approval. Exceptions in archival can be made for certain content and MSEDCL reserves the right to do so.

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Content Review (CRP) policy:

Content Owners i.e. **Concern MSEDCL department** must ensure their content remains accurate, relevant and up-to-date by scheduling and performing periodic reviews. Review frequencies shall be assigned by content type. (for example: policies, guidelines, static pages, tenders, recruitment, notices, announcements etc).

Hyperlinking Policy:

Outbound links to external resources may be provided for user convenience but do not imply MSEDCL endorsement; a suitable disclaimer will appear where appropriate. External sites may link directly to public MSEDCL pages without prior permission, but framing or embedding MSEDCL pages within third-party frames is prohibited. In view of our CRP we recommend that you regularly check the links to our website to make sure they are active. The content of MSEDCL website should be displayed in a new tab/window of the User's browser. External links will be validated as part of routine monitoring and removed or updated if found broken, outdated or insecure.

Terms & Conditions :

Use of the MSEDCL website is subject to terms that protect both users and the organisation: content is provided for general information only and MSEDCL does not guarantee uninterrupted or error-free access. MSEDCL disclaims liability for loss arising from reliance on the website to the extent permitted by law. Users shall not misuse the site, attempt unauthorised access, or upload content contrary to law or these terms. Continued use of the site indicates acceptance of the current Terms & Conditions which may be amended from time to time.

Website Monitoring Plan :

MSEDCL will maintain proactive monitoring combining automated tools and manual checks to preserve site functionality and user experience. Monitoring covers functionality (forms, uploads, navigation), performance (page load times for key pages), automated

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broken-link scans with manual verification, periodic accessibility spot-checks (WCAG), and malware/defacement detection. Monitoring outcomes and remediation actions will be recorded in a monitoring log and critical incidents will be escalated immediately to IT Security and the concerned Content Owner.

Privacy Policy:

MSEDCL collects and processes personal data only when necessary and in compliance with applicable law; purposes, legal basis, retention periods. Personal data volunteered via forms or services will be stored securely, accessed on a need-to-know basis, not sold to third parties, and disclosed only when legally required or with lawful consent. MSEDCL will implement technical and organisational measures to protect personal data from loss, misuse or unauthorised access.

Contingency Management Plan:

To minimise downtime, MSEDCL maintains a contingency plan that includes regular full and incremental backups, tested restore procedures, and a disaster recovery (DR) hosting arrangement. In the event of defacement, data corruption, system failure, cyber-security incident or natural disaster, the organisation will follow an incident protocol: contain and assess the incident, restore services from the latest verified backup or DR site, and communicate status updates via alternate channels (social media, press releases) until full restoration. Post-incident reviews will identify root causes and corrective measures to strengthen resilience.

Security Policy :

MSEDCL protects its website through layered security controls including timely patching of CMS and infrastructure, hardened server configurations, role-based access control, secure password policies, encryption for sensitive data, routine vulnerability scanning and logging of administrative actions. Regular backups and periodic restore tests will be performed and audit trails retained. Unauthorized attempts to upload or alter site content are strictly prohibited and may lead to suspension of access, disciplinary action

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and legal proceedings under applicable laws (including the Information Technology Act, 2000).

Resolution

We are dedicated to ensuring website protection and responsible use in compliance with the Digital Personal Data Protection Act (DPDP Act), 2023 & its amendments and the Aadhaar Act, 2016 & it's amendments.