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1. Hyper Linking Policy

- **Links to external websites/portals:**

At many places in this website, you shall find links to other websites/portals. These links have been placed for your convenience. MSPDCL 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 website should not be assumed as endorsement of any kind. We cannot guarantee that these links will work all the time and we have no control over availability of linked pages.

- **Links to MSPDCL-website by other websites:**

We do not object to you linking directly to the information that is hosted on this site and no prior permission is required for the same. Also, we do not permit our pages to be loaded into frames on your site. The pages belonging to this site must load into a newly opened browser window of the User.

Please note that when you click on a link and leave our website you will be subjected of use and privacy policies of the other website that you are going to visit.

2. Copyright Policy

Contents of this website may be reproduced partially or fully, without due permission from the MSPDCL. If referred to as a part of another website, the source must be appropriately acknowledged. The contents of this website cannot be used in any misleading or objectionable context. However, the permission to reproduce this material shall not extend to any material which is identified as being copyright of a third party.

3. Privacy Policy

We do not collect personal information for any purpose other than to respond to you. If you choose to provide us with personal information like filling out a Contact Us form with an e-mail address or postal address, and submitting it to us through the website, we use that information to respond to your message, and to help you get the information you have requested.

- Our website never collects information or creates individual profiles for commercial marketing. While you must provide an e-mail address for a localized response to any incoming questions or comments to us, we recommend that you do NOT include any other personal information.
- If you are asked for any other Personal Information, you will be informed how it will be used. If at any time you believe the principles referred to in this privacy statement have not been followed, or have any other comments on these principles, please notify the concerned through the contact us page.
- The use of the term "Personal Information" in this privacy statement refers to any information from which your identity is apparent or can be reasonably ascertained.

4. Terms and Conditions

This website is designed, developed by M/S CodeXP and maintained by the " Manipur State Power Distribution Company Limited (MSPDCL)".

Though all efforts have been made to ensure the accuracy and currency of the content on this website, the same should not be construed as a statement of law or used for any legal purposes. The contents of the website are subject to change without any prior notice. In case of any ambiguity or doubts, users are advised to verify /check with the department(s) and /or other source(s), and to obtain appropriate professional advice.

Under no circumstances will the company 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. In case of any variance between what has been stated and that contained in the relevant Act, Rules, Regulations, Policy Statements etc, the latter shall prevail.

The information posted on this website could include hypertext links or pointers to information created and maintained by other organisations. MSPDCL is providing these links and pointers solely for information and convenience. Upon selection of a link to an outside website, you will leave the MSPDCL website and will be subject to the policies of that website. MSPDCL is not responsible for the contents or reliability of linked websites and does not necessarily endorse the view expressed within them. MSPDCL does not guarantee the availability of such linked pages at all times.

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 under the jurisdiction of the High Court of Manipur.

5. Web Content Review Policy

The web Administrator and the assigned Personnel's will have the responsibility for periodically reviewing the content of the website in respect of their respective domains and keep the information up-to-date. A proper workflow should be followed before final updation of content on the website.

6. Website Security Policy

Website requires security clearance certificate before hosting any website in its data centre. The new website has been audited by Cert-in empanelled auditor and all the vulnerabilities have been fixed. Upon completion, security clearance certificate of cert-in empanelled auditor has been received.

A periodic check on the requirement of security certificate is recommended to the web information manager in case there are changes in the functionality or any other environmental changes. Any security flaw identified and reported to by the security audit team at NIC must be addressed within a reasonable time frame.

7. Website Monitoring Plan

Under the Website Monitoring Policy, it is advised to monitor the website periodically to address and fix the quality and compatibility issues around the following parameters:

- **Functionality:** All modules of the website are tested for their functionality for their smooth working.
- **Performance:** All important pages of the website are tested for the download time.
- **Broken Links:** The website is thoroughly reviewed to rule out the presence of any broken links or errors.
- The Hosting Service Provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.

8. Contingency Management

The presence of the website on the Internet and very importantly the site is fully functional all the times. It is expected of the Government websites to deliver information and services on a 365X24X7 basis. Hence, all efforts should be made from User Department Web Information Manager to minimize the downtime of the website as far as possible.

In case of any defacement and data corruption, quick action needs to be taken by the respective authorized personnel for the same.

9. Identity Policy

'This is the official Website of Manipur State Power Distribution Company Limited (MSPDCL), a Public Sector Undertaking of the Government of India under the Ministry of Power'

10. Online Discussion Forum: Usage Policy

Under the online discussion forum policy, it is advised to the members to follow the following guidelines:

- Insulting, threatening, or provoking language.
- Inciting hatred on the basis of race, religion, gender, nationality or sexuality or other personal characteristics.
- Swearing, using hate-speech or making obscene or vulgar comments.
- Libel, condoning illegal activity, contempt of court and breach of copyright.
- Spamming, i.e., adding the same comment repeatedly.
- Impersonating or falsely claiming to represent a person or organization.

- Posting in a language other than the language of the website.
- Invading people's privacy.
- Posting off-topic comments.