

NEEPCO WEBSITE POLICY

Version: 1.2



ISO 9001, ISO 14001 and ISO 45001

North Eastern Electric Power Corporation Ltd.

(A Government of India Enterprise)
Shillong-793003, Meghalaya



Document History

Version Name	Month/Year	Version	Approved By	Description
Website Policy	January 2013	v 1.0	CMD	
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Website Policy	03/05/2023	V 1.2	CMD	

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1. Introduction:

<https://neepco.co.in/> is the official website of North Eastern Electric Power Corporation (NEEPCO) Ltd, designed & developed by IT Department NEEPCO in line with GIGW (Guideline for Indian Government Website) guidelines 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 layout on a regular basis. This document presents NEEPCO's website policies devised based on Govt. of India website guidelines.

2. Website Policies pertaining to Building Confidence:

2.1 Content Copyright Policy

Material featured on this Website may be reproduced free of charge after taking proper permission by sending a mail to NEEPCO. 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.

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.



2.2 Content Hyperlinking Policy:

External Links Present on the Website:

At many places in this website, there may be links to other websites/portals. These links have been placed for convenience. NEEPCO 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. NEEPCO cannot guarantee that these links will work all the time and NEEPCO have no control over availability of linked pages.

Links to the NEEPCO website by other websites/portals:

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 at web admin-Technical: itshillong[at]neepco[dot]co[dot]in.

2.3 Website terms & Conditions:

This official website of the NEEPCO Ltd has been developed to disseminate information to the general public. 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.

The web contents are subject to change without any prior notice on NEEPCO Ltd website.

In no event will NEEPCO Ltd 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 variation between what has been produced on the website about Act, Rules, Regulations, Policy Statements etc and that contained in the relevant Act, Rules, Regulations, Policy Statements etc, with the department the latter shall prevail.



2.4 Privacy Policy:

This website does not collect personal information for any purpose other than to respond to the user. If any personal information is provided while filling out a Contact Us form with an e-mail address or postal address, and submitted through the website, this website uses that information to respond to the received message, and to help user to get the information requested.

This website never collects information or creates individual profiles for commercial marketing. While a user can provide an e-mail address or a phone number for a localized response to any incoming questions or comments, it is recommended that other personal information MAY NOT be provided.

If a user is asked for any other Personal Information, then he/she will be informed how it will be used. If at any time a user believes the principles referred to in this privacy statement have not been followed, or has any other comments on these principles, the user may notify the organization through the “contact us” page.

The use of the term "Personal Information" in this privacy statement refers to any information from which a user's identity is apparent or can be reasonably ascertained.

3. Content Contribution, Moderation and Approval Policy (CMAP):

NEEPCO has a Content Contribution, Moderation and Approval Policy (CMAP) stating the responsibility, authorization and workflow details with regard to content publishing on the site.

The Content of the website goes through the entire life cycle process of

- Creation
- Approval
- Publishing

There are only 3 activities “Creation”, “Approval” & “Publishing” taking place module wise on the site. So, the CMAP policy has to be rewritten describing only 3 levels as above. The approved content is received by the publisher through E-mail and the same gets published by the publisher through the content management system (CMS) being used. History and logs in CMS are required to be maintained.

The Content on the NEEPCO website is updated by manual processes through the department.



The Content creation, modification and approval are done by the NEEPCO departments internally and sent to the publisher. The contents are placed in the website by the publisher through the Content Management System. The History and logs of the published data are maintained in the CMS. The contents are published and archived through CMS. Expired content gets removed from the archives but still remain in the database as per metadata specified. The log of approved contents sent by departments is maintained in the E-mail system.

Different Content Element is categorized as: -

- As and when required – activities that are done whenever required
- Monthly/Fortnightly– activities that are done on a monthly / fortnightly basis as a normal part of a job or process
- Urgent – activities that are done as a most urgent part of a job or process.

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 must be taken before handing them to the publisher 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 (the publisher) 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.

Name of Link	Section/Officer responsible for the link	Content (Type)			
		As and when required	Monthly/fortnightly	Urgent	
About Us					
About Us	NEEPCO Dept	√	√		It will be the responsibility of the department to obtain approval of the contributed matter from competent
Company Profile	NEEPCO Dept	√	√		
Mission & Vision	NEEPCO Dept	√	√		
Board of Directors	Company Secretary	√	√	√	
Citizen Charter	NEEPCO Dept		√		
Corporate Governance	NEEPCO Dept		√		



Name of Link	Section/Officer responsible for the link	Content (Type)			
		As and when required	Monthly/fortnightly	Urgent	
Memorandum Association Articles Association	NEEPCO Dept		√		authority / HOD before sending the contents to Web Information Manager for uploading in the website. 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
Power Generation			√		
Hydro Power	O&M Dept		√		
Thermal Power	O&M Dept		√		
Solar Power	O&M Dept		√		
Project in Pipeline	S&I, CP, Dept	√	√		
Joint Venture	S&I, CP Dept	√	√		
Power Map	CP Dept	√	√		
Power Potential	CP Dept	√	√		
Sustainable Development					
Environment	Environment Dept	√	√		
CSR	CSR Dept	√	√		
Swachh Bharat	NEEPCO Dept	√			
SWACHH VIDYALAYA ABHIYAAN	NEEPCO Dept	√			
Rehabilitation and Resettlement	NEEPCO Dept	√			
Newsroom/Media					
Current Events	NEEPCO Dept	√			
Photo Gallery	NEEPCO Dept	√	√		
Publications	NEEPCO Dept	√	√		
Tenders					
Tender Module Documents	C&P Dept	√		√	
Reservoir Status	NEEPCO Dept	√	√	√	
Water Level	NEEPCO Dept	√	√	√	
Rain Fall	NEEPCO Dept	√	√	√	
Feedback	NEEPCO Dept		√		
Covid-19	NEEPCO Dept	√			
Reports					
Annual Reports	Fin Dept		√		
MoU	NEEPCO Dept		√		
Investors					
Equity	Fin & CS Dept	√	√		
Bonds	Fin & CS Dept	√	√		



Name of Link	Section/Officer responsible for the link	Content (Type)			
		As and when required	Monthly/fortnightly	Urgent	
Corporate Governance Updates	NEEPCO Dept	√	√		
Others	NEEPCO Dept	√			
Commercial					
Tariff Petition	Commercial Dept	√	√		
Commercial Activities	Commercial Dept	√	√		
Notices	Commercial Dept	√	√		
Swachh Bharat	NEEPCO Dept	√			
Careers	HR Dept	√			
Azadi Ka Amrit Mahotsav	NEEPCO Dept	√			
Footer Menu					
Home	NEEPCO Dept	√	√		
RTI	RTI Dept	√	√		
Vigilance	Vigilance Dept	√	√		
R&D	R&D Dept	√			
Property Return	Vigilance Dept	√	√		
Ex-Employee Desk	NEEPCO Dept	√	√		
Public Grievance	NEEPCO Dept	√			
MSEs & Startups	NEEPCO Dept	√			
Contractual Vendors	NEEPCO Dept	√			
Guideline for Release of 75% of Arbitral Awards	Arbitration Dept	√	√		
Integrity Pact	NEEPCO Dept				
Generation	O& M Dept	√	√		
Awards	NEEPCO Dept	√			
BEE Painting Competition	NEEPCO Dept	√			
Contact Us	NEEPCO Dept	√			
Integrity Pledge	NEEPCO Dept	√			
Help	NEEPCO Dept	√			

**4. Website Content Review Policy (CRP):**

The NEEPCO website contents are reviewed by the departments manually and the approved updated contents are published. The content wise responsibility for reviewing the published content by different departments is as per the following table.

Name of Link	Section/Officer responsible for the link	Content (Type)		
		As and when required	Monthly/fortnightly	Urgent
About Us				
About Us	NEEPCO Dept	√	√	
Company Profile	NEEPCO Dept	√	√	
Mission & Vision	NEEPCO Dept	√	√	
Board of Directors	Company Secretary	√	√	√
Citizen Charter	NEEPCO Dept		√	
Corporate Governance	NEEPCO Dept		√	
Memorandum Association Articles Association	NEEPCO Dept		√	
Power Generation			√	
Hydro Power	O&M Dept		√	
Thermal Power	O&M Dept		√	
Solar Power	O&M Dept		√	
Project in Pipeline	S&I, CP, Dept	√	√	
Joint Venture	S&I, CP Dept	√	√	
Power Map	CP Dept	√	√	
Power Potential	CP Dept	√	√	
Sustainable Development				
Environment	Environment Dept	√	√	
CSR	CSR Dept	√	√	
Swachh Bharat	NEEPCO Dept	√		
SWACHH VIDYALAYA ABHIYAAN	NEEPCO Dept	√		
Rehabilitation and Resettlement	NEEPCO Dept	√		
Newsroom/Media				
Current Events	NEEPCO Dept	√	√	
Photo Gallery	NEEPCO Dept	√	√	
Publications	NEEPCO Dept	√	√	



Name of Link	Section/Officer responsible for the link	Content (Type)		
		As and when required	Monthly/fortnightly	Urgent
Tenders				
Tender Module Documents	C&P Dept	√		√
Reservoir Status	NEEPCO Dept	√	√	√
Water Level	NEEPCO Dept	√	√	√
Rain Fall	NEEPCO Dept	√	√	√
Feedback	NEEPCO Dept		√	
Covid-19	NEEPCO Dept	√	√	
Reports				
Annual Reports	Fin Dept		√	
MoU	NEEPCO Dept		√	
Investors				
Equity	Fin & CS Dept	√	√	
Bonds	Fin & CS Dept	√	√	
Corporate Governance Updates	NEEPCO Dept	√	√	
Others	NEEPCO Dept	√		
Commercial				
Tariff Petition	Commercial Dept	√	√	
Commercial Activities	Commercial Dept	√	√	
Notices	Commercial Dept	√	√	
Swachh Bharat	NEEPCO Dept	√		
Careers	HR Dept	√		
Azadi Ka Amrit Mahotsav	NEEPCO Dept	√		
Footer Menu				
Home	NEEPCO Dept	√	√	
RTI	RTI Dept	√	√	
Vigilance	Vigilance Dept	√	√	
R& D	R&D Dept	√		
Property Return	Vigilance Dept	√	√	
Ex-Employee Desk	NEEPCO Dept	√	√	
Public Grievance	NEEPCO Dept	√		
MSEs & Startups	NEEPCO Dept	√		
Contractual Vendors	NEEPCO Dept	√		



Name of Link	Section/Officer responsible for the link	Content (Type)		
		As and when required	Monthly/fortnightly	Urgent
Guideline for Release of 75% of Arbitral Awards	Arbitration Dept	√	√	
Integrity Pact	NEEPCO Dept			
Generation	O& M Dept	√	√	
Awards	NEEPCO Dept	√		
BEE Painting Competition	NEEPCO Dept	√		
Contact Us	NEEPCO Dept	√		
Integrity Pledge	NEEPCO Dept	√		
Help	NEEPCO Dept	√		

A monthly /fortnightly website content review compliance report/certificate by each user/department pertaining to the content/section of the website related them/department needs to be submitted to the Website Information Manager (WIM) with a copy to Website Technical Manager (WTM), in writing via email.

5. CONTENT ARCHIVAL POLICY(CAP):

NEEPCO has an archival policy. The contents that are archived from the website are to be decided by the concerned department after careful consideration of the nature of content. However, 'expired' content MUST not be presented or flashed on the website.

The archival and expiry policy for contents as below:

S.No.	Menu Name	Archival Date	Expiry Date
A	About US		
1	About Us	N.A.	No Expiry only updation
2	Company Profile	N.A.	No Expiry only updation
3	Mission & Vision	N.A.	No Expiry only updation
4	Board of Directors	N.A.	No Expiry only updation
5	Citizen Charter	N.A.	No Expiry only updation
6	Corporate Governance	N.A.	No Expiry only updation



7	Memorandum Association Articles Association	N.A.	No Expiry only updation
B	Power Generation		
1	Hydro Power	N.A.	No Expiry only updation
2	Thermal Power	N.A.	No Expiry only updation
3	Solar Power	N.A.	No Expiry only updation
4	Project in Pipeline	N.A.	No Expiry only updation
5	Joint Venture	N.A.	No Expiry only updation
6	Power Map	N.A.	No Expiry only updation
7	Power Potential	N.A.	No Expiry only updation
C	Sustainable Development		
1	Environment	N.A.	Half Yearly
2	CSR	N.A.	No Expiry only updation
3	Swachh Bharat	N.A.	No Expiry only updation
4	SWACHH VIDYALAYA ABHIYAAN	N.A.	No Expiry only updation
5	Rehabilitation and Resettlement	N.A.	No Expiry only updation
D	Newsroom/Media		
1	Current Events	6 Month	1 Year
2	Photo Gallery	N.A.	Automatically after the expiry of the validity period.
3	Publications	N.A.	Automatically after the expiry of the validity period.
E	Tenders		
1	Tender Module Documents	Date of issue of Lol/Detailed Work Order	No Expiry
F	Reservoir Status		
1	Water Level	N.A.	No Expiry only updation
2	Rain Fall	N.A.	No Expiry only updation
G	Feedback	NA	NA
H	Covid-19	N.A.	No Expiry only updation
I	Reports		
1	Annual Reports	N.A.	No Expiry only updation
2	MoU	N.A.	No Expiry only updation
J	Investors		
	Equity	N.A.	No Expiry only updation
	Bonds	N.A.	No Expiry only updation
	Corporate Governance Updates	N.A.	No Expiry only updation
	Others	N.A.	No Expiry only updation
K	Commercial		



1	Tariff Petition	N.A.	No Expiry only updation
2	Commercial Activities	N.A.	No Expiry only updation
3	Notices	N.A.	Gas Bill: Quarterly
L	Swachh Bharat	N.A.	No Expiry only updation
M	Careers	Last date of submission of the application	No Expiry
N	Azadi Ka Amrit Mahotsav	N.A.	No Expiry only updation
O	Footer Menu		
1	Home	N.A.	No Expiry only updation
2	RTI	N.A.	No Expiry only updation
3	Vigilance	N.A.	No Expiry only updation
4	R& D	N.A.	No Expiry only updation
5	Property Return	N.A.	No Expiry only updation
6	Ex-Employee Desk	N.A.	No Expiry only updation
7	Public Grievance	N.A.	No Expiry only updation
8	MSEs & Startups	N.A.	No Expiry only updation
9	Contractual Vendors	N.A.	No Expiry only updation
10	Guideline for Release of 75% of Arbitral Awards	N.A.	No Expiry only updation
11	Integrity Pact	N.A.	No Expiry only updation
12	Generation	N.A.	No Expiry only updation
13	Awards	N.A.	No Expiry only updation
14	BEE Painting Competition	N.A.	No Expiry only updation
15	Contact Us	N.A.	N.A.
16	Integrity Pledge	N.A.	N.A.
17	Help	N.A.	N.A.

6. Website Security Policy:

The website shall be audited on a regular basis by a CERT-In (Computer Emergency Response Team—India) accredited auditor or as specified by government guidelines such as "Guidelines for Indian Government Websites" (GIGW) or other Ministry of Electronics and IT (MEITY) guidelines. The patching of any vulnerability reported through such audits will be done by the IT Department, NEEPCO.

As the present website is hosted on the Govt. of India's cloud hosting facility, which is provided by the National Informatics Centre (NIC), the security of the hosting environment (including the disaster recovery site) is the sole responsibility of NIC.



In case of any addition or change to the dynamic part of the website, the same will be done to keep it bug-free, taking into account the probable existence of security vulnerabilities known publicly (such as through the Open Web Application Security Project (OWASP)). All transactions with the website will be secured, including any download or upload. The SSL (Secured Socket layer) (Class-3 level) certificate has been implemented for this purpose.

7. Contingency Management

It is important that the website be accessible through the Internet at all times, and the site must be fully functional at all times. Government websites are expected to provide information and services 24 hours a day, seven days a week. Hence, all efforts should be made by user departments and the web information manager to minimise the downtime of the website as much as possible.

In case of any defacement or data corruption, quick action needs to be taken by the respective authorised personnel.

8. Website Monitoring Policy:

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

Functionality:

All modules of the website are to be tested/checked for their functionality to ensure smooth operation.

Performance:

All important pages of the website are to be tested for their download times, and corrective action needs to be taken if any page has a large download time.

Broken Links:

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

9. Accessibility Policy

NEEPCO is committed to ensure that its corporate website (<https://www.neepco.co.in>) is accessible to all the users irrespective of device in use, technology or ability. It has been built, with an aim, to provide maximum accessibility and usability to its visitors. As



a result, this website can be viewed from a variety of devices such as Desktop / Laptop computers, web-enabled mobile devices; etc.

Best efforts have been put to ensure that all information on this website is accessible to people with disabilities like visual impairments. For example, a user with visual impairments can access this website using assistive technologies, such as screen readers and screen magnifiers. The website complies with the Guidelines for Indian Government Websites and World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 level A. The information of the website is accessible with different screen readers, such as JAWS, NVDA, SAFA, Supernova, and Window-Eyes.

This website is designed using XHTML 1.0 and HTML 5.0 to meet Guidelines for Indian Government Websites and also adheres to level A of the Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the World Wide Web Consortium (W3C). Part of the information in the website is also made available through links to external Websites. External Websites are maintained by the respective departments who are responsible for making these sites accessible.

NEEPCO Limited is working towards making its website accessible for persons with disabilities, however currently Portable Document Format (PDF) files are not accessible. In addition, information provided in Hindi language is also not accessible.

10. Website Disclaimer:

The website will display the following disclaimer which all users are expected to read:

DISCLAIMER

1) All photographs and images appearing on this website (Website Materials) are the exclusive property of NEEPCO. The copyright in all Website Materials resides and shall remain in NEEPCO. 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 NEEPCO. 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. NEEPCO takes no responsibility for any discrepancies that may have been transmitted with the electronic version. NEEPCO 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) NEEPCO 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) NEEPCO 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) NEEPCO may change or discontinue any aspect of its website at any time, including, its content or features. NEEPCO 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. NEEPCO disclaims all warranties as to the accuracy, completeness or adequacy of such information presented in the website.

11. Website Policy Review:

The policy document shall be reviewed at least once in every three years by the IT Department. Further, changes/amendments to this policy, as deemed necessary as per relevance, shall be initiated by the IT Department and approved by the CMD. A versioning of the policy shall be done every time a review is made to the document with a mention of the review date.



12. Contact Information:

Website Information Manager:

Shri Hiranya Kumar Das
Designation: Dy. General Manager (Civil)
Email ID: hiranyadas[at]neepco.co.in
Contact No: +91-9435521446

Website Technical Manager(s):

Shri D J Medhi,
Designation: General Manager (IT)-I
Email: djmedhi[at]neepco.co.in

Smti. M G Marbaniang
Designation: General Manager (IT)-II
Email: madonnagrace[at]neepco.co.in
Ph No. +91-364-2501630
