

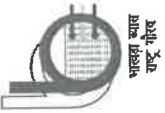
BHAKRA BEAS MANAGEMENT BOARD INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES

IS/ISO/IEC 27001:2013

पान्डो'

CONTROLLED COPY

Plot No.6-B/C, Sector-19 B,
Madhya Marg, Chandigarh-160019
Phone: +91-172-5011773
Website: www.bbmb.gov.in



**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**



BHAKRA BEAS MANAGEMENT BOARD
An ISO 9001, 14001 Certified Board

**INFORMATION SECURITY MANAGEMENT SYSTEMS
PROCEDURES**

IS/ISO/IEC 27001:2013

**INFORMATION TECHNOLOGY — SECURITY TECHNIQUES —
INFORMATION SECURITY MANAGEMENT SYSTEMS — REQUIREMENTS**

COPY NO: - 01

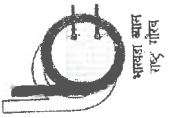
ISSUE NO: - 01

DATE OF ISSUE: - 23.06.2023

REVISION NO: - 00

ISSUED TO: -

Plot No. 6-B/C, Sector-19 B,
Madhya Marg, Chandigarh- 160019
Phone : +91- 172-5011773
Website: www.bbmb.gov.in



INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

CONTROLLED COPY

Section 1 - Documented Information

Document Title	Information Security Management Systems Procedure- BBMB ISMS/P/01
Document Number	
Document Revision no.	00
Document Issue no.	01
Released Date	23.6.2023
Document Owner	Central Management Representative (CMR) Chief Engineer /Transmission Systems
Controlled Copy No.	Controlled copy not for library
Document Status	ACTIVE
Document Revision Details	Refer to Change History Record

SIGN OFF MATRIX / DOCUMENT APPROVAL

	Name/Designation	SIGNATURE
Prepared By	Er Gagan Singh /AD SS&P	
Checked By	Er Harkiranjit kaur, Deputy Director /Transmission	
Reviewed By	Er Surjeet Singh Director / P&D(TS)	
Approved By	Er. Sanjay Srivastva Chairman, BBMB	
Issued By	Er. Vipin Gupta Chief Engineer/ Transmission System	

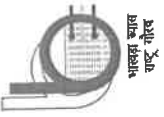


CONTROLLED COPY

**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

REVISION HISTORY SHEET

SR. NO.	Document No.	Nature of Rev.	Initial Issue		Revision		Remarks
			No	Date	No	Date	



**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

DISTRIBUTION LIST

SL.NO.	HOLDERS OF CONTROLLED COPY	COPY NO.
01	CE/TS/CMR	01
02	System Software Manager, Chandigarh/MR	02
03	Director Power Regulation BBMB Chandigarh/MR	03
04	Director/ P&D(TS), Chandigarh/MR	04
05	SE/ Bhakra Powerhouse Circle Nangal/MR	05
06	Director/NHP, Chandigarh/MR	06
07	Bureau of Indian Standards	07

Doc.no: ISMS/P: 01,
Sec no. PR: 0.2

Revision No: 00

Issue No:

Rev. Date: NIL

Page 1 of 1

ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRS AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET



CONTROLLED COPY

INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

TABLE OF CONTENTS

SEC. NO.	TITLE	NO. OF PAGES
-----	Cover sheet	1
PR:0.1	Revision history	1
PR:0.2	Distribution list	1
PR:0.3	Table of contents	1
PR:0.4	List of abbreviations	1
PR:01	Competence	2
PR:02	Communication	5
PR:03	Control of documented information	1
PR:04	Analysis and evaluation	1
PR:05	Internal audit	2
PR:06	Management review	1
PR:07	Nonconformity and corrective action	1

Doc.no: ISMS/P/01,
Sec no. PR: 0.3

Revision No: 00

Issue No: 01

Rev. Date: NIL

Page 1 OF 1

ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET



CONTROLLED COPY

INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

LIST OF ABBREVIATIONS

SR. NO.	ABBREVIATION	EXPLANATION
1	BBMB	BHAKRA BEAS MANAGEMENT BOARD
2	CMR	Central Management Representative
3	CE	Chief Engineer
4	TS	Transmission system
5	SAS	Substation Automation system
6	NAS	Network Attached storage
7	PH	Powerhouse
8	MR	Management Representative
9	SCADA	Supervisory Control And Data Acquisition
10	DD	Deputy Director
11	AD	Assistant Director
12	CISO	Chief Information Security Officer
13	AM	Assistant Manager
14	ENGR/PROGRAMMER	ENGINEER/PROGRAMMER
15	AE	Assistant Engineer
16	JE	Junior Engineer
17	EMS	Environment Management System
18	FIN	Finance
19	WI	Work Instructions
20	HOD	Head of Department
21	HR	Human Resource
22	IA	Internal Audit
23	VO	Vigilance Officer
24	IT	Information Technology
25	M&SC	Mechanical and Store Complex
26	Mech.	Mechanical
27	MRM	Management Review Meeting
28	NCR	Non-Conformance Report
29	SStn	Sub Station
30	SR.	Senior
31	OIC	Officer In-Charge
32	PRO	Public Relation Officer
33	QA	Quality Assurance

Doc.no: ISMS/P/01,
Sec no. PR: 0.4

Revision No: 00

Issue No: 01

Rev. Date: NIL

Page 1 of 1

ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET



CONTROLLED COPY

**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

COMPETENCE

1. PURPOSE & SCOPE:

This lays down the procedure for identifying the training needs of personnel performing work affecting conformity of Information security Management System and fulfilling the same to ensure competency on the basis of appropriate education, training, skills and experience. It covers all Personnel in the Organization.

2. RESPONSIBILITY HOD/HR:

3. PROCEDURE:

3.1 HOD examines and identifies the training needs of personnel working in the department once in a year based on competency mapping.

3.2 The training schedule is prepared & organized by HR.

3.3 The training is imparted to the personnel in one of the following ways :

- i. On the job training.
- ii. In-house training by internal faculties/instructors.
- iii. Calling an outside expert to impart training in-house
- iv. Sending personnel out for training to appropriate training program.
- v. Sending personnel to Seminars, Works etc.

3.4 The effectiveness of training is evaluated by interacting after a week of training or observing on actual work.

3.5 It is ensured that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the objectives.

3.6 The records of training are maintained.

4. RECORD

1. Training Record (Doc No. TRG/01)
2. Competency Mapping of Employees (Doc No: TRG / 02)

5. REFERENCE: ISMS: 7.2 and 7.3

Doc.no: ISMS/P/01, Sec no. PR: 01	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 1 of 1
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				



**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

COMMUNICATION

1. PURPOSE & SCOPE:

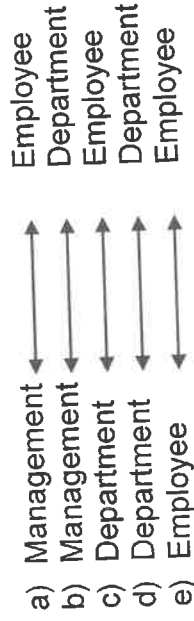
The purpose of this procedure is to set the methodology of consultation, internal communication between various levels and functions of BBMB and of receiving documenting and responding to relevant communication from external interested parties.

2. RESPONSIBILITY: MR/HODs

3. PROCEDURE

3.1 Internal Communication

Consultation & Internal Communication is made in terms of following relationships:



Various forms of consultation & internal communication generally followed in the BBMB are:

- a) Notice Board (Circular, Office Order, etc)
- b) Internal Meeting (Management Review etc.)
- c) Inter Office correspondence through Intercom/IOM
- d) Email
- e) Reports (Audit Report, Progress Report etc.)
- f) Operational Control Procedure
- g) Telephone (for information, instruction etc.)
- o One way communication is made through notice boards, reports and OCP.
- o Two-way communication is made through other forms (Telephone, E-mail, IoM).
- o Minutes of meetings on all ISMS related aspects are recorded and communicated to all concerned.

Doc.no: ISMS/P/01, Sec no. PR: 02	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 1 of 2
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				



**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

- Where consultation & internal communication is used as objective evidence for compliance with procedures or Manual, the same is made identifiable, traceable and retrievable through suitable recording.

3.2 External Communication

External Communication with respect to **Information security Management System** of the BBMB is recorded for the following areas:

- Visits by regulators/public authorities to BBMB.
- Meeting held with any external interested party regarding **Information security Management System**.
- Reporting to statutory authorities on **Information security Management System**.
- Discussions with equipment supplier and contractor on **Information security Management System**.
- All external communications related to ISMS are monitored by BBMB for assessment which is monitored by MR.
- All incoming communications related to ISMS are received by BBMB and are recorded. These are forwarded to relevant functional divisions/Departments for necessary actions by them.
- All outgoing communications are authorized by BBMB and are recorded.

4. RECORDS:

- I. Communication Records
- II. Complaint Register

5. REFERENCE: ISMS: 7.4

Doc.no: ISMS/P/01, Sec no. PR: 02	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 2 of 2
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRS AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				



INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

CONTROL OF DOCUMENTED INFORMATION (Document)

1. PURPOSE & SCOPE:

To lay down procedure to exercise control on the documents relating to the Information security Management System. It covers All ISMS Documents.

2. RESPONSIBILITY: MR

3. PROCEDURE:

3.1 Approval & issue of documents: -

S. No.	DOCUMENT	APPROVED BY	ISSUED BY
1.	ISMS Manual	HOD/CMR	MR
2.	ISMS Procedure	HOD/CMR	MR
3.	Work instruction/SOP	HOD /CMR	MR
4.	Drawings, Data Sheets, Forms, Formats, Spares list	HOD/CMR	MR

master list identifying the current status of documents is maintained by MR.

3.3 The control of documents ensures that:

- 3.3.1 All documents are approved for adequacy prior to issue. Documents are reviewed and updated as necessary and re-approved.
- 3.3.2 A change in the document is identified by underlining the current change. In case of second change on the same page the underlining of previous change is omitted. Change is processed by originating department through Document Revision Sheet
- 3.3.3 The pertinent issues of appropriate documents are available at all locations where operations are essential to the effective functioning of the ISMS are performed.
- 3.3.4 Documents are maintained legible and readily identifiable.
- 3.3.5 External origin documents, determined by the organization to be necessary for the planning and operation of the management system, are identified and their distributions controlled.
- 3.3.6 Invalid or obsolete documents are promptly removed from all points of issue or use. Any obsolete document retained for legal or knowledge purposes is identified as obsolete.
- 3.3.7 The documents are stamped in red to denote the "CONTROLLED COPY". The controlled copies are issued to the persons mentioned in the distribution list.



**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

3.3.8 Unstamped copies are considered as uncontrolled copies. Uncontrolled copies are not revised. Uncontrolled copies are not permitted to be in the company. Uncontrolled copy may be issued to customer.

4. IDENTIFICATION OF ISMS DOCUMENTS

Each document is assigned unique identification. Each Page of the ISMS Manual, Procedures, Work Instructions bear the following: -

➤ **BBMB, ALL LOCATIONS**

- Section no.
- Issue no.
- Effective Date
- Revision no.
- Page no.
- Approved By
- Issued By
- Document Title

5. DOCUMENT CHANGES

Changes to any ISMS documentation may be initiated by anyone in the organization.

The suggestion for changes is reviewed, approved and issued by the same functionary as given in 3.3.1, 3.3.2 and 3.3.3 above, who has access to pertinent background information upon which to base the review and approval.

6. STEPS FOR AMENDMENT IN ISMS MANUAL/PROCEDURE

- 6.1 For first time issue of a section, Issue No. is 01 and Revision No. is 00.
- 6.2 Revision is initiated by Document Review/Amendment Form (Doc No. DR/01). Nature of Revision is recorded in the revision history sheet. Revision No. now becomes 01. The revision status of only that page is updated and replaced.
- 6.3 The revised document is issued by issuing section; the receiving section returns the original document (which has been superseded). A copy of the obsolete document is kept for reference by the MR. After 20 Revisions the entire Manual is reissued with the Issue No. becoming 02 and Revision No. is made 00 again. Reissue is also done incase revision in standard takes place.

Doc.no: ISMS/P/01, Sec no. PR: 03	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 2 of 5
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				



INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

7. NUMBERING SYSTEM OF ISMS DOCUMENTS

Section Numbers are combination of short form of ISMS Manual and the corresponding ISO Clause Number. ISMS Procedures and Standard Operating Procedures are identified by unique number. These numbers are as follow:

A. ISMS MANUAL	
1. Content List	ISMS: 0.1
2. Revision Status Sheet	ISMS: 0.2
3. Manual Distribution List	ISMS: 0.3
4. Authorization and Statement of Intent	ISMS: 0.4
5. Guide to ISMS Manual	ISMS: 0.5
6. Introduction to the Company	ISMS: 0.6

Other Chapters are numbered as ISMS/Relevant Clause No.

B. ISMS PROCEDURES

1. Revision History	PR/0.1
2. Distribution List	PR/0.2
3. Table of Contents	PR/0.3
4. List of Abbreviations	PR/0.4
Other Chapters are Numbered as	PR/01 to PR/07

C. STANDARD OPERATING PROCEDURE

Standard Operating Procedure No. is a combination of short form of SOP & Unique No. ANNEXURE-G (,MANUAL)

D. FORM FORMAT

Form No. is a combination of short form of Subject & Unique No.

8. RECORD:

1. MASTER LIST OF DOCUMENTS (ML SERIES)
2. DOCUMENTS REVIEW/AMENDMENT (DOC NO. DR/01).

9. REFERENCE: ISMS : 7.5.2 and 7.5.3

Doc.no: ISMS/P/01, Sec no. PR: 03	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 3 OF 5
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILAIBLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				



INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

CONTROL OF DOCUMENTED INFORMATION (Records)

1. PURPOSE & SCOPE:

This procedure lays down the guidelines for exercising control of various records generated to provide evidence of conformity to requirements and of the effective operation of the management system. It covers Entire Management System Records.

2. RESPONSIBILITY: All Departments. The responsibility for the various records is shown in para 3.7.

3. PROCEDURE:

- 3.1 ISMS records are made readily identifiable and legible.
- 3.2 These are filled and indexed in a manner facilitating easy retrieval.
- 3.3 All ISMS records are stored and protected with proper care to avoid damage.
- 3.4 Retention period of records are maintained, and it is reviewed after expiry period for disposal.
- 3.5 Record are made available for evaluation by the customer or the customer's representative for an agreed period or as contractually agreed.
- 3.6 Records are disposed after retention period by destroying or dumping at identified place.
- 3.7 The table below gives the details about all ISMS records.

S. No	Description of record	DOC No.	Responsibility	Retention period
01.	MRM	-	MR	1 Year
02.	MOU	MOU	CE/TS/CMR	1 Year
03.	Customer Feedback	CF / 01	ALL DEPT	1 Year
04.	Master List of Documents	ML Series	MR	1 Year
05.	Document Review/ Amendments	DR/01	MR	1 Year
06.	Purchase Order File	-	Concerned department	5Year

Doc.no: ISMS/P/01,
Sec no. PR: 03

Revision No: 00

Issue No: 01

Rev. Date: NIL

Page 4 of 5

ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRS AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET



CONTROLLED COPY

INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

Sl. No.	Description of record	DOC No.	Responsibility	Retention Period
07	List of Equipment	-	HOD	1 Year
08.	Non-Conformance & Corrective action	C&P/01	ALL DEPT	1 Year
09.	Customer complaints/ Ext. Communication	CC / 01	ALL DEPT	1 Year
10	Non-Conformance Report	NCR/01	MR	1 Year
11	Audit Summary	AS/01	MR	1 Year
12	Training Record	TRG/01	HR	1 Year
13	Achievement of Objectives & Programme	QO/01	ALL DEPT	1 Year
14	Analysis of Statistical technique	-	ALL DEPT	1 Year
15	Internal Audit Plan	IAP/01	MR	1 Year
16	Internal Audit Schedule	IAS/01	MR	1 Year
17	Legal Register & Compliance	LOR/01	MR	1 Year

4. RECORD: As above
5. REFERENCE: ISMS : 7.5.3

Doc.no: ISMS/P/01, Sec no. PR: 03	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 5 of 5
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINT/PT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				



CONTROLLED COPY

**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

ANALYSIS AND EVALUATION

1. PURPOSE & SCOPE:

To lay down procedure to ensure suitability and effectiveness of the Information security Management System and evolution of continual improvement. It covers Services & Processing at BBMB.

2. RESPONSIBILITY: All Departments

3. PROCEDURE:

The results of analysis are used to evaluate:

- a) conformity of products and services;
- b) the performance and effectiveness of the ISMS system;
- c) if planning has been implemented effectively; the effectiveness of actions taken to address risks and opportunities;
- d) the performance of external providers;
- e) the need for improvements to the Information security Management System.

System

- 3.1** On identification of need, the exact statistical technique appropriate for the purpose is decided.
- 3.2** On application of such statistical techniques, the result are analyzed for suitable corrective action.
- 3.3** All the analysis, the information gathered, and the subsequent action taken are put up in the MRM for review.
- 4. RECORD:** Statistical Analysis.
- 5. REFERENCE :** ISMS : 9.1

Doc.no: ISMS/P/01,
Sec no. PR: 04

Revision No: 00

Issue No: 01

Rev. Date: NIL

Page

1 of 1

ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET



CONTROLLED COPY

INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013

INTERNAL AUDIT

1. **PURPOSE & SCOPE:**

To lay down procedure for carrying out internal audits to determine compliance of the planned arrangements for ensuring that the **Information security Management System** is functioning effectively.

2. **RESPONSIBILITY:** MR

3. **PROCEDURE:**

- 3.1 Management Representative prepares plan for conducting Internal Audit to verify all activities and to determine whether the **Information security Management System** conform to IS/ISO/IEC 27001: 2013 requirements and the **Information security Management System** established by the organization are effectively implemented & maintained. The internal audit is carried out at least once in a year.
- 3.2 Management Representative schedules the internal audit on the basis of the status and importance of the activity to be audited as well as the results of previous audits.
- 3.3 Management Representative deputed trained internal auditors for carrying out internal audit.
- 3.4 He ensures that the deputed auditors are competent and independent of the activity being audited.
- 3.5 Auditors carry out internal audit and prepares audit report highlighting the non-conformances.
- 3.6 Auditee ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes.
- 3.7 Auditee informs the auditors about the completion of the corrective actions.
- 3.8 Auditors verify and record the implementation of corrective actions taken during follow up audit.
- 3.9 MR prepares the summary of the audit conducted and puts up in the Management Review Meeting.
- 3.10 Management Representative maintains the record of the audits and their results.

4. **RECORD:**

1. Internal Audit Plan (DOC No. IAP/01)
2. Internal Audit schedule (DOC No. IAS/01)
3. Non-conforming Report (DOC No. NCR/01).
4. Audit Summary (DOC No. AS/01)

5. **REFERENCE:** ISMS: 9.2

Doc.no: ISMS/P: 01,
Sec no. PR: 05

Revision No: 00

Issue No: 01

Rev. Date: NIL

Page | ०६ |

ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET



CONTROLLED COPY

**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

MANAGEMENT REVIEW

1. PURPOSE & SCOPE:

To lay down the procedure for review of organization's Information security Management System to ensure continuing suitability, adequacy and effectiveness including assessing opportunities for improvement and the need for changes to the Information security Management System including the policy and objectives.

2. RESPONSIBILITY: HOD/ MR

3. PROCEDURE:

- 3.1 Management Review Meeting is held at least once in a year.
- 3.2 The Management Review meeting is presided over by HOD and is attended by the following :
 - i. CE/CMR
 - ii. Concerned MR
 - iii. MR
 - iv. HODs

HOD may co-opt any other person as required for the meeting. MR acts as the member secretary for the MRM.

- 3.3 The agenda for MRM is prepared and circulated by MR. The agenda includes

Review Input

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the information security management system;
- c) feedback on the information security performance, including trends in:
 - 1) nonconformities and corrective actions;
 - 2) monitoring and measurement results;
 - 3) audit results;

Doc.no: ISMS/P/01,
Sec no. PR: 06

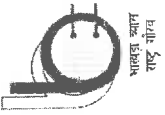
Revision No: 00

Issue No: 01

Rev. Date: NIL

Page 1 of 2

ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET



**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

- 4) fulfilment of information security objectives;
- d) feedback from interested parties;
- e) results of risk assessment and status of risk treatment plan; and
- f) opportunities for continual improvement.

Review output

The outputs of the management review included decisions related to continual improvement opportunities and any needs for changes to the information security management system.

BBMB, Concerned MR retained documented information as evidence of the results of management reviews

3.4 MR prepares the minutes of the MRM indicating the actions required to be taken along with the timeframe.

3.5 MR follows up the completion of the actions.

3.6 MR circulates and maintains the records of MRM.

4 RECORD : Agenda & minutes of MRM

5 REFERENCE : ISMS : 9.3

Doc.no: ISMS/P/01, Sec no. PR: 06	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 2 of 2
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRs AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				



CONTROLLED COPY

**INFORMATION SECURITY MANAGEMENT SYSTEMS PROCEDURES
IS/ISO/IEC 27001:2013**

NONCONFORMITY AND CORRECTIVE ACTION

- 1. PURPOSE & SCOPE:**
To lay down procedure to eliminate the causes of non-conformities in order to prevent recurrence. It covers all areas of ISMS.
- 2 RESPONSIBILITY:** All Departments.
- 3 Procedure Details :**
 - 3.1 Corrective action emanates from the followings:
 - 3.1.1 Non-conformance: The Non-conformance is reviewed and causes of non-conformities are determined. Need for action is evaluated to ensure that non-Conformities do not recur. Actions needed are determined and implemented. Results of the action taken are recorded and the effectiveness of corrective actions taken are reviewed.
 - 3.1.2 **Customer Complaint:** There is system for recording customer complaints. The customer complaints are reviewed, and similar actions are taken as in (3.1.1).
 - 3.1.3 **Internal / External Audit:** Based on the Internal / external audit report findings, the corrective actions are implemented.
- 4. RECORDS:**
 - i) Non conformance
 - ii) Corrective Action (DOC No. C&P / 01)
 - iii) Complaint Record
- 5. REFERENCE:** ISMS: 10.1

Doc.no: ISMS/PI/ 01, Sec no. PR: 07	Revision No: 00	Issue No: 01	Rev. Date: NIL	Page 06
ISMS MANUAL IS TREATED AS UNCONTROLLED IF TAKEN PRINTOUT. LATEST UPDATED COPY IS AVAILABLE WITH MRS AND AVAILABLE ON PASSWORD ENABLED WEBLINK AND BBMB INTRANET				