



## IT SERVICE POLICY

**We at MKCL** are committed to providing reliable, secure, and high-quality IT services to our customers and stakeholders.

**We at MKCL** shall ensure that all IT services are delivered efficiently, effectively, and on time to meet customer requirements and expectations.

**We at MKCL** shall comply with all applicable legal, regulatory, and information-security requirements in the delivery and management of IT services.

**We at MKCL** shall continually improve our IT service processes, systems, and performance to enhance customer satisfaction and business value.

**We at MKCL** shall promote awareness, accountability, and teamwork among employees to strengthen our IT service excellence.

Managing Director

DIN 00143616

Maharashtra Knowledge Corporation Limited (MKCL)

CIN U80302PN2001 PLC135348,

PUNE

Date: 25-11-2025

(IT Service Policy is being communicated and understood within the Organisation.  
All stakeholders have been communicated about the IT Service Policy)