

Terms & Condition for DOPAP Consumers

Payment Gateway/ Net Banking Disclaimer

Bill payments by you to DOPAP may be made through an electronic and automated collection and remittance service (the “**Payment Gateway**” & “**Internet Banking**”) hosted by DOPAP’s designated bank. The Payment Gateway/ Internet Banking service is provided to you in order to facilitate access to view and pay your bills online. DOPAP makes no representation of any kind, express or implied, as to the operation of the Payment Gateway. You expressly agree that your use of this online payment service is entirely at your own risk.

Transaction charge

You will borne the necessary transaction charge plus tax as applicable for online payment of your electricity bill as optional payment mechanism. This charge will be taken by e-payment solution provider for giving this service. Charges are mentioned in DOPAP Portal when user proceeds for online payment.

Transaction Process / Refund Policy

Consumer is to be ensured that transaction id has been generated and if the same has not been generated, she/he has to make the payment of bill afresh to avoid disconnection.

Refund of the money due to above unsuccessful transaction, she/he has to be taken up the matter with the respective issuer bank. DOPAP will not be responsible for such of refund.

There are three ways of transaction flow –

1. Amount is debited from consumer’s account and success message is shown in DOPAP Portal. Connection does not break.
2. Connection breaks before amount is debited from user’s account. There should not be any issue as consumer’s bank/card account is not debited.
3. Connection breaks after amount is debited from user’s account but payment status is not shown in DOPAP Portal. Successful payments will be settled during reconciliation process between DOPAP and Billdesk. Consumer can pay again to make sure that he/she gets transaction receipt. In case of double (or multiple payment) of same bill, the extra amount will be saved as credit. This will be adjusted in the next bills.

Receipt generation

You will get receipt of exact bill amount paid by you. An e-mail will also be sent to your registered e-mail address mentioning the payment information.

Limitation of Liability

DOPAP has made this service available to you as a matter of convenience. DOPAP expressly disclaims any claim or liability arising out of the provision of this service. You agree and acknowledge that you shall be solely responsible for your conduct and that DOPAP reserves the right to terminate your rights to use the service immediately. In no way shall DOPAP or its affiliates be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, data or other intangible losses arising out of or in connection with use of the Payment Gateway.

DOPAP assumes no liability whatsoever for any monetary or other damage suffered by you on account of (i) the delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Payment Gateway/ Internet Banking; or (ii) any interruption or errors in the operation of the Payment Gateway/ Internet Banking.

You shall indemnify and hold harmless DOPAP and their respective officers, directors, agents, and employees, from any claim or demand, or actions.

You agree, understand and confirm that personal data including without limitation details relating to debit card/credit card/ Net Banking transmitted over the internet is susceptible to misuse, theft and/or fraud and that DOPAP has no control over such matters. Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by you, DOPAP does not represent or guarantee that the use of the payment gateway/ Internet Banking will not result in theft and/or unauthorized use of data over the internet.

Debit/Credit card / Net banking details

The debit/credit card/ Net banking details provided by you for use of the Payment Gateway/ Internet Banking will be correct and accurate and you shall not use a debit/credit card/ Net Banking which is not lawfully owned by you. You further agree and undertake to provide correct and valid debit/credit card / Net Banking details.

In default of the above conditions the Company shall be entitled to recover the amount of transaction from the consumer against whose electricity bill the credit / debit card/ Net banking has been used. Further, the Company also reserves the right to initiate any legal action for recovery of cost / penalty or any other punitive measure, as it may deem fit.

I agree with the terms & conditions