

In the course of using this website, mobile applications or its custom extensions or availing the services vide the online application(s), it may become privy to personal information of Users including information that is of a confidential nature. The website is strongly committed to protecting the privacy of the Users and confidentiality of the user information and its transmission through the world wide web and it shall not be held liable for disclosure of the confidential information when in accordance with this privacy commitment or in terms of the agreements, if any, with the Users

The User would be required to cooperate in order to ensure the security of the information and it is recommended that the Users necessarily choose their passwords carefully such that no unauthorized access is made by a third party. To make the password complex and difficult for others to guess, the Users should use combination of alphabets, numbers and special characters (like !, @, #, \$ etc.). The Users should undertake not to disclose their password to anyone or keep any written or other record of the password such that a third party could access it.

eGovernance cell undertakes not to disclose the information to any person, unless such action is necessary to (a) conform to legal requirements or comply with legal process (b) protect and defend the concerned departments' rights, interests or property (c) enforce the terms and conditions of the services or act to protect and defend the rights, interests or property of the concerned departments, constituents or of other persons.

It is also expected in good faith that the Users shall not disclose to any other person, in any manner whatsoever, any information of a confidential nature obtained in the course of availing services through the website.

Cookie policy: This website uses cookies and by using the website User/s agrees that cookies can be placed on his/her device. User/s is free to disable/delete these cookies by changing his/her web browser settings.

The User authorises the department to exchange, share, part with all information related to the details and transaction history of the Users to the departments / banks / financial institutions / agencies/participation in any telecommunication or electronic clearing network as may be required by law, customary practice, statistical analysis and verification or risk management and shall not hold the department liable for use or disclosure of this information.

The fees paid for services offered by the department are statutory in nature and no refunds or chargebacks are allowed. Any false chargeback or refund request may be liable for penalties and/or legal action. For any cancellation of application or services, the department is not liable to refund any fees paid.