



Bhavnagar Municipal Corporation



TERMS & CONDITIONS

Bhavnagar Municipal Corporation (BMC) provides the facility for transacting with BMC Offices through the Internet. The service delivery is subject to the acts and rules promulgated by the BMC from time to time. Electronic delivery of BMC services are in compliance to the IT act 2000. The special conditions and the terms of service applicable to Internet delivery are detailed in this document. The following terms and conditions will apply if you wish to use the Internet for availing a service. Please go through the conditions carefully.

Please note that once you register yourself / Pay taxes through on the BMC Portal site, you are deemed to have agreed to the terms and conditions set forth below. If you do not agree with all these terms and conditions, you must not transact on this Website.

If a user violates the terms and conditions of use by registering more than one user id and or availing services on such multiple user ids, BMC reserves the right to deactivate all such user registration and cancel any or all services requested without any notice.

The performance of this agreement is subject to existing laws and legal processes of BMC, and nothing contained in this agreement is in derogation of BMC's right to comply with law enforcement requests or requirements relating to your use of this Web Site or information provided to or gathered by BMC with respect to such use. You agree that BMC may provide details of your use of the Web Site to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, at BMC's complete discretion. This agreement is made between: Bhavnagar Municipal Corporation (BMC) ("Us") and The User ("You"), the individual, whose details are set out in the Portal Registration page.

Payment Option: The list of payment options available are internet banking /debit card payment / Netbanking payment from banks that are listed when selecting each of the above options. Apart from the fee chargeable to BMC against each service, No other cost / Charges are levied for Online Payment by Bank or BMC.

Complaints Procedure : You can reach us on the contact details given in the 'Contacts' link given in the login page.

General Obligations: You shall access BMC Portal web site only for lawful purposes and you shall be responsible for complying with all applicable laws, statutes and regulations in connection with the use of BMC web site. This Website is for your personal and non-commercial use. You shall not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information, or services obtained from this Website. You shall not create a hypertext link to the Website or "frame" the Website, except with the express advance written permission of the BMC.

Information Provided Services offered : This Portal / project as detailed below has been formulated under the BMC e-Governance to fulfil the vision of providing easy and convenient services to the

agencies/citizens through the BMC Portal by implementing the key components. The objective of the BMC Portal is to ensure the following:

Providing easy, anywhere and anytime access to BMC Services (both Information & Transactional)

Reducing number of visits of citizens to an BMC office / advertisement department for availing the services

Reducing administrative burden and service fulfilment time & costs for the BMC, Citizens & Businesses

Reducing direct interaction of citizen with the BMC and encourage „e-interaction and more efficient communication through portal

Cancellation / Refund policy: The fees once paid will not be refunded for applications which are successfully submitted or for successful bill payment services. Cancellation of applications / bill payments shall not be entertained. The amount paid may be settled with the department respective departmental services. By Default all failure Transactions are automatically refunded as per the standard policy. However for the same to reflect in your account it may take specific time as per the standard policy. Generally refunds will be reflected within a standard number of Days in Case of Net Banking/Debit Card Transaction &a standard number of Days (Next Billing Cycle) for Credit Card Transactions. In case of excess payment, the amount will be settled as per the rules of the respective departmental services.