



## Terms and Conditions

- 1 The consumer (applicant) should be eligible to avail the facility and should provide true, accurate and complete information as required by the company and keep the same updated at all times
- 2 The facility will be available subject to confirmation from the respective bank which is having account to which amount to be debited.
- 3 In case the consumer has opted for the auto debit facility, the consumer shall separately authorized the designated bank to debit the consumer's bank account a recurring basis with such amount has specified by company or the company from time to time being towards payment of all charges due for the services rendered under application form. The standing instruction by the consumer to the bank will be effective and will apply (as the case may be) only if the consumers' bank account has adequate balance. Applicants bank account will be debited on 4(four) working day before bill due date.
- 4 If consumer's banks account does not have sufficient funds to make a payment, the company shall have no obligation or liability, if it does not complete a payment. Because there are insufficient funds in applicant's respective account to process a payment. In the circumstances consumer's shall ensure to make the payment in cash along with applicable charges
- 5 If one or more successive payments / instructions are not received / honored before due date of the relevant bill company reserved the right to withdraw the services facility to the Application form without either of them being liable to provide any notice to the consumer and to initiate any other action / proceedings as may be deemed appropriate by the company. In the even the consumer's Payment instruction is dishonored by the designated bank for any reason whatsoever, may be levied per instance of dishonor. Action will be taken as per prevailing rules of company for such nonpayment incident.
- 6 The company reserves right to reject / withdraw / terminate the facility in full or in part at any time without assigning any reason and without being liable to provide advance notice In addition the facility shall be withdrawn upon termination of the relationship between the company and third party vendors providing equipment / connectivity / integration. Services which are necessary for continues provision of the facility.
- 7 Consumer agree that all billing and payment details will be prepared by electronic means and the information contained therein will be extracted from the computerized system maintained by the company. The company is not liable for any error and that consumer shall always hold the company harmless against any losses, damages etc. that may be incurred or suffered by me (consumer). If the information contained is inaccurate / incorrect / incomplete.
- 8 Company disclaims all warranties of any kind, whether express or implied including without limitation any representations or warranty, regarding the use or the results of the facility in terms of its correctness, accuracy reliability, usefulness, completeness, continuity, uninterrupted access, timeliness or otherwise.
- 9 Company shall not be responsible and liable for any damages / compensations for any loss, damage / compensations for any loss damages etc incurred by the consumer on account of use, non-availability or deficiency in the provisioning of the facility. The consumer shall bear the entire responsibility for and associated with user of facility.
- 10 The company shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages whatsoever including but not limited to the damages or losses resulting from A The use or performance or inability to user or non-performance of the Facility. B The provision or failure to provide the facility. C The authorized access to or alteration of the transmission or data such transactions that are carried out on your instructions in good faith. D Any loss or Damage incurred or suffered by the consumer due to the defect, error, failure or interruption in the provision of the facility or any other matter related to facility.
- 11 The company reserves right to modify (with prospective or retrospective effect), these terms and conditions from time to time without being able to provide any reason or notice therefore.
- 12 In the even the consumer dissatisfied with the facility being made available in the respect or with any of the terms of service or alteration there to, the consumer's sole and exclusive remedy is to discontinue the use or the facility by giving in writing 15 days' notice of termination of this facility and obtain acknowledgement thereof. Consumer indemnity and keep the company free and harmless from and against all liabilities, losses, claims and damages arising from negligence , fraud, collusion or violation of terms herein on my part and/or a third party provided there is no gross negligence on the part of the company.
- 13 The facility shall not be used for any purpose that is unlawful or prohibited under the law of the company. The foregoing terms and conditions shall form an integral part of the application form. The consumer shall be responsible to pay / bear any taxes, duties or levies as maybe imposed by the authority from time to time for availing this facility
- 14 I/We agree to provide my / our correct identification details as registered with the billing company.
- 15 I/We agree to indemnify the bank from any liability due to incorrect information in this regard
- 16 I / We also agree to communicate any change in identification details as registered with the billing company.
- 17 I / We have no objection whatsoever, to the billing company providing my / our billing details to the bank or third party nominated by PGVCL
- 18 I / We agree for deduction PGVCL energy charges now onwards as per regular bill for above mentioned consumer, otherwise my / our connection is liable for disconnection and delay payment charges will be leviable by PGVCL on as per company's rules. If bill amount is greater than the above mentioned limit it will be my / our responsibility to make payment at Sub Division Office of PGVCL
- 19 If consumer have any grievances regarding correctness of bill, he / they have to intimate to local billing issuing sub divion of PGVCL and make payment through cash otherwise PGVCL will intimate to Bank / Third Party for the same bill amount.

## Instructions to Fill Mandate

- 1 UMRN is auto generated during mandate creation and is mandatory to be update during amendment and cancellation of mandate. (Maximum length -20 Alfa Numeric Characters.
- 2 Date in DD / MM / YYYY formate
- 3 Sponsor bank IFSC / MICR code left padded with zeroes where necessary. ( Maximum length - 11 Alpha numeric character)
- 4 Utility Code of the Service Provider ( Maximum length - 18 Alpha Numeric Characters)
- 5 Name of Service Provider
- 6 Tick on box to select type of action to be initiated.
- 7 Tick on box to select type of account to be affected.
- 8 Customer's legal account number, left padded with zeroes. ( Maximum length - 35 Alpha numeric character)
- 9 Name of Bank and Branch
- 10 IFSC / MICR code of customer bank. ( Maximum length - 11 Alpha numeric character)
- 11 Amount payable for service or maximum amount per transaction that could be processed in words
- 12 Amount in figures similar to the amount mentioned in words. ( Maximum length - 13 Digit numeric character)
- 13 Service Provider generated consumer reference number.
- 14 Service Provider generated scheme / plan reference number
- 15 Tick on box to selct frequency of transaction
- 16 Validity of mandate with dates in DD / MM / YYYY format
- 17 Names of customers and signatures as well as seal of company (where required) ( Maximum length - 40 Alpha numeric character)
- 18 Undertaking by customer
- 19 Permanent ID of customer e.g. PAN / Aadhar No.
- 20 Telephone no with STD code of customer
- 21 10 digit mobile number of customer
- 22 Mail ID of customer