

Online Payment Terms and Conditions

Payment Gateway (Credit/Debit Card) Disclaimer

Bill payments to **TP Western Odisha Distribution Limited ("TPWODL")** may be made through an electronic and automated collection and remittance service ("Payment Gateway") hosted by TPWODL's designated bank.

The Payment Gateway is provided solely to facilitate online viewing and payment of electricity bills. TPWODL makes no representation or warranty, express or implied, regarding the availability, operation, or performance of the Payment Gateway. By using this service, you acknowledge and agree that you do so at your own risk.

Limitation of Liability

The Payment Gateway is provided as a convenience to consumers. TPWODL expressly disclaims any liability arising from the provision or use of this service.

You acknowledge and agree that:

- You are solely responsible for your use of the Payment Gateway.
- TPWODL reserves the right to suspend or terminate your access to the service at any time, where permitted by applicable law.

To the fullest extent permitted by applicable law, TPWODL and its affiliates shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including, without limitation, loss of profits, goodwill, data, or other intangible losses arising out of or in connection with the use of the Payment Gateway.

TPWODL shall not be liable for any monetary or other loss arising from:

1. Any delay, failure, interruption, corruption, or loss of data or information transmitted through the Payment Gateway; or
2. Any interruption, malfunction, or error in the operation of the Payment Gateway.

You agree to indemnify and hold harmless TPWODL and its officers, directors, employees, and agents from and against any claims, demands, losses, liabilities, or actions arising out of your misuse of the Payment Gateway or your breach of these terms.

You acknowledge that personal information, including debit or credit card details transmitted over the Internet, may be susceptible to misuse, theft, or fraud, and that TPWODL has no control over such risks.

Although TPWODL takes reasonable precautions to safeguard information transmitted through the Payment Gateway, it does not warrant or guarantee that transmission over the Internet will be completely secure or free from unauthorized access, theft, or misuse.

Rights of TPWODL

TPWODL reserves the right to reverse any payment made through a credit or debit card if it is subsequently informed by its banker that the card was used without authorization or if TPWODL is otherwise legally unable to retain the payment.

Such reversal shall be treated as an applicable condition governing the settlement of electricity dues through the Payment Gateway.

Consumers are advised to ensure that only bona fide and lawfully authorized credit or debit cards are used for payment of electricity bills.

Debit/Credit Card Details

You represent and warrant that:

- The debit or credit card used for payment is lawfully owned or otherwise validly authorized for your use.
- All card information provided is accurate, complete, and current.

Net Banking Disclaimer

Bill payments to TPWODL may also be made through an electronic and automated collection and remittance service ("Net Banking") provided through participating banks.

The Net Banking facility is provided solely for your convenience to facilitate online payment of electricity bills. TPWODL makes no representation or warranty, express or implied, regarding the operation or availability of the Net Banking service. Your use of this facility is entirely at your own risk.

Limitation of Liability

The Net Banking facility is provided as a convenience to consumers. TPWODL expressly disclaims any liability arising from the provision or use of this service.

To the fullest extent permitted by applicable law, TPWODL and its affiliates shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including, without limitation, loss of profits, goodwill, data, or other intangible losses arising from or in connection with the use of the Net Banking service.

TPWODL shall not be liable for any monetary or other loss arising from:

1. Any delay, failure, interruption, corruption, or loss of data or information transmitted through the Net Banking service; or
2. Any interruption, malfunction, or error in the operation of the Net Banking service.

You agree to indemnify and hold harmless TPWODL and its officers, directors, employees, and agents from and against any claims, demands, losses, liabilities, or actions arising out of your misuse of the Net Banking service or your breach of these terms.

You acknowledge that information relating to your bank account transmitted over the Internet may be susceptible to misuse, theft, or fraud, and that TPWODL has no control over such risks.

Although TPWODL takes reasonable precautions to safeguard information transmitted through the Net Banking service, it does not warrant or guarantee that transmission over the Internet will be completely secure or free from unauthorized access, theft, or misuse.

You (Customer) do hereby confirm that in case of any reason whatsoever, if the transaction is failed and/or TPWODL is unable to realize the payment, then on that scenario you shall ensure payment by using any mode against the failure /unrealized transaction.

Rights of TPWODL

TPWODL reserves the right to reverse any payment made through Net Banking if it is subsequently informed by the relevant bank or payment service provider that the bank account was used without authorization or if TPWODL is otherwise legally unable to retain the payment.

Such reversal shall be treated as an applicable condition governing the settlement of electricity dues through the Net Banking facility.

Consumers are advised to ensure that only bona fide and lawfully authorized bank accounts are used for payment of electricity bills.

Bank Account Details

You represent and warrant that:

- The bank account used for payment is lawfully owned or otherwise validly authorized for your use.
- All bank account information provided is accurate, complete, and current.