

## Online Payment Policies

This online payment system is provided by KERALA STATE POLLUTION CONTROL BOARD. KERALA STATE POLLUTION CONTROL BOARD may update these terms from time to time and any changes will be effective immediately on being set out here. Please ensure you are aware of the current terms. The country of domicile for KERALA STATE POLLUTION CONTROL BOARD is India.

### Terms & Conditions

Please read these terms carefully before using the online payment facility. Using the online payment facility on this website indicates that you accept these terms. If you do not accept these terms do not use this facility.

All payments are subject to the following conditions:-

The descriptions of fees are specific to you (i.e. Fee name, Date etc.) when you log in with your unique password. All the fees quoted are in Indian Rupees. KERALA STATE POLLUTION CONTROL BOARD reserves the right to change the fees at any time.

- Your payment will normally reach KERALA STATE POLLUTION CONTROL BOARD account to which you are making a payment within two working days.
- We cannot accept the liability for a payment not reaching to KERALA STATE POLLUTION CONTROL BOARD account due to your quoting on an incorrect account number or incorrect personal details. Neither can we accept the liability if payment is refused or declined by the credit/debit card supplier for any reason.
- If the card supplier declines payment KERALA STATE POLLUTION CONTROL BOARD is under no obligation to bring this fact to your attention. You should check with your Bank/Credit/Debit card supplier that payment has been deducted from your account.
- In no event will KERALA STATE POLLUTION CONTROL BOARD be liable for any damages whatsoever arising out of the use, inability to use, or the results of use of this site, any websites linked to this site, or the materials or information contained at any or all such sites, whether based on warranty, contract, tort or any other legal theory and whether or not advised of the possibility of such damages.

### Refund Policy/Cancellation Policy

- If the customer leaves KERALA STATE POLLUTION CONTROL BOARD website before they complete their transaction, there shall be no entitlement to the refund of fees.
- Refunds, if applicable, at the discretion of the KERALA STATE POLLUTION CONTROL BOARD, will only be made to the debit/credit card used for the original transaction. For the avoidance of doubt nothing in this Policy shall require KERALA STATE POLLUTION CONTROL BOARD to refund the fees (or part thereof) unless such fees (or part thereof) has previously been paid.

### Security

All payment details which are entered through this payment gateway are encrypted when the customer, or third party make payment, enters them. Communications to and from the service provider's website are encrypted.

KERALA STATE POLLUTION CONTROL BOARD shall not be liable for any failure by the customer or third party making payment of fees to properly protect data from being

seen on their screen by other persons or otherwise obtained by such persons, during the online payment process or in respect of any omission to provide accurate information in the course of the online payment process.

#### Service provider

Online payments of fees can be made by Credit / Debit card or Netbanking. These payments are not collected by KERALA STATE POLLUTION CONTROL BOARD directly but by the service provider.

Once payment is received by the service provider in cleared funds, the service provider will contact KERALA STATE POLLUTION CONTROL BOARD to confirm the details of the successful payment made by the customer, or third party making payment. On receipt of this confirmation, KERALA STATE POLLUTION CONTROL BOARD will confirm to the customer that the payment has been received and accepted by the KERALA STATE POLLUTION CONTROL BOARD. In the event that the customer does not receive confirmation within 14 days of making the payment it is the responsibility of the customer to check with the KERALA STATE POLLUTION CONTROL BOARD that the payment has been accepted. The customer shall remain responsible for the fees until such time as the confirmation as referred to above is received from the KERALA STATE POLLUTION CONTROL BOARD in relation to each of these and any outstanding amounts owed to the KERALA STATE POLLUTION CONTROL BOARD.

#### Privacy Policy

This Privacy Policy applies to all of the products, services and websites offered by KERALA STATE POLLUTION CONTROL BOARD. Sometimes, we may post product specific privacy notices or help centre materials to explain our products in more detail.

If you have any questions about this Privacy Policy, please feel free to contact us through our website or write to us at

Kerala State Pollution Control Board  
Pattom P.O., Thiruvananthapuram - 695 004  
Tel: 0471 - 2318153, 54, 55, 56, 2312910  
<http://www.keralapcb.org>

#### Additional Information

##### Website Details:

Entire content of the website has been gathered to the best of our knowledge and belief, and the company endeavours to keep it up to date. In particular, we reserve the entire right to update and/or modify and/or remove this data anytime and without any prior notice. Please note that KERALA STATE POLLUTION CONTROL BOARD holds no responsibility for incorrect or no longer correct statements, quotes or descriptions and thereby excludes liability for any losses resulting from such wrong information.

Further, KERALA STATE POLLUTION CONTROL BOARD has every right to bring about legal action on customers who misuse/alter/reproduce the content/ information available on the website.

### Data Privacy Policy

Our Data privacy policy strictly conforms as per the regulations set down in accordance to the protection of data collected from people visiting our website. KERALA STATE POLLUTION CONTROL BOARD treats all personal data obtained via internet and our website carefully and confidentially so that no physical/mental harm is instilled up on the person, with regard to the collected data. Personal data that has possibly been known to us will be kept secret, privacy will be respected and information will be used exclusively for the purpose for which it was made known to us. Without seeking approval of the respective person, this data will neither be made accessible to third parties, nor transferred to them in any form or manner.

### Changes to our Privacy Policy

KERALA STATE POLLUTION CONTROL BOARD reserves the entire right to modify/amend/remove this privacy statement anytime and without any reason. Nothing contained herein creates or is intended to create a contract/agreement between KERALA STATE POLLUTION CONTROL BOARD and any user visiting the KERALA STATE POLLUTION CONTROL BOARD website or providing identifying information of any kind.

### DND Policy

If you wish to stop any further sms/email alerts/contacts from our side, all you need to do is to send an email to [kspcbtrivandrum@gmail.com](mailto:kspcbtrivandrum@gmail.com) with your mobile numbers and you will be excluded from the alerts list.

### Contact Details:

Email: [kspcbtrivandrum@gmail.com](mailto:kspcbtrivandrum@gmail.com)