

# **Terms and Conditions**

**Effective Date:** 20-09-2025

By accessing and using this portal, you agree to the following terms and conditions. Please read them carefully before proceeding.

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## **1. General Use**

1.1. This portal is provided by JalKal Vibhag, Nagar Nigam Ghaziabad for the convenience of propertyowners to view water charge ledgers, make their dues payments, download payment receipts of property etc.

1.2. The information provided on this portal is for informational purposes only and is subject to change without prior notice.

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## **2. Payment Terms**

2.1. Payments made through this portal are final and refer the refund policy available on the website.

2.2. The portal supports online payment methods as displayed during the payment process. Users are responsible for ensuring accurate entry of payment details.

2.3. Payment confirmation receipts are generated automatically upon successful transactions. Ensure you download and retain a copy of the receipt for your records.

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## **3. Accuracy of Information**

3.1. Users are responsible for verifying the accuracy of the property details, amounts, dues, and fees before making payments.

3.2. JalKal Vibhag, Nagar Nigam Ghaziabad strives to ensure that all information displayed on the portal is accurate and up-to-date. However, discrepancies may occur due to unforeseen errors or technical issues. In such cases, users are encouraged to contact JalKal Vibhag, Nagar Nigam Ghaziabad for clarification.

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## 5. Limitations of Liability

5.1. JalKal Vibhag, Nagar Nigam Ghaziabad is not liable for any losses, damages, or inconveniences arising from:

- User errors, including incorrect entry of application, property or payment details.
- Technical issues beyond JalKal Vibhag's control, such as internet disruptions or payment gateway failures.
- Unauthorized access or misuse of user data caused by factors outside JalKal Vibhag's security protocols.

5.2. In the event of a dispute related to payments, users should contact JalKal Vibhag's support team for resolution during working.

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## 6. User Conduct

6.1. Users agree not to misuse the portal for any illegal, fraudulent, or unauthorized activities.

6.2. Any attempt to interfere with the portal's functionality, such as hacking or introducing malicious software, is strictly prohibited and may result in legal action.

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## 7. Changes to Terms and Conditions

7.1. JalKal Vibhag, Nagar Nigam Ghaziabad reserves the right to modify these terms and conditions at anytime. Changes will be effective immediately upon posting on the portal.

7.2. Continued use of the portal after such changes constitutes acceptance of the updated terms.

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## 8. Governing Law

8.1. These terms and conditions are governed by the laws of Ghaziabad Jurisdiction. Any disputes arising from the use of this portal will be subject to the exclusive jurisdiction of the courts in Ghaziabad.

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## 9. Contact Information

For any queries or issues related to the Portal, please contact on the following

email: : jalkal.nng@gmail.com

**By using this portal, you acknowledge that you have read, understood, and agree to these terms and conditions.**

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