

VISITORS TO THIS WEB SITE ARE BOUND BY THE FOLLOWING TERMS AND CONDITIONS ("TERMS"). SO, PLEASE READ THE TERMS CAREFULLY BEFORE CONTINUING TO USE THIS SITE. IF YOU DO NOT AGREE WITH ANY OF THESE TERMS, PLEASE DO NOT USE THIS SITE.

The use of this website is subject to the following terms of use:

Terms of Use:

Please note that the acknowledgement for all successful / failure transaction will be displayed. You may, if you so desire, print or save the transaction details. However, the possibility of the link getting disconnected during the return path from the bank after successful bill payment cannot be ruled out in which case the Online Payment Receipt cannot be generated instantly. It will not be possible to generate the payment receipt at this stage if we do not receive the payment confirmation from the payment gateway. As soon as the information is received by us, the payment receipt will be available on our website. You may check the status by getting in touch with us over customer assistance numbers or e-mail id printed on your electricity bills top left corner. Please ensure you mention your K. No. (Consumer Number) while you correspond with us in any manner.

Digital Payments of Bills by you to CESC-Rajasthan entities (which include "KEDL – Kota Electricity Distribution Limited" , "BESL – Bharatpur Electricity Services Limited", and "BkESL – Bikaner Electricity Supply Limited") (hereinafter also referred as 'the Company') may be made through an electronic and automated collection and remittance service (the "Digital Payments") which include Net Banking, Debit Cards, Credit Cards, e-wallets, Unified Payment Interface, Bharat-QR, National Electronic Funds Transfer, Real Time Gross Settlement. The Digital Payment avenues provided to you in order to facilitate access to view and pay your bills online. CESC-Rajasthan, its group entities and affiliates make no representation of any kind, express or implied, as to the operation of the Digital Payments system. You expressly agree that your use of this payment service is entirely at your own risk and will.

CESC-Rajasthan, its group entities and affiliates have made this service available to you as a matter of convenience. CESC-Rajasthan, its group entities and affiliates expressly disclaim any claim or liability arising out of the provision of this service. You agree and acknowledge that you shall be solely responsible for your conduct and that CESC-Rajasthan, its group entities and affiliates, reserve the right to terminate your rights to use the service immediately. In no way shall CESC-Rajasthan or its affiliates be liable for any direct, indirect, incidental, special, consequential or exemplary damages including but not limited to, damages for loss of profits, goodwill, data or other intangible losses arising out of or in connection with use of the Net Banking. CESC-Rajasthan and or its affiliates assume no liability whatsoever for any monetary or other damage suffered by you on account of (i) the delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Net Banking; or (ii) any interruption or errors in the operation of the Net Banking. You shall indemnify and keep harmless CESC-Rajasthan, its affiliates, and their respective officers, directors, agents, and employees, from any claim or demand, or actions. You agree, understand and confirm that personal data including without limitation details relating to the bank account transmitted over the internet is susceptible to misuse, theft and/or fraud and that CESC-Rajasthan, its group entities and affiliates have no control over such matters. Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by you, CESC-Rajasthan, its group entities and affiliates, does not represent or guarantee that the use of the Digital Payments will not result in theft and/or unauthorized use of data over the internet. Rights of CESC-Rajasthan, its group entities and affiliates for the information and appropriate action of the consumers, it is hereby notified by CESC-Rajasthan, its group

entities and affiliates that the Company reserves the right to reverse any payment effected by a consumer through bank account, in situation, where ultimately the Company is not in a position to retain such payment, on the ground of un-authorized use (intimated to us by the bank through our service provider) of the bank account through which settlement has been made. The above should be considered as an applicable rule for settlement of electricity dues to CESC-Rajasthan, its group entities and affiliates through Digital Payments system. Accordingly, to avoid future complications, the consumers are advised to ensure the bonafide of the bank account being used for settlement of their electricity dues to the Company. Bank Account details, the bank account details provided by you for use of the Digital Payments should be correct and accurate and you shall not use the bank account which is not lawfully owned by you.

Payer / Consumer / Depositor is advised to check the correctness of K No. (Consumer Number), Consumer name, address and the other particulars, before making any payments. Failure to do so will be entirely at the risk of the payer.

CESSC-Rajasthan, its group entities and or affiliates will not be responsible for any payment being made by payer for or on behalf of the consumer to any person / entity other than an authorized avenue and mode of payment.

Consumer is liable to pay surcharge levied for delayed payment at such rate as specified by Hon'ble Rajasthan Electricity Regulatory Commission from time to time.

Consumers are advised to make payment in full of the due amount along with delayed payment charges, if any.

At the time of releasing the payment, Consumer / Payer / Depositor for or on behalf of the consumer is advised to write his/her correct mobile number, email id.

Payment made shall be deemed to have been actually made on the date of its realization in case of any intermittent error beyond the control of CESC-Rajasthan and or its group entities.

The payments made by the Consumer/Depositor, for or on behalf of the Consumer vide this payment mode offered by CESC-Rajasthan, under no circumstances is deemed as full and final settlement.

All claims and disputes are subject to exclusive jurisdiction of Kolkata courts only.

Refund Policy: Any credit arising in the consumer's account out of multiple payments will be carried forward for adjustment in his subsequent electricity bills.
