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Online Privacy Policy Only This online privacy policy applies only to information collected through our website and not to information collected offline.

Payment Gateway Disclaimer Bill payments by you to Central Electricity Supply Utility may be made through an electronic and automated collection and remittance service (the "Payment Gateway") hosted through HDFC bank and BillDesk (the 'Payment Service Providers'). The Payment Gateway service is provided to you in order to facilitate access to view and pay your bills online. CENTRAL ELECTRICITY SUPPLY UTILITY makes no representation of any kind, express or implied, as to the operation of the Payment Gateway. You expressly agree that your use of this online payment service is entirely at your own risk.

Limitation of Liability 1. CENTRAL ELECTRICITY SUPPLY UTILITY has made this service available to you as a matter of convenience. CENTRAL ELECTRICITY SUPPLY UTILITY expressly disclaims 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 CENTRAL ELECTRICITY SUPPLY UTILITY reserves the right to terminate your rights to use the service immediately. 2. In no way shall CENTRAL ELECTRICITY SUPPLY UTILITY, the Payment Service Providers 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 the access to, use of, or reliance on the the Payment Gateway services. 3. CENTRAL ELECTRICITY SUPPLY UTILITY and the Payment Service Providers assumes 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 Payment Gateway; or (ii) any interruption or errors in the operation of the Payment Gateway. 4. You shall indemnify and hold harmless CENTRAL ELECTRICITY SUPPLY UTILITY and their respective officers, directors, agents, and employees, from any claim or demand, or actions. We / our Employees are not liable for any loss or damages arising from your use of, or reliance upon the information contained on our website, or any

failure to comply with the terms and conditions where such failure is due to circumstance beyond our reasonable control. If we waive any rights available to us under terms and conditions on an occasion, this does not mean that those rights will automatically be waived on any other or subsequent occasion. If any part of terms and conditions are held to be invalid, unenforceable or illegal for any reason, the remaining terms and conditions shall nevertheless continue in full force. 5. You agree, understand and confirm that personal data including without limitation details relating to debit card/credit card transmitted over the Internet is susceptible to misuse, theft and/or fraud and that CENTRAL ELETRICITY SUPPLY UTILITY has no control over such matters. 6. Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by you, CENTRAL ELETRICITY SUPPLY UTILITY does not represent or guarantee that the use of the payment gateway will not result in theft and/or unauthorized use of data over the Internet. 7. CESU, the Payment Service Providers and its affiliates and associates shall not be liable, at any time, for any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communications line failure, theft or destruction or unauthorized access to, alteration of, or use of information contained at this site. 8. To register with this website or to use certain services and tools, you may have to create your User ID and Password. Your User ID and Password are very important pieces of information and it is your responsibility to keep them secured. You agree to ; • Choose a new password, whenever you required to do so. • Keep your User ID & Password confidential. • Be responsible for any transactions made by Users, you have authorized to use your User ID and Password. We recommend that you do not divulge your password to anyone. Central Eletricity Supply Utility will never ask you for your password in an unsolicited phone call or in an unsolicited email. Also remember to sign out of your Central Eletricity Supply Utility account and close your browser window when you have finished your work. This is to ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet café

Debit/Credit card, Bank Account details The debit/credit card details provided by you for use of the Payment Gateway will be correct and accurate and you shall not use a debit/credit card, which is not lawfully owned by you. You further agree and undertake to provide correct and valid debit/credit card details. You may pay bills at Central Eletricity Supply Utility by using a Debit/Credit Card or through using your Online Banking Account. When You initiate a payment transaction and/or issue a online payment Instruction and provide Your Card / Bank details: You warrant that Your fully and lawfully entitled use such Credit / Debit Card, Bank Account for such transactions You are responsible to ensure that the Card, Bank Account details provided by You are accurate You are authorising the debit to the nominated Card, Bank account for the settlement of bills selected by you along with the applicable Fees. You are responsible to ensure that sufficient credit is available on your nominated Card, Bank Account at the time of making the payment to permit the payment of the bill/s selected by You inclusive of the applicable Fee.

Personal Information 1. To the extent required or permitted by law, we may also collect, use and disclose personal information in connection with security related or law enforcement investigations or in the course of cooperating with authorities or complying with legal requirements. 2. If you e-mail us, you are voluntarily releasing information to us. Your e-mail address will be used by CESU to respond to you. 3. In addition, we may have collected similar information from you in the past. By entering this website you are consenting to the terms of our information privacy policy and to our continued use of previously collected information. By submitting your personal information to us, you will be treated as having given your permission for the processing of your personal data as set out in this policy. 4. Your information will be managed in accordance with the law, including Data Protection Act, 1998. Email, mailing lists, and other services When you request information or services, we use your email address and any other information you give us to provide you with the information or services

you've requested, including sending transaction confirmations, acknowledgements and alerts. Mail confirming your transactions or any changes to your account information, will be sent as per Central Electricity Supply Utility's prevailing operating policy and with a view to enhance the security of the service offering. In respect of other information or services sent to your email address, we will continue to provide these until you ask us to stop (by using the "unsubscribe" instructions provided on each email and/or the Web site where you signed up and/or as we otherwise provide), or until the information or service is no longer available. We will not use your email address or other information to provide you with any unsolicited message or information (unless the message or information is part of the service you are requesting)

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Terms and conditions related to e-payment

1. The following terms and conditions will apply to the user of CESU's online payment gateway service offered through the CESU website. Please go through the conditions carefully and if acceptable, you may register and transact for e-payment on CESU Website. You can either register on CESU's website or you can enter your consumer number and billing unit number and you can pay your latest bill.
2. CESU's performance of this agreement is subject to existing laws and legal procedures of Government of India, and nothing contained in this agreement is in derogation of CESU's right to comply with law enforcement requests or requirements relating to your use of this Web Site or information provided to or gathered by CESU with respect to such use. You agree that providing details of your use of the Web Site by CESU to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, is CESU's complete discretion.
3. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.
4. This agreement constitutes the entire agreement between the customer and CESU with respect to e-payment on CESU Website and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and CESU with respect to this Website. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.
5. The records of Central Electricity Supply Utility and/or the Payment Service Provider, generated by the transactions arising out of the use of the Service, including the time the transaction is recorded shall be conclusive proof of the genuineness and accuracy of the transaction.
6. The services of e-payment of electricity bill is absolutely free for CESU Consumers for all types of transactions. CESU reserves the right to charge and recover from the User, fees for availing the Service.
7. **Refund / Charge Back Transaction:** In the event of charge back or refund of the amount to the consumer for any reason, the amount will be refunded to the consumer through Gateway process only and no cash refunds will be made.

Additional Information If at any time you believe that Central Electricity Supply Utility has not adhered to these privacy guidelines, please notify us by email at _____ and we will resolve it and take any remedial action as we reasonably determine in our discretion and in accordance with applicable laws.

GENERAL TERMS AND CONDITIONS

1. CESU does not routinely monitor your postings to the web site but reserves the right to do so. However, in our efforts to promote good citizenship within the Internet community, if CESU becomes aware of inappropriate use of the web site or any of its Services, CESU will respond in any way that, in its sole discretion, CESU deems appropriate. You acknowledge that CESU will have the right to report to law enforcement authorities any actions that may be considered illegal, as well as any information it receives of such illegal conduct. When requested, CESU will co-operate fully with law enforcement agencies in any investigation of alleged illegal activity on the Internet.
2. You agree to use this site for lawful purposes only. You must not use this site for any of the following :
 - To send, state, publish, use or

reuse any material which is offensive, abusive, defamatory, indecent, obscene, threatening or illegal or in breach of copyright, trade mark, confidence, privacy or any other rights. • To transmit any chain letters, spam letters, or junk e-mail or participate in mischievous or malicious behaviour which causes or may cause damage, annoyance, inconvenience or needless anxiety to this website or any other party. • You may not circumvent or attempt to circumvent security measures or try to modify the site content. 3. We will do our best to ensure that content on this site is accurate and up to date and to address any errors or omissions as soon as they are identified, however; • We can not guarantee that the content is always accurate and up to date or that it applies to the individual circumstances of your business. • Content of this site is not intended to be used as a substitute for legal or professional advice. • You should seek any appropriate professional advice relevant to your particular circumstance. 4. CESU reserves the right to terminate access to this web site at any time and without notice. Further this limited license terminates automatically, without notice to you, if you breach any of these Terms. Upon termination, you must immediately destroy any downloaded and printed materials. 5. We reserve the right to exclude a particular user from a service, and/or delete their details if the abuse it (which could include, but is not limited to, hacking, submission of obscenities, fraud or the spreading of computer viruses). We may also make changes to a service without warning ; this may include the removal of a service at any time. 6. CESU may change the terms and conditions and disclaimer set out above from time to time. By browsing this web site, you are accepting that you are bound by the current terms and conditions and disclaimer and so you should check these each time you revisit the web site. 7. CESU may change the format and content of this web site at any time. 8. CESU may suspend the operation of this web site for support or maintenance work, in order to update the content or for any other reason. 9. Personal details provided to CESU through this web site will only be used in accordance with our privacy policy. Please read this carefully before going on. By providing your personal details to us you are consenting to its use in accordance with our privacy policy. 10. Security and Virus Protection: No data transmission over the Internet can be guaranteed as totally secure. While we strive to protect such information, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, such transmission is at your own risk. We will not be liable for any damages or loss arising out of or resulting from any unauthorized access to, alternation to or modification of information contained on this website. We make every effort to check and test our website during production. You must take your own precautions to ensure that the process which you employ for accessing this website does not expose you to risk of viruses, malicious computer code or other forms of interference which may damage your computer system. It is always wise for you to run an anti-virus program on anything you download from the Internet. We accept no liability for any loss, disruption or damage to your computer system or your data caused by using this website or arising as a result of having used the website.