

Terms & Conditions

1. I/We agree and accept the services provided by ELECTRICITY DEPARTMENT at my/our request to carry out my/our bill payments through Payment Gateway on my/our account, through instructions given by me/us from time to time.
2. I/We agree to provide my/our correct identification details as registered with the billing department. I/We agree to indemnify the Bank/Payment Gateway from any liability due to incorrect information in this regard. I/We also agree to communicate any change in identification details to the ELECTRICITY DEPARTMENT.
3. I/We have no objection whatsoever, to the billing department providing my/our billing details to the Bank/Payment Gateway.
4. While the Bank/Payment Gateway will take all reasonable steps to ensure the accuracy of the billing details, the Bank/Payment Gateway is not liable for any error. I/We shall not hold the Bank/Payment Gateway responsible for any loss, damages, etc. that may be incurred / suffered by me/us, if the information contained turns out to be inaccurate/incorrect.
5. I/We agree that any disputes on bill details will be settled directly with the concerned office of the ELECTRICITY DEPARTMENT and the Bank/Payment Gateway's responsibility is limited to provision of information only.
6. I/We agree that we will make bill amount payments as required by the ELECTRICITY DEPARTMENT. I/We will not hold the Bank/Payment Gateway responsible for the biller rejecting the bill amount because of incorrect or incomplete entries.
7. I/We agree to pay full amount of electricity bill otherwise my/our connection is liable for disconnection and delay payment charges will be leviable as per JERC regulations.
8. I/We agree that the record of the instructions given and transactions with the Bank/Payment Gateway shall be conclusive proof and binding for all purposes and can be used as evidence in any proceeding.
9. I/We agree that the ELECTRICITY DEPARTMENT is at liberty to withdraw at any time the Bill Payment facility, or any services provided there under, in respect of any or all the account (s) without assigning any reason whatsoever, without giving me/us any notice.

Your consent and changes to the Terms & Conditions

By using the website, <https://urjapay.andaman.gov.in>, you consent to accept the Terms & Conditions as we have outlined on this page. ELECTRICITY DEPARTMENT may decide to change this Terms & Conditions from time to time. When we do, we will post those changes on these pages so that you are always aware of these.