

Payment Policy

TERMS & CONDITIONS

Ahmedabad Urban Development Authority (AUDA) provides the facility for transacting with AUDA Offices through the Internet. The service delivery is subject to the acts and rules promulgated by the AUDA from time to time. Electronic delivery of AUDA services are in compliance to the IT act 2000. The special conditions and the terms of service applicable to Internet delivery are detailed in this document.

The following terms and conditions will apply if you wish to use the Internet for availing a service. Please go through the conditions carefully and if you accept them, you may create a user and transact on the site. After creating a user you have to register the basic personal details on the site for availing a service. Please note that once you register yourself on the site, you are deemed to have agreed to the terms and conditions set forth below. If you do not agree with all these terms and conditions, you must not transact on this Website.

If a user violates the terms and conditions of use by registering more than one user id and or availing services on such multiple user ids, AUDA reserves the right to deactivate all such user registration and cancel any or all services requested without any notice. Garbage / Junk values in profile may lead to Deactivation.

The performance of this agreement is subject to existing laws and legal processes of AUDA, and nothing contained in this agreement is in derogation of AUDA'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 AUDA with respect to such use. You agree that AUDA may provide details of your use of the Web Site to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, at AUDA's complete discretion.

This agreement is made between: Ahmedabad Urban Development Authority (AUDA) ("Us") and The User ("You"), the individual, whose details are set out in the website.

Payment Option:

The list of payment options available are internet banking /debit card payment / credit card payment from banks that are listed when selecting each of the above options. Apart from the fee chargeable to AUDA against each service, bank / payment gateway transaction charges will be applicable extra. Once you register basic profile data as the case may be, you can apply for a service. For online payment services the registration is mandatory. The status of the applications submitted online shall be searched using the Status menu. SMS will be sent to your registered mobile number at different stages of processing of your application.

User Creation:

You are responsible for maintaining the confidentiality of the password and account, and are fully responsible for all activities that occur under your password or account.

Complaints Procedure:

You can reach us on the contact details given in the 'Contacts' link given in the login page.

Your obligations

General Obligations:

You shall access AUDA web site only for lawful purposes and you shall be responsible for complying with all applicable laws, statutes and regulations in connection with the use of AUDA web site. This Website is for your personal and non-commercial use. You shall not modify copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information, or services obtained from this Website. You shall not create a hypertext link to the Website or "frame" the Website, except with the express advance written permission of the AUDA.

Information Provided

Services offered:

This Portal / project as detailed below has been formulated under the AUDA e-Governance to fulfill the vision of providing easy and convenient services to the agencies/citizens through the AUDA Portal by implementing the key components.

The objective of the AUDA Portal is to ensure the following:

- Providing easy, anywhere and anytime access to AUDA Services (both Information & Transactional)
- Reducing number of visits of citizens to an AUDA office / advertisement department for availing the services
- Reducing administrative burden and service fulfillment time & costs for the AUDA, Citizens & Businesses
- Reducing direct interaction of citizen with the AUDA and encourage, interaction and more efficient communication through portal.

Cancellation / Refund policy:

The fees once paid will not be refunded for applications which are successfully submitted. Cancellation of applications shall not be entertained. The amount paid may be settled with the department respective departmental services. By Default all failure Transactions are automatically refunded as per the standard policy. However for the same to reflect in your account it may take specific time as per the standard policy. Generally refunds will be reflected within a standard number of Days in Case of Net Banking/Debit Card Transaction & a standard number of Days (Next Billing Cycle) for Credit Card Transactions. In case of excess payment, the amount will be settled as per the rules of the respective departmental services.