

POLICY ON E-PAYMENT

Introduction

This online payment system is provided by Kerala Police. Online payments of fines can be made by Credit / Debit card or Net banking. The payment processing is done by the agency **Indialdeas.com Ltd.** (Kerala Police doesn't collect any personal information of the customer viz. Card information / Net banking User Id / password etc.) The Transaction charges will be collected along with the fine from the citizen. The service is available online all over the country.

Terms & Conditions

Please read these terms carefully before using the online payment facility. Accessing, browsing and/or using the online payment facility on this website indicates that you accept these terms. If you do not accept these terms do not use this facility.

All payments are subject to the following conditions:-

- The descriptions of offences are specific to you (i.e. Offence name, Date etc.) when you log in with your unique password. All the fines quoted are in Indian Rupees.
- Your payment will normally reach Kerala Police account to which you are making a payment within two working days.
- We cannot accept the liability for a payment not reaching to Kerala Police account due to your quoting on an incorrect account number or incorrect personal details. Neither can we accept the liability if payment is refused or declined by the credit/debit card supplier or Banks for any reason.
- If the card supplier or Banks declines payment Kerala Police is under no obligation to bring this fact to your attention. You should check with your Bank/Credit/Debit card supplier that payment has been deducted from your account.
- In no event will Kerala Police be liable for any damages whatsoever arising out of the use, inability to use, or the results of use of this site, any websites linked to this site, or the materials or information contained at any or all such sites, whether based on warranty, contract, tort or any other legal theory and whether or not advised of the possibility of such damages.

Refund Policy/Cancellation Policy

If the users leave Kerala Police website before they complete their transaction, there shall be no entitlement to the refund of fines. Refunds, if applicable, at the discretion of the Government, will only be made to the debit/credit card used for the original transaction. Nothing in this Policy shall require Kerala Police to refund the fines (or part thereof).

Service provider

Online payments of fines can be made by Credit / Debit card or Netbanking. These payments are not collected by Kerala Police directly but by the service provider.

Once payment is received by the service provider in cleared funds, the service provider will contact Kerala Police to confirm the details of the successful payment made by the user making payment. On receipt of this confirmation, Kerala Police will confirm to the user that the payment has been received and accepted by the Kerala Police. In the event that the user does not receive confirmation within 14 days of making the payment it is the responsibility of the user to check with the Kerala Police that the payment has been accepted. The user shall remain responsible for the fines until such time as the confirmation as referred to above be received from the Kerala Police in relation to any outstanding amounts owed to the Kerala Police.

Data Privacy and Security

All payment details which are entered through this payment gateway are encrypted when the user makes payment. Communications to and from the service provider's website are encrypted.

Our Data privacy policy strictly conforms as per the regulations set down in accordance to the protection of data collected from people visiting our website. (Kerala Police treats all personal data obtained via internet and our website carefully and confidentially so that no physical/mental harm is instilled up on the person, with regard to the collected data) Personal data that has possibly been known to us will be kept secret, privacy will be respected and information will be used exclusively for the purpose for which it was made known to us. Without seeking approval of the respective person, this data will neither be made accessible to third parties, nor transferred to them in any form or manner.

Kerala Police has the right to bring about legal action on offenders who misuse/alter/reproduce the content/ information available on the website.

Information Technology Act & Indian Laws

The service delivery is subject to the acts and rules promulgated by the Government from time to time. The "User" agrees and undertakes to abide by the provisions of Information Technology Act and/or any other laws/rules/regulations of India. The User impliedly and expressly undertakes to submit to the jurisdiction of enforcing/statutory authorities for any violation of the IT act and other laws.

Changes to our Privacy Policy

Kerala Police reserves the entire right to modify/amend/remove this privacy statement anytime and without any reason. Nothing contained herein creates or is intended to create a contract/agreement between Kerala Police and any user visiting the Kerala Police website or providing identifying information of any kind. The User is responsible for regularly reviewing the Privacy Policy so that he/she is apprised of the changes therein.

Termination


We may at any time at our sole discretion and without giving any reason or any prior notice terminate or temporarily suspend your access to all or any part of this web site.

Contact Details:

Address: State Police Chief, Kerala, Police Headquarters, Vazhuthacadu, Thiruvananthapuram, Kerala- 695010

Phone: 91 471 2721547

Email: phq.pol@kerala.gov.in

 for State Police Chief.
M. A. H
14/03/14