

GARO HILLS AUTONOMOUS DISTRICT COUNCIL (GHADC)

REFUND AND CANCELLATION POLICY

1. Purpose

This Refund and Cancellation Policy governs online payments made through the GHADC Online Payment Portal.

2. General Principle

Payments made through the online portal are intended towards statutory dues, fees, taxes, rents, deposits, penalties, and other charges payable to GHADC.

Once a payment is successfully processed and credited, cancellation of the transaction is no longer possible.

3. Cancellation of Transactions

3.1 Before Payment Confirmation

A transaction may be cancelled by the user before final submission and authorization by the payment gateway.

3.2 After Successful Payment

No cancellation shall be permitted once the transaction has been successfully completed and a payment receipt has been generated.

4. Refund Eligibility

Refunds may be considered only in the following circumstances:

- Duplicate payment against the same demand;
- Excess payment made by the user;
- Multiple debits credited to GHADC account due to technical failure;
- Payment made due to a system-generated error;
- Any other exceptional case approved by the competent authority of GHADC.

5. Non-Refundable Payments

The following shall ordinarily not be eligible for refund:

- Paid taxes and statutory dues;
- Application processing fees after processing has commenced;
- Tender fees unless otherwise permitted under tender conditions;
- Convenience fees or payment gateway charges collected by service providers;
- Fees expressly declared as non-refundable under applicable rules.

6. Refund Request Procedure

Applicants seeking a refund shall submit:

- Written application or prescribed refund form;
- Transaction Reference Number;
- Payment Receipt;
- Bank Account Details (if required);
- Supporting documents justifying the claim.

Refund requests should normally be submitted within thirty (30) days from the date of transaction.

7. Verification Process

All refund requests shall be verified with:

- GHADC records;
- Payment gateway records;
- Banking records, where necessary.

GHADC may seek additional information before processing a claim.

8. Refund Approval

Refunds shall be processed only after approval by the competent authority designated by GHADC.

The decision of GHADC regarding eligibility and amount of refund shall be final.

9. Refund Processing Time

Approved refunds shall ordinarily be processed within thirty (30) working days from the date of approval, subject to reconciliation and banking procedures.

Actual credit timelines may vary depending upon the bank or payment service provider.

10. Mode of Refund

Refunds shall normally be made through:

- Original mode of payment; or
- Electronic bank transfer; or
- Any other mode approved by GHADC.

11. Limitation

GHADC shall not be liable for delays caused by banks, payment gateways, network providers, or circumstances beyond its reasonable control.

12. Contact for Refund Claims

Refund-related requests may be addressed to:

Nodal Officer
Garo Hills Autonomous District Council (GHADC)
Tura, Hawakhana, West Garo Hills
Meghalaya – 794001

Email: ghadc1952@gmail.com

Phone: 03651-291063