

No refund/Cancellation is allowed for online payments.

Payment through online payment facility is final. No cancellation or refund is available since the money received is credited in the ledger of house owner/connection holder immediately after a payment is processed.

Hardship Exceptions

Exceptions to the Refund and cancellation policy may be granted for hardship cases at the discretion of the G.M., Jal Kal Vibhag, Agra.