



**MIZORAM INFORMATION COMMISSION**  
**NEW SECRETARIAT COMPLEX, KHATLA**  
**MIZORAM : AIZAWL**



**TERMS & CONDITIONS FOR CITIZENS SUBMITTING RTI ONLINE**

**Payment Gateway/ Net Banking Disclaimer**

RTI fees payments made by you to the Department may be made through an electronic and automated collection and remittance service (the “Payment Gateway” & “ Internet Banking”) hosted by Mizoram Information Commission/Department of Finance, Government of Mizoram’s designated bank. The Payment Gateway/ Internet Banking service is provided to you in order to facilitate access to view and pay your RTI fees online. Mizoram Information Commission/Department of Finance, Government of Mizoram makes no representation of any kind, express or implied, as to the operation of the Payment Gateway. You expressly agree that your use of this online payment service is entirely at your own risk.

**Transaction charge**

Transaction charge will be borne by consumer. Transaction and Aggregation Related fees are given below:

		Total Fees
1	Net Banking Facility Fee	Rs. 5/- plus Service Tax Per transaction processed below Rs.500.00
2	Net Banking Facility Fee	Rs. 7/- plus Service Tax per transaction Per transaction processed above Rs.500.00
3	Credit Card Gateway Facility Fee (Visa, MasterCard)	1.00% of Transaction Value plus Service Tax
4	Debit Card Gateway Facility Fee (Visa, MasterCard/Ru-pay) below Rs.2000.00	0.75% of Transaction Value plus Service Tax per transaction processed below Rs.2000.00
5	Debit Card Gateway Facility Fee (Visa, MasterCard/Ru-pay) above Rs.2000.00	1.00% of Transaction Value plus Service Tax Per transaction processed above Rs.2000.00
6	Electronic Transaction processing fee for Wallets and cash cards	Rs.5/- of Transaction Value plus Service Tax Per transaction

**Receipt generation**

You will get receipt of exact bill amount paid by you. An e-mail will also be sent to your registered e-mail address mentioning the payment information.



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### **Limitation of Liability**

Mizoram Information Commission/Department of Finance, Government of Mizoram has made this service available to you as a matter of convenience. Mizoram Information Commission/Department of Finance, Government of Mizoram expressly disclaims any claim or liability arising out of the provision of this service. You agree and acknowledge that you shall be solely responsible for your conduct and that Mizoram Information Commission/Department of Finance, Government of Mizoram reserves the right to terminate your rights to use the service immediately.

In no way shall Mizoram Information Commission/Department of Finance, Government of Mizoram or its affiliates be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, data or other intangible losses arising out of or in connection with use of the Payment Gateway.

Mizoram Information Commission/Department of Finance, Government of Mizoram assumes no liability whatsoever for any monetary or other damage suffered by you on account of (i) the delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Payment Gateway/ Internet Banking; or (ii) any interruption or errors in the operation of the Payment Gateway/ Internet Banking.

You shall indemnify and hold harmless Mizoram Information Commission/Department of Finance, Government of Mizoram and their respective officers, affiliates, agents, and employees, from any claim or demand, or actions.

You agree, understand and confirm that personal data including without limitation details relating to debit card/credit card/ Net Banking transmitted over the internet is susceptible to misuse, theft and/or fraud and that Mizoram Information Commission/Department of Finance, Government of Mizoram has no control over such matters. Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by you, Mizoram Information Commission/Department of Finance, Government of Mizoram does not represent or guarantee that the use of the payment gateway/ Internet Banking will not result in theft and/or unauthorized use of data over the internet. Debit card / Credit card / Net banking details.

The debit/credit card/net banking details provided by you for use of the Payment Gateway/ Internet Banking will be correct and accurate and you shall not use a Debit card/Credit card/Net banking which is not lawfully owned by you. You further agree and undertake to provide correct and valid Debit card/Credit card/Net banking details. In default of the above conditions the Mizoram Information Commission/Department of Finance, Government of Mizoram shall be entitled to recover the amount of



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transaction from the consumer against whose Credit card/Debit card/Net banking has been used. Further, the Mizoram Information Commission/Department of Finance, Government of Mizoram also reserves the right to initiate any legal action for recovery of cost / penalty or any other punitive measure, as it may deem fit.

### **PRIVACY POLICY**

This Privacy Policy governs the manner in which **Mizoram Information Commission/Department of Finance, Government of Mizoram** collects, uses, maintains and discloses information collected from Citizens (each, a "User") of the [www.rti.mizoram.gov.in](http://www.rti.mizoram.gov.in) website. This privacy policy applies to the Site/s and all products and services offered by Mizoram Information Commission/Department of Finance, Government of Mizoram.

#### ***Personal identification information***

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information, etc. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

#### ***Non-personal identification information***

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service provider utilized and other similar information.

#### ***Web browser cookies***

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.



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### ***How we use collected information***

Mizoram Information Commission/Department of Finance, Government of Mizoram may collect and use Users personal information for the following purposes:

- *To improve customer service.* Information you provide helps us respond to your customer service requests and support needs more efficiently,
- *To personalize user experience.* We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- *To improve our Site.* We may use feedback you provide to improve our products and services.
- *To process payments.* We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- *To run a promotion, contest, survey or other Site feature.* To send Users information they agreed to receive about topics we think will be of interest to them.
- *To send periodic emails.* We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

### ***How we protect your information***

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

### ***Sharing your personal information***

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.



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### ***Third party websites***

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

### ***Advertising***

Advertisements appearing on our site may be delivered to Users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile non personal identification information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This privacy policy does not cover the use of cookies by any advertisers.

### ***Changes to this privacy policy***

Mizoram Information Commission/Department of Finance, Government of Mizoram has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our Site, revise the updated date at the bottom of this page and send you an email. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications. Your acceptance of these terms by using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

### ***Contacting us***

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at the contact details provided in the website.



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**REFUND/CANCELLATION POLICY**

Applicants have to ensure that Transaction Reference Number has been generated and if the same has not been generated, she/he has to make the payment of bill afresh to ensure delivery of RTI application.

Refund of the money due to above unsuccessful transaction the consumer has to take up the matter with the respective issuer bank. Mizoram Information Commission/Department of Finance, Government of Mizoram will not be responsible for such refund.

There are three ways of transaction flow –

1. Amount is debited from applicants' account and success message is shown in Mizoram Information Commission/Department of Finance, Government of Mizoram portal. Connection does not break.
2. Connection breaks before amount is debited from user's account. There should not be any issue as Citizen's bank/card account is not debited.
3. Connection breaks after amount is debited from user's account but payment status is not shown in Mizoram Information Commission/Department of Finance, Government of Mizoram's RTI portal. Successful payments will be settled during reconciliation process between Mizoram Information Commission/Department of Finance, Government of Mizoram and Designated Bank. The applicants can pay again to make sure that he/she gets transaction receipt. In case of double (or multiple payment) of same fees.

Contact us:

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