

Refund Policy for Electricity Bill Payments

1. Scope and Applicability

This Refund Policy governs the terms under which refunds may be issued for electricity bill payments initiated via the Transbnk platform, wherein Transbnk functions as the **Technology Service Provider (TSP)** and payments are processed through **Easebuzz**, the designated **Payment Gateway**.

By initiating a transaction on the platform, the end user agrees to the terms and conditions of this Refund Policy.

2. Refund Method and Limitations

- All refunds, if applicable, shall be initiated **exclusively via the original payment method** used during the transaction, through the **Easebuzz gateway**.
- No refunds shall be issued in the form of cash, cheque, bank transfer, or any alternative mode outside of the payment gateway infrastructure.
- Refunds are **non-transferable** and are issued only to the original payee account.

3. Eligibility Criteria for Refunds

A refund may be considered under the following circumstances:

Condition	Eligibility
Transaction failed but amount was debited	Refund applicable
Duplicate transaction	Refund applicable
Incorrect consumer ID or meter number provided, and bill not processed	Subject to internal verification
Token already generated by electricity board or payment processed	Refund not applicable
Malfunction on user's device or internet/network failure after confirmation screen	Refund not applicable unless error traceable to Transbnk system

Note: Refund requests in any other scenarios shall be subject to final approval by Transbnk based on internal investigations and discretion.

4. Refund Request Procedure

- To initiate a refund request, the customer must send an email to **prodsupport@transbnk.co.in** with:
 - Transaction ID (If available)
 - Customer ID
 - Registered email or mobile number
 - Brief description of the issue

- The request must be submitted **within 7 (seven) calendar days** from the date of transaction.

5. Refund Processing Timelines

- Upon receiving a valid request, Transbnk shall conduct due diligence and determine refund eligibility.
- If approved, the refund shall be processed via Easebuzz within **24 to 48 business hours**.
- Refund initiation shall be confirmed via email, and actual credit to the user's account may vary depending on the issuing bank's processing time.

6. Dispute Resolution and Escalation

If the customer is not satisfied with the resolution, they may escalate the matter to the Grievance Officer:

Name: Ms. Shristi Agrawal

Designation: Grievance Officer

Email: srishti.agarwal@transbnk.co.in

Escalation Level: Tier 2

Resolution Timeline: Within **3 business days**

7. Regulatory Compliance

This policy complies with the applicable regulations, including but not limited to:

- **Reserve Bank of India (RBI)** guidelines on digital payments and refunds
- **Information Technology Act, 2000** and allied rules for digital services
- Industry best practices for electronic transactions and grievance redressal mechanisms

8. Consent

By proceeding with the payment, you acknowledge that you have read, understood, and agree to the terms of this Refund Policy. You further consent to Transbnk's discretion in final decision-making related to refund eligibility and processing timelines.

9. Modification of Policy

Transbnk reserves the right to amend or update this Refund Policy at any time without prior notice. Continued use of the services post any modification shall constitute acceptance of the revised policy.