

## **Products & Services**

Department of Power, Arunachal Pradesh, is a State Government Department Electricity Connections to consumers in Arunachal Pradesh state. Through the website e-Bill accessible through URL <https://www.arpdop.gov.in/dopap-portal/>, we offer consumers the convenience to view, download and pay their bills online from the comfort of their home or anywhere for that matter.

We encourage consumers to make their bill payments on time and help us serve you better and with more efficiency. Download our mobile App "Arunachal Power Pay" from Android Play Store or Apple Store and register your mobile number to get updates about your monthly bills and Payments made

## **Terms and Conditions**

Please read these Terms and Conditions ("Terms", "Terms and Conditions") carefully before using the website <https://www.arpdop.gov.in/dopap-portal/> website (the "Service") operated by Department of Power, Arunachal Pradesh eBill ("us", "we", or "our"). Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service. By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you should not access the Service.

## **Accounts**

When you create an account with us, you must provide us information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your account on our Service.

You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service.

You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

## **Termination**

We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms as set by the dept on time to time.

## **Governing Law**

These Terms shall be governed and construed in accordance with the laws of Arunachal Pradesh, India, without regard to its conflict of law provisions.

## **Refund and Cancellation policy**

If you have made an unsuccessful attempt to make a bill payment but amount has been debited from your account, you have the following options for a prompt resolution of your issue

- 1) Contact dept Customer Care Centre
- 2) Contact your nearest sub division office or dept touch point
- 3) Contact IT Cell, DOPAP office for settlement.

Please note your transaction reference number for quick resolution.

For pre-paid payments where consumer did not receive their voucher codes but amount has been debited from bank account, kindly reach out to our division office or IT Cell within a period of 15 days from the day of transaction. Dept will not entertain any complaints received after 15 days from the date of transaction unless a case of natural calamity or chaos in the state is acknowledged. For cases where you would prefer a refund instead, please email the following detail

- 1) Connection id if you are a prepaid consumer/ Consumer id if you are a post-paid consumer
- 2) Payment date
- 3) Reason for refund

\*Refund process typically takes 7-10 days to process depending on your bank.

Please note that for pre-paid recharge, voucher codes once generated cannot be cancelled or refunded for.

## **Privacy Policy**

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

## **Information Collection And Use**

We collect several different types of information for various purposes to provide and improve our Service to you.

## **Types of Data Collected**

### **Personal Data**

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Cookies and Usage Data.

### **Use of Data**

- To provide and maintain the Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues

Dept will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

### **Disclosure Of Data / Legal Requirements**

DOPAP may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of dept
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

### **Security Of Data**

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

### **Changes To This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **Contact Us**

**You can reach out to us for any concern/issues/problems/doubts through our Customer Care Center or visit our offices during office hours.**

**Executive Engineer (E) IT Division, Dept of Power**  
01, Power Department Building, B- Sector, Raj Bhawan,  
Dist-Papumpare,  
Arunachal Pradesh- 791111

DOPAP Customer care:  
Prepaid helpline no : 60338 74608, 60338 74609  
Postpaid helpline no: 60338 74612, 60338 74613  
Email: support@arpdop.gov.in