



TORRENT POWER LIMITED

BillDesk

All your payments
Single location

Welcome to BillDesk,
The simplest way to pay all your Electricity Bills

No Cheques !! No Queues !! No Delayed Payments !!

3 Convenient Payment Modes

That's right, now you can pay all your bills directly from any of your bank accounts through Standing Instruction, over the Telephone or via the Internet.

Absolutely Free!!

AutoPay : We will pay your bills for you!

- Just give us your bill details, specify your bank account and we will pay bill for you every month from that account.
- You can specify an upper limit and bills above this limit will be paid only on your specific instructions.

PhonePay: Pay your bills over the phone!

- Just call BillDesk Customer Support in your city and issue payment instruction for your bill from any of your bank accounts.
- You can also call BillDesk for confirmation of your payments or for any queries.

OnlinePay: Pay your bills over the Internet !

- If you access the Internet, you can view and pay your bills online at www.billdesk.com
- You will receive new bill notifications, due date reminders and payment confirmations via email.

- Registered Office : Torrent House, Off Ashram Road, Ahmedabad - 380009. 079 25502881
- Amraiwadi Zonal Office : Opp. Indiranagar, Amraiwadi, Ahmedabad 380 026. Tel: 079 22772020
- City Zonal Office: Opp. Jubilee House, Shahpur, Ahmedabad 380 001. Tel: 079 25502843
- Naranpura Zonal Office: Sola Road, Naranpura, Ahmedabad 380 013. Tel: 079 27492222
- Gandhinagar Office: Plot No 283/284, Gha 41/2, Sector 16, Gandhinagar 382 016. Tel: 079 23222247.

www.torrentpower.com

TORRENT POWER ONLINE PAYMENTS
Powered by Bill Desk

Registration

- 1 Please fill in the BillDesk Account Application, attach a copy each of the bills you want to pay and a cancelled cheque / photocopy of a cheque of the bank account you will use and drop it at the nearest Zonal Office, mail it to BillDesk or contact BillDesk Customer Support in your city and request to have it collected from you.
- 2 The application form has to be verified by your bank (section 4), You can either get the bank verification done yourself and submit the completed form or submit the form without the verification and we will get the form verified from your bank.
- 3 Please tear-off and retain this page. Please quote the Application No. printed in the top left corner of the first page or bank account number for any queries.
- 4 You will receive a registration confirmation call/letter within 10 days of submitting the application form, If you do not receive the call/letter within 2 weeks of submitting the form, please contact BillDesk Customer Support in your city immediately.
- 5 The payment of bills from all the active billers chosen by you will begin from the next billing cycle after confirmation of your registration.

Terms & Conditions

Important: The BillDesk Service (Service) is offered by Indialdeas.com Limited ('Company') on the following are the Terms of Service (TOS), Please read them carefully, before you register for the Service, By registering for the Service, you are accepting the TOS and agree to be bound by them, For a complete and detailed version of the TOS please visit www.billdesk.com Please note the TOS may be updated from time to time, without notice to you. You can review the most current version of the TOS at any time at <http://www.billdesk.com/terms.htm>.

- 1 You acknowledge that you are eligible to avail this Service and agree to provide true, accurate, current and complete information as required by the Company and to keep the same updated and current at all times.
- 2 You agree that the Service will be available to you, subject to and upon receipt of confirmation by the Company from your bank and the billers, of the details furnished by you in this application. You further agree that you have no objection to the billing company providing your bill details to the Company.
- 3 You agree that you will be fully and wholly responsible for maintaining the confidentiality of your registration and identification data and will be fully liable for all actions that take place under your Service account and/or password.
- 4 You agree to furnish the Company with an unconditional ECS mandate, or other requisite authority as may be required by the Company, to debit your bank account and effect the payment to biller and /or collect the service charges/fees due or payable to the Company.
- 5 You agree that your submission of the payment instructions from time to time either over the Internet and/or through a telephone and/or through any mobile or electronic device/machine and/or as a standing instruction shall constitute an irrevocable and unconditional authority to the Company to initiate the process for debiting your bank account(s) and making the payment to the billing company. You further agree that the record of instructions as maintained by the Company shall be conclusive proof and binding for all purposes and can be used as evidence in any proceedings.
- 6 You agree that it shall solely be your responsibility to schedule your payments in a manner that the billers receive the payments within the due dates and that, in the event of a late payment, you shall be liable for the late payments charges and other consequences as may be enforced by the billing company. You understand and agree that, when you choose the 'AutoPay' facility of the Service, the debit to your nominated bank account may take place up to four working days prior to your bill payment due date, to facilitate timely remittance of the payment to the billing company. You further agree and undertake to ensure that there would be sufficient clear funds in your account for effecting the transactions.
- 7 You expressly understand and agree that if three successive payments/instructions are not received/honoured, the Company reserves the right to automatically cancel the Service facility.
- 8 You agree that the Company shall be entitled, in its sole and absolute discretion, to refuse to comply with all or any of your instructions without assigning any reason, You further agree that the Company will not be responsible or liable if it is unable to effect any of your payment instructions owing to (a) incomplete, inaccurate, invalid or delayed submission of details by you (b) insufficient funds to cover your transaction (c) encumbrance or charge on your account or (d) events beyond the control of the Company.
- 9 You agree that any dispute on bill details will be settled directly with the billing company and the Company has neither any obligation responsibility nor liability in this regard beyond that of provision of information.
- 10 You agree that the Company reserves that right to charge and recover from you nominal charge/fees for the Service rendered to you. In the event the Company, at any time in the future, institute such charge/fees for the Service, the same shall be notified to you. You may then continue with the Service by paying such charges/fees or opt for withdrawal of the Service without any liability to the Company.
- 11 You expressly understand and agree that the Company disclaims all warranties of any kind, whether express or implied including without limitation any representation or warranty, regarding the use or the result of the Service in terms of its correctness, accuracy, reliability, usefulness, completeness, continuity, uninterrupted access, timeliness or otherwise. You expressly understand and agree that you assume total responsibility and risk for your access and use of the Service.
- 12 You understand acknowledge and agree that while the Company adopts security measures it considers appropriate for the offer of this Service. It does not assure or guarantee that no person or entity will overcome or subvert the security measures and gain unauthorized access to the Service. The Company specifically disclaims any liability in this regard.
- 13 You expressly understand, and unconditionally agree that you will not hold the Company liable for any direct, indirect, punitive, incidental, special or consequential damages whatsoever, including but not limited to the damages or losses resulting from (a) the user or performance or inability to use or non-performance of the Service (b) the provision or failure to provide the Service (c) the unauthorized access to or alteration of the transmissions or data (c) such transactions that are carried out on your instruction in good faith (d) any loss or damage incurred or suffered by you due to any defect, error, failure or interruption in the provision of the Service or (e) any other matter related to the Service.
- 14 You agree to indemnify and hold the Company, its officers, agents or employees harmless from and against all actions, claims, demands, proceedings, losses, charges and expenses whatsoever, that the Company may at any time incur, sustain, suffer or be put to as a consequence of or by reason of or arising out of your use or conduct on the service, or out of providing you the Service, or by reason of the Company, in good faith taking or refusing to take or omitting to take an action on your instruction(s).
- 15 You agree that the Company may from time to time make alterations, additions or deletions to these TOS with or without notice to you and that these shall take effect and be binding upon you, on and from the day they are posted on the website: www.billdesk.com. You further agree that you shall be deemed to have agreed, accepted and be bound by such altered TOS.
- 16 You agree that the Company may in its sole discretion, with or without notice, terminate your account or use of the Service in whole or in part. In the event you wish to terminate the Service you agree to give the Company a written notice in that regard and obtain an acknowledgment thereof. You agree that you shall remain liable for all the instructions and transactions that have been submitted by you or processed under your account prior to the date of your obtaining the said acknowledgment.
- 17 You agree that in the event you are dissatisfied with any portion of the Service or with any of the TOS or alterations thereto, your sole and exclusive remedy is to discontinue the use of the Service.
- 18 You agree that the laws of India shall govern this Agreement and in the case of a dispute the matter will be settled as per the rule of Indian Arbitration and Conciliation Act 1996 and within the exclusive jurisdiction of the court in Mumbai.
- 19 You agree that you shall not use the Service for any purpose that is unlawful or prohibited by the TOS.

I. Customer Information

Name: Mr./Mrs./Ms./Dr/. Messers: _____
 (First Name) (Middle Name) (Last Name)

Address for communication: _____

City: _____

State: _____ Pin Code: _____

Date of Birth: _____

Tel.(Day): _____ Tel (Eve): _____ Mobile: _____

Fax: _____ E-mail Address: _____ @

2. Bank Account Details

First/Sole Account Holder _____

Second Account Holder _____

Third Account Holder _____

Bank Name & Branch _____

Account Number _____ Micr Code

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A/c. Type Savings Current O/D **A/c. Operation** Single Joint Either or Survivor

3. Signature Verification Request

The Branch Manager

Bank :Branch:

Dear Sir,

Sub: Mandate verification for Account Number

This is to inform you that I/We have registered with Indialdeas.com Limited ('Company') to use BillDesk a Bill Presentment and Payment facility, for various bills and charges. Such Payments will be made from the above mentioned account and be routed to you directly or Bythe Reserve Bank of India's ECS mechanism. I/We further authorise the representative of the Company to get this mandate verified and registered with you. Mandate Verification charges, if any, may be charged To my/our account.

First Account Holder **Second Account Holder** **Third Account Holder**

* Please affix a rubber stamp in case of companies, proprietorships, partnerships, etc.

* Please attach the photocopy of a cheque or a bank cancelled cheque of the bank account you wish to make payments from.

4. Certification by Account Holders' Bank

Certified that the particulars furnished above are correct as per our records and we have noted the instructions.

Misc.

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 Authorised Signatory

Date

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 Bank's Stamp

5. Biller Information

Electricity (_____) Name of Co.	Consumer No. _____ Process Cycle No. _____ Billing Unit No. _____ Autopay <input type="checkbox"/> Yes <input type="checkbox"/> No AutoPay Limit (Rs.) _____
Telephone (_____) Name of Co.	Consumer Name _____ Cust. A/c. No. _____ Telephone No. _____ Autopay <input type="checkbox"/> Yes <input type="checkbox"/> No AutoPay Limit (Rs.) _____
Mobile (_____) Name of Co.	Consumer Name _____ Account No. _____ Mobile No. _____ SMSpay Autopay AutoPay Limit (Rs.) _____
Insurance (_____) Name of Co.	Name _____ Premium Amt. _____ (Rs.) Policy No. _____ Autopay <input type="checkbox"/> Yes <input type="checkbox"/> No
Gas (_____) Name of Co.	Consumer Reference No. _____ Bill Group _____ Autopay <input type="checkbox"/> Yes <input type="checkbox"/> No AutoPay Limit (Rs.) _____
Credit Card (_____) Name of Co.	Card Holder's Name _____ Online Pay ID _____ Autopay <input type="checkbox"/> Yes <input type="checkbox"/> No AutoPay Limit (Rs.) _____
Depository (_____) Name of Co.	DP ID _____ Client ID _____ Billing Unit No. _____ Autopay <input type="checkbox"/> Yes <input type="checkbox"/> No AutoPay Limit (Rs.) _____

- 1 Please provide a copy of any previous bill for each biller added to enable us to verify the customer account details for additional billers, please provide the above details on a separate sheet, sign it and attach with the form.
- 2 For AutoPay instructions, the debit to customer account may Take place upto four working days prior to due date, due to the settlement dates being fixed in advance by the RBI, Please ensure that your bank account has sufficient funds to cover the debit amount. Please note that bills above Autopay Limit specified, if any will not be paid unless specifically authorized by you.

6. Acceptance

I hereby declare that the above information is correct and complete and request M/s. Indialdeas.com Limited(Company) To open a BillDesk account in the name listed above in this application. I acknowledge that I have read, understood and agree to be bound by the terms of Service detailed in the Application, as are currently in effect and as may be amended from time to time.

Signature Date Place

For Agency use only

Executive: _____ Agency _____ Date _____