

**Terms of Service**

We thank you for sparing your valuable time for using **CSPDCL More Bijlee Mobile App**. Before proceeding further, we encourage you to read the terms carefully and agree to abide by it. If you have any reservation about the following terms and conditions set out for this mobile app, you are free to exit and uninstall the **CSPDCL More Bijlee Mobile App**.

Version 1.0 has been built on the basis of the functional testing and feedback through beta testing. Additional inputs from the users of version 1.0 shall be evaluated on their merits and only suggestions found suitable by CSPDCL shall be incorporated in the iterative builds and consequential final release of the App. Therefore you are encouraged to always use the latest version of the **CSPDCL More Bijlee Mobile App** whenever its updates are available.

The application is designed, developed and maintained by IT Deptt of CSPDCL. Though all efforts have been made to ensure the accuracy and currency of the content displayed on this app, the same should not be construed as a statement of law or used for any legal purposes. In case of any ambiguity or doubts, Users are advised to verify / check the same with CSPDCL.

Under no circumstances will the CSPDCL be liable for any expense, loss or damage including without limitation , indirect or consequential loss or damage, or any expense, loss or damage whatsoever arising from use, or loss of use, of data arising out of or in connection with the use of this Mobile App.

CSPDCL could use the uploaded data for official purpose as its own discretion without any further notice.

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## **Privacy Policy**

CSPDCL More Biljee Mobile App is being operated by CSPDCL ("the Services").

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

As a general rule, this application does not collect personal information about you. You can generally install this mobile app without revealing your personal information, unless you choose to provide such information.

If the mobile app request you to provide personal information, you will be informed for the particular purpose for which the information is gathered and adequate security measure will be taken to protect your personal information.

We do not share any personally identifiable information volunteered on the application to any third party (Public/Private). Any information provided to this app will be protected from loss, misuse, unauthorised access or disclosure, alteration or destruction.

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

### **Information Collection and Use**

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

#### **Types of data collected :**

1. Mobile No.
2. BP No.
3. Additional Information/ Landmark information of address
4. Usage Data :
  - (i) We may also collect information when you access the Service by or through the mobile device.
  - (ii) When you access the Service by or through a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

### **Use of Data**

CSPDCL uses the collected data for various purposes:

- 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

### **Disclosure of Data**

Legal Requirements: CSPDCL may disclose your Personal Data in the good faith belief that such action is necessary :

- to comply with a legal obligation
- to protect and defend the rights or property of CSPDCL
- 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.

### **Service Providers**

We may employ third party companies and individuals ("Service Providers") to facilitate our Service, to provide the Service on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

### **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**

If you have any questions about this Privacy Policy, please contact us at following office address :

**The Chief Engineer (EITC)**

Energy Infotech Center  
CSPDCL, Block No. 8  
Danganiya, Raipur (CG)  
492013

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This mobile app offers the convenience to all CSPDCL electricity consumers to view their monthly electricity bill, facility to make digital payment of their electricity bill, past 6 months electricity consumptions pattern, facility to register No Supply related Complaints and information about CSPDCL Customer Care Services.

CSPDCL does not give any warranties, whether express or implied, as to the suitability or usability of this mobile applications.