

Terms and Conditions for Online Application Processing, Payment of Fees, and Cancellation/Refund

1. Application Process

1.1 Scope of Services

Submission and processing of applications relating to:

1. Grant of Permit to Ground Water Users
2. Issuance of Registration Certificate to Existing Ground Water Users
3. Registration of Machinery and Equipment of Rig Owners and Drilling Agencies
4. Registration of Manual Drilling Agencies and their Equipment
5. Alteration, Amendment, or Variation of the Terms and Conditions of Permit or Registration Certificate
6. Any other related service as may be notified by the Department from time to time

1.2 Submission of Application

1. All applications shall be submitted online through the designated Portal.
2. Applicants shall furnish complete and accurate information along with all supporting documents as required by the Department.
3. Submission of incomplete applications or non-submission of required documents may lead to rejection or delay in processing.

1.3 Scrutiny and Inspection

1. Applications submitted through the Portal shall be subject to scrutiny by the Competent Authority.
2. The Department may conduct site inspection or physical verification through authorized officials wherever required.
3. The applicant shall extend necessary cooperation and provide access, clarification, and supporting records during inspection or verification.

1.4 Approval or Rejection

1. Applications shall be processed in accordance with the applicable rules, regulations, notifications, and departmental guidelines.
2. The Competent Authority may approve, reject, return for correction, or keep the application pending subject to compliance of deficiencies.
3. Approval of an application shall be subject to successful verification, inspection, and payment of prescribed fees.

1.5 Issuance of Permit/Certificate

Upon approval and successful payment of prescribed fees, the Permit or Registration Certificate shall be issued.

2. Payment of Fees

2.1 Payment Procedure

1. Applicants shall pay the prescribed fees through the online payment system integrated with the Portal.
2. Applications shall be processed further only upon successful confirmation of payment.

2.2 Fee Structure

1. Fees applicable for various services shall be as prescribed by the Department from time to time.
2. The fee structure:

FEE STRUCTURE (See rules 16, 22, 26 and 31)				
Sl.No	Nature of application		Statutory provisions	Non-Refundable Fees
1	Application for grant of permit		Section 9 & Rule 16	
	(a)	In case of tube well		₹2000/-
	(b)	In case of hand bored well		₹1000/-
	(c)	In case of Commercial/ Industrial users		₹10,000/-
2	Application for issuance of registration certificate to the existing ground water user		Section 11 & Rule 22	
	(a)	In case of tube well		₹2000/-
	(b)	In case of hand bored well		₹1000/-
	(c)	In case of Commercial/ Industrial users		₹10,000/-
3	Application for registration of the machinery and equipment of the rig owners and drilling agencies		Section 12 & Rule 26	₹10,000/-
	(a)	Renewal of certificate of registration		₹2000/-
4	Application for registration of the manual drilling agencies and their equipment		Section 12 & Rule 26	₹2,000/-
	(a)	Renewal of certificate of registration		₹500/-
5	Application for alteration, amendment or variation of the terms of permit or certificate of registration		Section 13	₹500/-
6	Any other application not covered under item (1),(2),(3),(4) & (5) above			₹100/-

3. All fees are non-refundable unless otherwise specified by the Department.
4. The Department reserves the right to revise or modify the fee structure at any time in accordance with Government orders or notifications.
5. Additional inspection or processing charges may apply where necessary.

3. Cancellation & Refund Policy

1. Applications once submitted maybe cancelled by the applicant before final approval by the Department.
2. Processing fees already paid shall generally be non- refundable.
3. Refunds if approved under exceptional circumstances shall be processed only after verification and approval by the competent authority.
4. The department reserves the right to reject or cancel any registration or permit application in case of:
 - Submission of false or misleading information.
 - Non-compliance with applicable rules and regulations
 - Failure to submit required documents
 - Violation of groundwater regulation or permit conditions.
5. In the event of cancellation by the department due to regulatory violations, the applicant shall not be entitled to any refund of fees paid.
6. Cancellation request must be submitted to the department office in writing.

4.PAYMENT TERMS AND CONDITIONS:

- All payment shall be made through online payment gateway available on the portal/ website.
- Applicants are responsible for ensuring that payment details entered are correct before proceeding with the transaction.
- The Department shall not be held responsible for payment failures arising due to banking issues, network problems, incorrect information, or payment gateway failures.
- A payment receipt/reference number shall be generated upon successful payment and should be retained for further reference.
- Any applicable taxes or charges shall be borne by the applicant.

5.PRIVACY POLICY:

- The Department is committed to protecting the privacy and confidentiality of users of this portal.
- Information provided by users through the portal/website shall be used only for official purpose related to registration, permit processing, verification and management of groundwater resources.

- The Department shall take reasonable measures to safeguard user information against unauthorised access, disclosure, or misuse. Personal information shall not be shared with 3rd parties except where required under applicable laws or for official governmental purposes.
- Users are responsible for ensuring that the information submitted on the portal is accurate and up to date.
- the Department reserves the right to update or modify this privacy policy from time to time without prior notice.