

National Human Rights Security Bureau

(An Autonomous, Voluntary, Non-Profit Organization)

Siddharthnagar (UP) – 272208

Online Payments - Terms and Conditions

Welcome to National Human Rights Security Bureau Online Payment Portal. This facility enables members, staff, & other stakeholders to pay fees for various certificates, document requests, & related services in a seamless and secure manner. This online payment facility is managed by the National Human Rights Security Bureau. These terms may be revised periodically, and any updates shall become effective immediately upon publication. It is the responsibility of the user to carefully review and accept these terms before proceeding with any online payment. The country of domicile for National Human Rights Security Bureau is India.

General Instructions

- Upon selecting the Pay option, we will be redirected to the payment gateway offering options like UPI, Net Banking, Debit Card, or Credit Card.
- On successful payment, a confirmation receipt will be generated. In the event of a transaction failure, the system will display the relevant failure reason. In case of delay or no response, we should log in using the registered email and retry.
- If the amount is debited but not reflected in the status, we must check again after logging in. If unresolved, a fresh payment will need to be made. Any excess amount (if applicable) will be refunded through the designated payment gateway within 10 working days.
- Payments made (other than excess payments) are non-refundable and non-cancellable. It is essential to retain transaction details for any future reference.
- The information provided during this process will be used solely for payment-related processing and handled securely.

Terms and Conditions

Kindly read these conditions carefully before using the online payment facility. Proceeding with an online payment indicates acceptance of these terms.

- All payment amounts are quoted in INR Indian Rupees only. The National Human Rights Security Bureau reserves the right to modify applicable fees at any time.
- The payment will typically be credited to the National Human Rights Security Bureau's Bank account within two working days.

- No liability is accepted for payments failing due to incorrect account information or card details provided.
- If a card issuer declines payment, the National Human Rights Security Bureau is not obligated to inform us. It remains the responsibility of the concerned end user to ensure sufficient funds and verify payment status.
- In case of unsuccessful transactions or errors, payments can be retried. If the amount is debited without status update, the same must be reviewed by logging in. Excess payments (if any) will be refunded via the payment gateway.
- Any attempt to reverse transactions outside the official process will be considered a breach of terms, and all existing obligations must be settled immediately.

Refund Policy

- Payments once successfully processed are Non-cancellable & Non-refundable.
- Refunds may be considered only in cases of duplicate payments, strictly at the discretion of the Management of the National Human Rights Security Bureau. In the event of a duplicate payment, the user must contact the Office of Accounts with valid transaction proof or a bank statement for verification.
- Approved refunds, if applicable, will be processed within 10 to 15 working days. The payment gateway will initiate the refund to the originating bank account or card issuer, subject to their internal processing timelines.

Security

All online payments made through this platform are processed via a secure, encrypted connection, adhering to recognized industry standards. The National Human Rights Security Bureau's authorized payment service provider, Razorpay, employs advanced security protocols including HTTPS with TLS encryption and an Extended Validation (EV) SSL certificate. All information submitted on this platform is encrypted using 128-bit AES encryption technology, ensuring the confidentiality of sensitive transaction data. Personal Identifiable Information (PII) is further protected through field-level encryption and managed in strict compliance with ISO 27001:2022 & SOC 2 Type 2 certified security frameworks. While the National Human Rights Security Bureau ensures maximum data security through its payment gateway Partners, it shall not be liable for any data breach or compromise arising from the user's failure to maintain confidentiality of personal or transaction details during or after the payment process.

Service Provider

Online payments are processed by authorized service providers. Payments are not collected directly by the National Human Rights Security Bureau but are confirmed by the service provider once cleared. It is the user's duty to confirm the status if no acknowledgment is received within 14 days. Responsibility for pending dues remains with the user until official confirmation is received.

Privacy Policy

This privacy policy governs the use of personal data collected through this website for payment-related services offered by the National Human Rights Security Bureau.

- All personal data obtained will be treated as confidential and used only for official purposes.
- Data will not be disclosed to third parties without consent, except where required by law.
- Collected information will be securely stored and processed in line with applicable data protection regulations as may applicable from time to time.

Website Disclaimer

While every effort is made to ensure the accuracy of information provided on the website, and its subdomain, The National Human Rights Security Bureau does not accept responsibility for outdated or incorrect information. The National Human Rights Security Bureau reserves the right to modify or remove content without prior notice. Any misuse, unauthorized reproduction, or alteration of our website content is strictly prohibited and may result in legal action.

Changes to Policy

The National Human Rights Security Bureau reserves the full right to amend these terms and policies without notice. This document does not constitute a contract between any user and the National Human Rights Security Bureau.

Grievance Redressal

Email: support@nhrsb.org

Department: Office of Accounts
