

## **No refund/Cancellation is allowed for online payments .**

Payment through online payment facility is final. No cancellation or refund is available since the money received is credited in the ledger of house owner immediately after a payment is processed.

## **Hardship Exceptions**

Exceptions to the Refund and cancellation policy may be granted for hardship cases at the discretion of the Municipal Commissioner, Ghaziabad Nagar Nigam