



Date: 17 April, 2020

Terms and Condition for e-learning programmes/webinars and payment procedures:

1. Disclaimer: NPC does not authorise or approve any organisation / person as agent / representative / helping hand for participants towards Registration / Enrolment process for NPC webinar/e-learning program. It may be noted that NPC does not accept responsibility of any kind for any loss that a participant / participant may suffer or for any inconvenience that may be caused to him / her while availing the services or information offered by any other entities / organisations. NPC is not responsible for the content of external sites.

NPC develops/approves content for various modules as per course/webinar objectives / continuing professional skill development programs. Similarly, NPC also develops exam / test papers its own for respective modules.

2. Refund and Cancellation policy:

- a) Fees once paid through the payment gateway shall not be refunded on cancellation of participation other than in the following circumstances:
- ✓ Multiple times debiting of participant Card/Bank Account due to technical error.
 - ✓ Participant's account being debited with excess amount in a single transaction due to technical error.

In such cases, excess amount excluding Payment Gateway charges would be refunded to the participant.

- b) The Participant will have to make an application for refund along with the transaction number and original payment receipt if any generated at the time of making payments.
- c) The application with details of excess payment should be sent to training@npcindia.gov.in
- d) The application after verification, if the claim is found valid, the amount received in excess will be refunded by NPC through electronic mode in favour of the applicant and confirmation sent to the mailing address given in the online registration form, within a period of 7-10 working days on receipt of such claim.

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