

Refunds, if applicable, at the discretion of the H.P. State Pollution Control Board, will only be made to the debit/credit card/bank account used for the original transaction. For the avoidance of doubt nothing in this Policy shall require the H.P. State Pollution Control Board to refund the Fees (or part thereof) unless such Fees (or part thereof) have previously been paid except in case of Double Payment.

Double Payment Issue: Please note that Double Payments means the Transaction for which you have attempted to make an online payment more than once, for which your account may have been debited twice during multiple attempts to make payment. Such case may arise in case of any session break during redirection process from bank end to Website end. Normally in such cases one Transaction may be a failed case and another transaction may be a Success case where you were able to successfully receive an acknowledgement of the payment by Bank/H.P. State Pollution Control Board web portal.

By Default all failure Transactions are automatically refunded on the next day. However for the same to reflect in your account it may take 2-3 weeks. Generally refunds will be reflected within a period of 7-8 Days in Case of Net Banking/Debit Card Transaction & 15-30 Days (Next Billing Cycle) for Credit Card Transactions.

For any Double Payment Issues, Please contact or email at below mentioned EMAIL ID with details mentioned below.

Name: Member Secretary
H.P. State Pollution Control Board
Him Parivesh, Phase-III, New Shimla-171009.
Official Phone: (0177) 2673766,
Email: pcbfinanceofficer@gmail.com

Subject Line: Double Payment Issue, PCB ID No - < Unique Receipt. No.>

Please send below Information Accurately

1. Attach Clear Screen Shot of your Bank Statement reflecting Double Payment/Debit.
2. Unique Receipt No. generated from the Website.
3. Mode of Payment:
 - a) Credit Card & Credit Card Issuing Bank Name
 - b) Debit Card & Debit Card Issuing Bank Name Transaction Day Note:Please do not enter your Confidential Credit Card, Debit Card & Bank A/C information in the Email Body. H.P. State Pollution Control Board will not be responsible for misuse of such confidential information.