

TERMS OF SERVICE

These terms of service (Terms) govern your use of the system (System) operationalized under the SUJOG (SUJOG) initiative of the Housing & Urban Development Department (H&UDD), Government of Odisha; including a web-based Portal (Portal) and Mobile Applications (Mobile App) and the services (Services) provided thereunder. Though all efforts have been made to ensure the accuracy and currency of the content on this Portal, the same should not be construed as a statement of law or used for any legal purposes. Please read these terms and conditions (Terms) carefully before you download, install or use the System, Portal or Mobile App. By registering with the System through the Portal or App, you signify your acceptance of the Terms, and your agreement to be bound by them. The Terms may be amended from time to time and you will be notified of all such changes. In order to continue using the App, you will be required to accept the revised Terms.

As a user of the System you are granted a non-exclusive, non-transferable, revocable, limited license to access and use the System, Portal and Mobile App and content in accordance with these Terms.

SERVICE OVERVIEW

The System is part of a service designed to (i) Provide enhanced quality of urban services to citizens through online / single window service delivery channel and ensure accessible, convenient, transparent and timely delivery of services (ii) Minimize the number of visits required by the citizens to the ULBs (iii) Achieve internal efficiency & effectiveness of the ULB by Automating and optimizing their back-office processes, which helps them, focus on their core functions and responsibilities by freeing them from routine operations and integrating the departments, functions within ULB for better information flow and transparency. (iv) Integrate with the existing software in place at H&UDD/ULB/Other urban parastatals (v) Facilitate secure, instantaneous and online payment options for the taxes and statutory fees associated with services. (vi) Reduce administrative burden and be a cost-effective service delivery channel for ULBs. Links to other websites that have been included on the Portal are provided for public convenience only. The Housing and Urban Development Department, Odisha is not responsible for the contents or reliability of linked websites and does not necessarily endorse the view expressed within them. Availability of such linked pages at all

USE

You agree that you will not do anything to throttle, engineer a denial of service, or in any other manner impair the performance or functionality of the System, Portal or Mobile App. You agree that you will not use the System, Portal or Mobile App for any purpose for which it was not intended including, but not limited to identifying or attempting to identify other registered users or gaining or attempting to gain access to the database of the Service. You acknowledge that if you do so, any action undertaken through the Portal or Mobile App shall be deemed as an action undertaken by yourself and hence be perceived as your responsibility.

OBLIGATIONS

You confirm that you are a natural person;

You agree that you will only use the System, Portal or Mobile App in good faith, for lawful purposes and will not provide false or misleading information about yourself;

You confirm that the personal details (including name and date of birth) are accurate and up to date and the information that you have listed are a faithful and accurate description of your capabilities;

You agree that you will keep your account, username and password confidential and will not permit any other person to use your username and password;

You agree that you will not infringe the rights of or restrict or inhibit the use of the System, Portal or Mobile App by any third party, including but not limited to any use that may harass or cause distress or inconvenience to any person, or that entails the transmission of obscene or offensive content or results in disruption of service.

You agree to not access or link to or seek to access or link to (either directly or indirectly) any other person's Login ID;

You agree to Report the Helpdesk immediately if you suspect that the security of your Login account may have been compromised e.g.: your password or username has been lost or stolen. Contact the SUJOG Helpdesk using the details provided;

PRIVACY

If you are a user; other than Department User, Admin User and CSC User, you hereby consent to the collection and use of your personal information for the provision of the Services. The details of the personal information collected and the manner in which it is collected and by whom as well as the purposes for which it will be used is more fully set out in our Privacy Policy which is available [here](#).

DISRUPTION

You agree that you have no expectation of, or right to permanent and uninterrupted access to the Services. While the Services are intended to be accessible to you from everywhere on a 24x7 basis, from time to time and without prior notice of downtime, access to the System, Portal or Mobile App or the Services or to any part thereof may be suspended on either a temporary or permanent basis and either with respect to all or a certain class of users.

LIABILITY

The Housing and Urban Development Department, Odisha will make best efforts to ensure that the System, Portal and Mobile App, and the Services performed thereunder, as described but will not be liable for any failure of the System, Portal or Mobile App to provide you the Services. This disclaimer of liability applies also to any damage or injury caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communications link/line failure, theft or destruction or unauthorised access to, alteration of, or use of record, whether for breach of contract, tortious behaviour, negligence, or under any other cause of action.

DISCLAIMER

The System, Portal and Mobile App are being made available on an "as-is" basis. All services such as those provided by this System, Portal and Mobile App are never wholly free from defects, errors and bugs, and the Housing and Urban Development Department, Odisha provides no warranty or representation to that effect or that the System, Portal or Mobile App will be compatible with any application, or software not specifically identified as compatible. The Housing and Urban Development Department, Odisha specifically disclaims any implied warranties of fitness for a particular purpose or non-infringement.

The functioning of the System, Portal and Mobile App is dependent on the compliance by all registered users of the System, Portal and Mobile App with the Terms set out here. Accordingly, the Housing and Urban Development Department, Odisha disclaims all liability on account of such non-compliance by any registered user.

The Housing and Urban Development Department, Odisha reserves the rights to modify and/or change anything (including technical / non-technical and general information, any kind of content, statistics, styling or mode of presentation/operation, or any content therein) on this Portal at any point of time, without prior notice or reason whatsoever. The Housing and Urban Development Department, Odisha is in no way responsible for any claim/s arising out of the use / quote of any information/data displayed/shown on the Portal.

You may contact the respective Departments/ULBs correct information. The information/data contained herein are based on records/information available with the Housing and Urban Development Department, Odisha. All possible care has been taken to verify the accuracy/correctness of the information/data, neither Housing and Urban Development Department, Odisha or its Officers / nominated agencies, assume any kind of responsibility for the accuracy/correctness or for any loss arising out of any information contained herein.

INDEMNITY

You, the User ("Indemnifying Party"), will indemnify, keep indemnified and hold Housing and Urban Development Department, Odisha ("Indemnified Party") and Indemnified Party's senior officials, officers, employees, agents and representatives harmless from and against all losses, liabilities, claims, damages, costs and expenses, and interest chargeable thereon, including reasonable legal fees and disbursements incurred or suffered by the Indemnified Party it's directors, officers, employees, agents and representatives in any manner relating to (i) any breach by the Indemnifying Party of the Terms and Conditions, and/or (ii) any harm caused to any other User, either intentionally or otherwise, in any manner whatsoever.

GRIEVANCE REDRESSAL

You can report any bugs in the System, Portal and Mobile App or defects and deficiencies in the Services to the Housing and Urban Development Department, Odisha at helpdesk.sujog@odisha.gov.in. The Housing and Urban Development Department, Odisha will make every endeavour to address all reported bugs, defects and deficiencies.

GOVERNING LAW

These Terms shall be governed by the laws in force in India.