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What we do?

We provide a Platform - **Mibiz Citizen Advisor** for The Citizens of India and Non-resident Indian (NRI) to overcome their problems. Citizens please read the following terms and conditions carefully before Registering, accessing, browsing, transferring payments or using the website. The main features of the Citizen Advisor Platform - Advisory Management, Public Utility services & Public Grievance redressal services.

- The Citizen Advisor Public Grievance redressal service is a free, confidential and independent advice to help The Citizens of India and Non-resident Indian (NRI) to overcome their problems.
- The Advisory Management & Public Utility services are Paid Services.

Platform

You can access the Platform without registering for an account. However, to use several features, you will need to register and create a profile with accurate and complete information. Your profile must be your own or of a person or entity you are entitled to represent and you shall not use or provide any information that is offensive or that violates any third party's rights.

Account de-activation: You can choose to de-activate your account with Mibiz maintained on the Platform by notifying info@citizenadvisor.in. Please note that any cancellation/deactivation of your account shall be subject to the payment terms applicable to you.

The Process Flow

How to use the Citizen Advisor Platform



1) USER REGISTRATION

User Login ID Registration Citizens [Citizens of India and Non-resident Indian (NRI)] who meets the eligibility criteria can Register with our Website and obtain a valid Citizen Advisor User Login ID. For the Non-resident Indian (NRI) Registration will be taken up directly and User details are forwarded to the Registered Email ID of the User. Whereas for the Citizens of India (OTP is generated & verified and User details are forwarded to the Registered Email ID of the User).



2) CITIZEN DASHBOARD

The Registered Citizen Advisor User will land to the Citizen Dashboard Webpage.

A) PUBLIC GRIEVANCE REDRESSAL [FREE e-Service]

The Registered Citizen Advisor User can submit the Grievances and track the Application Status in the Website which is a FREE e-Service. (The System will generate eFile Number MIB/YEAR/000000 and the details are forwarded to the Registered Email ID of the User. The Registered Citizen Advisor User can monitor the Application Status of the Grievance from the Citizen Dashboard).

B) PUBLIC UTILITY SERVICES [PAID e-Service] (SERVICE FEE)

The Registered Citizen Advisor User can submit the Book My Service and track the Application Status in the Website. **The Public Utility services have No (Annual Membership Fee) but Service Fee charges will be made on case by case basis.** (The System will generate eFile Number MIB/YEAR/000000 and the details are forwarded to the Registered Email ID of the User. The Registered Citizen Advisor User can monitor the Application Status of the Book My Service from the Citizen Dashboard.) The Charges for the Public Utility services will be as per the transaction. **(Service Fee).**

- ❖ The Registered Citizen Advisor Users can submit the Book My Service and track the Application Status in the Website.
- ❖ The Registered Citizen Advisor User can submit the Book My Service and track the Application Status through Mibiz Call Centre.
- ❖ The Registered Citizen Advisor User from the Rural/Urban users can submit the Book My Service and track the Application Status through Service Centre Partner (SCP) Centres (Tehsil / Taluks Office, District Office, State Office).
- ❖ The Registered Citizen Advisor Non-Resident Indian (NRI) can use the service through Service Centre Partner (SCP) Centres (Country Offices).

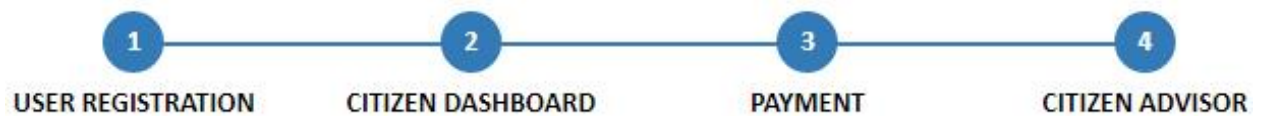


3) PAYMENT GATEWAY

How to do Mibiz e-Services Payment Online?

- ❖ Click **PAY** from the **MIBIZ CITIZEN DASHBOARD Webpage**.
- ❖ The Registered Citizen Advisor User will land to the **Mibiz Citizen Payment Webpage**. The Citizen Payment Webpage will have two options - **Membership Fee -Service Fee**. The User need to select the option of his choice to move ahead.
- ❖ The Registered Citizen Advisor User will land to the **Mibiz Information Webpage**. **The System will generate automatically - Citizen Name, Invoice Number, Email ID, Mobile Number. The Registered Citizen Advisor User need to choose e-Services, Category, Payment Mode - PayU, PayPal, CCAvenue, Axis Bank respectively.** The system generated Membership Fee prices will be displayed in **INR or USD**. **The Service Fee has to be entered manually and click the PAY NOW button.**

- ❖ The Registered Citizen Advisor User will land to the **Mibiz Payment Gateway Webpage. System will generate automatically Citizen Name, Invoice Number, and SUB TOTAL.** Any Remarks The Registered Citizen Advisor User can enter manually and click the **PAY NOW** button
- ❖ The Registered Citizen Advisor User will land to the selected **Payment Gateway Website [PayU, PayPal, CCAvenue, Axis Bank]** you have selected and you can submit the details and OTP validation and successfully make your Payment Online.
- ❖ The **Payment Gateway Service Provider** will send an email of confirmation of the Payment transferred immediately after the transaction. **Mibiz Pay Service** will also send an email of confirmation of the Payment transferred immediately after the transaction. **MIBINVOICE/YEAR/000000.**



4) CITIZEN ADVISOR PLATFORM

A) ADVISORY MANAGEMENT [PAID e-Service] (MEMBERSHIP FEE & SERVICE FEE)

The Registered Citizen Advisor User can submit the Book My Service and track the Application Status in the Website. **The Advisory Management is a Paid Service (Annual Membership Fee) and Service Fee charges will be made on case by case basis.** (The System will generate **eFile Number MIB/YEAR/000000** and the details are forwarded to the Registered Email ID of the User. The Registered Citizen Advisor User can monitor the Application Status of the Book My Service from the Citizen Dashboard.)

The Citizens of India Rs 2500/- (Membership Fee) + GST
The Non-resident Indian (NRI) USD 250/- (Membership Fee)
The Charges for the Advisory Management services will be (1% to 4%)
+ GST of the total Project cost. (Service Fee)

- ❖ The Registered Citizen Advisor Users can submit the Book My Service and track the Application Status in the Website.
- ❖ The Registered Citizen Advisor User can submit the Book My Service and track the Application Status through Mibiz Call Centre.
- ❖ The Registered Citizen Advisor User from the Rural /Urban users can submit the Book My Service and track the Application Status through Service Centre Partner (SCP) Centres (Tehsil / Taluks Office, District Office, State Office).
- ❖ The Registered Citizen Advisor Non-Resident Indian (NRI) can use the service through Service Centre Partner (SCP) Centres (Country Offices).

Refund & Cancellation Policy

Once we receive your email on info@citizenadvisor.in for cancellation and refund, we will scrutinize and evaluate the transaction. After approval refund will initiate. Refund amount is calculated by deducting 20% (internet payment charges) + Taxes from your original payment. You will receive the credit within a certain amount of days, depending on your card issuer's policies. Refunds will be issue to the same payment method which was used at the time of purchase.

Payment Method	Refund Method	Refund Time-frame
Credit Card / Debit Card	Credit Card / Debit Card	8-10 business days
Net Banking	Net Banking Account (Credited to Bank Account)	8-10 business days

If the standard time-frame as mentioned above has passed and you have still not received the refund, please contact your credit or debit card issuer or your bank for more information. If you have any questions about our **Returns and Refunds Policy**, please contact us: by email: info@citizenadvisor.in or call us on Helpdesk Number +91 0471 272 67 77 India | +91 9656 20 55 00 Worldwide.

How can Mibiz Platform benefit a Citizen?

- ❖ Unlimited Advisory Management support from Mibiz Innovators which includes Professionals & experts from all walks of life.
- ❖ Arrange Video Conferencing / Conference call / One-on-one meeting with Mibiz Innovators & experts in the Industry.
- ❖ Hassle free solution for your day to day needs which directly or indirectly saves your valuable time, energy and money with our Multi e-Services Platform focusing on Citizen's needs.
- ❖ Flat 20% Discounts on Mibiz online store items www.mibizkart.com
- ❖ Discounts on Events & Exhibitions, including Annual Conference and more focused on Citizen Empowerment.
- ❖ Free subscriptions for Newsletters, eMagazines and more.
- ❖ Eligibility for a wide range of Scholarships. Grants and Awards.
- ❖ Mibiz Membership Citizen Card [will be introduced in due course].

Eligibility

- You will be considered "Eligible" to use our services.
- Obtain a valid and unique Citizen Advisor User Login ID.
- Citizens [Citizens of India and Non-resident Indian (NRI)].
- Have attained at least 18 (eighteen) years of age.
- We reserve the right to immediately terminate your Account if we have reason to believe that your account is being used by any person who is not eligible, or for any other reason.

We appreciate your valuable business and look forward to provide you quality & excellent service.