

Online related grievances

Any issues related to online payments where amount debited from account and payment status shows as validity expired / Repay option in BBMP property tax portal, may raise your grievance to the concerned PG Point of Contact. And provide if any documents necessary for the process. Please find the contact details below.

Sl No	Payment Gateway	Point of Contact	Contact no	E-mail Id
1	PAYU	Mr. Vinay Salvi	9833691014	vinay.salvi@payu.in
2	HDFC	Mr. Santosh B Rathod	9986968822	santosh.brathod@hdfcbank.com

Note:

- **All request for refund/charge back of property tax payment made more than once through PayU Money and HDFC bank shall be handled by BBMP only.**
- **No request shall be made to PayU Money or HDFC Bank as the case may be.**
- **Please raise a ticket under Grievance for chargeback queries.**