
Charging of additional fee for online application for electricity connection and payment of electricity bills- NBT News dtd. 13 June 2016

Fri, Jun 17, 2016 at 10:36 AM

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Cc: SP Duggal <dd.consumerhelpline.hry@gmail.com>

Dear Sir,

I would refer to the news report published in Navbharat Times dtd. 13/06/2016 (a copy attached) reporting that DHBVN would be charging an additional amount of Rs. 50/- per application for online application for getting electricity connection.

In this connection I am of the opinion that such charging of additional amount for online application for electricity connection is anti-consumer practices as :

1. Online application reduces cost of service provider i.e DHBVN on account of stationary, engagement of manpower for interfacing with the consumer, data entry in computerising the application received besides stress on space and resources that may be due to personal visits of the applicant in case of manual submission of form
2. The online application would supplement the efficiency of the service provider.
3. manual interaction reduces with the online operations.
4. It reduces on the pressure of staff for receiving application fee, accounting and depositing and then tracking for its credit in the books.
5. Inculcating habits with the consumers for online transaction is a step towards digitisation and digitisation reduces the cost of operation and best utilisation of manpower which can be deployed elsewhere for efficient productivity.
6. Many operators in fact offers discounts for online transaction. The glaring example is of PSU telecom service operator BSNL. BSNL offers a discount of 1% on the bill amount if it is paid through the online payment gateways. While on this I would be wondering if DHBVN also stops charging of additional fee for making online payment for Electricity bills.

In view of above, I would request you to kindly reconsider your decision of charging additional amount for online transactions for electricity connection and online payment of electricity bills

Thanking you,

Yours sincerely

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