



Stat Consumer Helpline Knowledge Resource Management Portal
(SCHKRMP)
(A National Nodal Agency)

Ref. No.IIPA/SCHKRMP/ELECTRICITY/2016

Dt.17/08/2016

Principal Chief General Manager
Department of Banking Supervision, Central Office,
World Trade Centre I,
Cuffe Parade, Colaba
Mumbai-400005
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Sub: Charging of additional fee for online payment of electricity bills through debit cards/ wallets/cash cards by Dakshin Haryana Bijli Vitran Nigam (DHBVN) a state PSU under Govt. of Haryana in violation RBI regulations vide RBI/2013-14/292 DBS.CO.PPD.No. 3578/11.01.005/2013-14 dtd. 17th September 2013.

Dear Sir,

Dakshin Haryana Bijli Vitran Nigam (DHBVN), a State PSU Electricity Distribution Company in Haryana has been charging additional amount for payment of electricity bills through their online payment system. The additional amount being charged is 1% if the consumers are making payment using their debit cards and Rs. 4/- for each transaction if the payment is made through internet banking services. A copy of the document as downloaded from their website is attached for ready reference.


The charging of additional amount for such transactions is in violation of order of RBI No. RBI/2013-14/292 DBS CO.PPD No. 3578/11.01.005/2013-14 dtd. 17/09/2013 (a copy of the order is attached). A relevant quote of the said order is reproduced "There are instance where merchant establishments levy fee as a percentage of the transaction value as charge on customers who are making payment for purchase of goods and services through debit cards. Such fees are not justifiable and are not permissible as per the bilateral agreement between the acquiring bank and the merchants and the merchants and therefore calls for termination of the relationship of the bank with such establishments".

Even though the DHBVN is adapting to unethical business practices in violation of the stated RBI order, the charging of any additional amount for online transactions otherwise is also unethical as the online transaction results into reduction in the cost of operation as brought out to the attention of the Dakshin Haryana Bijli Vitran Nigam and Haryana State Electricity Regulatory Commission through attached copy of the mail and letter respectively. However there is no response to the issue of unauthorized transaction fee being charged in violation of RBI regulations and the company continue to charge the unauthorized transaction fee for making payment through debit cards.

In view of above we would request Reserve Bank of India for appropriate intervention so that such additional fee being charged by the company is stopped immediately.

Thanking you,

Yours sincerely,


17/08/2016

(S.K. Virmani)
Project Manager

Encl: As above