

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 3230
TO BE ANSWERED ON 09.08.2023

CONVENIENCE FEE FOR DIGITAL TRANSACTION

3230: SHRI RAJENDRA AGRAWAL

Will the Minister of ELECTRONICS & INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government is making efforts to promote transactions through digital platforms and has been successful to an extent and if so, the details thereof;
- (b) whether the people using digital transactions are facing undue burden due to the increase in the convenience fee for digital transactions during the last few years and if so, the details thereof;
- (c) whether the Government proposes to reduce the said convenience fee in future; and
- (d) if so, the details thereof and if not, the reasons therefor?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a): The Government of India has launched the Digital India programme with the vision of transforming India into a digitally empowered society and a knowledge-based economy, by ensuring digital access, digital inclusion, digital empowerment and bridging the digital divide. The programme is centred on three key vision areas, namely, digital infrastructure as a core utility to every citizen; governance and services on demand; and digital empowerment of citizens. The overall goal is to ensure that digital technologies improve the life of every citizen, expand India's digital economy, and create investment and employment opportunities and digital technological capabilities in India. Under the Digital India programme, various digital platforms have been initiated which are promoting digital transactions in the country e.g. DigiLocker, Unified Mobile Application for New-Age Governance (UMANG), Common Service Centres, MyGov, API Setu, Meri Pehchaan, Unified Payments Interface (UPI), Bharat Interface for Money (BHIM) App etc. These initiatives have not only increased digital transactions but has considerably bridged the distance between the Government and citizens.

(b) to (d): Convenience fee, if any, is charged directly by the Digital Platform provider against the service availed by customers on their website/app. At the time of availing the service, customer is made aware of the fees and it depends upon customer's choice to avail of the service of a particular website/app.
