

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO.2563
TO BE ANSWERED ON 10.03.2021

DIGITAL PAYMENT POLICY

**2563 SHRI KUNWAR PUSHPENDRA SINGH CHANDEL:
SHRIMATI MALARAJYALAXMI SHAH:**

Will the Minister of Electronics and Information Technology be pleased to state:

- (a) whether the Government has taken any steps to bring in more transparency in the digital payment policy of the companies/industries providing digital payment facility;
- (b) if so, the details thereof;
- (c) whether the Government has made any assessment of the losses incurred by the consumers due to non-transparent policies of such companies; and
- (d) if so, the details thereof?

ANSWER

MINISTER OF STATE ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a) and (b): Yes, Sir. RBI has introduced 'Ombudsman Scheme for Digital Transactions, 2019' in the public interest and in the interest of fair conduct of business relating to payment systems, to provide a mechanism of Ombudsman for redressal of complaints against deficiency in services related to digital transactions. Further, as per the Union Budget 2019-20, the business establishments with annual turnover more than Rs.50 crore have been mandated to offer low cost digital modes of payment to their customers and no charges or Merchant Discount Rate (MDR) shall be imposed on customers as well as merchants. With effect from 01.01.2020, Government has waived off all charges including the Merchant Discount Rate (MDR) on payments done through RuPay Debit cards; BHIM-UPI; and UPI QR Code/ BHIM-UPI QR Code by bringing suitable amendments in Payment and Settlement Systems Act, 2007 (PSS Act, 2007) and Income-tax Act, 1961 (IT Act, 1961).

(c) and (d): No specific data is available
