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BMC to launch app to help residents pay bills, file complaints

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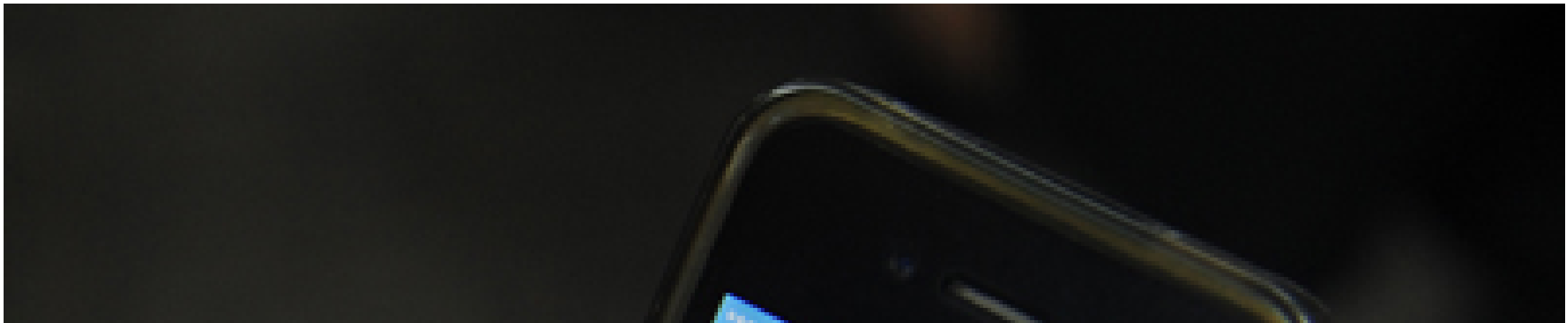
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In order to help citizens save time and energy, the BMC will this week launch a mobile phone application that will help residents pay bills recovered by the civic body.

According to the BMC, residents can, at present, pay water bills using this software. The corporation plans to extend the service for recovering renewal of permits for shops and establishments and factory (likely to be launched in September) and a facility to register complaints (to be commissioned in November).

"People throng citizen facilitation centres (CFCs) for paying bills, which eats into their time and energy. This will help them save their efforts, as they can pay bills from anywhere at any time, once the application is launched," said a senior civic official.

A resident can download the software from Google Play Store on his/her android phone. On browsing the 'MCGM 24X7' application, one can find out his/her connection code number (CCN) and the amount to be paid. The bills can be paid through various ways like net banking, debit card payment, credit card and IMPS.

If one chooses to pay their water bill through net banking, the user will be charged Rs5 and Rs10 for payments up to Rs 500 and above respectively, as service charge. For clearing payment through debit card, a consumer will be charged 0.75% and 1% for dues up to Rs2000 and above respectively. "If a resident wants to make payment through credit card, then he will have to pay 1% amount of the total dues as service charge. In case s/he wants to pay through IMPS, then s/he will have to make a nominal payment of Rs5, Rs7, Rs8 and Rs9 for clearing bills up to Rs5000, Rs25,000, Rs50,000 and Rs1 lakh respectively," said the official. The official added that residents can continue to pay bills through CFCs at ward offices.

Meanwhile, mayor Sunil Prabhu said, "While presenting the budget for 2014-15, we had promised to encourage mobile governance. So, we have developed the application in association with national securities depository limited (NSDL) and centre of development of advanced computing (C-DAC). We plan to launch the programme this week, marking Shiv Sena party president Uddhav Thackeray's birth anniversary, celebrated on July 27."

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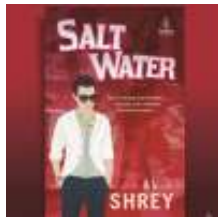


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