

# **‘PAHAL’** **P**ratyaksh **H**anstantrit **L**abh

Direct Benefits Transfer For LPG (DBTL) Consumers Scheme



अपना धन पाओ, जन धन बचाओ

“GET YOUR MONEY, SAVE PUBLIC MONEY”

Ministry of Petroleum and Natural Gas  
Government of India



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## 1. Abbreviations used

Abbreviations	Description
ATC	Aadhaar Transfer Compliant
APB	Aadhaar Payment Bridge
ARS	Aadhaar Registration Sheet
BTC	Bank Transfer Compliant
BPCL	Bharat Petroleum Corporation limited
BPL	Below Poverty Line
CTC	Cash Transfer Compliant: A consumer who has joined the DBTL scheme by any of the following two ways and is ready to received LPG subsidy directly into his bank account.  ATC – If LPG consumer has linked his/her Aadhaar number to both LPG consumer number and to the bank account Or BTC - If LPG consumer has linked his/her bank account number to LPG IDs
DBTL	Direct Benefits Transfer for LPG (DBTL) Consumers
DC	District Collector
DFS	Department Of Financial Services
DGM	Deputy General Manager
DS	Deputy Secretary
ED	Executive Director
EID	Enrollment Identification
ERP	Enterprise Resource Planning
GM	General manager
GOI	Government Of India
HPCL	Hindustan Petroleum Company Limited
IEC	Information, Education & Communication
IOCL	Indian Oil Corporation Limited
IS	Information Services
IVRS	Interactive Voice Response System
JS	Joint Secretary
LDM	Lead District Managers For Banks
LPG	Liquefied Petroleum Gas
MIS	Management Information System
NTC	Not Transfer Compliant: An LPG consumer who has not linked his/her Aadhaar number to either LPG consumer or bank account or both LPG consumer number and bank account Or



	An LPG consumer who has not linked his/her bank account number to LPG consumer number
NPCI	National Payments Corporation Of India
OMC	Oil Marketing Company
PAHAL	DBTL scheme has been named as 'PAHAL' which means "Initiative". It is an acronym based on Hindi translation of the scheme: " <i>Pratyaksh (Direct) Hاستانتاريت (transferred) Labh (Benefit)</i> "
PDS	Public Distribution System
PMO	Prime Minister Office
POA	Proof Of Address
POI	Proof Of Identity
PPAC	Petroleum Planning And Analysis Cell
RASF	Remote Aadhaar Linking Framework
RSP	Retail Selling Price
SC/ST	Schedule Caste/Schedule Tribe
SI	System Integrator
SMS	Short Messaging Service
UID	Unique Identification
UIDAI	Unique Identification Authority Of India
VAT	Value Added Tax



## 2. Introduction

### 2.1 Background

The Government of India provides Liquefied Petroleum Gas (LPG) to domestic households at heavily subsidized rates in 14.2 Kg cylinders upto the prevailing cap of cylinders per annum per household. Supplies are made at the consumer through a wide distributor network of Oil Marketing Companies (OMCs). LPG cylinders from 186 bottling plants are sent to more than 13000 distributors to serve more than 16 crore households, covering more than half of the country's population, delivering more than 30 lakh cylinders every day. All the social groups are impacted by the delivery of LPG cylinders as it is an essential commodity for almost 50% of the households (larger percentage in the urban areas).

LPG is a clean fuel and over 16 crore households use it for cooking purposes at highly subsidized rates. The total subsidy burden is Rs. 46,000/- crore for 2013-14. The fact that such a huge amount of subsidy is being provided to consumers imposing an unimaginable burden on the state exchequer, is a matter of grave concern. As this fact has not been effectively communicated to the consumers, there has been a growing sense of entitlement on part of the consumer to the subsidy. Apart from the lack of awareness of the huge subsidy burden, the pricing of domestic subsidized LPG below the market price has also led to diversion of subsidized LPG to commercial purposes, which unnecessarily adds to the subsidy burden of the exchequer.

LPG being an essential commodity, its supply and distribution has been regulated by various regulations to control the trade and illegal diversion. However, the prevention of such activities has at best been minimal, primarily due to the large scale of the LPG supply chain.



The only way to prevent this diversion is to move LPG in the supply chain at one market price so that the incentive for diversion is eliminated. This is the backdrop of the Direct Benefits Transfer for LPG (DBTL) Consumers scheme.

## **2.2 Challenges in the LPG supply chain**

### **2.2.1 For Consumers**

#### **Absence of competition**

The customer was locked with the distributor available in that location. As the distributor had a monopoly over LPG distribution, there was no incentive for him to provide better services. The customer was hapless and at the mercy of the distributor.

#### **Poor services**

The customer had to either physically visit the distributor or call on phone for the limited and basic LPG services offered. As a result he had to spend time and effort and there was no tracking of the requests made or completed. The customer services were limited, difficult to access and never measured. This precluded any improvement in service levels and accountability on part of distributors. With no SLA on delivery time, there were days when cooking could not take place due to undue delays in delivery in households, bringing normal life to standstill.

#### **Loss of Entitlement**

There was complete lack of visibility in the supply of subsidized cylinders, which are sold at almost half their cost. This led to rampant diversion of subsidized cylinders into the commercial market such as auto LPG and cooking fuel in hotels by ghost connections.



## Poor Grievance Redressal System

There was no mechanism for the consumers to complain about delayed deliveries or poor service levels.

### 2.2.2 For Government

## Burgeoning Subsidy Burden

The total subsidy (2013-14) on LPG was Rs. 46,458 crore, accounting for 25% of the overall fuel subsidy burden of Rs.1,39,869 crore. Hence, it is imperative to infuse transparency and efficiency in the LPG supply chain to achieve twin objectives of reduction in diversion and improving consumer services.

## 2.3 Need for PAHAL or Direct Benefits Transfer for LPG (DBTL) Consumers scheme

LPG supply chain was opaque and LPG consumers were powerless, and were at the mercy of the distributors in a monopoly market structure. The government at one hand wanted overcome these obstacles and delivery good services to citizens and on the other hand wanted to reduce their subsidy burden by curbing the diversion of subsidized cylinders meant for domestic consumers into the commercial market.






Hence, a task force was set up to suggest solution to this problem. One of the recommendations was to infuse transparency and efficiency into the supply chain of LPG. The Task force suggested a framework which would lead to better management of subsidy and reduction in the burden to the exchequer. Information technology became an enabler to achieve these objectives. Government decided to launch PAHAL or Direct Benefits Transfer for LPG (DBTL) scheme for LPG consumers across the country.

The Ministry of Petroleum and Natural Gas took the decision to leverage Information Technology which would solve the twin problems of lack of accountability leading to poor consumer service and diversion leading to leakages in LPG subsidy. A unified





portal [www.MyLPG.in](http://www.MyLPG.in) has been created to address the myriad problems of the LPG consumer. On one hand this portal has led to measurement of service levels, enhanced competition, consumer choice, transparency and grievance redressal, and on the other hand it has become one of the key enablers to launch PAHAL (DBTL). The options on website are given below:

About DBTL			
	Exercise your option to join DBTL.		To download DBTL related forms to be submitted either to the distributor or to the bank.
	Check whether your Aadhaar is successfully linked to your LPG consumer Number and Bank account online.		To find your LPG ID.
	To know further details about DBTL.		

PAHAL (DBTL) has been introduced to curb the diversion of the subsidized LPG. Under the scheme, Consumers will pay the market price for the domestic cylinder and the subsidy will be transferred directly to their bank account. This removes the incentive to divert the domestic LPG cylinders, which moved in the supply chain at almost half of their real market price.

Being a popular fuel, and coupled with poor visibility of its supplies, rampant diversion took place. This could only be stopped by removing the incentive of intermediaries in the supply chain who are able to extract the difference in the subsidized price and market price. This could only be done by moving cylinders at market price till the consumer. However, subsidy is essential part of the pricing and the only way both the objectives can be met are through a direct transfer of subsidy into the bank account of the consumer.

PAHAL (DBTL) was designed to ensure that the benefit meant for the genuine domestic customer reaches them directly and is not diverted. PAHAL (DBTL) also ensures that precious public money is saved by eliminating diversion. Further, LPG customers who do not wish to avail the LPG subsidy can choose to Opt out of subsidy using **Form 5**



(section 8.5) that can be submitted to the distributor. Consumers can also register and exercise this option by visiting [www.MyLPG.in](http://www.MyLPG.in) and accessing OMC's portals. Around 9000 citizens have already voluntarily given up the LPG subsidy so far.



### 3. PAHAL - Direct Benefits Transfer for LPG (DBTL) Consumers scheme

The DBTL scheme was rolled out in 291 districts in the country from 1st June 2013 in six phases. The scheme covered nearly 10 crore consumers and over 3770 distributors across the three PSU Oil Marketing Companies. The DBTL scheme launched earlier required the LPG consumer to mandatorily have an Aadhaar number for availing LPG subsidy.

The Government has comprehensively reviewed the scheme and after examining the difficulties faced by the consumer substantively modified the scheme prior to launch. The modified scheme has been re-launched in 54 districts on 15.11.2014 in the 1<sup>st</sup> phase and in the rest of the country on 01.01.2015. This not only will prevent diversion but also will allow us to detect duplicate connections against the same individual.

Under the modified DBTL scheme (PAHAL), in effect now, each LPG consumer will link his Aadhaar number in the LPG database and in the bank account database, and then the subsidy will be routed to the individual bank accounts in accordance with the delivery of LPG cylinders.

Alternatively, the LPG consumers who do not have Aadhaar number can also get subsidy into their bank account by simply linking their Bank Account with their LPG database.

Such a consumer will be called Cash Transfer Compliant (CTC) once he/she joins the scheme and is ready to receive subsidy in his/her bank account. The LPG consumers who had already joined the scheme earlier and had received the cash subsidy in their bank accounts do not need to do anything further. To confirm this they can either contact their LPG distributor or visit [www.mylpg.in](http://www.mylpg.in) and access the individual OMC's



portals. Such consumers will start getting the LPG subsidy directly into their bank account as soon as the scheme is launched in their district.

Those consumers who didn't join the scheme earlier but have their Aadhaar number with them can join the scheme and become CTC by getting the same seeded with their LPG distributor as well as with their banks.

For those who are not yet enrolled with UIDAI and don't have Aadhaar number can also join the scheme and become CTC by getting their bank details seeded into the LPG database.

### 3.1 Objective of PAHAL (DBTL) Scheme

Following are the key objectives of the scheme:

- a) Remove incentive for diversion.
- b) Protect entitlement and ensure subsidy to the consumer.
- c) Improve the availability/delivery of LPG cylinders for genuine users
- d) Weed out fake/duplicate connections
- e) Allow Self Selection in subsidy

### 3.2 Benefits of PAHAL (DBTL) Scheme

#### A. Government of India

- i. Launch of PAHAL (DBTL) will reduce subsidy burden due to:
  - a) Elimination of supply chain leakages and unauthorized usage.
  - b) Allow consumers to opt out of subsidy, and
  - c) Reduction in multiple connections by way of Aadhaar based De-duplication.
- ii. Improvement in public service delivery

#### B. LPG Consumers



- i. LPG Consumers get LPG subsidy in cash directly in their bank account automatically.
- ii. With removal of incentive for diversion, the entitlement will be protected
- iii. Improved availability of new LPG connections in the market.
- iv. Reduction in back-log due to reduced diversion

### **C. Oil Marketing Companies (OMC)**

- i. Reduction in administrative overheads due to:
  - a) Lesser policing
  - b) Reduction in number of grievances related to unauthorized usage, diversion and delayed deliveries.
  - c) Public auditing of Subsidy
- ii. Allow focus on consumer relationship management
- iii. Improved quality of consumer database which can be leveraged for better data mining leading to improved services.
- iv. Removal of multiple connections / fake & ghost LPG consumers.
- v. Reduction in product shortage and better management of imports.

### **3.3 Pricing under PAHAL (DBTL) Scheme**

In the districts where PAHAL (DBTL) has been launched, domestic LPG cylinders will be sold to those domestic LPG consumers who have joined the scheme (CTC consumer) at Market Determined Price (does not include subsidy) from the date of launch of the scheme.



- 1) **Amount transferred to consumer:** The **total cash**<sup>1</sup> applicable on LPG cylinder will then be transferred to the CTC consumer for each subsidized cylinder delivered (up to the cap) as per his entitlement.
- 2) **Grace Period:** NTC consumers will be allowed 3 months from the date of launch of PAHAL (DBTL) to become CTC. During this period such consumers will receive their entitlement of subsidized cylinders at the then applicable subsidized retail selling price.
- 3) **Parking Period:** After the grace period of 3 months, all NTC LPG consumers will get an additional 3 month Parking Period:
  - i. During the Parking Period the NTC consumers will have to buy cylinders at the market rate. If the consumer joins the scheme within the Parking Period, the subsidy as per entitlement and consumption during Parking Period will be transferred to his bank account.
  - ii. In case consumer remains NTC during this Parking Period, the parked funds will lapse and consumer shall become ineligible to receive the parked funds and sale will continue at market determined price till consumer becomes CTC.
  - iii. After the expiry of the Grace Period of 3 months, and thereafter an additional Parking Period of 3 months, all NTC consumers will receive cylinders at market determined price and will not be entitled to total cash until they become CTC.
  - iv. When NTC consumers become CTC beyond the parking period they will be eligible to get one time permanent advance and total cash entitlement on balance subsidized cylinders in that financial year.

<sup>1</sup> To ensure that the net cash out go on subsidized cylinder is equal to the **Subsidized Retail Selling Price** (ex-VAT) an amount equal to the hike (Uncompensated Cost) will be transferred back to the consumer in addition to under-recovery and fiscal subsidy. These three elements put together are called “**Total Cash**”.



#### 4) Permanent Advance

- i. A one-time advance called **Permanent Advance**<sup>2</sup> will be provided to every CTC consumer joining PAHAL (DBTL). It is paid in the bank account of consumers as soon as they make the first booking for a cylinder after joining the scheme, prior to the delivery.
- ii. This advance ensures that LPG consumers have extra cash to pay for the first LPG cylinder at market price.
- iii. This Permanent Advance will be notified, from time to time and will remain fixed for a financial year. It is fixed at Rs. 568/- for the year 13-14.
- iv. It will remain with the consumer till the time of termination of connection, when it will be finally adjusted.
- v. LPG consumers who were provided permanent advance on a previous scale will not be eligible for any differential payment on account of the revision in the permanent advance.

### 3.4 Entitlements of LPG Consumers post launch of PAHAL (DBTL) Scheme

#### 3.4.1 Those who join scheme (CTC consumers)

- a) CTC consumers will receive the Permanent Advance immediately after their first booking post launch of scheme in their district.
- b) Existing customer as and when they become CTC will receive Permanent Advance on booking their first cylinder post launch of scheme and will be supplied cylinders at the market price. The subsidy amount will be transferred to their bank account.
- c) For New consumers the quota of subsidised cylinders will be on prorata basis for the financial year based on the date of their becoming an LPG consumer. As and when they become CTC, they will receive Permanent Advance on booking their first

<sup>2</sup> The permanent advance is paid in the bank account of consumers as soon as they make the first booking for a cylinder after joining the scheme, prior to the delivery. This advance ensures that LPG consumers have extra cash to pay for the first LPG cylinder at market price. The permanent advance has been fixed at Rs. 568/ for 2013-14.



cylinder post launch of scheme and will be supplied cylinders at the market price. The subsidy amount will be transferred to their bank account upto their prevailing quota.

### 3.4.2 Those who do not join scheme (NTC consumers)

- a) After launch of scheme, NTC consumers will be allowed grace period of 3 months from the date of launch of PAHAL (DBTL) to become CTC. During this period such consumers will receive their quota upto the prevailing capping per Financial Year of cylinders at subsidized price.
- b) After the grace period of 3 months, NTC consumers will get an additional 3 month Parking Period, during which the sale will happen at Market Price (without any subsidy) for all LPG consumer.
- c) But for such consumers, applicable subsidy on the sale of cylinders made to such consumers (as per their entitlement) shall be held back with the respective OMC. The subsidy shall be transferred to the LPG consumers' bank account in case consumer becomes CTC anytime during the Parking Period.
- d) In case consumer does not become CTC during this Parking Period, the parked funds will lapse and consumer shall become ineligible to receive the parked funds and sale will continue at Market Price (without any subsidy) till consumer becomes CTC.
- e) If LPG consumer is NTC and is receiving the LPG cylinder at market price then that cylinder will not be considered as subsidized cylinder.

### 3.5 How does a consumer join PAHAL (DBTL) Scheme to receive subsidy in his account?

Under PAHAL (DBTL), the LPG consumer can receive subsidy in his bank account by two methods. Such a consumer will be called CTC (Cash Transfer Compliant) once he joins the scheme and is ready to receive subsidy in the bank account.





There are two options for the consumer to become CTC in the order of preference given below:

- 1) **Option I (Primary)** – Wherever Aadhaar number is available it will remain the medium of cash transfer. Thus, an LPG consumer who has an Aadhaar Number has to link it to the bank account number and to the LPG consumer number. This is the preferred option and is to be used if someone possesses an Aadhaar number.
- 2) **Option II (Secondary)** – If LPG consumer does not have an Aadhaar number, then he can directly receive subsidy in his bank account without the use of Aadhaar number. In this option, either consumer can:
  - i. Present bank account information (bank account holder name /account number /IFSC code) to the LPG distributor for capture in LPG database,
  - OR
  - ii. Present LPG consumer information (17 digit LPG consumer ID<sup>3</sup>) to his bank

Those domestic LPG Consumer who had already joined the earlier DBTL scheme by linking their Aadhaar to bank and LPG database and had received the subsidy prior to date when the earlier scheme was kept in abeyance i.e., 10.3.14 don't need to take fresh action for receiving subsidy as the subsidy will be transferred to their bank accounts via Aadhaar based on the previous seeding. If they have received an SMS stating that their bank account has been delinked from the OMCs then they need to link their Aadhaar number again to their bank account using Form 1 below. Such CTC consumers cannot exercise Option II above.

<sup>3</sup> Consumer can find 17 digit LPG ID on the cash memo or on website [www.MyLPG.in](http://www.MyLPG.in)



## 4. Detailed description of Option – I - Aadhaar based cash transfer

***This option is applicable for those LPG consumers who have their Aadhaar number available.*** To start receiving the subsidy directly into their bank account they need to link their Aadhaar number to their:

- a. Consumer Number with the LPG distributor of the Oil Marketing Company
- b. Bank account

There are two forms to be filled in and submitted by the LPG consumers for joining PAHAL (DBTL).

- Form-1 is to be submitted at the bank.
- Form-2 is to be submitted at the LPG distributorship.

Both these forms are available with the distributor as well as hosted at <http://petroleum.nic.in/dbt/forms.html>. Consumers can also download these forms by accessing their OMC's individual portal through [www.myLPG.in](http://www.myLPG.in).

The consumers who become CTC using Aadhaar based mechanism are called Aadhaar-CTC or simply ATC consumers. Its details are given below:

### 4.1 Steps of linking Aadhaar with LPG and Bank database

- 1) **Submit Form 1:** Consumer to link his/her Aadhaar Number to his/her bank Account by filling Form 1 and depositing either at bank branch or in drop box placed at LPG distributorship.
- 2) **Submit Form 2:** Consumer to link his/her Aadhaar Number with his/her LPG Consumer Number in any one of the following ways:
  - i. **By hand:** Submit Form 2 to the LPG distributor by hand (or drop in the designated drop box)



- ii. **Call Centre:** Call 18000-2333-555 and follow instructions to register the Aadhaar Number
- iii. **On Web:** Click on <https://rasf.uidai.gov.in> and follow the procedure
- iv. **By Post:** Send Form 2 along with enclosures to the address given in Form 2
- v. **By IVRS:** Call your company's number and follow IVR instructions. The list of numbers for each district can be found here:
  - For IOCL / Indane: [http://indane.co.in/sms\\_ivrs.php](http://indane.co.in/sms_ivrs.php)
  - For HPCL / HP Gas: <http://www.hindustanpetroleum.com/hpanytime> or <http://dcmstransparency.hpcl.co.in/myHPGas/HPGas/IVRS.aspx>
  - For BPCL / Bharatgas: [http://www.ebharatgas.com/pages/Customer\\_Care/CC\\_IVRSInfo.html](http://www.ebharatgas.com/pages/Customer_Care/CC_IVRSInfo.html)
- vi. **Through SMS:** Consumer can send two SMS to register (SMS-1 and SMS-2). The list of numbers can be found here:
  - For IOC / Indane consumers: [http://indane.co.in/sms\\_ivrs.php](http://indane.co.in/sms_ivrs.php)
  - For HPC / HP Gas consumers : HP ANY TIME No. e.g. for State AP 9666023456
  - For BPC / Bharatgas consumers: 57333 (All India), 52725 (Vodafone, MTNL, Idea, Airtel & Tata users)
  - For consumers, the steps to register their Mobile number with their Oil Company are given below:

Steps	IOC	BPC	HPC
Step 1 Register your Mobile Number	Send SMS <b>IOC &lt; STD Code + Distributor's Tel. Number &gt; &lt; Consumer Number &gt;</b> (e.g. IOC 1126024289 QX00827C)	Register your mobile number with your distributor	Send SMS REG distributor telephone number with STD code without zero consumer number (e.g. REG 117654321 564321)
Step 2 Send SMS for Aadhaar submission	UID Aadhaar number (e.g. UID 343434343434)	UID Aadhaar number (e.g. UID 343434343434)	UID Aadhaar number (e.g. UID 343434343434)



## 4.2 Administrative features of Aadhaar based CTC Option

- 1) A provision to link Aadhaar number in the LPG consumer database is available in the OMC software through authorized process. The distributor is authorized to update the Aadhaar number and verify the same.
- 2) Any modification / corrections thereafter, if any, can be done by Sales Officers only.
- 3) Aadhaar number change is applicable as and when a name change takes place for regularization of a consumer. Aadhaar number updation will have to be done after Aadhaar de-duplication.
- 4) In case a consumer is having more than one connection even in two households at different address, he will receive subsidy only in one household.
- 5) In order to know whether a consumer has become CTC the OMCs get confirmation on Aadhaar linking in Banks through an automated system of checking Aadhaar availability through National Payment Corporation of India (NPCI) provided Aadhaar mapper on a regular basis.
- 6) At the end of each day after delivery confirmation, system centrally generates a file based on refill orders received for the first time after launch of PAHAL (DBTL) in the district and sends to Sponsor Bank (presently SBI) for transfer of advance amount without any manual intervention.
- 7) Similarly, at the end of each day, system centrally generates a file based on refill orders delivered and systemically sends to Sponsor Bank (presently SBI) for transfer of subsidy amount without any manual intervention.
- 8) NPCI managed Aadhaar Payment Bridge (APB) transfers the cash normally on the next working day to the bank account of the consumers.



## 5. Detailed description of Option – II - Non-Aadhaar based Process

***This option is applicable only for those LPG consumers who do not have their Aadhaar number.*** To start receiving the subsidy directly into their bank account the LPG consumers can either:

- i. Present bank account information (bank account holder name /account number /IFSC code) in Form 4 to the LPG distributor for capture in LPG database,

**OR**

- ii. Present LPG consumer information (17 digit LPG consumer ID) in Form 3 to his bank

Form 3 & 4 are available with the LPG distributors and Banks as well as hosted at <http://petroleum.nic.in/dbt/forms.html>. Consumer can also download these forms by accessing their individual OMC's portals through [www.myLPG.in](http://www.myLPG.in).

The consumers who don't have Aadhaar number and thus become CTC using Non-Aadhaar based mechanism i.e. Bank based are called Bank-CTC or simply BTC consumers. The steps of linking bank account with LPG database are given as under:

1) **Method 1:** Consumers to submit their bank account details in one of the two following ways:

- i. **By Hand:** Fill Form 4 and submit at the LPG distributorship. LPG distributor will provide the acknowledgement of the receipt of the form to the consumer.

**OR**

- ii. **On Web:** Log on to the respective OMC's portal through [www.MyLPG.in](http://www.MyLPG.in) and enter bank account details.

**OR**

2) **Method 2:** Submit their 17 digit LPG ID details in Form 3 to their bank branch



## 5.1 Process of submission of Form 4 - By Hand at LPG distributorship

- a) Consumer to obtain mandate form (Form 4) which is to be provided by the distributor or can be downloaded from the web (<http://petroleum.nic.in/dbt/forms.html>). Consumer can also download these forms by accessing their individual OMC's portals through [www.myLPG.in](http://www.myLPG.in). The consumer to fill up the details in the form.
- b) If downloaded from web, consumer shall take the print out of the same and fill up the details.
- c) Consumer has to submit the mandate form to the distributorship along with the copy of the front page of the bank passbook and a cancelled cheque.
- d) Distributor staff will feed the consumer and bank related information into a software application (developed by the OMCs for capture of the bank mandate information).
- e) The consumer name as mentioned in the LPG database shall be first verified physically with that written under the bank details section of the form.
- f) If the names near match then the official shall enter the form details in the software application else the form is rejected.
- g) In case of rejection an e-mail and SMS shall be sent to the consumer to revisit the distributorship and submit the revised form to ensure correctness of the information.
- h) In case the form is accepted by the distributorship, the distributor shall provide the consumer with the acknowledgement of the receipt of the form.
- i) Subsequent to this subsidy transfer will start based on bank account and IFSC code provided by the consumer.
- j) At any stage if there is any discrepancy the consumer will be informed to correct it.



## For attention of LPG Distributors!!

### Distributor need to ensure that

- While capturing the "Consumer name as in Bank Account" in part B of the Form 4, the name in the LPG application should be captured by the distributors in the software exactly as it appears in the passbook without making or allowing any change. Distributors should ensure this even if the consumer has written his/her name differently in Form 4.
- If the name in passbook and name in LPG account are of different individuals, then distributor should ensure that consumer is asked to submit a bank account in which his name appears. The name of consumer could appear singly or jointly in the bank account.
- The seeding request is signed and made by the actual LPG consumer and nobody else.

### 5.2 Process of submission of Form 4 - Online submission

- a) Consumer need to go to [www.MyLPG.in](http://www.MyLPG.in), sign in on the respective OMC portal and then log on to his/her account using the login id and password
- b) Once logged in, he/she would be required to click on the link 'Join DBTL scheme' available on the portal. As soon as he/she clicks the link, he/she will be redirected to the online mandate form (Form 4).
- c) The LPG related details of the consumer shall be pre-populated in the form.
- d) The consumer shall be required to fill in the details of his/her bank account (bank name, account number, IFSC code, etc.) in which he/she desires to seek the Permanent Advance and LPG subsidy.
- e) All the mandatory fields shall be required to be filled by the consumer for submission of the form.



- f) Once he/she fills the form, he/she shall submit the form and receive the acknowledgement through SMS/email.
- g) The consumer is then required to take print out of the submitted form, sign it and submit it to the distributorship for authentication purpose along with the supporting documents i.e. a cancelled cheque and a copy of the front page of the bank passbook.
- h) In this case the distributors would not be required to do any data entry.

### 5.3 Process of submission of Form 3 - At Banks

- a) Consumer to obtain mandate form (Form 3) which shall be available at all the branches of the banks by the distributor or can be downloaded from the web (<http://petroleum.nic.in/dbt/forms.html>). Consumer can also download these forms by accessing their individual OMC's portals through [www.myLPG.in](http://www.myLPG.in). The consumer shall fill up the details in the form and visit the nearest branch of the bank in which he/she has the account and in which he/she desires his/her LPG subsidy
- b) If downloaded from web, consumer shall take the print out of the same and fill up the details. Consumer will then submit the mandate form to the nearest branch of the bank in which he/she has his account and in which he/she desires his/her LPG subsidy to be transferred. The form shall be submitted along with the copy of the front page of the blue book and last refill slip.
- c) Bank official will feed the consumer 17 digit LPG ID into a software application (developed by the banks for capture of the LPG related information).
- d) The consumer name as mentioned in the bank database shall be first verified physically with that written under the LPG details section of the form.
- e) If the names near match then the official shall enter the form details in the software application else the form is rejected.
- f) In case of rejection an e-mail and SMS shall be sent to the consumer to re-submit the form to ensure correctness of the information.





- g) In case the form is accepted by the banks, the data entered is sent to the NPCI which then passes on the files to the OMCs' server as per the LPG ID.
- h) The sanctity of the LPG related details is checked at the OMCs' servers.
- i) If the match results are negative the consumers are intimated of rejection via SMS/email and are asked to re-submit the form.
- j) In case the match results are positive, the bank details are seeded into the OMCs' database. The consumers become the Non-Aadhaar based CTC consumers and are informed about the same through SMS/email.
- k) Subsequent to this subsidy transfer will start based on bank account and IFSC code provided by the consumer.



## 6. Grievance Redressal

- 1) For getting any information, providing feedback and for registering any complaint related to PAHAL (DBTL) consumers can
  - a. Call toll free **1800-233-3555** number of the OMCs' call center or
  - b. Visit their LPG distributor and fill the complaints/suggestions in Form 6 (see annexure for the form). This form shall be available with each LPG distributor as well as on each OMC portal that can be accessed through [www.MyLPG.in](http://www.MyLPG.in).
- 2) For any complaints lodged consumer shall get a **Service Request Number** or **SR No.** at call center or through SMS if lodged at distributorship that can be used by them for tracking the status of the complaints.
- 3) If the LPG consumers file their complaints using **Form 6** (section 9.7) at the LPG distributor, the distributor will also mandatorily capture the mobile number of the complainant. The distributor will give acknowledgement to the consumer, register the complaint in the centralized grievance system of the OMC (under development) and generate a unique SR number and record it in the **Form 6** (in the 'For office Use' portion). An SMS will get generated automatically and will be sent to consumer with the service request number or SR number which can be used by him/her later to check the status of the grievance through the call center (*this facility is under development*).
- 4) For any query or complaints regarding Aadhaar enrolment / generation, e-Aadhaar or any other Aadhaar related query consumers can call at UIDAI call center's toll free number 1800-300-1947 or send email at [help@uidai.gov.in](mailto:help@uidai.gov.in).
- 5) For all queries related to Aadhaar seeding in bank or cash transfers (permanent advance or subsidy) into the bank account, consumers can:
  - a. Contact their respective bank branch or bank toll free number (list of few banks with their toll free numbers is given in Annexure)
  - b. File their complaints/grievances with their bank ombudsman, the details of which may be obtained from the respective bank branches or their websites.



## 7. Opt-out Subsidy

LPG is a highly subsidized commodity in India and the subsidy amount was a whopping Rs. 40,000 crores during 2013-14. Any subsidy provided translates to money out of the exchequer. Under this option, affluent consumers may opt out and oil companies will only have to provide subsidized gas to households that cannot afford it at market price. As a result, this will significantly reduce under-recoveries for oil companies and subsidy outflow for the government.

All LPG consumers who can afford to pay the market price for their LPG supply can be a part of this nation building exercise by giving up LPG subsidy. This can be done by filling up Form 5 (see section 9.6) and submit at the LPG distributorship along with a valid Proof of Identity (PoI). A list of POIs that are accepted along with the form is given in the form itself.

Distributors shall check whether all the mandatory fields such as LPG consumer no., 17 digit LPG ID, full name of the consumer, POI category code as per the table, mobile number and signature have been given by the consumer in the form. Distributor shall then tear off the filled up acknowledgement slip (along with the sign and stamp of the distributorship) from the form and handover to the consumer.



## 8. Frequently Asked Questions (FAQs)

### 8.1 General FAQs

#### I. What will have to be done by the LPG consumer who had already joined the scheme earlier?

LPG consumers who had joined the scheme earlier by linking their Aadhaar number in LPG and Bank database do not need to do anything. Such consumers will get the cylinder at Market price w.e.f the date on which the scheme is launched and the cash will be transferred into their bank account. They do not have to do anything further. They can check their CTC (Cash Transfer Compliance) status on [www.mylpg.in](http://www.mylpg.in) or check with their LPG distributor.

#### II. What does a LPG consumer do join PAHAL (DBTL) Scheme?

**Option I (Primary):** LPG consumers who have an Aadhaar number must provide their Aadhaar number to LPG distributor using Form 2 and to Bank using Form 1. This is the preferred mode of joining the scheme.

**Option II (Secondary):** If the LPG consumer does not have Aadhaar number, he/she can do one of the following:

- a. Give Bank details to LPG distributor in Form 4
- OR
- b. Give 17 digit LPG ID to the Bank using Form 3.

#### III. When can an LPG consumer visit the distributorship for submitting Aadhaar and Bank details seeding forms to join PAHAL (DBTL) Scheme?

The LPG consumers can visit their LPG distributorship on any weekday during the office hours for submitting the forms. For the convenience of LPG consumers, all distributorships will also remain open on their weekly off day for



exclusively receiving Aadhaar & Bank detail seeding forms of **PAHAL (DBTL)** scheme till the end of grace period.

**IV. How does an LPG consumer check his/her PAHAL (DBTL) joining status?**

To check PAHAL (DBTL) joining status, consumer can log on to the transparency portal of their LPG Company (IOC, BPC, HPC) through [www.myLPG.in](http://www.myLPG.in) and follow instructions. On each of the OMC's transparency portals, a call out with name 'Check DBTL (CTC) Status' has been provided. Consumer can click on this and see the status both for ATC as well as BTC methods.

**V. Considering an LPG consumer has already seeded his/her Aadhaar number into LPG database but had not done the same in Bank database, which option should he/she choose to join the scheme?**

Since the consumer has Aadhaar number and he/she has already linked the Aadhaar number into the LPG database, he/she can join PAHAL (DBTL) only through Primary Option i.e. Aadhaar based option. The consumer needs to fill Form 1 now and link the Aadhaar number with the bank account in their bank before the end of grace period to continue receiving subsidized cylinder.

**VI. What happens after the launch of PAHAL (DBTL) on selling of domestic LPG cylinder?**

- a) LPG consumers who join PAHAL (DBTL) launch date onwards will get a onetime permanent advance as notified, as soon as they book a cylinder after joining the scheme.
- b) LPG consumers who had already joined the scheme earlier and had received a permanent advance of Rs. 435/- will not receive any permanent advance again.
- c) All consumers who have joined the scheme till the scheme launch date will start getting LPG cylinders at market price and cash in their bank accounts.



- d) During the grace period (3 months from the date of launch), any LPG consumer who does not join the scheme will continue to get the cylinder at subsidized price as they are getting it today.
- e) During Parking Period (3 months from the end of grace period), those LPG consumers who still do not join the scheme will start getting the cylinder at market price and cash admissible will be parked with the OMCs. If they join the scheme within this 3 month period, the parked cash would be sent to their bank account, else it will lapse.
- f) At the end of the parking period, consumers who have still not joined the scheme will get the cylinder at market price, and cash subsidy will not be admissible.
- g) Any consumer can join the scheme after parking period and he/ she will get permanent advance and cash subsidy with prospective effect as per the entitlement.

**VII. What happens where transaction sent to bank fail and how are they dealt with?**

- a) In case some transfers cannot be processed by the banks, they are termed as failures and the failure cases if any along with the amount is received back from the Sponsor Bank by the OMCs. A report on such failure cases has been provided by the OMC on their portal which is accessible to the distributors as well as Call Centre.
- b) Payments returned will be re-processed twice in a span of 15 days each and if it is still not transferred, the amount will be kept for payment as and when the bank related issues are resolved.
- c) If the amount towards subsequent cylinder delivered is successfully transferred then the pending amount also will be transferred thereafter.
- d) The time period up to which such payments will be kept pending will be 3 months or the end of current financial year whichever is later.



**VIII. How is the quota of subsidized cylinders worked out for new consumers?**

- a) The eligibility for quota of subsidized cylinders for all new connections released is on pro-rata basis. This is also applicable to CTC consumers.
- b) For new connections, CTC consumers will receive both advance amount (after the booking of first cylinder) and subsidy amount (after the delivery of first cylinder).
- c) Thereafter, they will receive subsidy amount with every cylinder delivery upto the capped subsidized quota of cylinders.

**IX. How to deal with Advance Amount given to consumers when they are on transfer?**

- a) CTC consumers, who are transferred, have to return the advance amount to the parent distributor. In other words, when the Termination Voucher is made the net amount of Security Deposit of equipment minus Permanent Advance amount will be refunded to consumers.
- b) If such consumers are transferred to another district where PAHAL (DBTL) has been launched, they will be given an advance once they become a consumer at the new location and are handed over the Subscription Voucher.
- c) OMC Software has the provision to capture Security Deposit and advance amount separately and account them in the ERP accounting system.
- d) For CTC consumers located in the same city on transfer without any surrendering of equipment and refund of deposit (TTV/CTA), Permanent Advance amount will not be refunded.

**X. What happens if Consumer cancels the first order after transfer of advance amount?**

For any booking cancelled by CTC consumers, the system will account unused advance amount against the consumer. This advance will remain with the consumer till he is transferred out of PAHAL (DBTL) district or surrenders his



connection. This amount will be recovered when the Termination Voucher is prepared for such a consumer is transferred out of PAHAL (DBTL) district or surrenders his connection.

**XI. How will the consumer know the status of his payments?**

Visibility has been provided to the consumers through the Transparency portal of OMCs (via [www.mylpg.in](http://www.mylpg.in)). These portals provide separate columns for subsidized and non-subsidized cylinder delivery, amount paid to consumer. A call center with dashboard on all transactions is available for suitable consumer grievance redressal.

**XII. Where can a consumer get more information about PAHAL (DBTL) scheme?**

- a) For getting any information, providing feedback and for registering any complaint OMCs have call center which is accessible at Toll Free No 18002333555.
- b) Consumers can also visit <http://petroleum.nic.in/dbt/index.htm> or visit transparency portal of their LPG Company (IOC, BPC, HPC) through [www.myLPG.in](http://www.myLPG.in).

**XIII. LPG consumer has contacted the call center/LPG distributor and has been advised that there is a failed transaction with xyz bank. What should he/she do?**

Consumer can visit his/her concerned bank with the Aadhaar number and/or account details to know the reason of failed transactions. In some cases OMC call centre can also help with the reason where banks have sent the correct error code to OMCs.

**XIV. How can the LPG distributor tell the consumer which bank account the subsidy/permanent advance has been transferred?**





LPG distributors will now be able to see the full account number of the consumer in which the cash has been transferred. These details shall be received by the OMCs along with the return files.

**XV. LPG consumer has contacted the call center/LPG distributor and has been advised that subsidy has been transferred on date dd/mm/yyyy to xyz bank but consumer does not have bank account in xyz bank. What should he/she do?**

Consumer needs to visit the concerned bank with the Aadhaar number. Bank will provide the consumer with the details of bank account in which subsidy has been transferred. Alternatively the consumer may choose to link his/her Aadhaar number with any other bank by submitting the duly filled Bank Linking Form.

For non-Aadhaar CTC consumer (BTC), he/she need to visit concerned bank with the 17 digit LPG ID. Banks will provide the consumer with the details of bank account in which subsidy has been transferred.

**XVI. LPG consumer has provided his/her Aadhaar/Bank details, why is it not yet linked to his/her LPG Consumer Number?**

After the consumer gives his/her request of linking Aadhaar number/bank account with the Consumer number, it takes about 2-3 days to link the Aadhaar number/bank account to Consumer Number. If the consumer has sent the linking request in last 2-3 days he/she need to wait for 1-2 more days and check Aadhaar/bank linking status in LPG database. However, if the Aadhaar/bank is still not linked, the consumer needs to log a complaint with the DBTL Grievance Cell (Toll free number 18002333555).

**XVII. After joining PAHAL (DBTL) scheme, LPG consumer has booked the first cylinder but has not received the advance. What could be the reason and what needs to be done?**



It takes about 2-3 days to transfer the subsidy in the bank account after booking of the first cylinder post notification of the district for PAHAL (DBTL) launch. If the consumer has made the booking in last 2-3 days he/she need to wait for 1-2 more days to check for the subsidy in the bank account. However, if he/she still haven't received the subsidy, the consumer needs to log a complaint at DBTL Grievance Cell (Toll free number 18002333555).

**XVIII. What is to be done by the consumer if his/her LPG account gets blocked?**

Talk to PAHAL (DBTL) Call Center agent at the Grievance Cell (Toll free number 18002333555). Based on the situation, the call centre will either be able to tell the reason/way forward.

**8.2 FAQs relating to Option – I (Primary Option) Aadhaar based**

**I. What is EID, Aadhaar number and E-Aadhaar?**

**EID (Enrolment ID)** is a 28 digit temporary number given by UIDAI after an individual has enrolled him/herself for Aadhaar. This cannot replace Aadhaar number for any purpose. This number can and should only be used to track the status of Aadhaar with UIDAI.

After enrolment for Aadhaar by an individual, it usually takes about 15-20 days to generate Aadhaar number but due to logistical issues it takes some time to be delivered to home address. UIDAI provides a facility to generate a soft copy of Aadhaar (called e-Aadhaar) in a pdf format, a secured format. This e-Aadhaar contains Aadhaar number and photograph which can be used as POI and POA by an individual.

Aadhaar Number is a 12 digit individual identification number issued by the Unique Identification Authority of India on behalf of the Government of India. This number serves as a proof of identity (POI) and address (POA), anywhere in



India. Any individual, irrespective of age and gender, who is a resident in India and satisfies the verification process laid down by the UIDAI, can enroll for Aadhaar. Each Aadhaar number will be unique to an individual and will remain valid for life.

**II. LPG consumer doesn't have Aadhaar Number. How can he/she get enrolled?**

He/she may visit nearest Aadhaar enrollment center and get enrolled. For the list of Aadhaar Enrollment Centers:

- a) Visit website <http://appointments.uidai.gov.in/easearch.aspx>
- b) Visit LPG distributor to get the list of Aadhaar Enrolment centers in the respective district.

**III. Consumer has enrolled for Aadhaar Number. He/she has the EID slip. How can he/she get the Aadhaar Number generated?**

- a) Once consumer has enrolled him/herself at Aadhaar, the Aadhaar Letter will reach at his/her Address via Post.
- b) Alternatively, if he/she has EID slip he/she can generate e-Aadhaar after 15-20 days of your enrolment by following 2 steps as detailed below:
  - a. Step 1: Check Aadhaar status at <https://portal.uidai.gov.in/ResidentPortal/statusLink>
  - b. If the status is "Aadhaar Number Generated" then to generate e-Aadhaar, click on <https://eaadhaar.uidai.gov.in/> and follow instructions.

**IV. LPG consumer has his/her Aadhaar Number. How can he/she start receiving LPG subsidy in his/her Bank Account?**

To start receiving LPG cylinder subsidy directly in Bank Account a consumer needs to become Cash Transfer Compliant (CTC) consumer. To become a CTC



consumer he/she needs to take following steps (please skip any step if already completed):

- a) Obtain Aadhaar Letter or Aadhaar Number
- b) Link Aadhaar Number to LPG Consumer Number by filling and submitting Form -2 at LPG distributor
- c) Link Aadhaar Number to Bank Account by filling and submitting Form -1 at nearest bank branch

**V. Consumer has got Aadhaar number, what documents does he/she need to submit along with Form 1 (for linking Aadhaar with bank account)?**

Along with the duly filled in Form-I consumer needs to submit a copy of his/her Aadhaar letter either at nearest bank branch or at LPG distributorship.

**VI. Consumer has got Aadhaar number, what documents does he/she need to submit along with Form 2 (for linking Aadhaar with LPG database)?**

Along with the duly filled in Form-2 consumer needs to submit a copy of Aadhaar letter along with the Proof of Address at LPG distributorship.

**VII. How can a consumer check that which bank account number has been linked to his/her Aadhaar number?**

The consumer can check the status through any of the following modes:

- a) Contact OMC's toll free call Centre number 18002333555
- b) Check the status by logging on to the respective OMC's portal through [www.MyLPG.in](http://www.MyLPG.in)
- c) Call \*99\*99# from mobile and follow instructions

**VIII. Consumer has provided Aadhaar details to bank, but portal/distributor is showing him / her as NTC consumer?**



After giving request of linking Aadhaar number with Bank Account, it takes about 2-3 days to link Aadhaar number to Bank Account number. If consumer has sent linking request in last 2-3 days he/she need to wait for 1-2 more days and check Aadhaar linking status in LPG Transparency Portal. However, he/she may visit bank and tell them to upload his/her account details to NPCI mapper. They will be able to tell the reason. Alternatively consumer may choose to link his/her Aadhaar number with any other bank by submitting the duly filled Bank Linking Form.

- IX. Consumer has provided Aadhaar details to bank, he/she has become ATC and has received an SMS regarding the same and the cylinder booked by him/her has been delivered at full marked price. But the permanent advance/subsidy has not been transferred into his/her bank account. What is to be done by the consumer?**

There could be primarily two reasons for this, i.e. either the consumer's Aadhaar number has been linked with any other consumer's account number or vice versa. For exact reasons, consumers may get in touch with their respective bank branch. Further, the distributor can also tell the account number to which subsidy has been transferred and if it is the wrong account then bank needs to be contacted.

### **8.3 FAQs relating to Option – II (Secondary Option) Non-Aadhaar based**

- I. Consumer has Aadhaar number. Can he/she receive subsidy use Option II?**  
A consumer with an Aadhaar number or one who has EID should not and cannot use Option II. He/she must only use option I.
- II. Consumer doesn't have Aadhaar number. Can he/she still join PAHAL (DBTL) scheme. If yes, how?**



Yes. Even if the consumer doesn't have Aadhaar number he/she may still join the scheme by either of the following ways:

- a) Present bank account information (bank account holder name /account number /IFSC code) to the LPG distributor for capture in LPG database (Form 4), or
- b) Present LPG consumer information (17 digit LPG consumer ID) to bank (Form 3)

### III. How can a consumer submit bank account related information to the LPG distributor (Form 4)?

He/she may choose any of the following modes of submitting Form 4:

- a) **By Hand:** Fill Form 4 and submit at the LPG distributorship. LPG distributor shall provide acknowledgement of the receipt of the form to the consumer.  
OR
- b) **On Web:** Log on to the transparency portal of the LPG Company (IOC, BPC, HPC) through [www.myLPG.in](http://www.myLPG.in) and follow instructions.

### IV. How can a consumer know his/her 17 digit LPG ID number?

To know 17 digit LPG ID, consumer may either visit LPG distributor or visit the transparency portal of the LPG Company (IOC, BPC, HPC) through [www.myLPG.in](http://www.myLPG.in) and follow instructions.

### V. How can a consumer know whether his/her bank accepts Form 3 for joining the scheme?

He has to check whether his bank is on the list of banks which support Form 3 and for this purpose he/she has to visit the transparency portal of the LPG Company (IOC, BPC, HPC) through [www.myLPG.in](http://www.myLPG.in) and follow instructions or visit <http://petroleum.nic.in/dbt/index.htm>.



**VI. What are the documents that a consumer need to submit along with Form 3?**

Along with the Form 3, consumer needs to submit the copy of LPG blue book or recent refill slip having 17 digit LPG ID and any other requirement of bank.

**VII. What are the documents that a consumer needs to submit along with Form 4?**

Along with the Form 4, a consumer needs to submit a cancelled cheque and copy of the front page of bank passbook.



## 9. Annexure

### 9.1 PAHAL (DBTL) Rollout Plan

PAHAL (DBTL) has been launched in following 54 districts on 15.11.2014.

S. No	State Name	District
1	Andhra Pradesh	Anantapur
2	Andhra Pradesh	Chittoor
3	Andhra Pradesh	Cuddapah (YSR Kadapa)
4	Andhra Pradesh	East godavari
5	Andhra Pradesh	Guntur
6	Andhra Pradesh	Krishna
7	Andhra Pradesh	Prakasam
8	Andhra Pradesh	Srikakulam
9	Andhra Pradesh	West Godavari
10	Daman and Diu	Diu
11	Goa	North Goa
12	Goa	South Goa
13	Himachal Pradesh	Bilaspur (HP)
14	Himachal Pradesh	Chamba
15	Himachal Pradesh	Hamirpur (HP)
16	Himachal Pradesh	Kangra
17	Himachal Pradesh	Kullu
18	Himachal Pradesh	Mandi
19	Himachal Pradesh	Shimla
20	Himachal Pradesh	Sirmaur
21	Himachal Pradesh	Solan
22	Himachal Pradesh	Una
23	Karnataka	Mysore
24	Karnataka	Tumkur
25	Kerala	Alappuzha
26	Kerala	Ernakulam
27	Kerala	Idukki
28	Kerala	Kannur
29	Kerala	Kasaragod





S. No	State Name	District
30	Kerala	Kollam
31	Kerala	Kottayam
32	Kerala	Kozhikode
33	Kerala	Malappuram
34	Kerala	Palakkad
35	Kerala	Pathanamthitta
36	Kerala	Thiruvananthapuram
37	Kerala	Thrissur
38	Kerala	Wayanad
39	Madhya Pradesh	Burhanpur
40	Madhya Pradesh	East Nimar (Khandwa)
41	Madhya Pradesh	Harda
42	Madhya Pradesh	Hoshangabad
43	Maharashtra	Amravati
44	Maharashtra	Wardha
45	Puducherry	Puducherry
46	Punjab	Barnala
47	Punjab	Faridkot
48	Punjab	Fatehgarh Sahib
49	Punjab	Jalandhar
50	Punjab	Ludhiana
51	Punjab	Nawanshahr
52	Telangana	Adilabad
53	Telangana	Hyderabad
54	Telangana	Rangareddy

The scheme shall be launched rest of the country on 01.01.2015.





### 9.3 Form 2 (LPG Linking Form for Aadhaar mode)

#### Form-2 (LPG Linking Form)

Step 1. Place your Original Aadhaar Letter\* here as shown below:

Step 2. Take photocopy of this sheet & fill-up the following details in the photocopy in BOLD BLACK / BLUE ink:

	<p>1. NAME OF COMPANY (e.g. IOCL / HPCL / BPCL)</p> <p>2. NAME OF DISTRIBUTOR</p> <p>3. CONSUMER NUMBER (Attach a copy of first page of DGCC booklet or recent cash memo)</p> <p>4. NAME OF THE LPG CONSUMER</p> <p>5. YOUR REGISTERED MOBILE NUMBER or MOBILE NUMBER WHERE WE CAN CONTACT YOU</p> <p>6. ADDRESS (Fill this only if your present LPG delivery address is different from address in the Aadhaar Card, also attach a current proof of address**)</p> <p>Signature with date of LPG Customer as in Subscription Voucher (SV)</p> <p>Enclosures:</p> <p>1. First page of DGCC booklet or copy of recent cash memo.</p> <p>2. Photocopy of proof of address if your address with LPG distributor differs from address in Aadhaar Letter.</p>
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#### ACKNOWLEDGEMENT SLIP:

Received 'Aadhaar LPG Linking Form' from (Name) \_\_\_\_\_ / Consumer No \_\_\_\_\_ alongwith copy of Aadhaar.

Date: \_\_\_\_\_

Sign & Stamp of Gas Distributor

\*In case you have an e-Aadhaar, please fold it vertically and keep the left side (the side with your photo and Aadhaar Number as shown above) in the space provided above and follow the instructions as above.

\*\*Address Proof (Photocopy of any one of the following):

• Aadhaar (UID) letter • Lease Agreement • Telephone or Electricity Bill or any other Utility Bill • Self-declaration attested by Gazetted Officer • Flat allotment or possession letter • LIC Policy • Driving Licence • Voter ID • Passport • Ration Card • House Registration Document.





## 9.5 Form 4 (Mandate for Non-Aadhaar mode – to be submitted at LPG distributor)

Sr. No. \_\_\_\_\_

MOBTL Version 2.0/11-14

### Form 4

### Mandate for Non-Aadhaar based LPG Subsidy Transfer (To be submitted to LPG distributor)

To: \_\_\_\_\_  
Distributor (Name) \_\_\_\_\_ District \_\_\_\_\_ State \_\_\_\_\_  
OIL Co. (IOCL/BPCL/HPCCL) \_\_\_\_\_

**Sub: Authorization to update my Bank Account details for receiving LPG Subsidy through NEFT/NACH**

I hereby affirm that I have only one subsidized LPG connection. I also affirm that I do not possess an Aadhaar Number and confirm my choice to opt for payment of amounts due to me towards LPG Permanent Advance and Refund Subsidy through NEFT/NACH to my bank account. I authorize my OMC to seek confirmation of my bank/Aadhaar details from my bank and also authorize my bank to release details of my bank account (number, name, address, Aadhaar number, mobile number etc.) to my OMC for purposes of this scheme. My LPG connection and bank account details are as under:

**PART A: LPG CONNECTION DETAILS (attach copy of Cash Memo or DGCC book or certificate from Distributor/OMC)**

LPG Consumer No.															
17 digit LPG ID (Don't fill anything in it)	X					X									X
Name exactly as it appears in LPG Connection (IN BLOCK LETTERS)															
Mobile No*	+	9	1												

\*Please provide mobile no. in case you do not have a mobile no. you can give the mobile no. of any of your family member.  
Please note that the mobile no. provided by you will be updated in the LPG database and will overwrite the earlier mobile no. if any.

**PART B: PARTICULARS OF MY BANK ACCOUNT (attach copy of passbook or cancelled cheque)**

Consumer name as it appears in his/her Bank Account (IN BLOCK LETTERS)	Consumer's First Name	Consumer's Middle Name	Consumer's Last Name
Consumer's Bank Account Number			
Name of Consumer's Bank			
Name of Bank Branch			
IFSC Code (11 digit*) or MICR Code (9 digit**) as applicable			

\*Available in your cheque book or with your Branch Manager.  
\*\*MICR Code is applicable only where IFSC code is not available. Please check with your bank, if in doubt.

**NOTE : All fields in Part A & B above are mandatory**

I hereby confirm that:

- The facts stated above are true and correct to best of my knowledge and belief.
- I will advise any changes to the Distributor/Company.
- I shall not hold IOCL/BPCL/HPCCL/MoPNG responsible for any delays/non receipt of subsidy in case of change/closure/deactivation of my Bank Account or for any rejections by the Bank or non-confidentiality of the above information.
- I further confirm that I do not have Aadhaar number as on date. As soon as I receive the Aadhaar number, I will link the same to my LPG Consumer Number by giving a copy of the same to my distributor and also get it linked to my above Bank account.
- I have attached a copy of passbook/cancelled cheque with bank account details to this application.
- I also understand that any false declaration attracts punishment under Indian Penal Code.

Place: \_\_\_\_\_ Date: \_\_\_\_\_ Signature of the Consumer \_\_\_\_\_

---

**ACKNOWLEDGEMENT SLIP**

Received Non Aadhaar Cash Transfer mandate 'Form 4' from (Name) \_\_\_\_\_

Con. No. \_\_\_\_\_ along with copy of passbook/cancelled cheque.

Date: \_\_\_\_\_ Sign & Stamp of LPG Distributor \_\_\_\_\_

Sr. No.	MOBTL Version 2.0/11-14
---------	-------------------------

**Mandate for Opting Out of Subsidy and PAHAL (DBTL) Scheme  
(To be submitted to LPG distributor)**

Distributor (Name) \_\_\_\_\_

District \_\_\_\_\_ State \_\_\_\_\_

**Sub: Mandate for Opting Out of Subsidy and PAHAL (DBTL) Scheme**

My LPG connection details are as under:

LPG CONNECTION DETAILS [attach copy of Cash Memo/copy of DGCC Book and Proof of Identity (POI)]

[illegible]

\*As per POI Table (given below)

I hereby confirm that:

- Henceforth, I want to be supplied a ☐ my domestic LPG cylinders against the LPG connection at market price
- The facts stated above are true and correct to best of my knowledge and belief.
- I shall not hold IOCL/HPCL/BPCL/MoP&NG responsible for my opting out of PAHAL (DBTL) scheme.
- In case I change my stand, I will advise the Distributor/Company and abide by the then prevailing guidelines in this regard.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of the Consumer  
(Only the LPG consumer him/herself has to sign above)

POI Table			
At least copy of one of the documents listed below should be attached and category mentioned in the form. Consumer is required to produce the original of the document for verification by the distributor.			
List of documents	Category Code	List of documents	Category Code
Aadhaar Number (UID)	POI01	Voter ID Card	POI04
Passport Number	POI02	ID Card Issued By Central/State	POI05
PAN Card Number	POI03	Driving License	POI06

### ACKNOWLEDGEMENT SLIP

Received Mandate for Opting Out of Subsidy and PAHAL (DBTL) Scheme Form 5

(Name) \_\_\_\_\_

Con. No.

Date: \_\_\_\_\_ Sign & Stamp of LPG Distributor \_\_\_\_\_





## 9.7 Form 6 (Grievance Redressal Form)

Sr. No. \_\_\_\_\_

MDSTL Version 2.1/11-14

### Form 6 Grievance Redressal Form for PAHAL (DBTL) Scheme

Date: \_\_\_\_\_

Name of Oil Company: IOCL ☐ / BPCL ☐ / HPCL ☐ (Tick one)

Name of Gas Agency \_\_\_\_\_

#### CONSUMER DETAILS (TO BE FILLED BY THE CONSUMER)

Name of Consumer*																				
LPG Consumer No.*																				
LPG ID (17 DIGIT) (Don't fill anything in x)																				
Mobile No.*	+	9	1																	
Your Bank Account No																				
Your Bank Name																				
Bank Branch address																				
Aadhar No. (12 Digit)#																				

All fields \* are mandatory, # is mandatory if you have it.

Fill in Details of Query/Complaint below: (Please also provide cash memo no. & date in case of non receipt of subsidy for cylinder)	
LPG Cash Memo Details:	
Date _____	Bank Transaction No _____ / EID no. _____

Date: \_\_\_\_\_ Signature of Customer \_\_\_\_\_

#### FOR OFFICE USE ONLY

Query/Complaint Category	Tick any one below (see back of form)	Choose serial number	Enter serial number of the applicable complaint
1. BANK – Financial		Choose between 1-12	
2. BANK – Non Financial		Choose between 13-19	
3. OMC		Choose between 20-26	
4. UIDAI		Choose between 27-32	

Date Complaint Received										
Date Posted in Complaint Management System										
Service Request No.										
Grievance closed/Not closed										

#### ACKNOWLEDGEMENT TO CONSUMER

Received Service Request No. \_\_\_\_\_ from Shri/Smt \_\_\_\_\_  
\_\_\_\_\_ on \_\_\_\_\_

Date \_\_\_\_\_ Signature with Stamp of distributor \_\_\_\_\_



## CATEGORIES FOR DISTRIBUTOR GUIDANCE

BANK (FINANCIAL ISSUE)			
S. No	QUERY/COMPLAINT	S. No	QUERY/COMPLAINT
1	I have received cylinder at market price, but subsidy payment has not yet reached although OMC says it has been transferred to bank	7	I received confirmation from OIL company that my subsidy has been credited. But now I am told that it is failed.
2	My subsidy is being transferred to an account which is not mine. Need correction in bank account and my subsidy back into this account.	8	I have given Aadhaar to bank A and Bank B. But I need amount in A but it is being sent in B.
3	My bank is not able to inform where my subsidy money has been transferred.	9	As per OMC, the cash transfer has failed due to reason as "miscellaneous".
4	Credit received in my account has been reversed by the bank <b>Or</b>	10	I am not getting subsidy in my Joint/NRI accounts/pension/loan account which I have linked to Aadhaar.
5	Bank has wrongly entered by Aadhaar number/ 17 digit LPG ID against my bank account.	11	I have re-seeded Aadhaar in a new bank B. Earlier I linked in SBI. Amount continues to be received in SBI.
6	Credit has been refused into my account by bank for unknown reason.	12	Other Bank Financial Issue
BANK (NON – FINANCIAL ISSUE)			
13	I have complained to my bank, but it is not responding.	17	OMC told me that my Aadhaar is inactive in my bank despite my having given it to them.
14	Bank confirms that Aadhaar number is seeded, but Aadhaar number still not seeded.	18	My bank is not allowing me to take out my subsidy amount.
15	My subsidy was credited but bank has not sent SMS to me.	19	Other Bank non-financial issue
16	Bank is not accepting E-Aadhaar for seeding my account.		
OMC RELATED ISSUE			
S. No	QUERY/COMPLAINT	S. No	QUERY/COMPLAINT
20	Subsidy/advance sent in my account failed due to bank issue. I have not received it again so far.	24	Even after delivery of cylinder, I have not received by subsidy/advance.





21	My Aadhaar number is wrongly entered in my LPG account.	25	My bank account number is wrongly entered in my LPG account
22	I do not have bank account.	26	Other OMC related issue
23	Due to spelling mismatch in Aadhaar card and LPG account, OMC not accepting it for seeding		
<b>UIDAI RELATED ISSUE</b>			
27	I have enrolled but not got my Aadhaar number so far.	30	Spelling mismatch in Aadhaar card and bank not accepting for seeding.
28	I need to correct address/name in my Aadhaar.	31	I want to enroll in Aadhaar but no center is available nearby.
29	I enrolled long time ago in Aadhaar but don't have EID/any acknowledgement with me. I need my Aadhaar number.	32	Other UIDAI related issue



## 9.8 List of banks with their toll free numbers

S. No.	Bank Name	Toll Free No
1	Allahabad Bank	1800 22 0363
2	Andhra Bank	1800 425 1515
3	Axis Bank	1800 419 5959, 1800 419 6969
4	Bank of Baroda	1800 22 33 44, 1800 22 2227
5	Bank of India	1800 220 088
6	Bank Of Maharashtra	1800 233 4526, 1800 102 2636
7	Canara Bank	1800 425 0018
8	Central Bank of India	1800 220 088
9	Citibank NA	1800 22 6747
10	Corporation Bank	1800 425 3555
11	Cosmos Bank	20-24409100, 22-43606000 to 43606099
12	Dena Bank	1800 233 6427
13	Federal Bank	1800 420 1199
14	HDFC Bank Ltd	1800 22 1006
15	HSBC	1800 103 4722
16	ICICI Bank	1800 102 4242
17	IDBI Bank	1800 22 1070
18	Indian Bank	1800 4250 0000
19	Indian Overseas Bank	1800 425 4445
20	Indus Ind Bank	1860 500 5004
21	Ing Vysya Bank Ltd	1800 425 9900
22	Janata Sahari	20 2447 4003
23	Kalupur Commercial Bank	1800 2339 9999
24	Karur Vysya Bank	1860 200 1916
25	Kotak Mahindra Bank	1800 102 6022
26	OBC	1800 180 1235
27	Punjab National Bank	1800 103 2222
28	Saraswat Bank	1800 22 9999



S. No.	Bank Name	Toll Free No
29	Standard Chartered Bank	1800 345 1000
30	State Bank Of Hyderabad	1800 425 1825
31	State Bank of India	1800 425 3800
32	State Bank of Mysore	1800 425 2244
33	State Bank Of Patiala	1800 180 2010
34	State Bank of Travancore	1800 425 5566
35	Syndicate Bank	1800 425 6655
36	Tamil Nadu Mercantile Bank Ltd	1800 425 0426
37	UCO Bank	1800 103 0123
38	Union Bank Of India	1800 22 2244
39	United Bank Of India	1800 345 0345
40	Vijaya Bank	1800 425 4066



## 9.9 Roles & responsibilities of key stakeholders

### 9.9.1 District Collectors

- i. Head of District Level Implementation committee for PAHAL (DBTL) Scheme.
- ii. Conduct weekly meetings with all key stakeholders (UIDAI, LDMs, OMC Officials, Key Distributors etc.) to review status of Aadhaar linking in LPG and Bank database and associated activities in case of Option 1 and Bank account linking with LPG database in case of Option 2, along with district level officials appointed by OMCs at-least till end of three (3) months grace period + (3) months parking period.
- iii. Spearhead IEC (INFORMATION, EDUCATION & COMMUNICATION) and advance notices to inform and educate LPG consumers through various Government offices, by displaying pamphlets/standees supplied by OMCs, Local Press coverage about PAHAL (DBTL), its requirements and Aadhaar Enrolment centers.
- iv. Ensure that adequate enrolment centers (Aadhaar/Bank) in the district and are co-located at LPG distributors with sufficient geographical spread.
- v. Share list of current enrolment center with OMCs every week as well as display at all prominent public places.
- vi. Review Aadhaar delivery status with Post Master General and organize camps at block/taluk for delivery of undelivered Aadhaar letters.
- vii. Monitor Aadhaar Enabled bank accounts coverage of all LPG consumers.
- viii. Provide minimal security to manage crowds in wake of expected sudden rush after launch of scheme at various places in the district.
- ix. Facilitate for public awareness programs for PAHAL (DBTL).
- x. Specify the schedule / location of LDMs to collect the bank linking drop boxes from the distributors.
- xi. Monitor bank / branch wise Aadhaar linking with LDMs.



- xii. Monitor bank / branch wise LPG linking with distributors.
- xiii. Setting up of consumer/resident information center for status of Aadhaar generation, e-Aadhaar etc.

### 9.9.2 Lead District Managers (LDM)

- i. Disseminate information and coordinate with other banks and OMCs on Aadhaar linking or bank account linking with LPG database.
- ii. Coordinate with OMCs for information exchange.
- iii. Coordinate with OMCs for collection of Aadhaar linking Bank forms from the drop boxes given by distributors and sorting/distribution of the forms to the concerned banks.
- iv. INFORMATION, EDUCATION & COMMUNICATION (IEC) to accelerate the Aadhaar linking to Bank Accounts
- v. INFORMATION, EDUCATION & COMMUNICATION (IEC) to accelerate the Bank account linking to LPG database at distributorship
- vi. Facilitate targeted linking of Aadhaar numbers to Bank Accounts of LPG consumers leveraging the LPG consumer data provided by OMCs.
- vii. Facilitate targeted linking of Bank Accounts of LPG consumers leveraging the LPG consumer data provided by OMCs.
- viii. Ensure the linking of those Aadhaar numbers in bank accounts and bank accounts in LPG database report to Collectors on the linking percentage bank/branch wise.
- ix. Providing MIS to Collectors on linking.

### 9.9.3 Regional UIDAI Officers

- i. Aadhaar Number Generation
  - a) Setting up and providing services at Aadhaar Enrolment stations in consultation with registrars
  - b) Providing Priority enrolment for LPG consumers



- c) Providing adequate number of machinery and man power for Aadhaar enrolment
- ii. IEC for Aadhaar enrolment, re-enrolment, and other Aadhaar number/letter related issues.
- iii. Open adequate enrolment centres at identified LPG distributorship
- iv. Providing Aadhaar look up facilities to OMCs/LPG distributors
- v. EID to Aadhaar conversion.
- vi. Ensuring delivery of Aadhaar Letters to Residents with a priority for LPG consumers.
- vii. Coordinate with State Government for setting up facility to provide status of Aadhaar number and e-Aadhaar to citizens.
- viii. Coordinating and resolving issues related to enrolments of adjoining district LPG consumers attached to PAHAL (DBTL) district distributors.
- ix. Grievance handling on Aadhaar enrolment, e-Aadhaar, RASF, Aadhaar generation etc.

#### **9.9.4 OMCs/Field Officers**

- i. Ensure that sufficient number of forms (1, 2, 3, 4, 5 and 6) be available at distributorships.
- ii. Ensure banner/standees are placed at LPG distributorships, banks and other prominent locations such as bus stands, railway stations, metros, etc.
- iii. Demand generation for Aadhaar linking (Option 1) or Bank account linking (Option 2)
  - a) Preparing and Releasing press advertisement
  - a) Coordinating and airing campaigns in Aakaashwani, FM, TV Channels etc.
  - b) Designing , coordinating implementing other campaigns
- iv. Coordination with UIDAI and Banks
- v. Facilitating Aadhaar/Bank linking by Distributors
  - a) Developing and Offering modes such as Call Center, Web and by Post



- b) Preparing and making available Software/Portal
- c) Facilitate linking Aadhaar numbers verified through RASF and/or received from portal/other modes.
- vi. Transparency for Consumers
  - a) Updating Portal for Aadhaar linking in OMC software and banks
  - b) Updating Portal for Bank details linking with LPG database
- vii. Training Distributors in
  - a) New provisions on PAHAL (DBTL) in Software
  - b) RASF verification
- viii. Coordinate with LBM/LDM and other banks
- ix. Coordinate with NPCI/Other Banks
  - a) Issues related to consumer Grievances
  - b) Issues related to return cases
- x. Appointing call centre for handling grievances and monitoring the same.
- xi. Sending bulk SMS to:
  - a. targeted consumers who have not linked their Aadhaar numbers to LPG database
  - b. targeted consumers who have not linked their Aadhaar numbers to bank database
  - c. targeted consumers who have not linked their bank details in the LPG database
- xii. Providing Drop boxes at Distributorships for collection of forms for linking bank account or Aadhaar number. A metal drop box will be kept at the distributor premises facilitating consumers to drop the forms for linking their Aadhaar with Bank account.
- xiii. The boxes will be with the same captions (given below) written in English, Hindi and vernacular language in three sides.
- xiv. Advertisements with sample form asking consumers to drop the forms will be published in leading dailies. These securely locked boxes (Aadhaar based) will



be sent to the LDM by the distributor, where the box will be opened and the form received, counted, handed over and acknowledged by LDM.

- xv. Ensure regular monitoring of the Aadhaar seeding (Option 1) as well as Bank seeding (Option 2).
- xvi. Ensure the targeted seeding of 1.5% of total consumers per distributor per day.
- xvii. Regular monitoring and timely disposal of the consumer grievances (90% within 3 days and 98% within 7 days)

#### **9.9.5 LPG distributors**

- i. Distribution of Aadhaar registration and Bank linking forms to all LPG consumers
- ii. Distribution of Mandate forms (Form 1,2,3 and 4) to all LPG consumers
- iii. For the convenience of LPG consumers, all distributorships will remain open on their weekly off day for exclusively receiving Aadhaar & Bank detail seeding forms of PAHAL (DBTL) scheme till the end of grace period.
- iv. Aadhaar/Bank details linking in the LPG database and verification of Aadhaar nos./Bank details updated in the database
- v. Informing consumers to provide Aadhaar number for LPG and bank database (for Option 1).
- vi. Informing consumers to provide bank details such as bank account number, IFSC code, bank name, branch, etc. for seeding in LPG database (for Option 2).
- vii. Verification of Aadhaar linked on Remote Aadhaar Linking Framework (RASf)
- viii. Continuous reminder to those consumers who have not linked their Aadhaar number with LPG and Bank database and alternatively bank details with LPG database in accordance with the details available with the distributor
- ix. Mike announcements through Auto rickshaw
- x. Publicity in Haats, Panchayat, Fairs
- xi. Keeping drop boxes (1 and 2) to collect Bank-Aadhaar Linking Forms and sending the Aadhaar linking forms to LDMs on a weekly basis (or as per the action plan decided by OMCs).





- xii. Distribution of leaflets, display of banners, displaying of Aadhaar enrollment center details at their premises
- xiii. Conducting consumer survey from time to time
- xiv. Help consumers by collecting EIDs and passing it to all the concerned stakeholders as required.

#### 9.9.6 Banks

- i. IEC campaigns for joining PAHAL (DBTL) scheme
- ii. Contacting NTC consumers by SMS, personal contact, letters based on the list provided by MOPNG and open their Aadhaar enabled Bank accounts.
- iii. Provision of downloading the mandate form (Form-3) from the websites.
- iv. Feeding 17 digit LPG ID into the bank database and transmission to the OMCs
- v. Transmit Aadhaar number of any LPG consumer along with bank details if they have it on their database



## 9.10 Project Management Information System (PMIS)

Project Management Information System (PMIS) is a web based solution for monitoring progress of PAHAL (DBTL). This application will be accessible to MoPNG, OMCs, LDMs, Distributors and other identified agencies to view/update their respective information.

The PMIS application provides a platform to:

- i. Enter PAHAL (DBTL) related data.
- ii. Collate data from different OMCs for Aadhaar/Bank Seeding and Subsidy/Advance payment.
- iii. View reports related to PAHAL (DBTL) data by MoPNG/OMC officials.
- iv. Track progress against the set target.
- v. Create users who can access the above information.

MoPNG, OMCs, LDMs, Distributors and other identified agencies have been provided login based access to this application. They can log on to <https://auth.igate.com/PNGPMIS/do-login.htm> and view/edit data as per their roles assigned.

The user manual of the PMIS application has been made available on this hyperlink on how to use the application for meeting the above business purposes.



### 9.11 NTC Data Portal

NTC Data Portal is a web portal developed for the purpose of accessing the data of those consumers who have not yet joined PAHAL (DBTL) scheme i.e. NTC (Not Transfer Compliant) LPG consumers. This data is uploaded OMC wise by the all the three OMCs respectively dynamically. This application is accessible to MoPNG, Banks, UIDAI, RGI, DFS and DIOs of NIC to view the list of NTC consumers of the district they wish to.

The electronic list of all the NTC consumers with addresses has been uploaded on this portal. This data will be updated between 1<sup>st</sup> to 7<sup>th</sup> of every month by the OMCs. One may download this data between 7<sup>th</sup> to 31<sup>st</sup> of every month. The data will be data pertaining to the previous month.

At district level, the Collectors / DMs shall use this data in coordinating the efforts to have consumers enroll in the scheme. In this context, the NIC DIOs shall download this list and provides the collector and LDMS with this data.

MoPNG, Banks, UIDAI, RGI, DFS and DIOs of NIC have been provided login based access to this application. They can log on to <http://www.branchview.com/lpgfiles/> for viewing and downloading the data.



## 9.12 Sample Advertisement - English

# GET YOUR MONEY, SAVE PUBLIC MONEY!

**Join PAHAL Scheme\* today !**

What you need to do to receive your LPG subsidy in your bank account:

1. If you have Aadhaar Number

Give your Aadhaar No. to your bank as well as to the LPG distributor

or

2. If you don't have Aadhaar Number

Give your bank\*\* account details to your LPG distributor  
or  
Give your 17 digit LPG ID number to your bank\*\*

The Scheme will cover entire Country from 01.01.2015

If you have already received your subsidy in your bank account, you don't have to do anything.

For detailed instructions, forms and your DBTL registration status:

- Contact your LPG distributor • Call toll free **1800-2333-555**
- Visit **www.MyLPG.in** and click on your gas company (Indane / Bharat Gas / HP Gas)

\*Direct Benefit Transfer of LPG Scheme (DBTL)  
\*\*List of banks participating in these options is available with your LPG distributor and also through **www.MyLPG.in**

**Ministry of Petroleum & Natural Gas**  
Government of India

We get subsidy in our bank account, and also help the Nation grow.



### 9.13 Sample Advertisement - Hindi

## अपना धन पाओ, जन धन बचाओ

हमारा पैसा हमारे पास,  
देश का होगा और विकास

**पहल योजना\*** से आज ही जुड़िये  
और अपने बैंक खाते में एलपीजी सब्सिडी पाइये  
अपनी सब्सिडी बैंक खाते में प्राप्त करने के लिए आपको क्या करना है?

1. यदि आपके पास 'आधार नंबर' है तो अपना 'आधार नंबर' अपने बैंक को और अपने LPG डिस्ट्रिब्यूटर को दे दें।

या

2. यदि आपके पास 'आधार नंबर' नहीं है तो अपने बैंक\*\* अकाउन्ट संबंधित जानकारी LPG डिस्ट्रिब्यूटर को दे सकते हैं या अपना 17 अंक वाला LPG ID अपने बैंक\*\* को दे सकते हैं

यह योजना 01.01.2015 से सम्पूर्ण भारत में लागू हो जाएगी।

अगर आप पहले DBTL योजना से अपने बैंक खाते में LPG सब्सिडी प्राप्त कर चुके हैं तो आपको कुछ नहीं करना है।

विस्तृत निर्देशों, फॉर्म और अपने DBTL पंजीकरण की स्थिति जानने के लिये:

- LPG डिस्ट्रिब्यूटर से संपर्क करें
- टोल फ्री 1800-2333-555 पर कॉल करें
- [www.MyLPG.in](http://www.MyLPG.in) पर विजिट करें और अपनी गैस कम्पनी (इण्डेन / भारत गैस / एचपी गैस) पर विलक करें।

\* प्रत्यक्ष एलपीजी लाभ हस्तांतरण योजना (डी.बी.टी.एल.)

\*\* बैंकों की सूची आपके LPG डिस्ट्रिब्यूटर व [www.MyLPG.in](http://www.MyLPG.in) पर उपलब्ध है।

**पहल**  
...एक नई दिशा  
प्रत्यक्ष हस्तांतरित लाभ

अपना धन पाओ,  
जन धन बचाओ

 **पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय**  
भारत सरकार



### 9.14 SMS being sent to consumers as part of IEC campaigns

Following SMSs are being sent to the LPG consumers as part of the IEC campaigns and awareness about the PAHAL scheme:

S. No.	Category	SMS text
1.	Consumers whose Aadhaar seeded with OMC but not with Bank	Your Aadhaar number is linked to LPG ID. To avail LPG Subsidy in your bank account, submit Aadhaar Number to your Bank immediately. Visit <a href="http://www.myLPG.in">www.myLPG.in</a>
2.	NCTC consumers	To join DBTL scheme submit Your Aadhaar to LPG Distributor & to Bank. If you don't have Aadhaar submit bank account details to LPG distributor or LPGID to bank
3.	LPG ID to all consumers	Your 17 digit LPG ID is <17 digit>. Find it on < top left or wherever it will be printed> of your cash memo. Quote this no. for DBTL. Visit <a href="http://www.myLPG.in">www.myLPG.in</a>
4.	CTC Consumers	You are enrolled to receive LPG subsidy in your bank account. You do not have to do anything again. You can check your enrollment status in <a href="http://www.mylpg.in">www.mylpg.in</a>

The above SMSs are also being sent in Hindi as well as other local languages. Banks are sending SMSs to the consumers on all LPG subsidy transactions irrespective of the amount.





## 9.15 Summary of PAHAL (DBTL) Scheme

The DBTL scheme was earlier launched on 1st June 2013 and finally covered 291 districts. It required the consumer to mandatorily have an Aadhaar number for availing LPG Subsidy. The government has comprehensively reviewed the scheme and after examining the difficulties faced by the consumer substantively modified the scheme prior to launch. The modified scheme is now being re-launched in 54 districts on 15.11.2014 in the 1st Phase and in the rest of the country on 1.1.2015. The modified scheme is given as under:

### 1. Options to receive LPG subsidy

Under the modified scheme, the LPG consumer can now receive subsidy in his bank account by two methods. Such a consumer will be called **CTC** (Cash Transfer Compliant) once he joins the scheme and is ready to receive subsidy in the bank account. The two options are:

- **Option I (Primary)** – Wherever Aadhaar number is available it will remain the medium of cash transfer. Thus, an LPG consumer who has an Aadhaar Number has to link it to the bank account number and to the LPG consumer number.
- **Option II (Secondary)** – If LPG consumer does not have an Aadhaar number, then he can directly receive subsidy in his bank account without the use of Aadhaar number. This option which has now been introduced in the modified scheme ensures that LPG subsidy is not denied to an LPG consumer on account of lack of Aadhaar number. In this option,  
Either consumer can
  - Present bank account information (bank account holder name /account number /IFSC code) to the LPG distributor for capture in LPG databaseOR



- Present LPG consumer information (17 digit LPG consumer ID) to his bank

## 2. LPG Consumers who are already CTC prior to launch on modified DBTL

Domestic LPG Consumer who had already joined the earlier DBTL scheme by linking their Aadhaar to bank and LPG database don't need to take fresh action for receiving subsidy as the subsidy will be transferred to their bank accounts via Aadhaar based on the previous seeding. Such CTC consumers cannot exercise Option II above.

## 3. Pricing under DBTL

In the DBTL district(s), domestic LPG cylinders will be sold to CTC domestic LPG consumers at Market Determined Price (does not include subsidy) from the date of launch of the scheme.

### Amount transferred to consumer

The total cash applicable on LPG cylinder will then be transferred to the CTC consumer for each subsidized cylinder delivered (up to the cap) as per his entitlement.

### Grace Period

Non-CTC consumers will be allowed 3 months from the date of launch of DBTL to become CTC. During this period such consumers will receive their entitlement of subsidized cylinders at the then applicable subsidized retail selling price.

### Parking Period

- After the grace period of 3 months, all non-CTC LPG consumers will get an additional 3 month **Parking Period**, during which the sale will happen at Market Determined Price for all LPG consumers.
- But for non-CTC consumers the total cash on the sale made to such consumers (as per their entitlement) shall be held back with the respective OMC to be transferred to the LPG consumers' bank account in case consumer becomes CTC anytime during the Parking Period.





- In case consumer does not become CTC during this Parking Period, the parked funds will lapse and consumer shall become ineligible to receive the parked funds and sale will continue at market determined price till consumer becomes CTC.

After the expiry of the **Grace Period** of 3 months, and thereafter an additional **Parking Period** of 3 months, all non-CTC consumers will receive cylinders at market determined price and will not be entitled to total cash until they become CTC.

When non-CTC consumers become CTC beyond the parking period they will be eligible to get one time permanent advance and total cash entitlement on balance subsidized cylinders in that financial year.

#### 4. Permanent Advance

- A one-time Permanent Advance of Rs. 568/- will be provided to every CTC consumer joining DBTL.
- It will remain with the consumer till the time of termination of connection, when it will be finally adjusted.
- LPG consumers who were provided permanent advance on a previous scale will not be eligible for any differential payment on account of the revision in the permanent advance.



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