

**GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA**

UNSTARRED QUESTION NO:3417
ANSWERED ON:30.08.2013
DIRECT CASH TRANSFER SCHEME
Antony Shri Anto

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether the Government has received any complaints relating to various issues regarding the delivery of the Direct Benefit Transfer for LPG (DBTL);
- (b) if so, the details thereof, State/UT-wise and the steps taken by the Government in this regard;
- (c) whether the Government has recently held any review on the implementation of the scheme; and
- (d) if so, the details thereof and the major decisions taken in this regard ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SMT PANABAANKA LAKSHMI)

(a) to (d) : Yes Madam, some complaints relating to cash transfer and Aadhaar seeding have been received. As and when the problems are reported process improvements are discussed with various stakeholders such as Banks, NPCI and UIDAI and necessary action taken.

Steps to resolve complaints so far include, inter-alia access to seeding data on OMC portals/ call centres, and provision of informing subsidy transfer details and grievance redressal through the call centres.