

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

UNSTARRED QUESTION NO:289

ANSWERED ON:06.12.2013

SUBSIDY ON LPG CYLINDERS

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

- (a) whether the Government has made Aadhaar card mandatory for getting the subsidy on LPG cylinders;
- (b) if so, the details thereof and the total number of LPG consumers out of total consumers who have linked their bank accounts with Aadhaar card along with the total amount of subsidy provided so far, State/UT-wise;
- (c) whether the Aadhaar card has also been made mandatory for booking refill of LPG cylinders and if so, the details thereof;
- (d) whether the Government has received any complaints regarding not getting the exact subsidy amount in their bank account and problems being faced in refill booking as a result of mandatory requirement of Aadhaar card; and
- (e) if so, the details thereof along with the action taken by the Government thereon ?

**Answer**

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

(a) : As on date, Aadhaar card is mandatory for getting the subsidy on LPG cylinders in only those 20 districts, where Direct Benefit Transfer to LPG consumers (DBTL) has been launched in first phase. Aadhaar is not required for LPG domestic cylinders without subsidy.

(b) : Details are as under:-

Co. Districts Covered	Total Consumers who database and Bank where Aadhaar Card Consumers have linked Aadhaar account as on 03.12.2013 is made mandatory	No. with both LPG Permanent Advance & for getting Cash Subsidy transferred to consumers bank account	as on 03.12.2013 (in crore)
OMCs 20	7683329	5598980	782.40

(c) : Aadhaar card is not mandatory for booking a refill of LPG cylinders.

(d) & (e) : OMCs have reported that subsidy transfer happens through an automated software process. Problems if any faced by DBTL consumers are not related to booking of refills in the DBTL districts as process of booking refills is not linked to production of Aadhaar card. They have reported that there are no established complaints so far on

(i) the amount of subsidy transferred not in line with the guidelines or

(ii) customers not able to book refills in DBTL districts. The consumers are provided with the information of Aadhaar seeding and subsidy transfer in public domain in transparency portal, [www.indane.co.in](http://www.indane.co.in). Further, for complaint redressal Call centers with a total of 180 seats have been established on Industry basis in four locations across the country and all complaints received are quickly redressed. Customer service cells, field officers and distributors of OMCs are also redressing the complaints received.