

LOK SABHA
UNSTARRED QUESTION NO. 2573
TO BE ANSWERED ON 17th MARCH, 2022

Grievance Redressal Mechanism in PMUY

2573. SHRI VISHNU DATT SHARMA:

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

- (a) whether there is any complaint/grievance redressal mechanism under Pradhan Mantri Ujjawala Yojana (PMUY);
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

ANSWER

पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय में राज्य मंत्री (श्री रामेश्वर तेली)

MINISTER OF STATE IN MINISTRY OF PETROLEUM AND NATURAL GAS
(SHRI RAMESWAR TELI)

(a) to (c) The Pradhan Mantri Ujjwala(PMUY) call centre (toll free no. 1800 266 6696) has been set up to specifically address queries and grievances related to PMUY. Besides, the Oil Marketing Companies(OMCs) have a robust system and provision to lodge grievances through different platforms like OMC website, mobile app, OMC call centre (1800 233 3555). Complaints received on social media are also captured & transferred to individual OMC portal for monitoring and resolution. OMCs also have Customer Service Cell officers in their territory / Divisional / Regional offices wherein customer can get their issue resolved in-person. Customers can also send complaint in written form to the respective offices of OMCs.