

LOK SABHA
UNSTARRED QUESTION NO. 19
TO BE ANSWERED ON 18TH JULY 2016

TIME LIMIT FOR TRANSFER OF LPG SUBSIDY

19. SHRI RAJESHBHAI CHUDASAMA:

पेट्रो लयम एवं प्राकृतिक गैस मंत्री

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

(a) the details of mechanism/ guidelines prescribed in the Direct Benefit Transfer Scheme (DBTL) /PAHAL for LPG consumer including minimum and maximum time fixed by the Government/Oil Marketing companies to transfer domestic LPG subsidy to the account of LPG consumers;

(b) whether the Government has taken note of enormous delay in depositing subsidy in the account of LPG consumers;

(c) if so, the details thereof and the reasons therefor and remedial measures taken to address the said problem and the extent of success achieved therefrom during the last three years and the current year; and

(d) the details of complaints received by the Government during the above period and the steps taken/being taken by the Government to bring down the complaints of the consumers, State/OMC-wise?

ANSWER

पेट्रो लयम एवं प्राकृतिक गैस मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार) (श्री धर्मेन्द्र प्रधान)

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)

(a) Under DBTL/ PAHAL, subsidy to the registered consumer is transferred electronically within 48 hours of purchase of refill at non-subsidised price into the registered bank account.

(b) to (d) From inception of the scheme, out of 169.14 crore transactions, 166.44 crore transactions are successful in transferring cash to the bank account of the LPG consumers. The primary reasons for the failures or delays are due to involvement of several stake holders, like LPG distributors, National Payments Corporation of India(NPCI) & Banks in the subsidy transfer process and mismatch of the bank account mapped with Aadhaar and the LPG Consumer ID, incorrect Bank Account number submitted by the consumer etc.

As and when such grievances are received, remedial measures are taken in the form of updating correct information in consultation with the concerned stakeholder.

State/UT/OMCs-wise details of complaints received and resolved under PAHAL since launch of modified scheme (from 15.11.2014 to 01.07.2016) is at **Annexure.**

State / UT wise complaints received & resolved under PAHAL since launch of modified scheme (from 15.11.14 till 01.07.16) is given as under

State/UT	IOC		BPC		HPC		OMC	
	Total Complaints Received	Complaints Resolved	Total Complaints Received	Complaints Resolved	Total Complaints Received	Complaints Resolved	Total Complaints Received	Complaints Resolved
Andaman And Nicobar	141	131					141	131
Andhra Pradesh	5556	5551	1961	1961	8444	8400	15961	15912
Arunachal Pradesh	143	129	2	2			145	131
Assam	8044	7368	276	276	124	124	8444	7768
Bihar	28039	25869	50482	50480	27019	26950	105540	103299
Chandigarh	845	787	136	136	325	324	1306	1247
Chhattisgarh	4182	4009	1807	1807	2240	2240	8229	8056
Dadra And Nagar Haveli					167	166	167	166
Daman And Diu			66	66	42	42	108	108
Delhi	15549	15068	5740	5739	2536	2520	23825	23327
Goa	9	7	348	348	301	301	658	656
Gujarat	13465	13346	5044	5044	3239	3214	21748	21604
Haryana	10338	9781	7926	7923	5803	5753	24067	23457
Himachal Pradesh	1449	1381	189	189	471	467	2109	2037
Jammu And Kashmir	1437	1317	356	356	2621	2618	4414	4291
Jharkhand	4415	4137	2964	2962	2283	2275	9662	9374

Karnataka	12394	11906	6518	6518	7869	7828	26781	26252
Kerala	5337	5062	1670	1670	1244	1237	8251	7969
Lakshadweep							0	0
Madhya Pradesh	11377	11219	4948	4946	5534	5480	21859	21645
Maharashtra	5686	5320	25363	25361	16943	16925	47992	47606
Manipur	540	484					540	484
Meghalaya	353	324	16	16			369	340
Mizoram	161	135					161	135
Nagaland	199	191	1	1			200	192
Odisha	6218	6218	4621	4621	6220	6215	17059	17054
Puducherry	355	333	161	161	137	137	653	631
Punjab	7488	6953	2529	2528	2405	2390	12422	11871
Rajasthan	11759	11231	10351	10350	9831	9816	31941	31397
Sikkim	350	337					350	337
Tamil Nadu	28439	27025	10639	10637	3945	3931	43023	41593
Telangana	6883	6883	2402	2401	8893	8885	18178	18169
Tripura	1195	1126					1195	1126
Uttar Pradesh	71848	67676	61347	61343	30740	30518	163935	159537
Uttarakhand	9149	8915	2251	2251	363	362	11763	11528
West Bengal	34686	32942	14072	14070	9448	9399	58206	56411
Total	308029	293161	224186	224163	159187	158517	691402	675841

