

Frequently Asked Questions (FAQs)

I. QUESTION: What is DBTL scheme?

ANSWER: Direct Benefit Transfer for LPG consumer (DBTL) is the scheme aimed to improve the subsidy administration of LPG across the country. As per this scheme an LPG consumer will get his/her cylinder at full market price (excluding VAT) and the differential between subsidized price and full market price i.e. the subsidy will be transferred to his/her bank account. Following are the key features of this scheme:

- Under this scheme, all LPG consumers will start receiving their LPG cylinders at full market price and will get their subsidy directly in their bank accounts.
- To become eligible for this scheme an LPG consumer has to first become CTC consumer. To become CTC consumer one has to complete these 3 easy steps, as follows:
 - Received his/her Aadhaar Number
 - Linked his/her Aadhaar number to LPG consumer number.
 - Linked his/her Aadhaar number to Bank account.
- After completing these 3 steps the CTC consumer will start receiving his/her LPG subsidy directly in their bank account.
- CTC consumers will get advance to buy their first subsidized cylinder after launch of the DBTL scheme.
- Non-CTC consumers will get 3 months to become CTC consumer.
- During these 3 months Non-CTC consumers will receive their LPG cylinder at subsidized price and if they become CTC during this period will start receiving their subsidy directly in their bank account.
- After 3 months Non-CTC consumers will receive their LPG cylinder at full market price.
- After 3 months, only if the consumer is a CTC consumer he/she will receive the LPG

II. QUESTION: How can a consumer start receiving my LPG subsidy in his/her Bank Account?

ANSWER: To start receiving LPG cylinder subsidy directly in Bank Account he/she needs to become Cash Transfer Compliant (CTC) consumer. To

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become a CTC consumer he needs to take following 3 steps please skip any step if already completed):

- I. Obtain Aadhaar Letter or Aadhaar Number
- II. Link your Aadhaar Number to your LPG Consumer Number
- III. Link your Aadhaar Number to your Bank Account

Step I: Obtain Aadhaar Letter or Aadhaar Number

First enroll yourself by visiting your nearest Aadhaar enrollment center and get yourself enrolled. For the list of Aadhaar Enrollment Centers:

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

You can obtain your Aadhaar Number in following 2 ways:

- Aadhaar Letter reaches your Address via Post.
- If you have Enrolment Id (EID) slip, you can generate your e-Aadhaar after 15-20 days of your enrolment by following 2 steps as detailed below. Please keep your Enrolment slip in your hand:
 - *Step 1:* Check your Aadhaar status at <https://portal.uidai.gov.in/ResidentPortal/statusLink>
If the status is "Aadhaar Number Generated" then go to Step 2.
 - *Step 2:* To generate your e-Aadhaar, click on this link and follow instructions. <http://eaadhaar.uidai.gov.in/eDetails.aspx>

Step II: Link your Aadhaar Number to your LPG Consumer Number

After receiving your Aadhaar Letter, you can follow either of following options to link your Aadhaar number with your LPG consumer number:

- a. Prepare the Aadhaar LPG Linking Form. For details please [click here](#)

Please ensure that if your Address in Aadhaar Letter is different from Cylinder delivery address then you need to submit the Proof of Address of Cylinder delivery along-with the ARS to your Distributor.

Submit this sheet (and Proof of Address) to your distributor to link your Aadhaar number with your consumer number.

- b. Post Aadhaar Registration Sheet (ARS), along-with your Proof of Address, to following Addresses of your respective LPG Company Address. Click or Copy in your browser following link(s) to know the address of your company in your district where you need to send your ARS sheet (you should send your ARS

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sheet to the respective companies' delivery address of your district only):

For IOCL / Indane: <http://www.indane.co.in/letterprocedure.php>

For HPCL / HP Gas:

<https://www.hindustanpetroleum.com/En/UI/hpanytime.aspx>

For BPCL / Bharatgas:

http://www.ebharatgas.com/pages/images/IVRS_SMS_Add.pdf

- c. Call on toll free number **18002333555**, inform the call center agent that you want to give your Aadhaar number and follow their instructions.
- d. Visit website <https://rasf.uidai.gov.in> Press the **Start now** button and follow the procedure.
- e. 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

For HPCL / HP Gas:

<https://www.hindustanpetroleum.com/En/UI/hpanytime.aspx>

For BPCL / Bharatgas:

http://www.ebharatgas.com/pages/images/IVRS_SMS_Add.pdf

- f. Consumer can send two SMS to register (SMS-1 and SMS-2). You can send the SMS to following numbers:

- For BPC / Bharatgas consumers: 57333 (All India)
- 52725 (Vodafone, MTNL, Idea, Airtel & Tata users)
- For HPC / HP Gas consumers 9666023456
- For IOC / Indane consumers: 9948824365

*How to register your Mobile number with your Oil Company

Register your mobile number as per steps given below:

Steps	HPC/IOC	BPC
Step 1: Register your mobile number	Send SMS: REG <space> distributor telephone number with STD code without zero <space> consumer number (e.g. REG 117654321 564321)	Register your mobile number with your distributor

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Step 2: Send SMS for Aadhaar submission	UID <space> Aadhaar number (e.g UID 343434343434)	UID <space> Aadhaar number (e.g UID 343434343434)
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Step III. Link your Aadhaar Number to your Bank Account

You also have to link your Aadhaar number with your bank account, if not already done so, to become eligible for transfer of subsidy in your bank account. For linking your Aadhaar number with your Bank Account, you can take either of following 2 methods:

1. Visit your nearest bank branch, ask the Bank Representative that you want to link your Aadhaar number with your bank account and follow their instructions.
2. You can also link your Aadhaar Number with your Bank Account through your distributor. Fill the “**Bank Account – Aadhaar Linkage Form (For LPG Consumer only)**”, attach a copy of your Aadhaar Letter and drop it in “**Bank Form Drop Box**” kept with your distributor and key locations in your districts. The forms are available with your distributor. To print a copy of your form, please [click here](#).

III. QUESTION: How can I know if my Aadhaar number is linked to LPG and Bank Database?

ANSWER: To check your Aadhaar linkage status please visit the transparency portal of your LPG Company. Following are the steps to check your Aadhaar linking status at Transparency Portal.

- Step 1: Please click the below given links or paste in your browser
For HPCL: <http://dcmstransparency.hpcl.co.in/TransparencyPortal/Transparency/Transparency.aspx>
For BPCL: http://www.ebharatgas.com/ebgas/CC_include/Transparency_portal_new.jsp
For IOCL: <https://spandan.indianoil.co.in/transparency/>
- Step 2: Enter all the details under “**Normal Search**” and press **Proceed** Button.
- Step 3: Search your details by entering your Consumer No. or Consumer Name under Search By option and press Enter to know your Aadhaar linking status in LPG and Banks.

IV. QUESTION: Where can I get more information about the DBTL scheme?

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ANSWER:

- For getting any information, providing feedback and for registering any complaint OMCs have call center which is accessible at Toll Free No 18002333555.
- Consumers can also visit the website www.petroleum.nic.in/dbtl for more details on DBTL or the Oil Companies websites www.indane.co.in, www.ebharatgas.com & www.hpgas.com.

V. QUESTION: My cylinder was delivered but I have not received my subsidy in Bank account?

ANSWER: It takes about 2-3 days to transfer your subsidy in your bank account after delivery of your cylinder. If your cylinder was delivered in last 2-3 days please wait for 1-2 more days to check your subsidy in your bank account through the transparency portal. However, even if you still do not receive your subsidy, please log a complaint at our DBTL Grievance Cell (Call Toll free number 18002333555). Based on the situation, we will either be able to tell you the reason on the call or will revert back to you on your Registered Mobile number.

VI. QUESTION: I have contacted your call center/LPG distributor and I have been advised that there is a failed transaction with xyz bank. What should I do?

ANSWER: Please visit your concerned bank with your Aadhaar number and account details if you have to know the reason of your failed transaction

VII. QUESTION: I have contacted your call center/LPG distributor and I have been advised that subsidy has been transferred on date dd/mm/yyyy to xyz bank but I have do not have bank account in xyz bank .What should I do?

ANSWER: Please visit your concerned bank with your Aadhaar number to xyz bank who will provide you with the details of bank account in which subsidy has been transferred. Alternatively you may choose to link your Aadhaar number with any other bank by submitting the duly filled Bank Linking Form.

VIII. QUESTION: I have provided my Aadhaar details, why is it not yet linked to my Consumer Number?

ANSWER: After you give your request of linking Aadhaar number with your Consumer number, it takes about 2-3 days to link your Aadhaar number to your Consumer Number, If you have sent your linking request in last 2-3 days please wait for 1-2 more days and check your Aadhaar linking status in LPG database. However, even if your Aadhaar is still not linked, please log a complaint with our Grievance Cell (Call Toll free number 18002333555). Based on the situation, we will either be able to tell you the reason on the call or will revert back to you on your Registered Mobile number.

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- IX. QUESTION: I have provided my Aadhaar details to bank, but your transparency portal is showing me as non-CTC consumer?**

ANSWER: After you give your request of linking Aadhaar number with your Bank Account, it takes about 2-3 days to link your Aadhaar number to your Bank Account number, If you have sent your linking request in last 2-3 days please wait for 1-2 more days and check your Aadhaar linking status in LPG Transparency Portal. However, visit your bank and tell them to upload your account details to NPCI mapper they will tell you the reason. Alternatively you may choose to link your Aadhaar number with any other bank by submitting the duly filled Bank Linking Form.

- X. QUESTION: Please explain what is EID, Aadhaar number and E-Aadhaar?**

ANSWER:

EID (Enrolment Id) is a 28 digit temporary number given to you by UIDAI after you have enrolled yourself for Aadhaar. This is not a unique number and cannot replace Aadhaar number for any purpose. This number can and should only be used to track the status of your Aadhaar with UIDAI.

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.

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

- XI. QUESTION: I have EID but not received Aadhaar Letter.**

ANSWER: You can obtain your Aadhaar Number in following 2 ways:

If you have Enrolment Id (EID) slip, you can generate your e-Aadhaar after 15-20 days of your enrolment. You would need your Enrolment slip to generate your e-Aadhaar. To generate your e-Aadhaar, click on this link <http://eaadhaar.uidai.gov.in/eDetails.aspx>

Wait for Aadhaar Letter to be delivered to your Address via Post.

- XII. QUESTION: I have booked my first cylinder but have not received the advance.**

ANSWER: It takes about 2-3 days to transfer your subsidy in your bank account after booking of your first cylinder post notification of your district for

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DBTL launch. If you have made your booking in last 2-3 days please wait for 1-2 more days to check your subsidy in your bank account. However, even if you still do not receive your subsidy, please log a complaint at our Grievance Cell (Call Toll free number). Based on the situation, we will either be able to tell you the reason on the call or will revert back to you on your Registered Mobile number.

XIII. QUESTION: Why my LPG account is blocked?

ANSWER: Please talk to our Call Center agent at our Grievance Cell (Call Toll free number 18002333555). Based on the situation, we will either be able to tell you the reason on the call or will revert back to you on your Registered Mobile number.