



Difficulty in getting LPG subsidy in your bank account?

All your questions are answered below.

(Tear this and keep safely)



ISSUES RELATED TO AADHAAR GENERATION

1. How do I get enrolled for Aadhaar? Where do I find the list of Aadhaar centres in my locality?

Step-1: Check the link <http://www.petroleum.nic.in/dbtl> to know whether your district is in the DBTL (Direct Benefit Transfer of LPG) scheme and which agency (UIDAI/RGI) is conducting Aadhaar enrolment in the district.

Step-2: If your district is covered by

- UIDAI:** Check the official website of UIDAI (www.uidai.gov.in) → Residents → Where to Enrol, to find out the enrolment centre nearest to you.
- NPR by RGI:** Enrolments under general NPR (National Population Register) are done by RGI (Registrar General of India) by setting up camps near your locality. The enumerator will distribute the KYR+ form at your residence. For DBTL districts, special camps are being set up at places near the LPG distributors. The information may also be available with your distributor. You may also approach Village Officer / Tehsildar / Mamaltdar / sub-district officer or the Collector's office to get plans on Aadhaar enrolment centres being set up by RGI.

Step-3: Visit the enrolment centre with the required documents.

2. I have not received Aadhaar so far. What should I do?

Scenario I: If you have enrolled prior to March 2012, then

Step-1: Use "Check Aadhar status" in UIDAI website <http://resident.uidai.net.in/>. Enter your Enrolment ID as instructed.

Step-2: In case Aadhaar is shown to be generated, then download the e-Aadhaar by clicking "Get e-Aadhaar" icon after inputting the Enrolment Slip number with date and time, Name, Pincode and the Mobile number. You will get a one-time password in your mobile which you can use to print e-Aadhaar. This printout can then be used for seeding in LPG/Banks.

Step-3: If the Aadhaar has not been generated, please approach your nearest Aadhaar enrolment centre and conduct a new enrolment.

Scenario II: If you have enrolled after March 2012, then

Step-1: Use "Check Aadhar status" in UIDAI website <http://resident.uidai.net.in/>. Enter your Enrolment ID as instructed.

Step-2: If the Aadhaar has not been generated and status is "Rejected" (which can be for various reasons), approach your nearest Aadhaar enrolment center and conduct a new enrolment. Else if the status is shown as "In Process", please wait until Aadhaar is generated.

Step-3: In case Aadhaar is shown to be generated, then download the e-Aadhaar by clicking "Get e-Aadhaar" icon after inputting the Enrolment Slip number with date and time, Name, Pincode and the Mobile number. You will get a one-time password in your mobile which you can use to print e-Aadhaar. This printout can then be used for seeding in LPG/Banks.

3. What should I do if I have registered for Aadhaar but do not have any receipt for the same?

OR

I have lost my Enrolment ID (EID) slip. How do I get my Aadhaar Number?

Step-1: Send the information (all as given by you at the time of enrolment) in the following template by email to the UIDAI Helpdesk at help@uidai.gov.in

Your Name		
Year of Birth	Gender	Mobile Number
Email Address		
Residential Address		Pin Code

Step-2: Use the E-ID sent back by the Helpdesk to download the e-Aadhaar by clicking the "Get e-Aadhaar" icon after inputting the Enrolment Slip number with date and time, name, PIN code and mobile number. You will get a one-time password in your mobile phone that you can use to print e-Aadhaar. This printout can then be used for seeding with LPG distributors/banks.

4. I have enrolled for Aadhaar and have an Enrolment ID. Can I be assured of Aadhaar Number and how long will it take for me to get it?

Not all enrolled citizens will get Aadhaar numbers; their enrolment can get rejected due to various reasons. Based on individual cases, it may

- Be under processing, or
- Have got generated and may be under transit, or
- Has been rejected.

It takes certain amount of processing time from the date of enrolment before the Aadhaar Number gets generated. This time varies from location to location and can be, in the worst case, up to 8 weeks from the date of enrolment.

5. I have my enrolment ID. How do I get my Aadhaar Number to link it with my LPG/bank accounts?

Option-1: Use UIDAI website as follows:

Step-1: Use "Check Aadhaar Status" in UIDAI website link <http://resident.uidai.net.in/>. Enter your Enrolment ID as instructed.

Step-2: In case Aadhaar is shown to be generated, then download the e-Aadhaar by clicking "Get e-Aadhaar" icon after inputting the Enrolment ID number with date and time, name, PIN code and mobile number. You will get a one-time password in your mobile phone, which can be used to print e-Aadhaar. This printout can then be used for seeding with LPG distributors/banks.

Step-3: If Aadhaar could not be generated, then call UIDAI call centre at 1-800-3001497 or email your complaint to help@uidai.gov.in

Option-2: For redressal of Aadhaar-related grievances, some State Governments/Collectors/DCs are running citizen help centres. If they are available in your State, approach such centres for generation of Aadhaar number.

6. How can I check whether my Aadhaar Number has got linked to my bank account?

Use options given under Question No.5, or

Step-1: MTNL and BSNL mobile phone users, please dial *99#

Step-2: Follow instructions

7. How can I update/correct my personal information in my Aadhaar profile?

Option-1: Use Self Service Update Portal as follows:

Step-1: Visit <https://ssup.uidai.gov.in/ssup-home>

Step-2: Follow instructions as prescribed in the site

Option-2: Visit Permanent Enrolment Centre

Step-1: Visit <https://appointments.uidai.gov.in/easearch.aspx>

Step-2: Select State, District, Locality

Step-3: Book an appointment

*List of enrolment centres is updated by State/Enrolment agency.

ISSUES RELATED TO AADHAAR-LINKAGE/ SUBSIDY TRANSFER

8. How do I ensure that my request for linking of Aadhaar is accepted after I submit my Aadhaar Number to LPG distributors/banks?

Distributors and Banks accept request for seeding across the counters and provide an acknowledgement. Oil Marketing Companies/Bank also sends an SMS on successful linking of Aadhaar. Insist on getting an acknowledgement from distributors/banks for receipt.

9. How can I be sure that my Aadhaar linkage has been completed in my LPG and bank accounts to get my subsidy?

Option-1: Check your Aadhaar linkage through the "Check Aadhaar Status" tab on the transparency portals of OMCs. These are www.indane.co.in by IOCL, www.ebharatgas.com by BPCL and www.hindustanpetroleum.com by HPCL. You can check your Aadhaar linkage with both your LPG distributor and bank in these websites. You can also check which Aadhaar number is linked to your LPG Consumer Number.

Option-2: Call up the call centre of OMCs on the toll-free number 1-800-2333555 to check which Aadhaar number is linked to your LPG account.

Option-3: Use the mobile application called "Aadhaar status" in Google Play. This application provides details of Aadhaar seeding in both LPG and bank accounts.

Option-4: Send SMS *99# from MTNL and BSNL mobile users, which will, on prompting to enter your Aadhaar number, return the bank linkage status (this facility provides only bank linkage status).

10. How do I know whether my LPG Consumer Number has been correctly linked to my Aadhaar number?

Use Option-1 or 2 or 3 in Question No.9 above to check.

11. How do I know whether my bank account has been linked correctly to my Aadhaar Number?

Option-1: Dial *99# through BSNL/MTNL mobile and ascertain the status of linkage. It will display the name of the bank with which Aadhaar is linked to and the date of linkage.

Option-2: Visit your bank branch for checking the Aadhaar number/linkage to your bank account.

Option-3: Normally, banks send confirmatory SMS messages on successful seeding and linkage of the Aadhaar to the mobile number of the customer registered with the bank.

12. What do I do if my Aadhaar Number is not getting linked with my LPG Consumer Number despite my submitting Aadhaar details to the LPG distributor or through other means?

Option-1: Approach the distributor to get to know the problem/status, or to register a complaint.

Option-2: Call 1800 2333555 (OMC call centre) to know the status of linkage or to register a complaint in this regard.

Option-3: Visit the transparency portal in the website www.indane.co.in for IOCL, www.ebharatgas.com for BPCL and www.hindustanpetroleum.com for HPCL for checking the Aadhaar-linkage status, or for registering your Aadhaar Number and/or for registering a complaint.

Option-4: Call up the oil company field officer or Customer Service Cell (number available with the distributors and in the websites of OMCs) to know the status or to register a complaint.

13. What do I do if my Aadhaar Number is not showing as linked with my Bank account despite my submitting Aadhaar details to my bank?

Please approach the bank branch where Aadhaar details were submitted and resubmit them if satisfactory reply not received. There is no harm in resubmitting your Aadhaar linking request to your bank.

14. What should I do if I do not receive the advance/subsidy amount in my bank account even after making sure that my Aadhaar Number has been linked to LPG and bank?

OR

What should I do if I receive my LPG cylinder refills at market price, but my advance/subsidy is not coming into my Aadhaar-linked bank account?

On booking an LPG refill, a consumer who has linked his Aadhaar Number with both LPG and bank receives an advance subsidy of ₹ 435, and after delivery of the refill the actual subsidy towards every subsidised cylinder is credited to the customers' bank account. If this is not happening, there can be multiple causes. For this you must

a. Ensure that the LPG Consumer Number and the bank account number are properly seeded with your Aadhaar number only.

i. In case there is any error in entering the correct Aadhaar Number in the LPG database, the complaint may be raised with the distributor or with the OMCs. Use options under Question No.12.

ii. In case of unsuccessful or wrong account transfer of subsidy due to wrong entry of the Aadhaar Number in the bank or due to any other technical reason, the complaint shall be raised with the nearest branch of the bank concerned.

b. Check for transfer of subsidy in all those accounts where you have submitted your Aadhaar Number for linkage.

c. Check the transparency portals www.indane.co.in for IOCL, www.ebharatgas.com for BPCL and www.hindustanpetroleum.com for HPCL for subsidy transfer details (including summary of bank account details that will be shown if they have been received from your bank) by using your Consumer Number. If subsidy is shown to have been transferred, then approach that bank (branch) with these details and seek redressal. If no

subsidy transfer details are shown on the websites, then you should approach your LPG distributor OR OMC call centre (18002333555) OR website OR field officer OR Customer Service Cell for seeking the status or to register complaints. Subsidy transfer details are shown on the websites, then you should approach your LPG distributor OR OMC call centre (18002333555) OR website OR field officer OR Customer Service Cell for seeking the status or to register complaints.

15. How long does it take for linkage to LPG/banks after submission of the Aadhaar Number?

It takes certain amount of processing time for the linking to happen and for subsidy transfer to begin after you have submitted your request to LPG/Banks.

You are advised to check once a week for the linkage status on the websites of your OMC - www.indane.co.in for IOCL, www.ebharatgas.com for BPCL and www.hindustanpetroleum.com for HPCL.

16. Can I change my bank account for receiving the subsidy amount?

You can give fresh request to the bank where you would like to link your bank account. The most recent request received at NPCI (National Payment Corporation of India - Agency holding the Aadhaar to Bank mapping for enabling cash transfer) for linking the bank account would receive subsidy transfers and the old linkage would automatically be cancelled at NPCI.

17. My bank is not accepting e-Aadhaar as a document for opening the bank account. What should I do?

OR

My bank insists on several other documents for proof of address and identity apart from e-Aadhaar for opening the bank account, which I don't have. What should I do to open my Aadhaar-linked bank account?

UIDAI has clarified that e-Aadhaar is a digitally signed, legally valid and secure electronic document issued under IT Act 2000 and can be used as original for all purposes. Please bring it to the notice of the bank.

RBI has already clarified that Aadhaar can be used as POI (Proof of Identity) and also POA (Proof of Address) for opening of account (refer http://rbidocs.rbi.org.in/rdocs/notification/PDFs/KYC101_212CFS.pdf). Only in cases where there is a change in the address of the customer from the one mentioned in the Aadhaar document, the customer has to provide a separate copy of the latest proof of address at the time of opening of the Basic Savings Bank Deposit (BSBD) Account. In case the customer faces any difficulty in opening of the bank Account with Aadhaar document, it can be brought to the notice of Customer Service Section/Grievance Redressal Officer of the bank whose contact details are displayed in the branch's premises and also made available on the bank's website.

18. My bank has entered my Aadhaar Number in someone else's bank account and so my LPG subsidy has gone to someone else. What should I do?

Option-1: You can lodge a complaint with the branch and also the customer service section/Grievance Redressal officer of the bank for reversing the transaction and transferring money to your account. The contact details of the officers are displayed in the branch premises and also in the bank's website.

Option-2: You can also file a complaint with banking ombudsman if banks do not act on your complaints. Go to the link http://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=164 by email.

19. I do not have a bank account. Which bank do I open an account with to get subsidy?

OR

Is my bank offering subsidy cash transfer facility?

The list of banks which open Aadhaar-enabled accounts is published in the website link <http://www.petroleum.nic.in/dbtl/banks.htm>

20. I don't have a bank account, but my husband/daughter/son has a bank account. Can I convert that account into a joint account with me and link it with my Aadhaar number to receive LPG subsidy?

It is advisable to have an individual account in your name for linking your Aadhaar number and receiving subsidy. Banks do permit conversion of individual accounts to joint accounts and seeding of AADHAAR numbers of joint A/c holders. You can join as one of the joint account holders & register your Aadhaar number in the account for receiving the benefit. However please enquire with your Bank.

21. Can I open a zero balance account and receive subsidy in that account?

Subsidy transfer is available to any operative savings bank account of the customer. Basic Savings Bank Deposit (BSBD) account can be opened without any initial deposit and without the stipulation of minimum balance. Such accounts are normally referred as zero balance account. Basic Savings Bank Deposit (BSBD) account can be opened in any scheduled commercial banks shown in the list available in the website <http://www.petroleum.nic.in/dbtl/banks.htm>. The details on BSBD account opening are available on RBI Website.

In respect of savings bank account other than BSBD, minimum balance is required to be maintained as per the respective bank's policy.

