

## LPG

- ❖ The standard weight of cylinder as marked there in is 14.2 kg with tare weight.
- ❖ Users must check the total weight before acceptance.
- ❖ There are some safety standard of using LPG are clearly displayed and supplied by the companies.
- ❖ Booking of LPG cylinder should be done after 21 days of last refill/delivery.
- ❖ Agency can't Force To Buy gas Stove on New Connection from them.
- ❖ To Control malpractices by Gas Agency , Consumer can ask for list of consumers held by LPG Distributors

### **Remember**

**15.9 Kg** Weight of empty LPG Gas Cylinder (**Tare Weight**)

+ **14.2 Kg** Weight of LPG Gas (**Net Weight**)

= **30.1 Kg** – Total Weight of LPG Gas Cylinder with LPG gas (**Gross Weight**)

### **HOW TO CHECK**

#### **Outdated / Expired / Condom Cylinder/Not Useable**

The Outdated Cylinder means Expiry of Empty / Filled which specification is given below :

There are two types Alpha & Numeric letters printed on cylinder inside one of the vertical supporting three plates, Which means as under :

A – first quarter ending in March; (Jan to March)

B – second quarter ending June; (April to June)

C – third quarter ending Sept; (July to Sept)

D – fourth quarter ending Dec (Oct to Dec)

The number following After Alpha (A, B, C, D) represents the year like (09.10.11.)These are year of Expiry, For Example :

09 = 2009

10 = 2010

11 = 2011

### **Company Grievance Redressal**

- There is a wide network in public Grievance Redressal Mechanism in the PSU companies. which are applicable throughout all metro cities in India
- There are State-wise Regional Customer care centers exist where grievances can be lodged.

### **Grievance at the Ministry Level**

- **Detail of Nodal officers** – Govt.of India -Ministry of Petroleum and Natural Gas is the controlling Ministry of these Public Sectors Units who are wholly managing , procuring and distributing the gas cylinder through wide distribution network all over India .

### **PAHAL-Direct Benefits Transfer for LPG (DBTL) Consumers Scheme**

PAHAL existed before the Modi Government came in power. It was launched by UPA government on 1<sup>st</sup> June, 2013. The idea was to provide cash subsidy for LPG consumers of India. However, there was a very stringent requirement. Under Direct Benefit Transfer Scheme (as it was previously known), the cash subsidy was made available only and only to those people who had Aadhar Number. Those who didn't have Aadhar number were excluded. Once Modi government came in power, the scheme was revisited and modified. The modified version was named as PAHAL or Pratyaksh Hanstantarit Labh Scheme or Yojana. The modified version promises cash subsidy for even those who do not have Aadhar Number.

Those who have Aadhar Number need to link their Aadhar number to their bank account and to their LPG connection. People who do not have Aadhar Number are required to take a different and rightly enough, an elaborate route. They need to approach their LPG distributor and provide their bank details such as the name of the savings bank account holder, the account number, address of the bank branch, IFSC code (always required for NEFT transfers) etc. The details will

be uploaded to LPG database. The details of LPG connection, including the consumer number will then be shared with respective banks. Under the scheme, cash subsidy will be given to consumers for buying, 34 refills of 5 kg each or 12 cylinders of 14.2 kg each. Once the LPG account and the bank account of a customer is connected, the customer will receive the LPG subsidy directly in his or her bank account. The amount of money to be pushed into the account is the difference between existing market rate of LPG and existing subsidies rate of LPG. The idea here is to prevent unauthorized LPG sale at prices higher than market rates. Also, registering or multiple gas connections under a single name will be effectively curtailed and hence, reduce government's subsidy burden.

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