

## Form 6

### Grievance Redressal Form for PAHAL (DBTL) Scheme

Date: \_\_\_\_\_

Name of Oil Company: IOCL  / BPCL  / HPCL  (Tick one)

Name of Gas Agency \_\_\_\_\_

**CONSUMER DETAILS (TO BE FILLED BY THE CONSUMER)**

Name of Consumer*																
LPG Consumer No.*																
LPG ID (17 DIGIT) (Don't fill anything in x)		x					x						x			
Mobile No.*	+	9	1													
Your Bank Account No																
Your Bank Name																
Bank Branch address																
Aadhar No. (12 Digit)#																

All fields \* are mandatory, # is mandatory if you have it.

<b>Fill in Details of Query/Complaint below:</b> <b>(Please also provide cash memo no. &amp; date in case of non receipt of subsidy for cylinder)</b>
LPG Cash Memo Details:  <div style="text-align: right;">Date _____ Bank Transaction No _____/EID no. _____</div>

Date: \_\_\_\_\_ Signature of Customer \_\_\_\_\_

## FOR OFFICE USE ONLY

Query/Complaint Category	Tick any one below (see back of form)	Choose serial number	Enter serial number of the applicable complaint
1. BANK – Financial		Choose between 1-12	
2. BANK – Non Financial		Choose between 13-19	
3. OMC		Choose between 20-26	
4. UIDAI		Choose between 27-32	

Date Complaint Received	
Date Posted in Complaint Management System	
Service Request No.	
Grievance closed/Not closed	

**ACKNOWLEDGEMENT TO CONSUMER**

Received Service Request No. \_\_\_\_\_ from Shri/Smt \_\_\_\_\_  
 \_\_\_\_\_ on \_\_\_\_\_

Date \_\_\_\_\_

Signature with Stamp of distributor \_\_\_\_\_

**CATEGORIES FOR DISTRIBUTOR GUIDANCE**

**BANK (FINANCIAL ISSUE)**

<b>S.No</b>	<b>QUERY/COMPLAINT</b>	<b>S.No</b>	<b>QUERY/COMPLAINT</b>
1	I have received cylinder at market price, but subsidy payment has not yet reached although OMC says it has been transferred to bank.	7	I received confirmation from OIL company that my subsidy has been credited. But now I am told that it is failed.
2	My subsidy is being transferred to an account which is not mine. Need correction in bank account and my subsidy back in this account.	8	I have given Aadhaar to bank A and Bank B. But I need amount in A but it is being sent in B.
3	My bank is not able to inform where my subsidy money has been transferred.	9	As per OMC, the cash transfer has failed due to reason as "miscellaneous".
4	Credit received in my account has been reversed by the bank Or	10	I am not getting subsidy in my Joint/NRI accounts/ pension/loan account which I have linked to Aadhaar.
5	Bank has wrongly entered by Aadhaar number/ 17 digit LPG ID against my bank account.	11	I have re-seeded Aadhaar in a new bank B. Earlier I linked in SBI. Amount continues to be received in SBI.
6	Credit has been refused into my account by bank for unknown reason.	12	Other Bank Financial Issue.

**BANK (NON – FINANCIAL ISSUE)**

13	I have complained to my bank, but it is not responding.	17	OMC told me that my Aadhaar is inactive in my bank despite my having given it to them.
14	Bank confirms that Aadhaar number is seeded, but Aadhaar number still not seeded.	18	My bank is not allowing me to take out my subsidy amount.
15	My subsidy was credited but bank has not sent SMS to me.	19	Other Bank non-financial issue.
16	Bank is not accepting E-Aadhaar for seeding my account.		

**OMC RELATED ISSUE**

20	Subsidy/advance sent in my account failed due to bank issue. I have not received it again so far.	24	Even after delivery of cylinder, I have not received by subsidy/advance.
21	My Aadhar number is wrongly entered in my LPG account.	25	My bank account number is wrongly entered in my LPG account.
22	I do not have bank account.	26	Other OMC related issue.
23	Due to spelling mismatch in Aadhar card and LPG account, OMC not accepting it for seeding.		

**UIDAI RELATED ISSUE**

27	I have enrolled but not got my Aadhaar number so far.	30	Spelling mismatch in Aadhar card and bank not accepting for seeding.
28	I need to correct address/name in my Aadhaar .	31	I want to enroll in Aadhaar but no center is available nearby.
29	I enrolled long time ago in Aadhaar but don't have EID/any acknowledgement with me. I need my Aadhaar number.	32	Other UIDAI related issue.