

Pradhan Mantri Ujjwala Yojana

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Swachh Indhan, Better Jeevan



Handbook Volume – 1.0



MINISTRY OF PETROLEUM & NATURAL GAS
Government of India

स्वच्छ ईंधन..बेहतर जीवन!



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1. Introduction

1.1. About PMUY

Pradhan Mantri Ujjwala Yojana (PMUY) aims to safeguard the health of women & children by providing them with a clean cooking fuel – LPG, so that they don't have to compromise their health in smoky kitchens or wander in unsafe areas collecting firewood.

Pradhan Mantri Ujjwala Yojana was launched by Hon'ble Prime Minister Shri Narendra Modi on May 1st, 2016 in Ballia, Uttar Pradesh. Under this scheme, 5 Cr LPG connections will be provided to BPL families with a support of Rs.1600 per connection in the next 3 years.

Ensuring women's empowerment, especially in rural India, the connections will be issued in the name of women of the households. Rs. 8000 Cr. has been allocated towards the implementation of the scheme. Identification of the BPL families will be done through Socio Economic Caste Census Data.

PMUY is likely to result in an additional employment of around 1 Lakh and provide business opportunity of at least Rs. 10,000 Cr. over the next 3 Years to the Indian Industry. Launch of this scheme will also provide a great boost to the 'Make in India' campaign as all the manufacturers of cylinders, gas stoves, regulators, and gas hose are domestic.

1.2. Need for Pradhan Mantri Ujjwala Yojana

India is home to more than 24 Crore households out of which about 10 Crore households are still deprived of LPG as cooking fuel and have to rely on firewood, coal, dung – cakes etc. as primary source of cooking. The smoke from burning such fuels causes alarming household pollution and adversely affects the health of Women & children causing several respiratory diseases/ disorders. As per a WHO report, smoke inhaled by women from unclean fuel is equivalent to burning 400 cigarettes in an hour. In addition, women and children have to go through the drudgery of collecting firewood.

2. Pradhan Mantri Ujjwala Yojana (PMUY)

2.1. Objective of PMUY Scheme

The main objective of Ujjwala Yojana is providing LPG connections to women from BPL (Below Poverty Line) households. The government has set a target of 5 Crore LPG connections to be distributed to the BPL households across the country under the scheme. Union budget 2016-17 allocated Rs. 2000 Crore to provide free LPG connections to 1.5 Crore Women belonging to BPL families during the year 2016-17. Some of the other objectives of the scheme are

- Empowering women and protecting their health.
- Reducing the serious health hazards associated with cooking based on fossil fuel.
- Reducing the number of deaths in India due to unclean cooking fuel.
- Preventing young children from significant number of acute respiratory illnesses caused due to indoor air pollution by burning the fossil fuel.

2.2. Benefits of PMUY Scheme

The benefits of PMUY scheme are as follows

- Providing LPG connections to BPL families will ensure a global coverage of cooking gas in different parts of the country.
- It will empower women and improve their basic health condition.
- It will reduce drudgery and the overall time that is otherwise spent on cooking food and they will be able to use the time saved in productive pursuits.
- It will also provide employment to rural youth in the supply chain of cooking gas.

2.3. Financial Assistance under PMUY Scheme

Central government of India is financing the cost for Security deposit for cylinder and Pressure Regulator, the cost of Suraksha Hose pipe, DGCC book, installation and administrative charges on one-time basis, the total maximum cost of new connection borne by the Government is Rs 1600/- for a 14.2 Kg connection.

2.4. Beneficiaries for PMUY Scheme

- The beneficiary for the scheme would be a women belonging to the BPL household.
- She should be a permanent resident of India and above the age of 18 years
- The household of beneficiary should not already own a LPG connection in anyone's name in the household.
- Monthly household income of the BPL family should not exceed a certain level as defined by the state governments and union territories.
- The beneficiary's data should match with the BPL data with Oil Marketing Companies as per the SECC-2011 database.

- The beneficiary should not have availed similar benefits in any other Government scheme.

2.5. Insurance Policy Coverage for LPG accidents

Oil Industry has developed Public Liability Insurance Policy on oil Industry basis to provide speedy relief to the registered/affected persons in case of LPG related accidents by the concerned Insurance Companies. The Insurance policies taken by OMCs are Public Liability policies and not in the name of any individual LPG customer.

The expenditure towards payment of premium for the above Insurance policies is incurred by distributors/OMCs on their own and is not separately recovered from the customer.

Limit of Liability:

Personal Accident cover to third parties and LPG customers and property damage at authorized customers' registered premises:

- Personal Accident** : Rs.6,00,000 per person per event in case of death
- Medical expenses**: Max Rs.2,00,000 per person (Limited to Rs 30,00,000/- per event)
- Property damage**: Max. Rs. 200,000/- per event at authorized customers' registered premises.
- Per year in aggregate**: Rs. 10 Crore.

Claim procedure:

- Any accident involving consumer's LPG installation should be forthwith intimated to the distributor from whom the consumer received supply.
- Concerned distributor / Area Office, after preliminary inquiry will in turn notify the local office of the concerned Insurance Company for further action towards processing the claim as per terms of the Insurance policy.
- Consumers are not required to apply to Insurance Company or to contact them directly.
- Consumer is required to submit to the Oil Company the relevant documents viz. in case of death - originals of Death Certificate(s) and Post Mortem report(s) /Coroners report/Inquest report, as applicable; in case of injuries - Doctors' Prescriptions in original supporting the purchase of medicines, original Medical Bills, Discharge Card in original and any other documents related to hospitalization.
- In case of property damage at customers' registered premises, the Insurance Company appoints their Surveyor to assess the loss.

Note: Claims are settled based upon merit of each case. The concerned Insurance Company takes decision regarding settlement of the claim as per the provisions of Insurance Policy.

2.6. Impediments

- The consumers, who do not have Bank Account with any of the bank listed by National Payment Corporation of India (NPCI) either for Aadhaar Payment Bridge (APB) or National Automated Clearing House (NACH) based payments.
- The consumers, who are not, listed in the SECC data.

3. Introduction to SECC Data

In 2011 a census was conducted through a comprehensive programme involving the Ministry of Rural Development, Ministry of Housing and Urban Poverty Alleviation, The Office of the Registrar General and Census Commissioner, India and the State Governments. The Ministry of Rural Development Government of India commenced the Socio Economic and Caste Census (SECC) 2011, in June 2011 through a comprehensive door to door enumeration across the country. This is the first time such a comprehensive exercise has been carried out for both rural and urban India. It is also expected to generate information on a large number of social and economic indicators relating to households across the country.

Following are the Objectives of the SECC:

1. To enable ranking of households based on their socio economic status.
2. To make available authentic information on caste wise population enumeration.
3. To make available authentic information regarding the socio – economic condition and education of various castes and sections of population.

3.1. SECC Deprivation Indicators

The seven Deprivation Indicators identified by SECC are:

1. Households with only one room, kucha walls and kucha roof
2. No adult members between ages of 16 and 59
3. Female headed households with no adult male member between 16 and 59
4. Households with disabled member and no able bodied member
5. SC/ST Households
6. Households with no literate adult above 25 years
7. Landless households deriving a major part of their income from manual casual labour.

3.2. Rural

For PMUY, the Deprivation criteria having the following Inclusions & Exclusions on the rural household data will be applicable:

1. SECC data of rural households will be used.
2. Exclude the data with the Compulsory Exclusion criteria, that means if any one of the Exclusion criteria is fulfilling for the households, the same will be excluded as they are not considered as poor.
3. Similarly, exclude the data with the Compulsory Inclusion criteria, which means if any one of Inclusion criteria is fulfilling for households will be excluded as they are not the beneficiaries of said scheme.
4. Filter out zero Deprivation households.

5. Hence Balance households (which are with at least one Deprivation households) will be eligible as beneficiaries of the scheme.

3.3. Urban

Note: Details to be added after seeking confirmation of Guidelines from MoRD.

3.4. SECC Statistics at a Glance

SECC-2011 is a study of socio economic status of rural and urban households and allows ranking of households based on predefined parameters. SECC 2011 has three census components which were conducted by three separate authorities but under the overall coordination of Department of Rural Development in the Government of India. Census in Rural Area has been conducted by the Department of Rural Development (DoRD). Census in Urban areas is under the administrative jurisdiction of the Ministry of Housing and Urban Poverty Alleviation (MoHUPA). Caste Census is under the administrative control of Ministry of Home Affairs: Registrar General of India (RGI) and Census Commissioner of India.

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- Total Households in the Country = 24.49 Crore
- Total Rural Households = 17.97 Crore (73.40%)
- Households Excluded = 07.07 Crore (39.36%)
- Automatically Included = 0.16 Crore (0.91%)
- Considered for Deprivation = 10.73 Crore (59.73%)
 - Not reporting Deprivation = 02.01 Crore (11.20%)
- Household with Deprivations = 08.72 Crore (48.53%)
 - Households with at least 1 Deprivation = 08.72 Crore (48.53%)
 - Households with at least 2 Deprivation = 5.36 Crore (29.80%)
 - Households with at least 3 Deprivation = 2.35 Crore (13.09%)
 - Households with at least 4 Deprivation = 0.70 Crore (3.87%)
 - Households with at least 5 Deprivation = 0.14 Crore (0.80%)
 - Households with at least 6 Deprivation = 0.02 Crore (0.14%)
 - Households with all the 7 Deprivations = 12,924 (0.01%)

Deprived All Households		
Zone	Code with States/ UTs Name	Total Atleast 1 Deprivation
All India		872,64,055
North Total		26,21,574
North	01 - Jammu & Kashmir	5,86,345
North	02 - Himachal Pradesh	2,59,855
North	03 - Punjab	7,78,245
North	06 - Haryana	9,97,129
East Total		293,56,720
East	10 - Bihar	108,76,054
East	19 - West Bengal	100,56,266
East	20 - Jharkhand	26,94,061
East	21 - Odisha	57,30,339
West Total		142,21,157
West	08 - Rajasthan	51,65,212
West	24 - Gujarat	29,67,972
West	27 - Maharashtra	60,64,157
West	30 - Goa	23,816
South Total		159,68,908
South	28 - Andhra Pradesh	48,22,104
South	29 - Karnataka	28,36,539
South	32 - Kerala	14,69,167
South	33 - Tamilnadu	47,04,939
South	28 - Telangana	21,36,159
Central Total		207,38,530
Central	05 - Uttarakhand	4,29,888
Central	09 - Uttar Pradesh	103,81,289
Central	22 - Chhattisgarh	31,79,327
Central	23 - Madhya Pradesh	67,48,026
North Eastern Total		41,74,039
North Eastern	11 - Sikkim	33,480
North Eastern	12 - Arunachal Pradesh	72,937
North Eastern	13 - Nagaland	1,82,441
North Eastern	14 - Manipur	2,36,653
North Eastern	15 - Mizoram	66,499
North Eastern	16 - Tripura	3,61,664
North Eastern	17 - Meghalaya	3,27,506
North Eastern	18 - Assam	28,92,859
UT Total		1,83,127
UT	04 - Chandigarh	3,925
UT	07 - NCT Of Delhi	89,744
UT	25 - Daman And Diu	6,313
UT	26 - Dadra & Nagar Haveli	25,378
UT	31 - Lakshadweep	1,455
UT	34 - Puducherry	40,336
UT	35 - Andaman & Nicobar Islands	15,976

3.5. Process of collection of data through SECC

Process of collection of data through SECC is as follows:

- District Magistrate will formulate a District/Town Plan and a Communication Plan.
- 24 lakh Enumeration Blocks (EB) will be used for the SECC, 2011- each Enumeration Block has roughly 125 households. These are the same Enumeration Blocks that were formed during the Census 2011. The enumerators will be provided copies of the layout maps and Abridged House List prepared during Census 2011. This will ensure complete coverage of the area.
- Enumerators will be trained to conduct the SECC, 2011.
- Each Enumerator will be assigned 4 Enumeration Blocks, and every 6 Enumerators will be assigned to one Supervisor.
- Enumerators will visit every household identified in the Enumeration Block and canvas the questionnaire. They will also reach out to homeless populations (e.g. people living in railway stations, roadsides etc).
- A data entry operator will accompany each Enumerator.
- The data will be captured directly on an electronic handheld device (a tablet PC). The hand held device will have the scanned images of the forms filled up for National Population Register (NPR). This will also ensure complete and accurate coverage.
- The information (held in the tablet PC) will be read out to the respondent, who will verify it. A printed acknowledgement slip, signed by the Enumerator and Data Entry Operator will be given to the respondent.
- Collected data will be verified in the Panchayat.
- After all the information is collected from an Enumeration Block, a draft publication list will be prepared for verification.
- Within a week of publication of the draft list, the list will be read out at the Gram Sabha in all rural areas.
- Any person can file claims/objections and information furnished before designated officers for this purpose. The draft list will be made available at the Gram Panchayat, Block Development Office, Charge Centre and District Collector's Offices.
- The list will also be uploaded on the NIC/State Government/MoRD/MoHUPA websites. This will aid transparency and increase accountability.

3.6. How to download the SECC Data

SECC data can be downloaded from the URL http://lpgdedupe.nic.in/secc/secc_data.html. This URL has a ready reckoner for target consumers and villages under respective district of the state.

Process to download the SECC Data is as follows:

- Distributors/Consumers should visit the above mentioned website.
- Select the respective state from the list of state given in left side of the home page.

- The details of the respective state will be displayed on the right side of the page.
- Distributors/ Consumer should click the “Date” column against the district for which SECC data to be downloaded.

Given below is the snapshot of the website having the details of the SECC data.

The screenshot shows a web browser window with the URL lpgdedupe.nic.in/secc_data.html. On the left, there is a 'Download SECC Data' section with a list of states and their district counts. On the right, a table titled 'SECC DATA FOR ASSAM(27 DISTRICTS)' provides detailed information for each district, including S.No, District Name, Rural Count, Rural Upload Date, Urban Count, and Urban Upload Date.

S.NO	DISTRICT	RURAL		URBAN	
		COUNT	UPLOADED ON	COUNT	UPLOADED ON
1	BAKSA	5,00,114	07-JUN-16	0	NOT AVAILABLE
2	BARPETA	9,10,342	07-JUN-16	16,095	06-JUN-16
3	BONGAIGAON	3,48,516	07-JUN-16	11,411	06-JUN-16
4	CACHAR	5,80,859	07-JUN-16	29,654	06-JUN-16
5	CHIRANG	2,31,188	07-JUN-16	4,716	06-JUN-16
6	DARRANG	4,42,762	07-JUN-16	6,334	06-JUN-16
7	DHEMAJIR	3,01,324	07-JUN-16	2,574	06-JUN-16
8	DIBRUGARH	11,72,650	07-JUN-16	35,870	06-JUN-16
9	DIBRUGARH	3,89,290	07-JUN-16	22,759	06-JUN-16
10	DIMAHASAO	1,02,008	07-JUN-16	7,129	06-JUN-16
11	GOALPARA	5,35,650	07-JUN-16	13,507	06-JUN-16
12	GOLAGHAT	3,53,046	07-JUN-16	8,110	06-JUN-16
13	HAILAKANDI	2,49,271	07-JUN-16	4,763	06-JUN-16
14	JORHAT	3,40,861	07-JUN-16	15,784	06-JUN-16
15	KAMRUP	5,68,598	07-JUN-16	3,843	06-JUN-16
16	KAMRUP METROPOLITAN	90,494	07-JUN-16	53,681	06-JUN-16
17	KARBIANGLOM	4,96,451	07-JUN-16	5,130	06-JUN-16
18	KARWIGANJ	4,69,214	07-JUN-16	8,257	06-JUN-16

Distributors may also download the SECC data from the URL: <http://lpgdedupe.nic.in/UJJWALA> .

The portal is secured and need credentials to login. NIC has provided the login credentials to the distributors.

4. How to Apply for LPG Connection under PMUY

4.1. Application Procedure for Pradhan Mantri Ujjwala Yojana

Process to apply for connection under the Pradhan Mantri Ujjwala Yojana is given below:

- The eligible/interested BPL candidates can go to nearest LPG outlet or distribution centre and avail the prescribed Ujjwala Yojana application form for free.
- The women applicant then need to fill her name, contact details, Aadhaar Number, Jan Dhan / Bank account number, other details and declaration form at the end of the application form.
- Applicant can opt for any one of the two cylinder options i.e. 14.2KG or 5KG.
- Attach the required documents such as, copy of Aadhaar card, bank account statement/passbook, residence proof in form of electricity / telephone / water bill or lease agreement or house registration document or flat allotment/possession letter.
- Submit the completed application form along with the attached documents at the preferred LPG outlet.
- The applicant details will be matched against the SECC-2011 data for eligibility by LPG field officials. Ujjwala Yojana list of eligible BPL candidates can be verified by checking the name in SECC-2011 data available on NIC website.
- Oil marketing company will then undertake de-duplication exercise electronically and other measures for due diligence for a new LPG connection.
- If the applicant is found to be eligible, the connection will be issued by the oil marketing company.
- The cost of connection will be borne by the Government.
- The applicants can also chose EMI option to cover the cost of stove and first refill of LPG cylinder.

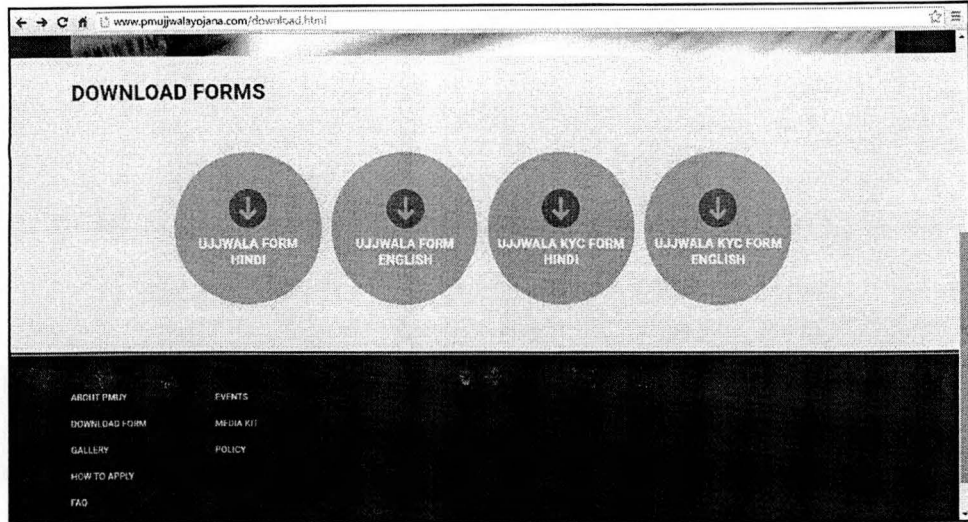
4.2. Application forms

Application forms for getting the LPG connection and availing loan on Refill/LPG stove under the PMUY from distributors are available at LPG outlets/agencies across the country.

Application forms can also be downloaded from the PMUY website, <http://www.pmujiwalayojana.com>.

Forms are available in Hindi and English languages. Below is the snapshot of PMUY website illustrating “**Download Forms**” section.

Pradhan Mantri Ujjwala Yojana Handbook



Please refer to the *Annexure 12.2* for mentioned Application Forms.

5. Safety Precautions

While using cooking gas following safety measures should be practiced by consumers:

- Cylinder must be always kept in vertical position, away from any source of heat and in a ventilated place.
- The hot plate should always be placed on a platform (made of non-flammable material) above the cylinder level.
- Always remember to switch off the pressure regulator when the stove is not in use, especially at night. Never tamper with or try to repair the cylinder or allied equipment yourself.
- Make sure all parts of the installation are in good condition. If anything seems wrong with any part, call for the distributor's trained mechanic.
- It is safer to wear cotton clothing while working in the kitchen. Use of dupatta, sari or cloth to handle utensils could be a fire hazard.
- Wearing a fire retardant apron while cooking is a safe practice.
- Children must be kept away from the installation while cooking.
- Use only ISI marked HOT PLATES.
- Never leave the hotplate unattended while in use as the burner flame could get extinguished due to overflow of cooking material or even gust of wind. This would lead leakage of Gas from the burner. The accumulated gas could get ignited by the second/other burner in operation or any other source of ignition, resulting in fire.
- Fry Pan / Pressure Cooker should be placed in a manner so that their handle is away from the flame.
- Plastic items must be kept away from the gas stove.
- Rubber tube is the weakest link in a LPG connection. It must be regularly checked and changed immediately in case any visible cracks / damage are noticed. Use of "SURAKSHA" LPG hose sold by LPG distributor is recommended for its enhanced safety features and longer life. Rubber Tube, if used, must be ISI approved.
- As a rule, the rubber tube must be replaced every two years and 'Suraksha' LPG hose every five years.
- The safety cap must always be put on the valve of the unused cylinders, whether full or empty.

Spare a little of your time during Cylinder Delivery at your residence

- At the time of taking refill delivery, you must satisfy yourself with the condition of the cylinder seal and weight.
- Once you acknowledge the cylinder has the seal intact, correct weight & in good condition, the deliveryman will break open the seal in your presence and check that the cylinder is sound and fit for use.

- You must insist on getting the cylinder connected to the regulator (DPR) and have the installation checked for proper functioning, even for the additional cylinder.
- LPG Distributor's deliveryman carries a weighing scale. In case, you desire he will get the cylinder weighed in your presence.

Steps to be followed while disconnecting/connecting cylinder

Disconnecting Cylinder:

- Put out all the flames and fires in the kitchen/ room
- Keep all the knobs of the burner in 'OFF' position
- Turn the knob of the regulator to 'OFF' position.
- Grip the regulator and pull the bush (black plastic locking ring) up and lift the regulator by giving a gentle swivel. Regulator will thus get detached from the valve.
- Place the safety cap on top of the valve. Press the cap firmly down until a distinct click is heard. Now the empty cylinder can be removed.

Connecting Cylinder:

- To remove the safety cap, PULL the cord, and LIFT the cap off the valve.
- To fix the regulator on the filled cylinder, carry out the following steps :
 - Ensure the knob of the regulator is in the 'off' position ('Off' letters shown on top).
 - Grip the regulator and pull the black plastic bush up.
 - Grip the regulator and pull the black plastic bush up.
 - Place the regulator vertically on the valve and press it down with a gentle swivel. Release the black plastic bush and press it down. (You may hear a click sound).
 - The pressure regulator is now locked.

To Light The Burner:

- Turn the switch knob anti-clockwise till it is in 'O' position. This opens the valve on the LPG cylinder allowing the gas to pass through the regulator to the stove.
- HOLD a lighted matchstick near the burner head.
- Turn the knob of the burner to ON position.
- When you have finished using the burner, turn the knob of the burner as well as the regulator to the 'off' position.

Inspection of the LPG Installation

- You must insist on a mandatory inspection of their LPG installation once in 2 years by the trained mechanic. This service is available on payment of the requisite charges approved by Oil Marketing Companies. This will help in safe use of the domestic LPG installation.

In case of Leakage

- In the rare event of Leakage or in case there is smell of gas:

- Do not panic.
- Turn the pressure regulator (DPR) knob to the 'OFF' position.
- Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc).
- Do not light matchstick/lighter. Do not switch 'On' or switch 'Off' any electrical switches (including main switch). Remember that electrical switches and dry cell torches generate spark while switching on or off.
- Open all doors and windows for ventilation.
- Call the distributor / the Emergency Number immediately.

6. Grievance Redressal

Grievance Redressal mechanism to address PMUY related complaints of LPG consumers

a) Toll Free Number

- Toll Free Number 1800 266 6696 for complaint registration
- Call centers established in various regions to address the Redressal in regional languages besides English and Hindi. Call center complaints are transferred to individual OMC through complaint handling system.

b) Web based System for Redressal of customer grievances

- Customers can lodge complaints through respective websites of IOC, HPC and BPC.

c) Customer Service Cells (CSC)

- CSCs are operating during office hours on all working days at Administrative Offices of OMCs and manned by officer/s to redress the complaints.
- Address and telephone numbers of CSCs and contact number of Field Officers are displayed at the showroom of all the distributors.

d) Distributors

- Consumers can visit the distributors and lodge their complaints by filling and submitting **Form 6**. (Available online at www.MYLPG.in)

e) Emergency Service Cells (ESC)

- Emergency Service Cell (ESCs) is operated at select markets to receive and attend to complaints of leakage beyond working hours of the distributors and on weekly offs.
- The telephone numbers of these ESCs are published and are also mentioned on the refill vouchers.

f) Transparency Portal

- Consumers can login on the transparency portals of OMCs via www.MyLPG.in and can lodge a complaint.
- Consumers can visit <http://www.pmujiwalayojana.com> and post their complaint or feedback in "Contact US" section.

g) Mobile Application

- Mobile Applications are available and can be downloaded by customers through Android Play Store.

h) Bank and Aadhaar related grievances

- For any query or complaints regarding Aadhaar enrolment / generation, e-Aadhaar or any other Aadhaar related query, consumers can call at UIDAI call center's toll free number 1800-300-1947 or send email at help@uidai.gov.in.
- For all queries related to Aadhaar seeding in bank or cash transfers (permanent advance or subsidy) into the bank account, consumers can:
 - Contact their respective bank branch or bank toll free number
 - File their complaints/grievances with their bank ombudsman, the details of which may be obtained from the respective bank branches or their websites.

i) '1906' Round-the Clock-LPG-Emergency Helpline -

- The centralized emergency service cell (ESC) No '1906' is operational to attend to LPG leakage calls. The helpline offers services in nine vernacular languages - Marathi; Gujarati; Bengali; Oriya; Assamese; Tamil; Telugu; Kannada; and Malayalam- apart from Hindi and English, to ensure that the callers are comfortable in registering their grievances.

7. Roles & responsibilities of key stakeholders

7.1. OMC Representatives - District Nodal Officers

1. Ensure that sufficient number of Application/ KYC forms is available at distributorship showrooms.
2. Ensure banners/standees are placed at LPG distributorships and other prominent locations such as bus stands, railway stations, metros, etc.
3. Preparing and Releasing press advertisement
4. Coordinating and airing campaigns in Aakaashwani, FM, and TV Channels etc.
5. Designing , coordinating implementing campaigns
6. Coordination with UIDAI and Banks
7. Facilitating Aadhaar/Bank linking by Distributors
8. Developing and Offering modes such as Call Center, Web and by Post

7.2. LPG Distributors

1. Distribution of KYC/ Application forms to all beneficiaries of the scheme
2. Aadhaar/Bank details linking in the LPG database and verification of Aadhaar nos./Bank details updated in the database
4. Informing consumers to provide Aadhaar number for LPG and bank database
5. Informing consumers to provide bank details such as bank account number, IFSC code, bank name, branch, etc. for seeding in LPG database
7. Verification of Aadhaar linked on Remote Aadhaar Linking Framework (RASf)
8. Continuous reminder to those consumers who have not linked their Aadhaar number with LPG and Bank database and alternatively bank details with LPG database in accordance with the details available with the distributor
9. Mike announcements through Auto rickshaw
10. Publicity in Haats, Panchayat, Chowks etc.
11. Distribution of leaflets, display of banners, displaying of Aadhaar enrolment center details at their premises.
12. Conducting consumer survey from time to time.

8. Project Management Information System (PMIS)

Project Management Information System (PMIS) is a web based solution for monitoring progress of DBTL (Direct Benefit Transfer to LPG) and PMUY (Pradhan Mantri Ujjwala Yojana). This application is accessible to MoPNG, OMCs, LDMS, Distributors and other identified agencies to view their respective information.

PMIS application is accessed through the URL: <http://117.239.178.160/PNGPMIS/login.htm> The Application has role based access and requires credentials to login.

This website provides MIS reports for DBTL, GiveltUp, and Ujjwala.

8.1. Reports for PMUY

PMIS provides several reports related to DBTL, GiveltUp, and PMUY. Following types of reports for PMUY can be generated through PMIS:

1. State wise Dashboard Report
2. District wise Dashboard Report
3. Detailed Dashboard Report
4. Daily Incremental Report

9. Media and Communication medium for PMUY

1. PMUY Website

- The Official website for PMUY is <http://www.pmujiwalayojana.com>

2. Facebook profile for PMUY

- The Facebook profile for PMUY is "**PM Ujjwala Yojana Community**"

3. Twitter Handle for Ministry of Petroleum and Natural Gas

- The Twitter Handle for Ministry of Petroleum and Natural Gas is **@petroleumMin.**

4. Email Ids

- For any information, complaint or feedback e-mail can be sent at **pmuy.cell@gmail.com and lpg.section@gmail.com**

5. Google Groups for communication related to PMUY

- The Google groups have been created to communicate the information pertaining to PMUY scheme. These groups are of two levels:
- Ujjwala Core Google group: UJJWALA_CORE@googlegroups.com, This Google group holds members as Joint Secretary Marketing, Director LPG, & Consultants from MONPNG and core team members representing OMCs who are operating from DBTL Cell, New Delhi.
 - The DNOs and OMC representatives can email to this group the information related to PMUY such as Camps held, any issues reported at field level etc., for immediate attention to MoPNG and Ujjwala Core team.
- Google groups for DNOs: These Google groups are created for the DNOs from a particular state. The naming convention of these Google Groups is as "StateName_DNO@googlegroups.com".
 - For example: For UP, the Google Group is UP_DNO@googlegroups.com
 - This group is utilized to address the DNOs of a particular state.

10. Summary

Pradhan Mantri Ujjwala Yojana is an ambitious social welfare scheme launched by Central government on 1st May 2016 from Ballia in Uttar Pradesh. Under the PM Ujjwala Yojana, the government aims to provide LPG connections to BPL households in the country. The scheme is aimed at replacing the unclean cooking fuels mostly used in the rural India with the clean and more efficient LPG (Liquefied Petroleum Gas).

Ujjwala Yojana is aimed at providing 5 Crore LPG connections in the name of women in BPL (Below Poverty Line) households across the country. The government has set a target of 5 Crore LPG connections to be distributed to the BPL households across the country under the scheme. Some of the objectives of the scheme are

- Empowering women and protecting their health.
- Reducing the serious health hazards associated with cooking based on fossil fuel.
- Reducing the number of deaths in India due to unclean cooking fuel.
- Preventing young children from significant number of acute respiratory illnesses caused due to indoor air pollution by burning the fossil fuel.

PMUY is likely to result in an additional employment of around 1 Lakh and provide business opportunity of at least Rs. 10,000 Cr. over the next 3 Years to the Indian Industry. Launch of this scheme will also provide a great boost to the 'Make in India' campaign as all the manufacturers of cylinders, gas stoves, regulators, and gas hose are domestic.

The launch of PMUY in Ballia was followed by launch of the scheme in Dahod in Gujarat by Petroleum Minister Shri Dharmendra Pradhan & BJP President Shri Amit Shah.

11. Frequently Asked Questions (FAQs)

- **What is Pradhan Mantri Ujjwala Scheme (PMUY)?**

The scheme is for providing LPG Connections to the women of Below Poverty Line (BPL) households. Under this Scheme, 5 Crore LPG connections will be given to BPL households over a period of three years. During the year 2016-17, 1.5 Crore LPG connections will be given to the eligible beneficiaries.
- **Whether Scheme Guidelines of PMUY have been notified by Ministry of Petroleum and Natural LPG?**

Yes, it has been notified and is available on the website of the Ministry (www.petroleum.nic.in)
- **How do I know who is an eligible beneficiary under PMUY?**

Beneficiary under PMUY will be identified through the published list of SECC-2011 data. Households having one of the deprivations in the said survey would be the target beneficiaries.
- **What is SECC 2011 data?**

The SECC, 2011 was conducted through a comprehensive programme involving the Ministry of Rural Development, Ministry of Housing and Urban Poverty Alleviation, The Office of the Registrar General and Census Commissioner, India and the State Governments. The Ministry of Rural Development Government of India commenced the Socio Economic and Caste Census (SECC) 2011, in June 2011 through a comprehensive door to door enumeration across the country. This is the first time such a comprehensive exercise has been carried out for both rural and urban India. It is also expected to generate information on a large number of social and economic indicators relating to households across the country.
- **What is the process of collection of data through SECC?**

The advised process was as follows:

 - Each Collector/District Magistrate will formulate a District/Town Plan a Communication Plan.
 - 24 lakh Enumeration Blocks (EB) will be used for the SECC, 2011- each Enumeration Block has roughly 125 households. These are the same Enumeration Blocks that were formed during the Census 2011. The enumerators will be provided copies of the layout maps and Abridged House List prepared during Census 2011. This will ensure complete coverage of the area.
 - Enumerators will be trained to conduct the SECC, 2011.
 - Each Enumerator will be assigned 4 Enumeration Blocks, and every 6 Enumerators will be assigned to one Supervisor.
 - Enumerators will visit every household identified in the Enumeration Block and canvas the questionnaire. They will also reach out to homeless populations (e.g. people living in railway stations, roadsides etc.

- A data entry operator will accompany each Enumerator.
 - The data will be captured directly on an electronic handheld device (a tablet PC). The hand held device will have the scanned images of the forms filled up for National Population Register (NPR). This will also ensure complete and accurate coverage.
 - The information (held in the tablet PC) will be read out to the respondent, who will verify it. A printed acknowledgement slip, signed by the Enumerator and Data Entry Operator will be given to the respondent.
 - Collected data will be verified in the Panchayat.
 - After all the information is collected from an Enumeration Block, a draft publication list will be prepared for verification.
 - Within a week of publication of the draft list, the list will be read out at the Gram Sabha in all rural areas.
 - Any person can file claims/objections and information furnished before designated officers for this purpose. The draft list will be made available at the Gram Panchayat, Block Development Office, Charge Centre and District Collector's Offices.
 - The list will also be uploaded on the NIC/State Government/MoRD/MoHUPA websites. This will aid transparency and increase accountability.
- **What is authenticity of SECC Data?**

SECC data is authenticated through following stages

Draft Publication: After Enumeration & Supervision phase, a draft publication/list is prepared with all information in the survey questionnaire. Information on the persons /household, religion and caste/ tribe name is not published. The lists so printed are being published and placed at the following places

- Panchayat Office
- Another prominent location in the Panchayat
- Office of the BDO.

Draft list is made available in the offices of Gram Panchayat, BDO, Charge Centre and District Collector for perusal by any person interested in it. A person in each of these offices has been designated to facilitate the inspection and also to accept the claims and objection from the public. Claims and objection is accepted if sent by post or courier, if the identity of the complainant is legibly mentioned. Anonymous and bulk complaints are not accepted.

The draft list along with the Information regarding placement of the lists is sent to the District Collectors. A notice regarding the draft publication is printed in the local media/newspaper. Within a week of publication of the draft list, the list is read out in the Gram Sabha. All claims/objections raised in the Gram Sabha meeting are recorded and considered as claims/objection and are disposed off by the designated officer like other claims and objections. The list is also uploaded in the NIC/ State Government/ MoRD/ MoHUPA website with provision to take household-wise print out and lodge claims and objections

Claims and Objections: Claims and objections will be limited to the facts displayed in the list only. Claimant or objector may also support claims with documentary evidence. Forms meant for filing objections to the inclusion of name(s) of person(s) in the published draft list and for corrections/ modifications of entries in the draft list and for filing claims for inclusion, in case of omission, are made available to the applicants free of charge on demand at the centre (i.e. office of the Block Development Officer). An acknowledgement slip, which is available at the bottom of the respective forms, shall be given to all applicants along with details of date, time and place of the hearing of these claims and objections. This date should not exceed 7 days from the date of receipt of forms. For this purpose the State Government will notify officers who will be competent to take a decision on claims and objections. A Summary hearing will be conducted by Officers appointed by the State Government. Records of the summary hearing will be uploaded onto the database through a system provided by BEL. A copy of the order is given to the person concerned. Persons not satisfied with their decision have a right to appeal at the district level. The State Government will appoint officers at the District level competent to take decisions at this level. An acknowledgement slip should be given to the applicant with details of date, time and place of the hearing of these claims and objections. This date should not exceed 7 days of receipt of forms. Period for filing claims and objections would be 21 days from the day of publication of the draft list.

Final List Publication: At the end of the 31st day from the publishing of the draft report, the final lists are being published. The Final List are sent to

- All Panchayats
- All Block Offices
- Other Offices of the State Government that are considered appropriate.

The Final List is generated from the MIS only. The final list will also be uploaded in the NIC/ State Government/ MoRD/ MoHUPA website.

• **Where to download SECC -2011 data?**

To download SECC data from NIC website http://lpgdedupe.nic.in/secc/secc_data.html and have a ready reckoner for target consumer and villages under respective district of the state.

• **Do I need user id and login to download SECC 2011 data for my district/village?**

SECC data has been also provided through NIC portal using URL <http://lpgdedupe.nic.in/UJJWALA>. The portal can be accessed using secured log in, password and captcha. NIC has provided distributor wise log in credential Distributor Log In Default password Nic@123. On first login the user will be forced to change the password as per the stated password policy. Distributor must ensure retaining the changed password carefully & safely.

- **Who will be the beneficiary of Ujjwala Scheme?**

A woman of a BPL household, who does not have LPG connection in her household, such a woman member may apply for new LPG connections under Ujjwala Scheme by filling the prescribed KYC application and submitting the same to the nearest distributor. While submitting the application form, the woman will submit Proof of Address, Aadhaar number and Jandhan /Bank Account. (If the Aadhaar number is not available, steps would be taken in coordination with UIDAI for issue of Aadhaar number to the woman of BPL household).
- **How to know the applicant is eligible under PMUY?**

Applicant will Submit the Ujjwala KYC form to the nearest LPG distributor and the LPG field official/Distributor, who will match the application against SECC-2011 database and physical verification of not having LPG connection at their home, distributors will enter the details (Name, Address, Aadhaar, Bank account details and Aadhaar Numbers of Adult members of family etc) into a dedicated OMC Web portal through a login/password given by OMC's. OMC will undertake the de-duplication exercise electronically to detect any multiple connections in the household or an existing connection with the adult member of household. If no multiple connection is detected the new LPG connection will be released under the scheme to the beneficiary.
- **How will the beneficiary get enrolled under Ujjwala scheme?**

Submit the Ujjwala KYC to the nearest LPG distributor and the LPG field officials will match the application against **SECC-2011** database by identifying the beneficiary through **AHL_TIN No.** enter the details(name, address, aadhaar etc) into a dedicated OMC Web portal through a login/password given by OMC's. OMC will undertake electronically the de-duplication exercise and other measures before release of new LPG connection under the scheme to the beneficiary.
- **What all is the Ujjwala beneficiary getting under the scheme Ujjwala?**

Central government is financing the cost for Security deposit for cylinder and Pressure Regulator, the cost of Suraksha Hose pipe, DGCC book, installation and administrative charges on one-time basis, the total maximum cost of new connection borne by the Government is Rs 1600/- for a 14.2 Kg connection.
- **Who will pay the LPG stove charges and refill cost?**

Customer will have to pay towards purchase of LPG stove and first refill charges at the time of release of new LPG connection under the scheme. Beneficiary will have option to make upfront payment for the same. However, she can avail EMI option to pay the cost of LPG stove or first refill or both by submitting prescribed undertaking for availing loan on Refill/LPG stove to the distributor. Cost of LPG stove or Refill or both will be recovered on EMI basis by the OMC's from the subsidy amount due to the consumer on purchase of each refill.



- **Will there be a priority for customer opting for upfront payment of LPG stove and Refill?**
Yes, the customers opting for upfront payment of LPG stove and Refill will get priority over those opting for EMI for LPG stove and Refill.
- **Can a beneficiary buy LPG Stove from the market and avail the benefit?**
A customer can do so provided the LPG stove is ISI marked.
- **Who will bear the cost of Suraksha Hose, DGCC, Installation Charges besides Security Deposit of Cylinder and Pressure Regulator?**
Cost i.e., Rs 1600/- per connection is borne by the Government by means to reimbursing to Oil Marketing Company. OMCs, inturn, reimburse the Cost of Suraksha Hose Pipe, DGCC book and one-time installation and administrative charges i.e. (Rs.100+25+75=200) to respective distributor's account on weekly basis after weekly reconciliation of number of LPG connections released by them under the PMUY scheme.
- **How will distributor receive his investment made towards the LPG stoves and first refill cost given to customers who have availed EMI option?**
In case of beneficiary availing EMI facility, initially the cost of LPG stove and first refill will be borne by the distributor which will be reimbursed by respective OMC based on number of connections released under the PMUY scheme on EMI taken by customers.
- **The woman beneficiary as per SECC 2011 is no more alive, can her daughter/granddaughter get the Ujjwala connection?**
They are eligible subject to meeting all other conditions. Only one connection will be given to the beneficiary household & the applicant name should also feature in SECC.
- **None of the family member is having Aadhaar or Bank account, how to apply for Ujjwala?**
It is mandatory to have Aadhaar as well as a Bank account in the name of recipient beneficiary. For other members of the household, it is mandatory to furnish Aadhaar number.
- **Can a customer who has taken connection under Ujjwala transfer her connection?**
No. however, connection can only be transferred upon demise of the beneficiary to the member of household only, preferably in the name of another woman family member.
- **How to deal with advance amount given to consumer who has availed EMI option and wants a transfer?**
The transfer will not happen during the life time of beneficiary. However, connection will be transferred in the name of woman family member subject to clearing of outstanding balance amount.

- **Where can a consumer get more information about PMUY (UJJWALA) Scheme?**
For getting any information w.r.t ujjwala one can call at toll free no 1800 266 6696. For any feedback or complaint OMCs have a call center which is accessible at Toll Free No 1800-233-3555.
Consumers can also visit <http://petroleum.nic.in/dbt/index.htm> or visit transparency portal of their LPG Company (IOC, BPC, and HPC) through www.myLPG.in.
- **What is AHL_TIN No.?**
AHL_TIN No. is 'Abridged Household List-Temporary Identification Number' which is a 29 digit temporary number given by SECC-2011. Identification of beneficiaries is based on the AHL_TIN. For every family it is starting with "head" of the family and AHL_TIN No. ends with "1". AHL_TIN of corresponding family members then on series ending with 2, 3, 4.
- **A BPL family person doesn't have his/her name appearing in SECC-2011 beneficiary list. How can he/she get enrolled?**
The beneficiary to approach the concerned District collector. Distributor to enter basic details like Name & address in OMC software and keep the KYC on hold till the time name of the beneficiary features in SECC data .
- **If there is mismatch in age as per Aadhaar and SECC data e.g. a beneficiary birth year is 2000 (aged 16 years) as per Aadhaar (minor) whereas SECC data indicates the age as 20 years (Major), which is to be considered?**
The age as in Aadhaar will be considered as correct one.
- **Name and number of family members as per SECC list does not match with what is declared in Ujjwala form by the applicant. Whom to report and resolve?**
The variations of name in SECC data with Aadhaar and Bank account will be considered to the extent of Near Match provided the name of Father/Mother or Spouse (as the case may be), is same, and Name as per Aadhaar card to be adopted.
In case of variance in the number of family members, number/ details declared by the ujjwala beneficiary in KYC is accepted.
- **Aadhaar numbers of all adult family members as per SECC list were not provided by the UJJWALA applicant. Will the beneficiary be entitled for release of connection?**
Our Endeavour should be collection of Aadhaar number of all family members who are living in same household and are above the age of 18 years, However, in case of non-availability of Aadhaar of other adult family members, the customer should give a reason and declaration to the effect that, they do not have any connection in the name of these family members, The EMI option will also be available for these consumers.

- **What are the qualifying Criteria for release of LPG Connection under Ujjwala Scheme?**

Following are the qualifying criteria for release of LPG Connection under Ujjwala Scheme

- Name should be available in the list of SECC data
 - Aadhaar document
 - Bank account details (IFCSC code and Account Number (The beneficiary can be either a sole account holder or a joint account holder essentially in the name of Beneficiaries).
 - Aadhaar of all major (above 18yrs) family members submitted
- **No female member in the family either because,**
 - a) the Female member has died but the name is there in SECC
 - b) Female member name appears in SECC but women don't live there in family.
 - c) No women in family in SECC also

How to extend the benefit to these BPL families in such cases?

New connection under the Scheme may be released to eligible male member subject to submission of declaration by the applicant on the above 3 cases with relevant documents, like death certificate, divorce / separation certificate etc. The EMI option will also be available for these consumers.

- **The existing BPL family has split into two families as a result of separation or as a result of marriage, and hence there is a claim of two or more members asking for LPG connection?**

It is mandatory for each family to exist as separate unit in the SECC data without which no separate connection will be released. However, one family which applied earlier is allowed to get new connection in Ujjwala and other family KYC to be put on hold if they desire a new connection in PMUY. However normal connection (without ujjwala benefits) can any time be issued to the other family.

- **What if a family is listed in SECC Data but not found in the given address?**

The NIC should delete /deactivate the AHL_TIN from SECC data.

- **What if the kitchen of the beneficiary is unsafe (thatched/ Leaves roof house, have no elevated platform for LPG installation and Poor ventilation)?**

Such cases can be facilitated through local voluntary organizations/ help groups / local govt.

- **OMCs are not able to recover the advance loan towards Cost of Stove and LPG Approx. Rs 1500/- per connection even in next 2 FY. After taking the LPG connection under PMUY and the beneficiaries consumption is very low or beneficiaries has moved out or are not traceable, or have sold the equipment etc. In such cases how to compensate the OMC losses?**
Government to reimburse OMCs any outstanding amount pending for recovery beyond the 2 Financial Years as if the consumer in regular way are expected to consume that much numbers of refill. PPAC will be advised accordingly by MoP&NG.
- **Is it necessary to upload scan copies of Aadhaar and Bank details, along-with KYC in OMC portal?**
Option for uploading the documents is already available in the OMC portal, however based on the paucity of time & footfall at distributorship; this can be treated optional also based on the discretion of distributor. But distributor has to ensure proper physical documentation/ filing for ujjwala KYCS with proper segregation for the applications based on their status like processed / rejected/ on hold.
- **In Gujarat, Rs 100/- is being collected from customer toward stamp duty. Can this amount become part in EMI or it is to be collected from customer?**
Beneficiaries of this Scheme to bear the cost towards stamp duty.
- **Is there any restriction on number of connections to be released under Ujjwala?**
It is one per family. No other member of the eligible household will get even regular connection till he is part of the family.
- **Is there any restriction on number of connections to be released under Ujjwala with Refill in EMI option?**
No, distributor can enrol any number of connections under Ujjwala scheme as per the laid down guidelines.
- **Is there any Restriction on number of connections to be released under Ujjawala with HP in EMI.**
No, distributor can enrol any number of connections under Ujjwala scheme as per the laid down guidelines.
- **Is there any Restriction on number of connections to be released under Ujjawala with Refill & HP in EMI?**
No, distributor can enrol any number of connections under Ujjwala scheme as per the laid down guidelines.

- *How will the customer know what is her total loan amount and when will her loan is repaid?*

Each OMC is maintaining separate ledger account of such beneficiaries who have availed loan through EMI facility. It should be shared with the distributor and available to consumer on call.

- *If there are 7 (above 18 Yrs) members in a family as per SECC and the customer says only 5 are living with him. Should a distributor insist on 7 Aadhaar or issue connections with 5 Aadhaar.*

PMUY Connections to be issued on the basis of the details submitted by customer in KYC form.

- *When will the Scheme roll out in my State?*

The Scheme was launched by Hon'ble PM in UP on 1st May, 2016 and was launched in Dahod for the States of Gujarat, MP and Rajasthan on 15th May, 2016.

The Scheme is rolled out in a phased manner across the country. It has been decided to give priority to States / UTs having low LPG coverage against the national coverage.

- *Is there any quota prescribed for each State?*

There is no State-wise quota fixed so far. There is an overall target of 5 Crore in three years and 1.5 Crore in the first year. However, priority will be given to such States/UTs having average LPG coverage less than the national average.

- *Can the State Government contribute part of the cost of a connection?*

Yes, that is possible but the Scheme name would remain PMUY and no other name would be permitted. While distributing the connections, credit may be suitably given to the State Govt agency for its contribution.

- *In case of North Eastern states where there were different Deposit rates existing, what will be the Security Deposit rate of Ujjwala connection.*

Security Deposit rate under ujjwala scheme is uniform across the country in which cost of security deposit is borne by Government of India.

- *Can a customer avail 5kg cylinder under Ujjwala,*

Yes, 5kg cylinder is also covered under ujjwala scheme.

- *There are many customers who are either not having name in SECC or are not having Aadhaar / bank account, how to handle such cases.*

Such received application which is rejected in first level should also be digitized/ captured in the system by entering the mandatory fields like Name & bank a/c and to be put on hold with selection of following reasons for hold in the portal.

Reasons:

- Not in SECC with BPL Card
- Beneficiary TIN Number is mandatory for all the below cases:

- Aadhaar number of beneficiary is not available
 - Bank Account of beneficiary not available
 - Name as per SECC Blank
 - Splitting of family
- ***Is Ration card mandatory requirement for Ujjwala connection?***
Distributor should insist customers for submission of ration cards; however same is not mandatory requirement for ujjwala connection.
 - ***Beneficiary is having 3/4 wheeler as per the SECC data provided by NIC to OMCs or is having the APL card but his name is featuring in SECC, shall the connection be issues to these beneficiaries***
Connections to be issued as per the names available in SECC list.
 - ***Female member name is coming blank or the line items are missing in the SECC data but female members are present in the family.***
Connections can be issued to male member. The EMI option will also be available for these consumers.

12. Annexure



12.1. Abbreviations

Abbreviations	Description
AHL_TIN	Abridged House List Temporary Identification Number
APB	Aadhaar Payment Bridge
BDO	Block Development Officer
BPCL	Bharat Petroleum Corporation limited
BPL	Below Poverty Line
CSC	Customer Service Cell
DBTL	Direct Benefits Transfer for LPG (DBTL) Consumers
DC	District Collector
DGCC	Domestic Gas Consumer Card
DNO	District Nodal officer
DPR	Domestic Pressure Regulator
DoRD	Department of Rural Development
EB	Enumeration Blocks
EMI	Equated monthly Instalment
ESC	Emergency Service Cell
FAQ	Frequently Asked Questions
GOI	Government Of India
KYC	Know Your Customer
HPCL	Hindustan Petroleum Company Limited
IOCL	Indian Oil Corporation Limited
LPG	Liquefied Petroleum Gas
MIS	Management Information System
MoHUPA	Ministry of Housing and Urban Poverty Alleviation
NACH	National Automated Clearing House
NIC	National Informatics Centre
NPCI	National Payment Corporation of India
NPR	National Population Register
OMC	Oil Marketing Company
PMIS	Project Management Information System
PMUY	Pradhan Mantri Ujjwala Yojana
PPAC	Petroleum Planning And Analysis Cell

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RASF	Remote Aadhaar Linking Framework
RGI	Registrar General of India
SLA	Service Level Agreement
UIDAI	Unique Identification Authority of India
URL	Uniform Resource Locator
SECC	Socio Economic Caste Census
WHO	World Health Organization

Ujjwala Form for availing Loan on refill/LPG stove in English

Pradhan Mantri Ujjwala Yojna.
Undertaking For Availing Loan On Refill/ LPG Stove
(To be filled in black ink with BLOCK LETTERS. All Fields are mandatory)

Consumer Details				
Name of Applicant Ms / Mrs				
1	First Name			
2	Middle Name			
3	Last Name			
AHL Tin Number				
<small>(AHL Tin number is indentified in the SECC list which belongs to an individual in the family)</small>				
Loan Required for <small>(Tick the appropriate box)</small>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">Stove</td> <td style="width: 33%; text-align: center;">Refill</td> <td style="width: 33%; text-align: center;">Both</td> </tr> </table>	Stove	Refill	Both
Stove	Refill	Both		

Dear LPG Distributor,

I _____ daughter/wife of _____ Age _____ years, resident of _____
 _____ desire to avail EMI
 option for LPG stove / First refill / Both in this connection for which seperate KYC form is attached and affirm as under :-

a) I here by declare that I have applied for Domestic LPG connection under Pradhan Mantri Ujjwala Yojna and cannot afford to buy the LPG stove and refill, hence a loan on EMI basis is requested by me on LPG stove / First refill / Both.



b) LPG stove / first refill is purchased on loan from OMC, I authorize my OMC to recover the loan amount from the subsidy of the refills availed by me. I am fully aware that I will not receive the subsidy amount of the refills purchase by me in my bank a/c till the time loan amount is fully recovered by the OMC.

c) I here by Confirm that, The information furnished in this form is correct and nothing material has been concealed there from and I understand that, false information, if any will attracts punishment under Indian Penal Code.

Date :- _____ Signature of person giving the Declaration

Place :- _____ Name :- _____

Ujjwala KYC Form in Hindi

प्रधानमंत्री उज्ज्वला योजना
उज्ज्वला केवाईसी आवेदन
(आपकी खाती द्वारा कटे अक्षरों में भरा जाना है। सभी फील्ड भरना अनिवार्य है।)

उपभोक्ता विवरण

a) आवेदक का नाम सुश्री / श्रीमती	b) जन्म तिथि
1 प्रथम नाम	D D M M Y Y
2 मध्य नाम	
3 अंतिम नाम	

अपनी तस्वीर यहां चिपकाएं

b) रसोई गैस कनेक्शन के लिए पता / संपर्क जानकारी

1 पते का प्रमाण (पीओए) श्रेणी कोड*	P	O	A	संक्रामक एलपीजी कोड (सहित)	/	
2 घर / फ्लैट # का नाम						तल सं.
3 आवास परिसर / भवन						लैंड मार्क
4 गली/सड़क का नाम						क्षेत्र/ड्राफ्ट घर का नाम
5 शहर / कस्बा						पिन कोड
6 गांव / पंचायत						मोबाइल नंबर
7 ब्लोक / उप जिला						ईमेल ID
8 जिला						
9 राज्य						

c) 18 वर्ष से अधिक उम्र के परिवार के सदस्यों का विवरण (साझी रसोई वाले एक आयासीय इकाई में एक साथ रहने वाले लोग)

क्र. सं.	आवेदक के साथ संबंध	नाम (प्रथम नाम, अंतिम नाम)	आधार संख्या (आधार कार्ड की प्रति संलग्न करें)
1			
2			
3			
4			
5			

पहलू में शामिल होने संबंधी विवरण

e) मेरा आधार कार्ड विवरण (आधार कार्ड की प्रति संलग्न करें)

1 आधार कार्ड में नाम	
2 आधार संख्या	

d) मेरे बैंक खाते का विवरण (फसल/बैंक स्टेटमेंट/रद चेक की प्रति संलग्न करें, जिस पर खाताधारक का नाम/खाता सं. व आईएफएससी कोड लिखा हो)

1 बैंक खाते में नाम	
2 बैंक का नाम	
3 शाखा का नाम	
4 आईएफएससी कोड	
5 बैंक खाता संख्या	

राशन कार्ड विवरण (राशन कार्ड की प्रति संलग्न करें)

1 जारीकर्ता राज्य	
2 राशन कार्ड संख्या	

प्रधानमंत्री उज्ज्वला योजना के विवरण

<p>a) प्रधानमंत्री उज्ज्वला योजना के तहत तेल विपणन कंपनियाँ (ओएमसी) द्वारा गरीबी रेखा से नीचे (बीपीएल) परिवारों से संबंधित महिलाओं को नि:शुल्क एलपीजी कनेक्शन प्रदान किए जाते हैं।</p> <p>b) यह योजना सिंगल प्रेशर रेगुलेटर की सुरक्षा जमा लागत, घरेलू गैस उपभोक्ता कार्ड (डीजीसीसी), सुरक्षा हॉज तथा स्थापना व प्रशासनिक प्रभाव की लागत को कवर करने के लिए सहायता प्रदान करता है।</p> <p>c) ओएमसी के पास उपलब्ध बीपीएल जनसंख्या की अधिकृत सूची से इस केवाईसी फार्म में प्रस्तुत जानकारी को सत्यापित किया जाएगा।</p> <p>d) आपके घर पर पीईएस एलपीजी कनेक्शन न होने की पुष्टि तथा सफल स्थापन पर आपको सामू नियम एवं शर्तों के अधीन रसोई गैस कनेक्शन जारी किया जाएगा।</p>	<p>आधार कार्ड (सुअंशुकी)-पीओए01 इलेक्ट्रिकल सर्विसर-पीओए02 लीज कवर-पीओए03 कानूनी परामर्श-पीओए04 टेलीफोन / बिजली / पानी के बिल-पीओए05 वाकॉर्ड-पीओए06 सत्यापित अधिकारी द्वारा सत्यापित स्व-घोषणा-पीओए07 राशन कार्ड-पीओए08 सर्टिफिकेट / कनजा पत्र-पीओए09 आवास पंजीकरण दस्तावेज-पीओए10 एलपीजी कार्ड-पीओए11 बैंक / क्रेडिट कार्ड स्टेटमेंट-पीओए12</p>
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उपकरण चयन (उपयुक्त बॉक्स / बॉम्बों को टिक करें)			
1	वांछित एलपीजी सिलेंडर का प्रकार (वांछित उपकरण का चयन करें)	<input type="checkbox"/>	14.2 किलो सिलेंडर
2	क्या आपको वितरक से एलपीजी स्टॉव चाहिए (हां या नहीं)	<input type="checkbox"/>	हां
		<input type="checkbox"/>	5 किलो सिलेंडर
		<input type="checkbox"/>	नहीं

पिय एलपीजी वितरक,

मैं _____ पुरानी/पूरी उम्र _____ वर्ष, निवासी _____ अपने नाम रसोई गैस कनेक्शन लेना चाहता हूँ तथा सपथ करता हूँ कि :-

- मैं मुझे पुरि करता हूँ कि, इस प्रपत्र में प्रस्तुत जानकारी सही है और कुछ भी नहीं छुपाया गया है और मुझे मालूम है कि यदि कोई सूचना झूठी है, तो भारतीय दंड संहिता के तहत दंडनीय है।
- मैं आई.आई.टी./एलपीजी/बीपीसी/एन.ओ.पी.एलपीजी को मेरे बैंक खाते के बैंक/परिवर्तन/निविदाण / बैंक NACH में नहीं या बैंक द्वारा किसी भी अस्वीकृति या जानकारी की गैर-सोपनीयता के कारण सविशेष प्रदान करने में किसी भी देरी/गैर-प्राप्ति के लिए जिम्मेदार नहीं उभरूंगा।
- उपरोक्त जानकारी में किसी भी संशोधन/परिवर्तन के मामले में, मैं एलपीजी वितरक को सूचित करूंगा।
- मैं अपने आधार नं./जनसांख्यिकीय डेटा/बैंक खाता विवरण को अपडेट तथा आपस में एवं बाहरी एजेंसियों द्वारा डी-डुप्लीकेशन/प्रमाणिकरण/सत्यापन उद्देश्यों हेतु सफा करने के लिए अपनी तैयारी करूंगा / बैंक को प्राधिकृत करता हूँ।
- एलपीजी के आपूर्ति तथा वितरण संबंधी सरकारी विनियमों के अन्तर्गत पर आई.आई.टी./एलपीजी/बीपीसी को मुझे एलपीजी सिलेंडर की आपूर्ति रोकने, सुरक्षा राकित जतन तथा नियम एवं दिशाविहीनों के अनुसार दंड प्रसार लगाने तथा प्रावधानों के अंतर्गत कानूनी कार्रवाई चुरू करने का अपना अधिकार होगा।
- मैं भारत का नागरिक / अध्यासी भारतीय / भारत में स्थायित विदेशी मालीयता का कर्मचारी / वैध वीसा के तहत भारत में निवास कर रहा विदेशी नागरिक / निवास स्थानान्तरण / पी.आई.ओ पर भारत आपस लॉट रहा व्यक्ति हूँ / "जो लागू हो उसे टिक करें"। केवल भारतीय नागरिक ही रिवायती एलपीजी हेतु पात्र हैं।
- कि मेरी जन्म तिथि _____ है। (18 वर्ष से कम उम्र के व्यक्ति को एलपीजी कनेक्शन नहीं दिया जा सकता है।)
- कि मेरे या मेरे परिवार (परिवार का अर्थ परि, पत्नी, अधिवाहित बच्चों तथा आश्रित माल-पिता से है जो एक साथ रहते हैं तथा एक ही रसोई का प्रयोग करते हैं) के किसी सदस्य के पास पहले उपयोग हेतु किसी भी पोरसू तेल कचनी का कोई एलपीजी अथवा पोरलजी कनेक्शन नहीं है। (परिवार, जिनके पास पोरलजी कनेक्शन है वे रिवायती एलपीजी हेतु पात्र नहीं हैं।)
- मैं पुरि करता हूँ कि मुझे जारी किए गए एलपीजी कनेक्शन का उपयोग ऊपर उल्लिखित में पते पर पर मेरे केवल खाता बनाने हेतु किया जाएगा तथा मैं इसके उपयोग पर लागू सभी शर्तों से बाध्य रहूंगा।
- कि मैं उरी रसोई में कोई दूसरा एलपीजी गैस कनेक्शन नहीं रखूंगा।
- जब भी मुझे इस कनेक्शन पर दूसरा लिमिटेड प्रिनेंग, मैं इतना उरी रसोई में गैस संस्थापन के साथ उपयोग करूंगा।
- जब भी मैं अपना निवास बदलना पर से अन्य जगह बदरूंगा, मैं मेसर्स _____ (वितरक / आरजीजीएलवी पर नाम) को रिपोर्ट में अपने पते में परिवर्तन करने हेतु लिखित रूप में अधिस सूचित करूंगा।
- मुझे पता है कि मेरे द्वारा उपरोक्त घोषणा पर तथा अपने बाहक को जाने (क्याहीती) करण में ही मुझे जानकारी, निवास प्रमाण तथा पुरि प्रमाण के आधार पर धरतू सविशेष गैस कनेक्शन जो कि मुझे मेसर्स इंडियन ओयल कॉर्पोरेशन लिमिटेड (आई.ओ.एल) / भारत पेट्रोलियम कॉर्पोरेशन लिमिटेड (बीपीसीएल) / हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड (एलपीसीएल) द्वारा जारी किया जाएगा तथा मेरे नाम या मेरे परिवार के किसी अन्य सदस्य के नाम किसी भी सरकारी तेल कंपनी का धरतू सविशेष गैस कनेक्शन होने की डी-डुप्लीकेशन जांच पूरी होने के बाद ही इसे जारी किया जाएगा।
- यदि इस घोषणापर मैं मेरे द्वारा ही मुझे कोई भी सूचना / घोषणा, केवाईसी करण अथवा निवास / पुरि प्रमाण के लिए दिए गए दस्तावेज गलत/असत्य पाए जाते हैं तो संबंधित तेल कंपनी को गैस की आपूर्ति रोकने/कनेक्शन बंद करने/उपकरण जतन करने/सिक्वोरिटी जतन करने का पूरा अधिकार होगा तथा मैं इस प्रकार गैस की आपूर्ति रोकने/कनेक्शन बंद करने/उपकरण जतन करने/सिक्वोरिटी जतन करने के शिबद मेसर्स इंडियन ओयल कॉर्पोरेशन लिमिटेड/भारत पेट्रोलियम कॉर्पोरेशन लिमिटेड/हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन पर कोई दाय्य नहीं करूंगा।

तिथि :- _____ घोषणा करने वाले व्यक्ति के हस्ताक्षर

स्थान :- _____ नाम :- _____

डीलर/वितरक द्वारा भरा जाए

मैं पुरि करता हूँ कि उपरोक्त दस्तावेजों की प्रतियों को उनकी मूल प्रतियों से सत्यापित कर लिया गया है।

एएचएल टिन नंबर

(एएचएल टिन नंबर एआईसीसी सूची में चिह्नित है जो परिवार में किसी व्यक्ति से संबंधित है।)

एलपीजी आईडी (यदि आर्थिट हो)

वितरक के हस्ताक्षर

पावती पर्ची

नाम) _____ स्थान) _____ से उज्ज्वला आवेदन प्रपत्र प्राप्त किया गया।



एएचएल टिन नंबर

(एएचएल टिन नंबर एआईसीसी सूची में चिह्नित है जो परिवार में किसी व्यक्ति से संबंधित है।)

दिनांक: _____ वितरक के हस्ताक्षर व मुहर

Pradhan Mantri Ujjwala Yojana Handbook

Ujjwala KYC Form in English



Ministry of Petroleum & Natural Gas
Government of India

Pradhan Mantri Ujjwala Yojna.
UJJWALA KYC Application

Form version 2.0 (IOC/BPC/HPC)
(To be filled in black ink with BLOCK LETTERS. All Fields are mandatory)

Consumer Details		Paste your photo here
a) Name of Applicant Ms / Mrs	b) Date of Birth	
1 First Name	D D M M Y Y	
2 Middle Name		
3 Last Name		
b) Address for LPG connection / Contact information		
1 Proof of Address (POA) category Code*	P O A	Land line no. with STD code
2 House/ Flat #, Name		Floor No
3 Housing Complex/Building		Land Mark
4 Street/Road Name		Area/post office name
5 City / Town		Pin code
6 Village / Panchayat		Mobile no.
7 Block / sub district		Email Id
8 District		
9 State		
c) Details of Household members aged above 18 yrs (consisting of people living together in a dwelling unit having common kitchen)		
Sno	Relationship with Applicant	Name (First Name, Last name)
		Aadhaar Number (Attach copy of Aadhaar card)
1		
2		
3		
4		
5		
PAHAL Joining Details		
c) PARTICULARS OF MY AADHAAR CARD (Attach copy of Aadhaar card)		
1	Name in Aadhaar Card	
2	Aadhaar Number	
d) PARTICULARS OF MY BANK ACCOUNT (attach copy of passbook/ bank statement/ cancelled cheque having name of account holder, A/C No. and IFSC code printed on it)		
1	Name in Bank Account	
2	Bank Name	
3	Branch Name	
4	IFSC Code	
5	Bank Account Number	
Ration Card details (attach a copy of ration card)		
1	State of issue	
2	Ration card Number	
Details Of Pradhan Mantri Ujjwala Yojna		* List of POA documents
a) Under Pradhan Mantri Ujjwala Yojna, free LPG connections are provided by Oil Marketing Companies (OMCs) to the women belonging to the Below Poverty Line (BPL) households. b) The scheme provides cash assistance to cover the cost of Security Deposit of Cylinder, Pressure regulator, cost of DGCC, Suraksha hose and installation & administrative charges. c) Information submitted in this KYC form will be verified against authorised list of BPL population available with OMCs. d) On successful verification & confirmation of non existence of PDS LPG connection at your premises, LPG connection may be released to you subject to applicable terms & conditions.		Aadhaar (UID) :- POA01 Driving License:- POA02 Lease agreement :- POA03 Voter ID :- POA04 Telephone/Electricity /Water bill:- POA05 Passport :- POA06 Self-declaration attested by Gazetted officer:- POA07 Ration Card :- POA08 Flat allotment/possession letter :- POA09 House registration document :- POA10 LIC Policy :- POA11 Bank/Credit Card Statement :- POA12

Pradhan Mantri Ujjwala Yojana Handbook

		 Ministry of Petroleum & Natural Gas Government of India
Equipment Selection (Tick the appropriate box/boxes)		
1 Type of LPG cylinder desired (select the desired Equipment)	<input type="checkbox"/> 14.2 kg cylinder	<input type="checkbox"/> 5 kg cylinder
2 Do you need LPG stove from distributor (yes or no)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>Dear LPG Distributor,</p> <p>I _____ daughter/wife of _____ Age _____ years, resident of _____ _____ desire to take domestic LPG connection in my name and affirm as under :-</p> <p>a) I here by Confirm that, The information furnished in this form is correct and nothing material has been concealed there from and I understand that, false information, if any will attracts punishment under Indian Penal Code.</p> <p>b) I shall not hold IOC/HPC/BPC/MoP&NG responsible for any delays/non receipt of subsidy in case of change/closure/deactivation of my Bank Account/ Bank not in NACH or for any rejection by Bank or non-confidentiality of any information.</p> <p>c) In case of any revision/change in the above information, I will inform the LPG distributor.</p> <p>d) I authorize my Oil Company/my bank to update/share my Aadhaar No./demographic data/bank account details between themselves and with outside agencies for de-duplication/ authentication/ verification purposes.</p> <p>e) In the event of any violation of Government Regulation related to the supply and distribution of LPG, IOC/BPC/HPC will be within its right to discontinue supply of LPG cylinders to me, forfeit of security deposit and levy of penal charges as per the policy and guidelines and may initiate legal action applicable under provisions</p> <p>f) I am an Indian citizen/Non Resident Indian/Staff of Foreign nationality serving in India/Foreign national residing in India under valid visa/person returning to India on transfer of residence basis/PIO *Tick whichever is applicable. Only Indian citizens are eligible for subsidized LPG.</p> <p>g) That my date of birth is _____ (LPG connection cannot be provided to a person under 18 years of age)</p> <p>h) That neither I, nor any other member of the household (household means a family consisting of husband, wife, unmarried children and dependent parents living together in a dwelling unit having common kitchen), possess any LPG connection from PSU Oil Companies or Piped Natural Gas Connection for domestic use in our dwelling unit. ('Households' having Piped Natural Gas connection are not entitled for subsidized LPG).</p> <p>i) I confirm that the LPG connection issued to me will be used in my above mentioned address and for domestic cooking purpose only and I shall abide by all terms governing its use.</p> <p>j) That I shall not position any other LPG gas installations in the same kitchen.</p> <p>k) That as and when second cylinder is issued to me against this connection the same will also be used in the same kitchen and with the original installation.</p> <p>l) That whenever I change my residence from present address to another, I will inform M/s. _____ (name of Distributor/RGGLV) in writing in advance for change of address in the records.</p> <p>m) That I am aware that the domestic subsidized LPG connection as shall be released by M/s. Indian Oil Corporation (IOC)/Bharat Petroleum Corporation (BPCL)/Hindustan Petroleum Corporation (HPCL) on the basis of this declaration and information submitted by me in this Know Your Customer (KYC) FORM, Proof of Address and Proof of Identity, shall later be subjected to de-duplication check for existence of any other Domestic subsidized LPG connection with any govt. Oil Company, in my name or in the name of any other member of my 'household'.</p> <p>n) That if any information/declaration given by me in this undertaking, the 'KYC' form or any document submitted in support of identity/residence proof shall be found untrue or incorrect or false, the Oil Company would be within its rights to withdraw the supply of Gas/Terminate the connection/seize the equipments/forfeit the security deposit and that I would have no claim whatsoever against IOC/BPCL/HPCL for such withdrawal/Termination/Seizure/Forfeiture.</p> <p>Date :- _____ Signature of person giving the Declaration</p> <p>Place :- _____ Name :- _____</p>		
To be filled by Dealer/Distributor		
I confirm having verified the photocopies of documents above against their originals.		
AHL Tin Number	<input type="text"/>	
(AHL Tin number is indetified in the SECC list which belongs to an individual in the family)		
LPG ID (If allotted):	<input type="text"/>	
Signature of Distributor		
ACKNOWLEDGEMENT SLIP		
Received Ujjwala Application from (Name)	Place	
AHL Tin Number	<input type="text"/>	
(AHL Tin number is indetified in the SECC list which belongs to an individual in the family)		
Date:	Signature & Seal of Distributor	