



Sadhana Mishra <sadhanamishramzp@gmail.com>

Evidence of Mismanagement and Black Marketing Affecting Two Linked Consumers

1 message

Sadhana Mishra <sadhanamishramzp@gmail.com>
To: manikbiswas@indianoil.in

Wed, Apr 1, 2026 at 12:16 AM

REVISED FORMAL COMPLAINT: SYSTEMIC BLACK MARKETING & RECORD DENIAL

To,

Mr. Manik Biswas (DGM LPG-Sales)

Indian Oil Corporation Ltd.

Uttar Pradesh SO I, Lucknow.

Date: April 1, 2026

Grievance Ref No: MPANG/E/2026/0014995

Subject: Evidence of Mismanagement and Black Marketing Affecting Two Linked Consumers

Respected Sir,

Following my registered grievance, I am submitting specific evidence regarding two domestic LPG accounts under **Distributor SAP-155283** that are being denied service and delivery under the false claim of "missing records."

Consumer Details Under Investigation:

1. Account of Ram Lakhan / Kaniti Devi

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- **Consumer ID:** 722412107991

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- **SV Number:** N7000021571846

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- **Evidence of Record:** An invoice for Rs. 976.5 was generated on **March 26, 2026.**

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- **Delivery Codes:** Active DACs **427897** and **524436** were issued, yet the cylinder was never delivered.

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2. Account of Shiv Lakhan Tiwari

□

- **Consumer Number:** 519936137338

□

- **Address:** Surekapuram Colony, Mirzapur

□

- **Status:** Despite holding a valid consumer number and being a resident of the same colony, this consumer is also facing a denial of service and lack of transparency from the distributor.

The Grievance:

The distributor is claiming no records exist for these IDs. However, the generation of a digital invoice on **March 26, 2026**, proves that the records are active in the Indian Oil system. This suggests the distributor is intentionally suppressing domestic deliveries to divert stock to the black market.

□

I request that both these consumer IDs be audited immediately and the distributor be held accountable for the mismanagement of domestic LPG supply in the **Surekapuram Colony** area.

Sincerely,

Sadhana Tiwari

W/O Late Omkar Nath Tiwari

Mobile: 6387233091



Grievance Status_merge.pdf

615K

Details for registration number : MPANG/E/2026/0014995

Name Of Complainant	Sadhana Tiwari
Date of Receipt	31/03/2026
Received By Ministry/Department	Petroleum and Natural Gas

Grievance Description

Petroleum and Natural Gas >> LPG/LPG Agency related >> Blackmarketing of LPG refill / Misuse of domestic LPG cylinder

Ministry/PSU : Indian Oil Corporation Limited

State : Uttar Pradesh SO I

District : Not Applicable

Application number : Not Provided

Agency name : Code: SAP-155283

LPG Consumer number : N7000021571846

****FORMAL COMPLAINT: BLACK MARKETING & SERVICE DENIAL****

To,
The Nodal Officer / District Supply Officer,
Mirzapur, Uttar Pradesh.

****Date:**** March 31, 2026

****Subject:**** Complaint against Distributor (Code: SAP-155283) for Black Marketing, Mismanagement, and Non-Delivery of Refill

****Respected Sir/Madam,****

I, ****Sadhana Tiwari****, wife of Late Omkar Nath Tiwari, resident of ****Mohalla Surekapuram Colony, Jabalpur Road, Mirzapur City (231001)****, wish to bring to your urgent attention the gross misconduct of the gas distributor assigned to my area.

****Issues Faced:****

1. **Failure to Deliver:**

- An invoice for **Rs. 976.5** was generated on **March 26, 2026**.
- Despite this, and having received Delivery Authentication Codes (**DAC 427897 / 524436**), the physical delivery of the cylinder has been withheld.

2. **Denial of Records:**

- When I contacted the distributor (Distributor Code: **SAP-155283**), they claimed they have no records of my consumer ID.
- This is false, as I possess the Card Serial No. **722412107991** and SV No. **N7000021571846**.

3. **Allegations of Black Marketing:**

- It appears the distributor is intentionally creating mismanagement to divert domestic supply to the black market, causing genuine consumers to suffer.

****Consumer Details for Verification:****

- **Consumer Name:** Ram Lakhan / Kaniti Devi
- **Consumer ID:** 722412107991
- **Address:** Surekapuram Colony, Bathua 128 / Mirzapur
- **Complainant Contact:** 6387233091

****Request:****

I kindly request you to investigate the stock and delivery logs of this distributor and ensure my refill is delivered immediately. Strict action should be taken against the distributor for their claim of "missing records" and their involvement in illegal trade practices.

****Sincerely,********Sadhana Tiwari****

Current Status	Under process
Date of Action	31/03/2026
Officer Concerns To	
Officer Name	Manik Biswas (DGM LPG-Sales)
Organisation name	Uttar Pradesh SO I
Contact Address	Indian Oil Corporation Ltd. TC 39 V, Vibhuti khand, Gomti Nagar, Lucknow

31/03/2026, 23:57

Grievance Status

Email Address

manikbiswas@indianoil.in

Contact Number

05222305713

कार्ड क्र. सं.
Card Serial No. :

उपभोक्ता क्र.
Consumer No. 7224207991

एसवी क्र.
SV No. 700021571846 सिलिंडरों की संख्या
Cylinders 1

तारीख
Date 24.06.2022

जमा राशि
Deposits : 1400 सिलिंडर (से) 1250 रेग्युलेटर 150
Cylinder(s) & Reg.

रेग्युलेटर का बैच क्र. एवं निर्माता
Regulator Batch No. & Make Smt Kaniti Devi

उपभोक्ता का नाम
Consumer's Name श्री/० Ram Laxman

पता
Address : Surekhpuram colony Bathua 172

वितरक का कोड नं.
Distributor's Code

वितरक का नाम
Distributor's Name

पता
Address :

फोन नं.
Phone

शहर / कस्बा
City/Town

Pin पिन

जारीकर्ता कंपनी
Issuing Company

वितरक की हस्ताक्षर
Distributor's Signature

ग्राहक की हस्ताक्षर
Consumer's Signature



JM-INDANE-S

03:12 2026.03.26

Invoice generated
for Rs. 976.5.Share
DAC 427897 on
delivery. Download
eInvoice <https://cx>.

दोबला Deal 11.02.22

मिसकाल से गैस बुकिंग
8454955555

7318348300

कार्ड क्र. नं.
Card Serial No. :

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उपभोक्ता क्र.
Consumer No.

7	2	2	4	2	0	7	9	9	1
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एन.ए. क्र.
SV No.

200021571846

सिलिंडरों की संख्या
Cylinders

1

तारीख
Date

07.06.2022

जवा रशि
Deposits

1400

सिलिंडर (में)
Cylinder(s)

1250

रेगुलेटर
Reg.

रेगुलेटर का बैच क्र. एवं निर्माता
Regulator Batch No. & Mfg.

Smt Kaniti Devi

उपभोक्ता का नाम
Consumer's Name

W/o Ram Lakhan

पता
Address

Surekhpuram colony Bahu

वितरक का कोड नं.
Distributor's Code

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वितरक का नाम
Distributor's Name

पता
Address

फोन नं.
Phone

शहर / कस्बा
City/Town

पिन पिन
Pin Pin

जारीकर्ता कंपनी
Issuing Company

वितरक का हस्ताक्षर
Distributor's Signature

उपभोक्ता का हस्ताक्षर
Consumer's Signature



generated for Rs.

976.5 Share DAC

524436 on

delivery.

Download