



Sadhana Mishra <sadhanamishramzp@gmail.com>

Evidence of Mismanagement and Black Marketing Affecting Two Linked Consumers

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

Wed, May 6, 2026 at 7:13 PM

Subject: Strong Representation Regarding Non-Delivery and Black Marketing by Distributor SAP-155283 – Urgent Action Required

To,

The Deputy General Manager (LPG Sales),
Indian Oil Corporation Limited,
Uttar Pradesh SO I, Lucknow.

Respected Sir,

I, Sadhana Tiwari, wife of Late Omkar Nath Tiwari and resident of Surekapuram Colony, Mirzapur, am compelled to submit this strong representation concerning the continued non-delivery and black marketing of domestic LPG cylinders by the distributor with code SAP-155283, despite my multiple grievances and communications.

Earlier, I had formally lodged complaints registered under grievance numbers **MPANG/E/2026/0014995** and **MPANG/E/2026/0028400**, detailing the distributor's refusal to deliver LPG cylinders against valid consumer IDs and active invoices, including those for consumers Ram Lakhan / Kaniti Devi and Shiv Lakhan Tiwari. Copies of these grievances, along with emails sent to your office and other concerned authorities, substantiate my claims.

Despite the case being marked as "resolved" on 23/04/2026, no tangible action has been taken. The cylinder for **Shiv Lakhan Tiwari (Consumer ID: AGS11423)** remains undelivered, and the distributor continues to deny records and service to genuine consumers. This persistent negligence and apparent diversion of subsidized LPG cylinders to the black market is a serious violation of consumer rights and government regulations.

I hereby demand an immediate and thorough investigation into the distributor's stock, delivery logs, and business practices. I also urge strict punitive measures against the distributor to curb such unethical and illegal activities.

Failure to act promptly will compel me to escalate this matter to higher authorities and seek legal recourse to protect the rights of affected consumers. Thank you for your urgent attention to this grave matter. I expect a prompt and satisfactory resolution.

Sincerely,

Sadhana Tiwari

Mobile: 6387233091

On Wed, Apr 1, 2026 at 12:16 AM Sadhana Mishra <sadhanamishramzp@gmail.com> wrote:

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

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- **Consumer Number:** 519936137338

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- **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



GrievanceDocument.pdf

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EXYC connect

मिसकाल से गैस बुकिंग
8454955555

आ. नं. 9936937338

Duplicate

Card Serial No. 7517796597

Consumer Code - 11433

Serial No. 5038739 No. of Cylinders Two

Date 12-09-2002

Weight 1500 Net (kg) 1400 Tolerance 100
Density _____ kg

Regulator Batch No. & Model Sh Shiv Lakshmi Wosi

Consumer's Name Sh Laxmi Narayan Tripathi

Address Sutekpurame colony MZP

Distributor's Code

Distributor's Name

Address

Phone

City/Town

Pin Code

Trading Company

Distributor's Signature

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://icx>.

generated for Rs.

976.5 Share DAC

524436 on

delivery.

Download