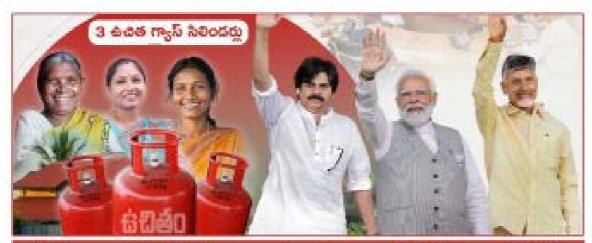
REPORT ON FREE GAS CYLINDER SCHEME (Deepam=2)





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బీపం-జ పథకం: 3 ఉచిత గ్యాస్ సిలిండర్లను







Report on Free Gas Cylinder Scheme (Deepam - 2)

The Free LPG Cylinder Scheme (Deepam-2) in Andhra Pradesh is a transformative initiative that directly benefits over 70% of households with minimal financial burden on the state treasury. By providing three free LPG cylinders annually to eligible families, the scheme aims to alleviate economic pressures, promote women's welfare, and support environmental sustainability. However, the People's Pulse Research organisation's extensive ground-level survey reveals that the scheme's current implementation falls short of its potential. With minor procedural adjustments, particularly the adoption of a 'zero billing' delivery model, the scheme could significantly enhance beneficiary satisfaction, boost public support, and deliver substantial political dividends to the ruling coalition. The survey warns that continuing the current reimbursement-based model risks leaving beneficiaries dissatisfied, eroding public trust, and diminishing the scheme's political impact.

The pilot survey, conducted by People's Pulse Research Organization, underscores that Deepam-2 benefits over one crore families annually, making it a cornerstone of the coalition's 'Super-6' manifesto. The scheme can be reformed without additional financial strain, leveraging existing resources to maximize impact. Key findings include widespread dissatisfaction due to the upfront payment model, lack of awareness, and inadequate engagement from public representatives. The survey provides a detailed analysis of implementation challenges, beneficiary sentiments, their concerns, and actionable recommendations for future management. By addressing these gaps, the government can fulfill its electoral promise more effectively, enhance its reputation, and secure long-term public and political goodwill.

Beneficiary Expectations and Ground Realities

The Andhra Pradesh government launched the Deepam-2 Free LPG Cylinder Scheme on October 31, 2024, during Diwali, aligning with its commitment to women's welfare, household financial security, and environmental conservation. With an annual expenditure of approximately Rs.3,000 crore, the scheme targets 1.1 crore eligible households, providing three free cylinders every year. Despite this significant investment, the People's Pulse Research Organization, pilot survey reveals widespread dissatisfaction among beneficiaries, highlighting critical gaps in implementation and communication.

In the first phase (November 2024–March 2025), 97 lakh free cylinders were distributed, costing Rs.800 crore. The second phase (April–July 2025) is underway, with 60.77 lakh cylinders delivered and Rs.81.16 crore in subsidies credited to 10.07 lakh beneficiaries' accounts. However, the scheme has failed to generate public discourse or resonate with beneficiaries. The survey attributes this to the government's failure to conduct a scientific pre-implementation study, which has led to procedural inefficiencies and confusion at the grassroots level.

The scheme's visibility is largely driven by Chief Minister Chandrababu Naidu and Civil Supplies Minister Nadendla Manohar, with limited ownership from other ministers, MLAs, MPs, MLCs, and mandal-level leaders. This lack of engagement has resulted in inadequate publicity, leaving many beneficiaries unaware of the scheme's benefits. The government's failure to launch effective campaigns, advertisements, or grassroots outreach has further diminished its impact. For a flagship program under the coalition's 'Super-6' manifesto, which benefits one crore families at a relatively low cost, this lack of broader leadership involvement is a significant missed opportunity.

The absence of a scientific pre-launch study has forced the government to repeatedly revise implementation guidelines, creating confusion and eroding public trust. Beneficiaries report that the reimbursement model requiring upfront payment followed by refunds, fails to convey the 'free' nature of the scheme. This procedural flaw, coupled with poor communication, has led to a perception that the government is not fully delivering on its promise, despite significant financial allocation.

Survey Methodology and Scope

To assess the scheme's impact, People's Pulse conducted a face-to-face pilot survey from May 10 to May 18, 2025, covering Rayalaseema, Uttarandhra, Coastal Andhra, Central Andhra, and Godavari districts. The survey engaged 500 respondents, representing a diverse cross-section of beneficiaries. In addition to structured questionnaires, the research team held informal conversations to capture nuanced sentiments, ensuring a comprehensive understanding of ground realities.

The survey addressed key questions to evaluate the scheme's effectiveness and identify areas for improvement:

- A. Are beneficiaries satisfied with the scheme?
- B. Should subsidies be credited to bank accounts, or should cylinders be delivered free directly?
- C. How promptly are subsidy funds credited to accounts?
- D. Are three cylinders per year sufficient for household needs?
- E. Has the scheme reduced household expenses?
- F. What challenges do beneficiaries face, and what changes do they desire?
- G. Is the coalition gaining political dividends from the scheme?

The survey integrated official government data, recent statistics, and direct beneficiary feedback to provide a holistic analysis. By combining quantitative metrics with qualitative insights, the report offers actionable recommendations to enhance the scheme's implementation and public perception.

Scheme Background and Context

The Deepam-2 scheme was born out of a pressing need to address the financial burden of rising LPG prices on poor and middle-class households. Before the coalition government assumed power in 2024, LPG cylinder prices had surged, exceeding Rs. 1,100 at times. This placed significant strain on vulnerable households, many of whom struggled to afford cooking gas. The rising cost of essential commodities further exacerbated economic pressures, prompting widespread public discontent.

In response, the Telugu Desam Party (TDP) launched the 'Badude Badudu' protests, while Jana Sena conducted parallel agitations to highlight the public's plight. Recognizing the urgency of the issue, the TDP-Jana Sena-BJP coalition included a promise of three free LPG cylinders annually for poor and middle-class households in its 'Super Six' manifesto. This commitment resonated strongly with voters, positioning Deepam-2 as a flagship welfare initiative. Within six months of assuming power, the coalition government launched the scheme on Diwali 2024 in Idupuram Village. Ichchapuram Mandal, Srikakulam district. The launch, led by Chief Minister Naidu and Minister Nadendla Manohar, marked a significant step toward fulfilling the coalition's electoral promise, signaling the government's commitment to alleviating household financial burdens.

Implementation Mechanics and Financials

The Deepam-2 scheme targets households with white ration cards, covering approximately 1.1 crore of the state's 1.56 crore gas connections. Eligible beneficiaries receive one free cylinder every four months, totaling three annually. The estimated annual cost is 2,800 crore, though the government projects Rs. 2,684 crore, necessitating an additional Rs.125 crore to meet the target. Currently, a 14.2 kg LPG cylinder costs 1 876, with the central government providing a Rs. 25 subsidy under the PM Ujjwala Yojana. The state government reimburses the remaining Rs.851 to beneficiaries' bank accounts within 48 hours of cylinder delivery, facilitated through fuel companies (Indian Oil Corporation, Bharat Petroleum, and Hindustan Petroleum). To streamline operations, the state disburses Rs. 846 crore annually to gas companies, which refund beneficiaries' upfront payments per cylinder.

In the first phase (November 2024–March 2025), 97.59 lakh cylinders were booked, with Rs.846 crore in subsidies released. The second phase (April–July 2025) has delivered 60.77 lakh cylinders, with Rs.81.16 crore credited to 10.07 lakh beneficiaries' accounts, as per the government's official website. Despite these efforts, procedural inefficiencies and communication gaps have hindered the scheme's effectiveness.

Beneficiary Satisfaction: A Critical Gap

The current implementation model requires beneficiaries to pay ¹ 876 upfront for each cylinder, with refunds credited within 48 hours. This reimbursement process fails to create a sense of receiving a 'free' cylinder, particularly among women, who are the primary users of cooking gas. The People's Pulse survey found that 80% of respondents did not mention the scheme unless prompted, indicating low awareness and engagement. Although seven out of ten beneficiaries benefit, they rarely acknowledge receiving free cylinders, undermining the scheme's visibility.

Peoples Pulse's Research Organization survey highlights a critical perceptual issue: the upfront payment and subsequent refund process diminishes the 'free' experience. For example, during Minister Manohar's 'Rachabanda' public interaction events, when asked, "Who received free cylinders?" no one initially raised their hands. Only after Nadendla Manohar presented data showing funds credited to accounts did some acknowledge receipt. This trend, observed across the state, underscores the scheme's failure to instill satisfaction or a sense of receiving free gas.

The reimbursement model also creates practical challenges. In many households, one family member (e.g., a son) pays for the cylinder, but the refund is credited to the registered beneficiary's account (e.g., the mother). If the beneficiary does not check their account or reimburse the payer, it fosters a perception that the cylinder was not free. This dynamic, where payments and refunds involve different family members, erodes trust in the scheme and diminishes the government's credibility.

Despite these challenges, 90% of respondents, particularly rural women, expressed overall satisfaction due to reduced financial burdens amid rising essential commodity prices. The scheme has alleviated economic pressures, enabling households to redirect savings to other needs. However, the lack of a tangible 'free' experience remains a significant barrier to maximizing public goodwill.

Cash Transfers vs. Direct Free Delivery

When asked whether the current reimbursement model should continue or change, 100% of survey respondents advocated for direct delivery of free cylinders with zero billing. The upfront payment and refund process fails to evoke the 'free cylinder' experience, which beneficiaries equate with no out-of-pocket expense.

Drawing parallels with Telangana and Karnataka's zero-ticket free bus schemes, respondents emphasized that zero-bill delivery would enhance satisfaction and public perception, yielding greater political mileage for the coalition.

Post-first-phase feedback from public representatives highlighted insufficient public recognition for the scheme. The government belatedly acknowledged that hasty implementation without adequate groundwork was the root cause. Media reports suggest that on May 14, 2025, the TDP Politburo proposed crediting funds to beneficiaries' accounts before cylinder booking. However, the survey found this approach would create further confusion, as gas needs are unpredictable. Pre-crediting funds risks misuse for other expenses, negating the 'free' perception and yielding zero impact compared to the 30% mileage from post-delivery refunds.

The survey strongly recommends adopting a zero-bill delivery model, where beneficiaries receive cylinders without upfront payment. This approach aligns with public expectations and mirrors successful welfare models in neighboring states, ensuring a tangible sense of receiving free gas.

Risk of Emulating YSRCP's Approach

The proposed pre-crediting model risks mirroring the YSRCP's criticized cash distribution strategy, which TDP and Jana Sena opposed when in opposition. Adopting this approach could send negative signals to the public and provide ammunition to the opposition. Despite allocating Rs.3,000 crore to Deepam-2, the government relianing on IVRS surveys and lack of grassroots research has led to missteps, damaging credibility and wasting public funds. The survey urges the government to negotiate with fuel companies for zero-bill delivery, which would ensure beneficiary satisfaction and secure political dividends for the coalition.

Desired Changes and Implementation Challenges

Seventy percent of female respondents sought faster cylinder delivery and subsidy crediting. The second phase revealed issues such as delayed refills, bank linkage problems, and e-KYC verification challenges. While first-phase subsidies were prompt, second-phase delays (beyond 48 hours) caused dissatisfaction. In Chittoor, a beneficiary denied receiving funds, though data showed credits to her post office account, which she was unaware of due to lack of communication. Such incidents highlight the need for zero-bill delivery to eliminate confusion and enhance accessibility.

The survey also identified logistical challenges, including insufficient delivery teams in high-connection areas and delays in refill booking. Rural beneficiaries, in particular, reported difficulties accessing gas agency services, exacerbating dissatisfaction. Addressing these issues requires increased investment in delivery infrastructure and streamlined coordination with fuel companies.

Sufficiency of Three Cylinders

Sixty percent of households found three cylinders sufficient, while 40% with larger families (six or more members) deemed them inadequate. A small trader in Coastal Andhra noted that his six-member household required additional cylinders, especially during festival-heavy months like November, when demand peaks due to Dasara, Diwali, and Sankranti. The survey suggests considering additional cylinders or subsidies for larger families to ensure equitable benefits.

Financial Savings and Economic Impact

Eighty percent of beneficiaries reported significant savings from the scheme, redirecting funds to other household needs such as education, healthcare, and essential commodities. For poor and middle-class families, this reduction in cooking gas expenses has alleviated financial pressures, empowering women to allocate resources more effectively. The scheme's economic impact is particularly pronounced in rural areas, where women reported greater financial flexibility and reduced dependence on costly alternatives like firewood.

PM Ujjwala Yojana Integration

Currently, 9.65 lakh beneficiaries are enrolled under the PM Ujjwala Yojana, which provides subsidized LPG connections to poor households. Minister Manohar has repeatedly petitioned the central government for 56 lakh additional connections, engaging with Union Ministers to secure approval. If approved, this expansion would reduce the state's financial burden by aligning Deepam-2 with central subsidies, providing significant relief amid Andhra Pradesh's fiscal challenges. The survey recommends that state and central leaders, including MPs and Union Ministers from Andhra Pradesh, expedite this process to maximize the scheme's reach and sustainability.

Customer Care and Accessibility Issues

The government established a toll-free number (1967) to address complaints and queries related to Deepam-2. However, the survey found that most beneficiaries were unaware of this service, and those who knew reported unresponsive or disconnected lines. Similarly, the scheme's official website is plagued by technical issues, rendering it ineffective for tracking deliveries or subsidies.

These accessibility barriers have fueled dissatisfaction, particularly in rural areas with limited digital literacy. The survey emphasizes the need for robust customer support systems and widespread publicity of the toll-free number to ensure effective grievance redressal.

Limitations of IVRS Surveys

The government's relianing on Interactive Voice Response System (IVRS) surveys has misrepresented ground realities, creating a false sense of success. The People's Pulse survey highlights that IVRS data fails to capture nuanced beneficiary sentiments, as it relies on automated responses rather than in-depth engagement. With numerous universities and credible survey agencies in Andhra Pradesh, the government could conduct a comprehensive face-to-face survey with at least 20,000 samples across all regions. Such an approach would provide accurate insights into public perceptions and implementation challenges, enabling data-driven reforms.

Recommendations for Enhanced Implementation

To maximize the impact of Deepam-2, the People's Pulse Research Organization survey proposes the following recommendations, designed to boost beneficiary satisfaction, public perception, and political dividends:

 Adopt Zero-Bill Delivery: Implement a system where beneficiaries receive cylinders without upfront payment, using a zero-bill model. This ensures a tangible 'free' experience, aligning with public expectations and enhancing the scheme's visibility.

- Regular High-Level Reviews: Chief Minister Naidu and Minister Nadendla Manohar should conduct monthly reviews with officials, incorporating beneficiary feedback to address issues promptly. A dedicated feedback mechanism, such as mobile apps or helplines, can streamline grievance redressal.
- Engage Broader Leadership: Encourage ministers, MPs, MLAs, MLCs, and local leaders to actively promote Deepam-2 in public forums, government programs, and constituency events. Regular discussions by leaders will reinforce the scheme's benefits in public consciousness.
- Launch Rural Awareness Campaigns: Organize targeted awareness programs in rural areas through women's self-help groups, village secretariats, and local representatives. Distribute informational materials to every household, detailing eligibility, benefits, and access procedures.
- Strengthen Delivery Infrastructure: Establish additional gas depots at the mandal and village levels to reduce refill delivery times. Increase delivery teams in high-connection areas to ensure timely service, particularly during peak demand periods.
- Leverage Media and Success Stories: Showcase beneficiary success stories through media campaigns, social media, and village meetings. Produce videos, advertisements, and field studies highlighting the scheme's positive impact on households.
- Address Technical Issues: If retaining the reimbursement model, resolve bank linkage and e-KYC issues through dedicated helplines, mobile applications, and one-stop service centers at the village level.

- Support Larger Families: Consider providing additional cylinders or subsidies for households with six or more members, especially during festival-heavy months. This ensures equitable benefits and addresses the perception of insufficiency.
- Enhance Digital Outreach: Use celebrity endorsements, social media reels, and WhatsApp campaigns to promote the scheme. Distribute short videos and messages through village and ward secretariats to reach rural audiences effectively.
- Mandate District-Level Monitoring: Require district collectors to conduct monthly reviews of the scheme's implementation, ensuring accountability and timely resolution of local issues.
- Publicize Toll-Free Number: Install posters and conduct campaigns to raise awareness of the toll-free number (1967) across villages and urban areas, ensuring beneficiaries can easily report issues.
- Conduct Comprehensive Surveys: Partner with universities and survey agencies to conduct a large-scale, face-to-face survey with 20,000 samples to capture accurate public feedback and guide future reforms.
- Celebrate Milestones: Organize public events to celebrate milestones, such as the distribution of 1 crore cylinders, involving local leaders and beneficiaries to amplify the scheme's impact.
- Integrate with Ujjwala Yojana: Expedite the approval of 56 lakh additional PM Ujjwala connections to reduce the state's financial burden and expand the scheme's reach.

The Deepam-2 Free LPG Cylinder Scheme is a landmark initiative with the potential to transform the lives of over one crore households in Andhra Pradesh. By alleviating the financial burden of cooking gas, the scheme empowers women, strengthens household economies, and promotes cleaner energy use. However, its current implementation falls short of delivering the intended impact due to procedural inefficiencies, inadequate publicity, and limited leadership engagement.

People's Pulse Research organisation's survey provides a roadmap for reform, emphasizing the need for a zero-bill delivery model, robust awareness campaigns, and stronger logistical support. By addressing these gaps, the government can enhance beneficiary satisfaction, restore public trust, and secure significant political dividends. With strategic adjustments, Deepam-2 can become a model welfare program, fulfilling the coalition's vision of inclusive and impactful governance.









ఉచిత గ్యాస్ సిలిండర్ పథకంపై ప్రజాభిప్రాయ సేకరణ

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10)	ఉచిత గ్యాస్ సిలిండర్ మీకు సరఫరా చేయడానికి గ్యాస్ ఎజెన్సివారు మీ నుండి అదనంగా డబ్బులు వసూ - చేస్తున్నారా?					
	చేస్తే ఎంత వసూలు చేస్తున్నారు	?				
	ఎ) చేస్తున్నారు	బి) చేయడం లేదు				
	ಸಿ) ತಾಲಿಯದು	డి) వసూలు చేస్తున్నారు				
11)	ఒకవేళ డెలివరీ బాయ్స్ డబ్బు	ు వసూలు చేస్తుంటే మీ వద్ద నుండి ఎంత తీసుకుంటున్నారు?				
	ఎ) 20/-	ඩ) 30/-	సి) 40/-	డి) 50/-		
12)	ఉచిత గ్యాస్ సిలిందర్ పథకంపై మీరు ఎదుర్కొంటున్న సమస్యలను ఫిర్యాదు చేయదానికి టోల్ ఢ్రీ నెంబర్ (1967 లేదా ఇతర సహాయ సేవలను ఉపయోగించారా? (ఆష్షన్లు చదివి వినిపించండి)					
	ఎ) ఉపయోగించాం	బి) ఉపయోగించలేదు	సి)	ఉపయోగించాం		
13)	సిలిందర్ బుకింగ్ లేదా డెలివరీలో మీరు ఏమైనా సమస్యలు ఎదుర్కొంటున్నారా? (ఆష్షన్లు చదివి వినిపించండి)					
	ఎ) ఎదుర్కొంటున్నాం	బి) ఎదుర్కొవటం లేదు	సి)			
14)	ఎదుర్కొంటే ఆ సమస్యలు తెలపండి? (వారు చెప్పిన సమస్యలను యధాతథంగా తెలియజేయండి)					
	۵)	໓)	సి)			
15)	ఉచిత గ్యాస్ సిలిందర్ పథకం క్రింద మీకు ప్రభుత్వం అందించే సొమ్మును మీ అకౌంట్లల్లో జమచేంయాలా కె నగదు రూపంలో మీకు అందజేయాలా? (ఆష్షన్లు చదివి వినిపించండి)					
	ఎ) అకౌంట్లో జమచేయాలి	బి) నగదు రూపంలో అందజేయ	మాలి సి) (ఉచితంగానే అందజేయాలి		
	డి) ఉచితంగా అందజేసి ఆ సొమ్మును గ్యాస్ ఎజెన్సీ వారి అకౌంట్లల్లో జమచేయాలి ఇ) చెప్పలేం					
16)	ఉచిత గ్యాస్ సిలిందర్ పథకాన్మి	గ్యాస్ సిలిందర్ పథకాన్ని కొనసాగించాలా? లేక నిలిపివేయాలా? (ఆష్పన్లు చదివి వినిపించండి)				
	ఎ) కొనసాగించాలి	బి) నిలిపివేయాలి	సి) చెప్పలేం			
17)	ఉచిత గ్యాస్ సిలిందర్ పథకాన్తి	్న మరింత మెరుగ్గా అమలు చేయదా?	నికి మీరు చేసే సు	-చనలు ఏమిటి?		
	(వారు చెప్పిన సూచనలను యధాతథంగా ఒక లైన్లో నమోదు చేయండి) ఎ) బి)					
	సి)					





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