

**GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA**

UNSTARRED QUESTION NO:475
ANSWERED ON:28.02.2000
IMPROVEMENT IN SERVICES BY LPG DEALERS .
AMBATI BRAHMANAIAH;UMMAREDDY VENKATESWARLU

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether any efforts have been made to ensure that LPG distributors of major oil companies improve their service and behaviour towards the general public;
- (b) if so, whether the public are not properly and courteously served by the distributors; (
- (c) whether any consumer camps have been organised by IOC, HPCL or BPCL anywhere in the country to improve liaison with the public; and
- (d) if so, the details thereof ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH KUMAR GANGWAR)

(a) and (b): Oil Companies conduct elaborate regular/surprise checks and inspections of functioning of their LPG distributors and also investigate complaints on their receipt. Suitable action is also taken against the erring distributors as per LPG distributorship agreement etc., from time to time.

(c) and (d): To render efficient/prompt service to the consumers and to redress their grievances on the spot, the field officers of oil companies operate customer service cells at the distributors premises on specified dates.