

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

UNSTARRED QUESTION NO:2977
ANSWERED ON:11.05.2006
DELIVERY OF CYLINDERS TO CONSUMERS
Surendran Shri Chengara

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

- (a) whether the National Consumer Forum has directed the Indian Oil Corporation (IOC) to make delivery of LPG cylinders to the consumers after weighing the cylinders in front of the consumers ;
- (b) if so, the details thereof ; and
- (c) the action taken by (IOC) in this regard ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRIDINSHA PATEL)

(a) & (b) : While deciding a consumer dispute case (original Petition No. 224 of 2001) between Consumer Protection Council, Rourkela and Chairman, Indian Oil Corporation Limited (IOCL), the National Consumers Dispute Redressal Commission (NCDRC) directed that IOCL should ensure that weighing scales are made available to all deliverymen to deliver domestic LPG cylinders to customers only after weighing them in their presence.

(c) : In pursuance of the decision of NCDRC, IOCL has directed its LPG distributors to implement carrying of portable weighing machine by each deliveryman to show the weight of LPG cylinders delivered to the customer. As of now, 60% of IOCL LPG distributors have implemented the above direction and for balance distributors, it is expected to be implemented by June 2006.