

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

UNSTARRED QUESTION NO:1847

ANSWERED ON:11.12.2008

LAUNCHING OF ALL INDIA TOLL FREE NUMBER AND CELLS FOR LPG CONSUMER GRIEVANCES

Adsul Shri Anandrao Vithoba;Verma Shri Ravi Prakash

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

- (a) whether the Union Government is considering to launch an all India toll free number and cells across the country to address consumer grievances over securing LPG connections and cylinders and in the matter of availability of petrol, diesel and kerosene ;
- (b) if so, the details in this regard ;
- (c) whether the call centres will be operationalised region-wise to facilitate customers lodging complaints in the local language ;
- (d) if so, the details thereof ; and
- (e) the time by which the aforesaid scheme will be operationalised across the country?

Answer

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

(a) & (b) : In order to have a more convenient, easy and effective way to enable the customer to register their complaints for redressal, Public Sector Oil Marketing Companies (OMCs) viz., Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have started the services of Toll Free Numbers for complaint registration through call centers w.e.f. 02.10.2008. The numbers of the OMCs for both Liquefied Petroleum Gas(LPG), Motor Spirit (MS) and High Speed Diesel (HSD) are as under :-

IOC 18002333555

BPCL 1800222725

HPCL 18002333777 (LPG) and
18002333999 (MS & HSD)

(c) to (e) : The scheme has been operationalised from 2nd October, 2008. At present, OMCs have 31 call centres to address complaints in all the regions and the centres have facility to receive complaints in the local language.