

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

UNSTARRED QUESTION NO:3249
ANSWERED ON:15.04.2010
COMPLAINT AGAINST LPG DISTRIBUTORS
Saroj Smt. Sushila

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

(a) the details of complaints received from consumers and various Nagrik Manchs against gas agencies / distributors in Delhi for compelling LPG consumers to purchase gas stoves with new connection during the period March to December, 2009; and

(b) the action taken by the Government against dealers resorting to such illegal practices ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI JITIN PRASADA)

(a) & (b): Public Sector Oil Marketing Companies (OMCs) have not come across any established complaint from consumers or Nagrik Manchs against their LPG distributors in Delhi for compelling LPG consumers to purchase gas stoves with new connection between March 2009 and December 2009.

Whenever OMCs receive complaints on forced sale of stove / hot plate to newly enrolled or wait listed customers, these are investigated. If the complaints is established, action is taken against the erring LPG distributor in accordance with the provisions of the Marketing Discipline Guidelines (MDG).