

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

UNSTARRED QUESTION NO:2737

ANSWERED ON:23.07.2009

BOOKING OF LPG THROUGH SMS

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

- (a) the salient proposals contained in the publication "Oil Vision 2015" brought out by the Government recently ;
- (b) whether the Government proposes to introduce booking of LPG cylinders through SMS and install a helpline for registering customer complaints all over the country ; and
- (c) if so, the time by which the aforesaid scheme will be implemented in the country?

Answer

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

(a): The salient features of the Oil Sector Vision -2015 are at Annexure.

(b) & (c): Public Sector Oil Marketing Companies (OMCs) have introduced Short Message Service (SMS) booking in some distributors across the country. Further, this facility is proposed to be introduced in all towns with the population of 5 lakh by the year 2015 in phases beginning with metros.

In order to have a more convenient, easy and effective way to enable the customer to register their complaints for redressal, 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 LPG are as under :-

IOC 18002333555
BPCL 1800222725
HPCL 18002333777