

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

UNSTARRED QUESTION NO:3048
ANSWERED ON:12.08.2010
SMS AND IVRS LPG BOOKING GAS SCHEME
Singh Shri Bhola

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

- (a) whether the LPG Distributors have made Short Message Service and Interactive Voice Response Software mandatory for gas booking;
- (b) if so, the details thereof;
- (c) whether the said gas agencies have discontinued direct booking and booking on phone facility after the commencement of the said system;
- (d) if so, the reasons therefor;
- (e) whether the Government has received any kind of complaints in this regard;and
- (f) if so, the details thereof alongwith the action taken by the Government in this regard ?

Answer

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

(a) to (f): With a view to provide better services to the customers, the Public Sector Oil Marketing Companies (OMCs) namely Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have introduced the facility of refill booking through SMS/IVRS. Under this system, there is the facility for confirmation of the refill booking and the time of the booking to the customers along with information on the likely date when the refill will be supplied leaving no scope for doubt in the mind of the customers. The system has been introduced because of frequent complaints of non-booking, poor response on phone at distributor's end etc.

In IVRS, customer dials and books the refill through a telephone which is responded, guided and answered by a machine in place of manual answering by a person appointed by the LPG distributor. The direct booking through manual telephone answering has been discontinued at 28 LPG distributorships of IOC, 45 distributorships of BPCL in Delhi. However, the direct booking through manual telephone answering has been discontinued at all distributorship of HPCL in Delhi and Kerala and 12 distributorships of IOC in Kochi.

OMCs have reported that they have not come across any major issues pertaining to SMS/IVRS services.