

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

UNSTARRED QUESTION NO:3082  
ANSWERED ON:12.08.2010  
BASIC FACILITIES AT PETROL PUMPS  
Adityanath Shri Yogi

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

- (a) the details of the basic facilities which are mandatory to be provided at petrol pumps;
- (b) whether oil companies including public sector oil companies are not adhering the norms for providing such facilities at petrol pumps;
- (c) if so, the details thereof; and
- (d) the steps taken by the Government to ensure that these basic facilities are provided on all these petrol pumps?

**Answer**

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

(a) to (d) Free air, water, clean toilet facilities, telephone, first aid box with current medicine and Pollution Under Control (PUC) facility (where applicable), are the mandatory facilities, which are provided at retail outlets (petrol pumps) under Marketing Discipline Guidelines (MDG). For non -provision of these facilities, the dealer is liable for fine of Rs.10,000/- for first instance, Rs.25,000/- for second instance and Rs.1,00,000/- and suspension of sales and supplies of all products for 45 days for third and subsequent instances. However, in exceptional cases especially in Metros and Urban areas, providing these facilities is not possible due to Municipal and other restrictions, including space constraints.