

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

UNSTARRED QUESTION NO:4181
ANSWERED ON:19.08.2010
SUPPLY OF LPG CYLINDERS
Muttemwar Shri Vilas Baburao

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

- (a) whether most of the LPG dealers in Delhi do not book cylinder before the lapse of 21 days of last delivery;
- (b) if so, the reasons therefor;
- (c) whether the Government have received such complaints that some dealers specially the dealers at Rani Jhansi Road area of Delhi ask their consumers frequently to submit their address proof; and
- (d) if so, the action being taken against such LPG dealers?

Answer

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

(a) & (b): Public Sector Oil Marketing Companies (OMCs) do not have any supply constraints and LPG supplies to distributors are being made by the OMCs in accordance with the genuine demand of customers registered with the LPG distributors. There are no restrictions imposed or time limit fixed for refill booking by the customers.

For obtaining refill cylinders, customers used to register their requests, either through telephone or through a personal visit to the LPG distributor. Customers can now do their refill booking directly with the concerned OMCs through Short Messaging Service (SMS) booking and Interactive Voice Response System (IVRS) booking. These system accept request for refill booking as and when done by the customers.

(c) & (d): Shri Motilal Vora, Hon`ble Member of Parliament (Rajya Sabha) has, vide his letter dated 24.06.2010, written to the Minister of Petroleum and Natural Gas, forwarding therewith a complaint of Shri Jagdish Prasad, resident of Paharganj, New Delhi. Shri Jagdish Prasad in his complaint has alleged that he is being harassed by M/s. Deepti Enterprises, Rani Jhansi Road, New Delhi. He has Stated that booking of refill is done only after 21 days of earlier delivery, on enquiry it is informed that delivery boy had gone to his house but it was locked and asking for residence proof etc.

Shri Jagdish Prasad has also stated in his complaint that he is living alone and is generally not available between 9 A.M. to 6 P.M.

Complaint has been looked into by IOC. It is found that refill could not be delivered at the residence of the consumer despite several attempts due to house being found locked. The distributor had asked the complainant for address proof to verify that the customer was still residing at the given address.

To mitigate the problems of such consumers, the Government have recently launched a scheme under which a consumer can opt/indicate his desired day/time for taking delivery of the refill.

The consumer has been advised to avail benefit of this scheme and get the delivery of LPG refill at his desired day/time.