

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

UNSTARRED QUESTION NO:484
ANSWERED ON:11.11.2010
PREFERRED TIME LPG DELIVERY SCHEME
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Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether the Government has launched preferred time LPG delivery scheme recently;
- (b) if so, the features of the new scheme;
- (c) the details of the additional charges the customers have to pay for availing of the service under this scheme ;
- (d) the places where the scheme has been put into operation;
- (e) whether the scheme is proposed to extend throughout the country;
- (f) if so, the details thereof; and
- (g) the extent to which people are satisfied with this system in the areas where it is already in force?

Answer

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

(a) to (f): Government had adopted Vision-2015 'Consumer Satisfaction and Beyond' which inter-alia provided for introduction of a scheme for delivery of LPG refill cylinders to the consumer at their desired time on payment of a fee for such delivery.

With a view to provide relief to those urban households, particularly where both the spouses are away at work or single person households with no one to receive the LPG refill cylinder at home during normal delivery days /hours, Public Sector Oil Marketing companies (OMCs) have launched a scheme for delivery of LPG cylinder as per customer's desired time. The scheme has been launched on 13.07.2010 and will initially be provided in the cities of Mumbai, Kolkata, Delhi, Chennai, Bengaluru, Hyderabad and Pune and also outskirts of these cities. The scheme may be extended to all towns having population of about 10 lakh within six months and other areas over one year.

Under this scheme, an extra amount may be charged for the time slots in the Metros and major cities with population of above ten lakhs and charges in other towns of the country as under :-

Time Slot	Charges per delivery in towns with population of ten lakh and above	Charges per delivery in other towns
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Before 8 am	Rs. 50	Rs. 40
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8 am to 11 am	Rs. 25	Rs. 20
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11 am to 3 pm	Rs. 25	Rs. 20
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3 pm to 6 pm	Rs. 25	Rs. 20
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6 pm to 8 pm Rs. 50 Rs. 40

Only Saturday/
Sunday
(8 am to 6 pm) Rs. 25 Rs. 20

This scheme is purely optional and only those customers who actually require this facility need to enroll under this scheme.

The facility will be made available to customers only within the area of operation of the distributor and not to the extended areas.

The scheme also provides for payment of a discount of Rs. 20 to be given to the customer by the LPG distributor in case of delayed delivery of refill cylinder by the distributor under the scheme.

(g): OMCs have not collected any structured feedback from the customers as the scheme has been launched recently. However, no complaints have been received against the scheme.