

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

UNSTARRED QUESTION NO:3878

ANSWERED ON:02.12.2010

ALLEGED IRREGULARITIES AGAINST PETROL PUMPS/GAS AGENCIES

Jagannath Dr. M.;Mahendrasinh Shri Chauhan

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

- (a): the number of petrol pumps/gas agencies in the country against whom action has been taken on the basis of complaints received by the consumers during the last three years and the current year, State-wise, district-wise;
- (b): the details of the action taken against the guilty persons;
- (c): whether any distributorship has been cancelled in this regard;
- (d): if so, the details thereof, State-wise;
- (e): whether the Government is planning to adopt any new technology to reduce and contain the malpractices made at the petrol pumps and gas agencies in the country; and
- (f): if so, the details thereof?

**Answer**

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

(a) to (d): Public sector oil marketing companies (OMCs.), viz., Indian Oil Corporation Limited (IOC), Hindustan Petroleum Corporation Limited (HPC) and Bharat Petroleum Corporation Limited (BPC) have taken action against 55 Retail Outlets (ROs) and 3476 LPG distributorships on the basis of complaint received from the customers during the last three years and current year. Out of these 13 ROs and 111 LPG distributorships have been terminated. The state-wise and district-wise details are available with Director (Marketing) of OMCs.

(e) & (f): Customer education/ public awareness is an ongoing process and initiatives are in place to educate the customers at the RO / LPG distributorship by way of customer service cell boards/ posters giving details of the Field Officer/ Divisional office etc. Some of the initiatives taken by OMCs to reduce and contain the malpractices made at the petrol pumps and gas agencies are automation of ROs, third party certification of ROs, monitoring of movement of tank trucks through Global positioning system, revising the marketing discipline guidelines, biometric scheme for identification, refill booking through Interactive Voice Response System (IVRS) / internet and online connection transfer confirmation, etc.