

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

UNSTARRED QUESTION NO:5015

ANSWERED ON:09.12.2010

UNDERWEIGHT LPG CYLINDERS

Laguri Shri Yashbant Narayan Singh;Yadav Shri M. Anjan Kumar

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

- (a) whether cases of supply of underweight LPG cylinders are on the rise in the country ;
- (b) if so, the details thereof ;
- (c) whether the National Consumer Forum has directed the Indian Oil Corporation Limited (IOCL) to weight the gas cylinders in the presence of the consumers ;
- (d) if so, the details thereof ;
- (e) the steps taken by the IOCL in this regard ; and
- (f) the other measures taken by IOCL to check supply of underweight cylinders to the consumers in the country ?

**Answer**

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

(a) & (b) : It is the endeavour of Public Sector Oil Marketing Companies (OMCs) namely, Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) to provide complaint free service to customers. However, in the process of supplying refill to 12.20 crore LPG consumers, some complaints are received. OMCs have reported that based on the established complaints of diversion / supply of partially used cylinders / under-weight cylinders / pilfering product from LPG cylinders, action has been taken in 172 cases against the erring LPG distributors in the country during the last three years and between April and September, 2010 under the provisions of Marketing Discipline Guidelines (MDG)/Distributorship Agreement.

(c) to (f) : Yes, Madam. The National Consumer Forum has directed IOCL to weight the gas cylinders in the presence of the consumers. Compliance affidavit was submitted before the National Consumer Forum on 05.04.2007.

The following measures are taken to check the supply of underweight LPG cylinders to the consumer :-

- (i) Regular weight checks are carried out at LPG bottling plants on filled LPG cylinders. Any cylinder found underweight is segregated, rectified and re-checked for correct weight before its dispatch.
- (ii) All LPG distributors of OMCs including IOC are under instructions to weigh 10% cylinders at random at the time of receipt of supply from the bottling plant. Any cylinder found underweight is returned through the same truck to the bottling plant and necessary credit is given to the distributor for such returns.
- (iii) Surprise Quality Control Checks which include weighment of cylinders, are carried out at the distributor's godowns and weight checking of filled cylinders in transit is being done by the field officers to check pilferage/presence of any underweight cylinders. The distributors have also been instructed to satisfy the customers about the correct weight of cylinders by weighing them, to ensure that the seals are verified & shown to the customers at the time of delivery. In case any under-weight cylinder is received by the customer, such cylinders are replaced free of charge by the OMCs.

Government has enacted "Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000" and formulated "Marketing Discipline Guidelines, 2001" which provide for penal action against erring LPG distributors for supply of underweight cylinders.

In addition to the action taken by the OMCs, State Governments are also empowered to take action under the LPG (Regulation of Supply & Distribution) Order, 2000. Similarly, the Weights and Measures Departments of the States / UTs initiate legal action against those LPG distributors found supplying under-weight LPG cylinders.