

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

UNSTARRED QUESTION NO:472

ANSWERED ON:24.02.2011

BOOKING OF LPG CYLINDERS THROUGH SMS AND IVRS

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

- (a) whether the Government is going to provide the facility of booking cooking gas cylinders to consumers in the country including Delhi only by Short Messaging System (SMS) and Interactive Voice Response System (IVRS);
- (b) if so, the details thereof;
- (c) whether Government has conducted any inquiry regarding the extent to which people are satisfied with this system in the areas where it is already in force;
- (d) if so, the details thereof;and
- (e) the steps being taken by the Government to fix the responsibility of distributors and to provide gas to consumers on time ?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI R. P. N. SINGH)

(a) to (d): Government and the Oil Marketing Companies (OMCs) have been receiving a large number of complaints from customers about not being able to contact the distributors for refill booking, refill booking not being recorded by the distributors, rude behaviour by the staff of the distributors and not supplying the refills according to the waitlist. With a view to provide better services to the customers, the OMCs have decided to introduce Short Message Service (SMS) and Interactive Voice Response System (IVRS) booking for LPG refills so that the customers can directly book refills through computerized interface without human intervention. Under this system, there is the facility for confirmation of the refill booking and the time of the booking to the customers along with information on the likely date when the refill will be supplied leaving no scope for doubt in the mind of the customers.

With the focus on providing better services to customers, the OMCs have adopted Vision 2015 for Customers Satisfaction wherein it is targeted to introduce SMS booking in all towns with population of more than 5 lakh in phases beginning with the metros.

Indian Oil Corporation Limited (IOC), Hindustan Petroleum Corporation Limited (HPCL) and Bharat Petroleum Corporation Limited (BPCL) have introduced the facility of refill booking through SMS/IVRS in Delhi, Kochi, Kerala and Mumbai. No complaints have been received about the system.

(e) As per guidelines, distributors are required to ensure supply of refill within 48 hours of the booking. However, at times due to product constraints/strikes/unplanned shutdown/natural calamities etc.,there could be delays in refill supplies. In such instances, bottling plants of OMCs works on extended hours as well as on holidays to clear the backlog.

Whenever OMCs receive complaints on deliberate delay in refill supplies, these are investigated. If the complaint is established, action is taken against the erring LPG distributor in accordance with the provisions of the Marketing Discipline Guidelines (MDG).