

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

UNSTARRED QUESTION NO:1978
ANSWERED ON:11.08.2011
NEW GAS CONNECTIONS
Devi Aswamedh

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

- (a) whether the Government is aware that gas agencies are refusing to provide new gas connection to the consumers ;
- (b) if so, the reasons therefor ;
- (c) whether the gas agencies insist upon the consumers to purchase gas stove compulsorily at the time of providing new gas connections ;
- (d) the guidelines issued by the Government in this regard ; and
- (e) the steps taken by the Government to ensure the adherence of these guidelines ?

Answer

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

(a) & (b): Public Sector Oil Marketing Companies (OMCs) continue to enroll new LPG customers and release new LPG connections on demand, subject to the applicant residing within the area of operation of the distributorship and fulfilling requisite documentation for availing a new LPG connection and after due verification.

(c) & (d): There is no compulsion on the customers to buy LPG stove of any brand or any other items from LPG distributors. The customers are at their liberty to buy LPG Stoves from any source of their choice.

Customers are being informed of this through advertisements in print and electronic media, besides incorporating the above message on LPG refill cash memos as well as intimation letters to prospective customers. A notice is also displayed at distributor's showroom to this effect.

(e): Government has formulated Marketing Discipline Guidelines (MDG) which inter-alia provides following action against the distributor for forced sale of hot-plate to the prospective customer :-

- Fine of Rs.10,000 and recovery of Rs.2000 per customer to whom forced sale is made for 1st offence.
- Fine of Rs.25,000 and recovery of Rs.2000 per customer to whom forced sale is made for 2nd offence.
- Termination of the distributorship for 3rd offence.

Whenever OMCs receive complaints of forced sale of stove / hot plate to newly enrolled or wait listed customers, these are investigated. If the complaint is established, action is taken against the erring LPG distributor in accordance with the above provisions of the MDG.