

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

UNSTARRED QUESTION NO:2049

ANSWERED ON:11.08.2011

COMPLAINTS AGAINST LPG AGENCIES

Dhotre Shri Sanjay Shamrao;Gandhi Shri Dilip Kumar Mansukhlal;Patel Shri Devji;Singh Shri Pashupati Nath;Yadav Shri M. Anjan Kumar

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

- (a) the State-wise details of the complaints received by the Government from the consumers against LPG agencies during the last three years ;
- (b) the mechanism available to deal with consumer grievances against non-satisfactory services to them ; and
- (c) steps taken by the Government to stop black marketing of LPG cylinders and make LPG agencies customer oriented ?

Answer

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

(a): Public Sector Oil Marketing Companies (OMCs) have reported that action has been taken in 4697 established cases of various irregularities against the LPG distributors in the country during the last three years, under provisions of Marketing Discipline Guidelines (MDG)/Distributorship Agreement

(b): OMCs have designated officials of the State office as well as Divisional office/ Area office for hearing the grievances of the customers. Every LPG distributor has a complaint/ suggestion book, the availability of which is prominently displayed at the LPG distributorship. The name, address and contact numbers of the concerned field officer and the contact details of Divisional office/ Area office are displayed at the LPG distributorship for the information of customers.

To facilitate the complaint procedure, OMCs have started the service of using Unique Toll Free telephone number 155233 for registering the complaints/ grievances throughout the country since 2nd October, 2008. The call centers are being operated region wise, to facilitate the customers to lodge complaints in local language. Nationwide advertisement in leading print media has been published. The same is also displayed in respective corporate website as well as by all LPG distributors. Customers can also register their complaints through the website of the OMCs.

(c): In order to stop blackmarketing/ diversion of domestic LPG cylinders, the Government has enacted "Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000" and formulated "Marketing Discipline Guidelines, 2001" which provides for penal action against LPG distributors indulging in diversion/ blackmarketing of LPG.

MDG provide, inter-alia for following action against the distributor:-

- Fine of Rs.20,000 plus the price of LPG diverted at commercial rates for 1st offence.
- Fine of Rs.50,000 plus the price of LPG diverted at commercial rates for 2nd offence.
- Termination of the distributorship for 3rd offence.

In addition to the action taken by the OMCs, State Governments are empowered under the LPG (Regulation of Supply & Distribution) Order, 2000 promulgated under the Essential Commodities Act, 1955 to take action against blackmarketing/diversion of domestic LPG.