

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

UNSTARRED QUESTION NO:660
ANSWERED ON:24.11.2011
COMPLAINTS REGARDING LPG DISTRIBUTION
Singh Shri Radha Mohan

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

- (a) the number of complaints received from the public in regard to the distribution of gas cylinders by gas agencies operating in Bihar and inconvenience faced by the consumers during the year 2010 till date alongwith the details thereof ;
- (b) whether some gas agencies of the State do not distribute gas cylinders to the consumers in time ;
- (c) if so, the guidelines issued by the Government for ensuring timely delivery of cylinders to consumers ; and
- (d) the number of centres likely to be set up in the States to redress such complaints in future ?

Answer

MINISTER OF PETROLEUM & NATURAL GAS (SHRI S. JAIPAL REDDY)

(a) : Based on the established complaints of various irregularities, action has been taken in 135 cases against the erring LPG distributors in the State of Bihar during 2010-11 and the period April 2011 to September 2011 under the provisions of Marketing Discipline Guidelines (MDG).

(b)Whenever Public Sector Oil Marketing Companies (OMCs) receive complaints of 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 MDG.

Based on the established complaints of delay in refill supplies, action has been taken in 5 cases against the erring LPG distributors in the State of Bihar during 2010-11 and the period April 2011 to September 2011 under the provisions of MDG.

(c) : OMCs have instructed all their LPG distributors in the country, including in the State of Bihar, to effect the supply of LPG cylinder to genuine, registered domestic customers within 48 hours of refill booking, under normal circumstances. Whenever there is increase in demand in the markets, additional loads are released to the concerned LPG distributors to clear the pending calls.

In addition to this, the officials of OMCs carry out regular and surprise inspection, refill audits, surprise checks at customers' premises, en-route surprise checking of delivery vehicles etc, as steps for streamlining the supplies of domestic LPG.

(d) :In order to have a more convenient, easy and effective way to enable the customers to register their complaints for redressal, 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.