

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

UNSTARRED QUESTION NO:2329  
ANSWERED ON:08.12.2011  
SUPPLY OF LPG  
Sharma Dr. Arvind Kumar

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

- (a) whether the LPG customers in the Capital are facing difficulties due to inordinate delay in refilling of LPG cylinders during the last two months ;
- (b) if so, the reasons therefor ;
- (c) whether the LPG cylinders are immediately available in the market on premium ;
- (d) if so, the steps being taken by the Government to check blackmarketing of LPG ;
- (e) whether the LPG agencies are not registering the refilling requests of customers over telephone ; and
- (f) if so, the reasons therefor alongwith the corrective measures proposed to be taken in this regard ?

**Answer**

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

(a)&(b): Public Sector Oil Marketing Companies (OMCs) have reported that at present, there is no shortage of LPG in Delhi and LPG supplies to distributors are being made by the OMCs in accordance with the genuine demand of customers registered with the LPG distributors.

(c): LPG cylinders are supplied by OMCs to customers at the price determined by the Government. However, OMCs have launched a scheme for delivery of LPG cylinder as per customer's preferred time on payment of a nominal fee for such delivery.

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

MDG inter-alia provide for following action against an errant distributor:-

# Fine of 20,000 plus the price of LPG diverted at commercial rates for 1st offence.

# Fine of 50,000 plus the price of LPG diverted at commercial rates for 2nd offence.

# Termination of the distributorship for 3rd offence.

OMCs carry out regular surprise inspections at distributors' premises, conduct refill audits, surprise checks at customers' premises, en-route checking of delivery vehicles etc. If LPG distributors are found guilty, action is taken in accordance with the provisions of the Marketing Discipline Guidelines (MDG).

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.

(e)&(f): With a view to provide better services to the customers as also to reduce the scope for irregularities, the Automatic Unified System has been introduced by the OMCs (IOCL, BPCL and HPCL) in March, 2011 under which domestic LPG consumers of Delhi can book their refill only through the mode of Short Message Service (SMS)/Interactive Voice Response System (IVRS) /Fixed Wireless Phone (FWP)/Website. Advertisement have been released in leading news papers in this regard for information and convenience of consumers. Also, leaflets containing detailed procedure for all these modes have also been distributed to the consumers for their convenience. BPCL has informed that in addition to the automated system, it is also taking bookings over telephone.