

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

STARRED QUESTION NO:52

ANSWERED ON:15.03.2012

NEW GAS CONNECTIONS

Kumar Shri Kaushalendra;Ramkishun Shri

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

(a) whether instances of refusal to provide new LPG connections and insisting the customers to buy new gas stoves, accessories, tea, oil etc. have been reported from various gas agencies, especially Bharat Petroleum Corporation Limited (BPCL) ;

(b) if so, the details thereof, indicating the action taken against those guilty during the last three years ;

(c) the details of the guidelines framed by the Government in this regard ;

(d) whether the Government has issued necessary instructions to the Oil Marketing Companies including BPCL to display the rates of new LPG connections and other accessories in their office Notice Boards as also in the letters issued to the consumers ; and

(e) if so, the details thereof and if not, the time by which it is likely to be published on priority vouchers of LPG connections?

**Answer**

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

(a) to (e) : A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 52 BY SHRI KAUSHALENDRA KUMAR AND SHRI RAMKISHUN TO BE ANSWERED ON 15TH MARCH, 2012 REGARDING NEW GAS CONNECTIONS.

(a) : & (b) : Yes, Madam. Based on the established complaints of forced sale of hot plate or other items /equipment, refusal to register new LPG connections, action has been taken in 44 cases against the erring LPG distributors in the country during the last three years and the period April 2011 to January, 2012 under the provisions of Marketing Discipline Guidelines (MDG)/Distributorship Agreement.

(c) : Government has formulated Domestic LPG Marketing Discipline Guidelines (MDG) which, inter-alia, provide 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.

(d) & (e): The details of rates for availing new LPG connection are displayed at the distributor's show-room and this is also mentioned in the intimation letters sent to prospective customers for release of connection.