

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

UNSTARRED QUESTION NO:2713

ANSWERED ON:29.03.2012

DELIVERY OF LPG CYLINDERS

Rajbhar Shri Ramashankar;Shekhar Shri Neeraj;Singh Shri Yashvir

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

- (a) the guidelines being followed by the various Oil Marketing Companies (OMCs) regarding home delivery of LPG cylinders to consumers ;
- (b) whether the Government has received some complaints especially from Jyotiba Phule Nagar of Uttar Pradesh for not providing home delivery of LPG cylinders to the consumers and charging extra delivery cost by the gas agencies ;
- (c) if so, the details thereof alongwith the details of enquiry conducted and the punitive action taken against the erring agencies during the last three years ; and
- (d) the corrective measures being taken by the Government to ensure home delivery of LPG cylinders to the consumers across the country without any extra cost?

Answer

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

(a) : As per existing policy guidelines, LPG distributors are under instructions to deliver the LPG refill at the customers' premises, as per the Retail Selling Price. In case of authorized cash-n-carry customers, a rebate of `8/- per refill is given to the customers. However, in case of extended areas, an extra transportation charge is collected as per the rate fixed by the District Administration / local authority.

(b) & (c) : Yes, Madam. Complaints have been received by Indian Oil Corporation Limited, against their LPG distributors of J.P. Nagar, Uttar Pradesh during the last three years and the period April, 2011 to February 2012, for not providing home delivery and overcharging, which was investigated and action has been taken in 3 established cases where action is being initiated in 4 cases against LPG distributorships. Details in respect of these Agencies including the action taken, is at Annexure.

(d) : The officials of Public Sector Oil Marketing Companies (OMCs) carry out regular and surprise inspections, including customer contacts to ensure that customers get cylinder at their residence. Retail Selling Price is also printed on the cash memos.

Whenever OMCs receive complaints of distributors not providing home delivery, these are investigated and if the complaint is established, suitable action is taken against the LPG distributor(s) in accordance with the provisions of the Marketing Discipline Guidelines.