

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

UNSTARRED QUESTION NO:3476
ANSWERED ON:26.04.2012
BOOKING OF LPG BY SMS AND IVRS
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Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether the Government is going to provide the facility of booking cooking gas cylinders to consumers in the country including Delhi only by Short Messaging System (SMS) and Interactive Voice Response System (IVRS) ;
- (b) if so, the details thereof ;
- (c) whether Government has conducted any inquiry regarding the extent to which people are satisfied with this system in the areas where it is already in force ;
- (d) if so, the details thereof ; and
- (e) the steps being taken by the Government to fix the responsibility of distributors and to provide gas to consumers on time ?

Answer

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

(a) & (b) : With a view to provide better services to the customers and to reduce the scope for irregularities, Public Sector Oil Marketing Companies, OMCs namely, Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have introduced the facility of refill booking through Short Messaging Service (SMS) and Interactive Voice Response System (IVRS) in 18 States namely, Andhra Pradesh, Bihar, Delhi, Goa, Gujarat, Haryana, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, West Bengal, Puducherry and UT of Chandigarh, covering, 2965 LPG distributorships and about 4.36 crore LPG customers. Under this system, there is the facility for confirmation of the refill booking and the time of the booking to the customers along with information on the likely date when the refill would be supplied.

Further, OMCs have planned to expand the facility further in remaining areas with objective to cover 63 lakh customers through 490 LPG distributorships.

(c) & (d) : In most of the cities, more than 80% of the customers are using the system successfully whereas, it is more than 90% in some cities. No specific survey on customer satisfaction on this initiative has been undertaken so far.

(e) : OMCs have prescribed a norm to their LPG distributors to effect the delivery of the refill LPG cylinder ordinarily within two working days of the booking. However, due to factors such as product supply constraints, strikes, road breaches, floods, unplanned shutdown, natural calamities alongwith huge growth of demand, it has been seen that the distributors take some more time to deliver the refill LPG cylinder.

Whenever OMCs receive complaints on deliberate delay in refill supplies, these are investigated. If the complaints is established, action is taken against the erring LPG distributor in accordance with the provisions of the Marketing Discipline Guidelines (MDG)