

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

UNSTARRED QUESTION NO:457

ANSWERED ON:09.08.2012

COMPLAINTS AGAINST PETROLEUM DISTRIBUTORS

Kaswan Shri Ram Singh;Maadam Shri Vikrambhai Arjanbhai;Rajaram Shri Wakchaure Bhausahab;Siddeswara Shri Gowdar  
Mallikarjunappa;Sinh Dr. Sanjay;Tudu Shri Laxman

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

(a): the number of complaints received regarding various irregularities/malpractices against LPG and petrol /diesel/ kerosene distributors in the country during each of the last three years and the current year, Oil Marketing Company-wise and State/UT-wise;

(b): the details of the action taken against the guilty distributors/oil mafia alongwith the number of petrol pumps/ LPG agencies whose distributorship were cancelled during the aforesaid period, State/UT-wise;

(c) the number of complaints pending against those found guilty and the time frame by which these complaints are likely to be disposed off; and

(d) the action taken/proposed to be taken to stop such illegal practices and prevent the adulteration of petroleum products?

**Answer**

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

(a) Public sector oil marketing companies (OMCs.), viz., Indian Oil Corporation Limited (IOC), Hindustan Petroleum Corporation Limited (HPC) and Bharat Petroleum Corporation Limited (BPC) have a formal complaint management system for receipt of complaints and disposing them.

The distribution of PDS Kerosene is directly under supervision of respective State Governments, the complaints regarding distribution of PDS Kerosene are normally not received by OMCs. Therefore, there are no reports of any action against PDS SKO dealers of OMCs.

The number of established complaints received regarding various irregularities/ malpractices against RO dealerships in the country during each of the last three years and the current year, Oil Marketing Company- wise and State/UT-wise is at Annexure I.

The number of established complaints received regarding various irregularities/ malpractices against LPG distributorships in the country during each of the last three years and the current year, Oil Marketing Company-wise and State/UT-wise is at Annexure II

(b) & (c): The complaints received from the customers by OMCs against RO dealer / LPG distributorship are disposed off as per standard procedure. For established minor complaints other than the ones covered under Marketing Discipline Guidelines (MDG), dealers/ distributors have been suitably counseled. For established complaints covered under MDG, the action of suspension of sales and supplies, imposing penalty etc. has been taken by OMCs as per the provisions of MDG. There are 2 complaints of BPC, 2 complaints of HPC and 4 complaints of IOC pending under investigation.

(d): The initiatives taken by OMCs to prevent adulteration include monitoring of movement of MS/HSD tank trucks through Global Positioning System (GPS), Automation of ROs selling more than 200 kl per month and third party certification of ROs selling more than 100 kl per month, surprise inspections to check adulteration and other irregularities / malpractices, action as per the MDG and the dealership/distributorship agreement etc.