

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

UNSTARRED QUESTION NO:879
ANSWERED ON:09.07.2009
SUPPLY OF UNDERWEIGHT CYLINDERS
Chitthan Shri N.S.V.;Majumdar Shri Prasanta Kumar

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

- (a) whether the Government has received complaints about supply of underweight LPG cylinders :
- (b) if so, whether the oil companies have instructed LPG distributors to ensure that delivery men carry spring balances so as to check weight of LPG cylinders while supplying to the consumers ;
- (c) if so, whether these instructions are being complied with meticulously ;
- (d) if not, the reasons therefore ;
- (e) whether the Government proposes to provide complaint cards to the delivery man and take action on the complaints by the customers in a time bound manner ;
- (f) if so, the details thereof ; and
- (g) the directives, if any, issued by the Government to the LPG distributors in the country to replace the underweight cylinders immediately ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI JITIN PRASADA)

(a) to (g) : Public Sector Oil Marketing Companies (OMCs) have given instructions to their LPG distributors to ensure that their delivery men carry with them a spring balance and the weight of the cylinder is shown to the customer while supplying the LPG cylinder. The instructions given to the LPG distributors of OMCs are being followed. If during inspection any deviation is found, suitable action is taken against the LPG distributors in accordance with the provisions of the Marketing Discipline Guidelines (MDG). In case any under-weight cylinder is received by the customer, such cylinders are replaced free of charge by the OMCs.

OMCs have reported that based on the established complaints of supply of underweight cylinders/ pilfering product by LPG distributors action has been taken in 10 cases during the period April-May, 2009 as per provisions of MDG/ Distributorship Agreements.

OMCs do not have any plan to provide complaint cards to the delivery man for registration of complaint by the customers. However, a complaint register is maintained at the distributorship showroom. Presently, various means for lodging complaints are available with the customers viz., complaint register kept at the distributorship, through website of OMCs, through mail, customer / zonal service cell as also through under mentioned toll free numbers to the complaint call centers of the OMCs.

IOC 18002333555
BPCL 1800222725
HPCL 18002333777

These complaints are monitored and appropriate remedial action are taken by the OMCs in a time bound manner.