

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

UNSTARRED QUESTION NO:1904
ANSWERED ON:23.08.2012
REVIEW REPORT OF LPG AGENCIES
Toppo Shri Joseph

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

- (a) whether all the LPG agencies in the North Eastern States have been directed to submit their review report to the Government ;
- (b) if so, the details thereof ;
- (c) whether any complaints have been received by the Government against these agencies ;
- (d) if so, the details thereof ; and
- (e) the effect of this performance review report system on the customer care in these States?

Answer

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

(a) :No, Madam.

(b) : Does not arise.

(c) & (d) : Based on the established cases of irregularities, including, diversion/ blackmarketing of LPG, action has been taken in 84 cases against the erring LPG distributors in North Eastern States during the last three years and the period from April 2012 to June 2012 under the provisions of Marketing Discipline Guidelines (MDG) by the Oil Marketing Companies.

(e) : Does not arise in view of (a) & (b) above. However, Public Sector Oil Marketing Companies (OMCs) continuously strive to improve customer care and recently LPG Portal has been launched to provide complete transparency to the entire LPG supply chain with a view to meet customer expectations.