

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

UNSTARRED QUESTION NO:342

ANSWERED ON:09.08.2012

INFLATED BILLS BY IGL

Dashmunsi Deepa ;Kumar Shri Vishwa Mohan;Mishra Shri Mahabal ;Scindia Smt. Yashodhara Rajee

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

(a) whether the Government has received complaints regarding inflated bills being sent to consumers by indraprastha Gas Limited (IGL);

(b) if so, the number of such complaints received during each of the last three years and the current year and the number of such complaints found to be genuine; and

(c) the details of the steps taken/ being taken by the Government to ensure that accurate bills are sent to the consumers IGL?

**Answer**

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

(a) Indraprastha Gas Limited (IGL) is a commercial entity which has been authorized to undertake City Gas Distribution (CGD) activities including supply of Compressed Natural Gas (CNG) & Piped Natural Gas (PNG) to various consumers in Geographical Areas (GAs) of Delhi, Guatambudh Nagar 86 Ghaziabad. It has its own institutionalized complaint redressal system and the Ministry has no direct role in dealing with complaints.

(b) As reported by IGL the details of complaints received by it during last three years and the current year is as under:

Year	No. of complaints received
2009-10	10,386
2010-11	11,265
2011-12	19,317
Current year ( From 1st April-2012 to 31st July-2012)	10,249

(c) The Government has setup Petroleum & Natural Gas Regulatory Board (PNGRB), as an independent regulatory body under an act of Parliament to regulate City Gas Distribution business in India. Accordingly, it is mandatory for all the CGD entities including IGL to adhere to the practices, pertaining to raising of accurate bills based on meter reading, as prescribed under the PNGRB regulations.