

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

UNSTARRED QUESTION NO:371

ANSWERED ON:23.11.2012

DELAY IN SUPPLY OF COOKING GAS .SHRI MADHU GOUD YASKHI

Adhalrao Patil Shri Shivaji;Adsul Shri Anandrao Vithoba;Yadav Shri Dharmendra;Yaskhi Shri Madhu Goud

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

- (a) the number of complaints received from the consumers against LPG dealers/ distributors regarding undue delay in supply of cooking gas during the last three years, State/UT-wise;
- (b) whether the Government is contemplating to issue revised marketing guidelines for State-run fuel retailers;
- (c) if so, the details thereof;
- (d) whether there is a proposal to impose penalty on dealers for not supplying LPG cylinders to the consumers within a prescribed time period; and
- (e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SMT PANABAAKA LAKSHMI)

(a) : Public Sector Oil Marketing Companies (OMCs), namely, Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have prescribed a norm to their LPG distributors to effect the delivery of the refill LPG cylinder ordinarily within two working days of booking. However, unpredictable events such as product supply constraints, strikes, road breaches, floods, unplanned shutdown, natural calamities affect the desired delivery schedule of LPG cylinders. OMCs have reported 229 established cases of delay in supplies of LPG refill against their LPG distributorships in the country during the period 2009 to September 2012. Action against the distributorships was taken under the provisions of Marketing Discipline Guidelines (MDG).

(b) & (c) : Revision of MDG is under process.

(d) & (e) : The Government has enacted "Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000" and formulated "Marketing Discipline Guidelines, 2001" which provides for penal action against LPG distributors indulging in delay/ undue delay of domestic LPG cylinders . MDG provide, inter-alia for following penal action against the distributor for deliberate delay in supply:-

- Caution/ warning & counseling for 1st offence.
- Fine of ` 5,000/- for 2nd offence
- Fine of ` 15,000/- for 3rd offence
- Termination for 4th offence.