

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

STARRED QUESTION NO:309

ANSWERED ON:14.12.2012

LPG TRANSPARENCY PORTAL

Agarwal Shri Jai Prakash; Gandhi Shri Dilip Kumar Mansukhlal

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

- (a) the details of the facilities available to the consumers in the LPG transparency portal on the website of the Oil Marketing Companies (OMCs);
- (b) whether the internet refill booking of LPG cylinders is available in the said portal;
- (c) if so, the details of the refill LPG cylinders booked through internet since its inception, State/UT and OMC-wise;
- (d) the success achieved in timely delivery of the refill LPG cylinders and the redressal of complaints of the consumers as a result thereof; and
- (e) the steps being taken by the Government to streamline the supply of LPG cylinders to the consumers?

Answer

MINISTER OF PETROLEUM & NATURAL GAS (Dr. M. VEERAPPA MOILY)

(a) to (e): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 309 BY SHRI JAI PRAKASH AGARWAL & SHRI DILIPKUMAR MANSUKHLAL GANDHI TO BE ANSWERED ON 14TH DECEMBER, 2012 REGARDING LPG TRANSPARENCY PORTAL.

(a): The following facilities have been made available in the LPG transparency portal on the website of the Oil Marketing Companies (OMCs), namely Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) :-

(i) Consumer number, name, address, number of cylinders consumed in subsidized and non-subsidized category, and the subsidy amount availed are displayed in the portal alongwith a sorting facility. Customers can also find out if their connection is in the Same Name Same Address/ Different Name Different Address category in the portal.

(ii) It shows the dates of refill booking, Cash memo preparation and deliveries. Information on the date on which 80% of refills have been delivered, current waitlist of the distributor and last new connection booking released is also furnished for each distributor.

(iii) Customers can also lodge complaints on the portal.

(iv) Surrendering a connection and rating the distributor.

(b): The internet refill booking of LPG cylinders can be done through OMC websites hosted at www.indane.co.in, www.ebharatgas.com. & www.hindustanpetroleum.com. The transparency portal is also hosted on the same websites but does not contain refill booking facility.

(c): State/UT and OMC-wise details of refill LPG cylinders upto 01.12.2012 is in Annexure.

(d): There is no systematic difference in the delivery time of cylinder if it is booked through internet or through any other mode. The delivery time is dependent on various factors in the supply chain and delivery gets delayed due to factors such as product supply constraints, strikes, road breaches, floods, unplanned shutdown, natural calamities etc. Due to a provision of lodging complaints in the portal consumers do not have to go to the distributor centre for lodging their grievances.

(e): OMCs are monitoring bulk LPG stock on daily basis to ensure uninterrupted bottling operations to feed the markets as per requirement. Also, in order to meet the peak demand, operation of plants is undertaken on Sundays and holidays on need basis and also on extended hours on regular working days. Field Officers of OMCs are regularly monitoring all the distributorships and any additional supplies required by the distributors, to meet the increase in demand, are released accordingly so as to ensure that the market remains backlog free.