

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

UNSTARRED QUESTION NO:3474

ANSWERED ON:14.12.2012

SECURITY AND CONSUMER SERVICES AT PETROL PUMPS

Swamygowda Shri N Cheluvarya Swamy

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

- (a) the number of petrol pumps across the country where proper security and consumer services are in place as per the standard prescribed by the Government;
- (b) the persons or agencies responsible for ensuring and making proper arrangements in this regard; and
- (c) the steps being taken by the Government to ensure such facilities in all the petrol pumps across the country?

Answer

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

(a) Public Sector Oil Marketing Companies (OMCs.), viz., Indian Oil Corporation Limited (IOC), Hindustan Petroleum Corporation Limited (HPC) and Bharat Petroleum Corporation Limited (BPC) aim to provide proper security and consumer services at the Retail Outlets (ROs). However, in some cases, especially in Metros and Urban areas, the provision of public convenience (toilet) facilities is not feasible due to space constraints.

(b) & (c) The responsibility to provide these services lies with the dealers of ROs and supervision is done by the area field officer and concerned Divisional /State Offices and action is taken under Marketing Discipline Guidelines in case of established lapses in this regard.

A system of monitoring by way of third party audit is also in place which is conducted at all outlets selling more than 100 KL per month.