

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

UNSTARRED QUESTION NO:3656  
ANSWERED ON:14.12.2012  
COMPLAINTS AGAINST DISTRIBUTORS  
Maadam Shri Vikrambhai Arjanbhai

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

- (a) the number of LPG distributors/ agencies and retail outlets of petrol/ diesel of various Oil Marketing Companies (OMCs) in Gujarat, OMC-wise;
- (b) the number of complaints along with the details of the nature of complaints received against the distributors/ retailers during the last year and the current year;
- (c) whether proper action has not been taken on most of the complaints due to so called nexus between the officials of OMCs and the distributors/ retailers; and
- (d) if so, the action being taken by the Government against the defaulters and also to break this nexus ?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SMT PANABAACA 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 reported that the number of LPG distributorships, Rajiv Gandhi Gramin LPG Vitaraks, Retail Outlet dealerships and Kisan Sewa Kendras in the State of Gujarat as on 01.10.2012 is as under :-

IOC BPCL HPCL

LPG distributorships 329 120 133

Retail Outlets of Petrol 1033 526 580/diesel dealerships

(b): The total number of established complaints such as overcharging/ black-marketing of domestic LPG, diversion of domestic LPG, supply of partially used cylinders/ pilferage etc. during the last year and the current year, for the period April- September, 2012 are 1704. Action has been initiated by the OMCs in all the established cases of irregularities against the distributors as per provisions of Marketing Discipline Guidelines (MDG),2001.

In case of retail outlets, the total number of established complaints on irregularities like non provision of free air facility, non availability of complaint book, for dis-courteous behaviour, non observance of guidelines etc. during the last year and the current year for the period April- September, 2012 are 39. Action has been initiated by the OMCs in all the established cases of irregularities against Retail Outlets as per provisions of MDG 2005 dealership Agreement.

(C) & (d): There are no established cases of any nexus between officials of OMCs and the distributors/ dealers.