

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

UNSTARRED QUESTION NO:698  
ANSWERED ON:01.03.2013  
BOOKING OF LPG BY SMS AND IVRS  
Reddy Shri Magunta Srinivasulu

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

(a) whether the facility of booking Liquefied Petroleum Gas (LPG) cylinders by Short Messaging System (SMS) and Interactive Voice Response System (IVRS) is available to the people all over the country at present; and

(b) if so, the details and the present implementation status thereof, State/UT-wise ?

**Answer**

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

(a) & (b) : With a view to provide better services to the customers and to reduce the scope for irregularities, Public Sector Oil Marketing Companies, OMCs, namely, Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have introduced the facility of refill booking through Short Messaging Service (SMS) and Interactive Voice Response System (IVRS) in States/UTs, namely, Chandigarh, Delhi, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Uttar Pradesh, Uttaranchal, Arunachal Pradesh, Assam, Bihar, Jharkhand, Meghalaya, Nagaland, Odisha, West Bengal, Chhattisgarh, Dadra & Nagar Haveli, Daman & Diu, Goa, Gujarat, Madhya Pradesh, Maharashtra, Andhra Pradesh, Karnataka, Kerala, Puducherry and Tamil Nadu, covering 6079 LPG distributorships. Under this system, there is facility for confirmation of the refill booking and the time of the booking to the customers. State-wise details are at Annexure I.