

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

UNSTARRED QUESTION NO:1980  
ANSWERED ON:08.03.2013  
IRREGULARITIES BY LPG DISTRIBUTORS  
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**Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:**

- (a) whether a large number of cases of Liquefied Petroleum Gas (LPG) distributors indulging in malpractices, irregularities in refilling of cylinders and harassment of consumers have been reported;
- (b) if so, the total number of such complaints received and the action taken against LPG distributors during the last three years and the current year, State/ UT-wise including Uttar Pradesh
- (c) the number of distributorship cancelled by the Government during the said period; and
- (d) the steps taken/ being taken by the Government to check malpractices and irregularities at LPG agencies in the country ?

**Answer**

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

(a) & (b) 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 they have detected cases of malpractice and irregularities relating to LPG cylinders. Company-wise number of irregularities noticed for the last three years and the period Apr-Jan, 2013 are as under :-

Period    No of irregularities noticed

IOC    BPCL    HPCL

2009-10    993    94    437

2010-11    959    83    454

2011-12    1022    139    720

Apr- Jan, 13    889    110    672

In all established cases of malpractices/ irregularities, action is taken against the erring LPG distributors as per provisions of MDG, 2001.

The State/ UT-wise number of irregularities noticed for the last three years and the period Apr-Jan, 2013 is at Annexure I.

(c) OMCs has terminated 146 LPG distributorships during the last three years and the current year (till December, 2012).

(d) To Check malpractices and irregularities, OMCs carry regular surprise inspections at distributors premises, conduct refill audits, surprise checks at customers premises and en-route checking of delivery vehicles. If LPG distributors are found guilty of any malpractice, punitive action is taken in accordance with the provisions of the Marketing Discipline Guidelines (MDG), 2001.