

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

UNSTARRED QUESTION NO:2063
ANSWERED ON:08.03.2013
ALLOTMENT OF PETROL PUMPS
Biswal Shri Hemanand ;M.Thambidurai Dr.

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

- (a) the criteria for allotment of petrol pumps by the Oil Marketing Companies (OMCs) in the country;
- (b) whether the OMCs have different rules for different categories of people for allotment of petrol pumps;
- (c) if so, the details thereof and the reasons therefor;
- (d) whether there have been spate of complaints regarding irregularities in allotment of petrol pumps; and
- (e) if so, the details thereof and the action taken by the Government in this regard?

Answer

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

(a) As per the criteria stipulated for allotment of petrol pumps, an applicant has to meet the minimum requirements on availability of suitable land, finance, age and educational qualification. The selection is carried out by a transparent system of draw of lots and all applicants meeting the eligibility criteria, qualify for the draw. 27% reservation has been kept for Other Backward Classes (OBCs). There is a provision of 22.5% reservation for Scheduled Castes / Scheduled Tribes (SCs/STs) category except in North-Eastern States of Arunachal Pradesh, Meghalaya, Nagaland and Mizoram, where 70%, 80%, 80% and 90% reservation respectively is for ST category.

(b) & (c) Some relaxation in educational qualifications is prescribed for candidates belonging to Defence / Para military/ Central & State Government/ Central/State Public Sector Undertaking employees / Physically Handicapped / Outstanding Sports Persons / Freedom Fighters. In case of SC/ST candidates applying for SC/ST reserved locations, a corpus fund scheme is offered to them.

(d) & (e) The public sector Oil Marketing Companies (OMCs) viz. Indian Oil Corporation Limited (IOCL), Hindustan Petroleum Corporation Limited (HPCL) and Bharat Petroleum Corporation Limited (BPCL) have a grievance redressal system according to which each and every complaint is registered and examined by a senior officer appointed by the competent authority of OMCs. The complaints with prima-facie merit are investigated and complainants are advised to furnish material evidence, if any, to substantiate their allegations. The complaints are disposed off by way of a speaking order and a copy of the same is given to all concerned.

The details of complaints received and action taken on these complaints by OMCs during the last three years (2009-10, 2010-11 and 2011-12) and from April to December, 2012 are as follows:-

IOCL HPCL BPCL

Complaints Received 2752 2548 1413

Complaints Investigated/ Disposed of 2164 2377 831

Complaints under Investigation 588 171 582

Complaints Established /Substantiated 456 273 66