

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

UNSTARRED QUESTION NO:5242

ANSWERED ON:26.04.2013

LPG CYLINDERS

Mahato Shri Narahari; Tirkey Shri Manohar

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

- (a) whether the Oil Marketing Companies had instructed the Liquefied Petroleum Gas (LPG) distributors to ensure that delivery man carry with him a spring balance, so as, to check weight of LPG cylinders while supplying to the consumers;
- (b) if so, whether these instructions are being complied with and if not, the reasons therefor,
- (c) whether the Government proposes to provide complaint cards to the delivery man and convey the action taken on the complaints of the customers within a fortnight and if so, the details thereof;
- (d) whether the Government proposes to issues directives to the LPG distributors in the country to replace the under-weight cylinders immediately; and
- (e) if so, the details thereof ?

**Answer**

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

(a), (b), (d) & (e) : Government has already instructed Public Sector Oil Marketing Companies (OMCs) to direct their LPG distributors to check the weight of LPG cylinders at their godowns. All the distributors are under instruction to provide portable weighing scales to all their delivery boys so that weight of the cylinder can be checked before delivery to the customers. Further, LPG distributors have been given instructions by OMCs to replace the underweight cylinders detected at customers' premises.

No reports of non compliance of above instructions have come to the notice of OMCs.

(c) : No such proposal is under consideration of the Government. However, in order to have a more convenient, easy and effective way to enable the customer to air their complaints, Unique Toll free number 18002333555 is in operation for complaint registration through Call centres and all out efforts are made to attend the complaints within 30 days. Moreover, OMCs have also introduced transparency portal on which complaints can be lodged.