

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

UNSTARRED QUESTION NO:1716  
ANSWERED ON:16.08.2013  
REFILL OF LPG CYLINDERS  
Choudhary Shri Nikhil Kumar

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

- (a) whether rural consumers do not get the delivery of refill of LPG cylinders even after 15 days of their booking in the country;
- (b) if so, the details thereof along with the reasons therefor;
- (c) whether oil companies propose to book and supply refill LPG cylinders through SMS in rural areas also; and
- (d) if so, the details thereof and the time by which the said SMS service is likely to be started in rural areas ?

**Answer**

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

(a) & (b) : The public sector Oil Marketing Companies (OMCs), namely, Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have instructed their distributors to effect the supply of LPG cylinder to genuine registered domestic customers within 48 hours of refill booking, under normal circumstances. However, sporadic instances of generation of backlog occur in some markets, due to reasons beyond control like strikes/ bandhs/ agitations by contract labours/ transporters/ trade unions etc.

(c) & (d) : OMCs, have introduced the facility of refill booking through Short Messaging Service (SMS) mostly in urban areas. However, SMS facility has been started in some rural areas also.