

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

UNSTARRED QUESTION NO:2390

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LPG PORTABILITY SCHEME

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

- (a) the present status of LPG portability scheme being implemented in the country;
- (b) whether the Government has formulated any new scheme named 'Lakshya' for providing better services to LPG consumers;
- (c) if so, the details thereof ;
- (d) whether the Government has started the facility of booking of LPG cylinders online through internet; and
- (e) if so, the details thereof and its likely impact on rural areas where there is no internet facility available?

Answer

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

- (a): To provide customer greater choice to select his distributor and to encourage distributors to improve customer service, portability has been started on a pilot basis in Chandigarh.
- (b) & (c): Project "Lakshya" was conceived and launched by the three OMCs covering, inter alia, the following initiatives :
- (i) Detection and blocking of duplicate/bogus connections.
 - (ii) Improvement in customer service through
 - (a) Robust customer relationship management through mobile platform
 - (b) Reduction in delivery time by rating of distributors on the website based on his delivery pattern.
 - (c) Inter-company competition through portability of LPG connections
 - (iii) Enabling transparency through social audit of the entire LPG supply chain - by hosting real time LPG delivery data of each customer of each OMC on the transparency portal hosted at: http://www.bharatpetroleum.com/Transparency_portal/LPG_portal.html.
- (d) & (e): The internet refill booking of LPG cylinders can be done through OMC websites hosted at www.indane.co.in, www.ebharatgas.com. & www.hindustanpetroleum.com. This facility is available for consumers in select distributors with good internet connectivity across the country. The facility is optional and not mandatory. Consumers in rural areas can book the refill through alternate modes by approaching distributors, through telephone etc.