

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

UNSTARRED QUESTION NO:2761
ANSWERED ON:07.02.2014
SUPPLY OF LPG CYLINDER
Chavan Shri Harischandra Deoram

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

- (a) whether the Government has received certain complaints against LPG agencies not supplying domestic LPG cylinders to consumers at their home address particularly in small towns in the country including Maharashtra;
- (b) if so, the details thereof and the action taken by the Government thereon;
- (c) whether the LPG agencies are not following the guidelines of the Government in this regard; and
- (d) if so, the reasons therefor and the corrective action taken by the Government thereon?

Answer

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

(a) to (d) : Public Sector Oil Marketing Companies (OMCs) have reported that they have already instructed their regular distributors to deliver the cylinders at the customer premises within the area of operation of the distributorships as per the Retail Selling Price. However, they have received some complaints against regular distributors in the country including in the State of Maharashtra regarding not supplying LPG cylinders to consumers at their home address. State/UT-wise details of the same for the period from April-December 2013 is at Annexure. Further, the Rajiv Gandhi Gramin LPG Vitaraks (RGGLVs) have to supply refills on cash and carry basis without any rebate from the godown.

In all the established cases of malpractices, action has been taken against the LPG distributor as per the provision of Marketing Discipline Guidelines (MDG).

OMCs conduct periodical/ surprise inspections of the LPG distributors and checks including customer contacts to ensure customers get cylinders at their homes.