

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

UNSTARRED QUESTION NO:2402

ANSWERED ON:03.12.2009

SUPPLY OF LPG CYLINDER IN A TIME BOUND MANNER

Jagannath Dr. M.

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

(a) whether the Government proposes to make it mandatory for the gas agencies to supply gas cylinder within forty eight hours from the date of the booking or to face the fine;

(b) if so, the details thereof ; and

(c) the time by which the decision is likely to be taken in this regard ?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI JITIN PRASADA)

(a) to (c): Public Sector Oil Marketing Companies (OMCs) have reported that they have instructed their LPG distributors to effect LPG refill supplies to genuine customers within forty eight hours from the date of booking, under normal circumstances. However, delay in refill supplies may occur in the event of backlog due to non-availability of filled LPG cylinders with the distributors for unavoidable reasons such as road breaches, floods, strikes, bandhs etc.

Whenever OMCs receive complaints on deliberate delay in refill supplies, these are investigated. If the complaints is established, action is taken against the erring LPG distributor in accordance with the provisions of the Marketing Discipline Guidelines (MDG).