

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

UNSTARRED QUESTION NO:2462
ANSWERED ON:03.12.2009
CUSTOMER CARE CELL
Singh Smt. Meena

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

- (a) whether the Government has constituted customer care cell to check those dealers of gas agencies who are supplying less gas to the consumers by pilferage the gas after breaking the sealed gas cylinders;
- (b) if so, the details thereof;
- (c) if not, the reasons therefore;and
- (d) the steps being taken for direct supply of sealed cylinders to customers ?

Answer

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

(a) to (d): Public Sector Oil Marketing Companies (OMCs) have introduced a customer friendly grievance redressal mechanism to receive complaints / grievances of consumers including supply of partially used cylinders/under-weight cylinders/ pilfering product from LPG cylinders. The common number for registering the complaints / grievances throughout India is 155233. The call centers are being operated region wise to facilitate the customers to lodge complaints in local language.

All complaints received by OMCs are investigated and if a complaint is established, suitable action is taken against the erring LPG distributor(s) in accordance with the provisions of the Marketing Discipline Guidelines (MDG).

Surprise Quality Control Checks which includes weighment of cylinders are carried out at the distributors godown as well as enroute weight checking of filled cylinders available in delivery vehicle is being done by the field officers to check pilferage/presence of any underweight cylinders. The distributors have also been instructed to satisfy the customers about correct weight of cylinder by weighing them, to ensure that the seals are verified & shown to the customers at the time of delivery. In case any under-weight cylinder is received by the customer, such cylinders are replaced free of charge by the OMCs.