

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

UNSTARRED QUESTION NO:558

ANSWERED ON:14.07.2014

COMPLAINTS AGAINST LPG DEALERS

Jadhav Shri Prataprao Ganpatrao;Karandlaje Km. Shobha;Simha Shri Prathap

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

(a) the number of complaints against Liquefied Petroleum Gas (LPG) dealers regarding financial irregularities, black marketing, under-weight /short supply of cylinders, and misbehavior with consumers received by the Government during each of the last two years and the current year, State/UT and Oil Marketing Company-wise including Karnataka and Maharashtra;

(b) the details of action taken against such dealers for irregularities during the said period; and

(c) the steps taken by the Government to streamline the procedure and services of delivery of gas cylinders to the consumers through various gas distributors in the country ? ANNEXURE

**Answer**

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)

(a) & (b) : State/UT-wise number of established irregularities including financial irregularities, black marketing, underweight/ short supply of cylinders and misbehavior etc. noticed by the Public Sector Oil Marketing Companies (OMCs) against the LPG distributors during the last two years and the period from April-May 2014 in the country including the State of Karnataka and Maharashtra is at Annexure.

In all established cases of irregularities, action has been taken against the concerned LPG distributorship under the provisions of Marketing Discipline Guidelines/ distributorship agreement.

(c) : Various initiatives such as Transparency Portal, Portability, 5 Kg scheme, SMS/IVRS booking in select cities etc. have been taken by the OMCs for streamlining and improving the LPG services.