

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

UNSTARRED QUESTION NO:3201

ANSWERED ON:16.03.2015

ALLOTMENT OF PETROL PUMPS GAS AGENCIES

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

(a) whether the Government has given any reservation for allotment of new petrol pumps/LPG distributorship to Scheduled Castes (SCs)/Scheduled Tribes (STs)/ex- servicemen/ dependents of martyrs Other Backward Classes (OBCs)/General categories;

(b) if so, the details thereof along with number of such petrol pumps/LPG agencies set up/ proposed to be set up during the last three years and the current year, Oil Marketing Company (OMC)/ category/State/UT-wise particularly thinly populated hilly and desert border areas;

(c) the details of norms and criteria/ policy prescribed for appointment of oil/ gas distributors during the said period, State/UT/OMC/ category-wise;

(d) the number of cases for opening of new petrol pump outlets/ gas agencies considered/ scrutinized and interviews held during the said period along with reasons for delay including any complaints of corruption in allocation of petrol pumps/ gas agencies/kerosene dealers received and action taken by the Government, OMC/category/State/UT-wise;

(e) the number of proposals received from various State Governments and considered to open more petrol pumps/ gas agencies in rural/tribal areas of the country particularly those areas where no such facility is available including Eastern Express Highway, Mumbai, State-wise; and

(f) whether the guidelines are issued to petrol pumps for monitoring customer services like toilet facilities and first aid facilities and if so, the details thereof along with steps taken by the Government to automate all petrol stations in the country?

Answer

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

(SHRI DHARMENDRA PRADHAN)

(a) Yes, Madam. As a special dispensation current selection guideline does have provision of reservation for SC/ST/OBC/Defence Personnel/ General categories in the allotment of Retail Outlet Dealerships & LPG Distributorships.

Category	SC/ST	OBC	Open	Total
Combined Category 1 (CCD) Comprising of				
(i) Defence Personnel &	2%	2%	4%	8%
(ii) Para Military Personnel /Central				
/State Govt. and Central/State PSU employees				
Combined Category 2 (CC2) Comprising of				
(i) Physically Handicapped Persons (PH)	1%	1%	2%	4%
(ii) Outstanding Sports Persons (OSP) &				
(iii) Freedom Fighters (FF)				
SC/ST	19.50%		19.50%	
OBC		24%	24%	
Open		44.50%	44.50%	
Total	22.50%	27%	50.50%	100%

Reservations in States of Arunachal Pradesh, Meghalaya, Nagaland and Mizoram would continue to be as under as approved by MOP & NG earlier: -

State Percentage of Regular & Rural RO Balance % to be awarded to 'Open' category
Dealerships to be awarded to ST
category

Arunachal Pradesh	70	30
Meghalaya	80	20
Nagaland	80	20

(b) & (c), The Category (SC/ST/OBC/Defence Personnel)/ OMCs/State/UT-wise details of Retail Outlets and LPG Distributorships (Regular & RGGLVs) commissioned during the last three years are given in Annexure-I and Annexure-II respectively. The Category (Defence Category (DC)/ Combined Category (CC) /Government Category (GC))/OMCs/ State/UT-wise details of LPG Distributorships (Regular & RGGLVs) commissioned during the last three years and current year are given in Annexure-III.

(d) & (e). For Retail Outlet Dealerships :

The number of Retail Outlets allotted throughout the country during the last three years and current year by OMCs after considering/scrutinizing and interviews is given in Annexure-IV. Allotment / setting up of Retail Outlet dealerships involved various steps like advertisement, interviews / selection of dealers, field verification of credentials, issue of LOI, procurement of land, obtaining necessary statutory approvals, construction etc. Hence, the materialisation of allotment / commissioning of the Retail Outlet after advertisements happens over a period of time. The State- wise number of complaints received about allotment of Retail Outlet dealerships by OMCs to SC/ST/General categories during the last three years and the current years is given in Annexure-V.

OMCs have not received any proposal from State Government for opening of RO Dealerships in rural /tribal areas of the country particularly those areas where no such facility is available.

IOCL has advertised for 3 retail outlet dealership locations, BPCL has advertised for 4 Retail Outlet Dealership locations and HPCL has advertised for 3 Retail Outlet Dealership locations on the Eastern Express Highway in Mumbai.

For LPG Distributorships:

Appointing of distributorships is a continuous process and the locations for setting-up LPG distributorships are identified based on available refill sale potential that can sustain economically viable operation of an LPG distributorship. In case the location is found feasible, they are included in the Industry Marketing Plan under RGGLV or Regular LPG distributorship and advertised subsequently. The selection is carried out by a transparent system of draw. All applicants meeting the eligibility criteria qualify for the draw.

Allotment of LPG distributorships gets affected due to various reasons like complaints, court cases, no applicants, applicants getting rejected during scrutiny, redraw when quorum not available, rejection of candidates during Field verification of Credentials (FVC) etc.

There has been no allotment of SKO dealerships during the last three years and the current year.

OMCs have received 21 proposals from various State Government and considered to open more LPG Distributorships in Rural / Tribal areas of the country particularly those areas where no such facility is available during last three years & current year (April-14 to Jan-15). There is no such proposal with OMCs pertaining to Eastern Express Highway, Mumbai.

State-wise total number of irregularities/disputes reported in allotment of LPG distributorships by OMCs during last three years and current year is given in Annexure-VI.

A detailed Grievance Redressal Mechanism has been formulated by OMCs for complaints related to selection of RO dealerships / LPG distributorships. The complaints related to selection are investigated as per the procedure and in case of established complaints, suitable action is taken as per the decision of the competent authority.

(f). As per marketing discipline guidelines, it is mandatory on the part of Retail Outlet Dealers across the country to provide following customer services and general amenities:

- i) AIR
- ii) SUGGESTION / COMPLAINT BOOK
- iii) PUBLIC CONVENIENCE (TOILET) FACILITIES
- iv) TELEPHONE FACILITY
- v) FIRST AID BOX WITH NECESSARY VALID MEDICINAL AIDS
- vi) SAFETY EQUIPMENTS AS PER STATUTORY REQUIREMENTS

The new dealer selection guidelines does have a provision for setting up only automated retail outlets. As on 01.02.2015, automation of retail outlets has been completed at 7150 ROs of IOCL, 4405 ROs of BPCL and 2238 ROs of HPCL.