

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

UNSTARRED QUESTION NO:2526

ANSWERED ON:14.12.2015

Complaint in Implementation of RGGLVY

Choudhary Shri Ram Tahal;Khaire Shri Chandrakant Bhaurao;Kumar Shri Kunwar Sarvesh ;Mahto Dr. Banshilal;Rajbhar Shri Hari Narayan;Singh Shri Sunil Kumar;Sonkar Shri Vinod Kumar

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

- (a) whether any complaint relating to implementation of Rajiv Gandhi Gramin LPG Vitaran Yojana (RGGLVY) has been received by the Government, if so, the number of cases noticed and action taken thereon during the last three years and the current year, State/UT/Oil Marketing Companies (OMCs)-wise;
- (b) whether the number of existing LPG connections in rural areas is less than the fixed target and if so, the details thereof along with achievement made by the Government during the said period along with any complaints and number of cases received regarding negligence in providing security free gas connection to the BPL Antyodaya families by the OMC, State/ UT/OMC-wise;
- (c) the number of cases of commercial use of domestic LPG cylinders detected during the said period and action taken against the culprits along with steps taken to meet the demand of LPG cylinders for commercial use which has risen in equal proportions to domestic use during the said period;
- (d) whether there are complaints of non supply of gas in proportion to the gas consumers in the country if so, the details thereof, State/UT/OMC-wise;
- (e) the number of gas plants of OMCs established in the country and concrete steps taken to set up gas plants in the districts of Jharkhand to facilitate the consumers for quick services, State/UT/ OMC-wise; and
- (f) whether the Government proposes to issue revised marketing guidelines for OMCs and any proposal to impose a fine on dealers for not supplying the LPG cylinder to the consumers within prescribed time period and if so, the details thereof ?

Answer

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

(a) State/UT-wise and OMCs-wise number of complaints received in allotment of Rajiv Gandhi Gramin LPG Vitaran Yojana(RGGLVY) during the last three years and current year (April-October, 2015) is at Annexure-I.

A grievance redressal mechanism has been formulated by Public Sector Oil Marketing Companies(OMCs) for complaints related to selection of LPG distributorships. The complaints related to selection of distributorships are investigated as per the procedure and in case of established complaints, suitable action is taken by the concerned OMCs.

(b) As on 01.11.2015, OMCs have 16.18 crore active LPG customers, out of which, approximately 6.15 crore are rural customers. OMCs aim to increase the National LPG coverage to 75 % with minimum 60 % coverage at State level and at least one distributor in each block by 2019. To increase the penetration in rural and backward areas, (OMCs) appoint new LPG distributors and more than 97 % of blocks are being catered by at least one LPG distributorship. Further, to facilitate LPG coverage for BPL families, a scheme for providing one time grant to BPL families for release of new LPG connection is in operation. As per the scheme, the security deposit (upto Rs. 1600/-) for one cylinder and Pressure Regulator is paid from the fund created for this purpose. OMCs have reported that there is no established complaint regarding negligence in providing security free gas connection to the BPL Antoyadaya families.

(c) Number of established cases of diversion of domestic LPG cylinder, for the last 3 years and April-October 2015 are as under :-

Period

IOC

BPC

HPC

OMCs

2012-13

231

50

201

482

2013-14

110

29

125

264

2014-15

149

35

104

288

Apr-Oct.15

127

35
70
232

In all established cases of diversion, action is taken against the erring distributors as per provisions of prevailing Marketing Discipline Guidelines(MDG) and distributorship agreement.

Assessment of requirement of LPG in the country is made by Public Sector Oil Marketing Companies (OMCs) on annual basis. They plan for imports as indigenous production of LPG is less than the total demand. The projected demand is monitored on a regular basis and necessary changes in the projections are made based on the prevailing sales trend, change in policies or any other factor which may influence the demand.

(d) OMCs have reported that LPG distributors endeavour to supply refills within 7 working days from the date of booking. It has been also reported that OMCs are meeting the demands of the customers registered with their LPG distributors.

(e) State/UT-wise and OMCs-wise details of bottling plants is at Annexure-II.

At present, OMCs are catering to the demands of the customers of the State of Jharkhand from the existing bottling plants. However, to cater to the future demands, OMCs are augmenting the capacity of some of the existing bottling plants and have also planned to establish some new bottling plants in the state.

(f) The Revised Marketing Discipline Guidelines(MDG) 2015 have provisions for initiating action against LPG distributors for deliberate delay in refill supplies.