

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

UNSTARRED QUESTION NO:3575

ANSWERED ON:04.08.2014

PETROL PUMPS GAS AGENCIES

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

- (a) the number of petrol pumps/gas agencies in the country, State and company-wise;
- (b) the number of petrol pumps/gas agencies allotted to ex-servicemen and their dependents in the country, State-wise;
- (c) the number of cases of irregularities/ disputes reported in allotment of petrol pumps/gas agencies across the country, State-wise;
- (d) whether the Government proposes to increase the commission paid to the petrol pump/gas agency distributors and if so, the details thereof; and
- (e) the steps taken by the Government to provide better security and consumer services in petrol pumps/gas agencies in the country?

**Answer**

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

(a): The number of petrol pumps and gas Agencies in the country, State-wise and company-wise as reported by the Oil Marketing Companies (OMCs) is indicated in Annexure I (a) in respect of petrol pumps and Annexure I (b) in respect of gas agencies.

(b): The number of petrol pumps/gas agencies allotted to ex-servicemen and their dependents in the country State-wise as reported by the respective OMCs is indicated in Annexure II (a) in respect of petrol pumps and Annexure II (b) in respect of gas agencies.

(c) The number of complaints received on allotment of petrol pumps/gas agencies State-wise during the last three years and current year as reported by the respective OMCs is indicated in Annexure III (a) to (c) in respect of petrol pumps and Annexure III (d) to (f) in respect of gas agencies.

(d) Generally, dealers/distributors commission on Petrol, Diesel and LPG are being revised once in a year. Ministry of Petroleum and Natural Gas has revised the Dealers commission on Diesel and Distributors commission on subsidized domestic LPG on 20.12.2013 and 9.12.2013 respectively.

As the price of Petrol has been made market determined effective from 26.06.2010, the Dealers commission on Petrol is being revised by the respective Public Sector Oil Marketing Companies (OMCs) themselves.

(e) The various initiatives introduced for improved security and consumer services by the Oil Marketing Companies (OMCs) are as under:-

(i) Petrol Pumps:

# Installation of CCTV cameras at Retail outlets under the subsidy scheme.

# Facility for customers to check the quality and quantity of Petrol dispensed.

# Free Air for vehicles and Water and toilet facilities for customers.

# Telephone facility and First Aid box.

# Dedicated earthing system at tank truck decantation points.

# Electrically bonded rubber decantation hoses with metal end coupling for safe decantation of product into underground tanks.

# Detailed Standard Operating Procedure (SOP) in Hindi, English and vernacular language issued to all Dealers.

# Training on Safety norms at regular intervals to Dealers etc.

(ii) Gas Agencies:

# Refill booking through SMS, IVRS in various cities and web based booking.

# Online Transfer Voucher confirmation.

# New connection registration through internet.

# Transparency portal for viewing consumption pattern, lodge complaints.

# Rating of distributor on website.

# Toll free number for complaints.

# Customer service cell for grievance redressal.

# Display of details of customer service cell and officer concerned in showroom of distributor.

# Intra and Inter company connection portability introduced in 484 districts.

# Simplification of procedure for regularisation, change of name, acquiring LPG equipment in case of theft etc.