

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

UNSTARRED QUESTION NO:2405

ANSWERED ON:01.08.2016

LPG Supply by OMC

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

- (a) the details of cases of inadequate door to door service/irregular and delayed home delivery/booking of LPG cylinders noticed by the Government/reported in the country along with surprise checks/raids conducted by the Government and action taken against the persons/distributors found involved in such malpractices during the last three years and the current year, State/ UT-wise including Odisha;
- (b) the initiatives taken to ease the long pending public demand of the LPG consumers to transfer their LPG connection to other LPG distributors within 15 kilometre radius/nearby area under transfer termination voucher so that they receive efficient customer service there along with number of complaint received from LPG consumers in this regard and action taken thereon, State/UT/Oil Marketing Company (OMC)-wise;
- (c) whether cases of overcharging and theft of LPG cylinders by LPG distributors, fake/bogus connections to the fictitious persons, underweight/pilferage of gas from cylinders, black marketing/ diversion for commercial purpose such as hotel and restaurant of LPG cylinders have been noticed by the Government during the said period;
- (d) if so, the details thereof along with number of such cases identified in rural/ backward areas and gas agencies/Oil Marketing Companies found to be involved therein including the action taken by the Government in this regard, State/UT/case-wise including the North Eastern States;
- (e) the number of domestic and commercial LPG consumers in the country along with the number of households who are yet to receive LPG connections including target fixed for the next three years, State/UT-wise; and
- (f) whether there is any proposal to increase the LPG quota and supply in rural/ backward areas of the country and if so, the details thereof along with the steps taken to remove the shortage, State/UT-wise including Uttar Pradesh and Rajasthan?

Answer

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

(a), (c) & (d) State/UT-wise details of irregularities including inadequate door to door service/irregular and delayed home delivery/booking of LPG cylinders, overcharging, shortage of equipment, black marketing/diversion, pilferage etc. including the State of Odisha and North Eastern States during the last three years and current year are at Annexure-I.

In all established cases of irregularities, action is taken by OMCs as per provisions of Marketing Discipline Guidelines and Distributorship Agreement.

Public Sector Oil Marketing Companies (OMCs) have reported that regular/surprise inspections are conducted at LPG distributorships. State/UT-wise details of inspections conducted including the State of Odisha, during the last 3 years and April-June 2016 are at Annexure-II.

(b) In order to provide greater choice and better convenience to the LPG customers, OMCs have introduced online process of transfer of LPG connection. Under this scheme, the customer is allowed to select the distributor of his/her choice within a city and get his/her connection transferred online to the desired distributor. The process of online transfer of connection is system based with minimum human intervention which enables tracking of application at each state with intimation to customer via e-mails and SMS. The facility also provides for tracking along with escalation for timely intervention.

(e) State/UT-wise details of domestic and commercial LPG consumers (NDNE) along with LPG coverage are at Annexure-III.

Release of LPG connections is a continuous process. LPG distributors are under instruction to release new connections on demand. OMCs aim to provide 10 crore new LPG connections during 2016-18. Further, the Government has launched "Pradhan Mantri Ujjwala Yojana" through which deposit free LPG connections to 5 crore women belonging to the Below Poverty Line (BPL) families over a period of 3 years starting from FY 2016-17 will be given. Under Pradhan Mantri Ujjwala Yojana priority is given to such States/UTs having LPG coverage less than the national average as on 01.01.2016.

(f) OMCs have reported that, at present, there is no shortage of LPG in the country, including rural/backward areas States of Uttar Pradesh and Rajasthan except in the States of Assam, Manipur, Tripura and Kerala where frequent local bandhs, agitations by different organisations and the poor condition of road mainly have led to a Backlog of refill supplies. Efforts are made for clearing the backlog as and when generated by augmenting bulk LPG supplies, arranging additional imports, positioning of bulk LPG at the plants through alternate routes and operation of LPG bottling plants on Sundays/Holidays and extended hours.
