

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

UNSTARRED QUESTION NO:2

ANSWERED ON:24.11.2014

IRREGULARITIES IN SUPPLY OF LPG CYLINDERS

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

- (a) whether the Government/ Oil Marketing Companies (OMCs) have noticed black marketing of domestic LPG cylinders by the LPG distributors in the country;
- (b) if so, the details thereof along with the number of persons/ distributors found to be involved in the irregularities and the action taken by the Government thereon, State/OMC-wise;
- (c) whether the Government has conducted any flash raids at LPG distribution agencies and their godown to curb this malpractice and if so, the details thereof, State/OMC-wise;
- (d) whether the Government has noticed that gas agencies have failed to provide home delivery of the gas cylinders to the consumers particularly in rural areas of the country and the system of booking on customer service centre is on the verge of collapse; and
- (e) if so, the details thereof along with the measures taken by the Government/ OMCs to address the issues, OMC/State-wise ?

**Answer**

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

(a) to (c): The possibility of malpractice/ irregularities in subsidized domestic LPG cylinders cannot be ruled out due to the lower retail price of subsidized LPG for domestic use vis a vis the market price.

Public Sector Oil Marketing Companies (OMCs) have reported that regular/surprise inspections are carried out by their Field Officers, Anti Adulteration Cell and Vigilance Department at LPG godowns and showrooms of LPG distributorships. State/OMC-wise details of inspections done during last three years and the period upto September 2014 is at Annexure I.

If an LPG distributor is found guilty of any malpractice, punitive action is taken in accordance with the provisions of the Marketing Discipline Guidelines (MDG).

State/UT/OMC-wise details of established cases of irregularities by LPG distributors during the period April-September 2014 is at Annexure II.

Action is taken in accordance with the provisions of the Marketing Discipline Guidelines (MDG).

(d) & (e) : OMCs have noticed some cases of non delivery of LPG cylinders to the customers home including rural areas. State/UT/OMC-wise details of such established cases of non delivery by the LPG distributors of OMCs during the last year and the period from April-October 2014 is at Annexure III. In all established cases action is taken in accordance with the provisions of the Marketing Discipline Guidelines (MDG).

OMCs also have a call centre with a toll free number for lodging complaints. Customers can also book refills through IVRS/SMS/online web booking in addition to existing system of booking in person. A unique toll free number 18002333555 is in operation for complaint registration through call centers.

Various initiatives have been taken by the Government viz. capping on supply of subsidized cylinders, de-duplication, introduction of Transparency Portal, KYC exercise, re launch of modified DBTL etc. which will reduce the misuse and diversion of subsidized LPG cylinders and improve service levels.