

SIXTY-FIRST REPORT

COMMITTEE ON PETITIONS

(SIXTEENTH LOK SABHA)

MINISTRY OF PETROLEUM & NATURAL GAS

(Presented to Lok Sabha on _____)



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1

ANNEXURE

(i) Minutes of the 51st sitting of the Committee held on 9.10.2018.

16

(i)

**COMPOSITION OF THE COMMITTEE ON PETITIONS
(2018-2019)**

Shri Bhagat Singh Koshyari -*Chairperson*

MEMBERS

2. Shri Suresh C. Angadi
3. Shri Om Birla
4. Shri Jitendra Chaudhury
5. Shri Ram Tahal Choudhary
6. Dr. K. Gopal
7. Shri C.P. Joshi
8. Shri Chhedi Paswan
9. Shri Kamlesh Paswan
10. Shri Arjun Charan Sethi
11. Shri Kodikunnil Suresh
12. Shri Dinesh Trivedi
13. Shri Rajan Vichare
14. Shri Dharmendra Yadav
15. Vacant

SECRETARIAT

- | | | |
|----------------------------|---|----------------------------|
| 1. Shri Shiv Kumar | - | Joint Secretary |
| 2. Shri Raju Srivastava | - | Director |
| 3. Shri G.C. Dobhal | - | Deputy Secretary |
| 4. Shri Harish Kumar Sethi | - | Senior Executive Assistant |

SIXTY-FIRST REPORT OF THE COMMITTEE ON PETITIONS

(SIXTEENTH LOK SABHA)

INTRODUCTION

I, the Chairperson, Committee on Petitions, having been authorised by the Committee to present on their behalf, this Sixty-First Action Taken Report (Sixteenth Lok Sabha) of the Committee to the House on the Action Taken by the Government on the recommendations of the Committee on Petitions made in their Thirty-Second Report (Sixteenth Lok Sabha) on the Representation received from Shri Pragya Priya Rahul regarding strengthening of mechanism for grievance redressal of the customers of the Indian Oil Corporation Limited (IOCL) .

2. The Committee considered and adopted the draft Sixty-First Action Taken Report at their sitting held on 9.10.2018.

3. The observations/recommendations of the Committee on the above matters have been included in the Report.

NEW DELHI;

BHAGAT SINGH KOSHYARI,
Chairperson,
Committee on Petitions

9 October, 2018

17 Asvina, 1940 (Saka)

REPORT

ACTION TAKEN BY THE GOVERNMENT ON THE RECOMMENDATIONS OF THE COMMITTEE ON PETITIONS (SIXTEENTH LOK SABHA) MADE IN THEIR THIRTY SECOND REPORT ON THE REPRESENTATION OF SHRI PRAGYA PRIYA RAHUL REGARDING STRENGTHENING OF MECHANISM FOR GRIEVANCE REDRESSAL OF THE CUSTOMERS OF THE INDIAN OIL CORPORATION LIMITED (IOCL)

The Committee on Petitions (Sixteenth Lok Sabha) presented their Thirty-Second Report to Lok Sabha on 16 March, 2017 had dealt with a Representation received from Shri Pragya Priya Rahul regarding Strengthening of mechanism for grievance redressal of the customers of the Indian Oil Corporation Limited (IOCL).

2. The Committee had made certain observations/recommendations in the matter and the Ministry of Petroleum & Natural Gas were asked to implement the recommendations and requested to furnish their action taken replies thereon for consideration of the Committee.

3. Action Taken Notes have since been received from the Ministry of Petroleum & Natural Gas in respect of all the observations/recommendations contained in the aforesaid Report. The recommendations made by the Committee and the replies furnished thereto by the Ministry of Petroleum & Natural Gas have been detailed in the succeeding paragraphs.

4. In paras 22, 23, 24 and 25 of the Report, the Committee had observed/recommended as follows:-

"The Committee note that the cases/complaints of under-measurement and adulteration of petroleum products are presently dealt with as per the provisions given under the Marketing Discipline Guidelines (MDG)-2012 formulated on the basis of directions issued by the Ministry of Petroleum & Natural Gas. These Guidelines came into effect from 8 January, 2013.

The Committee also note that the MDG also provide for handling cases of short delivery of petroleum products with seals intact under the provisions of Clause 5.1.2 and action thereon is to be taken as defined in Chapter-8 which inter-alia ranges from issuance of warning letter to imposing of financial penalty. In all such cases, sales through the Dispensing Unit concerned is suspended forthwith and recalibration and re-stamping are being done before recommencement of sales. All the actions under MDG are taken as per provisions of the Dealership Agreement including termination of Dealership.

The Committee further note that the Oil Marketing Companies (OMCs) have already a

system, in place to check various types of malpractices and irregularities including adulteration at its retail outlet Dealerships. OMC Officers periodically carry out surprise inspections at the retail outlets to check adulteration and other irregularities/malpractices and take action as per the Marketing Discipline Guidelines and the Dealership Agreement.

While examining the instant Representation of Shri Pragya Priya Rahul, the Committee conscientiously went through the deliberations they had with the representatives of the Ministry of Petroleum & Natural Gas as well as the representatives of the IOCL during its Study Visit to Kochi on 26 August, 2016. Notwithstanding the fact that system for grievance redressal for the customers of Indian Oil Corporation Limited, viz., availability of complaint/suggestion book at the Petrol Pumps, display of contact number(s) and address of various officials concerned at the Retail Outlets, Toll-Free number Call Centre, web-based complaints, timelines for grievance redressal, Grievance Cell, personal hearing of complainants, etc., are already in place, the Committee are of the considered view that a lot of innovative efforts are still required to be made by the Ministry of Petroleum & Natural Gas to ensure a complaint-free environment at all the Retail Outlets. The Committee, therefore, recommend that with a view to disseminating the information regarding grievance redressal of the customers of OMCs, regular/surprise inspections of various Retail Outlets of the Oil Companies including the IOCL along with the outcome of all such inspections should be made online."

5. The Ministry of Petroleum & Natural Gas, in their action taken reply, have submitted as follows:-

"With regard to disseminating information regarding grievance redressal of OMC customers, there is already a system in place whereby any customer desirous to register his or her complaint can register the complaint/suggestion through the OMCs. Toll Free number of Website and other means e.g. by letter or e-mail. Thereafter, the customer complaint is investigated and complaint gets closed only after it is resolved and outcome of the same is communicated to the customer.

Oil Marketing Companies in pursuance of the Committee recommendation for disseminating the information regarding grievance redressal on-line are initiating action so that shortly, the system of reporting will be standardized and ATR will be submitted in response to each grievance on the website as per following format:-

- (i) Name of the Petitioner;
- (ii) Date of Petition;
- (iii) Name/Address of the Dealership concerned;

- (iv) Nature of grievance/feedback;
- (v) Issue resolved on; and
- (vi) ATR conveyed to Petitioner on :"

6. In paras 26, 27 and 28 of the Report, the Committee had observed/recommended as follows:-

"The Committee note that with a view to ensuring that petroleum products and inventory are made available to every nook and corner of the country, the IOCL has a network of over 45,000 customer touch-points. This network consists of 25,494 Petrol and Diesel Stations, including 6,200 Kisan Seva Kendra Outlets in the rural markets. Besides, 6,500 dedicated pumps under the control of IOCL are also in operation for the convenience of large-volume consumers like the Defence Services, Railways and State Transport Undertakings.

The Committee also note that a technology-driven project of automation has been introduced by the IOCL to obtain a real-time data of stocks/sales and also to contain adulteration. Under this system, an electronic locking system on tanker-trucks and underground tanks is linked to a central computer system so that when the fuel is dispensed, a bill—giving details of date, time, quantity of the purchase, the pump and the Attendant who delivered the produce—will be automatically generated. The Committee have also been informed that, under this technology-driven initiative, around 18000 fuel stations across 55 cities in the country are now fully automated.

The Committee are satisfied by the efforts made by the IOCL for implementing an end-to-end automation of their fuel delivery network—which would also be helpful in curbing fuel adulteration and other malpractices by the Retail Outlets. However since the Committee have found that till date, only 70 per cent of total fuel stations under the control of IOCL have been automated and there could be thousands of other Retail Outlets under the control of other Oil Marketing Companies which remain still to be automated, they urge the Ministry of Petroleum & Natural Gas to impress upon all the Oil Marketing Companies to formulate a specific road map to complete the said automation work within the next fiscal year, i.e., 2017-18."

7. The Ministry of Petroleum & Natural Gas, in their action taken reply, have submitted as follows:-

"As on 1.3.2018, Oil Marketing Companies have 21883 fuel stations across India, which are ready and operating under No Automation No Operation (NANO) compliance (retail outlet declared as NANO can dispense fuel in Automation Mode only).

The Ministry of Petroleum & Natural Gas has directed the Oil Marketing Companies to achieve NANO compliance for 85% of all ROs selling more than 100 KL per month by 31.3.2018. This has been incorporated in Memorandum of Undertaking, signed by Oil Marketing Companies with Government. All the OMCs are making efforts to achieve this target. For the balance ROs selling more than 100 KLPM, the same needs to be complied with latest by 31.3.2019. An RO declared as NANO can dispense fuel in Automation mode only."

8. In paras 29, 30 and 31 of the Report, the Committee had observed/recommended as follows:-

"The Committee note that IOCL's endeavour to render better customer satisfaction is related to imparting training to their Dealers and the Customer Attendants, who are operating the fuel pumps at the Retail Outlets. The Committee also note that some of the on-going initiatives taken by the IOCL include a two days training programme "DISHA" for the Dealers, wherein, training is imparted by the premium Management Institutes, viz., the Indian Institute of Management (IIM) and the Indian Institute of Technology (IIT). As a sequel to this initiative, during the year 2015, 2662 Dealers were imparted the requisite training. Similarly, in 2016, an additional 4500 Dealers would be trained under the said programme.

The Committee further note that another training programme has also been developed through a professional training agency, named "CHETNA". This training programme has been specifically designed for the Customer Attendants on various aspects including behaviour, personal grooming, customer service, honesty, punctuality, showing '0' before delivery, ensuring bill after delivery, handling customer complaints and other customer service related aspects.

Though the Committee appreciate the initiatives undertaken by the OMCs to educate RO Dealers and their Customer Attendants to offer improved customer services through various training programmes, yet, they are not satisfied with the number of Dealers and Customer Attendants who had been imparted training during the last two years. The Committee, therefore, strongly recommend that keeping in view the enormous number of RO Dealers and Customer Attendants of various Oil Marketing Companies, in general and the IOCL, in particular, the Ministry of Petroleum & Natural Gas should take the initiative of entering into a meaningful consultation process with the Management of these Oil Marketing Companies to formulate a strict time schedule for imparting training to all the RO Dealers and Customer Attendants so that a new work culture is developed at that fuel stations vis-a-vis offering maximum customer satisfaction—which would

surely be a determining factor for facing the competition from the emerging Private Sector. The Committee would like to be apprised of the action taken by the Ministry of Petroleum & Natural Gas in the matter."

9. The Ministry of Petroleum & Natural Gas, in their action taken reply, have submitted as follows:-

"With the fast evolving markets/regulations and ever increasing customer aspirations, it is imperative that the dealers and the customer attendants (CA)/(DSM) are trained and groomed to attend to the changing needs effectively.

Recognizing the reality, OMCs have structured training programs both for dealers as well as CA/DSMs which are regularly conducted by both internal as well as external agencies. There are various programs aimed for existing dealers, new dealers, high performing dealers etc. Further, there are focused trainings as and when something new (product/service) is launched.

The structured training module, inter alia, cover the following aspects of the business of Retail outlets:-

1. Customer Service and facilities at the ROs
2. Statutory obligations and obligations under Marketing Discipline Guidelines
3. Trade related information including competitors activities
4. Quality and Quantity aspects at the Retail outlet
5. House Keeping
6. Grooming of Customer Attendants
7. Safety.

In addition to the above, the field officers and other visiting officers spend adequate time at the Retail outlet reviewing the various operations and suggesting on the spot improvements / changes.

During the year 2016-17, OMCs have conducted the following number of training programmes for Dealers and Customer Attendants:-

Oil Co.	Dealer Training Programme		DA/DSM Training Programme	
	No. of Programmes conducted	No. of Dealers covered	No. of Programmes conducted	No. of Customer Assistants covered
IOC	240	4862	7100	142000
HPC	248	4725	1130	27683

BPC	349	7014	1436	28121
Industry	8376	16601	9666	197804

10. In paras 32, 33, 34 and 35 of the Report, the Committee had observed/recommended as follows:-

"The Committee note that on 19 June, 2016, Shri Pragya Priya Rahul, the representationist, made a purchase of 289.90 litre High Speed Diesel in barrels and small jerry cans. When Shri Rahul suspected that the quantity is delivered lesser their 289.00 litre, he requested the RO Staff that his containers should be re-measured. On this, the RO staff of the filling station refused to re-measure the quantity and also misbehaved with him. The Representationist also stated that when he asked for the 'Complaint Book' for making a formal complaint about dispensing less fuel by the RO, the Supervisor refused to lodge any complaint whatsoever of the incident. During the said altercation, some quantity of the HSD also got spilled from one of the barrels.

The Committee further note that on receipt of the complaint, the IOCL Officials called the dealer's explanation. The Area Field Officer also responded to the complaint of the customer and requested him to visit the Retail Outlet concerned and even offered refund of the spilled quantity of the HSD. The Committee have also been informed by the Ministry of Petroleum & Natural Gas that subsequently, the complaint was amicably resolved to the satisfaction of Shri Pragya Priya Rahul and after getting appropriate refund of the spilled HSD quantity, he had withdrawn his complaint against M/s. Roop Filling Station.

The Committee do not wish to go into the minute details of the incident of less dispensing of HSD to the Representationist by one of the Retail Outlets of the IOCL and his subsequent withdrawal of complaint against the Dealer. However, in the entire episode, the following three facts are of determining nature:—

- (i) The complaint of Shri Pragya Priya Rahul regarding less dispensing of HSD was not registered at the Retail Outlet concerned.*
- (ii) Action on the formal complaint made to the Authorities concerned was initiated only when Shri Pragya Priya Rahul submitted a Representation to the Committee on Petitions, Lok Sabha and the same was taken up by the Committee for further examination.*
- (iii) When the said issue was taken up during the Study Visit of the Committee on 26 August, 2016, the Committee were informed that the grievance has been amicably settled and the Representationist has withdrawn his complaint.*

Having gone into the circuitous path of examination of instant Representation, the Committee intend to make a general observation that the Ministry of Petroleum & Natural Gas, in their submissions before the Committee, emphasised that there is a fool-proof mechanism of resolving the grievances of the customers, whereby, the Oil Marketing Companies, their Dealers' Network and other stakeholders have been sufficiently sensitized. However, going by the ground reality in regard thereto, the Committee are of considered view that the efficacy of said mechanism is still far from satisfactory in view of the fact that had the complainant not submitted the Representation to them, there would have been a strong possibility that his grievance of dispensing less HSD by one of the Retail Outlets would have still remained unresolved. The Committee, therefore, would like the Ministry of Petroleum & Natural Gas to devise a self-propelled system of redressing the grievances of their customers, which does not warrant the intervention of any Authorities. Formulating of a self propelled grievance-redressal mechanism should have a blend of incentive-cum-penalty attributes in a way that the Retail Outlet Dealers—who have no complaints regarding less dispensing of petroleum products, adulteration, over-charging or rude behaviour with the customers should be incentivized and the Retail Outlet Dealers against whom there are frequent inflow of complaints should be promptly and sternly penalized. The Committee would like to be apprised of the action taken by the Ministry of Petroleum & Natural Gas in the matter."

11. The Ministry of Petroleum & Natural Gas, in their action taken reply, have submitted as follows:-

"IOCL registered the complaint of Shri Pragya Priya Rahul vide reference No.MPANG/E/2016/02517 dated 26.6.2016 and acted immediately for resolving the complaint. Complaint was already acted upon before the Representation was forwarded by the Committee. The concerned Field Officer contacted the complainant on 30.6.2016 over phone. However, not getting any response, he sent an e-mail to the complainant on 30.6.2016, requesting him to meet at the retail outlet, so that the complaint could be investigated in presence of the complainant. The complainant did not visit the retail outlet, the concerned Field Officer investigated the complaint on 7.7.2016 and informed over e-mail to the complainant providing the details of the entire investigation carried out by him.

Meanwhile, Shri Pragya Priya Rahul registered his complaint with the Committee on Petitions Branch, Lok Sabha Secretariat on 4.7.2016, which was received by IOCL on 4.8.2016. The same was also investigated and brought to a logical conclusion.

There is a system in place whereby any customer desirous of registering his or her complaint can register the complaint/suggestion through the OMCs Toll Free number or feedback/complaint portal of OMCs viz. ePIC (e-platform for Indian Oil Customers), CMS (HPCL Complaint Management System), CCS (BPCL Customer Care System), CPGRAMs etc. Thereafter, the customer complaint is investigated and the complaint gets closed only after it is resolved and outcome of the same is communicated to the customer. In case of non resolution of the complaint, the system has features like automatic escalation to higher authorities. The redressal of complaints is being monitored.

For ensuring penal actions against erring dealers Marketing Discipline Guidelines were formulated with a view to maintain discipline in the operation of retail network and ensure higher customer service standards. The aim of these are:-

- (i) Dealers dispense and customers receive product of right quality and quantity;*
- (ii) Dealers follow the correct and safe practices in handling and dispensing the petroleum products; and*
- (iii) Show courteous behaviour to customers with provisions of all attendant facilities.*

Action against the erring dealers as per these guidelines is taken whenever any irregularity is established based on customer complaints.

To ensure quality services to the customers, recently Marketing Disciplines Guidelines have been revised effective from 2.10.2017 with more stringent penalties on established malpractice instances such as short delivery, non provision of clean toilet facility etc., for example a fine of Rs.25,000/- per nozzle in first instance, found delivering short quantity beyond permissible limits, in second instance within a year of first instance, Rs.50,000/- per nozzle and suspension of sales and supplies for 15 days and termination in third instance within a year.

Also to incentivize the dealers and to recognize the performing Dealers and foster healthy competition, individual OMC have implemented various Awards/learning reward scheme from time to time with other initiatives based on desired outcomes in terms of market share growth/sales volume growth/reduction in negative RO volumes/complaints/Customer Service Standards, etc."

OBSERVATIONS/RECOMMENDATIONS

Online display of Grievances Redressal and outcome of Surprise Inspections by Oil Marketing Companies

12. The Committee while examining the instant Representation of Shri Pragya Priya Rahul, noted that the cases/complaints of short delivery and adulteration of petroleum products and action thereon which *inter alia* ranges from issuance of warning letter to imposing of financial penalty including termination of Dealership, are being dealt with as per the provisions of Marketing Discipline Guidelines (MDG)-2012 effective from 8.1.2013. The Oil Marketing Companies (OMCs) also have a system, in place, to check various types of malpractices/irregularities on the basis of which the OMC Officers periodically carry out surprise inspections and take action as per the MDGs and the Dealership Agreement.

13. The Committee had observed that despite the availability of a system for grievance redressal for the customers of Indian Oil Corporation Limited, a lot of innovative efforts were still required to be made by the Ministry of Petroleum & Natural Gas to ensure a complaint-free environment at all their Retail Outlets. The Committee, therefore, had recommended that with a view to disseminating the information regarding grievance redressal of the customers of OMCs, regular/ surprise inspections of various Retail Outlets of the Oil Companies including the IOCL along with the outcome of all such inspections should be made online.

14. The Committee take note of the efforts being made by the Oil Marketing Companies to standardize the system of reporting and submission of Action Taken Report in response to each grievance on the website. In this regard, the Committee reiterate their earlier recommendation and urge the Ministry of Petroleum & Natural Gas to take necessary steps to speed up the process of reporting and submitting the status

of each and every grievance redressal of the customers of OMCs, ensuring regular/ surprise inspections of various Retail Outlets of the Oil Companies including the IOCL along with online display of the outcome of all such inspections on a regular basis in order to provide relief to the customers of OMCs including the IOCL.

Time-bound completion of 'No Automation No Operation' (NANO) compliance of the remaining Retail Outlets

15. With a view to implementing an end-to-end Automation of Fuel Delivery Network for curbing fuel adulteration and other malpractices by the Retail Outlets, the Committee had taken note of the fact that only 70 per cent of total Fuel Stations under the control of IOCL had been automated and there could be thousands of other Retail Outlets under the control of other Oil Marketing Companies which still remains to be automated, and urged the Ministry of Petroleum & Natural Gas to impress upon all the Oil Marketing Companies to formulate a specific road map to complete the said automation work within the next fiscal year, i.e., 2017-18.

16. The Committee are satisfied to note that as on 1.3.2018, Oil Marketing Companies have 21883 Fuel Stations, across the country, are ready and operating under No Automation No Operation (NANO) compliance (*retail outlet declared as NANO can dispense fuel in Automation Mode only*). Also, as per the directives of the Ministry of Petroleum & Natural Gas, the Oil Marketing Companies have to achieve NANO compliance for 85% of all Retail Outlets (ROs) selling more than 100 kilolitre per month by 31.3.2018. All the OMCs are making efforts to achieve this target. For the remaining ROs selling more than 100 kilolitre per month, the same needs to be complied with by 31.3.2019. The Committee, therefore, once again reiterate their earlier recommendation and urge the Ministry of Petroleum & Natural Gas to adopt a fast track strategy to make NANO compliance for the remaining Retail Outlets selling more than 100 kilolitre per

month by their scheduled target date, i.e., by 31.3.2019. The Committee also believe that the prescribed timeline of NANO compliance of Retail Outlets would not be extended further. The Committee would like to be apprised of the renewed efforts made by the Ministry of Petroleum & Natural Gas in this regard.

Structured appraisal of the impact of imparting training to Dealers/Customer Attendants

17. During the examination of the instant Representation, on the issue of imparting training to the Dealers and the Customer Attendants to provide better customer services at the Retail Outlets, IOCL had taken initiatives by imparting training to their Dealers and Customer Attendants which include a two-day Training Programme 'DISHA' for the Dealers, wherein, training is imparted by the premium Management Institutes, viz., the Indian Institute of Management (IIM) and the Indian Institute of Technology (IIT). Further, another training programme has also been developed through a professional training agency, named "CHETNA". This training programme has been specifically designed for the Customer Attendants on various aspects including behaviour, personal grooming, customer service, honesty, punctuality, showing '0' before delivery, ensuring bill after delivery, handling customer complaints and other customer service-related aspects.

18. Keeping in view the enormous number of Retail Outlet Dealers and Customer Attendants of various Oil Marketing Companies, in general and the IOCL, in particular, to offer improved customer services through various training programmes, the Committee were not satisfied with the number of Dealers and Customer Attendants who had been imparted training during the last two years. The Committee had recommended the Ministry of Petroleum & Natural Gas to take the initiative of entering into a meaningful consultation process with the Management of these Oil Marketing Companies to formulate a strict time schedule for imparting training to all the RO

Dealers and Customer Attendants so that a new work culture is developed at all the Fuel Stations *vis-a-vis* offering maximum customer satisfaction—to face the competition from the emerging Private Sector.

19. The Committee are satisfied to note the initiatives taken by the Oil Marketing Companies in tune with the changing business environment and ever increasing customer aspirations, whereby, the Dealers and the Customer Attendants are trained and groomed to handle the situation in a professional manner. For the intended purpose, a Training Module has been formulated by way of covering the important aspects of the business of Retail Outlets as follows:-

- i) Customer Service and facilities at the ROs
- ii) Statutory obligations and obligations under Marketing Discipline Guidelines
- iii) Trade related information including competitors activities
- iv) Quality and Quantity aspects at the Retail outlet
- v) House Keeping
- vi) Grooming of Customer Attendants
- vii) Safety.

20. The Committee acknowledge that the quality, quantity and good behaviour are the common but important factors which are required to be placed on a 'High Priority List' by the Oil Marketing Companies, as these are very important aspects for the OMCs/Retail Outlets dispensing petroleum products and directly dealing with a vast number of customers on daily basis. Notwithstanding the number of such Training Programmes conducted by the Oil Marketing Companies to impart training to their Dealers and the Customer Attendants at Retail Outlets, the Committee are concerned as to whether the basic purpose of organizing such Training Programmes is being achieved or not. The Committee, therefore, recommend the Ministry of Petroleum & Natural Gas that besides imparting training to Dealers and Customer Attendants at Retail Outlets, a structured appraisal of its impact should be undertaken by them to

know the post-training effects in terms of change in behaviour, services of the Dealers/Customer Attendants, number of customers' complaints, increase/decrease satisfaction level of customers, etc. In this regard, the Committee would also like to know whether these Training Programmes have proved to be effective and proportionate to the number of Dealers/Customer Attendants employed at the Retail Outlets. The Committee may be apprised of steps taken by the Ministry, in this regard.

Incentive Scheme for Retail Outlets Dealers

21. While examining the instant Representation, the Committee noted the following facts:-

- (i) *The complaint of Shri Pragya Priya Rahul regarding less dispensing of HSD was not registered at the Retail Outlet concerned.*
- (ii) *Action on the formal complaint made to the Authorities concerned was initiated only when Shri Pragya Priya Rahul submitted a Representation to the Committee on Petitions, Lok Sabha and the same was taken up by the Committee for further examination.*
- (iii) *When the said issue was taken up during the Study Visit of the Committee on 26 August, 2016, the Committee were informed that the grievance has been amicably settled and the Representationist has withdrawn his complaint.*

22. Though the Ministry of Petroleum & Natural Gas emphasised that there is a fool-proof mechanism of resolving the grievances of the customers, the Committee were of considered view that the efficacy of said mechanism is still far from satisfactory as has been observed in the instant case. Nevertheless, the Committee did not wish to go into the minute details of the instant case and had recommended to devise a self-propelled system of redressing the grievances, which does not warrant the intervention of any Authorities. The Committee had also recommended that the grievance-redressal mechanism should have a blend of incentive-cum-penalty attributes in a way that the

Retail Outlet Dealers-who have no complaints should be incentivized and the Retail Outlet Dealers against whom there are frequent inflow of complaints should be promptly and sternly penalized.

23. The Committee were informed that the complaint of Shri Pragya Priya Rahul was investigated and brought to a logical conclusion. The Committee were also further informed that there is a system in place, whereby, any customer desirous of registering his or her complaint can register the complaint/suggestion through the OMCs Toll Free number or feedback/complaint portal of OMCs, viz., *ePIC* (e-platform for Indian Oil Customers), *CMS* (HPCL Complaint Management System), *CCS* (BPCL Customer Care System), *CPGRAMs*, etc. Whenever any complaint is received online, the same is investigated and the complaint gets closed only after it is resolved and outcome of the same is communicated to the customer. In case of non resolution of the complaint, the system has features like automatic escalation to Higher Authorities. The redressal of complaints is also being monitored.

24. The Marketing Discipline Guidelines have been formulated and revised from time to time with a view to ensuring penal actions against erring Retail Outlets Dealers and to ensure higher Customer Service Standards. Concurrently, in order to incentivize the Dealers and to recognize the performing Dealers and foster healthy competition, individual OMC has also implemented various Awards/Learning Reward Schemes with other initiatives based on desired outcomes in terms of market share growth/sales volume growth/reduction in negative RO volumes/complaints/Customer Service Standards, etc.

25. To create a healthy and customer friendly environment at all the Retail Outlets besides incentive-cum-penalty attributes for Retail Outlet Dealers, the Committee would like to reiterate their earlier recommendation and urge the Ministry of Petroleum and

Natural Gas to devise a self-propelled system of redressing the grievances, which does not warrant the intervention of any Authorities. The grievance-redressal mechanism should have a blend of incentive-cum-penalty attributes in a way that the Retail Outlet Dealers-who have no complaints should be incentivized and the Retail Outlet Dealers against whom there are frequent inflow of complaints should be promptly and sternly penalized.

26. The Committee are given to understand that provisions with respect of penal actions against erring Dealers are already there in the Marketing Discipline Guidelines which are being implemented scrupulously. However, it appears that there is no specific common provision of incentives for the Retail Outlets Dealers having no complaints. In this regard, the Committee recommend that provisions in regard to incentivizing the Retail Outlets Dealers having no complaints be also incorporated in the Marketing Discipline Guidelines. The Committee may be apprised of the action taken in this regard.

New Delhi ;
9 October, 2018
17, Asvina 1940 (Saka)

Bhagat Singh Koshyari,
Chairperson,
Committee on Petitions.

**MINUTES OF THE FIFTY-FIRST SITTING OF THE COMMITTEE ON PETITIONS
(SIXTEENTH LOK SABHA)**

The Committee met on Tuesday, 9 October, 2018 from 1130 hrs. to 1330 hrs. in Committee Room 'D', Parliament House Annexe, New Delhi.

PRESENT

Shri Bhagat Singh Koshyari - Chairperson

MEMBERS

2. Shri Jitendra Chaudhury
3. Shri Ram Tahal Choudhary
4. Dr. K. Gopal
5. Shri Chhedi Paswan

SECRETARIAT

1. Shri Raju Srivastava - Director
2. Shri G. C. Dobhal - Deputy Secretary

WITNESSES

- | | | | |
|----|-----|-----|-----|
| | XXX | XXX | XXX |
| 2. | XXX | XXX | XXX |
| 3. | XXX | XXX | XXX |
| 4. | XXX | XXX | XXX |
| 5. | XXX | XXX | XXX |
| 6. | XXX | XXX | XXX |
| 7. | XXX | XXX | XXX |
| 8. | XXX | XXX | XXX |
| 9. | XXX | XXX | XXX |

10. The Committee, then, took up for consideration of the following Draft Action Taken Reports :-

- (i) XXX XXX XXX; and
- (ii) Report on the Action Taken by the Government on the recommendations made by the Committee on Petitions (Sixteenth Lok Sabha) in their Thirtieth Report on the Representation of Shri Pragya Priya Rahul regarding strengthening of mechanism for grievance redressal of the customers of the Indian Pil Corporation Limited (IOCL).

11. After discussing the Draft Action Taken Reports in detail, the Committee adopted the same without any modification(s). The Committee also authorized the Chairperson to finalize the Draft Action Taken Reports and present the same to the House in the next Session.

12. XXX XXX XXX

13. A copy of the verbatim record of the proceedings of the sitting of the Committee has been kept on records.

The Committee, then, adjourned.
