

(b) whether the number of complaints has risen very high during the past two months;

(c) if so, the details thereof; and

(d) the efforts to made to deal with each of them?

THE MINISTER OF PETROLEUM AND CHEMICALS AND MINISTER OF PARLIAMENTARY AFFAIRS (SHRI SATYA PRAKASH MALVIYA): (a) to (d). The number of complaints received by the Consumer Service Cell of IOC, Lucknow, during the last five months is as under;

<i>Month</i>	<i>No. of complaints</i>
August, 1990	44
September, 1990	43
October, 1990	54
November, 1990	54
December, 1990	58

Enquiries are conducted on all complaints received by the Oil Companies and appropriate action taken, in cases where the charges are established. Out of the above complaints actions have been taken, against 47 established cases as per provisions of the Marketing Discipline Guidelines and Distributorships agreement.

Import of Petrol from Arab Countries

2016. PROF. RAM GANESH KAPSE: Will the Minister of PETROLEUM AND CHEMICALS be pleased to state:

(a) the requirement and the total quantity and value of petrol being imported from Arabian countries during each of the past three years; and

(b) whether the requirement of petrol is likely to boost up during the current year; if so, the steps Government propose to take to cope with this situation?

THE MINISTER OF PETROLEUM AND

CHEMICALS AND MINISTER OF PARLIAMENTARY AFFAIRS (SHRI SATYA PRAKASH MALVIYA): (a) The consumption of petrol in India during 1987-88, 1988-89 and 1989-90 has been 2.81 MMT, 3.05 MMT and 3.49 MMT respectively. During 1987-88, 16,000 metric tonnes petrol was imported for Rs. 3.57 crores from Kuwait. No import of petrol has been made during 1988-89 and 1989-90.

(b) The consumption of petrol during April-November, 1990 has shown an increase of 4.3% over the same period last year. During the current year, it is expected that the demand of petrol will be met from indigenous production in the refineries. No import of petrol is planned during the current year.

Impact of Computerised Reservation system

2017. SHRI SHANTARAM POTDUKHE: Will the Minister of RAILWAYS be pleased to state: