

LOK SABHA
UNSTARRED QUESTION NO.2233
TO BE ANSWERED ON 8th MARCH, 2021

Home Delivery of LPG Cylinders

2233. SHRI BHARTRUHARI MAHTAB:
SHRI CHIRAG KUMAR PASWAN:

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

- (a) whether the cases of overcharging for home delivery of domestic LPG cylinders above its MRP by LPG Distributors have come to the notice of the Government across the country particularly in small cities during each of the last three years and the current year;
- (b) if so, the details thereof, State/UT-wise and Company-wise and the reasons therefor along with the action taken/being taken by the Government in such cases so far;
- (c) the number and nature of complaints received by the Government against LPG Distributors across the country during the said period, State/UT-wise and Company-wise along with the present status of such complaints;
- (d) whether the Government has received any complaint regarding non-supply of LPG cylinders to the consumers at regular basis by the LPG dealers across the country including Bihar due to which the consumers have to bear the additional cost of transporting cylinders from godown and if so, the action taken against the guilty LPG distributors during the last three years and the current year along with the details thereof; and
- (e) the other steps taken/being taken by the Government to bring transparency in the functioning of LPG Distributors across the country along with achievements thereof?

ANSWER

पेट्रोलियम एवं प्राकृतिक गैस मंत्री (श्री धर्मेन्द्र प्रधान)

MINISTER OF PETROLEUM AND NATURAL GAS (SHRI DHARMENDRA PRADHAN)

(a) & (b) State/UT-wise details of number of established cases of overcharging for home delivery of domestic cylinders above the Retail Selling Price during the last three years and the current year i.e. 2017-18, 2018-19, 2019-20 and April-December 2020 are at **Annexure-I**. In all such established cases, action is taken as per provisions of Marketing Discipline Guidelines (MDG)/Distributorship Agreement.

(c) Oil Marketing Companies (OMCs) have received various complaints like delay in refill delivery, unaccounted sale of LPG cylinders, supply of underweight cylinders/pilferage, release of LPG connection to ineligible persons, non-home delivery of domestic refills by LPG distributors etc. State/company-wise details of total established cases of irregularities against OMC Distributorships during the last three years and the

current year i.e. 2017-18, 2018-19, 2019-20 and April-December 2020 are at **Annexure-II**. In all such established cases, action is taken as per provisions of Marketing Discipline Guidelines (MDG)/Distributorship Agreement.

(d) OMCs have not received specific complaints regarding non-supply of LPG cylinders to the LPG consumers at regular basis by the LPG distributors across the country including Bihar due to which the consumers have to bear additional cost of transporting cylinders from godown.

(e) Major steps taken by the Government/OMCs to bring transparency in the functioning of LPG distribution across the country are:-

- In order to regulate distribution of LPG, “Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000” has been notified.
- OMCs have notified LPG Marketing Discipline Guidelines (MDG) to be adhered to by the distributors. The MDG is revised from time to time to cover all aspects of LPG marketing and to keep a check on erring distributors
- KYC initiative for all New Connections/Multiple Connections/Transferred/Inactive customers so that customers with proper identity and address proof are enrolled at distributors.
- IVRS/SMS refill booking system has been introduced across the country in all regular distributorships, wherein customers get SMS on refill booking / generation of cash memo.
- OMCs have also introduced e-Invoice so that customer can view the exact price payable .
- Digital payment facility has also been provided to the consumers.
- In order to have a convenient, easy and effective way to enable the citizen to provide their feedback, a unique toll free telephone number 18002333555 is in operation through call centres on industry basis.
- OMCs have also introduced different colours for domestic and non-domestic LPG cylinders so that misuse of domestic LPG cylinders for unauthorised use is easily identifiable.
- In case the customer is not satisfied with the services of the existing distributor, facility of opting for another distributor operating in the same area is available under portability scheme.

Annexure referred to part (a) & (b) of Unstarred Lok Sabha Parliament Question No. 2233 to be answered on 08.03.2021 asked by Shri Bhartruhari Mahtab and Shri Chirag Kumar Paswan regarding " Home Delivery of LPG Cylinders"

<u>STATE/UT</u>	<u>2017-18</u>	<u>2018-19</u>	<u>2019-20</u>	<u>2020-21 (Apr-Dec)</u>
CHANDIGARH	1	0	0	0
DELHI	1	2	1	0
HARYANA	0	2	0	0
HIMACHAL PRADESH	0	0	0	0
JAMMU & KASHMIR	1	1	0	7
PUNJAB	2	3	4	5
RAJASTHAN	9	14	12	10
UTTAR PRADESH	20	39	58	31
UTTRANCHAL	2	1	6	8
LADAKH	0	0	0	0
SUB TOTAL NORTH	36	62	81	61
ANDAMAN & NICOBAR	0	0	0	0
ARUNACHAL PRADESH	0	0	0	0
ASSAM	0	1	2	3
BIHAR	4	5	14	19
JHARKHAND	0	0	4	2
MANIPUR	0	0	0	0
MEGHALAYA	0	0	0	0
MIZORAM	0	0	0	0
NAGALAND	0	0	0	0
ORISSA	1	7	6	8
SIKKIM	0	0	0	0
TRIPURA	0	0	0	0
WEST BENGAL	11	1	3	0
SUB TOTAL EAST	16	14	29	32
CHATTISGARH	0	1	0	2
DADRA & NAGAR HAVELI	0	0	0	0
DAMAN & DIU	0	0	0	0
GOA	0	0	4	0
GUJARAT	0	4	3	2
MADHYA PRADESH	6	3	8	10
MAHARASHTRA	7	18	7	7
SUB TOTAL WEST	13	26	22	21
ANDHRA PRADESH	4	11	18	15
KARNATAKA	3	10	12	15
KERALA	1	8	7	1
LAKSHADWEEP	0	0	0	0
PONDICHERRY	0	0	0	0
TAMILNADU	4	7	4	6
TELANGANA	5	18	11	6
SUB TOTAL SOUTH	17	54	52	43
ALL INDIA	82	156	184	157

Annexure-II

Annexure referred to part (c) of Unstarred Lok Sabha Parliament Question No. 2233 to be answered on 08.03.2021 asked by Shri Bhartruhari Mahtab and Shri Chirag Kumar Paswan regarding “ Home Delivery of LPG Cylinders’

STATE/UT	IOC	HPC	BPC
CHANDIGARH	28	3	1
DELHI	387	33	17
HARYANA	107	11	32
HIMACHAL PRADESH	26	2	10
JAMMU & KASHMIR	28	44	21
PUNJAB	119	150	49
RAJASTHAN	276	513	139
UTTAR PRADESH	961	689	487
UTTRANCHAL	212	10	41
LADAKH	0	0	0
ANDAMAN & NICOBAR	0	0	0
ARUNACHAL PRADESH	2	0	0
ASSAM	87	12	19
BIHAR	65	44	195
JHARKHAND	125	11	38
MANIPUR	0	0	0
MEGHALAYA	3	0	0
MIZORAM	0	0	0
NAGALAND	2	0	1
ORISSA	102	10	105
SIKKIM	0	0	0
TRIPURA	3	0	0
WEST BENGAL	82	272	76
CHATTISGARH	130	109	6
DADRA & NAGAR HAVELI	0	0	0
DAMAN & DIU	0	0	0
GOA	0	21	7
GUJARAT	114	71	30
MADHYA PRADESH	850	68	42
MAHARASHTRA	183	156	272
ANDHRA PRADESH	147	52	50
KARNATAKA	181	85	84
KERALA	225	19	20
LAKSHADWEEP	0	0	0
PONDICHERRY	6	0	0
TAMILNADU	306	32	45
TELANGANA	122	73	64
ALL INDIA	4879	2490	1851