

GOVERNMENT OF INDIA  
MINISTRY OF PETROLEUM AND NATURAL GAS  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO.- 2528**  
ANSWERED ON- 11/08/2025

**DIGITAL TRACKING AND TRANSPARENCY IN FUEL DISTRIBUTION**

2528 # SHRI TEJVEER SINGH:

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

- (a) whether the supply chain of LPG and petroleum products has been linked with GPS based monitoring under the recently launched End-to-End Digital Tracking System;
- (b) whether any visible improvement has been seen in the irregularities at the distributor level, stock mismanagement, and consumer complaints after introduction of this system; and
- (c) whether LPG tracking, refill request and complaint registration facilities are available to the consumers through mobile app or portal?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS

(SHRI SURESH GOPI)

(a) to (c): Public Sector Oil Marketing Companies (OMCs) have implemented GPS-based Vehicle Tracking Systems (VTS) across LPG-packed trucks, bulk tankers, Petroleum, Oil and Lubricants (POL) tank trucks to enhance safety and strengthen operational control in logistics. The VTS enables real-time monitoring of vehicle movements from bulk supply points to LPG plants, retail outlets, distributors and end consumers. This system also facilitates the tracking of route deviations, unauthorized halts, speed violations, night driving, harsh acceleration, and sudden braking, thereby ensuring strict operational discipline and effective monitoring of transporter movements.

Since the implementation of VTS in LPG packed and bulk trucks, there has been a significant improvement in safety level and the quality of service provided to customers. Any deviation from approved routes is promptly notified to the concerned officers and immediate corrective actions are taken.

VTS has enabled timely arrivals of packed/bulk trucks improving inventory/stock management as well.

To enhance consumer empowerment and improve service transparency, IVRS/SMS refill booking system has been implemented across the country in all LPG distributorships. Under this system, consumers receive SMS notifications at key stages — refill booking, cash memo generation, and refill delivery —which allows them to track their LPG refill status and transactions and report any cases of wrong or non-delivery. In addition, OMCs have introduced the Delivery Authentication Code (DAC). This code is sent to the consumer via SMS upon cash memo generation and is required to be shared with the delivery personnel at the time of delivery, thereby ensuring delivery authentication.

The grievance redressal system for all LPG consumers has been gradually strengthened and improved over time to enhance consumer experience and service quality. Now LPG consumers can lodge their grievances/complaints using any of the following methods-

1. Toll free helpline- A dedicated toll-free helpline (1800 2333 555) is available for consumers to lodge their queries, including subsidy-related issues.
2. OMCs' official websites and Mobile Applications
3. Centralised Public Grievance Redress and Monitoring System (CPGRAMS)
4. Chatbots, WhatsApp, Social media handles (Twitter, Facebook, Instagram) including MoPNGeSEVA
5. 1906: Dedicated helpline for LPG accidents/leakages
6. Lodging Complaints directly at the distributor office

In case of online complaints consumers have an option to provide their feedback on complaint resolution. If a consumer is not satisfied with the resolution provided, they have the option to reopen the query for further review.

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