

GOVERNMENT OF INDIA
MINISTRY OF PETROLEUM & NATURAL GAS
RAJYA SABHA
UNSTARRED QUESTION NO. - 4126
ANSWERED ON – 30/03/2026

SERVICE QUALITY OF FUEL

4126 DR. K. LAXMAN:

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

- (a) the steps taken to ensure quality and quantity of fuel at retail outlets in the State of Telangana through regular inspections and technology integration;
- (b) whether Government has introduced any digital initiatives (e.g., fuel home delivery, digital payments) to enhance consumer convenience; and
- (c) the plans to upgrade fuel stations with EV charging facilities and multi-fuel options along major highways across the nation, particularly in the State of Telangana?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS
(SHRI SURESH GOPI)

(a) Public Sector Oil Marketing Companies (OMCs) have formulated and implemented Marketing Discipline Guidelines (MDG) for checking irregularities or malpractices at Retail Outlet (RO) Dealerships to ensure quality and quantity of fuel at Retail Outlets. Action is taken in case of established irregularities against erring dealers as per MDG guidelines and the Dealership Agreement. MDG guidelines are available at website: <https://iocl.com/marketing-discipline-guidelines>.

The Central Government has also issued the Motor Spirit and High Speed Diesel (Regulation of Supply, Distribution and Prevention of Malpractices) Order, 2005 under Essential Commodities Act, 1955 which provides for punitive action against malpractices such as adulteration of petroleum products. Further, in June, 2022, the Government has extended the scope of Universal Service Obligations (USOs) to all Retail Outlets including remote area Retail Outlets. USOs have been prescribed so that authorized entities provide quality and uninterrupted fuel supply services to the consumers.

OMCs have a system in place to check various types of malpractices and irregularities at their ROs. The important initiatives taken in this regard, inter alia, include:

- (i) Availability of filter paper, calibrated density equipment (hydrometer / thermometer) & 5 liter calibrated measure for quality checks and delivery of correct quantity of MS/HSD.

- (ii) Regular/ Surprise inspections at Retail Outlets by OMCs' Field Officers/ Senior Officers/ Quality Reassurance Cell (QRC) teamsthroughout the country. In case of irregularities, action is taken as per the MDG and Dealership Agreement.
- (iii) Surprise inspections by OMC Mobile labs, wherein samples of petrol and diesel from Retail Outlets are drawn and tested.
- (iv) Dispensing units are periodically calibrated and sealed by the Weights and Measures Department to ensure correct quantity and to avoid the tampering of the dispensing units.
- (v) Random sampling from Retail Outlets for testing at authorized laboratories.
- (vi) Installation of Global Positioning System (GPS) to monitor movement of Tank Trucks carrying MS/ HSD.
- (vii) Sealing of Tank Trucks before leaving Company premises to protect against pilferage / adulteration enroute. Tamper proof locking system has been introduced in Tank Trucks delivering petrol / diesel at Retail Outlets. A 3-tier sampling system is followed to help ascertain the point where adulteration could have taken place.
- (viii) Automation of all active Retail Outlets to capture the data for better monitoring of RO operations.

(b) To enhance customer convenience as on 01.03.2026, OMCs have provided digital payment option at 92195 ROs, out of total 92343 ROs, including 4311 ROs in Telangana.

OMCs have 3283 Mobile Fuel Delivery vehicles across the country, including 75 in Telangana. These vehicles have enabled to bridge the supply–demand gap in HSD, especially for industries and remote users who lack storage facilities, while supporting ease of doing business and expanding access.

OMCs have completed automation at 85722 ROs across the country, including 3837 ROs in Telangana to ensure transparency in operations of ROs.

(c) OMCs are providing multi-fuel options like Compressed Natural Gas (CNG), Liquefied Natural Gas (LNG), Compressed Bio Gas (CBG) and Electric Vehicle Charging Stations (EVCS) along with conventional fuels - petrol and diesel at their ROs across the country and including Telangana along major highways as well. PSU OMCs have a network of 92343 ROs out which 27798 have EV charging Stations, 7439 have CNG, 138 have CBG and 12 have LNG facilities. In the State of Telangana, OMC ROs have 1534 EV Charging Stations, 225 CNG, 3 CBG and 1 LNG facilities.
