

**LOK SABHA
UNSTARRED QUESTION NO. 1935
TO BE ANSWERED ON 30th JULY, 2018**

Diversion of LPG Cylinders

1935. DR. KIRIT SOMAIYA:

पेट्रो लयम एवं प्राकृतिक गैस मंत्री

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

- (a) whether the Government is aware about diversion of domestic LPG cylinders for commercial use and if so, the details thereof;
- (b) whether any mechanism is available with the Government to check diversion of domestic LPG cylinders for commercial use; and
- (c) if so, the details thereof along with the number of such cases detected during the last three years and the current year and the action taken against the LPG agencies/persons found involved therein, State/UT-wise?

ANSWER

पेट्रो लयम एवं प्राकृतिक गैस मंत्री (श्री धर्मन्द्र प्रधान)

MINISTER OF PETROLEUM AND NATURAL GAS (SHRI DHARMENDRA PRADHAN)

- (a) Yes, Madam. Five hundred and thirty five established cases of diversion have been reported by Oil Marketing Companies (OMCs) during the last 3 years and current year, upto June, 2018.
- (b) OMCs carry surprise inspections at distributors premises, conduct refill audits, surprise checks at customer's premises, en-route checking of delivery vehicles etc. to prevent the diversion of domestic LPG. The major steps taken to bring transparency in the functioning of LPG distribution across the country are:-
- i) Notification of "Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000".
 - ii) KYC initiative for all New Connections/Multiple Connections/Transferred/Inactive customers so that customers with proper identity and address proof are enrolled at distributors.
 - iii) 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. Also this empowers the customers and enables him to report any wrong/non delivery.

- iv) Notification of LPG Marketing Discipline Guidelines (MDG). The MDG is revised from time to time to cover all aspects of LPG marketing and to keep a check on erring distributors
- v) Provision to rate the services of the OMCs distributors is available on web portal by giving Star Ratings
- vi) Setting up of a unique toll free telephone number 18002333555 to have a convenient, easy and effective way to enable the citizen to provide their feedback.
- vii) Introduction of different colours for domestic and non-domestic LPG cylinders.

- (c) The details of cases where diversion was established during the last three years and the current year (upto June, 2018) are at Annexure.

Annexure

Annexure referred to reply to part (c) of Lok Sabha Unstarred Question No. 1935 asked by Dr. Kirit Somaiya to be answered on 30th July, 2018 regarding "Diverison of LPG Cylinders "

Details of cases of diversion established during the last three years and the current year (upto June, 2018)

STATE/UT	Established cases of diversion
CHANDIGARH	9
DELHI	58
HARYANA	16
HIMACHAL PRADESH	2
JAMMU & KASHMIR	17
PUNJAB	11
RAJASTHAN	30
UTTAR PRADESH	103
UTTRAKHAND	5
SUB TOTAL NORTH	251
ANDAMAN & NICOBAR	0
ARUNACHAL PRADESH	2
ASSAM	22
BIHAR	12
JHARKHAND	14
MANIPUR	0
MEGHALAYA	4
MIZORAM	0
NAGALAND	0
ODISHA	3
SIKKIM	0
TRIPURA	1
WEST BENGAL	7
SUB TOTAL EAST	65
CHATTISGARH	8
DADRA & NAGAR HAVELI	0
DAMAN & DIU	0
GOA	0
GUJARAT	24
MADHYA PRADESH	52
MAHARASHTRA	52
SUB TOTAL WEST	136
ANDHRA PRADESH	11
KARNATAKA	24
KERALA	18

LAKSHADWEEP	0
PUDUCHERY	1
TAMILNADU	16
TELANGANA	13
SUB TOTAL SOUTH	83
ALL INDIA TOTAL	535