

LOK SABHA

**UNSTARRED QUESTION NO.875
TO BE ANSWERED ON 23RD JULY, 2018**

LPG Home Delivery

**875. SHRI RAHUL SHEWALE:
SHRI SANJAY DHOTRE:
SHRI BHARTRUHARI MAHTAB:**

पेट्रो लयम और प्राकृतिक गैस मंत्री

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

- (a) whether the Maximum Retail Price (MRP) of domestic LPG cylinder includes home delivery charge also and if so, the details thereof;
- (b) whether the cases of overcharging for home delivery of domestic LPG cylinders above its MRP by LPG Distributors have been reported 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;
- (c) if so, the details thereof, State/ UT-wise and company-wise along with the action taken/being taken by the Government in such cases so far;
- (d) 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; 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

पेट्रो लयम और प्राकृतिक गैस मंत्री

(श्री धर्मेन्द्र प्रधान)

**MINISTER OF PETROLEUM AND NATURAL GAS
(SHRI DHARMENDRA PRADHAN)**

- (a) Retail Selling Price of Domestic LPG includes delivery charges. At present the delivery charges are ₹ 19.50 for 14.2 Kg cylinder and ₹ 9.50 for 5 kg cylinder.
- (b)& (c) State/UT-wise and Company-wise details of established cases of overcharging as reported by OMCs for the last three years and current year are at Annexure-I, II and III.
- (d) & (e) OMCs have reported that the cases of irregularities are mainly due to delay in refill supplies as well as non-home delivery of domestic refills by LPG distributors, overcharging for home delivery, unaccounted sale of LPG

cylinders, supply of underweight cylinders/pilferage, etc. State/UT-wise and Company-wise details of established cases of irregularities/malpractices as reported by OMCs for the last three years and current year are at Annexure-IV, V and VI. In all established cases of irregularities/malpractices, action against the LPG Distributor is taken as per provisions of Marketing Discipline Guidelines/Distributorship Agreement. The steps been taken by the Government to bring transparency in the functioning of LPG distribution across the country include:-

- (i) In order to regulate distribution of LPG, “Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000” has been notified;
- (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) 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;
- (v) Provision to rate the services of the OMCs distributors is available on web portal by giving star ratings;
- (vi) 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;
- (vii) Complaints received by OMCs are investigated and if established, suitable action is taken against the LPG distributor(s) as per provisions of the Marketing Discipline Guidelines (MDG)/Distributorship agreement;
- (viii) OMCs have also introduced different colors for domestic and non-domestic LPG cylinders so that misuse of domestic LPG cylinders for unauthorized use is easily identifiable.

Annexure referred to in reply to parts (b) & (c) of the Lok Sabha Unstarred Question No.875 asked by Shri Rahul Shewale, Shri Sanjay Dhotre and Shri Bhartruhari Mahtab to be answered on 23rd July, 2018 regarding “LPG Home Delivery”.

Total established cases of Irregularities against IOCL Distributorships

STATE/UT	2018-19 (April-June)	2017-18	2016-17	2015-16
CHANDIGARH	10	9	4	27
DELHI	27	77	18	52
HARYANA	0	3	3	9
HIMACHAL PRADESH	0	6	1	5
JAMMU & KASHMIR	0	12	11	25
PUNJAB	1	24	29	50
RAJASTHAN	16	129	22	63
UTTAR PRADESH	40	216	432	389
UTTRANCHAL	0	8	39	17
SUB TOTAL NORTH	94	484	559	637
ANDAMAN & NICOBAR	0	0	0	0
ARUNACHAL PRADESH	0	0	0	7
ASSAM	2	4	49	57
BIHAR	2	17	54	25
JHARKHAND	0	8	81	40
MANIPUR	0	0	4	0
MEGHALAYA	0	1	29	0
MIZORAM	0	0	0	0
NAGALAND	0	0	1	0
ORISSA	1	56	1	10
SIKKIM	0	0	1	0
TRIPURA	0	0	6	2
WEST BENGAL	0	26	17	9
SUB TOTAL EAST	5	112	243	150
CHATTISGARH	0	4	20	16
DADRA & NAGAR HAVELI	0	0	0	0
DAMAN & DIU	0	0	0	0
GOA	0	0	0	2
GUJARAT	0	40	44	91
MADHYA PRADESH	65	153	177	228
MAHARASHTRA	8	29	67	46
SUB TOTAL WEST	73	226	308	383
ANDHRA PRADESH	0	1	4	43
KARNATAKA	12	18	26	37
KERALA	2	17	21	64
LAKSHADWEEP	0	0	0	0
PONDICHERRY	0	0	0	0
TAMILNADU	0	25	20	106
TELANGANA	0	12	4	36
SUB TOTAL SOUTH	14	73	75	286
<u>ALL INDIA</u>	186	895	1185	1456

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Total established cases of Irregularities against BPCL Distributorships

STATE/UT	2015-16	2016-17	2017-18	Apr-June 2018
CHANDIGARH	7	3	0	1
DELHI	19	3	9	0
HARYANA	10	3	8	1
HIMACHAL PRADESH	0	0	2	0
JAMMU & KASHMIR	3	0	2	1
PUNJAB	16	6	4	3
RAJASTHAN	16	28	21	12
UTTAR PRADESH	78	52	96	9
UTTRANCHAL	6	5	13	0
SUB TOTAL NORTH	155	100	155	27
ANDAMAN & NICOBAR	0	0	0	0
ARUNACHAL PRADESH	0	0	0	0
ASSAM	1	1	0	0
BIHAR	7	15	25	7
JHARKHAND	3	0	0	0
MANIPUR	0	0	0	0
MEGHALAYA	0	0	0	0
MIZORAM	0	0	0	0
NAGALAND	0	0	0	0
ORISSA	90	0	0	0
SIKKIM	0	0	0	0
TRIPURA	0	0	0	0
WEST BENGAL	5	0	0	0
SUB TOTAL EAST	106	16	25	7
CHATTISGARH	2	0	0	0
DADRA & NAGAR HAVELI	0	0	0	0
DAMAN & DIU	0	0	0	0
GOA	2	0	4	0
GUJARAT	18	0	8	1
MADHYA PRADESH	17	20	23	0
MAHARASHTRA	55	40	61	6
SUB TOTAL WEST	94	60	96	7
ANDHRA PRADESH	24	21	3	2
KARNATAKA	26	19	9	5
KERALA	6	17	8	0
LAKSHADWEEP	0	0	0	0
PONDICHERRY	0	0	0	0
TAMILNADU	15	2	8	2
TELANGANA	16	0	8	0
SUB TOTAL SOUTH	87	59	36	9
ALL INDIA TOTAL	442	235	312	50

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Total established cases of Irregularities against HPCL Distributorships

State/UT	Apr-Jun '18	2017-18	2016-17	2015-16
CHANDIGARH	0	1	2	2
DELHI	3	8	26	7
HARYANA	0	1	10	33
HIMACHAL PRADESH	0	0	0	5
JAMMU & KASHMIR	0	13	5	49
PUNJAB	10	15	22	92
RAJASTHAN	41	149	104	76
UTTAR PRADESH	21	51	28	101
UTTRANCHAL	0	1	0	11
SUB TOTAL NORTH	75	239	197	376
ANDAMAN & NICOBAR	0	0	0	0
ARUNACHAL PRADESH	0	0	0	0
ASSAM	0	11	7	5
BIHAR	0	1	12	0
JHARKHAND	0	0	3	0
MANIPUR	0	0	0	0
MEGHALAYA	0	0	0	0
MIZORAM	0	0	0	0
NAGALAND	0	0	0	0
ORISSA	2	0	2	5
SIKKIM	0	0	0	0
TRIPURA	0	0	0	0
WEST BENGAL	14	169	60	132
SUB TOTAL EAST	16	181	84	142
CHATTISGARH	0	0	2	23
DADRA & NAGAR HAVELI	0	0	0	0
DAMAN & DIU	0	0	0	0
GOA	0	1	1	1
GUJARAT	2	9	5	13
MADHYA PRADESH	3	12	19	28
MAHARASHTRA	19	42	26	63
SUB TOTAL WEST	24	64	53	128
ANDHRA PRADESH	0	18	44	28
KARNATAKA	9	6	30	26
KERALA	0	2	14	3
LAKSHADWEEP	0	0	0	0
PONDICHERRY	0	0	0	1
TAMILNADU	0	0	5	14
TELANGANA	5	11	7	17
SUB TOTAL SOUTH	14	37	100	89
ALL INDIA	129	521	434	735

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Established Cases of Overcharging on home delivery against Indane Distributorship

<u>STATE/UT</u>	2018-19 (April-June)	2017-18	2016-17	2015-16
CHANDIGARH	0	1	0	0
DELHI	0	1	0	0
HARYANA	0	0	0	0
HIMACHAL PRADESH	0	0	0	0
JAMMU & KASHMIR	0	0	0	1
PUNJAB	0	1	3	3
RAJASTHAN	0	1	1	2
UTTAR PRADESH	0	9	10	28
UTTRANCHAL	0	1	0	0
SUB TOTAL NORTH	0	14	14	34
ANDAMAN & NICOBAR	0	0	0	0
ARUNACHAL PRADESH	0	0	0	0
ASSAM	0	0	6	4
BIHAR	0	2	7	1
JHARKHAND	0	0	6	2
MANIPUR	0	0	0	0
MEGHALAYA	0	0	0	0
MIZORAM	0	0	0	0
NAGALAND	0	0	0	0
ORISSA	0	1	0	0
SIKKIM	0	0	0	0
TRIPURA	0	0	0	0
WEST BENGAL	0	1	1	0
SUB TOTAL EAST	0	4	20	7
CHATTISGARH	0	0	0	1
DADRA & NAGAR HAVELI	0	0	0	0
DAMAN & DIU	0	0	0	0
GOA	0	0	0	0
GUJARAT	0	0	0	3
MADHYA PRADESH	1	1	3	4
MAHARASHTRA	1	2	4	2
SUB TOTAL WEST	2	3	7	10
ANDHRA PRADESH	0	0	0	0
KARNATAKA	1	1	0	1
KERALA	2	0	0	3
LAKSHADWEEP	0	0	0	0
PONDICHERRY	0	0	0	0
TAMILNADU	0	4	4	11
TELANGANA	0	1	0	0
SUB TOTAL SOUTH	3	6	4	15
<u>ALL INDIA</u>	5	27	45	66

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Established Cases of Overcharging on home delivery against BPCL Distributorship

STATE/UT	2015-16	2016-17	2017-18	Apr-June 2018
CHANDIGARH	0	0	0	0
DELHI	3	0	0	0
HARYANA	2	0	0	0
HIMACHAL PRADESH	0	0	0	0
JAMMU & KASHMIR	0	0	0	0
PUNJAB	0	1	0	0
RAJASTHAN	0	5	6	3
UTTAR PRADESH	9	4	6	2
UTTRANCHAL	1	1	1	0
SUB TOTAL NORTH	15	11	13	5
ANDAMAN & NICOBAR	0	0	0	0
ARUNACHAL PRADESH	0	0	0	0
ASSAM	0	0	0	0
BIHAR	1	5	2	1
JHARKHAND	0	0	0	0
MANIPUR	0	0	0	0
MEGHALAYA	0	0	0	0
MIZORAM	0	0	0	0
NAGALAND	0	0	0	0
ORISSA	0	0	0	0
SIKKIM	0	0	0	0
TRIPURA	0	0	0	0
WEST BENGAL	2	0	0	0
SUB TOTAL EAST	3	5	2	1
CHATTISGARH	0	0	0	0
DADRA & NAGAR HAVELI	0	0	0	0
DAMAN & DIU	0	0	0	0
GOA	0	0	0	0
GUJARAT	0	0	0	0
MADHYA PRADESH	5	12	5	0
MAHARASHTRA	3	3	3	0
SUB TOTAL WEST	8	15	8	0
ANDHRA PRADESH	2	0	0	1
KARNATAKA	9	0	0	0
KERALA	0	0	1	0
LAKSHADWEEP	0	0	0	0
PONDICHERRY	0	0	0	0
TAMILNADU	5	0	0	0
TELANGANA	0	0	0	0
SUB TOTAL SOUTH	16	0	1	1
ALL INDIA TOTAL	42	31	24	7

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Established cases of Overcharging on Refill against HP Gas Distributorships

State/UT	Apr-Jun '18	2017-18	2016-17	2015-16
JAMMU & KASHMIR		1		6
PUNJAB		1	2	6
RAJASTHAN		2	5	2
UTTAR PRADESH	5	5	4	7
UTTRANCHAL				
SUB TOTAL NORTH	5	9	11	21
BIHAR			2	
ORISSA	3		1	1
WEST BENGAL		10	2	2
SUB TOTAL EAST	3	10	5	3
GOA			1	
GUJARAT			1	
MADHYA PRADESH			2	
MAHARASHTRA	2	2	3	7
SUB TOTAL WEST	2	2	7	7
ANDHRA PRADESH		4	9	8
KARNATAKA	2	2	6	3
TAMILNADU				4
TELANGANA		4		3
SUB TOTAL SOUTH	2	10	15	18
ALL INDIA	12	31	38	49