

**LOK SABHA
UNSTARRED QUESTION NO. 2161
TO BE ANSWERED ON 24th DECEMBER, 2018**

OMCs Helpline Number

2161. SHRI S.P. MUDDAHANUME GOWDA:
SHRI RAJESHBHAI CHUDASAMA:

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

- (a) whether it is a fact that each Oil Marketing Companies (OMCs) are having a separate helpline number but that are not toll free;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Government has issued instructions to these OMCs to make these numbers toll free at the earliest and if so, the details thereof;
- (d) the time by which the said decision is likely to be implemented by the OMCs;
- (e) whether the Government has started a 24x7 single toll free number 1906 for complaints regarding leakage of LPG in the country and if so, the details thereof; and
- (f) the number of complaints received by OMCs on this helpline number and the remedial action taken by these OMC so far, company-wise?

ANSWER

पेट्रोलियम एवं प्राकृतिक गैस मंत्री) श्री धर्मेन्द्र प्रधान(

MINISTER OF PETROLEUM AND NATURAL GAS (SHRI DHARMENDRA PRADHAN)

(a) to (d) Oil Marketing Companies (OMCs) have reported that there is a single toll free grievance redressal telephone number 18002333555, to have a convenient, easy and effective way to enable the citizens to post their queries or grievances or provide their feedback.

(e) & (f) Government has launched a multilingual 24x7 LPG Emergency Helpline Number 1906 for attending LPG leakage complaints. The Call Center is having a web based application for logging, viewing and monitoring the call logs & updation of contact details of the Mechanic & Field Officers. OMCs-wise details of complaints received and redressed on 1906 as on 17.12.2018, are as under :-

OMCs	Complaints received	Complaints redressed
IOC	4,42,007	4,42,007
BPC	64,395	64,395
HPC	78,644	78,121