

**LOK SABHA
UNSTARRED QUESTION NO. 331
TO BE ANSWERED ON 24th JUNE, 2019**

LPG Portability

331. SHRI RAHUL RAMESH SHEWALE:
SHRI BHARTRUHARI MAHTAB:

पेट्रो लयम एवं प्राकृतिक गैस मंत्री

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

- (a) the salient features of the Liquefied Petroleum Gas (LPG) portability scheme implemented by the Government in the country;
- (b) the number of LPG customers who have availed the facility of the said scheme across the country since inception, State/ UT/company-wise;
- (c) whether the Government has received complaints against LPG Distributors for denial of portability scheme since inception, if so, the details thereof, State/UT-wise;
- (d) whether the Government has received suggestions from various quarters for effective implementation of the said scheme in the country, if so, the details thereof; and
- (e) the other steps taken by the Government for effective implementation of the said scheme across the country?

ANSWER

पेट्रो लयम एवं प्राकृतिक गैस मंत्री (श्री धर्मन्द्र प्रधान)

MINISTER OF PETROLEUM AND NATURAL GAS (SHRI DHARMENDRA PRADHAN)

- (a) Portability option for transfer of LPG connection was launched across the country in 2013. Subsequently, the process of online transfer of connection within same market was made fully automatic for the transfers within the same Oil Marketing Company (OMC).

Through this initiative, the consumer is empowered to choose his/her destination distributor online from his registered login without the intervention of his parent distributor. In this process event the Transfer Subscription Voucher (TSV) is delivered at customer premises by the destination distributor and it does away for the consumer to physically approach both the distributors

with a transfer request. The process of transfer of connection also entails email information to customer on each stage of transfer of connection.

In case of Inter Company Connection Transfer, both parent and destination distributor get advance intimation about consumer's transfer request with tracking options for customers. However, the Customer needs to visit the parent distributorship for surrendering of LPG equipments as accounting of equipment and security deposit is involved.

- (b) OMCs have reported that since the launch of Scheme till 18.6.2019, more than 4.2 lakh consumers have used this option for getting their connection transferred to their preferred/required distributor online under the portability scheme. State/UT wise details are in Annexure.
- (c) OMCs have reported that the complaints pertaining to portability scheme are resolved immediately and there are Nil established cases of complaints on portability.
- (d)&(e) OMCs have reported that they have received suggestions on Portability scheme and in March, 2016, the process of online transfer of connection within same market was made fully automatic for the transfers within the OMC thereby doing away with the physical requirement of approaching the distributor with a transfer request. The portability scheme is now available across the country.

**Annexure referred to part (b) in Lok Sabha Unstarred Question No. 331 for 24.06.2019
regarding "LPG Portability" by Shri Rahul Ramesh Shewale and others**

State/UT-wise details of Portability requests completed

S.No	State/UT	Total portability
1	Andhra Pradesh	45,652
2	Arunachal Pradesh	2
3	Assam	916
4	Bihar	26,413
5	Chandigarh	173
6	Chhattisgarh	1,586
7	Daman and Diu	3
8	Delhi	1,867
9	Goa	162
10	Gujarat	2,143
11	Haryana	7,284
12	Himachal Pradesh	543
13	Jammu and Kashmir	7,971
14	Jharkhand	2,397
15	Karnataka	17,652
16	Kerala	24,638
17	Madhya Pradesh	7,459
18	Maharashtra	10,564
19	Manipur	37
20	Meghalaya	21
21	Mizoram	1
22	Nagaland	2

23	Odisha	2,657
24	Puducherry	2,062
25	Punjab	22,822
26	Rajasthan	59,066
27	Sikkim	8
28	Tamil Nadu	12,472
29	Telangana	8,692
30	Tripura	418
31	Uttar Pradesh	46,017
32	Uttarakhand	6,800
33	West Bengal	1,09,783
	Total	4,28,283