

LOK SABHA
UNSTARRED QUESTION NO. 45
TO BE ANSWERED ON 20th JULY, 2023

SUPPLY OF UNDERWEIGHT LPG CYLINDERS

45. SHRI ARUN SAO:
MS. DIYA KUMARI:
SHRI SUNIL KUMAR SINGH:

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

- (a) whether cases of irregularities with respect to pilferage or supply of underweight cylinders have reduced during the last three years;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) the steps taken by the Government to prevent pilferage/supply of underweight cylinders to LPG consumers;
- (d) whether the Government is taking necessary steps to make the complaint redressal mechanisms accessible in cases of irregularities relating to pilferage/ supply of underweight cylinders; and
- (e) if so, the details thereof?

ANSWER

पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय में राज्य मंत्री (श्री रामेश्वर तेली)

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS
(SHRI RAMESWAR TELI)

(a) to (e) Yes Sir. Public Sector Oil Marketing Companies (OMCs) have reported that the established cases of irregularities against distributors regarding pilferage or supply of underweight cylinders have come down from 39 in 2020-21 to 28 in 2022-23.

OMCs have taken various steps to prevent pilferage/supply of underweight cylinders to LPG consumers, which inter-alia include, automatic filling of cylinders at bottling plants, sealing of cylinders with Tamper Evident Seal, Statistical Quality Control on 10 % cylinders received from bottling plant, pre-delivery checks and weighing of cylinders, carrying portable weighting scales by delivery persons, random checks by OMC officials at go-down/delivery points/en-route, organizing public awareness campaigns etc.

In all established cases of irregularities, action is taken against the LPG distributorships as per the relevant provisions of Marketing Discipline Guidelines (MDG) and Distributorship agreement.

To make it easy for LPG consumers to provide their feedback, OMCs have provided a unique toll-free telephone number 18002333555 through call centres on industry basis. For registration of leakage complaints exclusively, unique toll-free number 1906 is in operation through call centres on Industry basis.
