

**LOK SABHA**  
**UNSTARRED QUESTION NO.1150**  
**TO BE ANSWERED ON 26<sup>th</sup> JULY, 2021**

LPG Portability

1150. SHRI VIJAYAKUMAR (ALIAS) VIJAY VASANTH:  
SHRI BHAGWANT MANN:  
SHRI RAVNEET SINGH BITTU:  
SHRI THIRUNAVUKKARASAR SU:  
SHRI KULDEEP RAI SHARMA:  
SHRI GNANATHIRAVIAM S.:  
DR. DNV SENTHILKUMAR. S.:  
SHRIMATI SUPRIYA SULE:  
DR. AMOL RAMSING KOLHE:  
DR. SUBHASH RAMRAO BHAMRE:  
SHRI SUNIL DATTATRAY TATKARE:  
SHRI MANICKAM TAGORE B.:

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

- (a) whether the Government has decided to allow LPG customers to decide which distributors they want their LPG refill from and if so, the details thereof along with the aims and objectives behind the move;
- (b) whether this facility is available in selected States/UTs and if so, the details thereof;
- (c) whether the Government has evolved any mechanism by which consumers could select distributors of their choice and if so, the details thereof including the timeframe to roll out this scheme throughout the country;
- (d) whether this move will inspire healthy competition amongst the distributors to provide the best in class services to the customers and improve their performance ratings and if so, the details thereof;
- (e) whether the Government has received any complaints regarding irregular supply of LPG to the consumers by LPG distributors in the States of Tamil Nadu and Maharashtra and if so, the details thereof and if so, the details thereof and the action taken against the LPG distributors found guilty during the last three years and the current year; and
- (f) whether IOCL is planning to roll out a Tatkal LPG Seva in order to ensure that consumers get cooking gas cylinder on the day it is booked and if so, the details thereof along with the time-frame and the locations where this scheme is being operationalised?

ANSWER

पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय में राज्यमंत्री (श्री रामेश्वर तेली)  
MINISTER OF STATE IN MINISTRY OF PETROLEUM AND NATURAL GAS  
(SHRI RAMESWAR TELI)

(a) to (d) Following the vision of Hon'ble Prime Minister of making energy accessible and affordable to all and with a view to further empower the LPG consumers, it has been decided to allow LPG customers of PSU OMCs to have a choice deciding which distributors they want their LPG refill from.

While booking an LPG refill through Mobile app/OMC web portal using registered login, the customer is shown the list of delivering distributors along with their performance ratings which is based on their past delivery performance. The customer can choose any of the distributors from the list applicable for his/her area to get an LPG refill delivery by just tapping/clicking on the particular distributor.

In the pilot phase, this unique facility has been launched in Chandigarh, Coimbatore, Gurgaon, Pune, and Ranchi in June 2021.

The facility has been conceived to not only empower the customer by way of enhanced choices, but to also inspire healthy competition amongst the distributors to provide the best-in-class services to the customers and improve their performance ratings. It is therefore a win-win facility for both the customers and the distributors.

(e) Oil Marketing Companies have reported that they have received 5 established complaints regarding delay in refill supplies of domestic LPG cylinders in the State of Tamilnadu and Maharashtra during the last 3 years and the current year. Action against the distributors has been taken as per provisions of Marketing Discipline Guidelines/distributorship agreement in all the established cases of irregularities.

(f) IOCL have reported that they have currently no plan to rollout Tatkal LPG Seva.

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