

LOK SABHA
UNSTARRED QUESTION NO. 3538
TO BE ANSWERED ON 24th MARCH, 2022

MRP of Domestic LPG Cylinders

3538. SHRI DHANUSH M. KUMAR:
SHRIMATI MANJULATA MANDAL:
SHRI SELVAM G.:
SHRI GAJANAN KIRTIKAR:
DR. AMOL RAMSING KOLHE:
SHRI C.N. ANNADURAI:
DR. SUBHASH RAMRAO BHAMRE:
SHRI SUNIL DATTATRAY TATKARE:
SHRI GAUTHAM SIGAMANI PON:
DR. DNV SENTHILKUMAR. S.:
SHRI KULDEEP RAI SHARMA:

पेट्रोलियम एवं 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 and has 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 and company wise along with 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 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

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

- (a) The retail Selling Price (RSP) of domestic LPG cylinders includes charges towards home delivery also. The current applicable charges towards home delivery of various size of domestic LPG cylinders are as under

Product	Delivery charges for home delivery by distributors (Rs. Per refill)
14.2 Kg (Domestic subsidized & Non-subsidized cylinder) (w.e.f. 01.10.2019)	27.60
5 Kg Domestic (Domestic subsidized & Non-subsidized cylinder)	13.80

5 kg Composite Non-Subsidized (w.e.f. 1.4.2021)	13.80
10 kg composite Non-subsidized (w.e.f. 1.04.2021)	19.44

(b) to (d)

Public Sector Oil Marketing Companies (OMCs) receive various complaints such as overcharging for domestic cylinders, delay in refill delivery, unaccounted sale of LPG cylinders, supply of underweight cylinders/pilferage, release of LPG connection to ineligible persons, non-home delivery of domestic refills by LPG distributors etc. In all such established cases, action is taken as per provisions of Marketing Discipline Guidelines (MDG) / Distributorship Agreement. The State/UT-wise details of overcharging on refills during the last three years and current year i.e. 2018-19, 2019-20, 2020-21 and April -Dec 2021 are at **Annexure-I** and other established cases of irregularities / malpractices are at **Annexure-II**.

(e) Major steps taken by the Government/OMCs to bring transparency in the functioning of LPG distribution across the country inter alia include:-

- Notification of “Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000”, in order to regulate distribution of LPG.
- Notification of LPG Marketing Discipline Guidelines (MDG) by OMCs 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.
- KYC initiative for all New Connections/Multiple Connections/Transferred/Inactive customers so that customers with proper identity and address proof are enrolled at distributors.
- Introduction of IVRS/SMS refill booking system across the country in all regular distributorships, wherein customers get SMS on refill booking / generation of cash memo.
- Introduction of e-Invoice by OMCs so that customer can view the exact price payable.
- Provision of digital payment facility to the consumers.
- Provision of a unique toll free telephone number 18002333555 on industry basis, in order to have a convenient, easy and effective way for the citizen to provide their feedback.
- Introduction of different colours for domestic and non-domestic LPG cylinders so that misuse of domestic LPG cylinders for unauthorised use is easily identifiable.
- Introduction of PAHAL - Direct benefit transfer of LPG (DBTL) pan-India w.e.f. 01.01.2015. The customer pays non-subsidized price for all LPG refills. Subsidy is transferred to Bank Accounts. Further, w.e.f. 01.07.2016, the subsidy transfer is only to customers who have submitted their AADHAR number to the LPG distributor.
- Facility of opting for another distributor operating in the same area under portability scheme, in case the customer is not satisfied with the services of the existing distributor.

Annexure referred to in part (b) to (d) of Lok Sabha Unstarred Parliament Question No. 3538 for 24.03.2022 asked by Shri Dhanush M. Kumar and others regarding "MRP of Domestic LPG Cylinders".

State/UT	2021-22 (Apr-Dec. 22)	2020-21	2019-20	2018-19
Chandigarh	2	0	0	0
Delhi	0	0	1	2
Haryana	1	0	0	2
Himachal Pradesh	1	0	0	0
Jammu & Kashmir	1	8	0	1
Punjab	4	5	4	3
Rajasthan	9	9	12	14
Uttar Pradesh	33	45	58	39
Uttranchal	0	8	6	1
Ladakh	0	0	0	0
Sub Total North	51	75	81	62
Andaman & Nicobar	0	0	0	0
Arunachal Pradesh	0	0	0	0
Assam	0	4	2	1
Bihar	17	18	14	5
Jharkhand	4	4	4	0
Manipur	0	0	0	0
Meghalaya	1	0	0	0
Mizoram	0	0	0	0
Nagaland	0	0	0	0
Odisha	2	10	6	7
Sikkim	0	0	0	0
Tripura	0	0	0	0
West Bengal	3	3	3	1
Sub Total East	27	39	29	14
Chattisgarh	2	3	0	1
Dadra & Nagar Haveli	0	0	0	0
Daman & Diu	0	0	0	0
Goa	0	0	4	0
Gujarat	2	3	3	3
Madhya Pradesh	1	14	8	4
Maharashtra	9	15	7	18
Sub Total West	14	35	22	26
Andhra Pradesh	10	21	18	11
Karnataka	8	31	12	10
Kerala	4	1	7	8
Lakshadweep	0	0	0	0
Puducherry	0	0	0	0
Tamilnadu	13	9	4	7
Telangana	7	7	11	18
Sub Total South	42	69	52	54
All India	134	218	184	156

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State/UT	2021-22 (Apr-Dec)	2020-21	2019-20	2018-19
Chandigarh	7	2	3	17
Delhi	37	47	178	130
Haryana	34	74	56	36
Himachal Pradesh	12	14	15	9
Jammu & Kashmir	8	27	25	16
Punjab	49	51	132	87
Rajasthan	99	122	157	319
Uttar Pradesh	357	644	675	413
Uttanchal	50	128	109	22
Ladakh	0	0	0	0
Sub Total North	653	1109	1350	1049
Andaman & Nicobar	2	0	0	0
Arunachal Pradesh	2	14	2	0
Assam	32	56	39	9
Bihar	55	76	103	54
Jharkhand	11	37	86	46
Manipur	0	0	0	0
Meghalaya	4	0	2	0
Mizoram	0	0	0	0
Nagaland	9	2	0	1
Odisha	45	58	61	32
Sikkim	0	0	0	0
Tripura	0	1	2	0
West Bengal	26	138	53	91
Sub Total East	186	382	348	233
Chattisgarh	32	67	169	30
Dadra & Nagar Haveli	0	0	0	0
Daman & Diu	0	0	0	0
Goa	0	2	17	2
Gujarat	22	94	36	29
Madhya Pradesh	47	208	392	222
Maharashtra	171	191	209	133
Sub Total West	272	562	823	416
Andhra Pradesh	43	36	112	47
Karnataka	11	101	94	111
Kerala	28	34	177	36
Lakshadweep	0	0	0	0
Puducherry	0	0	4	2
Tamilnadu	128	186	148	61
Telangana	37	37	100	57
Sub Total South	247	394	635	314
All India	1358	2447	3156	2012

Source: OMCs