

LOK SABHA
UNSTARRED QUESTION NO. 883
TO BE ANSWERED ON 04TH DECEMBER, 2025
Measures to Prevent Malpractices at Petrol Pumps

883. Shri Parshottambhai Rupala:

पेट्रोलियम और प्राकृतिक गैस मंत्री

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

- (a) the steps taken by the Union Government in collaboration with the State Governments to curb malpractices by certain Petroleum Retail Outlets that manipulate Electronic Dispensing Meters, thereby delivering less fuel to consumers than they pay for;
- (b) whether the Union Government in coordination with the State Governments has taken any measures to strengthen the inspection of Petroleum Volume Measurement Devices installed at Retail Outlets particularly in view of the Lax Enforcement by certain State agencies, if so, the details thereof; and
- (c) whether the Government regularly inspects the volume of imported crude oil consignments and if so, the procedure being followed for such verification including the agencies involved, if so, the details thereof?

ANSWER

पेट्रोलियम और प्राकृतिक गैस मंत्रालय में राज्यमंत्री

(श्री सुरेश गोपी)

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS
(SHRI SURESH GOPI)

- (a) and (b): Public Sector Oil Marketing Companies (OMCs) have formulated and implemented Marketing Discipline Guidelines (MDG) for checking irregularities or malpractices including short delivery at Retail Outlets (RO) Dealerships. Action is taken in case of established irregularities against erring dealers as per MDG guidelines and the Dealership agreement. MDG guidelines are available at website: <https://ioc.com/marketing-discipline-guidelines>.

OMCs have also informed that to prevent the Electronic Dispensing Meters' manipulations, they procure and install Dispensing Units (DUs) with accuracy class of metering unit as per Legal Metrology Rules. These DUs have latest security features including audit trails which help in ensuring dispensation of correct quantity of fuel from the DU and are also available for future inspections.

Further, all new dispenser models are extensively tested for software and hardware integrity and security features at Centre for Development of Advanced Computing, (CDAC) before deployment at ROs.

Further, DUs are periodically calibrated and sealed by the State Weights and Measure Departments to ensure correct quantity fuel dispensation to consumers and to avoid the tampering of the dispensing units.

Customers can also check Quantity of the product being dispensed at the fuel stations with the help of calibrated 5 Liter measure available at ROs.

State Legal Metrology authorities, empowered under the Legal Metrology (Enforcement) Rules, undertake surprise inspections and special drives at ROs. OMCs extend full cooperation to these authorities by facilitating inspections and supporting effective enforcement by the State Legal Metrology Departments.

- (c) The volume and quantity of imported crude are verified in accordance with Customs Act, Petroleum Rules and established marine survey procedures.
