

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1168**  
**TO BE ANSWERED ON 7<sup>TH</sup> DECEMBER, 2015**

**LPG CUSTOMER SERVICES**

1168. SHRI SIRAJUDDIN AJMAL:  
SHRI B. SENGUTTUVAN:  
DR. C. GOPALAKRISHNAN:  
SHRI K. PARASURAMAN:  
SHRI DILIPKUMAR MANSUKHLAL GANDHI:

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

- (a) whether the system of booking on customer service centre/mobile booking system is on the verge of collapse and if so, the details thereof and the action taken in this regard, State/UT/Oil Marketing Companies (OMCs)-wise;
- (b) the efforts made by the Government to provide efficient customers service on each LPG outlets across the country, State/ UT/OMC-wise;
- (c) whether the Government proposes to sell 2-5 kg LPG cylinders to the various households across the country;
- (d) if so, the eligibility criteria fixed by the Government and the steps taken to popularise the use of such cylinders in the country along with the fund allocated for the purpose and the time by which the said proposal be implemented, State/UT/OMC-wise;
- (e) the details of the LPG consumers linked their Aadhaar cards to their bank accounts and the National Payments Corporation of India has identified the Bank Account of all consumers of Direct Benefit Transfer for LPG (DBTL), State/UT/ OMC-wise including Tamil Nadu;
- (f) whether the Government has fixed criteria to obtain the benefit of DBTL through Aadhaar Card only resulting deprived of the DBTL benefit to some of them and if so, the details thereof along with other mode of DBTL beneficiary has been worked out by the Government; and
- (g) whether the Government proposes online booking facility to refill of LPG cylinders and if so, the details thereof, State/ UT/OMC-wise?

**ANSWER**

पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार) (श्री धर्मेन्द्र प्रधान)

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)

(a) Public Sector Oil Marketing Companies (OMCs) have reported that Interactive Voice Response System (IVRS)/ Short Message Services(SMS) refill booking system is working satisfactorily since inception. Presently, more than 65 % of refill bookings are received through IVRS system without any manual intervention of the distributors or their staff.

(b) Some of the initiatives undertaken to provide efficient service to LPG customers are :-

- Unique toll free number 18002333555 is in operation for complaint registration through call centers, on industry basis, to have a convenient, easy and effective way to enable the customer to air their complaints,.
- Know Your Customer (KYC) initiative for all new connections/multiple connections/transferred/inactive customers so that customers with proper identity and address proof are enrolled at distributors.
- SAHAJ- a online new connection request with online payment facility having tracking options.
- Transparency Portal wherein the customer can see the consumption pattern of refills, can lodge complaints and also rate the performance of his distributor.
- Rating of distributors on the website based on the delivery pattern.
- Detail of customer service cell and concerned officer (Name, Tel. No.) looking after the distributor operations are displayed in the showroom of the distributors. Periodic advertisements to this effect are also published in leading dailies.
- Intra & Intercompany Connection Portability, which empowers customers to change dealer at their choice, if they are not satisfied with the service.

(c) & (d) Government has allowed the sale of 5 Kg LPG cylinders with / without Domestic Pressure Regulator (DPR) through Retail Outlets of Public Sector Oil Marketing companies (OMCs) which are accessible to all and are open for longer hours. Subsequently, sale of 5 Kg Free Trade LPG(FTL) cylinder has been extended to LPG distributorship points and Kirana /General stores etc also for the convenience of the target consumers. As on 31.10.2015, the scheme is under operation from 261 retail outlets, 484 distributorship points and 194 Kirana/general stores, on industry basis.

(e) & (f) LPG consumers who join the PAHAL scheme, get the LPG cylinders at market price and receive LPG subsidy (as per their entitlement) directly into their bank accounts. To join PAHAL, all domestic LPG consumers have been given two alternatives in the scheme. If LPG consumer has Aadhaar number, he/ she requires to link it to his/ her LPG consumer ID and bank account. Alternatively, he/ she can link his bank account directly to his/her LPG consumer ID. As on 02.12.2015, 14.62. crore have joined the PAHAL Scheme.

State/UT wise details of LPG consumers including for the State of Tamil Nadu, joined the PAHAL scheme as on 02.12.2015 is at **Annexure - I**.

(g) LPG customers have the facility to book their refill booking by web through [www.mylpg.in](http://www.mylpg.in) or [www.indane.co.in/ebharatgas.com/hpgas.com](http://www.indane.co.in/ebharatgas.com/hpgas.com) from their registered login. By this facility, customer can get the status of their booked refills through SMS and e-mails. State/UT wise list of distributors having online refill booking facility is at **Annexure-II**.

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# Annexure-I

Annexure referred to in part (e) of the reply to Lok Sabha Unstarred Question No. 1168 for 07.12.2015 regarding LPG Consumer Services.

State Name	No. of LPG Consumers	LPG Aadhaar Seeding	Bank Aadhaar Seeding (ATC)	Bank Account Seeding (BTC)	CTC
	02-12-2015	02-12-2015	02-12-2015	02-12-2015	02-12-2015
Andaman_and_Nicobar_Islands	70874	32224	29455	27497	56952
Andhra_Pradesh	10083480	9539068	8805667	505184	9310851
Arunachal_Pradesh	192199	2735	994	152010	153004
Assam	2960721	8994	5895	2579060	2584955
Bihar	6460254	1131678	774009	4993797	5767806
Chandigarh1	262219	226445	205507	29811	235318
Chhattisgarh	1873457	1057352	881595	755468	1637063
Dadra_and_Nagar_Haveli1	68136	33281	30678	28211	58889
Daman_and_Diu	60399	43087	36558	15853	52411
Delhi	4716140	3306336	2875056	826710	3701766
Goa	429894	370530	356599	27655	384254
Gujarat	6616527	3769832	3256497	2635480	5891977
Haryana	4711785	3576488	3175344	955520	4130864
Himachal_Pradesh	1292848	1185163	1118896	34717	1153613
Jammu_and_Kashmir	1662909	151919	83776	1232899	1316675
Jharkhand	1833007	1243248	1041326	562271	1603597
Karnataka	10324307	7057511	6029396	3347490	9376886
Kerala	7747615	6914509	6596610	403054	6999664
Lakshadweep1	3920	3560	3299	448	3747
Madhya_Pradesh	6780059	4314102	3543154	2578431	6121585
Maharashtra	19470149	13935234	11284396	5977696	17262092
Manipur	325331	80018	46996	220777	267773
Meghalaya	135745	1110	849	117710	118559
Mizoram	260775	510	186	186081	186267
Nagaland	184786	19720	14343	111055	125398
Odisha	3045035	1452759	1241687	1480720	2722407
Puducherry1	327200	298082	284855	20176	305031
Punjab	6030184	5197498	4758742	665137	5423879
Rajasthan	8505354	4627370	3847159	3890609	7737768
Sikkim	115376	98680	87929	14671	102600
Tamil_Nadu	16091010	9713473	8481222	6452597	14933819
Telangana	8017416	7275911	6642775	436372	7079147
Tripura	394714	328037	313262	54895	368157
Uttar_Pradesh	19409316	7141758	5693997	11807665	17501662
Uttarakhand	1881820	579018	490733	1183364	1674097
West_Bengal	10675174	5384702	4766183	5099711	9865894
<b>Grand Total</b>	<b>163020135</b>	<b>100101942</b>	<b>86805625</b>	<b>59410802</b>	<b>146216427</b>

**Annexure referred to in part (g) of the reply to Lok Sabha Unstarred Question  
No. 1168 for 07.12.2015 regarding LPG Consumer Services.**

	No of distributors provided with Online refill booking facility			
STATE/UT	IOC	BPC	HPC	OMC
Andaman & Nicobar	3	0	0	3
Andhra Pradesh	281	200	270	751
Arunachal Pradesh	41	1	0	42
Assam	281	46	24	351
Bihar	495	255	243	993
Chandigarh	15	4	5	24
Chattisgarh	145	72	111	328
Dadra & Nagar Haveli	0	0	2	2
Daman & Diu	0	1	2	3
Delhi	186	77	48	311
Goa	4	17	29	50
Gujarat	333	162	164	659
Haryana	190	118	76	384
Himachal Pradesh	114	16	17	147
Jammu & Kashmir	58	26	76	160
Jharkhand	206	77	88	371
Karnataka	360	223	264	847
Kerala	265	162	115	542
Lakshadweep	1	0	0	1
Madhya Pradesh	533	287	302	1122
Maharashtra	333	655	616	1604
Manipur	61	0	0	61
Meghalaya	27	3	0	30
Mizoram	48	0	0	48
Nagaland	42	5	1	48
Odisha	210	117	188	515
Pondicherry	10	6	7	23
Punjab	309	169	133	611
Rajasthan	405	241	270	916
Sikkim	12	0	0	12
Tamilnadu	588	278	216	1082
Telanagana	244	176	171	591
Tripura	50	0	0	50
Uttar Pradesh	1290	731	513	2534
Uttanchal	130	49	22	201
West Bengal	474	153	179	806
<b>All India</b>	<b>7744</b>	<b>4327</b>	<b>4152</b>	<b>16223</b>

