

LOK SABHA

UNSTARRED QUESTION NO. 2405

TO BE ANSWERED ON 1ST AUGUST 2016

LPG SUPPLY BY OMC

†2405. SHRI HARISHCHANDRA CHAVAN:
SHRI ANSHUL VERMA:
SHRI ANIL SHIROLE:
SHRI RAM CHARITRA NISHAD:
SHRI CHANDRAKANT KHAIRE:
SHRI K.R.P. PRABAKARAN:
SHRI RAM MOHAN NAIDU KINJARAPU:
DR. RAVINDRA BABU:
SHRIMATI SAKUNTALA LAGURI:
SHRI ARJUN LAL MEENA:
SHRI DILIPKUMAR MANSUKHLAL GANDHI:
SHRI DEVJI M. PATEL:
SHRIMATI V. SATHYA BAMA:

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

(a) the details of cases of inadequate door to door service/irregular and delayed home delivery/booking of LPG cylinders noticed by the Government/reported in the country along with surprise checks/raids conducted by the Government and action taken against the persons/distributors found involved in such malpractices during the last three years and the current year, State/ UT-wise including Odisha;

(b) the initiatives taken to ease the long pending public demand of the LPG consumers to transfer their LPG connection to other LPG distributors within 15 kilometre radius/nearby area under transfer termination voucher so that they receive efficient customer service there along with number of complaint received from LPG consumers in this regard and action taken thereon, State/UT/Oil Marketing Company (OMC)-wise;

(c) whether cases of overcharging and theft of LPG cylinders by LPG distributors, fake/bogus connections to the fictitious persons, underweight/pilferage of gas from cylinders, black marketing/ diversion for commercial purpose such as hotel and

restaurant of LPG cylinders have been noticed by the Government during the said period;

(d) if so, the details thereof along with number of such cases identified in rural/backward areas and gas agencies/Oil Marketing Companies found to be involved therein including the action taken by the Government in this regard, State/UT/case-wise including the North Eastern States;

(e) the number of domestic and commercial LPG consumers in the country along with the number of households who are yet to receive LPG connections including target fixed for the next three years, State/UT-wise; and

(f) whether there is any proposal to increase the LPG quota and supply in rural/backward areas of the country and if so, the details thereof along with the steps taken to remove the shortage, State/UT-wise including Uttar Pradesh and Rajasthan?

ANSWER

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

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

(a), (c) & (d) State/UT-wise details of irregularities including inadequate door to door service/irregular and delayed home delivery/booking of LPG cylinders, overcharging, shortage of equipment, black marketing/diversion, pilferage etc. including the State of Odisha and North Eastern States during the last three years and current year are at **Annexure-I**.

In all established cases of irregularities, action is taken by OMCs as per provisions of Marketing Discipline Guidelines and Distributorship Agreement.

Public Sector Oil Marketing Companies (OMCs) have reported that regular/surprise inspections are conducted at LPG distributorships. State/UT-wise details of inspections conducted including the State of Odisha, during the last 3 years and April-June 2016 are at **Annexure-II**.

(b) In order to provide greater choice and better convenience to the LPG customers, OMCs have introduced online process of transfer of LPG connection. Under this scheme, the customer is allowed to select the distributor of his/her choice within a

city and get his/her connection transferred online to the desired distributor. The process of online transfer of connection is system based with minimum human intervention which enables tracking of application at each state with intimation to customer via e-mails and SMS. The facility also provides for tracking along with escalation for timely intervention.

(e) State/UT-wise details of domestic and commercial LPG consumers (NDNE) along with LPG coverage are at **Annexure-III**.

Release of LPG connections is a continuous process. LPG distributors are under instruction to release new connections on demand. OMCs aim to provide 10 crore new LPG connections during 2016-18. Further, the Government has launched "Pradhan Mantri Ujjwala Yojana" through which deposit free LPG connections to 5 crore women belonging to the Below Poverty Line (BPL) families over a period of 3 years starting from FY 2016-17 will be given. Under Pradhan Mantri Ujjwala Yojana priority is given to such States/UTs having LPG coverage less than the national average as on 01.01.2016.

(f) OMCs have reported that, at present, there is no shortage of LPG in the country, including rural/backward areas States of Uttar Pradesh and Rajasthan except in the States of Assam, Manipur, Tripura and Kerala where frequent local bandhs, agitations by different organisations and the poor condition of road mainly have led to a Backlog of refill supplies. Efforts are made for clearing the backlog as and when generated by augmenting bulk LPG supplies, arranging additional imports, positioning of bulk LPG at the plants through alternate routes and operation of LPG bottling plants on Sundays/Holidays and extended hours.

State/UT-wise total number of established cases of malpractices/irregularities by OMC distributors during last three year and current year i.e. 2013-14, 2014-15, 2015-16 & Apr'16-Jun'16

State / UT	Nos.
CHANDIGARH	96
DELHI	232
HARYANA	194
HIMACHAL PRADESH	14
JAMMU & KASHMIR	120
PUNJAB	293
RAJASTHAN	343
UTTAR PRADESH	1342
UTTRAKHAND	81
ANDAMAN & NICOBAR	0
ARUNACHAL PRADESH	9
ASSAM	150
BIHAR	325
JHARKHAND	143
MANIPUR	2
MEGHALAYA	10
MIZORAM	4
NAGALAND	0
ODISHA	254
SIKKIM	1
TRIPURA	8
WEST BENGAL	223
CHATTISGARH	98
DADRA & NAGAR HAVELI	0
DAMAN & DIU	3
GOA	16
GUJARAT	278
MADHYA PRADESH	678
MAHARASHTRA	554
ANDHRA PRADESH	359
KARNATAKA	266
KERALA	237
LAKSHADWEEP	0
PUDUCHERRY	2
TAMILNADU	262
TELANGANA	134
ALL INDIA	6731

Number of inspections carried out of OMC distributors during last three year and current year i.e. 2013-14, 2014-15, 2015-16 & Apr'16-Jun'16			
STATE/UT	IOC	BPC	HPC
CHANDIGARH	288	92	87
DELHI	1736	1162	739
HARYANA	1249	1447	489
HIMACHAL PRADESH	789	117	152
JAMMU & KASHMIR	812	376	474
PUNJAB	1898	2048	1411
RAJASTHAN	2198	2348	1861
UTTAR PRADESH	6504	6654	2915
UTTRAKHAND	768	348	277
ANDAMAN & NICOBAR	72	0	0
ARUNACHAL PRADESH	150	2	0
ASSAM	1713	432	76
BIHAR	1995	1589	489
JHARKHAND	1062	610	343
MANIPUR	336	0	0
MEGHALAYA	149	9	0
MIZORAM	219	0	0
NAGALAND	127	8	0
ODISHA	1122	618	1040
SIKKIM	225	0	0
TRIPURA	239	0	0
WEST BENGAL	3016	1635	974
CHATTISGARH	1007	536	404
DADRA & NAGAR HAVELI	0	0	0
DAMAN & DIU	0	0	20
GOA	21	247	735
GUJARAT	2663	1901	1796
MADHYA PRADESH	2612	2348	2237
MAHARASHTRA	1333	7396	5338
ANDHRA PRADESH	2527	2600	2949
KARNATAKA	1666	1439	2266
KERALA	1698	1663	786
LAKSHADWEEP	0	0	0
PUDUCHERRY	54	72	82
TAMILNADU	5187	1853	1519
TELANGANA	383	588	450
ALL INDIA	45818	40138	29909

State-wise LPG coverage by OMCs based on 2011 census - as on 01.07.2016					Commercial (NDNE) customers of OMCs as on 01.07.2016 (in lakhs)
STATE/UT	No. of Households (in lakhs)		Domestic LPG customers of OMCs (in lakhs)	LPG Coverage	
	As per Census 2011	Estimated at present	Active Customers	As per active customers count	
CHANDIGARH	2.35	2.57	2.64	102.9%	0.040
DELHI	33.41	37.18	45.59	122.6%	0.481
HARYANA	47.18	52.19	47.07	90.2%	0.478
HIMACHAL PRADESH	14.77	15.78	13.31	84.4%	0.384
JAMMU & KASHMIR	20.15	22.69	16.24	71.6%	0.160
PUNJAB	54.10	58.11	62.51	107.6%	0.678
RAJASTHAN	125.81	140.11	90.63	64.7%	1.033
UTTAR PRADESH	329.24	364.71	209.43	57.4%	1.170
UTTRAKHAND	19.97	21.97	19.27	87.7%	0.351
ANDAMAN & NICOBAR	0.93	0.97	0.74	76.9%	0.013
ARUNACHAL PRADESH	2.62	2.98	1.84	61.9%	0.024
ASSAM	63.67	69.48	29.23	42.1%	0.269
BIHAR	189.41	215.06	68.94	32.1%	0.361
JHARKHAND	61.82	69.20	19.50	28.2%	0.148
MANIPUR	5.07	5.57	3.26	58.5%	0.013
MEGHALAYA	5.38	6.18	1.37	22.1%	0.055
MIZORAM	2.21	2.49	2.36	94.8%	0.024
NAGALAND	4.00	3.99	1.75	43.9%	0.030
ODISHA	96.61	103.82	33.25	32.0%	0.304
SIKKIM	1.28	1.37	1.14	83.2%	0.034
TRIPURA	8.43	9.09	4.18	46.0%	0.026
WEST BENGAL	200.67	215.44	113.83	52.8%	1.045
CHATTISGARH	56.23	63.01	19.54	31.0%	0.188
DADRA & NAGAR HAVELI	0.73	0.95	0.69	73.1%	0.025
DAMAN & DIU	0.60	0.78	0.61	78.5%	0.020
GOA	3.23	3.37	4.33	128.5%	0.142
GUJARAT	121.82	134.36	66.91	49.8%	1.639
MADHYA PRADESH	149.68	165.88	70.22	42.3%	0.840
MAHARASHTRA	238.31	258.64	197.05	76.2%	3.214
ANDHRA PRADESH	126.04	133.43	108.24	81.1%	0.962
KARNATAKA	131.80	142.76	105.94	74.2%	2.524
KERALA	77.16	79.18	77.15	97.4%	1.999
LAKSHADWEEP	0.11	0.11	0.04	34.7%	0.0002
PUDUCHERRY	3.01	3.46	3.29	94.9%	0.078

TAMILNADU	184.93	200.32	162.00	80.9%	4.094
TELANGANA	84.21	89.15	85.60	96.0%	0.817
ALL INDIA	2466.9	2696.4	1689.7	62.7%	23.661