

(c) The actual expenditure incurred by PCRA during the last three years is as under:

Year	Expenditure (in Rs. crores)
2006-07	21.02
2007-08	20.89
2008-09	57.36

#### Distribution of LPG by Kumaon Mandal Vikas Nigam

971. SHRI KAMAL AKHTAR: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Government is aware that customer services of the Kumaon Mandal Vikas Nigam, which is Indian Oil's distributor of LPG cylinders in Almora and Ranikhet, are pathetic and its gas supply is irregular;

(b) if so, whether any enquiry or survey would be conducted in this regard and if not, the reasons therefor;

(c) whether Government would allow more LPG distributors by other OMCs in Almora and Ranikhet, so that consumers are given a choice and spared from monopolistic practices of Indian Oil and its distributors; and

(d) if so, by when and if not the reasons therefore?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI JITIN PRASADA): (a) and (b) Indian Oil Corporation Limited (IOC) has reported that they have not received any complaint of pathetic customer services and irregular gas supply by Kumaon Mandal Vikas Nigam (KMVN) in Almora and Ranikhet District of Uttarakhand.

Inspection of the distributors are carried out as per norms to monitor its functioning. Mechanism is in place for redressal of customers' grievances at different levels and appropriate corrective action is taken on feedbacks received.

Presently, various means for lodging complaints are available with the customers viz., complaint register kept at the distributorship, through website of IOC, through mail, customer / zonal service cell as also through toll free number 18002333555 to the complaint call centers of the IOC.

These complaints are monitored and appropriate remedial action are taken by IOC in a time bound manner.

(c) and (d) As on 01.06.2009, public sector Oil Marketing Companies (OMCs) are operating 168 LPG distributorships in the State of Uttarakhand, including four in Almora and one in Ranikhet.

IOC has also reported that Letter of Intent (LOI) for setting up of one more new LPG distributorship in Almora has already been issued to KMVN to cater to the LPG requirements of the area. However, in the case of Ranikhet, a new LPG distributorship is not feasible at present as per norms in vogue.

#### Shortage of cooking gas in Kerala

972. PROF. P. J. KURIEN: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that there is acute shortage of cooking gas supply in Kerala;

(b) if so, the details thereof;