

1	2	3
5.	Madhya Pradesh	24
6.	Haryana	2087
7.	Uttar Pradesh	964
8.	Tripura	8472
9.	Rajasthan	20
TOTAL		1522184

(d) As per Petroleum and Natural Gas Regulatory Board (PNGRB) Act, authorization for undertaking city gas distribution (CGD) projects are to be granted by PNGRB. PNGRB has envisaged a rollout plan for CGD network in more than 300 cities in the country over the next five years.

#### **Harassment of LPG consumers by gas agencies in Delhi**

†2287. SHRI NARAYAN SINGH KESARI: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that blackmarketing of domestic gas cylinders by gas agencies in Delhi has not completely stopped;

(b) whether the Ministry will issue instructions for benefit of the customers, making it mandatory for the agencies to clearly mention telephone numbers outside their office and over gas cylinder receipts, for making complaints;

(c) whether some of the gas agencies especially Vicky Gas Agency, Tagore Garden and Umika Gas Agency, Rajouri Garden, New Delhi never make gas delivery to residents of JJ Colonies in time and when the customers complaints, they are mistreated; and

(d) the steps proposed to solve this problem?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI R.P.N. SINGH): (a) A few complaints of blackmarketing/diversion of LPG have been received against LPG distributors in Delhi.

(b) The name, address and contact numbers of the concerned field officer and the contact details of Divisional Office/Area Office are displayed at the LPG distributorship for the information of

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†Original notice of the question was received in Hindi.

customers. The distributor's telephone numbers and Customer Service Cell telephone numbers are also printed on the refill voucher for convenience of the customers.

In additions to facilitate the complaint procedure, Public Sector Oil Marketing Companies (OMCs) have started the service of a Unique Toll Free telephone number 155233 for registering the complaints/grievances throughout the country since 2nd October, 2008.

(c) The Indian Oil Corporation Limited has reported that there is no established complaint of deliberate delay in refill supplies to residents of JJ colonies and mistreatment to the consumers by M/s. Vicky Agencies, Tagore Garden, New Delhi.

Similarly, Bharat Petroleum Corporation Limited has reported that M/s. Umika Gas Agency, Rajouri Garden, New Delhi deliver the cylinders on home delivery basis to JJ colonies and there is neither any backlog nor any complaint from the customers of JJ colonies.

(d) Initiatives taken for the convenience of the customers includes:

- (i) Facility of refill booking through Short Messaging Service (SMS), Interactive Voice Response System (IVRS) and website of the OMCs concerned.
- (ii) Facility of Toll Free numbers to the customers for lodging their complaints at any given time.
- (iii) Zonal Service Cells in each sales Zone which operate twice a week and are attended by the concerned Sales Officer, which helps in expeditious disposal of customers' problems and grievance.

#### **Dual pricing of petro-products**

2288. DR. E.M. SUDARSANA NATCHIAPPAN: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Government is contemplating to introduce dual pricing for all hydro-carbon products such as petrol, diesel, kerosene, cooking gas etc.; and

(b) if so, whether any data has been collected to demarcate the beneficiaries or class of people;

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