

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRIMATI PANABAKA LAKSHMI): (a) to (c) Assam Gas Company Limited (AGCL), supplies gas to tea sector as per the agreement signed with various tea gardens and tea bodies. It has reported that occasional interruptions in supply of gas happen due to technical or reasons beyond the control of AGCL such as bandh or blockades etc.

#### **Harassment of LPG consumers**

‡280. SHRI DHARMENDRA PRADHAN: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) the details of the LPG consumers in the country till 31 October, 2012, State-wise and company-wise;

(b) the number of the LPG consumers who have submitted KYC forms on Government's direction, State-wise;

(c) the details of the connections disconnected from 31 October, 2012 to 31 January, 2013, State-wise and company-wise;

(d) whether Government has received any complaints regarding harassment of consumers or arbitrariness by the Gas agencies; and

(e) if so, the details thereof and the details of the efforts made by Government to tackle the same?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRIMATI PANABAKA LAKSHMI): (a) State-wise and company-wise details of LPG consumers in the OMC database till 31.10.2012 are given in Statement -I (*See below*)

(b) The number of the LPG consumers who have submitted the Know Your Customer KYC forms is given in Statement - II (*See below*)

(c) Public Sector Oil Marketing Companies (OMCs), namely, Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have reported that they have not suo moto disconnected any connections. However the details of number of

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‡Original notice of the question was received in Hindi.

connections disconnected during 31.10.2012 to 31.01.2013 are given in Statement -III (See below)

(d) and (e) Procedural difficulties as and when faced by the customers are addressed on priority. No complaints of harassment have been established during KYC drive. Constant efforts are also being made to communicate various provisions to the public at large, through web site, press release, advertisements etc.

**Statement -I**

*State/company-wise number of consumers (in lacs) till 31.10.2012*

| Sl. No. | State/UTs           | IOC   | BPCL  | HPCL  | Total  |
|---------|---------------------|-------|-------|-------|--------|
| 1.      | Chandigarh          | 2.53  | 0.50  | 0.82  | 3.85   |
| 2.      | Delhi               | 33.38 | 10.99 | 7.15  | 51.52  |
| 3.      | Haryana             | 20.73 | 13.77 | 8.98  | 43.48  |
| 4.      | Himachal Pradesh    | 13.04 | 1.06  | 1.85  | 15.95  |
| 5.      | Jammu and Kashmir   | 4.78  | 1.64  | 11.11 | 17.53  |
| 6.      | Punjab              | 34.13 | 14.06 | 11.79 | 59.98  |
| 7.      | Rajasthan           | 30.40 | 18.18 | 18.62 | 67.2   |
| 8.      | Uttar Pradesh       | 94.02 | 37.96 | 23.47 | 155.45 |
| 9.      | Uttaranchal         | 16.96 | 2.80  | 1.41  | 21.17  |
| 10.     | Andaman and Nicobar | 0.66  | 0.00  | 0     | 0.66   |
| 11.     | Arunachal Pradesh   | 1.85  | 0.02  | 0     | 1.87   |
| 12.     | Assam               | 22.86 | 1.54  | 0.65  | 25.05  |
| 13.     | Bihar               | 24.89 | 8.38  | 7.96  | 41.23  |
| 14.     | Jharkhand           | 10.12 | 1.91  | 3.03  | 15.06  |
| 15.     | Manipur             | 3.00  | 0.00  | 0     | 3      |
| 16.     | Meghalaya           | 1.56  | 0.03  | 0     | 1.59   |
| 17.     | Mizoram             | 2.66  | 0.00  | 0     | 2.66   |
| 18.     | Nagaland            | 1.94  | 0.01  | 0     | 1.95   |

| Sl. No. | State/UTs              | IOC    | BPCL   | HPCL  | Total   |
|---------|------------------------|--------|--------|-------|---------|
| 19.     | Odisha                 | 7.85   | 4.56   | 9.04  | 21.45   |
| 20.     | Sikkim                 | 1.71   | 0.00   | 0     | 1.71    |
| 21.     | Tripura                | 3.50   | 0.00   | 0     | 3.5     |
| 22.     | West Bengal            | 47.42  | 12.28  | 16.98 | 76.68   |
| 23.     | Chhattisgarh           | 7.52   | 2.22   | 4.78  | 14.52   |
| 24.     | Dadra and Nagar Haveli | 0.00   | 0.00   | 0.58  | 0.58    |
| 25.     | Daman and Diu          | 0.00   | 0.21   | 0.37  | 0.58    |
| 26.     | Goa                    | 0.12   | 1.72   | 3.15  | 4.99    |
| 27.     | Gujarat                | 38.45  | 16.83  | 15.15 | 70.43   |
| 28.     | Madhya Pradesh         | 29.33  | 12.46  | 16.75 | 58.54   |
| 29.     | Maharashtra            | 20.92  | 78.78  | 78.27 | 177.97  |
| 30.     | Andhra Pradesh         | 56.35  | 33.06  | 70.26 | 159.67  |
| 31.     | Karnataka              | 36.38  | 20.58  | 27.95 | 84.91   |
| 32.     | Kerala                 | 38.18  | 22.26  | 12.22 | 72.66   |
| 33.     | Lakshadweep            | 0.02   | 0.00   | 0     | 0.02    |
| 34.     | Puducherry             | 1.41   | 0.83   | 1.26  | 3.5     |
| 35.     | Tamil Nadu             | 89.91  | 37.73  | 21.4  | 149.04  |
| TOTAL   |                        | 698.58 | 356.37 | 375   | 1429.95 |

**Statement - II**

*State/company-wise number of consumers submitted the know Your customer (KYC) as on 01.02.2013*

| Sl. No. | State/UTs  | IOC    | BPCL  | HPCL  | Total  |
|---------|------------|--------|-------|-------|--------|
| 1.      | Chandigarh | 33665  | 4336  | 1075  | 39076  |
| 2.      | Delhi      | 352337 | 82233 | 26114 | 460684 |

| Sl. No. | State/UTs           | IOC     | BPCL   | HPCL   | Total   |
|---------|---------------------|---------|--------|--------|---------|
| 3.      | Haryana             | 431742  | 161504 | 36541  | 629787  |
| 4.      | Himachal Pradesh    | 353138  | 28143  | 5377   | 386658  |
| 5.      | Jammu and Kashmir   | 152463  | 29078  | 29094  | 210635  |
| 6.      | Punjab              | 274346  | 132644 | 53685  | 460675  |
| 7.      | Rajasthan           | 728686  | 155303 | 67247  | 951236  |
| 8.      | Uttar Pradesh       | 1783894 | 591972 | 282471 | 2658337 |
| 9.      | Uttanchal           | 485919  | 40583  | 21875  | 548377  |
| 10.     | Andaman and Nicobar | 30257   | 0      | 0      | 30257   |
| 11.     | Arunachal Pradesh   | 102000  | 432    | 0      | 102432  |
| 12.     | Assam               | 986270  | 82632  | 23808  | 1092710 |
| 13.     | Bihar               | 366167  | 94637  | 48442  | 509246  |
| 14.     | Jharkhand           | 185495  | 43948  | 46691  | 276134  |
| 15.     | Manipur             | 214717  | 0      | 0      | 214717  |
| 16.     | Meghalaya           | 72000   | 1349   | 0      | 73349   |
| 17.     | Mizoram             | 146700  | 0      | 0      | 146700  |
| 18.     | Nagaland            | 123000  | 626    | 0      | 123626  |
| 19.     | Odisha              | 138925  | 68975  | 135767 | 343667  |
| 20.     | Sikkim              | 52549   | 0      | 0      | 52549   |
| 21.     | Tripura             | 85472   | 0      | 0      | 85472   |
| 22.     | West Bengal         | 1042741 | 346563 | 124740 | 1514044 |
| 23.     | Chhattisgarh        | 77684   | 25323  | 21804  | 124811  |
| 24.     | Daman and Diu       | 0       | 1354   | 691    | 2045    |
| 25.     | Goa                 | 2773    | 18715  | 25456  | 46944   |

| Sl. No. | State/UTs      | IOC      | BPCL    | HPCL    | Total    |
|---------|----------------|----------|---------|---------|----------|
| 26.     | Gujarat        | 465668   | 251474  | 59690   | 776832   |
| 27.     | Madhya Pradesh | 499265   | 283400  | 75745   | 858410   |
| 28.     | Maharashtra    | 317965   | 1605867 | 638942  | 2562774  |
| 29.     | Andhra Pradesh | 824852   | 250458  | 195745  | 1271055  |
| 30.     | Karnataka      | 318601   | 182898  | 35652   | 537151   |
| 31.     | Kerala         | 257582   | 116412  | 7453    | 381447   |
| 32.     | Lakshadweep    | 0        | 0       | 0       | 0        |
| 33.     | Puducherry     | 6725     | 12929   | 3117    | 22771    |
| 34.     | Tamil Nadu     | 228130   | 175008  | 43890   | 447028   |
| TOTAL   |                | 11141728 | 4788796 | 2011112 | 17941636 |

**Statement - III***Number of LPG connections disconnected during 31.10.2012 to 31.01.2013*

| Sl. No. | State/UTs           | IOC  | BPCL | HPCL | Total |
|---------|---------------------|------|------|------|-------|
| 1.      | Chandigarh          | 546  | 9    | 99   | 654   |
| 2.      | Delhi               | 6274 | 917  | 306  | 7497  |
| 3.      | Haryana             | 1943 | 685  | 183  | 2811  |
| 4.      | Himachal Pradesh    | 1326 | 92   | 89   | 1507  |
| 5.      | Jammu and Kashmir   | 236  | 1    | 26   | 263   |
| 6.      | Punjab              | 1964 | 1479 | 217  | 3660  |
| 7.      | Rajasthan           | 1365 | 492  | 97   | 1954  |
| 8.      | Uttar Pradesh       | 8977 | 1105 | 462  | 10544 |
| 9.      | Uttanchal           | 1015 | 317  | 12   | 1344  |
| 10.     | Andaman and Nicobar | 40   | 0    | 0    | 40    |

| Sl. No. | State/UTs         | IOC   | BPCL  | HPCL | Total  |
|---------|-------------------|-------|-------|------|--------|
| 11.     | Arunachal Pradesh | 40    | 0     | 0    | 40     |
| 12.     | Assam             | 1737  | 97    | 18   | 1852   |
| 13.     | Bihar             | 5011  | 1400  | 134  | 6545   |
| 14.     | Jharkhand         | 2940  | 40    | 25   | 3005   |
| 15.     | Manipur           | 59    | 0     | 0    | 59     |
| 16.     | Meghalaya         | 170   | 0     | 0    | 170    |
| 17.     | Mizoram           | 20    | 0     | 0    | 20     |
| 18.     | Nagaland          | 234   | 0     | 0    | 234    |
| 19.     | Odisha            | 1612  | 286   | 490  | 2388   |
| 20.     | Sikkim            | 35    | 0     | 0    | 35     |
| 21.     | Tripura           | 441   | 0     | 0    | 441    |
| 22.     | West Bengal       | 10121 | 935   | 477  | 11533  |
| 23.     | Chhattisgarh      | 1785  | 114   | 90   | 1989   |
| 24.     | Daman and Diu     | 0     | 78    | 0    | 78     |
| 25.     | Goa               | 39    | 157   | 48   | 244    |
| 26.     | Gujarat           | 8453  | 672   | 284  | 9409   |
| 27.     | Madhya Pradesh    | 3045  | 839   | 498  | 4382   |
| 28.     | Maharashtra       | 2388  | 5375  | 1451 | 9214   |
| 29.     | Silvassa          | 0     | 0     | 1    | 1      |
| 30.     | Andhra Pradesh    | 3729  | 345   | 768  | 4842   |
| 31.     | Karnataka         | 3337  | 2253  | 743  | 6333   |
| 32.     | Kerala            | 8217  | 2374  | 103  | 10694  |
| 33.     | Lakshadweep       | 0     | 0     | 0    | 0      |
| 34.     | Puducherry        | 164   | 25    | 9    | 198    |
| 35.     | Tamil Nadu        | 7869  | 2777  | 285  | 10931  |
| TOTAL   |                   | 85132 | 22864 | 6915 | 114911 |