

**Fire in ONGC oil well at Olpad, Surat**

†270. SHRIMATI KANAK LATA SINGH: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether any enquiry has been conducted following the fire incident during repair of one of the ONGC wells at Dihen village of Olpad town in Surat this year;
- (b) whether any negligence has been proved in the enquiry;
- (c) the details of the statement issued at Ministry level following the incident of fire and whether the action in line with the same has been taken after the enquiry; and
- (d) whether some complaints related to negligence have been received in this matter and if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DHARMENDRA PRADHAN): (a) and (b) Oil Industry Safety Directorate (OISD) had conducted an enquiry into the matter. As per OISD report no culpability could be established, however, the root cause of the incident was found to be inadequate supervision/monitoring of the workover operation by both the operator and charter hire rig operational personnel and also ignorance of basic operational practices by the operational personnel manning the rig. ONGC has also carried out an internal inquiry on this matter and their report will be deliberated in the next Health Safety and Environment (HSE) Board Committee meeting.

(c) During the discussion on Rajya Sabha Starred Question no. 186 on 13.5.2015, it was stated that the standard operating procedures which were required to be followed have not been followed and an enquiry would be conducted to ensure improvement in the system. Accordingly enquiry was conducted both by OISD and ONGC as mentioned above. Based on the enquiry report, Ministry had directed ONGC to ask its sub-committee of Board on Health, Safety and Environment (HSE) to look into organisational set up of HSE, compliance to standard operating procedure, safety audit etc. and recommend changes. ONGC has informed that the existing organisational set up of Health Safety and Environment (HSE), procedures, compliance of standard operating procedures and audit compliance will be deliberated in the next HSE Board Committee meeting and the outcome of the meeting shall be appraised to the Ministry.

(d) This Ministry had received two complaints in this matter. One was from, President, Brackish Water Research Centre, Surat and another from Hon'ble MP

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† Original notice of the question was received in Hindi.

herself. In both the complaints, a request was made to conduct high level enquiry and take necessary remedial measures to avoid recurrence of such incidents.

**Delay in transfer of subsidy in accounts of LPG subscribers**

271. SHRI PALVAI GOVARDHAN REDDY: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state :

(a) what is the minimum and maximum time fixed by Oil Marketing Companies (OMCs) to transfer domestic LPG gas subsidy to the account of LPG consumers;

(b) whether the Ministry is aware that there is enormous delay in depositing subsidy in the accounts of LPG subscribers;

(c) if so, the reasons therefor and the details of remedial measures taken to address this;

(d) the month-wise, State-wise and OMC-wise details of complaints received in this regard in the last two years; and

(e) what steps the Ministry has taken to bring down the complaints?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DHARMENDRA PRADHAN): (a) to (c) Subsidy under PAHAL scheme is normally transferred electronically within 48 hours. But due to involvement of several stake holders (like distributors, NPCI and banks) in subsidy transfer process and depending on their internal processes, delays can happen.

A comprehensive portal, mylpg.in, has been provided to view status of cash transfer and cash transfer compliant status. There is a toll free number 1800-2333-555 for registering and resolving their grievances. This toll free number is available from 8 A.M. to 8 P.M.

(d) State and OMC-wise complaints received and resolved as on 15.07.2015 is given in the Statement (*See* below).

(e) The steps taken to bring down the complaints are as under:

(i) Single point Grievance redressal for DBTL through industry call centre :

Consumers can post their queries or grievances related to DBTL by dialing the toll free number 18002333555. The call centre seats were increased from 100 to 350 to handle the DBTL related grievances.