

GOVERNMENT OF INDIA
MINISTRY OF PETROLEUM & NATURAL GAS
RAJYA SABHA
UNSTARRED QUESTION NO. 1417
TO BE ANSWERED ON 14TH MARCH, 2022

Irregularities at retail outlets of OMCs

1417 Shri K.C. Venugopal:

Will the Minister of Petroleum and Natural Gas be pleased to state:

- (a) the details of the rules/guidelines issued for checking irregularities or malpractice at retail outlets of various Oil Marketing Companies (OMCs) in the country;
- (b) the number of cases of violation of such rules/guidelines and irregularities or malpractices including at the retail outlets of various OMCs reported during the last three years and the current year; and
- (c) the agencies entrusted with the task of investigation of cases of irregularities during the said period, company-wise, and the other steps being taken or proposed by Government/OMCs to check such irregularities at retail outlets of OMCs?

A N S W E R

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

- (a) Public Sector Oil Marketing Companies (OMCs) have formulated and implemented Marketing Discipline Guidelines (MDG) for checking irregularities or malpractices at Retail Outlet (RO) Dealerships. Action is taken in case of established irregularities against erring dealers as per MDG guidelines and the Dealership agreement. MDG guidelines are available at website: <https://iocl.com/marketing-discipline-guidelines>
- (b) The number of irregularities detected at Public Sector OMCs' retail outlets during the last three years and current year (2018-19, 2019-20, 2020-21 and April-December, 2021) is as under:

Irregularities/Malpractices	Numbers detected
Discrepancy in stock	3152
Suspected product adulteration	110
Overcharging	610
Unauthorised purchase / sale	9
Unauthorised fittings/Seals tampering	353
Others like non maintenance of records, non-display of RSP, minor deviations etc.	49680
Total	53914

- (c) Regular/Surprise inspections are carried out by OMCs' officials periodically at the retail outlets to check irregularities/malpractices and action is taken as per the Marketing Discipline Guidelines and the Dealership Agreement.

OMCs have a system in place to check various types of malpractices and irregularities at their ROs. The important initiatives taken in this regard are as follows:

- (i) Making available Filter Paper, Calibrated Density Equipment (Hydrometer/Thermometer) & 5 Liter Calibrated Measure at the Retail Outlets for checking quality & quantity of MS/HSD.
- (ii) Conducting Regular / Surprise inspections at Retail Outlets by OMC Field Officers/ Senior Officers/Mobile labs throughout the country. In case of irregularities, action is taken as per the MDG and dealership agreement.
- (iii) Creation of a separate Quality Assurance Cell (QAC) for carrying out inspections.
- (iv) Drawing of samples from petrol pumps at random and sending for testing to authorized laboratories.
- (v) Sealing of tankers before leaving company premises to protect against pilferage/adulteration en-route.
- (vi) Installation of GPS to monitor movement of Tank Trucks carrying MS / HSD.
- (vii) Conducting Third Party Audit of Retail Outlets by OMCs for effective monitoring and benchmarking.
- (viii) Ongoing automation of Retail Outlets by OMCs which enable the real-time capture of sales transaction and monitoring of tank stocks and receipts.

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