

**GOVERNMENT OF INDIA
MINISTRY OF PETROLEUM AND NATURAL GAS**

RAJYA SABHA
UNSTARRED QUESTION NO.929
TO BE ANSWERED ON 25th JULY, 2022

Universal Service Obligation

929 # Shri Narhari Amin:

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) the details of the Universal Service Obligation (USO);
- (b) whether it was recently expanded to bring petrol pumps located in the remote areas under it;
- (c) the details of its impact on these petrol pumps; and
- (d) whether it will increase fuel supply and the details thereof?

ANSWER

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

(a)to(d) Universal Service Obligations (USOs) have been prescribed so that authorized entities provide quality and uninterrupted fuel supply services to the consumers. These USOs, inter alia, require:-

- maintaining supplies of MS and HSD to retail consumers throughout the specified working hours and of specified quality and quantity.
- ensuring availability of minimum facilities as specified by the Government, to all the retail consumers at the retail outlet.
- maintaining minimum inventory levels of MS and HSD as specified by the Government from time to time.
- providing service to any person on demand within a reasonable period of time and on non-discriminatory basis.
- availability of fuel to the customers at reasonable prices all the time.

In June, 2022, the Government has expanded the scope of Universal Service Obligations (USOs) to all retail outlets including remote area retail outlets.
