

**GOVERNMENT OF INDIA
MINISTRY OF PETROLEUM & NATURAL GAS
RAJYA SABHA
UNSTARRED QUESTION NO. 2534
TO BE ANSWERED ON 8TH AUGUST, 2022**

Complaints against Oil Marketing Companies

2534. Shri Sanjay Raut:

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

- (a) the details of the rules /guidelines issued for checking irregularities or malpractices at retail outlets of various Oil Marketing Companies (OMCs) in the country;
- (b) the number of cases of violation of such rules/guideline and irregularities or malpractices reported during the last three years and current year; and
- (c) the number of case of irregularities/malpractices established/proved to be true during the said period and the number of persons penalized/suspended in such cases, OMCs and case wise?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & 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 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://ioc.com/marketing-discipline-guidelines>.

The Central Government has also issued the Motor Spirit and High Speed Diesel (Regulation of Supply, Distribution and Prevention of Malpractices) Order, 2005 under Essential Commodities Act, 1955 which provides for punitive action against malpractices such as adulteration of petroleum products. Further, in June, 2022, the Government has expanded the scope of Universal Service Obligations (USOs) to all retail outlets including remote area retail outlets. USOs have been prescribed so that authorized entities provide quality and uninterrupted fuel supply services to the consumers.

- (b) The number of irregularities detected at OMC retail outlets during the last three years and current year (2019-20, 2020-21, 2021-22 and Apr-June,2022) are given below:

Irregularities/Malpractices	Numbers detected
Discrepancy in stock	2705
Suspected product adulteration	89
Overcharging	779
Unauthorised purchase / sale	6
Unauthorised fittings/Seals tampering	402
Others like non maintenance of records, non-display of RSP, Minor deviations etc.,	45232
Total	49213

Source : Public Sector Oil Marketing Companies

- (c) Details of action taken against the Retail Outlet Dealerships, on established cases of irregularities/ malpractices detected during the last three years and current year (2019-20, 2020-21, 2021-22 and Apr-June, 2022) is given below:

Action Taken	IOCL	HPCL	BPCL	OMCs
Termination including on account of adulteration	28	23	9	60
Suspension of sales & supplies	152	16	339	507
Fine imposed	479	3366	355	4200
Warning letter issued	6654	14448	5930	27032
Under investigation/Explanation called/Show cause issued/Sub judice) /No action required	9930	4564	2920	17414
Total	17243	22417	9553	49213

Source : Public Sector Oil Marketing Companies
