

**LOK SABHA**  
**UNSTARRED QUESTION NO. 748**  
**TO BE ANSWERED ON 24<sup>TH</sup> JULY, 2025**  
**Redressal of Petrol Pumps related Complaint**

†748. **Shri Rajkumar Roat:**

पेट्रोलियम और प्राकृतिक गैस मंत्री

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

- (a) the details of the provisions made by the Government regarding registration and redressal of complaints relating to adulteration and low measurement at petrol pumps;
- (b) the number of petrol pumps in Dungarpur and Banswara districts under the Lok Sabha Constituency of Banswara along with the number of complaints received and redressed during each of the last five years and the current year;
- (c) the number of Compressed Natural Gas (CNG) pumps in the Banswara Lok Sabha Constituency; and
- (d) whether the Union Government is considering promoting CNG by opening more CNG pumps in the region and if so, the details thereof and the provisions prescribed to open such pumps?

**ANSWER**

पेट्रोलियम और प्राकृतिक गैस मंत्रालय में राज्य मंत्री

(श्री सुरेश गोपी)

**MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS**  
**(SHRI SURESH GOPI)**

- (a) and (b) Public Sector Oil Marketing Companies (OMCs) have formulated and implemented Marketing Discipline Guidelines (MDG) for checking irregularities or malpractices including adulteration and low measurement 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://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 extended 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.

OMCs have online portal which allows consumers to register complaints relating to adulteration and low measurement. Besides this, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal is another mode through which consumers can register their complaints.

As on 01.07.2025, OMCs have set up 93 ROs in Dungarpur District and 108 ROs in Banswara districts under the Banswara Parliamentary Constituency.

PSU OMCs have informed that during the FY 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 and current FY 2025-26 till June 2025, they have received 3, 6, 7, 6, 6 and 4 (total 32) customer complaints (related to Quality and Quantity of product delivered) respectively in Dungarpur and Banswara districts under the Banswara Parliamentary Constituency and all complaints were investigated and resolved.

- (c) and (d) Establishment of Compressed Natural Gas (CNG) station is part of the development of City Gas Distribution (CGD) Network and the same is being carried out by the entities authorised by Petroleum and Natural Gas Regulatory Board (PNGRB) as per their Minimum Work Programme (MWP).

Banswara Parliamentary Constituency falls under Jhabua, Banswara, Ratlam and Dungarpur Districts Geographical Area (GA). The authorized CGD entity is required to set up CNG stations in the GA as per its MWP. As on 31.05.2025 the authorised CGD entity has established 33 CNG stations in Jhabua, Banswara, Ratlam and Dungarpur Districts GA.

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