

LOK SABHA  
UNSTARRED QUESTION NO. 812  
TO BE ANSWERED ON 24<sup>TH</sup> JULY, 2025

**Parameters for Public Convenience at Petrol Pumps**

†812. Shri Rakesh Rathor:

पेट्रोलियम और प्राकृतिक गैस मंत्री

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

- (a) whether the Government has prescribed any public convenience-related parameters to be followed by major oil marketing companies such as Indian Oil Corporation Limited (IOCL), Hindustan Petroleum Corporation Limited (HPCL) and Bharat Petroleum Corporation Limited (BPCL) while awarding retail outlet (petrol pump) dealerships;
- (b) if so, the details thereof and the mechanism put in place for quality inspection by these companies and retail outlets to ensure public convenience;
- (c) whether the Government is considering developing any online portal to allow consumers to register complaints regarding substandard essential public convenience services at these retail outlets;
- (d) if so, the details thereof; and
- (e) if not, whether the Government proposes to launch such portal in future to enable consumers to lodge such complaints with ease and if so, the details thereof?

**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): The Dealer Selection Guidelines - 2023 requires Retail Outlet (RO) Dealerships to provide customer convenience facilities, viz., provision of Free Air, Clean Drinking Water, maintenance of Neat & Clean Toilet, Telephone etc. at their ROs.

Public Sector Oil Marketing Companies (OMCs) have informed that periodic inspections are carried out by them to ensure that the customer convenience facilities are provided and maintained at their ROs and action is taken against the dealerships in case of non-availability of such facilities as per the process laid down in the Marketing Discipline Guidelines (MDG). Further, in June, 2022, the Government has expanded the scope of Universal Service Obligations (USOs) to all ROs including remote area ROs. USOs have been prescribed so that authorized entities provide quality and uninterrupted fuel supply services to the consumers. These USOs, inter-alia, require ensuring availability of minimum facilities as specified by the Government, to all the retail consumers at the ROs.

(c) to (e): OMCs have online portal which allows consumers to register complaints regarding substandard customer convenience facilities at Retail Outlets. Besides this, the Centralized Public Grievance Redress & Monitoring System (CPGRAMS) portal is a mode through which customers can register their complaints.

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