

**GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA**

UNSTARRED QUESTION NO:2714
ANSWERED ON:13.03.2000
NEGLECT OF LPG CONSUMERS IN ANDHRA PRADESH
GANTA SRINIVASA RAO

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

- (a) whether public sector oil companies have ignored the LPG consumers in Visakhapatnam district of Andhra Pradesh;
- (b) the extent to which the oil companies have made an effort to implement the model consumer camp of Hindustan Petroleum Corporation in the State; (
- (c) whether the Government would give direction to all the oil companies to adopt the system being followed by the Hindustan Petroleum Corporation for the redressal of consumers grievances;
- (d) if not, the reasons therefor; and
- (e) the steps proposed to be taken to improve LPG service especially in the Visakhapatnam ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS

(SHRI SANTOSH KUMAR GANGWAR)

(a) to (e): The consumers needs are regularly attended by the officials of PSU Oil Companies Each Oil Marketing Company has its programmes/ strategies to facilitate smooth interaction with consumers. The sales officers of the concerned oil company visit the distributors, complaints received during such visit are attended to and the grievances are generally redressed instantly.

Hindustan Petroleum Corporation Limited (HPCL) has embarked upon a system of interacting with LPG consumers along with LPG distributors, consumer organisations and concerned law regulating authorities of respective State Governments. The Company has conducted such programmes in the Visakha Region of Andhra Pradesh.