

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

UNSTARRED QUESTION NO:3532
ANSWERED ON:17.04.2000
ORDERS THROUGH INTERNAT BY OIL COMPANIES
ASHOK KUMAR PATEL

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

- (a) whether the petroleum companies propose to book orders of its customers through Internet in view of the ongoing utility of Internet and to meet the increasing competition in the commercial sector ;
- (b) if so, the details thereof ; and (
- (c) the time by which a final decision is likely to be taken in this regard ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS
(SHRI SANTOSH KUMAR GANGWAR)

(a) to (c) : At present, a refill can be booked through telephone call, post-card to distributor, booking slip through refill booking box or personal visit to the showroom. Efforts are on to introduce progressively automated and interactive systems for booking refill which inter-alia include pager system, interactive voice response system (IVRS), Internet etc. for different markets.