

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

UNSTARRED QUESTION NO:586
ANSWERED ON:04.12.2003
FACILITIES FOR LPG CUSTOMERS
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Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether the Government have a proposal to introduce new facilities for LPG customers;
- (b) if so, whether the Indian Oil Corporation Limited has already introduced such facilities;
- (c) if so, the details thereof; and
- (d) the steps taken to direct other oil companies to provide such facilities?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRIMATI SUMITRA MAHAJAN)

- (a): Public Sector Oil Marketing Companies (OMCs) introduce various facilities for convenience of LPG customers from time to time.
- (b) & (c): Indian Oil Corporation has introduced `Star Distributors` concept with the object to set new standards on customer services and care. These distributors will provide tailor made services to their customers which include delivery all seven days a week, refills delivered at customer`s preferred time, automated 24 hours refill booking through a common telephone number etc.
- (d): In the deregulated scenario, OMCs are free to introduce such schemes to satisfy the need of their customers.