

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

UNSTARRED QUESTION NO:4326
ANSWERED ON:22.12.2005
COMPLAINTS BY BPCL DEALERS
Preneet Kaur Smt. ;Shakya Shri Raghuraj Singh

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

- (a) whether the Bharat Petroleum Corporation Limited (BPCL) dealers of Haryana had made any complaints against the officers of the company in September, 2005;
- (b) if so, the action taken by the Government on the issues raised by the BPCL dealers;
- (c) whether the BPCL officials of Panipat and Noida, against whom the complaints were made, have been issuing threatening letters for termination of the dealership instead of taking action on these complaints; and
- (d) if so, action taken against the erring officials?

Answer

MINISTER OF PETROLEUM & NATURAL GAS & PANCHAYATI RAJ (SHRI MANI SHANKAR AIYAR)

(a) & (b): A complaint dated 26.09.2005 was received from the Haryana BPCL Dealers` Association alleging that BPCL officials have illegally stopped supplies to M/s. Inder Filling Station, Bhadson, Karnal belonging to the SC category and that BPCL officials in Panipat have terminated the dealership of M/s. Diesel Service Centre, Karnal on frivolous/fake grounds.

BPCL brought to the notice of the Ministry that on 14.07.2005 their officers had visited M/s. Diesel Service Centre, a BPCL RO located on the Karnal - Meerut Road, with the objective of carrying out a detailed inspection of the RO. However, it was reported by BPCL that their Inspection Team had to undergo immense difficulties and trauma as they were prevented from carrying out the inspection by a group of about 30 persons, reported to be the office bearers/members of the local/state petroleum dealers` association. BPCL had lodged a complaint in the matter with the Senior Superintendent of Police, Karnal and the matter was also reported in the press.

The Ministry took up the matter with the State Government of Haryana and requested them to expedite action on the complaint lodged by BPCL, ensure the safety of OMC staff & installation premises apart from safe movement of petroleum products, arrange for providing administrative participation in carrying out checks at ROs on a sustained basis; and to instruct the police authorities in the State to provide required support, such as registration of complaints and investigation in matters involving wrongdoings reported by the officers of OMCs.

As regards M/s. Inder Filling Station, Bhadson, Karnal, BPCL have reported that in view of the serious nature of repeated malpractices/irregularities indulged in by the dealer, they are in the process of taking necessary steps to terminate the dealership.

(c): It is reported by BPCL that their officials have not issued any threat to any dealer. In fact, some of the dealers misbehaved with the officials of BPCL and made derogatory statements when malpractices committed by the dealer were found.

(d): Does not arise, in view of the answer to part (c) above.