

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

UNSTARRED QUESTION NO:5518  
ANSWERED ON:29.04.2010  
CONSUMER REDRESSAL CELL  
Singh Shri Dhananjay

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

- (a) whether the Government proposes to set up Consumer Redressal Cell in each State to solve the problems of people related to cooking gas and petrol pumps;
- (b) if so, the details thereof alongwith the manner in which this cell would be helpful in redressal of such complaints;
- (c) the number of complaints, related to cooking gas and petrol pumps received by the Government during the last three years; and
- (d) the manner in which those complaints were redressed, State-wise ?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI JITIN PRASADA)

(a) & (b): Public Sector Oil Marketing Companies (OMCs), namely, Indian Oil Corporation Limited (IOC), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have well established grievance redressal mechanism to solve the problems of people related to cooking gas and petrol pump. OMCs have designated officials of the State office as well as Divisional office/ Area office for hearing the grievances of the customers. Every retail outlet and LPG distributor has a complaint/ suggestion book, the availability of which is prominently displayed at the retail outlet/ LPG distributorship. The name, address and contact numbers of the concerned field officer and the contact details of Divisional office/ Area office are displayed at the retail outlets/ LPG distributorship for the information of customers. The complaints received therein are attended to as per policy.

Further in order to have a more convenient, easy and effective way for the customer to register their complaint and follow it up, OMCs have started the service of using Unique Toll Free telephone numbers for public grievances redressal system. The Toll Free Number system has been put in place by OMCs from 02-10-2008 and nationwide advertisement in leading print media has been published. The same is also displayed in respective corporate website. The Toll Free Number is also being displayed in all retail outlets and distributors. Customers can also register their complaints through the website of the OMCs.

The complaints are forwarded to the concerned officer of Divisional office/ Area office for redressal.

Whenever OMCs receive complaints from the consumers against their LPG distributors and Retail Outlets (RO) dealers, these are investigated. If the complaint is established, action is taken against the LPG distributors and RO dealers in accordance with the provisions of the Marketing Discipline Guidelines.

(c) & (d): OMCs have reported that they have received 53,262 complaints against their LPG distributors in the country between October 2008 and March 2010 through their Consumer Redressal Cell, out of which action was taken against 2,227 LPG distributors. Similarly, 10,731 complaints were received against their RO dealers through Consumer Redressal Cell, out of which action was taken against 127 RO dealers.