

MINUTES OF THE OPEN FORUM(GAS) HELD ON 24.02.2011 AT
DISTRICT COLLECTOR'S CHAMBER

Meeting Started at 11.a.m. at Hon'ble District Collector's chamber. DC is in the chair. DC welcomed and addressed the Participants in the meeting. DSO, Thiruvananthapuram ,all TSOs/CRO(S)&(N) Sales Officers of IOC, BPC, HPC, gas agency dealers and public were present. The meeting lasted for 5 hours with half hr break to sort out issues between oil companies and distribution agencies.

Suggestions were invited by the District Collector from the public and representatives of the agencies.. The following suggestions and instructions are raised in the meeting.

Main issue of meeting is the lag of getting domestic gas cylinders after booking. Sri.Mohanan, Vazhuthacaud complained that in rural areas approximately 40-45 days and in urban areas 30-35 days are taken for getting gas cylinders after booking. Public requested for directing distribution agencies within the time period of 30 days/ 20-21 days in rural and urban areas respectively. Many people complained that gas distribution companies do not pick phones for rebooking or do not respond to delay in supply.

Details of the customers and connections of the Oil Companies

	IOC	BPC	HPC
No. of demestic connections	4.1 lakhs	1.6 lakhs	90000
No. of agencies in the district	21	7	9
No.of commercial connection	3000	2000	1800
No. of commercial cylinders in distribution	10000	7000	8000
No.of domestic cylinders	6.9 lakhs	2.6lakhs	1.3 lakhs

No. of ration cards issued in Thiruvananthapuram District

Nedumangad	1,63,000
Neyyattinkara	226770
Chirayinkil	1,50213
Trivandrum	1,49113

CRO(S)	63,000
CRO(N)	70,000
Total	822096

The policy of BPCL is one connection per one kitchen is described by the representative of BPC.

The IOC representative described that the lag is due to the loading/unloading problems and also the labour problems occurred in the oil plants and godowns. The infrastructure facility of godown is too limited as to compared with the connection. This also leads the lagging of distribution. The different occasions like the visiting of Prime Minister in Thiruvananthapuram, various festivals like Attukal Ponkal creates traffic problems so the load cannot reach in time. The distributing area of Ammal gas agency is more hilly so the transportation is not smoothly done like urban area. The hartal and strike of different organization also avoided the milk, newspaper etc gas is also an essential commodity so there is strict instructions are given to avoid the gas load from the hartals.

For a new connection ID proof, address proof, new and old ration cards and an affidavit from a notary is received from the customers revealed by the BPCL representatives. For booking of gas cylinders HPCL facilitate a Website. 'hindustanpetroleum.com' and an IVR system No.9961023456. BPCL also provides a Website 'ebharatgas.com' and an SMS No.57333. The contact No of various oil company representatives are as follows:

IOC – Mr.R.S.Pillai, **9447498247**

BPC Mr.Ajith, **9446411442**

HPC Mr.Thajim Sait, **9605001969**

In the meeting the gas agencies explained the time consumption for distributing gas cylinders from the booking date to delivery date is mentioned below.

BPC

Name of agency	Time for supply	No. of customers
Sandhya	10	18000
Vinod	9	83000
Poorna	6	15000
Venus	8	17000

MP	10	39000
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But the BPC representatives expressed that delivery will be completed within 15 days.

HPC

Name	No. of customers	Time for supply
Kavya	1300	22-24
SuiperVinod	1200	Upto 38
FathimaPoorna	11000	2
RejamVenus	15000	10
Divine	10000	Up to 25-40 days

Super gas agency suggested that the cash and carry system may be reinstated for speedy delivery.

IOC

Name of Agency	No. of customers	Time for supply
Pushpagiri	22000	25
Asoka	16400	25
Nirmal	6000	5-10
KR	15000	20-25
JK	31500	30-37
Aravind	16000	23-35
Capital	13000	21-25
Shelly	16000	20-30
Guhan	20000	25-30
Ammal	33000	30-35
Jaya	19000	20-27
Rahmas	7000	25-30
Sabu	15000	25-30
Ananthapuri	11000	30
Sasthri	9000	23
Sundaram	12400	23
Sudha	14000	40-45
Thampuratty	7000	30-35
ATL	30000	25
Nethaji	18000	30
KR	21000	30

The oil company representatives revealed that the time gap between booking and delivery is for BPC Up to 15 days, for HPC upto 25 days and for Indane 30 to 39. DC emphasized that its issue at the distribution level and oil companies should sort out issues of infrastructure at the gas distribution agency level. He also opined that BPCL and HPC were performing much timely than Indane.

The District Collector issued strict instructions to all the gas agencies not to take more than 21 days in urban area and 30 days in rural area for supplying gas cylinders from the date of booking. He also added that the location map of distributing area of every gas agencies. He also instructed to make necessary substitute arrangement if there is shortage of cylinders in outlet. The meeting broke for an internal discussion among company representatives to suggest via media for timely supply of cooking gas.

Meeting again started at 3.00p.m. District Collector emphasized that the public needs to be supplied within the time period of 21 days in urban areas and 30 days in rural areas. The consumer can book the refill cylinder on the next day of receipt of the cylinder. **Any public member who does not get refill in the scheduled time can call up DC control room at 0471- 2731200 and register complaint. DC control room will monitor the complaints and ensure that the concerned complaint receives gas supply in next 24 hours.** The public who does not get on 20th day in urban area and 29th day in rural area can also lodge complain in Dc control room or mail. The oil company representatives agreed to District Collector's order and ensured prompt action. The complainant should record his consumer number, date of booking and last delivery of the cylinder, and name of gas distribution agency. **From 25.01.10, onwards the control room will work for 24 hours and any complainant can call the DC control number at 0471-2731200 or mail at dcontrolroomtvm@nic.in, dcontrolroomtvm@gmail.com.** In case there is any problem in booking for gas supply after getting delivery, the complaint can be launched in the dc control room against the errant distribution agency.

The meeting close to an end at 4.00p.m.

District Collector