

## **LPG Track**

### **Using ICT For LPG Delivery, Tracking And Grievance Redressal**

Team: *Amrish Methi, T.L. SatyaPrakash, Vikas Gupta*

Our system LPG-TRACK uses information technology to provide a transparent documenting and tracking system for Liquefied Petroleum Gas (LPG) distribution to help the district administration to provide satisfactory service to needful and targeted people.

Petroleum and other related products are predominantly marketed by public sector units (PSUs) in India. Although there is no restriction on Private Companies to be in the market but there is no significant share of private companies in retailing of petro products because subsidies are provided by Government of India (GOI) to PSUs only. Government of India also provides subsidy to domestic consumers of LPG. There is no subsidy on commercial use of LPG. This has resulted in market distortion and many commercial organisations try to use LPG meant for domestic consumption in commercial activities. LPG is distributed and marketed by three PSUs: IOCL, BPCL, HPCL in India. Together they had 9366 distributors and 10.68 Crores consumers in country as on 1.4.2009. GOI has plans to increase consumer base to 16 Crores by providing LPG connection to every household by 2015.

Since there is price differentiation in domestic and commercial LPG, diversion of LPG meant for domestic usage to commercial sector leads to artificial scarcity in market of domestic LPG. This deprives the bonafide customers of their due entitlement and waiting period increases for them to get refills. Government is also a direct loser because of diversion of subsidy. Moreover, these 3 PSUs which are distributing LPG have their independent systems not integrated to each other. Unscrupulous elements have multiple connections in one name from different companies. These elements then divert domestic LPG which is in excess of their bonafide entitlements to commercial sector.

At present consumers are not informed of exact date and time of delivery. This results in non delivery of cylinder when consumer is not available. This results in loss to distributor as he has to send delivery boy again to customer's premises and inconvenience to consumers also. Many times pilferage is also on part of delivery boys because of above mentioned reason.

This system helps in achieving better customer satisfaction as they know exact delivery time, improved efficiency for LPG distributors as they will have better check over delivery process and valuable savings for GOI since subsidies can be utilized in targeted and better manner. Our system helps to identify fake users and commercial users who are using subsidized domestic cylinders. This product also helps gas distributors to identify fake consumers and identify the existing connections for any consumer while applying for the new connection. It also minimizes fake complaints against gas distributors as real data is available on line for district administration.

There were hardly any complaints during 2009-10 in Rewari district after implementation of the application. While previously complaints used to flood the district administration. 9 more districts of Haryana, Punjab & Rajasthan have implemented this system. This has improved the credibility of District administration and there is good public support coming up for ICT measures.

**Amrish Methi** : 7 years in software and web application development

- LPG cylinder tracking model /software was listed as innovation by WorldBank Institute in innovation fair-2010 held at Capetown, South Africa.

**T.L. SatyaPrakash** : IAS officer of 2002 batch. Worked as Deputy Commissioner in three districts of Haryana during 2007-2010.

- The booth coverage in pulse polio was recorded national highest in three pulse polio rounds.
- LPG cylinder tracking model /software was listed as innovation by WorldBank Institute in innovation fair-2010 held at Capetown, South Africa.
- Under my leadership The Jalan Hospital became the only hospital in public sector to conduct 10,000 surgeries in world.
- Haryana govt felicitated appreciating the contribution to promote save girl child campaign.
- Hobbies: Chess, jogging, reading. Networking with innovators.

**Vikas Gupta**

- Deputy Commissioner, District Mahendragarh, Govt of Haryana