

## ADVISORY TO LPG CONSUMERS

Panaji : July 4, 2025

The Department of Civil Supplies and Consumer Affairs, has observed with concern regarding certain malpractices in the supply and delivery of Liquefied Petroleum Gas (LPG) cylinders. These include incidents of underweight cylinders, tampering with safety seals, and other unsafe delivery practices that pose a risk to consumer safety and violate consumer rights.

In light of these findings, the Department has issued advisory to all LPG consumers in the State of Goa.

Consumers are advised to ensure that the LPG cylinder is weighed in their presence at the time of delivery. The tare weight and net weight of the cylinder is displayed on the cylinder and must be cross-verified by the consumer with a weighing scale of accuracy +/- 10gm (available with the delivery vehicle).

Do not accept any cylinder with a broken, tempered, or loose safety seal. Only accept cylinders with an intact safety cap and seal from the authorized LPG distributor.

Use the respective LPG company's mobile app or SMS/IVRS system to confirm the authenticity of delivery and booking status and consumer shall not pay any additional amount other than what has been prescribed by the Oil Marketing Companies which is printed on the delivery receipt.

The normal mode of delivery of LPG cylinders by the Distributor to the consumer is a "Home Delivery" only. Dealers/Distributors to the consumer is a "Home Delivery" only. Dealers/Distributors are not allowed to charge any amount other than what has been prescribed without the approval of competent authority.

Any case of suspected pilferage, underweight cylinders, safety lapses may be reported to : Contact Number : 0832-2226084/18002330606, email: [csi-hq.goa@gov.in](mailto:csi-hq.goa@gov.in)/[dir-csca.goa@nic.in](mailto:dir-csca.goa@nic.in).

Department has urged all citizens to remain vigilant and exercise their rights as informed consumers. LPG is a highly inflammable and essential commodity wherein it's safe and fair distribution is a shared responsibility between the supplier and the consumer.

**DI/NB/AXP/SS/GD/2025/446**

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Issued by the Department of Information & Publicity

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