



GOVERNMENT OF GOA  
DEPARTMENT OF CIVIL SUPPLIES AND CONSUMER AFFAIRS

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No.DCS/ENF/LPG-Matters/2024-25/1308

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**PRESS NOTE**

**Sub: - Cautionary Advisory to LPG Consumers in the State of Goa.**

The Department of Civil Supplies and Consumer Affairs, Government of Goa, has observed with concern regarding certain malpractices in the supply and delivery of Liquefied Petroleum Gas (LPG) cylinders across the state of Goa. 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 issues the following important advisory to all LPG consumers in the State of Goa:

1. **Check the weight of the cylinder at the time of delivery:** 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 +/- 10 gm (available with the delivery vehicle).
2. **Check the Safety Seal:** Do not accept any cylinder with a broken, tampered, or loose safety seal. Only accept cylinders with an intact safety cap and seal from the authorized LPG distributor.
3. **Verify with the Mobile App/IVRS:** Use the respective LPG company's mobile app or SMS/IVRS system to confirm the authenticity of delivery and booking status.
4. **Demand a Receipt:** 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.
5. **Right of Home Delivery:** The normal mode of delivery of LPG cylinders by the Distributor 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.
6. **Report Suspected Malpractices:** Any case of suspected pilferage, underweight cylinders, or 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)
- Or directly to the concerned LPG Oil Marketing Company.

The Department urges 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.

The Government of Goa remains committed to safeguarding consumer interests and will continue to take strict action against errant dealers and delivery personnel indulging in malpractices.

Let us work together to ensure safety, fairness, and accountability in LPG delivery.



(Jayant G. Tari)

Director

Civil Supplies and Consumer Affairs  
and Ex- Officio Joint Secretary

To,  
The Director of Information and Publicity,.....with a request to release the above  
Panaji-Goa Press Note in all the local dailies.

**Copy to:-**

1. OSD to Hon'ble Minister (CS), Secretariat- Porvorim-Goa.
2. PA to the Secretary (Civil Supplies), Secretariat-Porvorim-Goa.