



2. Petroleum Minister launches MoPNG e Seva

MoPNG e Seva is a dedicated grievance redressal platform for Petroleum and Gas related queries

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Minister of State (I/C) for Petroleum and Natural Gas, Shri Dharmendra Pradhan launched **MoPNG e-Seva**, a dedicated grievances redressal platform on Social Media for all queries and grievances relating to Oil and Gas Sector.

The **MOPNG e-Seva** is an integrated grievances redressal platform across social media for all Oil & Gas related service issues. This portal will be a single point interface for all customers to reach out to the government for addressing their feedback or grievances related to Oil & Gas Sector on social media. **MOPNG e-Seva** will also deliver 24 x 7 support for consumers.

The e-Seva portal will serve as a single point for queries on Twitter and Facebook to begin with; and other social media platforms in due course. A team of Nodal Officers from Oil Companies and Allied Services have been formed to address issues on real-time basis.

Conversations are being tracked on real-time basis and a standard operating procedure has been put into place for immediate intervention and closure by concerned officials of Companies under the Ministry of Petroleum & Natural Gas. While Oil Companies will continue to do regular redressal through their respective channels for complaints redressal, the **MOPNG e-Seva** is an exclusive integrated portal that would handle queries that are received on the official handles of Petroleum Minister, Petroleum Ministry and **MOPNG e-Seva**.

For quick intervention and resolution of complaints, consumers can send their feedback or query with compulsory information (Full Name, Consumer ID, Location, Service Agency, Petrol Pump / Depot / Company Details) either on any of the following:

MoPNG e-Seva on Twitter : @MoPNG_eSeva

MoPNG e-Seva on Facebook : www.facebook.com/MoPNG-e-Seva

(Release ID: 1485618) Visitor Counter : 149

