



GOVERNMENT OF KERALA

Abstract

Food & Civil Supplies Department- Expansion of existing Civil Supplies War Room into a 24x7 LPG War Room and appointment of officers for round-the-clock monitoring and coordination of LPG availability, distribution and consumer delivery – Sanction accorded – Orders issued

FOOD & CIVIL SUPPLIES (D) DEPARTMENT

G.O.(Rt)No.101/2026/F&CS Dated,Thiruvananthapuram, 26-03-2026

Read 1 G.O. (Rt) No. 94/2026/F&CS dated 17-03-2026

2 G.O. (Rt) No. 98/2026/F&CS dated 24-03-2026

3 Letter No. CCS/2737/2026-A2 dated 25.03.2026 of the Commissioner of Civil Supplies & Consumer Affairs, Thiruvananthapuram.

ORDER

As per Government Orders read as 1st & 2nd papers above, Government have issued procedures and guidelines for ensuring uninterrupted supply of LPG to the public, prevent hoarding, diversion and black marketing and to prioritise supply to essential institutions. A War Room was also constituted at Commissionerate of Civil Supplies & Consumer Affairs for the monitoring the current LPG crisis. The Commissioner of Civil Supplies and Consumer Affairs has submitted a proposal vide paper 3rd above for the expansion of the existing War Room into a "24x7 LPG War Room" at the State level and in all districts as a coordination and monitoring unit for ensuring uninterrupted availability, equitable distribution and timely delivery of LPG across the State.

Government have examined the matter in detail and are pleased to accorded sanction for the expansion of the existing War Room into a "24x7 LPG War Room" and to issue the following detailed guidelines for the its smooth functioning.

The State LPG War Room shall function in the South Conference Room, Government Secretariat. The following officers shall be posted, two at a time, as the Heads of the War Room on shift-basis (8.00 AM – 4.00 PM, 4.00 PM – 12.00 PM & 12.00 PM – 8.00 AM)

1. Sri. Mohd Shafiq IAS
2. Sri. Sachin Kumar Yadav IAS
3. Sri. Sandip Kumar IAS
4. Sri. Arun S Nair IAS
5. Sri. Sufiyan Ahmed IAS
6. Smt. Safna Nazarudeen IAS
7. Smt. Meera K IAS
8. Sri. Mithun Premraj IAS
9. Smt. Apurva Tripathi IAS
10. Sri. Ranjith D IAS

The structure of the War Room is as follows:

Facilitation State War Room & Monitoring of District Level War Room	LPG Related Issues	CNG – PNG Issues	Supply Chain Management, Market Monitoring	Regulatory & Enforcement Activities
Officer on Duty: CAO, O/o CCS	Officer on Duty: Dy.CR (SZ), O/o CCS	Officer on Duty: Accounts Officer, O/o CCS	Officer on Duty: Statistics Officer, O/o CCS	Officer on Duty: Deputy. Controller (FS), O/o Legal Metrology
			JS (Transport)	

Clerk, (PWD)	HC (CCS)	HC (PWD)	Clerk (Health)	JS (CCS)
Clerk, (CCS)	Clerk (CCS)	Clerk (PWD)	Clerk/Typist (LSGD)	Clerk (LM)
	Clerk/Typist (CCS)	Clerk/Typist (LSGD)	Clerk (Industries)	Clerk/Typist (CCS)
	OA (CCS)	Clerk/Typist (Irrigation)	Officer (KSEB)	
All 3 shift duties	All 3 shift duties	All 3 shift duties	All 3 shift duties	All 3 shift duties

There shall also be coordination units for LPG, PNG/CNG, Market Suveillance, Supply Chain Management and Regulation under each of the concerned line departments/agencies as follows:-

- a. LPG: The LPG vertical shall be responsible for end-to-end monitoring of supply, distribution and consumer delivery across the State. It shall oversee distributor-wise stock position, refill bookings, delivery pendency and demand trends, and ensure uninterrupted availability of domestic LPG with adherence to delivery timelines. The unit shall coordinate with Oil Marketing Companies and bottling plants regarding stock position, cylinder filling, dispatch schedules and replenishment, while prioritising supply to essential institutions and vulnerable areas. It shall also monitor consumer grievances, identify abnormal booking patterns and ensure timely redressal and seamless last-mile delivery. Officers of Food, Civil Supplies & Consumer Affairs Department, Oil Marketing Companies (IOC/BPCL/HPCL) along with other departments shall monitor.
- b. PNG/CNG:- The PNG/CNG vertical shall focus on expansion, monitoring and facilitation of gas-based alternatives to LPG, particularly for commercial users. It shall track progress of PNG connections and CGD projects, facilitate transition of high-consumption establishments from LPG to PNG, and coordinate with district administrations and PNG companies. The unit shall identify

and resolve bottlenecks relating to permissions, land allocation and inter-departmental clearances, and ensure timely execution of infrastructure projects and registration drives, in alignment with overall demand management strategy. Officers of Food, Civil Supplies & Consumer Affairs Department, Oil Marketing Companies (IOC/BPCL/HPCL) along with other departments shall monitor.

- c. Market Surveillance: The Market Surveillance vertical shall monitor market behaviour, consumer access and pricing trends to prevent distortions, panic conditions and artificial scarcity. It shall track abnormal booking patterns, demand surges and public sentiment through media and social media platforms, and coordinate with concerned departments for timely public communication. The unit shall identify distress pockets, ensure equitable service delivery to priority categories and support evidence-based decision-making through real-time data analysis.
- d. Supply Chain Management: The Supply Chain Management vertical shall ensure efficient and uninterrupted movement of LPG across the supply chain. It shall monitor stock availability at bottling plants and storage points, review plant-wise stock and bottling capacity, and ensure balanced allocation across districts based on demand and vulnerability. The unit shall track dispatch schedules, vehicle movement, transit timelines and logistical constraints, and coordinate with relevant departments to ensure smooth transportation, timely replenishment and real-time visibility of supply chain operations. There shall be representatives from Home Department, Information & Public Relations Department, Health department, Industries Department, Public Works Department, Department of Economics and Statistics, Power Department and Local Self Government Department also.
- e. Regulation:- The Regulation and Enforcement vertical shall ensure compliance with statutory provisions and prevent malpractices in the LPG supply chain. It shall conduct inspections under relevant Acts, prevent hoarding, diversion, black marketing and overcharging, and ensure correct weight and pricing of LPG cylinders. The unit shall coordinate with enforcement agencies for joint operations, initiate penal action against violators, and ensure that enforcement activities are prompt, deterrent and effectively integrated with War Room monitoring and decision-

making. Officers of Home, Transport, Legal Metrology Department/Enforcement Wings /other concerned agencies shall monitor relating to underweight delivery of cylinders, overcharging and other malpractices as per Legal Metrology Act.

There shall be a District Level War Room as in the same structure of State War Room as follows. The District Level War Room shall also function as the district coordinating unit, with corresponding coordination units established within each of the concerned line departments and agencies

Facilitation State War Room & Monitoring of District Level War Room	LPG Related Issues	CNG – PNG Issues	Supply Chain Management, Market Monitoring	Regulatory & Enforcement Activities
Officer on Duty: Civil Supplies	Officer on Duty: Civil Supplies	Officer on Duty: LSGD	Officer on Duty: Motor Vehicles	Officer on Duty: Legal Metrology
Officers on duty from related Depts.	Officers on duty from related Depts.	Officers on duty from related Depts.	Officers on duty from related Depts.	Officers on duty from related Depts.
All 3 shift duties	All 3 shift duties	All 3 shift duties	All 3 shift duties	All 3 shift duties

Functions & Responsibilities

1. The above mentioned officers shall be responsible for the overall functioning of the War Room. He/She shall conduct two daily review meetings at 10.00 AM and 6.00 PM to assess the overall position regarding State stock, plant-wise bottling, district-wise allocation, dispatch status, distributor availability, refill backlog and consumer grievance trends.
2. The State LPG War Room shall primarily ensure that all District

LPG War Rooms are fully functional and responsive round the clock and shall operate as the central supervisory, coordination and escalation mechanism for the State.

3. The State LPG War Room shall function as a supportive supervision mechanism and ensure timely decision-making on allocation, dispatch, transport prioritisation, distributor support and public grievance redressal.
4. All officers shall strictly follow the prescribed communication channel and avoid many-to-many communications so as to prevent confusion, duplication, misinformation and panic among the public.
5. State-level officers from all concerned departments/agencies shall be posted in the War Room, and such officers shall report to the War Room Heads regularly and assist them in the discharge of their duties.
6. The War Room Heads shall convene a daily review meeting of all department/company representatives at the War Room.
7. The War Room Head shall monitor all calls, complaints and alerts received at the War Room and ensure that the same are properly recorded, assigned, tracked and resolved in a time-bound manner.
8. The State War Room shall remain in constant touch with the District War Rooms through departmental representatives posted at district level, and also through the District Collectors and other designated district authorities.
9. The District LPG War Rooms shall ensure and undertake field-level troubleshooting, and shall escalate issues requiring State-level intervention without delay.
10. The War Room shall work closely with district administrations, Oil Marketing Companies, distributors and enforcement agencies so as to ensure that the State and District War Rooms function as one cohesive unit.
11. The War Room Heads shall coordinate with districts, the IT Department and all concerned agencies to ensure regular updating of LPG stock, dispatch, distributor availability, booking pendency and grievance status in the designated portal/dashboard/digital reporting system.

12. The War Room Heads and Deputy Heads shall function on a rotational basis so as to ensure that at least one War Room Head and two Deputy Heads are available at all times, with the Deputy Heads being available physically and the War Room Head being available on call to attend to emergencies.
13. Officers handing over duty shall furnish detailed handover notes to the incoming officers before relief, so as to ensure continuity and avoid pendency of issues.
14. The War Room shall function as a unified operational unit responsible for end-to-end monitoring of the petroleum supply chain, encompassing supply, allocation, distribution, demand assessment and consumer delivery. The War Room shall, inter alia, monitor the following:
 - a. Receipt, storage and availability of LPG at supply points, bottling plants and storage centres across the State;
 - b. Plant-wise and company-wise stock position and bottling capacity;
 - c. Balanced allocation of LPG from such centres to various districts and distributors based on stock position, demand, refill backlog and vulnerability indicators;
 - d. Filling, dispatch and loading of cylinders, and movement of LPG trucks/tankers to allotted destinations;
 - e. Dispatch turnaround time, transit delays, route bottlenecks and unloading delays;
 - f. Prompt delivery of LPG to distributors as per approved allocation, and prevention of diversion, leakage and avoidable disruption;
 - g. Distributor-wise stock position, refill bookings, delivery pendency and demand projections;
 - h. District-wise refill waiting period and any emerging distress in domestic LPG access;

- i. Grievances relating to non-delivery, delayed delivery, overcharging, denial of refill, artificial scarcity and other service deficiencies;
 - j. Identification and verification of abnormal or unusual booking patterns;
 - k. Prioritisation of vulnerable areas, remote regions and high-distress pockets based on field reports;
 - l. All other aspects relating to supply, stocking, allocation, dispatch, distribution, demand management, refill servicing and consumer delivery, ensuring seamless coordination across the entire supply chain.
15. The War Room shall also liaise with the concerned Departments, Secretaries, Heads of Departments, District Collectors and Oil Marketing Companies and ensure the following:
- a. that verified and updated information regarding LPG stock position, dispatch, delivery timelines and district availability is regularly obtained and reviewed;
 - b. that prompt and accurate public communication is issued through official channels to discourage rumour mongering, panic booking and panic buying;
 - c. that concerted efforts are taken to identify and address abnormal booking patterns, delivery delays, artificial scarcity, hoarding, black marketing and diversion;
 - d. that consumer grievances, including delayed delivery, non-availability, overcharging and refusal of service, are promptly attended to through the designated system;
 - e. that all field officers and concerned agencies maintain close coordination so that any localised shortage does not escalate into a wider distribution crisis.

(By order of the Governor)
DR A JAYATHILAK I A S
CHIEF SECRETARY

To:

The Commissioner of Civil Supplies and Consumer Affairs,
Thiruvananthapuram

Th Officers concerned

The State Level Co-ordinator of Oil Companies, Kochi

Information and Public Relations Department (for publication)

General Administration (Housekeeping/Protocol) Department
(for necessary arrangements for infrastructure, seating, communication
systems, display facilities, helpline support and data connectivity).

Forwarded /By order

Signed by K R Remya

Date: 27-03-2026 08:34:24
Section Officer