

Sevottam Compliance by Organization having Citizen Interface

Bharat Petroleum Corporation Limited

on

Marketing of Petroleum Products

**As Per directives / Guidelines issued by DARPG
of 30th June 2010 / MOPNG Letter dated 23rd August 2010**

Index

INTEGRATED MODEL FOR ASSESING SERVICE DELIVERY	Modules (3)	Criteria(9)	Elements (11'3=33)	CHAPTER NUMBERS
	Module 1: Citizen's Charter & Service Standards	1.1. Implementation	1.1.1 Identification of Services offered and their Standards	CHAPTER 1 TO 12
			1.1.2 Understanding Citizen Expectations	
			1.1.3 Aligning Services offered with Citizen Expectations	
			1.1.4 Preparation of Citizens' Charter	
			1.1.5 Understanding of Charter Contents	
		1.2 Monitoring	1.2.1 Comparison of Actual with Prescribed Standards	
			1.2.2 Communication about differences in Actual and Prescribed Standards	
			1.2.3 Elimination of differences between Actual and Prescribed Standards	
		1.3 Review	1.3.1 Charter Effectiveness assessment	
			1.3.2 Alignment of Charter with changes in environment	
			1.3.3 Awareness about changes in Service Standards and Charter	
	Module 2: Grievance Redress Mechanism	2.1 Receipt	2.1.1 Public awareness of grievance lodging process	CHAPTER 13 & 14
			2.1.2 Convenience in lodging Grievance	
			2.1.3 Classification of Grievance at the point of Receipt	
		2.2 Redress	2.2.1 Determination of Time Norms	
			2.2.2 Adherence to Time Norms	
			2.2.3 Instant Disposal of Grievances	
		2.3 Prevention	2.3.1 Identification of Grievance prone areas	
			2.3.2 Action on Grievance prone areas – Annual Action Plan	
			2.3.3 Action on Grievance prone areas – Charter Review	
			2.3.4 Action on Grievance prone areas – Inter-divisional Co-ordination	
			2.3.5 Awareness about Progress on Controlling Grievance prone areas	
	Module 3 : Service Delivery Capability	3.1 Customers	3.1.1 Measurement of Citizen Satisfaction Levels	CHAPTER 15
			3.1.2 Use of Citizen Satisfaction Measurement for Charter Review	
			3.1.3 Differences in Citizen Satisfaction levels across delivery outlets	
			3.1.4 Differences in Citizen Satisfaction Improvements across outlets	
			3.1.5 Differences in Service Delivery Performance across Outlets	
		3.2 Employees	3.2.1 Employee Behaviour for Courtesy, Punctuality, Delivery Promptness	
			3.2.2 Employee Acceptance of Responsibility and Accountability	
			3.2.3 Employee Motivation for Service Delivery Improvement	
		3.3 Infrastructure	3.3.1 Basic Infrastructure for Physical Facilities to Service Recipients	
			3.3.2 Infrastructure Upgradation with prescribed Service Standards	
			3.3.3 Control on Resource Wastages and Leakages	

	Chapter No.	Subject	Page No.
Module 1: Citizen's Charter and Service Standards	1.	Liquefied Petroleum Gas (LPG)	09
	2.	Auto LPG	14
	3.	Petrol Pumps (Retail Outlets)	16
	4.	Kerosene	19
	5.	Lubricants – Automotive and Industrial	20
	6.	Aviation Turbine Fuel (ATF)	23
	7.	Selection of Dealers (MS/HSD/SKO)/ LPG Distributors / Lubes Distributors	24
	8.	Compressed Natural Gas (CNG) & Piped Natural Gas (PNG)	27
	9.	Specialities / Free Trade & Industrial Products	29
	10.	Energy Conservation	31
	11.	Bureau of Indian Standards and MDG	32
	12.	Engineering and Projects (Marketing)	33
Module 2 : Grievance Redressal Mechanism	13.	Public Grievances Mechanism	37
	14.	Right to Information	41
Module 3: Service Delivery capability	15.	Third Party Audit / Customer Survey / Feedback of the Customer ; Review of the Service and Its Implementation	44

Citizen's Charter

of

Bharat Petroleum Corporation Limited

on

Marketing of Petroleum Products

The main objective of the Citizen's Charter is to improve the quality of public services.

This is done by letting people know the mandate of the Corporation, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.

The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights.

Contact Details of Various Offices

Corporate Website: www.bharatpetroleum.in

Customers / Citizens on LPG issues can also log into <http://ebharatgas/pages/index.html>

Office	Address	Telephone	Fax
Chairman's Office	Bharat Bhavan, 4 and 6 Currimbhoy Road, Ballard Estate, Mumbai 400001	022-22713000 022-22714000	022-22713874
Refinery	Bharat Petroleum Refinery, Mahul, Chembur, Mumbai 400074	022-25543151	022-25542970
Delhi Co-ordination Office	ECE House, Post Box No.7, Connaught Circus, New Delhi 110001	011-23316891	011-23316894
Retail Business Head Quarters	Maker Towers E and F, 12th Floor, Cuffe Parade, Mumbai 400005	022-22189172	022-22182304
Lubricants Business Head Quarters	Bharat Petroleum Corpn. Ltd., Bharat Bhavan-II, Ballard Estate, Mumbai 400 001	022-22713000 022-22714000	022-22713801
Aviation Business Head Quarters	Plot nos A5 and 6, Sector 1, Noida 201301 Dist. Gautam Budh Nagar	0120-2474482	0120-2474483
LPG Business Head Quarters	Bharat Bhavan, 4 and 6 Currimbhoy Road, Ballard Estate, Mumbai 400001	022-22713000 022-22714000	022-22832646
Industrial & Commercial Business Head Quarters	Bharat Bhavan, 4 and 6 Currimbhoy Road, Ballard Estate, Mumbai 400001	022-22713000 022-22714000	022-22713671
Chief Vigilance Officer	Bharat Petroleum Corporation Ltd. Bharat Bhavan-1, 4 and 6 Currimbhoy Road Ballard Estate, Mumbai-400074	022-22713610	022-22713611

Citizen's Charter and Service Standards

Index

Chapter No.	Subject	Page No.
Chapter 1	Liquefied Petroleum Gas (LPG)	09
Chapter 2	Auto LPG	14
Chapter 3	Petrol Pumps (Retail Outlets)	16
Chapter 4	Kerosene	19
Chapter 5	Lubricants – Automotive and Industrial	20
Chapter 6	Aviation turbine fuel (ATF)	23
Chapter 7	Selection of Dealers (MS/HSD/SKO)/ LPG Distributors / Lubes Distributors	24
Chapter 8	Compressed Natural Gas (CNG) & Piped Natural Gas (PNG)	27
Chapter 9	Special Products	29
Chapter 10	Energy Conservation	31
Chapter 11	Bureau of Indian Standards and MDG	32
Chapter 12	Engineering and Projects (Marketing)	33

Chapter – 1

LIQUEFIED PETROLEUM GAS (LPG)

What is LPG?

How to Book for a Refill?

How to apply for a new connection / second Cylinder?

How to register a complaint for a Leaky Cylinder or Regulator?

How to seek redressal of grievances?

How to transfer a Gas Connection?

The answers to the above queries are given below:

- 1) Liquefied Petroleum Gases (LPG), is an environment friendly fuel used widely in the household kitchens, industries and commercial establishments. This chapter restricts to LPG supplied under **Public Distribution System** for household cooking.

a) What is LPG?

- i) LPG is a mixture of liquefied petroleum gases - predominately Butane and Propane, conforming to Bureau of Indian Standards specification no. IS 4576. It can be easily liquefied at atmospheric temperature under moderate pressure. LPG in its pure form is colourless and odourless. However, compounds are added to give it a distinct smell so that if leaked, it is easily detected.

b) LPG Installation

- i) LPG is used in domestic household through an installation. A typical LPG installation consists of a cylinder, pressure regulator, LPG Hose and a gas stove. The equipments should conform to the following standards:

Sr.No.	Equipment	Standards
1	LPG Cylinder	IS 3196 (Part 1): 2006 and IS 3196 (Part 3)
2	Pressure Regulator	IS 9798 : 1995
3	Suraksha LPG Hose	IS 9573 : 1998
4	Gas Stove	IS 4246: 2002

- ii) LPG meant for household use is currently marketed by PSU Oil companies in cylinders of 14.2 Kg & 5 kg, capacities. For identification between household (PDS) & non-PDS, the household cylinders are painted in SIGNAL RED colour. Cylinders in Oxford Blue colour with a signal Red band carry non-subsidised LPG meant for use in commercial and Industrial establishments.
- iii) Tare/gross weight, test date, serial number, ISI monogram, Oil marketing company's brand name & logo, year of manufacture etc. are embossed / painted on the cylinder. Each PR also has a serial number.
- iv) The liquid LPG vaporises at normal atmospheric pressure and temperature flows out of cylinder to the burner head of the gas stove in air-gas mixture, in a proportion that gets ignited when lit with a match-stick.

c) Public Distribution System for LPG Marketing in India

- i) LPG meant for use as cooking fuel in household kitchens, marketed by the Public Sector Oil Companies, at a price declared or controlled by the Government of India. The Govt of India has also extended benefit of LPG at PDS rates to non-domestic consumers in the following categories: –
- (1) Government/ Municipal Hospitals for whatever purpose they take.
 - (2) Supplies to all school and colleges whether for hostels or for mid-day meal schemes.
 - (3) Canteens attached to Government Offices (Govt. includes State Govt. and local bodies and their installation and Guest Houses etc.)
 - (4) Messes of Police, BSF and CISF in addition to kitchens and messes of the Defence establishments.
 - (5) Canteens run on cooperative basis under Cooperative Societies Act.
 - (6) Laboratories attached to schools, colleges & research institutions.

- (7) Charitable institutions registered under the Societies Act.
- (8) Red Cross Society all branches.

ii) **For commercial, Industrial & Automotive usage LPG is sold at non subsidized price.**

d) **Distribution Network**

- i) PSU Oil Companies have a well spread network of distributors to service the LPG consumers in the country. Expansion of the distributor network is a continuous process. Currently, there are two types of distributor formats viz. Regular LPG distributorships & Rajiv Gandhi Gramin LPG Vitrak (RGGLV). Appointment of distributors is through public advertisements. Details of eligibility criteria and selection procedure are available on our www.ebharatgas.com.

e) **Services**

- i) The services rendered by the **distributors** to the LPG consumers are given below:
 - (1) Release of New LPG Connections & Additional Cylinder (Double Bottle Connection).
 - (2) Facilities for booking LPG refill.
 - (3) Refill Delivery – Two modes of cylinder delivery are in practice.
 - (a) LPG distributors deliver filled cylinders at the registered address to the customers residing in their normal area of operation and take back empty cylinders. Only under exceptional conditions, filled cylinders deliveries on cash-and-carry basis (non-home delivery) are permitted with prior approvals from the Oil Company. Customers are entitled to applicable rebate on "Cash-and-carry" supplies.
 - (b) RGGLV- customers have to collect filled cylinders from the LPG storage godown at declared RSP. Customers are not entitled to any rebate for "Cash-and-carry" supplies.
 - (4) Transferring/Terminating the LPG connection – when a customer shifts residence outside the distributor's area or service reasons.
 - (5) Safe custody of LPG connection : Piped Natural Gas (PNG) customers and customers who do not intend to use the cylinder for reasonably long time can hand over their LPG Cylinder/s & DPR to the distributor and obtain a safe custody voucher along with refund of the security amount.
 - (6) Change of Name - in case of demise of the LPG connection holder.
 - (7) Preferred Time Delivery: LPG Distributors offer a "Preferred Time LPG Delivery Scheme," to facilitate consumers especially working men and women to get delivery of LPG refill as per their convenience for a small premium.

ii) **Time frame for services rendered by Bharatgas distributors to the consumers:**

Services	Conditions	Timeframe
Registration for new domestic LPG connection	a) Above 18 years of age b) No member of the household has LPG connection under PDS c) Residing in the distributor's area d) Produce & submit proof of residence & identity#	Immediate
Release of new Connection /DBC	a) Intimation in writing by the distributor of Maturity of turn b) Produce & submit proof of residence, identity c) Submit Standard undertaking# d) Deposit security amount##	Seven working days
Hot plate inspection (when purchased from source other than the LPG distributor)	After payment of prescribed Inspection charges##.	Seven working days
Acceptance of refill booking	when no previous refill order is pending	Immediate
Delivery of refill	Availability of stocks*	Two working days*
Leakage complaint	Immediate guidance at contact point.	
Preparation of TV & refund security deposit	a) Surrender of loaned equipment (cylinder/s & PR) in good condition b) Submission of original SV (in case SV is lost an affidavit in lieu thereof)#	One working day

Change of name in case of death	a) Eligibility as applicable for new LPG connection b) Death Certificate of customer c) Standard undertaking#	One working day
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* Endeavour to deliver within two working days except in circumstances beyond control viz. Natural calamities, strikes, absenteeism, transport breakdowns, Govt. directives, shortage of product availability etc.

#formats of documents are available on www.ebharatgas.com

Rates of approved security deposit, tariff & service charges available at our website www.ebharatgas.com

- f) **Customer Relations** A Toll Free telephone number 1800 2333 555 is available to customers between 8 AM and 8 PM for any queries, suggestions or complaints related to their LPG connection.
- i) Customer Service Cells are available at the Territory Offices during office hours on all working days. Customers are welcome to call on telephone or personally visit the Cell for assistance/grievance redressal. Details of the Cell are available with the distributor and also at our website www.ebharatgas.com.
- ii) Customers can also meet the Sales Officer during their periodic visits on pre-determined days to LPG distributorship for resolution of their queries /complaints.
- g) **Emergency Service**
- i) Distributors render prompt assistance in case of gas leakage and other complaints. The telephone numbers are mentioned on the refill cash memos, displayed at the distributor's showroom and also available on the Oil Companies websites. **The Services rendered by the distributor for attending to leakage complaints are free of charge.**
- 2) **Expectations from the Customer** Users need to follow safe operating practices while using LPG. These are given below:
- a) **Simple rules of usage**
- Cylinder must be always kept in vertical position, away from any source of heat and in a ventilated place.
 - The hot plate should always be placed on a platform (made of non-flammable material) above the cylinder level.
 - Always remember to switch off the pressure regulator when the stove is not in use, especially at night. Never tamper with or try to repair the cylinder or allied equipment yourself.
 - Make sure all parts of the installation are in good condition. If anything seems wrong with any part, call for the distributor's trained mechanic.
 - It is safer to wear cotton clothing while working in the kitchen. Use of dupatta, sari or cloth to handle utensils could be a fire hazard.
 - Wearing a fire retardant apron while cooking is a safe practice.
 - Children must be kept away from the installation while cooking.
 - Use only ISI marked HOT PLATES.
 - Never leave the hotplate unattended while in use as the burner flame could get extinguished due to overflow of cooking material or even gust of wind. This would lead leakage of Gas from the burner. The accumulated gas could get ignited by the second/other burner in operation or any other source of ignition, resulting in fire.
 - Fry Pan / Pressure Cooker should be placed in a manner so that their handle is away from the flame.
 - Plastic items must be kept away from the gas stove.
 - Rubber tube is the weakest link in a LPG connection. It must be regularly checked and changed immediately in case any visible cracks / damage are noticed. Use of "SURAKSHA" LPG hose sold by LPG distributor is recommended for its enhanced safety features and longer life. Rubber Tube, if used, must be ISI approved.
 - As a rule, the rubber tube must be replaced every two years and 'Suraksha' LPG hose every five years.
 - The safety cap must always be put on the valve of the unused cylinders, whether full or empty.

b) At the time Refill Delivery

- i) At the time of taking refill delivery, customer must satisfy himself with the condition of the cylinder seal and weight. Once having acknowledged receipt of cylinder with seal intact, correct weight & in good condition, there shall be no scope for dispute with regard to the same. The deliveryman will break open the seal in presence of the customer and check that the cylinder is sound and fit for use. Customers must get the cylinder connected to the regulator (DPR) and have the installation checked for proper functioning, even for the additional cylinder.

c) Inspection of the LPG Installation

- i) Customers must insist on a mandatory inspection of their LPG installation once in 2 years, by the trained mechanic. This service is available on payment of the requisite charges approved by the Oil Company. This will help in safe up keep of the domestic LPG installation.

d) In case of Leakage

- i) In the rare event **of Leakage or in case there is smell of gas:**

- (1) Turn the pressure regulator (DPR) knob to the 'OFF' position.
- (2) Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc).
- (3) Do Not light matchstick/lighter. Do not switch 'On' or switch 'Off' any electrical switches (including main switch). Remember that electrical switches and dry cell torches generate spark while switching on or off.
- (4) Open all doors and windows for ventilation
- (5) Get in touch with the distributor / the Emergency Service Cell after office hours and on Sundays and holidays.
- (6) Turn the pressure regulator (DPR) knob to the '**OFF**' position.
- (7) Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc).
- (8) **Do Not** light matchstick/lighter. **Do not** switch '**On**' or switch '**Off**' any electrical switches (including main switch). Remember that electrical switches and dry cell torches generate spark while switching on or off.
- (9) Open all doors and windows for ventilation
- (10) Get in touch with the distributor / the Emergency Service Cell after office hours and on Sundays and holidays.

e) In the event of accident

- i) All registered LPG consumers are covered under an insurance policy taken by the PSU Oil Companies.
- ii) In case of the unfortunate event of an accident, the customer must immediately inform the distributor in writing. The distributor then informs the concerned Oil Company and the Insurance Company about the same. The distributor will offer assistance to the customer in completing the formalities of insurance claims arising out of the accident.
- iii) In addition to the above, all LPG distributors also have Third Party Liability Insurance cover losses in the event of an LPG accident.

f) Customer Obligations

- i) Customers must abide by the terms and conditions under which the LPG connection has been released to them. These are printed on the reverse of Subscription Voucher and contained in the undertaking submitted at the time of release of the connection.
- ii) Customer must adopt safe practices while using LPG.
- iii) Customers must not accept LPG cylinders from source/persons other than the LPG distributor with whom they are registered.
- iv) Customers are not permitted to exchange with others or loan to others, the cylinders / DPR given to them as this creates possibility for a spurious cylinder / DPR finding its way into the system. Spurious cylinders/DPRs do not conform to the stringent quality standards and are a potential safety hazard.
- v) Customers should follow conservation tips while using LPG to save fuel. Conservation tips are available on the www.ebharatgas.com.
- vi) The use of LPG is regulated by LP Gas (Regulation of Supply & Distribution) Order of the Govt. of India. As per this order:
- vii) LPG connection is issued only in the name of any adult member of the household by a Government Oil company under the public distribution system. "Household" means a

family consisting of husband, wife, unmarried children and dependent parents living together in a dwelling unit having common kitchen.

- viii) An existing customer of domestic LPG connection of a Government Oil Company, who desires to avail PNG connection, has to surrender his domestic LPG connection within sixty days from the date of obtaining PNG connection.
- ix) Customers holding more than one LPG connection in a household kitchen, whether of the same oil company or of different oil companies, can retain only one connection. The additional connection/s if any must be surrendered to the distributor and refund of the deposit amount obtained.
- x) LPG Customers, who avail Piped Natural Gas (PNG) connection in the household, must surrender their LPG connection to the distributor. The distributor will issue 'TV' for 'Safe Custody' and refund of deposit amount. Details of the same are given in the www.ebharatgas.com.

Chapter – 2

AUTO LPG

What is Auto LPG?

What are advantage /availability of Auto LPG?

Why should we not use detachable LPG cylinders in vehicles?

What is Auto LPG conversion kit, its components and functions?

Is it mandatory to get the endorsement on Registration of Vehicle after fitting Auto LPG Kit?

The answers to the above queries are given below:

1. Why Auto LPG (ALPG)?

1.1. In India, LPG has been officially recognized as an auto fuel in 2002 after amendment of all relevant Acts/Rules by the Central and State governments. Use of LPG as automotive fuel is an age-old practice in various countries.

1.2. Advantages of Auto LPG:

- 1.2.1. ALPG is most economical fuel for petrol vehicles. At current prices, there is a saving of about 40% when compared to petrol.
- 1.2.2. ALPG meets BIS standard IS: 14861 which have Octane Number of 88 (minimum).
- 1.2.3. ALPG fitment in vehicles is safe.
- 1.2.4. Less pollution, Smooth running and easy drivability.
- 1.2.5. Availability in major cities and towns.

1.3. Availability of Auto LPG:

- 1.3.1. ALPG is available at various retail outlets of BPCL, along with other PSU Oil Companies as well as Private Marketers. The details of Auto LPG Dispensing Stations (ALDS) are available on our website.
- 1.3.2. The details of operating ALDS including that of Private Marketers can also be accessed from the website www.iac.org.in.

1.4. Operation of Auto LPG Dispensing Stations (ALDS):

- 1.4.1. ALDS installation is governed by the guidelines of Petroleum & Explosives Safety Organisation (PESO).
- 1.4.2. Auto LPG is a freely priced product with no government controls / subsidy. An individual company can fix the price of ALPG based on its own commercial considerations.
- 1.4.3. Auto LPG is delivered on volumetric basis.
- 1.4.4. The quality of Auto LPG is governed by IS: 14861.
- 1.4.5. Auto LPG Dispensers are periodically calibrated using a master calibration kit.
- 1.4.6. In case of any grievance regarding quality and quantity of Auto LPG delivered, the customer can make a complaint to the sales officer of the company whose contact details are displayed at the ALDS.

1.5. Why should we not use detachable LPG cylinders in vehicles?

- 1.5.1. As per CMVR 115 C, only fixed Auto LPG tank with its safety gadgets, approved by PESO, are allowed in motor vehicles.
- 1.5.2. Use of cylinders other than approved ALPG fixed tank is highly unsafe and prohibited under law.
- 1.5.3. Auto LPG tank shall neither be replaced by domestic/commercial/ industrial LPG cylinder nor cylinders containing any other gases.

1.6. General instructions for motorists

- 1.6.1. LPG being highly inflammable, any hot work (welding/gas cutting/brazing etc.) on the body or other parts of LPG driven vehicle should only be done by trained staff at authorized work shop.
- 1.6.2. Repair of LPG tank is not permitted under any circumstances. However, repair/maintenance of Auto LPG system and its components should be carried out at authorized workshops. Ideally, repairs should be done by the same Retrofitter who has originally fitted ALPG system to the vehicle.

- 1.6.3. Auto LPG tank and the piping system should be checked regularly for any leakage. The Auto LPG Cylinder has to be tested periodically in line with statutory requirements.
- 1.6.4. In case of leakage in the LPG system, cut off LPG supply and park the car in open area, away from ignition sources. Move all the people to a safe distance from the vehicle, opposite to the wind direction and seek assistance of nearest authorized installer/workshop.
- 1.6.5. Do not use domestic or any other detachable LPG cylinder as auto fuel as it is punishable under Law and is also highly unsafe.
- 1.6.6. Auto LPG re-fuelling to the vehicle tank should be done only at the authorized ALDS, through the dispensing nozzle. Do not fill domestic LPG or any other gas in a LPG tank.
- 1.6.7. Domestic LPG does not meet Octane requirement of Auto LPG and it may fail Engine in long run.
- 1.6.8. After refuelling LPG, please ensure that the dust plug is inserted back on the filler valve.
- 1.6.9. It is recommended to run the vehicle 5-7 Kms in petrol mode after every 100-150 Kms. run in LPG mode, to keep the petrol system in good condition.
- 1.6.10. For carburettor engine, it is a good practice to put the selector switch in neutral position for a while before switching over to LPG. Switching over directly from petrol mode to LPG may lead to engine stalling or backfire due to mixing of both fuels.
- 1.6.11. Never tamper with any of the components in the LPG system.
- 1.6.12. Any other safety recommendation by vehicle/kit manufacturer should be followed.

1.7. **Auto LPG conversion kit, its components and functions**

- 1.7.1. **LPG conversion kit:** ALPG conversion kit is a complete system assembly for converting a vehicle to run on LPG on bi-fuel mode. It has mainly three parts:
 - 17.1.1. ALPG tank with its accessories fixed in the boot of the car. For 3 – wheeler vehicles, the auto LPG tank is installed under the driver's seat.
 - 17.1.2. LPG delivery system through Vaporiser – Regulator and Venturi Mixer.
 - 17.1.3. LPG control mechanism – Closed loop system (ECU, stepper motor/Injector (s), Emulator & Oxygen sensor etc) or open loop system (manual power screw without any feed back mechanism).

1.8. **Auto LPG Tank (ALT) and accessories:**

- 1.8.1. Auto LPG tank is a metallic cylinder or a container of suitable capacity for filling LPG to be used as fuel for Spark Ignition (S.I.) motor vehicles. The tank should be approved by Chief Controller of Explosives under Gas Cylinders Rules 1981 and meet the requirements as per IS: 14899 (as amended from time to time).
- 1.8.2. Unlike normal LPG cylinder, each auto LPG tank is fitted with Multi-Function Valve for protection of the vehicle system and safety of the passenger and surroundings. It is an assembly for mounting on auto LPG tank for filling and withdrawal of LPG along with safety devices including:
 - 18.2.1. Automatic fill limiter
 - 18.2.2. Service valve
 - 18.2.3. Excess Flow Check Valve
 - 18.2.4. Pressure Relief Valve
 - 18.2.5. Fusible Plug
 - 18.2.6. Content Gauge
 - 18.2.7. Non-Return Valve on fill connector
- 1.8.3. Multi Function Valve Assembly shall conform to latest Indian Standard (amended from time to time) and approved by Chief Controller of Explosives, PESO).

1. **Approval of Transport Authority**

After installing Auto LPG kit in your vehicle, it is mandatory for you to get its registration book endorsed by the local RTO.

Chapter – 3

PETROL PUMPS (RETAIL OUTLETS)

What is Retail outlet/Petrol Pump?

What is available at Retail Outlets?

What are Petrol / Diesel / CNG/ Branded Fuels?

What are mandatory facility / services available at the Retail Outlet?

How quality / quantity are maintained at Retail Outlet?

How to lodge a complaint?

The answers to the above queries are given below:

1. **What is Petrol Pump?**

- 1.1 The most common point of contact of customers with the Oil Industry is the Petrol Pump. In Oil Industry parlance, Petrol Pumps are referred to as Retail Outlets (ROs).
- 1.2 As per the existing Government policy, Petrol Pumps can be set up by Public Sector Oil Companies as well as Private Sector oil Companies dealing in storage and distribution of petroleum products as per guidelines. Presently the Oil Companies engaged in retail business of transport fuels are IOC, HPC, BPC, NRL, MRPL, ONGC, RIL, Essar and SHELL.

2. **Products Marketed at Retail Outlets**

- 2.1 **Motor Spirit** Petrol in technical language is called Motor Spirit. It is mainly used in passenger vehicles such as Two/Three Wheelers and cars. At present, two types of petrol are being marketed across the country, i.e. Normal Petrol and Branded Petrol.
 - 2.1.1 **Normal Petrol:** Normally used as a fuel for spark ignition internal combustion engines such as Passenger Cars, Two Wheelers, Three Wheelers, etc.
 - 2.1.2 **Branded petrol:** This is preferred by new generation vehicles. It is slightly costlier than normal petrol. It has additives for optimizing performance of vehicles. It is sold by BPCL with the brand name **"Speed"**
 - 2.1.3 **Speed** provides benefits like cleaning and prevention of carbon deposits, smooth drivability and reduced smoke/ emissions.
 - 2.1.4 **Ethanol-blended Petrol** - The Ministry of Petroleum & Natural Gas has notified marketing of Ethanol blended Petrol (EBP). The practice of labelling on the pump is recommended for ethanol marketing. To ensure the presence of ethanol in EBMS a field test is provided in the specification of EB MS and also under MDG. The customer can detect ethanol in EBMS by mixing 100ml of EBMS with 30 ml of water and following field test procedure as described in specification /MDG.
- 2.2 **High Speed Diesel (HSD)** Two types of Diesel are being marketed across the country., **Normal diesel** and **Branded diesel**
 - 2.2.1 **Normal diesel** These are used in heavy commercial vehicles, buses, tractors, motor cars, pump sets and in various other diesel engine driven applications and other utility vehicles.
 - 2.2.2 **Branded Diesel** - *This is preferred by new generation vehicles such as passenger cars, trucks, etc. It is sold by BPCL with the brand Name "Hi-Speed Diesel". It is added with multi a functional additive which enhances the performances of new generation vehicles ensure peak engine performance.*
- 2.3 **Lubricants** This is a vital product for the life of an engine. A lubricant is a viscous product used in the engine for its smooth functioning. ROs supply quality lubricants, as they receive supplies directly from BPCL. Different grades of lubricants are needed for the engine, gear box and other machine parts. The RO dealer will be only too happy to guide you regarding the exact recommended grade of lubricant for your vehicle. BPCL is regularly developing new products to cater to the different needs of the customers.
- 2.4 **Compressed Natural Gas (CNG):** CNG is an environment-friendly fuel and has started gaining popularity recently especially in major towns where it has been introduced depending on availability of Grid and Gas.
 - 2.4.1 CNG is available at select retail outlets of the Company in some cities. There are also stand-alone ROs for CNG in select cities.

- 2.4.2 CNG can be used in vehicles which are fitted with a special kit meant for the purpose. The vehicle needs no mechanical change for its use.
- 2.4.3 Its availability is being gradually increased in more cities / ROs.
- 2.5 **Auto LPG:** Auto LPG is supplied to the consumers at select ROs in various cities across the country on the basis of economic consideration and demand. There are also stand-alone ROs for Auto LPG.

3 **Facilities provided at Retail Outlets-**

- 3.1 **Facilities:** A Retail Outlet is not just a place for taking fuel. It offers you a range of services which can be classified as –

- 3.1.1 **Mandatory Facilities:** These are facilities which every Petrol Pump must provide. These include free air, water, suggestion/complaint book, display of working hours, and display of name & telephone number of oil company personnel to be contacted by the customer in case of complaint. First aid box, toilet and safety equipment as per statutory requirements such as fire extinguishers and sand buckets etc. are also made available at petrol pumps.

- 3.1.2 **Other Facilities:** For the convenience of customers these additional facilities may be provided by dealers in the vicinity of the Retail Outlets. These include water-coolers, convenience stores, snack bars, dhabas & rest-rooms, bathing & washing space for truckers, telephone – PCO/STD, ATM, servicing/repair shop, tyre shops, loyalty cards programme by Oil Companies, etc.

- 3.2 **Quality:** The term “quality” implies that the product you are buying must meet the prescribed specifications and be free from any contamination or adulteration. The customers can ensure quality by carrying out specific checks for different products as given below:

- 3.2.1 **Filter Paper Test (for Petrol)**

- 3.2.1.1 Clean the mouth of the dispensing nozzle to remove stains.

- 3.2.1.2 Put a drop of petrol on the filter paper from the nozzle.

- 3.2.1.3 It should evaporate in about 2 minutes without leaving a stain on the filter paper. (If the area of the filter paper where the drop of MS was put remains pinkish, it is the colour of the MS and not any stain). If a stain is left on the filter paper, there is a possibility of adulteration.

- 3.2.2 Customer can immediately lodge a complaint if Filter paper is not available at Retail outlet for testing of Petrol. It is the duty of the Dealer to provide the filter paper on demand by the customer.

- 3.2.3 **Density Check (for Petrol and Diesel, including branded fuels):**

- 3.2.3.1 A 500 ml jar, calibrated hydrometer & thermometer and ASTM (American Society for Testing of Materials) conversion charts are required to carry out density test. A hydrometer is a very simple instrument for measuring density of any liquid, which would be different for petrol and diesel.

- 3.2.3.2 Fill about 3/4th of the jar with the product taken through the nozzle of the Dispensing unit.

- 3.2.3.3 Dip the thermometer and the hydrometer in the jar and record the temperature and density.

- 3.2.3.4 The actual density observed is then converted into density at 15 degree centigrade with the help of the conversion chart. This converted density is then compared with reference density taken from the register maintained at the Retail Outlet.

- 3.2.4 **Checks for lubricants:** Please check the seal of container, date of manufacture and name of manufacturer. For the convenience of 2/3 wheeler drivers, Retail Outlets generally provide self-mixing (petrol-oil mix) dispensers, 2T dispensers and they also keep tamper proof 2T/4T pouches.

3.3 **Quality:**

- 3.3.1 To ensure that you get the right quantity of product, all the Retail Outlets are mandatorily required keeping a calibrated 5 litre measure duly stamped by Weights and Measures Department.

- 3.3.2 You may ask for the measure to check quantity whenever you have doubt about the quantity delivered.

- 3.4 **Malpractices / Unauthorised Activities:** In case you encounter any of the following possible malpractices, please contact the Company's officer mentioned in the display at the Retail Outlet.
- 3.5 **Adulteration:** Possibility of adulteration cannot be ruled out, by mixing of cheaper homogenous products in petrol or diesel. In case of doubt, you may carry out the filter paper / density check as explained above.
- 3.6 **Short Delivery:** Although all dispensing units (Machines delivering petrol/diesel) are duly calibrated and sealed by Weights & Measure Department and also periodically checked by the Company, the possibility of tampering with machines or their malfunctioning cannot be ruled out. As mentioned earlier, you have the right to check the quantity delivered with a duly calibrated and stamped 5-litre measure available at retail outlets.
- 3.7 **Overcharging:** The dealer is not allowed to overcharge for the products sold. Please ensure that you take a cash memo for every purchase. Also please check that price charged by the dealer is in line with the displayed price.
- 3.8 **Correct Price:** The dealer is required to display the selling price of products prominently at the outlet. Please ensure that you take a cash memo for every purchase.
- 3.9 **Other useful tips for customers:**
- 3.9.1 Check that the meter reading is set to "zero" before start of delivery.
- 3.9.2 Insist on taking delivery with pre-set amount/quantity, if facility is available
- The details of the above tests are also available at our website or by clicking the following link <http://www.bharatpetroleum.in/EnergisingBusiness/QualityQuantity.aspx?id=1>
- 4 **Safety – Our utmost concern:**
- 4.1 Petroleum products are highly inflammable and are therefore dangerous if not handled properly. Their handling is strictly governed by Petroleum & Explosives Safety Organisation (PESO) rules. A Petrol pump is a licensed premise and all activities carried out there are subject to strict PESO Rules.
- 4.2 For the safety of all concerned, the following precautions must be observed:
- 4.2.1 Switch off the engine before taking delivery of fuel (to avoid fire caused by spillage of fuel)
- 4.2.2 Please DO NOT smoke within the Petrol Pump premises
- 4.2.3 Never light a match stick within Petrol Pump premises
- 4.2.4 SWITCH OFF the Mobile within petrol pump premises
- 5 **For Complaints**
- 5.1 Whenever you are dissatisfied with product or services being offered to you, please bring it immediately to the notice of the dealer, or in his absence, to the Manager. However, if the explanation given by the Dealer or Manager is not satisfactory, you should record your complaint in the complaint and suggestion book available at each Petrol Pump.
- 5.2 Each complaint received through the website or entered into the complaint/suggestion book is investigated by Company Officers and suitable action is taken to redress the grievance.
- 5.3 Contact the Oil Company Office or Field Officer. You can send a written complaint to the Company Sales Officer, Regional/AMM/Territory Office or lodge a telephonic complaint. Contact details are displayed at the Retail Outlet.
- 6 **Selection of Regular dealer / Rural RO:** The details of these are covered in Chapter 7.

Chapter – 4

KEROSENE

What is Kerosene?

What is PDS Kerosene?

How it is distributed?

The answers to the above queries are given below:

1. What is Kerosene

1.1. Kerosene is a middle distillate product and is primarily used in India for cooking and illumination purposes. Due to socio-political considerations, Kerosene has been classified as a common man's fuel and keeping this in view, the price of Kerosene sold through Public Distribution System (PDS) is subsidized. In Oil Industry parlance it is called SKO (Superior Kerosene Oil).

1.1.1. How is it distributed

1.2.2.1 The quarterly quota for each State is decided by MOP&NG.

1.2.2.2 The entire distribution of Kerosene within the States / UTs is monitored and controlled by the Food and Civil Supplies Authorities of the respective States / UTs.

1.2.2.3 In the distribution of Kerosene, BPCL is responsible for making the product available to their dealers as per their allocation. The BPCL dealers distribute the uplifted SKO to retailers under the direction of Food and Civil Supplies Authorities who also decide the entitlement to each ration card holder.

1.1.2. Role of Retailers (Ration Shops/Fair Price Shops)

1.2.3.1 Kerosene being an essential item under the PDS, the retailers (ration shops) is required to maintain adequate stock of the same for distribution to the ration card holders.

2 Kerosene Prices

2.1 PDS Kerosene must be sold at the price fixed by the District Authorities and the consumers should ~~are~~ not to pay price over and above the declared price..

3 In case of Complaints

3.1 Complaints concerning overcharging, black marketing and non-availability of PDS Kerosene can be lodged with the concerned State Civil Supplies Authorities for investigation and necessary action. In case the redressal is not made by the Civil Supplies Authority, the complaint can be forwarded to the District Collector or Secretary, Food & Civil Supplies Department of the State.

3.2 Complaints involving BPCL dealers can be lodged with us for redressal as described under Chapter 13.

Chapter – 5

Lubricants – Automotive and Industrial

What are Lubricants?

What do we mean by Automotive and Industrial Lubricants?

What are the various types of lubricants being marketed by MAK?

How Lubricants are distributed by BPCL to ensure availability?

Where can you buy MAK Lubricants?

What should you keep in mind while buying lubricants?

How Quality and Quantity are assured in MAK Lubricants?

How to register complaint in case you have any issue?

The answers to the above queries are given below:

1. What are Lubricants

- 1.1 Lubricants essentially are liquids, semi liquids or solid substance which is used to reduce friction among the mover parts. It may also be used to transmit power from one point to other. Typically lubricants comprise of 90-95% of base oils and balance performance enhancement additives based on the application.

2. What do we mean by Automotive and Industrial Lubricants?

- 2.1 **Automotive Lubricants:** Lubricants play a very vital role in the smooth & trouble free operation of any automobile. There are different accretes fitted in an automobile vehicle such as engines, gear & transmission, brake system, radiator coolant, wheel bearing etc and each requires different type of oils or greases. Oils which are used to lubricate these systems are categorised as Automotive Lubricants.
- 2.2 **Industrial Lubricants:** In order to produce goods and services, any industrial / services unit uses equipments and most of these equipments have moving parts. Therefore, in order to ensure that these equipments provide trouble free operations one of the requirements is optimum lubrication. Typical examples could be Hydraulic equipments, Compressors, Turbines etc. All these oils which are primarily used for Industrial applications are categorised as Industrial Lubricants.

3. What are the various types of lubricants being marketed by MAK?

- 3.1 **Lubrication range:** We market 300+ different types of grades in various pack sizes with total combination of 650+ SKUs. The range includes Engine Oils for 2 / 4 stroke two wheelers, Passenger car oils for petrol and diesel engines, Commercial vehicle oils for LCVs, HCVs, Earth moving equipments, Hydraulic Oils, Cutting Oils, Turbine Oils, Compressor Oils, Heat treatment oils, Automotive and Industrial Greases, Special products like Brake Oils, Coolants.
- 3.2 **Special Products:** Transformer oils, Horticultural Mineral oils (HMO) for various crops such as Apple, Pomegranate, Mango, Chilli, Orange etc, LLPO as white oil application for cosmetic industry.
- 3.3 **Details of all the products being offered can be viewed at www.maklubricants.com.**

4. How Lubricants are distributed by BPCL to ensure availability?

- 4.1 BPCL markets lubricants under Brand name MAK and other OEM specific genuine oils like Hero, TVS, General Motors, TATA Motors, Larsen & Tubro, Kirloskar Oils etc through different distribution channels in order to ensure that the products are available to our customers closer to their point of use. Currently we market lubricants through following channels:
- 4.1.1 **Retail Outlets (Petrol Pumps):** ROs supply quality lubricants; they receive supplies directly from BPCL. Since the applications differ from one vehicle to

other and also with application they stock various grades and packs of lubricants. The RO dealer will be only too happy to guide you regarding the exact recommended grade of lubricant for your vehicle. The Oil Companies are regularly developing new products to cater to the different needs of the customers. In order to ensure that customers are guided each RO is equipped with the technical handbook on Lubricants which gives the basic details of each grade we market. ROs also offer services such as free oil change through MAK QUIK to ensure that the customer get to see the change of lubricants in front of them.

- 4.1.2 **Primary Lubes Distributors (PLDs):** PLDs are authorised distributor of MAK who receive supplies of product directly from BPCL. Predominantly they engaged in distribution of products directly to customers through their exclusive MAK Lube Shoppe, distribution to retailers, workshops, authorised service stations and through their mobile vans. Their responsibility is to ensure distribution of genuine MAK range of lubricants in their allocated territory.
- 4.1.3 **Industrial Lubes Distributors (ILDs):** ILDs are authorised Industrial lubes distributors. They are appointed to operate in their respective area to cater to the small and medium scale Industrial customers to offer ease and superior service closer to their location.
- 4.1.4 **Rural Lubes Distributors (RLDs):** RLDs are authorised distributor of MAK who receive supplies directly from BPCL. Predominantly they cater to rural segment at taluka level. They closely engage with farmers on their lubrication needs for various applications like tractors, pumpsets, automobile applications, generators etc.
- 4.1.5 **Direct & Institutional Sales :** BPCL directly caters to the medium and large Industrial units, Corporate accounts like Indian Railways, Indian Defence where the lubrication applications are quite complex and volumes are significant. Such esteemed customers are required to be offered customisation to suit their lubricating requirements.
- 4.1.6 Apart from the above MAK range is also available through our select LPG distributors, ITC Choupal Sagars in select states, DSCL Hariyali Kisaan Bazaar in select states. We also export MAK range to select countries.

5. **Where can you buy MAK Lubricants?**

- 5.1 Consumers need various lubricants for use in their own vehicles like Scooters, Bikes, Cars, SUVs, Jeeps, LCVs, HCVs or earth moving equipments can buy lubricants from any of our Retail Outlets (9000+), MAK Lubeshopee of our PLDs / ILDs (480+) or through the select retailers (30000+) which are currently dealing in MAK range. All Industrial customers for technical details can contact our authorised ILDs or our territory offices list of the same is available on www.maklubricants.com. We have team of experienced technical marketing staff posted at various key locations across India and they shall be glad to provide you their expert services to meet your lubrication requirements.

6. **What should you keep in mind while buying lubricants?**

- 6.1 Each vehicle / equipment manufacturer recommends the oil specification which should be used for ideal performance and therefore, oil should be used as per recommendation of OEM (Original Equipment Manufacturer) or as per expert's recommendation.
- 6.2 It is recommended that consumers check the oil required for their vehicle or application either from the service manual supplied by the vehicle or equipment manufacturer or select the oil from "choose your oil" application at our website. In an event details are not covered at website, you may contact our territory offices or customer service cell.

- 6.3 Ensure that the pack is found in properly sealed condition. In order to ensure that the product reaches our esteemed customers in good quality each pack is securely sealed with one time use seals types and further induction sealed with tamper proof aluminium seals.
- 6.4 Ensure that MRP is not erased / tampered with since each pack which leaves the plant is duly printed with single MRP. Any correction is against the metrology law and is done by local elements and is an offence.
7. **How Quality and Quantity are assured in MAK Lubricants?**
- 7.1 Across the supply chain we assure that our esteemed consumers get assured Quality and Quantity. This is ensured through various steps at various points
- 7.1.1 **Product Formulation:** While the products are formulated they undergo stringent in-house evaluation to ensure superior performance. Once the product is approved within the controlled conditions it is subjected to the field trials along with the OEMs or independently and the product is tested in the worst operating conditions. Only on successful trials we take required accreditations from the respective agencies that approve our specifications and award the certificates.
- 7.1.2 **Manufacturing:** Receipt of all the raw materials Base Oils, additives, packages go through stringent quality checks before they are accepted for production. We have automated production plant where the complete recipes and the process parameters are controlled through centralised system having capabilities of high repeatability and accuracy level. This results in production of quality product with least corrections. Our filling machines are all automatic weigh based filling machines which ensure accurate level of filling in each bottle. We have random weighing scales / machines installed on line which keeps tracking the weights at regular intervals.
- 7.1.3 **Logistics:** 100% of our primary movement today happens through closed body container trucks which are sealed at the dispatch locations and are checked at the receiving locations.
- 7.1.4 **Storage at marketing locations:** We have well 60 equipped depots across the country to safely store the finished lubricants which are driven by standard warehousing benchmarks.
8. **How to register complaint in case you have any issue?**
- 8.1 We encourage our customers to send their feedback and complaints since this help us to improve our offerings. Each of our bottle of lubricants carries "Customer Service Cell" no and a mail address where consumers can directly reach or speak to our customer care executive. Alternatively they can also visit our corporate website (www.bharatpetroleum.com) or MAK lubricants website (www.maklubricants.com) and register their feedback or complaint.
- 8.2 Consumer Service Executive (Lubes): – 022-22713792 e-mail address – MAKcustomercare2@bharatpetroleum.in .

For any further information you may please reach at following websites.

www.bharatpetroleum.com or www.maklubricants.com

AVIATION TURBINE FUEL (ATF)

What is ATF?

Where ATF is available?

How to approach for supplies?

Quality Control System & Customer Service Standards

How to register a complaint for delay in supplies?

How to seek redressal of grievances?

The answers to the above queries are given below:

1. What is ATF?

- 1.1. ATF, which is also known as Jet A-1, is a type of aviation fuel designed for use in aircraft powered by gas-turbine engines. It is clear to straw-coloured in appearance. ATF is produced to a standardized international specification DEFSTAN 91- 91 (Issue 7). Indian equivalent to this international standard is IS 1571: 2008.

2. Where ATF is available?

- 2.1. We supply ATF to Domestic and International aircrafts at 34 airports across India.
- 2.2. ATF is supplied to both civil as well as defence aircrafts.
- 2.3. At all airports, except Delhi Airport (Terminal-III), New Bangalore Int'l Airport and New Hyderabad Int'l Airport, refuelling activity is carried out by us.
- 2.4. At Delhi Airport (Terminal-III), New Bangalore Int'l Airport and New Hyderabad Int'l Airport, we have contracts in place with into-plane concessionaires for into-plane refuelling.
- 2.5. List of airport network, where Bharat petroleum has facilities are given below:
- 2.5.1. Delhi, Mumbai, Chennai, Calcutta, Trivandrum, Cochin International airport, Bangalore (new International airport), Hyderabad (new International airport), Guwahati, Ahmedabad, Goa, Amritsar, Pune, Nagpur, Jaipur, Coimbatore, Calicut, Trichy, Bhubaneswar, Raipur, Diu, Kandla, Nanded, Bhavnagar, Tirupati, Gwalior, Vizag, Bagdogra, Agartala, Bhopal, Mangalore, Patna, Sirsa and Suratgarh

1. How to approach for supplies?

- 1.1. One can contact the following for refuelling of their aircraft at any Indian airport, where we have facilities Marketing Manager (Aviation), PLOT NO. A-5 AND A-6, SECTOR -1, UDYOG MARG. NOIDA (UP) or Email us at z_aviation_mkt@bharatpetroleum.in
- 1.1.1. One can also contact our Station Manager at the airports where we have facilities.
- 1.1.2. Posted price applicable for the day is available at the airport.

2. Quality Control System & Customer Service Standards

- 2.1. BPC has a comprehensive system to inspect and control the quality of ATF from the time it leaves Refinery and is delivered to the aircraft. At those airports, where Fuel Hydrant facility and into-plane refuelling is carried out by a third party, these parties are responsible for quality of product and operational activities at the common access hydrant and during into-plane refuelling activity.
- 2.2. We have comprehensive system of interaction with our customers to get their feedback and implement their suggestion to meet their requirement.
- 2.3. Once every year, we also carry out detailed survey through an independent agency to get customer feedback.

3. How to register a complaint for delay in supplies?

- 3.1. Buyer can write the feedback / complaint on Fuel Delivery Note, which is handed over by our staff (or ITP agency staff) at the airport, at the time of refuelling.
- 3.2. Buyer can contact our staff and convey verbally or in writing.
- 3.3. Buyer can also send a communication to the following – Marketing Manager (Aviation), PLOT NO. A-5 AND A-6, SECTOR -1, UDYOG MARG. NOIDA (UP) or Email us at z_aviation_mkt@bharatpetroleum.in or could refer our contact details on Aviation Business Unit page of our website <http://www.bharatpetroleum.in/> .

Chapter – 7

SELECTION OF DEALERS (MS-HSD, SKO) / LPG DISTRIBUTORS / LUBES DISTRIBUTORS

What is the procedure of selection of LPG Distributors / MS-HSD Dealers?

What is Rajiv Gandhi Gramin LPG Vitaran Yojana (RGGLVY)?

What is the procedure of selection of Lubes Distributors (PLD/ILD/RLD)?

What is the eligibility criteria / Reservation for different category?

Where is the application available?

What is the process of interview?

What is duration of the Lube distributorship awarded?

The answers to the above queries are given below:

1 Selection of Regular LPG Distributors / RGGLVs:

1.1 New LPG Distributor Appointment:

- 1.1.1 M/s Bharat Petroleum Corporation will be advertising in prominent dailies for selection of distributors for their proposed LPG distributorships at various locations in various states. The selection guidelines are provided for the convenience of those interested to apply.
- 1.1.2 Application for such distributorships has to be submitted by eligible applicants on plain paper in the standard format. For public convenience we are posting the application format on the website.
- 1.1.3 However, please note, it is to be clearly understood that this blank application is only a specimen and will be valid only if filled in accordance with the eligibility criteria as applicable for the respective location and accompanied by the specified application fee against specific advertisement released for any location.
- 1.1.4 The details of various requirements is available on our website <http://ebharatgas/pages/index.html>
- 1.1.5 However, these can also be viewed with clicking on the following link:
 - 1.1.5.1 Guidelines Brochure applicable for Regular Distributorship advertised after 1.4.2011 can be viewed by clicking the following link <http://ebharatgas/pages/images/BrochureOct2010.pdf>
 - 1.1.5.2 Application Format for Regular Distributorship - Individual Applicant can be viewed by clicking the link <http://ebharatgas/pages/images/ApplicationformatforIndividualApplicantsOct2010.pdf>
 - 1.1.5.3 Application Format for Regular Distributorship - Non - Individual Applicant can be viewed by clicking the link <http://ebharatgas/pages/images/ApplicationformatfoNon-IndividualApplicantsOct2010.pdf>
 - 1.1.5.4 Guidelines Brochure – Rajiv Gandhi gramin LPG Vitran Yojana can be viewed by clicking <http://ebharatgas/pages/images/Brochurerg.pdf>
 - 1.1.5.5 Applicant Format – Rajiv Gandhi gramin LPG Vitran Yojana can be viewed by clicking <http://ebharatgas/pages/images/Applicationrg.pdf>

1.2 Interview Results:

- 1.2.1 Please click the below link http://ebharatgas/ebgas/CC_include/Distributor_Appointment.jsp#

2 Guidelines on Selection of Retail Outlet Dealers:

- 2.1 **Advertisements** - This section shall have the detailed advertisement for any location as and when such advertisements are released by us in the newspapers. This location can be traced through the corresponding District / State / Region as applicable, to reach the advertisement. Click the below link to view the Advertisements for the relevant areas. http://www.bharatpetroleum.in/dealer/display_user.asp

2.2 **Dealer Selection Guideline:** Click the below link to view Brochure to read dealer section guidelines.

http://www.bharatpetroleum.in/dealer/pdf_doc/BPCL_Delear_Selection_Guidelines_Brochure.pdf

2.3 **Sample Application Form :** Application for such dealerships has to be submitted by eligible applicants in plain paper in the standard format appearing in the advertisement as and when such advertisement is released in respect of any location. For public convenience we are posting the application format on the website which can also be downloaded and the format used. However, it is to be clearly understood that this blank application is only a specimen and will be valid only if filled in accordance with the eligibility criteria as applicable for the respective location and accompanied by the specified application fee against specific advertisement released for any location, which please note. Click the link below to download pdf document of the Sample Application Form

http://www.bharatpetroleum.in/dealer/pdf_doc/ROAdvertisement_sept2008.pdf

2.4 **Candidates who have applied:** Click the link below to view the List of Applied Candidates for the relevant areas. http://www.bharatpetroleum.in/dealer/display_user_Applied.asp

2.5 **Eligible/In-eligible Candidates:** Please click the link to view the List of Eligible/Non-eligible Candidates for the relevant areas.

http://www.bharatpetroleum.in/dealer/display_user_Eligibility.asp

2.6 **Interview Dates:** Click the link below to view the List of Interview Dates for the relevant areas.

http://www.bharatpetroleum.in/dealer/display_user_IntDate.asp

2.7 **Mark Sheets:** When the interview for any location is completed for selecting the dealership for a retail outlet at any state, location, the Mark sheets are also uploaded on the website. Click the link below to view the Mark sheets for the relevant areas.

http://www.bharatpetroleum.in/dealer/pdf_doc/BPCL_Delear_Selection_Guidelines_Brochure.pdf

3 **Guidelines on Selection of Lubes Distributors (PLD / ILD / RLD):**

3.1 **Procedure of selection of Lubes Distributors (PLD/ILD/RLD)**

3.1.1 Initially locations are finalised by BPCL marketing staff based on the market potential, industry presence etc.

3.1.2 Lubes distributor under each category Primary Lubes Distributor (PLD), Industrial Lubes Distributor (ILD), Rural Lubes Distributor (RLD) is done through an open advertisement in the leading National / Local news papers. Simultaneously, the details are published on our corporate website under tender section – lubes. All aspirants can log on to the site and download the form and submit the same at the address given along with necessary supporting papers.

3.1.3 Papers required to be submitted are detailed in the form however broadly covers Infrastructure, operational, Financial and Marketing capabilities of the candidates who are applying for the distributorship.

3.1.4 All the applicants who apply for the distributorship are invited to appear for an interview by the nominated committee.

3.1.5 All applicants are evaluated on the basis of their supporting documents, financial strength, aspirations to form an alliance with brand and experience in handling lubricants or related products. Each applicant is awarded marks independently by the committee and final marks are arrived at.

3.1.6 A FIR (Field Investigation Report) of the candidate ranked #1 is done by the concerned sales officer of BPCL to validate the content / claims made by the applicant in their application.

3.1.7 Once the FIR is successful applicant is given an approved status by a committee and Letter of Intent (LOI) is issued to the applicant.

3.1.8 The distributor (Designate) signs the LOI as token of acceptance of the offer along with all terms and conditions.

3.1.9 An agreement is signed for a period of two years between BPCL and distributor, which is renewed after review and satisfactory performance of the distributor

3.2 **What are the eligibility criteria?**

- 3.2.1 **Eligibility:** There are broad parameters as eligible criteria as wish to have wider participation the minimum requirements are Initiative, Drive to Succeed, Investment Capacity, Infrastructure and business experience / acumen.
- 3.3 **Where is the application available?**
 - 3.3.1 While the advertisements are published the forms can be obtained from the local territory office of which address is mentioned in the advertisement or can be downloaded from www.bharatpetroleum.com and the fee in favour of BPCL, can be attached by way of demand draft while submitting the application.
- 3.4 **What is the process of interview?**
 - 3.4.1 Interviews are conducted at BPCL territory / regional offices on the designated date and time for which call is sent to all the applicants.
 - 3.4.2 Interview is conducted by an authorized committee and applicants are given opportunity to share their views, make presentations as required by them.
 - 3.4.3 Each committee member awards marks to the applicants based on the documents submitted and interview discussions.
- 3.5 **What is duration of the distributorship awarded?**
 - 3.5.1 On appointment agreement is signed for a period of two years from the date of signing the agreement or commissioning whichever is earlier.
 - 3.5.2 Agreement is reviewed after every two years based on the review and satisfactory performance of the distributorship.

Note: For more accurate / update guidelines, please visit our corporate website <http://www.bharatpetroleum.in/>

Chapter – 8
Environment friendly fuels:
Compressed Natural Gas (CNG), Piped Natural Gas (PNG)
Natural Gas & Liquefied Natural Gas (LNG)

What is Compressed Natural Gas (CNG) and Piped Natural Gas (PNG)?

What is advantage of these gases?

What is safety precautions required for CNG Vehicle?

What is Natural Gas?

What is LNG?

The answers to the above queries are given below:

1. CNG means compressed natural gas used as fuel for vehicles

1.1 Advantages of CNG:

- 1.1.1 **Safety:** Lighter than air hence, in case of leakage no dangerous accumulation of gas as it disperses in the air. It is unlikely to ignite due to 1) High ignition temperature and 2) Narrow range of ignition. It has lowest injury and death rate per vehicle mile. CNG cylinders structurally most sound and have passed the severest of tests.
- 1.1.2 **Environmental Protection-** The burning of CNG do not leaves behind any impurities, Sulphur (S), lead (Pb), and Aromatic Polycyclic Hydrocarbons. It leaves Very low levels of polluting gaseous emissions without smell and dust. In comparison to other fossil fuels, CNG prevents the reactive processes which lead to the formation of Ozone (O₃) in the troposphere.
- 1.1.3 **Economical:** It is cheaper than conventional fossil fuels. It pay back period is short.
- 1.1.4 **Technical:** CNG is very high antiknock index (more than 120 ON) allows greater performance compared to petrol. It does not require refining plant or any additive dosing and can be used immediately after it is produced. It has no evaporation leaks and spills as that of other fuels, both during re-fuelling and feeding of the car. Its combustion produces a very low quantity of carbon deposits (permits a longer life of lubricant oil).

1.2 CNG for Automobiles :

- 1.2.1 BPCL along with other Oil PSUs had taken initiatives to introduce Compressed Natural Gas (CNG) as clean burning fuel to curb the vehicular emission.
- 1.2.2 All types of vehicles can be run on CNG by installing CNG kit. Kit is an assembly of many components required to run existing vehicle on CNG. There are few basic components, which are common in all type of kits, irrespective of the vehicles such as CNG storage cylinder, high pressure tube, pressure regulator, pressure gauge, change over switch, high pressure tube fittings, refuelling receptacle and air fuel mixer.

2. PNG: PNG is Piped Natural Gas supplied through pipelines and used as a fuel in domestic and Industrial sector.

- 2.1.1 Oil Industry laid the pipeline network for supply of Natural Gas to small scale industries in Agra and Ferozabad. Apart from the above, Joint Ventures Company of oil Companies such as IGL, MGL, SGL, BGL etc. are supplying natural gas to domestic, commercial and industrial sectors as PNG. PNG is also being supplied to large Industries like Fertilizers, Power, Steel, and Chemicals etc by using Trunk Pipelines under the various Gas Transmission Agreements.

3. Safety:

3.1.1 CNG

- 1.1.1.1. Safe Refilling instructions followed for all CNG Vehicles at CNG Station.
- 1.1.1.2. Safety symbols & cautionary instructions displayed all around.
- 1.1.1.3. Safety films screened at CNG Stations frequently to educate consumers.
- 1.1.1.4. Safety leaflets / Stickers developed for awareness on specific occasions.
- 1.1.1.5. Free Compliance Plate given to all public transport fleet running on CNG through transport department.
- 1.1.1.6. Safety clinics conducted for customers.

- 1.1.1.7. Safety leaflets / Stickers developed and distributed.
- 1.1.1.8. **24 hr. Toll free assistance.(Tel no. 1800 11 2535)**
- 3.1.2 Precautions to be taken during servicing and repairing of CNG vehicles:
 - 1.1.2.1. Always refer to the supplier's kit manual for the trouble-shooting guide and do not do it yourself.
 - 1.1.2.2. In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied first.
 - 1.1.2.3. Do not install a LPG, Propane or any other cylinder in place of a CNG cylinder. It is illegal and unsafe.
 - 1.1.2.4. For emergency handling of any CNG leak, users must be aware of the location and operation of cylinder valve, master shut-off valve and burst disc in the CNG system. Study the system and ask your mechanic to identify these parts for you.
 - 1.1.2.5. Workshop doing the kit fitment should be able to demonstrate these operations to your satisfaction. It is advisable to operate the vehicle occasionally on petrol to ensure that the petrol system remains in good working conditions.
- 3.1.3 **Other Precautions:**
 - 1.1.3.1. In case of leakage in fuel system, vehicles shall not be parked within 6 m of any source of ignition or fire.
 - 1.1.3.2. In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied first.
 - 1.1.3.3. The CNG kit installed in the vehicle should be insured along with vehicle accessories. The motorist should notify the insurance company to provide insurance on the CNG system, for which additional premium may be charged by the insurance company.
 - 1.1.3.4. Motorists should take the insurance cover for the additional CNG kit system.
 - 1.1.3.5. Installation of CNG in the vehicle is required to be endorsed in the Vehicle Registration Certificate.
- 3.1.4 For more information log on to any of the following websites of companies selling CNG/PNG:

www.mahanagargas.com
www.iglonline.com
www.sabarmatigas.com
www.aglonline.net/Aavantika
www.bqlgas.com
www.tngcl.com
www.gglonline.net

4. What is Natural Gas?

- 4.1 A naturally occurring mixture of Hydrocarbon and Non-hydrocarbon gases found in porous geological formations beneath the earth's surface, often in association with oil. The principal constituent is Methane (CH₄).
- 4.2 Natural Gas is obtained directly from the domestic fields or imported from other countries mostly through LNG route or through transnational pipeline. BPCL currently markets Regasified Liquefied Natural Gas (RLNG) purchased from Petronet LNG Limited Ex Dahej Terminal who import LNG, regasify and sell to the gas marketers

5. What is LNG?

- 5.1 Liquefied Natural Gas (LNG) is Natural Gas that has been cooled to the point that it condenses to a liquid, which occurs at a temperature of approximately -256 ° F (-161 °C) and at atmospheric pressure. Liquefaction reduces the volume by approximately 600 times thus making it more economical to transport between continents
- 5.2 Natural Gas is generally used as a fertilizer feed stock and also as fuel in Gas based Power plants, furnaces, hydrogen generation in refineries and other heating applications. Natural Gas used in automobile is called CNG and Natural Gas used for domestic purposes is called PNG-Domestic.

Chapter – 9

SPECIALITIES AND FREE TRADE PRODUCTS

What is free trade product?

How many of Special Products are there?

Where are these manufactured and which industry uses these?

The answers to the above queries are given below:

- 1 **Free Trade Products (FTP):** Some Petroleum products have specific end-uses only and have therefore, been termed as Special Products. These products have also been declared as Free Trade Products (FTP) i.e. the product is supplied from the refineries to the Marketing Companies at a Transfer Price. The marketing Companies are free to decide their own marketing prices for them based on commercial considerations.

Special Products

- 1.1 **Food Grade Hexane :** It is extracted from Naphtha in the refineries and is used for the following purposes:

- 1.1.1 As Solvent in the extraction of vegetable oils. This end-use consumed about 90-95% of total availability of Food Grade Hexane.
- 1.1.2 As a solvent for extraction of essential oils from flowers.
- 1.1.3 For preparation of rubber adhesives and can sealing compounds.
- 1.1.4 By the Pharmaceutical units for manufacture of various drugs.
- 1.1.5 Food Grade Hexane is marketed as a Free Trade Product.

1.2 **Benzene:**

- 1.2.1 Benzene is produced in the refineries by reforming Naphtha. It is produced at Mumbai and Kochi refinery.
- 1.2.2 It is marketed as Free Trade Product and is also a decanalised item of import.
- 1.2.3 Benzene is used for manufacture of the Caprolactum, Nitrobenzene, Chlorobenzene, Phenol, Acetone, Insecticides, Styrene, LAB (Linear Alkyl Benzene).

1.3 **Toluene :**

- 1.3.1 Toluene is produced in the refineries by reforming Naphtha and is mainly used in the industries manufacturing drugs, food flavouring, sweetening agents, Paints, etc. It also finds application in manufacture of explosives.
- 1.3.2 It is produced by BPCL refineries and is marketed as Free Trade Products.

1.4 **Mineral Turpentine Oil (MTO):**

- 1.4.1 This is mainly used in Dry-cleaning, Paints Industry and in Solvent industry. It is also used in insecticides, preparation of bituminous paints, scouring agent for raw wool, thinner for oil soluble rust preventives.
- 1.4.2 MTO is produced at Mumbai and Kochi refineries and is marketed as Free Trade Product.

1.5 **Linear Alkyl Benzene Feed Stock (LABFS):**

- 1.5.1 LABFS is used for manufacture of LAB which in turn is used for manufacture of detergent.
- 1.5.2 It is produced at BPCR Mumbai, and is marketed as a Free Trade Product.

- 1.6 **Special Boiling Point Spirits (SBP):** This consists of volatile fraction derived from petroleum and composed essentially of paraffinic, naphthenic and aromatic hydrocarbon in varying proportions. It is produced in Mumbai and Kochi refineries.

- 1.6.1 The main use of this product is in the rubber industry particularly in tyre manufacturing. It is also used in adhesive manufacturing, as a diluents for lacquers, enamels, a solvent for processing polishes, cleaning and water proofing compounds. It is also used as a solvent in dry cleaning where quick drying and reduced residual odour is required.

2 **Other Common Products :**

- 2.1 **Bitumen:** Bitumen is a common binder used in road construction. It is principally obtained as a residual product in petroleum refineries after higher fractions like gas, petrol, kerosene and diesel, etc., are removed. Bureau of Indian Standards defines Bitumen as a black or dark

brown non-crystalline soil or viscous material having adhesive properties derived from petroleum crude either by natural or by refinery processes.

2.2 **General uses of Bitumen:**

2.2.1 **For civil engineering works** - Constructions of roads, runways and platforms; Water proofing to prevent water seepage; Mastic floorings for factories and godown; Canal lining to prevent erosion; Damp-proof courses for masonry, Tank foundation; Joint filling material for mason .

2.2.2 **Industries** - Electrical cables and junction boxes, In battery manufacture as sealing compound, Paint industries for manufacturing black paints and anti corrosive paints; Ceramics; Printing inks; Water proof papers; Electrical capacitors; Bituminous felts.

2.3 **Naphtha**

2.3.1 **Naphtha General or High Aromatic Naphtha** - This Naphtha is generally used as a fertilizer feed stock and also as a fuel in fertilizer plants, gas turbines and various other applications.

2.3.2 **Naphtha Petro-Chemical or Low Aromatic Naphtha** - This type of Naphtha is used for the manufacture of various types of petrochemicals and fertilizers.

2.4 **Furnace Oil (FO):** It is produced at Mumbai and Kochi refineries. Broadly the applications can be classified as :

2.4.1 **Steam raising:** In the process industry and thermal power stations.

2.4.2 **Industrial Furnaces:** Metallurgical furnaces, pottery and brick kilns, cement and Lime kilns, glass furnaces etc.

2.4.3 **Special applications:** Include the following :- a) Marine engines and slow speed engines; b) Tea manufacture; c) Gas Turbines; d) Fertilizer Plants e) Thermic Fluid Heaters and air preheaters.

2.5 **Furnace Oil – 380:** This fuel is similar to FO but it has higher kinematic viscosity than normal FO. It is mainly used in the marine engines as bunker fuel. It meets the requirements of ISO: 8217 which is followed by the ship owners all over the world. Mumbai and Kochi refineries are producing this fuel.

2.6 **Light Diesel Oil (LDO):** LDO is a blend of distillate fuel with a small proportion of residual oil. Mumbai as well as Kochi refinery produces LDO.

2.6.1 This is generally used in low speed generating sets, lift irrigation pumps and in furnace/ boiler where low sulphur fuel is required.

2.7 **Low Sulphur Heavy Stock (LSHS):** Low Sulphur Heavy Stock is a residual fuel produced after processing of indigenous crude. This fuel has high pour point and requires special handling arrangements. It has the advantage of low sulphur content and high calorific value.

2.7.1 It is used in the same applications where furnace oil is suitable.

2.7.2 Refineries at Mumbai and Kochi produce LSHS.

2.8 **Industrial Grade Kerosene:** Though this middle distillate product has the same specification as that of PDS kerosene it is used in the special purpose heating applications in furnaces and heaters. It is also used as cleaning agents for machine parts. It is not allowed to be used in diesel generators and not to be distilled further. Unlike PDS kerosene it is not a subsidized product.

2.9 **Sulphur:**

2.9.1 Sulphur is used by sulphuric acid manufacturers, fertiliser plants as also Sulphur roll manufacturers etc.

2.9.2 It is produced at Mumbai and Kochi refineries and is marketed as a Free Trade Product

2.10 **Propylene:**

2.10.1 Propylene is used in production of Propylene Oxide/Glycol, Polypropylene, Epichlorohydrin, Acrylonitrile, Cumene, and Phenol and many other petrochemicals.

2.10.2 It is produced at Mumbai and Kochi refineries and is marketed as a Free Trade Product.

3 **The customers can contact us directly for requirement of these products or through our Website.**

Chapter – 10

Energy Conservation - The Need of the Day

1. What is the PCRA Role /Energy Conversation Activities

1.1 **Petroleum Conservation Research Association (PCRA)** which was set up in 1978 under the aegis of Ministry of Petroleum & Natural Gas, Government of India as non-profit organization. Engaged in promoting energy efficiency and conservation in various sectors of the economy. Assists the government in formulating policies and strategies for petroleum conservation.

1.2 Fuel Efficiency in cooking – The case of Kerosene and LPG.

- 1.2.1 Customers are recommended to switch over to Nutan gas stove or Nutan wick stove developed by Indian Oil, which are aimed at fuel conservation.
- 1.2.2 While cooking, use wide bottom vessels with covers.
- 1.2.3 Allow food articles, taken out of the refrigerators to attain room temperature before cooking them.
- 1.2.4 Soak cereals and dal for sometime before cooking. This reduces the cooking time as well as the fuel consumption.
- 1.2.5 Use just sufficient water for cooking.
- 1.2.6 Pressure cookers, used with separators, lead to substantial fuel saving.
- 1.2.7 Reduce flame by bringing the burner knob to the simmer position, as soon as the water starts boiling.
- 1.2.8 Try to eat together, to avoid repeated warming of food. This not only saves fuel, but also preserves the nutritional value of food.
- 1.2.9 Light the flame only after only after all preparations have been made, and the vessel is ready to be put on the stove.
- 1.2.10 Use hot water from solar water heaters for cooking if the facility is available.
- 1.2.11 Try to use a solar cooker, if facility and time permit.
- 1.2.12 In the rural sector, use of gobar gas plants, would be an excellent fuel conserving technique.
- 1.2.13 If feasible, the use of electric hot plates could also be a fuel-saving tip.

1.3 Fuel Saving Tips for Transport Sector: Good Driving Habits

- 1.3.1 Drive between 45-55 Km/H
- 1.3.2 Keep your engine healthy
- 1.3.3 Get your car serviced at every 5000 Kms.
- 1.3.4 Drive in the Correct Gear
- 1.3.5 It is advisable to follow the manufacturer's recommendation.
- 1.3.6 Don't wait for your car to warm up
- 1.3.7 Combine Trips.
- 1.3.8 Good Braking Habits
- 1.3.9 Check wheel alignment at regular intervals.
- 1.3.10 Keep your Foot off the Clutch
- 1.3.11 Clean Air Filter Regularly
- 1.3.12 When you stop your car, stop engine
- 1.3.13 Use the Recommended grade of oil
- 1.3.14 Plan Your Route
- 1.3.15 Reduce Loads

1.4 Education Campaign

- 1.4.1 Education campaign is used as a communication tool to create mass awareness on efficient utilization of energy resources. In order to bring attitudinal changes towards energy efficiency, focused sector specific energy saving measures and techniques are propagated to targeted end users. Apart from the above, children that comprise more than 40% of India's population of 110 crores and are the future of the country, are being targeted in order to inculcate the habit of energy efficiency in them at a tender age.

Chapter – 11

BUREAU OF INDIAN STANDARDS (BIS) SPECIFICATIONS OF DIFFERENT PRODUCTS & MARKETING DISCIPLINE GUIDELINES

1 BUREAU OF INDIAN STANDARDS (BIS) SPECIFICATIONS

- 1.1 Indian Standards Institution (ISI) was originally registered in 1947 as Registered Society under the Ministry of Civil Supplies. In 1986, an Act was passed in the Parliament making ISI a Statutory Body and it was rechristened Bureau of Indian Standards (BIS). BIS is under the Ministry of Civil Supplies and Consumer Affairs.
- 1.2 BIS formulates the specifications for various products. It has product certification / testing facilities for certifying products under the ISI mark. It also undertakes quality system certification (ISO -9000). The product specifications are reviewed and updated periodically once in five years.
- 1.3 Refineries have well equipped laboratories duly approved for testing / certifying the products. Various streams of the products in the refineries are regularly checked at the manufacturing stage as well as at intermediate stage for key parameters before making the final batch of a particular product. Once the product batch is ready in the finished product tank, all tests as per prevailing BIS specifications are carried out and quality certificate with batch number is issued before the product is offered for despatch. The BIS product specifications can be downloaded from BIS website www.bis.org.in.

2 Marketing Discipline Guidelines (MDG)

- 2.1 In order to provide the customer right quality and quantity of the products, to make the dealers aware of good and safe practices of handling petroleum products and to have a uniform code of conduct and discipline, Marketing Discipline Guidelines (MDG) have been formulated and codified uniformly by the Oil Industry under the guidance of Ministry of Petroleum & Natural Gas. MDG cover subjects such as safe handling practices for petroleum products, maintenance of equipments, preventive measures to check, customer services, guidelines for sample collection, control irregularities and spell out punitive actions against erring dealers/distributors.

Chapter 12

Engineering and Projects (Marketing)

What is the procedure of Registration of Contractors for Project Execution in BPCL?

Where is the application form available?

What is the procedure for inviting quotations from bidders?

Where the information on Tenders floated and contracts is awarded available?

Whom do you contact in case of any complaints/observation of malpractices at Project sites?

The answers to the above queries are given below:

1. ENROLMENT/ REGISTRATION OF CONTRACTORS:

1.1 CATEGORY OF JOBS COVERED FOR ENLISTMENT: Based on type of jobs normally carried out, E&P Entity's relevant Committee on enlisting contractors enlists contractors for the following jobs.

1.1.1 **Mechanical, Electrical, Civil, Structural, Instrumentation, Fire fighting etc.**

1.1.2 **Fabrication of tanks, Mounded storage vessels, erection and commissioning.**

2. MODE OF ENLISTMENT :

2.1 Enlistment of new contractors is done through Press advertisements, as necessary on a periodic basis.

2.2 However any competent contractor desirous of getting registered with BPCL can submit an online application for registration followed by hardcopy along with necessary documents to BPCL. The link for the same is http://www.bharatpetroleum.in/vendor/vendor_home.asp/

2.3 All applications for enrolment are processed expeditiously and the response to the registration request is sent to the party after due scrutiny by a committee, based on the following aspects:

2.3.1 Capacity,

2.3.2 Equipment,

2.3.3 Manpower availability and

2.3.4 Financial soundness.

2.4 Type and value of jobs carried out/ jobs on hand and records of performance including safety record as verified from public/ Private Sector Enterprises for whom the party had executed work.

3. UPDATING LIST OF REGISTERED CONTRACTORS:

3.1 The list of registered contractors is reviewed/ updated periodically by E&P department based on their past and continued satisfactory performance. Where it is found that Contractor's Performance on a sustained basis is not up to the desired level or there is no response whatsoever to our tender enquiries over a period of time, such contractors are de-listed by BPCL.

4. INVITATION TO QUOTE:

4.1 Two types of tenders (Open tenders and limited tenders) are issued depending upon the type and value of works to be executed.

4.2 For categories of works where there are sufficient registered parties, enquiries for limited tenders are sent to the registered parties keeping in view the past performance.

4.3 Open Tenders are issued through Press advertisement for higher value jobs and in cases where sufficient registered contractors are not available.

4.4 The details of tender enquiries issued and contracts awarded are available on BPCL Web site. The link for the same is http://www.bharatpetroleum.in/vendor/vendor_home.asp/

5. TENDERS FROM NSIC/SSI UNITS : The following procedures are applicable in regard to invitation of tenders from NSIC/SSI Units:

5.1 Earnest Money/Security Deposit need not be taken from these units.

5.2 Tender sets may be given free of cost.

5.3 The above are subject to the fulfilling of the under mentioned conditions:

- 5.3.1 SSI Units should be registered with National Small Scale Industrial Corporation Limited (NSIC).
- 5.3.2 The Unit should be registered for the item tendered.
- 5.3.3 The monetary limit indicated in NSIC registration certificate should cover value of items ordered.
- 5.3.4 Registration Certificate is valid as on date of order.
- 5.3.5 Photostat copy of valid NSIC registration certificate should be submitted in support.

6. OPENING OF TENDERS:

- 6.1 TENDER BOX-The tender boxes are kept at all Major Sites/ Regional/ Corporate Office.
- 6.2 DUE DATE FOR OPENING OF TENDERS : Tenders shall normally be opened on the Due date/time as specified in the tender enquiry. Tender opening is carried out in the presence of bidders. Where the tender cannot be opened on the appointed date as specified above, the communication regarding revised due date and time is sent to the bidders. The due date and time for opening of tenders is also available on BPCL Website. The link for the same is http://www.bharatpetroleum.in/vendor/vendor_home.asp/

7. NEGOTIATIONS :

7.1 CONDITIONS FOR CONDUCTING NEGOTIATIONS

- 7.1.1 In all cases when technically suitable offers are received in which prices/rates are deemed to be competitive and the terms and conditions are also acceptable, no negotiation is considered necessary and Orders/Works Contracts are placed on lowest quote basis.
- 7.1.2 Negotiations may be carried out under the following circumstances:
 - 7.1.2.1** Where prices/ rates are not deemed to be competitive or where the prices/ rates offered are quite out of tune with our estimates, giving an impression that the tenderer has not correctly understood the requirement or if any restrictive trade practice is suspected or if the terms and conditions offered by the tenderers are not acceptable and it is felt that the same can only be settled by negotiations.

8. In case of Complaints : Complaints concerning unfair practices pertaining to Contractor enlistments, issue of tenders, award of contracts, execution of contracts etc can be lodged with the Regional E&P offices located at NOIDA, Kolkatta, Mumbai and Chennai and E&P Headquarters at NOIDA, the addresses and contact nos. of which are given below:

- 8.1 **E&P Headquarters**, E&P Entity Head, 2nd Floor, Plot A5 &6, Sector 1, NOIDA- 201301, Phone no: 0120 2474201.
- 8.2 **E&P Eastern Region** : Regional Head, E&P East, Bharat Bhavan, Plot No. 31, Prince Gulam Md. Shah Road, Golf Green Kolkatta 700095, Phone no: 033 24293230.
- 8.3 **E&P Northern Region**: Regional Head, E&P North, 9th Floor, Plot A5 &6 Sector 1, NOIDA 201301, Phone no: 01202474900.
- 8.4 **E&P Western Region**: Regional Head, E&P West, Sewree Fort Road, Sewree East, Mumbai 400015, Phone no: 02224176200.
- 8.5 **E&P Southern Region**: Regional Head, E&P South, 1,Ranganathan Garden, Off 11th Main Road, Post Box No. 1212 & 1213 , Anna Nagar, Chennai 600040. Phone no: 044 26215324.
- 8.6 **Web based complaints**: Complaints can also be registered through BPC Corporate website i.e. <http://www.bharatpetroleum.in>.

Grievance Redressal Mechanism

Index

Chapter No.	Subject	Page No.
Chapter 13	Public Grievance Redressal Mechanism	37
Chapter 14	Right to Information	41

Chapter – 13

COMPLAINT / PUBLIC GRIEVANCES REDRESSAL MECHANISM & RIGHT TO INFORMATION ACT 2005

10 Complaint / Public grievance

- 10.1 **Grievance Cell:** Bharat Petroleum Corporation has a Grievance cell for the citizens/customer which is headed by General manager of the company to lodge there grievance at the following address:

Grievance Officer of the Company
General Manager (Marketing Corp)
Bharat Bhavan, 4 and 6 Currimbhoy Road,
Ballard Estate, Mumbai 400001
Tel no 022-22713685 Fax no 022-22713686

- 10.2 The other important functionary's are available at our website <http://www.bharatpetroleum.in> .
- 10.3 Citizen / Customers can lodge complaints against cooking gas distributors and petrol pumps of BPC by any one of the following method:

- 10.3.1 **Availability of complainant / suggestion book Gas Agencies and Petrol Pumps:-** As per the MDG Provisions it is Mandatory for the dealers to maintain a suggestion / complaint book and make the same readily available to the customer on demand. A message indicating availability of this book is also prominently displayed at the retail outlet and Gas Agencies. The field officer goes through the complaints book during his inspections, for which a specific provision has been made in the inspection report. The complaints are attended to by contacting the complainant, wherever necessary, by the officers of the Territory office or action is taken based on input given by the customers.
- 10.3.2 **Display of contact No and Address at Retail Outlets / LPG Distributorships:-** The respective Territory Managers / Sales Officers / Dealer – Distributorships Telephone contact Numbers, Postal address and email Address are displayed at all the retail outlets / LPG Distributorships making for the customer to contact the Company Officials or they can write to them.
- 10.3.3 **Toll Free Number (24x7 Call Centres) -** In order to have a convenient, easy and effective way to enable the customer to register their complaint and follow them up, Oil Companies have started Toll Free Numbers w. e. f., 02-10-2008 for the complaint registration through call centres. From August 2009, there is a common Industry number i.e. 155233 as well as 11 digit no 1800222725, so that customers can call to these call centres from anywhere in the country.
- 10.3.4 **Web based complaints:** Customers can also register their complaints /feedback through BPC Corporate website i.e. <http://www.bharatpetroleum.in> . Once a complaint is registered on the website it automatically goes to the concerned Officer of the Territory Office/Area Office for further action. A reply is sent to the customer by the concerned Office, upon redressal. Provision in the system enables customer to view the status of the complaint on the web site.
- 10.3.5 **Personal Hearing:** All Area Marketing Manager (AMM's) offices in the state give personal hearing without prior appointment between 3.00 PM to 4.00 PM on every Monday, Wednesday and Friday and depending upon the Grievances it can be escalated to SBU Head/Director. The detail of office address is available at our website <http://www.bharatpetroleum.in> . Any person wanting to meet C&MD / Director at Delhi / Mumbai are directed to meet the Nodal Officer which are GM (Coordination) / GM (Marketing Corporate) respectively in Delhi and Mumbai. The alternate Member has

also been designated which are Deputy General Manager (Coordination) / Deputy General Manager Marketing Corporate at Delhi / Mumbai Respectively. C&MD/Director/ Board is kept apprised of the same.

- 10.3.6 **Link to Government PG Portal-** A Link has been provided on our corporate website (<http://www.bharatpetroleum.in/>) for lodging complaints on the Government of India PG Portal website. The address of the on line complainant lodging on the PG Portal is <http://pgportal.gov.in/> . These complaints are also attended within well defined manner in 48 Hrs to 72 Hrs depending on nature of complainant. The customer is given reply in writing and the same is pasted on the Portal.

- 10.4 **Grievance redressal Cell in State wise** – Complaint can also be lodged to the Nodal officer (**Area Marketing Manager**) for the State by post/ fax as per contact details given below. They can also be met in person as per the time and date specified against each without prior appointment.

Address	Span of Coverage State wise	Mon/Wed/Fri
AREA MARKETING MANAGER, Alok Bharati Complex, 2nd Floor, Shahid Nagar, Bhubaneswar 751 007 Tel. : 0674 - 2546336 Fax : 0674 – 2545663	Odisha	3 - 4 p.m.
AREA MARKETING MANAGER, Ashiana Chamber, 3rd Floor, Exhibition Road, Patna 800 001 Tel. : 0612 - 2224050 Fax : 0612-2501601	Bihar	3 - 4 p.m.
AREA MARKETING MANAGER, Plot No. 31, KIT Scheme 118, Prince Gulam Md. Shah Road, Golf Green, Kolkata 700 095 Tel. : 033 - 24293071 Fax : 033 - 24293354	West Bengal, Assam, Arunachal Pradesh, Nagaland, Mizoram, Tripura, Meghalaya, Sikkim	3 - 4 p.m.
AREA MARKETING MANAGER, Station Road P.O. Chutia Near Ranchi Railway Station, Ranchi, Jharkhand 834001 Tel no :- 0651 – 2460797 Fax no :- 0651 - 2461879	Jharkhand	3 - 4 p.m.
AREA MARKETING MANAGER, Plot No. 6A, Tel Bhawan, Sector 19 B, Madhaya Marg, P.B. 703, Chandigarh 160 019. Tel. : 0172-2548616 Fax : 0172-2549457	Punjab, Jammu and Kashmir	3 - 4 p.m.
AREA MARKETING MANAGER, Near IOC Refinery, Panipat 132 140. Haryana Tel. : 0180 - 2578064	Haryana Himachal Pradesh	3 - 4 p.m.

Fax : 0180 - 2578879		
TERITORY MANAGER, BPCL, Bijwasan New Delhi 110 061. Tel. : 011-28062163 Fax : 011-28063416	Delhi *	3 - 4 p.m.
AREA MARKETING MANAGER, Old Residency Road, 22, Godam, Jaipur 302 001. Tel. : 0141-2740431 Fax : 0141-2740546	Rajasthan	3 - 4 p.m.
AREA MARKETING MANAGER, Plot No. A-5&6, Sector-1, Udyog Marg, Noida 201 301. Tel. : 0120-2474688 Fax : 0120-2474689	Western Uttar Pradesh (ie. other than the Districts mentioned against Lucknow), Uttarakhand	3 - 4 p.m.
AREA MARKETING MANAGER, 94, Mahatma Gandhi Marg, Lucknow 226 001. Tel. : 0522 - 2235173 Fax : 0522 - 2236413	Following Revenue Districts of Uttar Pradesh: Allahabad, Ambedkar Nagar, Azamgarh, Bahraich, Ballia, Balrampur, Banda, Bara Banki, Basti, Chandauli, Chitrakoot, Deoria, Faizabad, Fatehpur, Gazipur, Gonda, Gorakhpur, Hamirpur, Hardoi, Jalaun Jaunpur, Jhansi, Kanpur City, Kanpur Rural, Kaushambi, Kaushinagar, Lalitpur, Lucknow, Maharajganj, Mahoba, Mau, Mirzapur, Pratapgarh, Rae-Bareilly, Sant Kabir Nagar, Sant Ravidas Nagar, Shravasti, Sidharath Nagar, Sitapur, Sonbhadra, Sultanpur, Unnao, Varanasi.	3 - 4 p.m.
AREA MARKETING MANAGER, 1, Ranganathan Garden, Off. 11th Main Road, Post Box No.1212 & 1213, Anna Nagar, Chennai 600 040 Tel. : 044 - 26213746 Fax : 044 - 26213315	Tamil Nadu, Pondicherry	3 - 4 p.m.
AREA MARKETING MANAGER, 1st Floor, Petronet CCK Limited, Irimpanam 682 309 Kerala Tel. : 0484 - 2774282	Kerala	3 - 4 p.m.

Fax : 0484 - 2774262		
AREA MARKETING MANAGER, Du Parc Trinity, 7th Floor, 17, M. G. Road, Bangalore 560 001 Tel. : 080 - 22975460 Fax : 080 - 22975481	Karnataka	3 - 4 p.m.
AREA MARKETING MANAGER, RELIANCE HUMSAFAR, 2ND FLOOR,, NO 8 - 2 - 618 / 2, ROAD NO: 11,, BANJARA HILLS, Secunderabad Tel. : 040-27732953 Fax : 040-23323487	Andhra Pradesh	3 - 4 p.m.
AREA MARKETING MANAGER, 1st Floor, Golden Triangle Building, Near Sardar Patel Stadium, Post Navjivan, Ahmedabad 380 014 Tel. : 079 - 26461320 Fax : 079 - 26460703	Gujarat	3 - 4 p.m.
AREA MARKETING MANAGER, 10, Furnace Oil Building , BPCL Wadibunder P D'Mello Road, Opp Prakash Automobiles Wadibunder Mumbai 400010	Maharashtra, Goa	3 - 4 p.m.
AREA MARKETING MANAGER, A - Block Office Complex, Gautam Nagar, Bhopal 462 023 Golf Green, Tel. : 0755 - 2583647 Fax : 0755 - 2583624	Madhya Pradesh, Chattisgarh	3 - 4 p.m.

- In case of Delhi, Territory Manager (Retail) is the nodal officer

Chapter – 14

RIGHT TO INFORMATION ACT 2005

11 What is Information?

- 11.1 Information means any material in any form including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force. – Section 2(f).
- 11.2 **The RTI Act aims at promoting/ensuring:**
 - 11.2.1 Transparency & Accountability in the working of every Public Authority.
 - 11.2.2 The right of any citizen of India to request access to information and the corresponding duty of Govt. (Sections 18/19).
 - 11.2.3 The duty of Government to make available key information to all (Sec. 4).
 - 11.2.4 Under the Act, every citizen has right to access information from public Authorities. Whenever the information is required the applicant can apply to the Public Authority for it with prescribed fee giving the details such as name of the applicant with the address and particulars of information required. Public Information Officer (PIO) is expected to attend and respond to the applicant within 30 days communicating to the required information or say why it cannot be given. There is no fee payable by citizens who are below the poverty line. Information sought which concerns the life or liberty of a person, shall be provided within 48 hours of receipt of the request.
- 11.3 **The list of the disclosure which is not mandatory (section 8) under the act is**
 - 11.3.1 Information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence.
 - 11.3.2 Information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure or which may constitute contempt of court;
 - 11.3.3 Information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;
 - 11.3.4 Information including commercial confidence, trade secrets or intellectual property, the disclosure or which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;
 - 11.3.5 Information available to a person in his fiduciary relationship, unless the competent authority is satisfied that the larger public interest warrants the disclosure of such information;
 - 11.3.6 Information received in confidence from foreign Government.
 - 11.3.7 Information, disclosure of which would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes.
 - 11.3.8 Information which would impede the process of investigation or apprehension or prosecution of offenders;
 - 11.3.9 Cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other officers;
 - 11.3.10 Information which relates to personal information the disclosure or which has no relationship to any public activity or interest, or which would cause unwarranted invasion of the privacy of the individual;
 - 11.3.11 Notwithstanding any of the exemptions listed above, a public authority may allow access to information, if public interest in disclosure outweighs the harm to the protected interests.
- 11.4 **Right to Appeal :** The appellant has right to appeal to the 1st Appellate Authority and in case not satisfied with the reply from PIO/1st Appellate Authority, to the Chief Information Commissioner (CIC). Website of Central Information Commission: www.cic.gov.in.
- 11.5 **The Central Public information officer (CPIO) and Appellant authorities** of BPCL can be seen at its website or following link:
http://www.bharatpetroleum.in/Footer/right_info.htm

Service Delivery Capability: Feedback / Audit / Review and Implementation

Index

Chapter No.	Subject	Page No.
Chapter 15	Customer Survey / Third Party Audit / Feedback of the Customer ; Review of the Service and Its Implementation	44

Chapter – 15

Third Party Audit, Customer Survey / Feedback of the Customer; Review of the Service and Its Implementation

12 Third Party Inspections/Audits;

- 12.1 As per Ministry of Petroleum & Natural Gas instructions, all Oil marketing Companies including BPCL are to have compulsory third party inspection for Retail Outlets with anticipated volumes above 200 kl per month products effective April 2007. There are various third parties like M/s TUV SUD South Asia, M/s Bureau Veritas, M/s ICS, Mumbai etc. As on date all the RO which are selling 100 KL or more of the products per month are audited/inspected by third party.
- 12.2 Further details regarding Third Party Audits/Inspections for ROs are listed below:-
 - 12.2.1 Third party Audit / Inspections are conducted for all retail outlets which are selling 100KL or more of products per month.
 - 12.2.2 The Audits / Inspections by the Third Party are in addition to the periodic inspections carried out by company officials at Retail Outlets.
 - 12.2.3 All the Retail outlets (selling more than 100 KL) are audited / inspected by the third party and the auditing agency covers all ROs once during the year.
 - 12.2.4 The List of retail outlets selling more than 100 KL are provided by the respective oil company.
 - 12.2.5 The objective is to strengthen Quality & Quantity, Customer Service Standards & House keeping etc at Retail Outlets, by ensuring compliance with the prevailing directives and guidelines.
- 12.3 Wherever non-compliance / deviations from standard practices are observed in Third Party Audits / inspection, action is initiated by the concerned Regional Offices as per dealership agreement as well as provisions of prevailing "Marketing Discipline Guidelines (MDG)", which has the approval of Ministry of Petroleum & Natural Gas.

13 Customer Survey / Feedback of the Customer/Review of the Service and Its Implementation-

- 13.1 Probably the most vital piece of business intelligence is the understanding of customer needs and expectations, and knowledge of how customers perceive and compare competitive product and service offerings. These vital customer insights provide a much clearer focus for any subsequent customer strategy and product development decision. Bringing the voice of the customer into the organization is also a powerful motivational tool for organizational change.
- 13.2 Customer Research / Survey include the process of identifying "who will use a given product of service", "understanding the preferences of these users", and "determining the levels of satisfaction". Customer research is conducted as part of the marketing process along with product evaluation, advertising and sales promotion, and helps us to –
 - 13.2.1 Identify the needs of a group of the population, (target segment), so that a product or service may be created or adjusted to meet these needs.
 - 13.2.2 Identify the users / customers / market for a product or service.
 - 13.2.3 Determine customer satisfaction with a product or service.
- 13.3 Market research to understand customer insight and feed back is undertaken at regular intervals as well as on need basis, as detailed below:
 - 13.3.1 **Survey of Customer Satisfaction / Review of Services:** The market research is conducted using a well structured format through an independent research agency in order to gather customer responses for evaluating customer satisfaction levels.
 - 13.3.1.1 **Sample Size:** Sample size is decided keeping view the service provided to the Customer.
 - 13.3.1.2 **Type of customer:** Depends upon the Survey output is required for which class of people like Metro, Sate Capitals or villages, Highways Customers, transport hubs, taxi association etc.
 - 13.3.1.3 **Geographical spread:** Also depends on the survey being conducted. For Example: For Retail Outlet Customers - The research covers our retail customers across major states representatively spread across four regions and different

class of markets like metro town, class A markets having more than 10 lakh population, class B (2-10 lac population) class C markets (other than A, B, D markets) class D markets (state/ national highways) and class E markets (remote areas / rural markets).

- 13.3.1.4 **Methodology:** Varies with the type of customer being surveyed. In case of survey of a customer of Retail Outlet, the Customer responses cover the following aspects of service levels at our retail stations.
 - 13.3.1.4.1 Are you getting correct quantity of fuel?
 - 13.3.1.4.2 Are you satisfied with the quality of fuel?
 - 13.3.1.4.3 Is correct price being charged?
 - 13.3.1.4.4 Do you get prompt service?
 - 13.3.1.4.5 Are staffs courteous?
 - 13.3.1.4.6 Do you find the Retail Outlet neat and courteous?
 - 13.3.1.4.7 Is air available?
 - 13.3.1.4.8 Is water available?
- 13.3.1.5 Responses are evaluated on a scale of never to always. The response of the customers would be obtained in line with the questionnaire as mentioned above. Evaluation will be done on five point scale by the customers selected at random based on the questionnaire. The weighted average marks obtained on all customer contacts made will be computed and the level of customer satisfaction rating worked out.
- 13.3.1.6 Market Research is carried out using various tools ranging from Dipsticks, CSI surveys, Telecalling; Web based surveys, Standard Letters and Focused Group Discussions. 'Talk to US' program, etc. These surveys are done through an independent research agency.
- 13.3.2 **Review of services and its implementation :**
 - 13.3.2.1 The customer satisfaction index as well as the feed back from customers thus collected on a periodical basis forms the basis for undertaking improvements in service levels. For Example: at Retail Outlets - for introduction of new services / facilities / services / products based on economic viability. The information is compiled on regular basis, shared amongst decision makers.
 - 13.3.2.2 The review survey for Customer Satisfaction / Review of Service results is done and need be necessary changes are made in line with the Customer expectations of service needed /change in procedure, if required.
 - 13.3.2.3 The Customer satisfaction index is one of the parameters for measuring customer satisfaction levels and taking corrective actions in line with customer expectations.