

FREQUENTLY ASKED QUESTIONS

NEW CONNECTION ISSUES

1. What are the prescribed charges for a new gas connection?

Charges for release of new connection are displayed at the mandatory board of the distributorship. However, for your ready reference, we give below the rates applicable on release of a new connection with single cylinder:

- Security Deposit of 14.2 Kg cyl : Rs. 1450 per cyl.
- Security Deposit of DPR : Rs. 150 per DPR
- Admin./Installation charges : Rs. ----
- Domestic Gas Consumer Card(Blue Book): Rs. -----
- Current cost of Refill per cylinder : Rs.
- Stamp Duty : Rs. 100(Only for Maharashtra and Gujarat)
- Hot plate inspection Charges : Rs. -----
- (if Hot plate not purchased from distributor)
- Suraksha Hose : Rs. -----(optional)
- All the above rates are subject to change without notice.
- If second cylinder is taken separately , the cost break is:
- Security deposit of Rs1450/- for additional cylinder,
- **Admin charges** as applicable
- Refill cost (cost of gas) as per market RSP

2. **In case the documents of a customer have been lost, then what are the charges and procedure for issuance of duplicate documents?**

PLEASE PROVIDE THE DETAILS

3. **Can we take connection with 2 cylinders in the first instance itself? If so what is the amount to be paid and where to be paid?**

Yes. Security deposit of Rs1450/- for additional cylinder, **Admin charges** as applicable, Refill cost (cost of gas) as per market RSP

4. **Is there any payment for the Regulator and the hose supplied by the company if so what is the amount? Is there guarantee period for the hose/Regulator? What is the period of the Guarantee?**

Presently the security deposit for DPR is Rs150/-.Rubber tube is an integral part of LPG installation and keeping customer safety on top priority, oil industry after rigorous R&D have developed Suraksha Hose at LERC Bangalore. The safety features related to suraksha hose is communicated to the customer. Life span of this Suraksha hose is five years. The prime objective is to ensure safety of the customers. The cost of the suraksha hose depends on the length of hose installed at the kitchen i.e. the present cost of 1.5 mtrs length suraksha hose Rs. -----/-.

5. What is a time limit for booking a new gas connection against a ration card?

We have not specified any time limit and connection is provided on genuine requirement immediately as per the guidelines, subject to availability of equipment and stock.

6. After how many days the DBC is released? What is price of DBC?

We have not specified any time limit for release of DBC. However, for obtaining Double Bottle Cylinder a consumer has to make an application at the Distributorship along with the copy of Subscription Voucher(SV) already issued to him while availing the new connection. After this, the Distributor releases DBC depending on the equipment availability on payment of security deposit, cost of gas and the admin charge etc.

7. Kindly provide the wait list of new connection of the distributorship for the period from ----- TO -----(this will be for territories having waiting list) It is our endeavor to provide connection immediately. However at times due to constraint in availability of equipments there could be temporary generation of waiting list for request for new connection. OR THERE IS NO WAITING LIST

8. What is the reason of non issuance of new connection to the applicant?

It is noted that your query is more of a grievance than information seeking under RTI and redressal of grievance doesnot come under purview of RTI ACT 2005.

In the event of any problem related to refill supplies we request you to approach Customer Relation centre at the under noted address:-

BHARAT PETROLEUM CORP.LTD.
LPG TERRITORY OFFICE XYZ
TEL:

9. What is the procedure for transfer of wait list of new connection from BPC to HPC?

In case you are shifting out of the area to another location which does not fall within the trading area of Bharatgas distributorship you will be required obtain Termination voucher(TV) from the existing distributor after surrendering equipment and submit Termination voucher to new distributor. In case of any difficulty kindly contact sales officer of the area whose contact no is displayed at the distributorship.

10. Is there any information given to the prospective customers in case there application forms are rejected?.

Prospective customers are informed by the distributor the reason for non release of connection, which could be verbal/ written. In case of any difficulty related to refill supplies kindly contact CRC/sales officer whose contact no is displayed at the distributorship.

Hot plate and Beyond LPG specific query

11. Is there any rule that the Gas stove should be purchased from the Agency itself?

Distributors are under instruction not to force the customer to purchase any items. However, Cylinder/s and Domestic Regulator are mandatory to be taken from the Distributor which is issued to the customer on loan basis against deposit while availing new connections/additional cylinders. While buying a Hot plate from the Distributor's showroom is not mandatory, it has to be ensured that ISI mark Hotplate is available with the customer at the time of release of new connection and the connection will be released only after inspection by the Distributor for which they are entitled to charge an inspection charge of Rs. ---/- as applicable. For your information . There is no compulsion for customers to buy these items from the LPG distributor. Message with regard to the above is prominently displayed at the distributorship.

12. Please provide policy whether it is compulsory to purchase Suraksha pipe, lighter etc. which are given with the refill.

For your information , In order to enhance customer service, BPC has launched an initiative termed 'Beyond LPG' and have entered into arrangements with leading brands for sale of kitchen / household items including hotplate through the Bharatgas network for consumers at competitive / attractive prices/offer like option to exchange their old items with the new ones. There is no compulsion for customers to buy these items from the LPG distributor. Message with regard to the above is prominently displayed at the distributorship.

ISSUES RELATED TO REFILL SUPPLIES

13. Please provide the photocopies of booking and delivery register of the above distributorship.

Customer data is available in website www.mylpg.in, kindly log into website for the information.

14. Whether any action against the distributor has been initiated by the Oil company on the irregularities in refill supply? If yes, then provide the name and address of the distributorship and what action has been initiated with certified copy ?

Distributor is bound by the terms and conditions of the Distributorship Agreement signed by the signatory with the company. On established irregularities actions is taken as per the terms of the Agreement.

PLEASE GIVE TOTAL NO OF ACTION.

15. Please inform after how many days the refill should be booked for the customers of urban and rural areas?

We have not imposed any such rule for booking / delivery. Our efforts are to supply refill to the customer within 48 hrs provided the consumption is found to be genuine so as to control misuse/diversion of domestic LPG which is a subsidized product. We also have to follow State Govt. directive, if any. At times due to unforeseen circumstances, there could be delay. However, endeavor is made to maintain First in /First out for refill supplies.

In case of any problem related to refill supplies, kindly contact CRC(customer relation centre or sales officer whose number is displayed at the distributorship.

16. What is the transportation charge for the 15 kilometer radius? The transportation charges per cylinder?

Distributors are under instruction to ensure refills are delivered on home delivery basis within the operating area. There is no extra cost for home delivery of refill within the trading area. In Rural areas, the Villages falling within the radius of 15 Kms is taken the area of operation and in case such villages do not offer viability, the area of operation is extended upto 30 Kms radius, on a case to case basis. Extra delivery charges would be recovered for Home delivery made to the extended areas as approved by District Authorities.

17. How many complaints have been received on account of delay in refill supply in last six months? Name and details of the complaint to be provided?

The number of complaints on delayed refill supply ---- number.

It is our endeavor to redress the complaint immediately. In the event of any problem related to refill supplies we request you to approach Customer Relation Centre/sales officer at the under noted address/ contact details are:-

CUSTOMER RELATION CENTRE BHARAT PETROLEUM CORP.LTD.

TEL NO:

18. Please provide attested copy of rules / regulations/ agreement governing Bharatgas Agencies, mandating supply within specified time limit period, filled gas cylinder after booking to its consumer (if any).

We have not imposed any such rule for booking / delivery. Our efforts are to supply refill to the customer within 48 hrs of booking under normal circumstances. However, endeavor is made to maintain First in /First out for refill supplies. [You may also view Citizen Charter in our website www.bharatpetroleum.in](http://www.bharatpetroleum.in)

In the event of any problem related to refill supplies we request you to approach Customer Relation Centre/sales officer at the under noted address/ contact details are:-

CUSTOMER RELATION CENTRE BHARAT PETROLEUM CORP.LTD.

TEL NO:

19. Provide the consumer help, Landline no, Mobile phone No, of Bharat gas Ltd?

The contact details are :

Name of the distributor/address:

Tel no:

TOOLL FREE NOS

20. Whether domestic cylinders can be provided from religious ceremony, Food offerings, or marriage related celebrations? If yes, how many cylinders can be provided?

Domestic cylinders are to be used for domestic purpose only.

HOME DELIVERY ISSUES

21. Home Delivery (for Rural and urban)- to be defined to the gas agency .

The area of operation of distributorship for home delivery varies depending upon the type of market; namely, Urban, Rural, Urban/Rural. In urban markets, the area of operation is within the municipal limits and in Urban/Rural markets, where the distributorship is located in the periphery of the urban area is catering to adjoining rural market, the area of operation is extended up to 15 Km provided there is no other LPG distributorship satisfactorily catering to these areas. In Rural areas the villages falling within the radius of 15 Km is taken the area of operation and in case such villages do not offer viability, the area of operation is extended up to 30Km radius, on a case to case basis. Extra delivery charges would be recovered for Home delivery made to the extended areas as approved by the District Authorities. Please log into our website www.ebharatgas.com for guidelines on distributorship.

22. Why the home delivery is not being met by the agency? And why the charges of home delivery are being taken at godown delivery?

It is obligatory for the distributors to provide home delivery of refills at the customer premises. RSP is inclusive of Home delivery charges. However, In the event of any problem related to refill supplies we request you to contact our CRC/sales Officer (tel no:) and also the contact details are displayed at the distributorship.

(Territory to put concerned sales officer contact no)

23. Whether delivering cylinder upto the residence of customer is duty of the distributor?

Distributors are under instruction to make home deliveries as per the bookings made by the customer. RSP is inclusive of Home delivery charges. Under extra ordinary circumstances such as floods, earthquake, strike etc the distributor is permitted to make deliveries ex showroom/godwon. Under these circumstances there shall be C&C rebate. Under normal circumstances based on the undertaking given by the customer that he wishes to opt C&C he is given rebate of Rs 19/ per refill.

24. Is the home delivery facility is available for rural customers?

The area of operation of distributorship for Home delivery varies depending upon the type of market; namely, Urban, Rural and Urban / Rural. In Urban markets, the area of operation is within the Municipal limits and in Urban / Rural markets, where the distributorship is located in the periphery of the urban area is catering to adjoining rural markets, the area of operation is extended upto 15 Kms provided there is no other LPG distributorship satisfactorily catering to these areas. In Rural areas, the Villages falling within the radius of 15 Kms is taken the area of operation and in case such villages do not offer viability, the area of operation is extended upto 30 Kms radius, on a case to case basis. Extra delivery charges would be recovered for Home delivery made to the extended areas as approved by District Authorities.

ISSUES RELATED DITRIBUTORSHIP

25. As on date, how many domestic and commercial consumers have one, two or more than two cylinders? Provide the certified copy.

The information as per your query is not maintained by us. The total customer population is as under:

Domestic:

Commercial:

26. Please provide the information that how many new gas connections are issued with single cylinder and how many new gas connections are issued with double cylinder for the last 6 months by M/s. -----? Give customer wise details.

The information is not held as per your query. However total new connections released by distributor is -----.

27. Please provide me the details of MDG were imposed on the defaulting distributors in the state of ----- for the 2001 to 2010.

The Details with respect with respect to penalty/action as per MDG the details are as under:

Total nos (only) be given year wise.

28. At what distance from the city, the LPG godown should be located?

Permission for construction of LPG Godown is given by Chief Controller of Explosives after verification of suitability of land taking into account the safety distance, presence of electric lines, nearby habitation, accessibility to motorable road, etc. for the guidelines on selection of LPG distributorship please log into our website www.ebharatags.com.

29. What all fire fighting arrangements are done at the godown?

Fire fighting facilities are installed as per the PESO approval conditions.

30. How many numbers of staff, a distributor needs to mandatorily employ? How much salary is paid to them? Whether uniform, Bhatta etc is paid to the employees?

Our relation with the Distributor is on principal to principal basis. The Distributor is free to appoint as many staff he likes, infrastructure for day to day operation, however, the Distributor is solely responsible and answerable to this Corporation.

31. Kindly provide me the list of holidays of the distributorship.

The working hours of the distributorship is displayed at the distributorship.

32. What are the norms of Mechanic service for Hot Plate at the distributorship?

- Mandatory inspection carried out at the customer's premises every two years
- For other mechanic service rendered by distributor.
- Distributors are under instruction issue proper receipt for the services.
- Mechanic charges are displayed at the distributorship.

33. Is any request has to be submitted at the distributorship for mechanic service?

You can either give either in phone or in writing.

34. During the said appointment of the Distributor at----- what Documents were submitted by the Distributor? Kindly provide the copies of the same.

If you are an applicant, Kindly contact Territory Manager LPG Territory Address----- (tel no:) and fix up convenient date and time to view the documents (except financial, PAN no, property details etc) at the Territory office.

35. How many complaints were received by the sales officer during his visit to ----- in his tenure and what actions have been initiated for resolving the same? Please provide the information.

As per the data no of complaints received for the period ----- was----- . On established irregularities show cause notice has been issued to distributor seeking explanation. Based on the explanation action initiated against the distributor.

36. Please advise where to complaint about rude behavior of the distributor staff and other issues.

To lodge your complaint Please contact Customer Relation centre/sales officer at the under noted address:-

BHARAT PETROLEUM CORP.LTD.

Tel no:

WITHDRAWAL OF RTI QUERY

37. I had submitted RTI application. Now I have received details and hence I do not require any further information Or satisfaction letter from the applicant.

As you have confirmed (copy enclosed) vide your letter dated ----- that you have received all the information with respect to your RTI and satisfied. Now you do not wish to obtain any further information. In view of the above we are not replying to your above RTI application.

COMPLAINT ON SELECTION PROCESS

38. Please provide me the copy of Letter of Intent issued to the person, who has undertaken distribution of Gas at -----.

Mr/Ms----- is the selected candidate for whom Letter of Intent has been issued for location----- . Copy of the LOI is internal and business confidentiality document. hence denied u/s 8(i)(d) of RTI ACT.

39. Under what Quota the allotment of Gas distribution was considered for location-----?

Under category----- Marketing plan-----.

40. Copy of company guidelines or norms set to observe at the time of selection of distributorship.

For detailed procedure on selection of Distributorship, you may visit our website www.ebharatgas.com under Distributors appointment - selection guidelines.

41. Status of the selection of the candidates for location-----.

KINDLY LOG INTO WEBSITE WWW.LPGVITARAKCHAYAN.COM

42. Please provide the FVC report including annexure/ enclosures of the said report of the 1st candidate i.e. myself.

Your candidature has been rejected and the same has been communicated vide our letter dated -----, Copy of the same enclosed. FVC report is an internal document and hence denied u/s 8(i) (d) of RTI ACT.

43. Please provide the copy of the investigation report with respect to complaint against the selected candidate.

(if the matter is not disposed off and still under investigation /or in court then)

It may be noted that the matter is in the Hon Court and disclosure of information at this stage will hamper the proceedings of the court, hence the same is denied u/s 8(i)(h) of RTI ACT 2005.

44. Please provide the following details along with the copy of the documents submitted by the selected candidate: Educational qualification, fund shown in the application, details of land for showroom and LPG Godown.

If you are an applicant, Kindly contact Territory Manager LPG----- (tel no:) and fix up convenient date and time to view the available documents (except financial, PAN no, property etc) details at the Territory office.

45. What are the facilities provided by Company for SC/ST candidates for the location?

For detailed procedure on selection of Distributorship, you may visit our website www.ebharatgas.com.

46. How many employees are employed at the distributorship?

Our relation with the Distributor is on principal to principal basis. The Distributor is free to appoint as many staff he likes, infrastructure for day to day operation , however, the Distributor is solely responsible and answerable to this Corporation.

POLICY ISSUES

47. Does the District collector have the right to confiscate the Government Gas cylinder?

Yes.

48. Does Bank have the Right to sell Gas cylinder?

No. Gas Cylinders are the property of the Company.

49. Please provide the number of distributors under various categories and date of their appointment?

Please provide the details.

50. Please provide the criteria for appointment of distributors?

Please log into our website www.ebharatgas.com for selection of LPG distributors.

51. What is the policy on transfer of connection?

Connection can be transferred from one place to another and there is no time limit. The connection has to be surrendered at the original distributor by providing the Subscription Voucher, given to the customer earlier while enrolling for the new connection, and giving back the cylinder/s and DPR. The distributor then issues a document called Termination Voucher and refund the Deposit amount given for the cylinder/s and DPR. On receipt of the Termination Voucher, the customer can approach the Distributor at the new location with the Termination Voucher who after verification with the original Distributor, enroll the customer by issuing a Subscription Voucher with the same deposit amount for the cylinder/s and DPR mentioned in the Termination Voucher. Depending on the Distributorship at the new location, the enrolment can be BPC to BPC, BPC to IOC or HPC Distributor. However, the above procedure has to be followed for reenrollment at the new Distributorship. The validity of the Termination Voucher is one year from the date of issue and thereafter, if requested by the customer, it is revalidated by the concerned Territory Manager or the sales Officer, who is authorized to revalidate the same after due verification of the genuineness of the case.

52. What is policy on transfer of connection in case of death?

In case of death of a LPG consumer, the LPG connection can be transferred to any one of the Legal Heirs of the consumer like wife/husband, son/daughter, brother / sister on production of death certificate of the LPG consumer, Legal Heir certificate and No objection certificate from other Legal heirs along with a request letter by the applicant along with the attested copies of the certificates. Required formats are available with the Distributors.

53. What is the policy of extension of area of distributor both new and old?

The area of operation of distributorship for Home delivery varies depending upon the type of market; namely, Urban, Rural and Urban / Rural. In Urban markets, the area of operation is within the Municipal limits and in Urban / Rural markets, where the distributorship is located in the periphery of the urban area is catering to adjoining rural markets, the area of operation is extended upto 15 Kms provided there is no other LPG distributorship satisfactorily catering to these areas. In Rural areas, the Villages falling within the radius of 15 Kms is taken the area of operation and in case such villages do not offer viability, the area of operation is extended upto 30 Kms radius, on a case to case basis. Extra delivery charges would be recovered for Home delivery made to the extended areas as approved by District Authorities.

54. Please provide a copy of agreement signed by selected candidate before commissioning of the distributorship? Whether the letter of intent issued by Company has any time limit?

There is no agreement is signed before commissioning of distributorship. Letter of Intent if issued by BPCL to selected candidate has validity and renewed as per guidelines.

55. **Please provide the copy of LPG gas (Rules of Supply and distribution order 2000) in Hindi issued by Ministry.**
Please attach copy.

56. **For domestic LPG consumers is there any grievances cell formed by Govt of India? If yes, please provide the name, address and Phone no?**

PLEASE PROVIDE DETAILS

COMMERCIAL:

57. **What are rules and regulations to appoint a Business Associate with BPCL?**

Based on the commercial requirement Business Associates are appointed to canvass and sell non-subsidized LPG (commercial cylinders). However the details asked for is of Business confidence and not in the public interest at large, hence denied u/s 8(i)(d) of RTI ACT 2005.

58. **How many Business Associates are working -----?**

Please provide just the number if any operating.

59. **How many companies are purchasing direct from BPCL's Bottling Plants or from BPCL other than Business Associates and distributors. Provide their names with complete addresses and contacts i.e. Mobile Nos. Phone Numbers, e-mails ids**

The information asked for is of commercial confidence to our corporation and disclosure of this may harm our competitive position, and hence the same cannot denied under section 8 (1) (d) of RTI ACT 2005.

On Cylinder issue:

60. **Please give the rules regarding manufacture and maintenance of domestic LPG cylinders and information supplied on cylinders for the knowledge of customers.**

- LPG Cylinders are manufactured as per IS 3196.
- **LPG Cylinders are Periodically Hydro tested to ensure fitness as per guidelines issued by PESO, 1st Hydro test shall be after 10 year from the date of manufacture and subsequently after 5 years.**
- HR is done as per the code of practice IS 13258 when the cylinders get damaged for Foot ring, VP ring and stay plate.
- Cylinder information viz. Sr. No, test date, product etc are punched on the stay plates as per Gas Cylinder Rules 2004 & Safety Instructions are printed on the neck of the cylinders for the knowledge of customers.

RTI STANDARAD REPLIES: POST CAPPING

61. **How many connections of this distributorship are blocked on what dates? The descriptive details along with name and addresses of such customers to be provided?**

It may be noted that the customer's data is available in our website www.ebharatgas.com. Kindly log into the website for the information.

62. Please provide the details as to how many cylinders will be supplied?

As per the directive of the Ministry of Petroleum and & Natural Gas, all household-customers will be entitled to consume twelve number of LPG refills at subsidized rate per year (April-March) for the domestic cooking purpose of their households. After consumption of these subsidized refill cylinders, additional refill cylinders (beyond capping limit) will be supplied at the applicable prices of non-subsidized LPG refill cylinder.

63. Whether customer can take more than 6 cylinders?

Yes. Customer can take non subsidized cylinders as per their demand.

64. Please provide information on number of cylinders supplied to PM, MPs and MLAs
Customer data is now available in website www.mylpg.in-bharatgas, kindly log into website for the information. However, details of customers as per their social status (eg. MPs/Ministers/leaders of political parties etc) are not maintained separately in the system..

As per the directive of the Ministry of Petroleum and & Natural Gas, all household-customers will be entitled to consume twelve number of LPG refills at subsidized rate per year (April-March) for the domestic cooking purpose of their households. After consumption of these subsidized refill cylinders, additional refill cylinders (beyond capping limit) will be supplied at the applicable prices of non-subsidized LPG refill cylinder.

65. Please provide the details for getting new connection?

New subsidized domestic connection at subsidized rate but capped at 12 cylinders per annum after KYC /de-duplication.

However customer:

- Must not already be in possession of LPG connection from any of the PSU Oil companies in his/her household or Piped Natural Gas(PNG) connection from any CGD Company.
- Submit KYC (know your customer) information in the requisite format including Proof of Identity and Proof of Address.
- After de-duplication (multiple connection check) by Oil Marketing Companies (OMCs) to ensure that there is no existing domestic LPG Connection in the same household from any of the OIL PSUs.
- KYC form is also available in our website www.ebharatgas.com.
- Customer can avail non-subsidized connection against the KYC form and once the de-duplication process is completed, non-subsidized connection can be converted to subsidized connection.

66. Whether new connection is easily available?

Yes. New connection is available at the distributorship. However, New subsidized domestic connection at subsidized rate but capped at 12 cylinders per annum after KYC /de-duplication.

However customer:

- Must not already be in possession of LPG connection from any of the PSU Oil companies in his/her household or Piped Natural Gas (PNG) connection from any CGD Company.
- Submit KYC (know your customer) information in the requisite format including Proof of Identity and Proof of Address.
- After de-duplication (multiple connection check) by Oil Marketing Companies (OMCs) to ensure that there is no existing domestic LPG Connection in the same household from any of the OIL PSUs.
- KYC form is also available in our website www.ebharatgas.com.
- Customer can avail non-subsidized connection against the KYC form and once the de-duplication process is completed, non-subsidized connection can be converted to subsidized connection.

67. What is the cost of DGCC?

Presently the cost of DGCC is Rs-----/-.

68. What if customer is not having DGCC?

Distributor has been advised to issue copy of DGCC book with pre-printed numbers on the DGCC card till such time new DGCC book is issued. The details with regard to delivery of cylinder must be recorded in the DGCC book /Card.

69. What is the rate of subsidized and non- subsidized cylinder?

Presently the rate of subsidized and non-subsidized cylinder at location-----is

Subsidized cylinder rate: Rs.

Non-subsidized cylinder rate:Rs.

70. What is the cost of KYC form?

The KYC forms are available free of in our website Cost. The KYC form is hosted in downloadable format in our website www.ebharatgas.com.

PRICING query:

In order to protect the consumers from volatility in the prices of LPG in the international market, the Selling prices of Domestic Subsidized LPG (consumption till cap of 12 cylinders) continue to be at subsidized rates and are covered by the “PDS Kerosene and Domestic LPG Subsidy Scheme, 2002” (extended till 31.03.2015 and under consideration of Govt. for further extension).

As per the “PAHAL (DBTL) Scheme, 2014”, Domestic LPG is being sold at market determined price w.e.f. 01.01.2015. These Non-subsidized rates are notified by Oil Marketing Companies (OMCs) on monthly basis based on the prices of the petroleum products in the international oil market, prevailing Ocean freight rate and the exchange rate of INR vs USD. The subsidy amount i.e. difference in prices (prior to VAT/CST/Local Levies) of the LPG Domestic Non-Subsidized Cylinder and LPG Domestic

Subsidized Cylinder (the price of which is set as per directives of the Govt.) is transferred by OMCs directly to the bank accounts of Cash Transfer Compliant (CTC) customers on purchase of Domestic Cylinders upto cap (currently 12 per annum).

Query on ACCIDENT:

71. Kindly provide details on Insurance policy and how to get the insurance claim?

Accident Insurance Policy

No fault Liability and Accident Insurance Policy

In case of the unfortunate event of an accident, we want you to know that all registered consumers are covered under an insurance policy.

1. To avail the benefit, Consumer must immediately inform the distributor in writing. The distributor will then inform the concerned Office of the Oil Marketing Company and the Insurance Company about the same.

2. The consumer must provide the originals of Death Certificate(s) and Post Mortem report(s) /Coroners report/Inquest report, as applicable, in case of deaths and original Medical Bills, Doctors' Prescriptions in original supporting the purchase of the medicines, Discharge Card in original and any other documents related to the hospitalization in case of injuries.

3. In case of property damage at customers' registered premises, the Insurance Co. appoints their Surveyor to assess the loss.

4. Claims are settled based upon the merit of each case. The concerned Insurance Company takes decision regarding settlement of the claim as per the provisions of Insurance Policies.

5. Customers are not required to apply to Insurance Company or to contact them directly.

The monetary value of coverage under the no fault liability policy is as under:

- Personal accident cover of Rs.6,00,000/- per person per event in case of death
- Covers medical expenses of Rs.30 lakhs per event, maximum Rs.2,00,000/- per person. Immediate relief upto Rs. 25,000/- per person.
- Property damage maximum Rs.2,00,000/- per event at authorised customer's registered premises.
- It also covers customers who are supplied through reticulated system of LPG (Piped LPG).

In addition to the above, all LPG distributors also have Third Party Liability Insurance to cover losses in the event of an LPG accident.

QUERIES ON PMUY

72. Kindly provide the details of PMUY scheme?

The government scheme i.e. Pradhan Mantri Ujjwala Yojana (PMUY) has been launched for providing LPG Connections to the women of Below Poverty Line (BPL) households. Under this Scheme, govt. has planned to give 8 crore LPG connections to BPL households over a period of three years. LPG connections under the Pradhan Mantri Ujjwala Yojana (PMUY) are being released by OMCs as per the Socio-Economic Caste Census (SECC) 2011 data made available through Ministry of Rural Development. The beneficiary under the scheme are the woman of BPL family featuring in SECC 2011 data meeting at least one deprivation criteria. Such women member who does not have LPG connection in her household, may apply for new LPG connections under PMUY by filling the prescribed Know Your Client (KYC) application and submitting the same to the nearest distributor. While submitting the application form, the woman will submit Proof of Address, Aadhaar number and Jandhan /Bank Account.

Pradhan Mantri Ujjwala Yojana (PMUY) aims to provide subsidized connections to 5 Crore BPL households by 2019 and is a part of larger program of adding 10 Crore new LPG connections by 2019 to achieve full coverage of connections in Indian households.

Finance Minister has budgeted Rs. 2,000 Crore to subsidise 1.5 crore LPG connections for BPL households during the financial year 2016-17. During the next two financial years i.e. 2017-18 and 2018-19, the Government of India would make budgetary provision of Rs. 6000 Crore to subsidise 3.5 Crore new connections to BPL households under PMUY.

PMUY scheme provides subsidy of Rs. 1600/- to the woman beneficiary, comprising security deposit of 14.2 Kg cylinder, domestic pressure regulator, suraksha hosepipe, domestic gas consumer card and administration charges.

A new low cost LPG Stove has been developed (with BIS certification and one star rating) for the use of BPL households and the cost of the stove is Rs. 990/- , and thereby reducing the burden on the poor households. The beneficiary making upfront payment towards LPG Stove and the cost of the refill shall get first preference. Oil Marketing Companies shall also provide an interest free EMI option to cover the cost of LPG Stove and / or the first refill to the beneficiaries who are unable to bear this cost. The interest free EMI option aims at recovering the loan amount through the gas subsidy deposited in the bank account of the beneficiary from the subsequent refills.

PMUY Additional:

Selection Process

Selection of women beneficiaries would be made from the Socio Economic Caste Census (2011) Data and preference will be given to the SC / ST and weaker sections of the society. A woman of the BPL household (not having LPG connection) appearing in the list of SECC data may approach the nearest LPG distributor for filling up PMUY Application Form and submitting details like Address, Aadhar No., Jandhan Bank Account No. and family details. Oil Company shall take up with UIDAI for issuance of the

Aadhar Card for the women beneficiaries not having the same. LPG connection will be issued to eligible beneficiaries after de-duplication exercise is undertaken through a dedicated Web Portal by processing all PMUY applications.

The scheme is being implemented with 'Focused Approach' and preference will be given to the states having LPG coverage lower than National Average of 61%; and in a phased manner spanning over three years, the entire country will be covered under the PMUY.

As requested, the extended PMUY category is as below

- SC/ST Households
- Beneficiaries of Pradhan Mantri Awas Yojana(PMAY)
- Beneficiaries of Antyodaya Anna Yojana (AAY)
- Forest Dwellers
- Most Backward Classes (MBC)
- Tea and Ex-Tea Garden tribes
- People residing in Islands / River islands

SUBSIDY:

73. How the subsidy is transferred to customer account?

MoPN&G vide letter No. P-20012/7/09-PP (Vol-I) dated 13 September 2012, had imposed capping of subsidized LPG cylinder per household per year. Currently, the number of subsidised LPG cylinders is capped at 12 per household per year.

The Direct Benefit Transfer of LPG Scheme, DBTL (PAHAL) Scheme, 2014, has been implemented in whole country effective 1st January 2015. Accordingly, Domestic LPG is sold at market determined prices in line with international prices and the subsidy upto the capped number of LPG Cylinders is transferred back to the customers' bank account, as per the provision of DBTL Scheme, 2014. As per the DBTL(PAHAL) scheme, the subsidy is determined as difference between the prices of the Subsidised and Non Subsidised Domestic LPG and is updated on the monthly intervals with revision of prices.

74. WHERE THE DATA IS TO BE COLLECTED FROM OTHER DEPT. Collating data :

The details of LOI is not maintained at the office of this CPIO and may be available at OTHER Territory / Regional offices of respective LPG CPIOs of BPCL, scattered all over India, compilation of which would disproportionately divert the resources of the Corporation as per Section 7(9) of RTI Act 2005.

75. QUERY ON Risk in Business:

This is purely a business proposition and not an application for job in the respective Oil Company and has normal business risks and also does not guarantee any assured returns or profits. The same is detailed in the selection guidelines.

76. QUERY ON Refill ceiling limit:

The market refill ceiling limit is the maximum number of the domestic refill sales stipulated for LPG Distributorships and based on the market. Market Ceiling Limit and the Feasibility Norm for different types of Distributorship Area is proposed below:

Type of Distributorship area	Population as per census 2011	Refill Ceiling Limit per month	Refill Sale per month for Feasibility limit
Sheheri Vitrak	Cities with population > 40 lakh	20,000	10,000
	Cities with 20 to 40 lakh population	15,000	7,500
	Cities with 10 to 20 lakh population	12,000	6,000
Rurban Vitrak	Towns with < 10 lakh population	10,000	5,000
Gramin Vitrak	Village / Cluster of villages	5,000	2,500
Durgam Khetriya Vitrak	Village / Cluster of villages	1,500	600

76. ON VIABILITY OF DISTRIBUTORSHIPS:

1. Refill Ceiling of the markets to be worked out based on the population as per Census-2011.
2. Existing Refill Ceiling Limits to be increased by 10% for all the markets. With this the revised Ceiling shall be as under:

Population as per Census-2011	Existing Ceiling Limit (Refills/month)	Revised Ceiling Limit (Refills/month)
Towns with Population of 40 Lakhs and above.	15000	16500
Towns with 20 to 40 Lakhs Population	12000	13200
Towns with 10 to 20 Lakhs Population	10000	11000
Towns upto 10 Lakh Population	8000	8800

77. For Bank Transaction Charges – Online Payments.

We would like to inform that at present charges being taken from customer by Bank for online payments are as per RBI guidelines. BPCL does not levy any charge/fee to the consumers for digital payment. Further we wish to advise you that Effective 01st Jan'2017 customers will be given incentive by way of upfront discount of Rs.5/- per transaction for online refill payment at the time of refill booking through web. Thank you for writing to us.