नागरिक अधिकारपत्र

Citizen's Charter

पैट्रोलियम पदार्थों का विपणन

Marketing Of Petroleum Products

भारत पेट्रोलियम कार्पोरेशन लिमिटेड

Bharat Petroleum Corporation Limited

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Objective

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 ones.

The charter has been drafted keeping into account the spirit of "Sevottam" i.e., Compliance by Organizations having Citizen Interface. The entire charter is divided into 3 modules namely "Citizen's Charter and Service Standards", "Grievance Redressal Mechanism", "Service Delivery capability" and 16 chapters as listed below:

Module	Chapters
Citizen's Charter and Service Standards	1. Liquefied Petroleum Gas (LPG) 2. Auto LPG 3. Petrol Pumps (Retail Outlets) 4. Superior Kerosene Oil (SKO) 5. Lubricants – Automotive and Industrial 6. Aviation Turbine Fuel (ATF) 7. Selection of Dealers (MS/HSD/SKO)/ LPG Distributors / Lubes Distributors 8. Compressed Natural Gas (CNG) & Piped Natural Gas (PNG) 9. Specialties / Free Trade & Industrial Products 10. Energy Conservation 11. Bureau of Indian Standards and MDG 12. Engineering and Projects (Marketing) 13. Central Procurement Organization (Marketing)
Grievance Redressal Mechanism	14. Public Grievances Mechanism 15. Right to Information
Service Delivery capability	16. Feedback of the Customer, Review of the Service and Its Implementation

The content has also been drafted as per directives / guidelines issued by DARPG on 30th June 2010 / MOP&NG Letter dated 23rd August 2010. For further details on "Sevottam", refer to:
http://darpg.gov.in/darpgwebsite_cms/Document/file/Sevottam_Model.pdf
http://darpg.gov.in/darpgwebsite_cms/document/file/Sevottam_Guidelines_Sept_2011.pdf

Chapter – 1: Liquefied Petroleum Gas (LPG)

What is LPG?
What is LPG Installation?
What is the distribution system for LPG?
What are the services available to the LPG Consumers?
What are the expectations from the LPG Consumer?
How and where to give Suggestions/complaints?

The answers to the above queries are given below:

1. The Product 'LPG'

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

1.2. LPG stands for liquefied petroleum gases. The LPG marketed by us under the brand name 'Bharatgas' conforms 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 colorless and odorless. However, compounds are added to give it a distinct smell so that if leaked, it can be easily detected.

2. LPG Installation

2.1. 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 equipment should meet 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

2.2. LPG meant for household use is currently marketed by PSU Oil companies in cylinders of 14.2 Kg & 5 kg, capacities.

2.3. The liquid LPG vaporizes at normal atmospheric pressure and temperature flows out of the cylinder to the burner head of the gas stove in an air-gas mixture, in a proportion that gets ignited when lit with a matchstick.

3. Public Distribution System for LPG Marketing in India

3.1. LPG is meant for use as cooking fuel in household kitchens, marketed by the Public Sector Oil Companies including BPCL, at a price declared or controlled by the Government of India. As per Govt. of India notification dated 07.03.2014, effective 01.04.2014 each domestic consumer is entitled to 12 subsidized LPG cylinders of 14.2 Kg / 34 cylinders of 5 Kg in a financial year at subsidized rates. Beyond the subsidized entitlement, the consumers can avail LPG cylinders at domestic non-subsidized rates. To prevent the misuse of LPG cylinders, a cap has been placed on bookings beyond 2 refills per month and 15 refills per year. Customers who wish to avail additional refills beyond this limit may submit a request to their distributor or book extra refills through their eBharatGas.com login.

3.2. The Govt. of India has also extended the benefit of LPG at PDS rates to non-domestic consumers in the following categories:

a) Government/ Municipal Hospitals for whatever purpose they take.
b) Supplies to all schools and colleges whether for hostels or for midday meal schemes.
c) Canteens attached to Government Offices (Govt. includes State Govt. and local bodies and their installation and Guest Houses etc.)
d) Messes of Police, BSF, and CISF in addition to kitchens and messes of the Defense establishments.
e) Canteens run on a cooperative basis under Cooperative Societies Act.
f) Laboratories attached to schools, colleges & research institutions.
g) Charitable institutions registered under the Societies Act.
h) Red Cross Society all branches.

3.3. For commercial, Industrial & Automotive usage LPG is sold at non-domestic price as decided by OMCs.

4. Distribution Network:

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, various types of distributor formats are – Sheheri, Rurban, Gramin & Durgam Kshetriya Vitrak (DKV). Appointment of distributors is through public advertisements. Details of eligibility criteria and selection procedure are available on our website www.ebharatgas.com & www.lpgvitarakchayan.in

5. Services: The services rendered by the distributors to the LPG consumers are given below:

5.1. Release of New LPG Connections & Additional Cylinder (Double Bottle Connection).
5.2. Facilities for booking LPG refill.
5.3. Refill Delivery: LPG distributors deliver filled cylinders at the registered address to the customers residing in their normal area of operation and takes 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 an applicable rebate on "Cash-and-carry" supplies.
5.4. Transferring/Terminating the LPG connection – when a customer shifts residence outside the distributor's area or service reasons.
5.5. 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 securityamount.
5.6. Change of Name - in case of demise of the LPG connection holder.
5.7. 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.
5.8. Detailed information on the above services is given on the website www.ebharatgas.com.
5.9. Digital Services: Customers may book refill & make related payments online thru various mode viz web based, Mobile app, UPIs etc. Related details are available on BPCL's website www.bharatpetroleum.in and www.ebharatgas.com.

6. Time frame for services to be rendered to LPG customers.

Services	Conditions	Timeframe (Subject to meeting Conditions)
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 (installation) of new Connection /DBC	a) Intimation by SMS/Email on clearance of KYC b) Produce & submit proof of residence & identity. c) Submit Standardundertaking# d) Deposit securityamount## e) Hot plate inspection (purchased from a 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*	Seven workingdays*
Leakage complaint	Intimation to distributor/emergency service cell	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
# Formats of documents available on www.ebharatgas.com. ## Rates of approved security deposit, tariff & service charges are available on website www.ebharatgas.com. * Endeavour to deliver within seven working days except in circumstances beyond control viz. Natural calamities, strikes, absenteeism, transport breakdowns, Govt. directives, shortage of product availability, etc.		

7. Customer Relations

7.1. A Toll-Free Number 1800 2333 555 is available to BPCL Customers between 8 AM to 8 PM for any query, complaint & suggestion related to their LPG connection. In addition, another Toll Free No 1800 22 4344 may also be accessed.

7.2. Customers may also contact the territory offices during office hours on all working days. Customers are welcome to call on the telephone or personally visit the office. Details are available with the distributor and at BPCL's website www.bharatpetroleum.in and www.ebharatgas.com.

7.3. Customers can also meet the Sales Officer during their periodic visits on pre-determined days to LPG distributorship for resolution of their queries /complaints.

7.4. All complaints received by BPCL will be redressed within 14 days of the date of registration.

8. Emergency Services

8.1. A Tollfree All India Emergency Helpline no 1906 is available for LPG Leakage complaints only.

8.2. 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 available on BPCL website. The Services rendered by the distributor for attending to leakage complaints are free of charge.

9. Expectations from the Customer - Users need to follow safe operating practices while using LPG. These are given below:

9.1. Simple rules of usage

a) Cylinder must always be kept in vertical position, away from any source of heat and in a ventilated place.
b) The hot plate should always be placed on a platform (made of non-flammable material) and above the cylinder level.
c) 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.
d) 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.
e) It is safer to wear cotton clothing while working in the kitchen. Use of dupatta, sari, or cloth to handle utensils could be a serious fire hazard.
f) Wearing a fire-retardant apron while cooking is a safe practice.
g) Children must be kept away from the installation while cooking.
h) Use only ISI marked HOT PLATES.
i) 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.
j) Fry Pan / Pressure Cooker should be placed in a manner so that the handle is away from the flame.
k) Plastic items must be kept away from the gas stove.
l) LPG Hose is the weakest link in an LPG connection. It must be regularly checked and changed immediately in case any visible cracks/damage is noticed. Use of "SURAKSHA" LPG hose sold by LPG distributor is mandatory for enhanced safety features and longer life. Rubber Tube usage is prohibited and should not be used.
m) As a rule, the 'Suraksha' LPG hose to be replaced every five years.
n) The safety cap must always be put on the valve of the unused cylinders, whether full or empty.

9.2. At the time of Refill Delivery

a) At the time of refill delivery, the customer must satisfy himself/herself with the condition of the cylinder seal and weight. Once having acknowledged receipt of cylinder with seal intact, correct weight and in good condition, there shall be no scope for dispute about the same. The delivery man will break open the seal in the 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.
b) Customers must insist on mandatory inspection of their LPG installation once in 5 years by the trained mechanic. This service is available by paying the requisite charges at rates approved by Oil Companies and will help in maintenance and upkeep of the domestic LPG installation.
c) In case of Leakage: In the rare event of leakage or smell of gas, please immediately:
   - Turn the pressure regulator (DPR) knob to the 'OFF' position.
   - Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc.).
   - Do not light a matchstick/lighter. Do not switch on or switch off any electrical switches (including

the main switch). Remember that electrical switches, dry cell torches etc. generate sparks while switching on or off; keep the mobile phones away.

- Open all doors and windows for ventilation.
- Get in touch with All India Emergency Helpline no 1906 available for LPG Leakage complaints only.
- Get in touch with the distributor / the Emergency Service Cell after office hours and on Sundays and holidays.

9.3. In the event ofaccident

a) All registered LPG consumers are covered under an insurance policy taken by the PSU Oil Companies.
b) In case 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. Assistance is offered by the Oil Companies to the customer involved or the next of kin, in completing the formalities of insurance claims arising out of the accident.
c) In addition to the above, all LPG distributors also have Third Party Liability Insurance cover losses in the event of LPG accident.

10. Customer Obligations

a) 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 the Subscription Voucher and contained in the undertaking submitted at the time of the release of the connection.
b) Customers must not accept LPG cylinders from sources/persons other than the LPG distributor with whom they are registered.
c) 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.
d) Customers should follow conservation tips while using LPG to save fuel. Conservation tips are available on the website www.ebharatgas.com.
e) The use of LPG is regulated by LP Gas (Regulation of Supply & Distribution) Order of Govt. of India. As per this order:
   - 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 a husband, wife, unmarried children, and dependent parents living together in a dwelling unit having a common kitchen.
   - An existing customer of the domestic LPG connection of a Government Oil Company, who desires to avail PNG connection, is obliged to either surrender the domestic LPG connection or convert it to domestic non-subsidized category within sixty days from the date of obtaining PNG connection.
f) Each ‘Household’ is entitled to only one LPG connection. 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.

Chapter – 2: Auto LPG

What is Auto LPG?
What are advantages /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.

1.2. Advantages of Auto LPG
   a) Auto LPG is an economical fuel for vehicles.
   b) ALPG meets BIS standard IS: 14861 which have Octane Number of 88 (minimum).
   c) ALPG fitment in vehicles is safe.
   d) Less pollution, Smooth running, and easy drivability.
   e) Availability in major cities and towns.

1.3. Availability of Auto LPG
   a) 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.
   b) 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)
   a) ALDS installation is governed by the guidelines of Petroleum & Explosives Safety Organization (PESO).
   b) Auto LPG is a freely priced product with no government controls/subsidy. Each company can fix the price of ALPG based on its own commercial considerations.
   c) Auto LPG is delivered on volumetric basis.
   d) Auto LPG Dispensers are periodically calibrated using a master calibration kit.
   e) 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?
   a) As per CMVR 115 C, only fixed Auto LPG tank with its safety gadgets, approved by PESO, are allowed in motor vehicles.
   b) Use of cylinders other than approved ALPG fixed tank is highly unsafe and prohibited under law.
   c) Auto LPG tank shall neither be replaced by domestic/commercial/industrial LPG cylinders nor cylinders containing any other gases.

1.6. General instructions for motorists
   a) 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 workshop.
   b) 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 to the vehicle.
   c) 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.

d) In case of leakage in the LPG system, cut off LPG supply and park the vehicle in the 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.
e) Do not use domestic or any other detachable LPG cylinder as auto fuel as it is punishable under Law and is also highly unsafe. Domestic LPG does not meet Octane requirement of Auto LPG and it may fail Engine in long run.
f) Auto LPG re-fueling 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 an LPG tank.
g) After refueling LPG, ensure that the dust plug is inserted back on the filler valve.
h) It is recommended to run the vehicle 5-7 Km in petrol mode after every 100-150 Km run in LPG mode, to keep the petrol system in good condition.
i) For carburetor 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.
j) Never tamper with any of the components in the LPG system.
k) Any other safety recommendation by vehicle/kit manufacturer should be followed.

1.7. Auto LPG (ALPG) conversion kit, its components, and functions

a) 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:
b) 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.
c) LPG delivery system through Vaporizer – Regulator and Venturi Mixer.
d) LPG control mechanism – Closed loop system (ECU, stepper motor/Injector (s), Emulator & Oxygen sensor etc.) or open loop system (manual power screw without any feedback mechanism).

1.8. Auto LPG Tank (ALT) and accessories

a) 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).
b) 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:
    - Automatic fill limiter & Service valve
    - Excess Flow Check Valve & Pressure Relief Valve
    - Fusible Plug & Content Gauge
    - Non-Return Valve on fill connector
c) Multi-Function Valve Assembly shall conform to latest Indian Standard (amended from time to time) and approved by Chief Controller of Explosives, PESO).

2. Approval of Transport Authority: After installing Auto LPG kit in the vehicle, it is mandatory for you to get its registration book endorsed by the local RTO.

Chapter – 3: Retail Outlets (Petrol Pumps)

What is Retail outlet/Petrol Pump?
What is available at Retail Outlets?
What is Petrol / Diesel / CNG/ Branded Fuels/Lubricants?
What are mandatory facilities / services available at the Retail Outlet?
How is quality/quantity maintained at Retail Outlet?
How to lodge a complaint?

The answers to the above queries are given below:

1. What is a 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, Private Sector oil Companies dealing in storage and distribution of petroleum products as per guidelines and also by private firm meeting eligibility criteria as stated in gazette notification by Govt of India. Presently the PSU Oil Companies engaged in Retail Business of transport fuels are BPC, IOC, HPC, MRPL, IGL etc. and Private Sector oil Companies engaged in Retail Business of transport fuels are RBML, Shell, NRL.

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.

a) Normal Petrol: Normally used as a fuel for spark ignition internal combustion engines such as Passenger Cars, Two Wheelers, Three Wheelers, etc.
b) Branded petrol: 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". It can be used by all types of petrol fuel vehicles.
c) Speed provides benefits like cleaning and prevention of carbon deposits, smooth drivability and increasing life of engine.
d) Ethanol-blended Petrol: The Ministry of Petroleum & Natural Gas has notified marketing of Ethanol blended Petrol (EBP) with percentage of ethanol approved by the government as per the BIS specification from time to time.

2.2. High Speed Diesel (HSD) Two types of diesel are being marketed across the country., Normal diesel and Branded diesel.

a) 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.
b) 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 a multi-functional additive which enhances the performances of new generation vehicles ensuring peak engine performance.
c) Biodiesel Blended Diesel: The Government has notified Guidelines for the sale of biodiesel for blending with High-Speed Diesel for transportation purposes on 30.4.2019. Oil Marketing Companies (OMCs) are periodically floating Expression of Interest (EoI) for procurement of

Biodiesel produced from UCO and other sources. As per national biofuel policy 2018, an indicative target of 5% blending of biodiesel in diesel /direct sale of biodiesel is proposed by 2030. Biodiesel is manufactured from imported palm stearin, palm acid oil, and small volumes of non-edible oils, UCO, and domestically sourced animal fats.

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 happy to guide customers regarding the exact recommended grade of lubricant for vehicle. BPCL regularly develops new products to cater to the different needs of the customers and industry.

2.4. Compressed Natural Gas (CNG): CNG is an environment-friendly fuel and has started gaining popularity recently, especially in major towns and major highways where it has been introduced depending on availability of Grid and Gas.

a) CNG is available at select retail outlets of the Company in some cities. There are also stand-alone ROs for CNG in select cities.
b) 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.
c) Its availability is gradually increased in more cities / ROs.

2.5. Compressed Biogas (CBG): Bio-CNG is purified form of bio-Gas whose composition & energy potential is similar to that of fossil based natural gas and is produced from agricultural residues, animal dung, food waste, MSW and Sewage water. Bio-gas is produced through a process of anaerobic decomposition from waste / biomass sources like agriculture residue, cattle dung, sugarcane press mud, municipal solid waste, sewage treatment plant waste, etc. After purification, it is compressed and called Compressed Bio-Gas (CBG) which has properties similar to the commercially available natural gas and can be used as an alternative, renewable automotive fuel. CBG is being sold at few outlets as per its availability.

2.6. Auto LPG: Auto LPG is supplied to the consumers at selected ROs in various cities across the country based on economic consideration and demand.

3. Facilities provided at Retail Outlets

3.1 Facilities: A Retail Outlet is not just a place for taking fuel by ensuring quality product at correct quantity and correct price. It offers you a range of services which can be classified as:

a) General Amenities: These are facilities which every Petrol Pump must provide. These include air facility, water, suggestion/complaint book, display of working hours, and display of name & telephone number of oil company personnel and the dealer to be contacted by the customer in case of complaint. First aid box, clean toilet, and safety equipment as per statutory requirements such as fire extinguishers and sand buckets etc. are also made available at petrol pumps.
b) Other Facilities: For the convenience of customers these additional facilities may be provided by dealers in or in the vicinity of the retail outlets. These include water- coolers, convenience stores, snack bars, Dhabas & restrooms, bathing & washing space for truckers, ATM, servicing/repair shop, tyre shops, loyalty cards program by Oil Companies, Banking Services (FINO) and courteous behavior 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:

a) Filter Paper Test (for Petrol): Dealer to keep filter paper (Whatman 2 type) to check quality of MS (Motor Spirit – Petrol). The filter paper can be made available to customers on demand if any customer wishes to satisfy themselves of the quality of MS.

- Clean the mouth of the dispensing nozzle to remove stains.
- Hold filter paper with two fingers at one of the corners.
- Put a drop of petrol on the filter paper from the nozzle, preferably at the center without touching the nozzle to filter paper.
- The drop should evaporate in about 2 minutes without leaving a stain on the filter paper. If a stain is left on the filter paper, there is a possibility of adulteration. Customer should lodge complaint to the company official in case of filter paper test failure.
- Customer can also lodge a complaint with company official 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.

b) Density Check (for Petrol and Diesel, including branded fuels)

- A 1000 ml glass 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.
- Fill about 3/4th of the jar with the product taken through the nozzle of the Dispensing unit.
- Dip the thermometer and the hydrometer in the jar and record the temperature and density.
- The actual density observed is then converted into density at 15 degrees 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. The variation between reference density and observed density should not be more than +3.0 kg/m3.

c) 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) 2T dispensers and they also keep tamper proof 2T pouches.

3.3 Quantity

- To ensure that you get the right quantity of product, all the Retail Outlets are mandatorily required to keep a calibrated 5-liter measure duly stamped by Weights and Measures Department.
- You may ask for the measure to check quantity whenever you have doubt about the quantity delivered.

3.4 Malpractices / Unauthorized Activities: In case you come across any of the following possible malpractices, please contact the Company's officer whose contact details are displayed at the Retail Outlet.

3.5 Adulteration: Due to advent of automation and advanced technology that has been put in place by BPCL right from supply points to decantation, the possibility of adulteration is almost negligible. However, in case of doubt, the customer may carry out the filter paper/density check as explained above.

3.6 Short Delivery: All dispensing units (Machines delivering petrol/diesel) are duly calibrated and sealed by the Weights & Measure Department and periodically checked by the Company officer. Thus, the possibility of tampering with machines or their malfunctioning is very miniscule. However, in case of any doubt, as mentioned earlier, the customer has the right to check the quantity delivered with a duly calibrated and stamped 5-litre measure available at retail outlets.

3.7 Correct Price: The dealer is required to display the selling price of products prominently at the Retail Outlet. The customer must ensure to collect cash memo for every purchase.

3.8 Overcharging: The dealer can only charge the authorized prices for the products sold which are displayed at the Retail Outlet.

3.9 Other useful tips for customers

a) Check that the meter reading is set to "zero" before start of delivery.
b) Insist on taking delivery with pre-set amount/quantity if facility is available.

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 Organization (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:

a) Switch off the engine before taking delivery of fuel (to avoid fire caused by spillage of fuel).
b) Please DO NOT smoke within the Petrol Pump premises.
c) Never light a matchstick within Petrol Pump premises.
d) SWITCH OFF the Mobile / DO not use mobile phone within petrol pump premises.

5. For Complaints

5.1. Whenever the customer is dissatisfied with product or services being offered, please immediately bring it to the notice of the dealer, or in his absence, the Manager. However, if the explanation given by the Dealer or Manager is not satisfactory, the customer should record the complaint in the complaint and suggestion book available at the Retail Outlet.

5.2. Each complaint entered into the complaint/suggestion book is checked and investigated by Company Officers and suitable action is taken to redress the grievance.

5.3. The customer may contact the Oil Company Office or Field Officer and send a written complaint to the Company Sales Officer, Territory / State Coordinator/ Regional Office or register a telephonic complaint. Contact details are displayed at the Retail Outlet.

5.4. The customers can register their complaint by visiting BPCL website https://www.bharatpetroleum.in/enquiry-fuel.aspx , dialing the Toll Free number 1800 22 4344 or through our chat bot Ask Urja on our website https://www.bharatpetroleum.in (at right bottom) which can be accessed 24X7 including Sundays and Holidays. All complaints received by BPCL will be redressed within 14 days from the date of registration of complaint.

6. For selection guidelines of Regular Dealerships / Rural RO Dealerships, please refer to Chapter 7.

Chapter – 4: Superior Kerosene Oil (Kerosene)

What is Kerosene?
What is PDS Kerosene?
How is it distributed?

The answers to the above queries are given below:

1. What is Kerosene?

   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).

2. How is it distributed?

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

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

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

4. Kerosene Prices

   PDS Kerosene must be sold at the price fixed by the District Authorities and the consumers should not pay a price more than the declared price.

5. In case of Complaints

   5.1. 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.
   5.2. 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.

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 are Lubricants distributed by BPCL to ensure availability?
Where can you buy MAK Lubricants?
What should you keep in mind while buying lubricants?
How are Quality and Quantity assured in MAK Lubricants?
How to register a 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, solid or gaseous substances, that reduce friction among the moving parts of machines. Beyond their primary role in minimizing friction, lubricants also serve several auxiliary functions such as cooling, power transmission, corrosion prevention, and contamination removal. Typically, lubricants comprise 85-90% of base oils and balance performance enhancement additives to deliver specific functional benefits depending on the application and operating environment.

2. What are Automotive and Industrial Lubricants?

    2.1. Automotive Lubricants: Lubricants play a vital role in the smooth and trouble-free operation of any automobile. Components like engine, gear transmission unit, brake system, radiator, wheel bearing, etc. require specific types of Oils and greases based on fuel, application, and technology. Oils that are used to improve performance and provide protection to these systems are categorized as Automotive Lubricants.
    2.2. Industrial Lubricants: Modern complex industries constitute of several processes, and sophisticated machinery with movable parts. For effective performance of these machineries and to maximize the output, the components of machines need to be protected at extreme temperatures, wear and tear, friction and corrosion. Optimum lubrication with the right quality of lubricants, based on the application is essential for maintaining operational efficiency, minimizing downtime, and extending equipment life. Typical examples of Industrial applications could be Hydraulic equipment, Compressors, Gears, Turbines, Metal working machinery, Heat transfer systems, etc. All these oils which are primarily used for Industrial applications are categorized as Industrial Lubricants.

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

    3.1. Lubrication range: MAK Lubricants predominantly market Mineral-based and Synthetic lubricants. Lubricant portfolio has 400+ different grades of Lubricants in several pack sizes totaling to 700+ SKUs. The range includes Engine Oils for 2-Stroke and 4-Stroke two-wheelers, Passenger car motor oils for Petrol and Diesel engines, Commercial vehicle oils for LCVs, HCVs, Earthmoving equipment, 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: MAK Lubricants also offers a wide range of specialty products developed for diverse non-lubricant applications across industrial, agricultural, and consumer segments. The range includes Light Liquid Paraffin Oils and White Oils for cosmetic and process industry applications; Drilling Fluids for oil exploration and Transformer Oils for power sector; and Agricultural Spray Oils such as Horticultural Mineral Oils (HMO), Adjuvant Oils, and Rubber Spray Oils for crop protection and pest management. In addition, MAK markets industrial specialty fluids like Server Cooling Oil; NDT (Non-

Destructive Testing) Fluid, and EDM (Electrical Discharge Machining) Oil for precision engineering applications, along with consumer-oriented products such as Chain Spray oil and Multipurpose Spray oil, designed for effective lubrication, protection, and maintenance.

3.3. Details of all the products being offered can be viewed at https://www.bharatpetroleum.in/Our-Businesses/MAK-Lubricants.aspx

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

4.1. BPCL markets lubricants under the Brand name MAK Lubricants and as co-branded product with other OEMs as specific genuine oils, like Hero, Honda, TATA Motors, TVS, KIA, etc. marketed through different distribution channels. The channels have been classified to demarcate the segments and to ensure easy availability of products across the markets. Currently we market lubricants through following channels:

a) Retail Outlets (Petrol Pumps): Retail Outlets ensure the availability of genuine lubricants throughout rural and urban markets. The products are directly supplied from the BPCL hub to the Retail Outlet. Grades of lubricant vary as per the different categories of vehicles and the Retail Outlets ensure availability of products across grades and SKUs. The RO dealers ensure placement of informed manpower to guide the consumers about recommended grade of lubricant for their vehicle. Requisite marketing material like Recommendation charts, product feature guides and a technical handbook on Lubricants is available at the RO giving basic details of each grade. ROs also offer free oil change through MAK QUIK kiosks and under bonnet checks at the forecourt as a value add to the consumers.

b) Primary Lubes Distributors (PLDs): PLDs are authorized distributors of MAK who receive supplies of product directly from BPCL. Predominantly they are engaged in the distribution of products to retailers, workshops, authorized service stations and through mobile vans. Their responsibility is to ensure distribution of a complete range of MAK lubricants in their allocated area of operation.

c) Industrial Lubes Distributors (ILDs): ILDs are authorized 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.

d) Rural Lubes Distributors (RLDs): RLDs are authorized distributors 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, pump sets, automobile applications, generators etc.

e) Direct & Institutional Sales: BPCL directly caters to the medium and large Industrial units, corporate accounts like Indian Railways and Defense Units where the lubrication applications are quite complex, and the volumes are significant. The customers in this segment also require customization to suit their specific lubricating requirements for different applications.

f) Other channels: Apart from the above MAK Lubricants are also available with select LPG distributors, in different states. BPCL also exports MAK Lubricants to select countries.

5. Where can you buy MAK Lubricants?

Consumers need various lubricants for use in their vehicles like Scooters, Bikes, Cars, SUVs, Jeeps, LCVs, HCVs, or earth-moving equipment. They can buy lubricants from any of our Retail Outlets, PLDs/ILDs/RLDs, or through retailers & mechanics which are currently marketing MAK Lubricants. In case of any query related to MAK Lubricants, customers are requested to call our centralized customer cell on 1800 22 4344.

BPCL has also deployed a team of experienced technical marketing Officers at key locations across India to extend their expertise to meet your lubrication requirements.

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

6.1. Each vehicle/equipment manufacturer recommends an oil specification for the best performance of the engine/ equipment, and the same should be adhered to while selecting the lubricant. OEM (Original Equipment Manufacturer) recommendations or expert advice should be preferred while deciding on the right product.

6.2. Apart from the service manual, consumers can also download Hello BPCL App (Available for Android & iOS) to know about MAK-recommended products for their vehicle or equipment. If the details are not available on the app, you may contact our territory offices or customer service cell at 1800 22 4344.

6.3. To ensure genuineness, the MAK Lubricants pack contains a QR code on the back panel, enabling a complete track and trace trail, from the source to the point of sale, you can download Hello BPCL App and scan the code for the right quality. Strengthening trust, the cap on the packs has tamper-evident seals that the pack is found in properly sealed condition. To ensure that the product reaches our esteemed customers in good quality each pack is securely sealed with one-time use seal types and further induction sealed with tamper-proof aluminum seals.

6.4. Ensure that MRP is not erased / tampered with since each pack which leaves the plant is duly printed with a single MRP. Any correction is unlawful and is done by local elements.

7. How are Quality and Quantity 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.

a) 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 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, who approve our specifications and award certificates.

b) Manufacturing: Receipt of all the raw materials Base Oils, additives, and packages go through stringent quality checks before they are accepted for production. We have an automated production plant where the complete recipes and the process parameters are controlled through a centralized system having capabilities of high repeatability and accuracy level. This results in the production of quality products with the least corrections. Our filling machines are automatic weight-based / volumetric filling machines that ensure an accurate level of filling in each bottle. We have random weighing scales/machines installed online which keep tracking the weights at regular intervals.

c) 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.

d) Storage at marketing locations: We have well-equipped 42 depots across the country to safely store the finished lubricants which are driven by standard warehousing benchmarks.

8. How to register a complaint in case you have any issues?

We encourage our customers to send their feedback and complaints since this helps us to improve our offerings. Each of our packs of lubricants carries “Customer Care Cell” no. and a mail address where consumers can reach or speak to our customer care executive. Alternatively, they can also visit our corporate website www.bharatpetroleum.in and register their feedback or complaint.

Consumer Care toll-free Number: 1800 22 4344
e-mail address – customercare@bharatpetroleum.in
For any further information, you may please reach the following websites.
www.bharatpetroleum.in

Chapter – 6: 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?

ATF, an acronym of Aviation Turbine Fuel which is also known as Jet A-1 kerosene, is a type of aviation fuel designed for use in aircraft powered by gas-turbine engines. It is clear to straw-colored in appearance. ATF is produced to a standardized international specification DEFSTAN 91- 091 (Issue-18). Indian equivalent to this international standard is IS 1571: 2018 (10th revision).

2. Where ATF is available?
   2.1. We supply ATF to Domestic and International aircraft at 81 airports across India including 11 airports on the Common User Facility model, a few Army and Air Force locations.
   2.2. ATF is supplied to both civil as well as defense aircraft.
   2.3. At Delhi International Airport (Terminal-III), Kempegowda Int'l Airport, Bangalore, New Hyderabad Int'l Airport, Mumbai International Airport, Ahmedabad International Airport, Kannur International Airport, Lucknow International Airport, Jaipur International Airport, Trivandrum International Airport, Guwahati International Airport and Mangalore International Airport have common user facilities. At these airports, refueling activity is carried out by a third-party service provider. At some of the selected BPCL Aviation Fueling Stations, fueling is carried out by third party Into-Plane Service provider.
   2.4. A list of airport networks, where Bharat Petroleum supplies ATF is given below:

International Airports	Delhi T-1, T-2 & T-3, Mumbai, Nasik, Chennai, Kolkata, Trivandrum, Cochin, Bangalore (new int'l airport), Bangalore (HAL airport), Hyderabad (new int'l airport), Jaipur, Bagdogra, Bhubaneswar Guwahati, Ahmedabad, Goa Dabolim, Amritsar, Pune, Nagpur, Lucknow, Varanasi, Coimbatore, Calicut, Srinagar, Tiruchirapalli, Kushinagar, Kannur, Madurai, Surat, Ayodhya, Mopa Goa and Vizag
Domestic Airports	Ambikapur, Raipur, Nanded, Tirupati, Gwalior, Agartala, Bhopal, Jabalpur, Patna, Durgapur, Dibrugarh, Imphal, Dimapur, Indore, Chandigarh, Bhavnagar, Kandla, Diu, Vijaywada, Ranchi, Shillong, Pakyong, Mysore, Kalaburgi, Deoghar, Dehradun, Silchar, Aurangabad, Datia, Jeypore, Prayagraj,Azamgarh, Hisar, Aligarh, Salem, Hubbali, Belagavi and Aurangabad,
Exclusive Defence Airports/Airbase/ Helipads	Sirsa, Phalodi, Panagarh, Bakshi ka Talab, Purnea, Dahung, Missamari, Rupa, Khirmu.

3. How to approach for supplies?
   3.1. One can contact the following for refueling of their aircraft at any Indian airports, where we have facilities:
   CGM Marketing (Aviation),
   Bharat Petroleum Corpn. Ltd., 9th Floor, Earnest House,
   NCPA Marg, Nariman Point,
   Mumbai – 400021, Maharashtra, India or Email us at z_aviation_mkt@bharatpetroleum.in.
   3.2. One can also contact our Station Managers at the respective airports where we have facilities.
   3.3. Posted Airfield price applicable for the day and is available at the airport.
   3.4. ATF sales is done under Aviation Turbine Fuel (Regulation of Marketing) Order 2001 read in conjunction with Aviation Turbine Fuel (Regulation of Marketing) Amendment Order 2014 notified by Ministry of Petroleum and Natural Gas.

4. Quality Control System & Customer Service Standards
   4.1. ATF or Aviation Fuel, Jet A-1 is strictly handled and sold as per the Rules and Regulations, standards and guidelines laid down in the concurrent jurisdiction of all the applicable statutory or regulatory authorities such as the Director General of Civil Aviation, the Centre of Military Airworthiness and Certification, the Director General of Aeronautical Quality Assurance, the Petroleum and Explosive Safety Organization and the Oil Industry Safety Directorate. ATF should always remain and be delivered "On Specification" to the aircraft.
   4.2. 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 refueling are 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 refueling activity.
   4.3. We have comprehensive system of interaction with our customers to get their feedback and implement their suggestions to meet their requirements.

5. How to register a complaint for delays in supplies?
   5.1. 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 refueling.
   5.2. Buyers can contact our staff and convey verbally or in writing.
   5.3. The Customer can also send a communication to the following address:

   CGM Marketing (Aviation),
   Bharat Petroleum Corpn. Ltd., 9th Floor, Earnest House,
   NCPA Marg, Nariman Point,
   Mumbai – 400021, Maharashtra, India or send an email at z_aviation_mkt@bharatpetroleum.in.

   The contact details on Aviation Business Unit are also available on BPCL's website. www.bharatpetroleum.in.

6. Redressal of grievances
   Buyers can seek Redressal of their grievances by sending communication (verbal/ written) to CGM Marketing (Aviation) or Business Head Aviation for Redressal of their grievances. The grievances are then referred to a designated team who carries out root cause analyses and takes corrective action to the satisfaction of the customer.

We have customer feedback portal and Smart-Line number (1800 22 4344) numbers where in customer's grievances are resolved in time bound manner. Also, complaints, suggestions, and queries can be submitted online on our website at www.bharatpetroleum.in. The matter gets escalated to higher authority till the time the issue gets resolved.

Chapter – 7: Selection of LPG Distributors / Dealers (MS/HSD, SKO) / Lube Distributors

What is the procedure of selection of LPG Distributors / MS-HSD Dealers?
What is the procedure of selection of Lubes Distributors (PLD/ILD/RLD)?
What are the eligibility criteria / Reservation for different categories?
Where is the application available?
What is the process of interview?
What is the duration of the Lube distributorship awarded?

The answers to the above queries are given below:

1. Selection of Regular LPG Distributors

   a) 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 in applying. Application for such distributorships has to be submitted by eligible applicants online.
   b) The detail of various requirements is available on our website https://ebharatgas.com/ebharat/forBusiness/NewLPGDistributorAppointment.html. It is also available on LPG Vitrak Chayan Portal on the link. https://www.lpgvitarakchayan.in/.
   c) Guidelines Brochure applicable for Regular Distributorship advertised after 15/01/2021 can be viewed by clicking the link: https://www.lpgvitarakchayan.in/uploads/Brochure%20for%20Unified%20Guidelines%20for%20Selection%20for%20LPG%20Distributorships%20-15-01-2021.pdf
   d) User Manual for Applicants can be viewed by clicking the link: https://www.lpgvitarakchayan.in/uploads/User%20manual%20for%20applicant%20-%20Online%20application%20-%20LPG%20Vitarak%20Chayan.pdf
   e) FAQs for LPG Vitrak Chayan can be viewed by clicking the link: https://www.lpgvitarakchayan.in/faq.
   f) List of Documents to be submitted by the selected candidate can be viewed by clicking the link: https://www.lpgvitarakchayan.in/uploads/List%20of%20documents%20to%20be%20submitted%20by%20the%20selected%20candidate.pdf
   g) Selection Results can be viewed by clicking the link: http://ebharatgas/ebgas/CC_include/Distributor_Appointment.jsp# https://www.lpgvitarakchayan.in/.

2. Guidelines on Selection of Retail Outlet Dealers

   Advertisements - M/s Bharat Petroleum Corporation advertises in prominent dailies for selection of dealers for their proposed Retail Outlet dealerships at various locations in various states in capsule form, in print media along with full details on digital platform of Bharat Petroleum and on www.petrolpumpdealerchayan.in. This information is also available on corporate website as per link below.

   a) https://www.bharatpetroleum.in/Bharat-Petroleum-For/Business Associates/display-user.aspx
   b) **Dealer Selection Guideline:** Please visit the link www.petrolpumpdealerchayan.in to view /download dealer section brochure.
   c) **Procedure for submitting the Application Form:** This portal is created for Online application for Selection of petrol pump Retail Outlet dealership for various locations. To apply for dealerships, applicant must follow below steps:
      - Register on the Portal www.petrolpumpdealerchayan.in/

- Login the Portal → Select the advertisement → Choose the Location to apply → Fill the application form → Make online payment.

3. Appointment of Lubes Distributors (PLD/ILD/RLD)
   a) Procedure of selection
      - Initially locations are finalized by BPCL marketing staff based on the market potential, industry presence etc.
      - Appointment of Primary Lubes Distributor (PLD), Industrial Lubes Distributor (ILD), Rural Lubes Distributor (RLD) is done through an open advertisement in the leading National / Local newspapers. Simultaneously, the details are published on our corporate website under tender section – LUBES. All aspirants can log on to the site and download the application form and submit the same at the address given along with necessary supporting papers.
      - 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.
      - Applications received undergo scrutiny as per laid guidelines by the nominated scrutiny committee.
      - Eligible applicants out of those who apply for the distributorship are invited to appear for an interview by the nominated committee.
      - All applicants are evaluated based on 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.
      - 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.
      - Once the FIR is successful, the applicant is given an approved status by a committee, and a Letter of Intent (LOI) is issued to the applicant.
      - The distributor (Designate) signs the LOI as a token of acceptance of the offer along with all terms and conditions.
      - An agreement is signed for a period of five years between BPCL and the distributor, which is renewed after review and satisfactory performance of the distributor.
   b) What are the eligibility criteria?
      There are broad parameters as eligible criteria as we wish to have wider participation. The minimum requirements are Initiative, Drive to Succeed, Investment Capacity, Infrastructure and business experience/acumen, age, and educational qualification etc.
   c) Where is the application available?
      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.in and the fee in favor of BPCL, can be attached by way of demand draft while submitting the application.
   d) What is the process of interview?
      - Interviews are conducted at BPCL territory / regional offices on the designated date and time for which the call letter is sent to eligible applicants.
      - The interview is conducted by an authorized committee and applicants are given the opportunity to share their views, and make presentations as required by them.
      - Each committee member awards marks to the applicants based on the documents submitted and interview discussions.
   e) What is the duration of the distributorship awarded?
      - The tenure of distributorship will be for an initial period of five years and then renewable for every five years thereafter, at the sole discretion of the corporation, subject to the satisfactory performance of the distributor. For more accurate/updated guidelines, please visit our corporate website www.bharatpetroleum.in

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

1. What is Compressed Natural Gas (CNG) and Piped Natural Gas (PNG)?
2. What is the advantage of these gases?
3. What are the safety precautions required for CNG Vehicle?
4. What are the safety precautions required for PNG Domestic Customers?
5. What is Natural Gas?
6. What is Liquefied Natural Gas LNG?
7. Consumer Charter for CGDs

The answers to the above queries are given below:

1. CNG means compressed natural gas used as fuel for vehicles. BPCL along with other Oil PSUs and CGD entities had taken initiatives to introduce Compressed Natural Gas (CNG) as clean burning fuel to curb vehicular emission.
   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, refueling receptacle and air fuel mixer.

   PNG means piped natural gas supplied through pipelines and used as a fuel in domestic, commercial & Industrial sector.
   At present natural gas pipeline are laid on Pan India basis for building a gas network. Apart from the above, CGD entities are laying network for supply of natural gas as PNG to domestic, commercial, and industrial sectors.

2. Advantages of CNG & PNG

- 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.
- Environmental Protection- The burning of CNG & PNG does not leave behind any impurities, Sulphur (S), lead (Pb), and Aromatic Polycyclic Hydrocarbons. It leaves very low levels of polluting gaseous emissions without smell and dust.
- Economical: It is cheaper than conventional fossil fuels. Its payback period is short.
- Technical: CNG is a very high antiknock index (more than 120 ON) allows greater performance compared to petrol. It does not require any additive and can be used after removal of imputities. However, suitable odoriser is added to detect the gas leakage, if any. It has no evaporation leaks and spills as that of other fuels, both during re-fueling and feeding of the car. Its combustion produces a very low quantity of carbon deposits (permits a longer life of lubricant oil).

3. CNG – Safety

- Safe Refilling instructions followed for all CNG Vehicles at CNG Station.
- Safety symbols & cautionary instructions displayed all around.
- Safety films screened at CNG Stations frequently to educate consumers.
- Free Compliance Plate is given to all public transport fleet running on CNG through the transport department.
- Safety clinics conducted for customers, Safety leaflets/Stickers developed and distributed.
- Passengers including the driver must get down from the vehicle prior to filling of CNG.
- Mobile phone usage is prohibited in the CNG station. Mobile phones needs to be switched off in the CNG station.
- Always adhere to the safety & security rules at CNG stations.
- 24 hr. Toll-free assistance (Tel no. 1800-22-4344).
- Safety Awareness Training is provided for all new officers at the time of induction.
- Regular Safety Awareness Training is conducted for LCV & HCV crews, O&M Staff and Contract Staff.
- Mock drills are conducted involving LCV & HCV crews and contract staff for handling emergency.
- Internal Safety Audits, Integrity Management System (IMS) audits, Emergency Response & Disaster Management Plan (ERDMP) audits are carried out as per PNGRB regulations.

Precautions to be taken during servicing and repairing of CNG vehicles.

- Always refer to the supplier's kit manual for the trouble-shooting guide and do not do it yourself.
- 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.
- Don't install LPG/Propane or any other cylinder in place of a CNG cylinder. It is illegal and unsafe.
- 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.
- The 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 condition.
- Any repair or installation of the CNG kit should be done from accredited workshop only.
- CNG kit should be checked every year from a recognized workshop and hydro test the cylinder every three years. Get the compliance plate from the workshop & fit it near the filing point. Always carry the certificates along with the vehicle.

Other Precautions

- In case of leakage in fuel system, vehicles should not be parked within 6m of any source of ignition or fire.
- 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.
- Motorists should take insurance cover for the additional CNG kit system.
- Installation of CNG in the vehicle should be endorsed in the Vehicle Registration Certificate.

- For more information log on to any of the following websites of companies selling CNG/PNG:

www.mahanagargas.com	www.iglonline.com
www.cugl.co.in	www.sabarmatigas.com
www.mngl.in	www.hngpl.in
www.goanaturalgas.com	www.aglonline.net/Aavantika
www.bglgas.com	www.tngcl.com
www.gglonline.net	

4. Precautions required for PNG Domestic Customers

- Always use standard ISI mark stoves and burners.
- Do not try to repair any component of the gas connection yourself and get them checked regularly by a qualified technician from the gas company.
- Always ensure that the hot utensils or liquids are not in direct contact with your rubber tube.
- Periodically keep checking the rubber tube for any cuts, damages.
- Once cooking is complete, make sure to close the burner knob and gas tap.
- Always close the main control valve if you are not going to be at home for a day or more.
- Never store combustible or explosive/ flammable items in the kitchen.
- Regular Safety Awareness Training is conducted for all PNG customers.

5. What is Natural Gas?

- 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).
- 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 Re-gasified Liquefied Natural Gas (RLNG) purchased mostly from Petronet LNG Limited Ex Dahej Terminal who import LNG, re-gasify, and sell to the gas marketers.

6. What is LNG?

- 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 ºC) and at atmospheric pressure. Liquefaction reduces the volume by approximately 600 times thus making it more economical to transport between continents.
- Natural Gas is generally used as a fertilizer feed stock and as fuel in Gas based Power plants, furnaces, hydrogen generation in refineries and other heating applications. Natural Gas used in automobiles is called CNG and Natural Gas used for domestic purposes is called PNG-Domestic.

7. Consumer Charter for CGDs

PNG Consumer Charter - Domestic, Commercial & Industrial customers

- Ensure proper handling of all gas appliances and installations
- In case of suspected gas smell/leakage:
- Immediately close the main control valve
- Report to Entity on emergency helpline number
- Make sure all the doors and windows of your house are opened

- Do not light matches, lighters, or operate electrical switches
- Do not tamper, modify and conceal gas piping infrastructure, meters, or appliances by own; any modification or extension of installations shall be done by authorized/competent personnel only.
- Inform about concealed pipeline, if any, at the time of survey conducted by the Supplier. Supplier shall not be held responsible for damage to such concealed pipelines.
- Ensure that nothing is tied or hanging on gas pipeline. Customers shall take appropriate measures to protect gas pipeline
- Dial before Dig - Do not excavate on or near U/G gas pipeline network without prior intimation to entity also not to excavate through machines on identified gas network.
- Do not store flammable/combustible goods nearby gas installations.
- Do not burn garbage, fire crackers, diya etc. near gas pipeline and installations.
- Always use standard ISI mark stoves and burners/equipment's; Never use non-standard unauthorized tubes/hoses; always insist on rubber tube supplied/approved by the gas company
- Periodically keep checking the installation, especially rubber tube/hoses for any damages, cuts etc. and report to Entity with respect to any such issues
- Turn off gas appliances immediately after use. Customer shall have to inform/apply to supplier for temporarily disconnection of gas supply in case the customer is going out of station for more than a month. The service charges shall be applying based on the tariff card.
- Ensure adequate ventilation to prevent accumulation of leaked gas.
- Provide reasonable access to the premise to PNG service providers for routine maintenance, safety checks, emergency repairs, meter reading, invoice distribution, laying pipelines, to alter or replace any pipeline, inspection, check-up, collection of payments, take photographs of installation and house lock photo and undertake disconnection for unauthorized tapping/ modification/ extension of connection/ concealing of pipeline, etc.
- Ask for ID proof of personal attending/visiting your premises for any maintenance or routine checks. Customer shall not hold the Supplier liable / responsible for the entry by any unidentified person or any imposter or person claiming to represent or act on behalf of Supplier.
- Ensure gas meters and pipelines are not obstructed or damaged. Do not store or stack goods nearby gas installations which restricts entity to operate in case of any emergency.
- Customer shall not install electric/ telephone or any type of wires or cables very close to gas pipeline
- Customer shall not have any direct dealing or monetary transaction with any Vendor/ Contractor/ or plumber/ worker/ any other person.
- Customer shall not make any request for compensation/ adjustment in the invoice on account of leakage of PNG caused due to damage of wire braided flexible hose (rubber tube), gas stove or geyser or any other PNG equipment shall be entertained

Timely & Safe Payments

- Pay gas bills on or before the due date.
- Inform the provider in case of billing discrepancies within a stipulated time (e.g., 7 days of bill receipt).
- Keep your mobile number and email updated with the gas provider for timely payment alerts and various notifications
- Make bill payment through verified payment portals only.
- Do not click on suspicious links or share personal details with unknown sources.
- CGD entity never asks for your bank account password, PIN, or OTP over phone or email.
- Verify payment details carefully, Confirm the billing amount, account number, and payment reference before making any transaction.

CNG Consumer Charter - CNG customers

- Ensure installation of PESO approved CNG Cylinder with testing validity and CNG kit from authorized dealer/retrofitter
- Carry out hydro-testing of cylinder before due date through PESO authorized testing agency
- Ensure frequent inspection of CNG kit and cylinder for any leakages through authorized OEM/ retrofitter
- Do not store flammable/explosive goods inside and nearby parked vehicle or self-owned vehicles.
- Ensure proper upkeep of electrical systems of vehicle to prevent any electrical fire which may escalate to gas fire
- While inside a CNG station for re-fuelling:
- Do not use your mobile phone / RFID device.
- Do not smoke or light a naked flame
- Alight passengers at the entry of the station
- No one should be sitting inside vehicle during re-fuelling
- Turn the vehicle ignition-off while refuelling
- Apply handbrakes while re-fuelling
- Ensure ZERO reading on dispenser while refuelling on CNG outlet

While making Online payment at Retail Outlet customer to ensure paying correct amount.

Chapter – 9: Specialties and Free Trade Products

What is a 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:

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.

1. Special Products
   - 1.1. Hexane: It is extracted from Naphtha in the refineries. BPCL produces Food Grade Hexane at Mumbai & Kochi Refineries and Pharma & Polymer Grade Hexane is produced at Mumbai Refinery. These are used for the following purposes:
     - As Solvent in the extraction of vegetable oils. This end-use consumes about 90-95% of total availability of Food Grade Hexane.
     - As a solvent for extraction of essential oils from flowers.
     - For preparation of rubber adhesives and sealing compounds.
     - By the Pharmaceutical units for manufacture of various drugs.
     - By the Polymer segments where slurry polymer raw material is manufactured for the production of LDPE (Low Density Polyethylene), LLDPE (Linear Low-Density Polyethylene) and HDPE (High Density Polyethylene).
   - 1.2. Benzene: Benzene is produced in Mumbai and Kochi refineries by reforming Naphtha. Benzene is used for manufacture of Caprolactam, Nitrobenzene, Chlorobenzene, Phenol, Acetone, Insecticides, Styrene, LAB (Linear Alkyl Benzene).
   - 1.3. Toluene: Toluene is produced in the refineries by reforming Naphtha and is mainly used in the industries manufacturing drugs, food flavoring, sweetening agents, Paints, etc. It also finds application in the manufacture of explosives.
   - 1.4. Mineral Turpentine Oil (MTO): BPCL produces Mineral Turpentine Oil at Mumbai & Kochi Refineries and Mineral Turpentine Oil Regular is produced at Kochi & Bina Refineries. It is mainly used in the manufacture of Ink, resins, Paints, Varnishes etc. Also used in Dry-cleaning, Thinner industry, insecticides, scouring agent for raw wool, preparation of bituminous paints, bitumen emulsions, soluble rust preventives etc.
   - 1.5. Kerosene Oil Linear Alkyl Benzene Feed Stock (KOLABFS): It is produced at BPCL Mumbai Refinery. KOLABFS in turn is used for the manufacture of Linear Alky Benzene (LAB) which is key ingredient in the manufacture of detergents and surfactants.
   - 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. The main use of this product is in the rubber industry, particularly in tyre manufacturing. It is also used in adhesive manufacturing, as diluents for lacquers, enamels, a solvent for processing polishes, cleaning, and waterproofing compounds. It is also used as a solvent in dry cleaning where quick drying and reduced residual odor is required.
   - 1.7. Sulphur: Sulphur is used by sulphuric acid manufacturers, fertilizer plants as also Sulphur roll manufacturers etc.

1.8. Propylene: It is produced at Mumbai and Kochi refineries. Propylene is used in the production of Propylene Oxide/Glycol, Polypropylene, Epichlorohydrin, Acrylonitrile, Cumene, Iso Profile Alcohol (IPA), Phenol, Acetone, and many other Petrochemical intermediates.

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 lighter and distillate fractions like gas, petrol, kerosene, and diesel, etc., are removed. Bureau of Indian Standards defines Bitumen as a black or dark brown non-crystalline solid or viscous material having adhesive properties derived from petroleum crude either by natural or by refinery processes. General Usage of Bitumen:

- 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.
- 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; Waterproof papers; Electrical capacitors; Bituminous felts.

2.2. Naphtha: Naphtha General or High Aromatic Naphtha - This Naphtha is generally used as a fertilizer feed stock and as a fuel in fertilizer plants, gas turbines and various other applications. Naphtha Petro-Chemical or Low Aromatic Naphtha - This type of Naphtha is used for the manufacture of various types of petrochemicals and fertilizers.

2.3. Furnace Oil (FO): Broadly the applications can be classified as:

- Steam raising: In the process industry and thermal power stations.
- Industrial Furnaces: Metallurgical furnaces, pottery and brick kilns, cement and Lime kilns, glass furnaces etc.
- Special applications: Include the following: -
  a) Marine engines and slow-speed engines; b) Industrial Boilers
  c) Gas Turbines; d) Fertilizer Plants
  e) Thermic Fluid Heaters and air preheaters.

2.4. Very Low Sulphur Furnace Oil (VLSFO) with viscosity 380 cSt @ 50 ºC: This fuel is similar to FO 380 cSt, but it has higher kinematic viscosity than normal FO MV2 Grade. It is mainly used in marine engines as bunker fuel. It meets the requirements of ISO: 8217 - 2017, which is followed by shipping industry all over the world as per IMO. Mumbai refinery is producing this fuel.

2.5. HF HSD LSHF: BPCL's, High Flash High Speed Diesel (HFHSD), is ultra low sulphur fuel for Naval and fishing vessels, providing high calorific value and reduced knocking.

2.6. Light Diesel Oil (LDO): LDO is a blend of distillate fuel with a small proportion of residual oil. Our Mumbai as well as Kochi refineries produce LDO. This is generally used in power plants during light up, low speed generating sets, lift irrigation pumps and in furnace/ boiler where low Sulphur fuel is required.

2.7. Premium Low Sulphur Heavy Stock (PLSHS): It is a residual fuel produced from select crude to ensure low Sulphur content. Considering the ban of high sulphur fuels e.g. FO in various states, this grade has been developed with sulphur content maximum limit of 1%. It is used in the same applications where Furnace Oil is suitable. BPCL Refinery in Mumbai produces Premium LSHS.

2.8. Industrial Grade Kerosene: Though this middle distillate product has the same specification as that of PDS kerosene it is used in 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.

2.9. LSLA Superior Kerosine Oil: developed by BPCL, offers low Sulphur, higher smoke point, reduced emissions and increased heat efficiency

2.10. Pet coke (Petroleum Coke): It is a carbonaceous solid produced in the Delayed Coker Unit of a refinery. The product is used as a source of thermal energy by the Cement manufacturers and by other users for operating captive power plants. It is used as a replacement of Coal. We sell this product from our Kochi Refinery and Bina Refinery.

2.11. Dearomatized Solvents: BPCL manufacturers dearomatized solvent D40, D80, with max. 0.03% limit Aromatic content and D100 and D130 with max. 0.05% limit Aromatic content. This product is manufactured at Mumbai Refinery only. It is used in Liquid Vaporizers i.e., mosquito repellent, aerosols, rust preventives, ink, cleaning, metal working industries, Polymer Processing, Mold Release Agent, Coatings etc.

2.12. Bitumen Emulsions RS1 & SS1: Rapid Setting (RS) and Slow Setting (SS) are bituminous cationic emulsions wherein VG10 Bitumen is used in the range of 55-65% along with hydrochloric acid, Calcium Chloride emulsifiers etc. Primarily these are used for road surface dressing, tack coat, prime coat applications. Also used for waterproofing techniques.

3. PETCHEM Products

3.1. Acrylic Acid: Acrylic Acid is produced by two stage oxidations of propylene (sourced from KR). Acrylic Acid has diverse usage in variety of application segments such as emulsion, polyacrylate, binder, pharmaceuticals, specialty chemicals, paints, SAP (super absorbent polymers) etc.

3.2. Butyl Acrylate: Butyl acrylate is produced by esterification reaction from Acrylic Acid and n-Butanol. Butyl acrylate is extensively used in the Paints industry as resin. It provides excellent weatherability and flexibility to paint. It is also used in surface coatings, adhesive industries, and sealant industries. Another important and usefulness of superior BA is in thermoplastic ethylene acrylate co-polymers (EAC). Other areas of BA product application include Adhesive, leather finishes, inks, caulks, textiles, and papers.

3.3. 2Ethyl Hexyl Acrylate: is produced by esterification reaction from 2 Ethyl Hexanol and Acrylic Acid. It is mainly used in paint industries as resin. Other areas of technical application for 2-EHA product are in superabsorbent copolymers to produce fast swelling and highly porous hydrogels for diapers and hygiene products, homo-polymer, poly (2-ethylhexyl acrylate), used as a plasticizer material for surface coatings, film, sheeting, pressure-sensitive adhesives, and tapes.

3.4. n-Butanol: n-Butanol is produced from propylene and syn gas. N-Butanol is normally used as the solvent for paints, lacquers, and varnishes. n-Butanol is used in the composition of various copolymers. These copolymers show high performance in applications such as resins and dispersions for paints, aqueous dispersions for fabrics, varnishes, inks, glues, and adhesives. Other areas of technical application for n-Butanol product are used as an intermediate in the manufacture of pharmaceuticals & chemicals, & employed in industries producing artificial leather, textiles, safety glass, rubber cement, shellac, raincoats, photographic films & and perfumes.

3.5. Iso-Butanol: Iso Butanol is produced as a byproduct while producing n-butanol from propylene and syn gas. Iso Butanol has similar properties like n-butanol, so Iso-butanol can replace n-butanol as a solvent in coating applications and can be used as an emulsifier in the paint industry. Iso-butanol is used as a raw material for coating resins and paint thinners. The uses of iso-butanol and n-butanol are similar. They are often used interchangeably.

3.6. 2 Ethyl Hexanol: 2EH is produced from Propylene and Syn gas. 2 Ethyl Hexanol is used mainly in plasticizer industry. One of the most important feedstocks for the Plasticizer industry. 2 Ethyl Hexanol is used as a raw material for producing DOP. The other uses of 2 Ethyl Hexanol are in the pharmaceutical and coating, plastic product molding industry.

The customers can contact us directly for requirement of these products directly or through our website www.bharatpetroleum.in.

Chapter – 10: Energy Conservation

1. Fuel Efficiency in cooking – Make Gas last longer.

a) Light the flame only after all preparations have been made and the vessel is ready to be put on the stove.
b) Use wide bottom vessels with covers while cooking.
c) Allow food articles taken-out of the refrigerators to attain room temperature before heating.
d) Soak cereals and dal in water for a while before cooking. This reduces the cooking time as well as the fuel consumption.
e) Use only the required amount of water for cooking.
f) Pressure cookers, used with separators, lead to substantial fuel saving.
g) Reduce flame by bringing the burner knob to the simmer position as soon as the water starts boiling.
h) Eat together to avoid repeated warming of food. This not only saves fuel, but also preserves the nutritional value of food.
i) Clean burner of gas stove /trim or replace the wick of kerosene stove at regular intervals.
j) Un-dissolved salts found on the insides of kettles and cookers should always be scrubbed clean.
k) All LPG stoves should be BIS compliant, assuring quality, safety, and reliability.
l) Star labelled LPG stoves with enhanced thermal efficiency results in lesser LPG consumption and more savings. The Star Rating levels for Domestic LPG Stoves are as given below:

	Validity (from 1st January 2026 to 31st December 2028)
Star Rating	**Thermal Efficiency (As per IS 4246 - Updated on 4th August 2025)**
1 Star	If Thermal efficiency ≥ 68% &<70%
2 Star	If Thermal efficiency ≥ 70% &<72%
3 Star	If Thermal efficiency ≥ 72% &<74%
4 Star	If Thermal efficiency ≥ 74% &<76%
5 Star	If Thermal efficiency≥ 76%

m) Use hot water from solar water heaters for cooking if the facility is available.
n) Use solar cooker, if possible.
o) In the rural sector, use of gobar gas plants is an excellent fuel conserving technique.
p) Use of electric hot plates is also a fuel-saver.

2. Fuel Saving Tips for Transport Sector: Good Driving Habits

a) Drive between 45-55 Km/H.
b) Get your car serviced at every 5000 Kms.
c) Drive in the Correct Gear and Keep your Foot off the Clutch.
d) Don't wait for your car to warm up.
e) Maintain tyre pressure as per manufacturer's recommendation.
f) Check wheel alignment at regular intervals.
g) Clean Air Filter Regularly.
h) Switch-off your vehicle's engine at traffic signals or whenever you stop.
i) Use the recommended grade of Oil.
j) Plan your trip / travel and the route & Travel with less loads.
k) Share your car for carpools.

Chapter – 11: BIS Specifications of Different Products & Marketing Discipline Guidelines

1. Bureau Of Indian Standards (BIS) Specifications
   a) 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).
   b) The Bureau of Indian Standards (BIS), under the Ministry of Consumer Affairs, Government of India, is the National Standards Body of India. It was established under the BIS Act of 2016 to promote the harmonious development of activities related to standardization, marking, and quality certification of goods.
   c) The final petroleum product derived from various streams of the refinery is tested for all the parameters as per the conformity standard of BIS. Refineries have well-equipped laboratories duly approved for testing / certifying the products. It is important to understand the supply chain, with its different ways of moving petroleum products around the globe calls for monitoring the quality and its documentation thereby Product Quality is confirmed at each step of the supply chain by doing all required tests, all well documented systematically.
   d) There are several Indian Standards which were issued by BIS and adopted by Bharat Petroleum in refineries as well as in Marketing laboratories. These product specifications are reviewed and updated periodically once in five years and when required
   e) Keeping in view, the interest of consumers as well as the petroleum industries, BIS is involved in various activities as given below:
      a. Standards Formulation,
      b. Product Certification Scheme
      c. Sale of Indian Standards,
      d. Promotional Activities, Training Services,
   f) Based on the above activities, Bharat Petroleum is in join hands with BIS in various standards formulations as well as some products are certified by BIS under the "Product Certification Scheme "
      The products are
      a. Hexane - Refinery
      b. Hivoltal (Transformer oil) - Marketing
      c. MAK AdBlue - Marketing

2. Marketing Discipline Guidelines (MDG)
   a) 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.
   b) Marketing Discipline Guidelines (MDG) have been formulated and codified uniformly by the Oil Industry under the guidance of Ministry of Petroleum & Natural Gas to prevent fuel adulteration, under the Essential Commodities Act 1955, which empowers the State Governments to act against those indulging in adulteration and to take action against RO Dealers / LPG Distributors for established cases of irregularities / malpractices.
   c) MDG cover subjects such as safe handling practices for petroleum products, maintenance of equipment, preventive measures to check, customer services, guidelines for sample collection, control irregularities and spell out punitive actions against erring dealers/distributors thereby helping the OMCs to maintain discipline in the operation of retail network and provide high customer service standards.

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 is the information on Tenders floated and contracts 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 by E&P Entity, relevant Committee is empowered to enlist contractors for the Mechanical works like tankage, MSV, pipeline etc, Electrical works, Civil works, Structural works and Instrumentation works for value upto Rs.2 Cr

For certain jobs where tenders are floated on the GeM portal, no separate registration with BPCL is required

2. Mode of Enlistment

2.1. 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 www.bharatpetroleum.in/vendor/vendor_home.asp/.
2.2. 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: Capacity, Equipment, Manpower availability and financial soundness, 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

The list of registered contractors is reviewed/ updated periodically by BPCL 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
Tenders are floated through E-tendering portal of Company and GEM portal (link provide below). The details of tender enquiries issued, and contracts awarded are available on E-tendering portal of Company, GEM portal, Central Public Procurement Portal, and Company Web site. The links for the same are:
- https://bpcltenders.eproc.in/ (E-tendering Portal of Company),
- Gem.gov.in (GEM Portal),
- http://eprocure.gov.in/cppp/ (Central Public Procurement Portal) and
- http://www.bharatpetroleum.in/EnergisingBusiness/Tenderlist.aspx (Website of Company)

5. 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, Kolkata, Mumbai and Chennai and E&P Headquarters at Mumbai, the addresses and contact nos. of which are given below:

5.1 E&P Headquarters, E&P Entity Head, Sewree A/K Installation, Sewree Fort Road, Sewree East, Mumbai, Phone no: 02224176078.

5.2 E&P Eastern Region: Regional Head, E&P East, Bharat Bhavan, Plot No. 31, Prince Gulam Md. Shah Road, Golf Green Kolkata 700095, Phone no: 03324293230.

5.3 E&P Northern Region: Regional Head, E&P North, 7th Floor, Plot A5 &6 Sector 1, NOIDA 201301, Phone no: 01202474700.

5.4 E&P Western Region: Regional Head, E&P West, BPCL Office Complex, Plot No. 6 Sector - 2, Behind CIDCO Garden, Kharghar 400015, Phone no: 02227764530.

5.5 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 26142301.

5.6 Web based complaints: Complaints can also be registered through BPC Corporate website i.e., http://www.bharatpetroleum.in.

Chapter – 13: Central Procurement Organization (Marketing)

1. What is the procedure of Registration of Contractors in BPCL?
2. Where is the application form available?
3. What is the procedure for inviting quotations from bidders?
4. Is Purchase Preference extended to Micro and Small Enterprises in tenders?
5. Whom to contact in case of queries related to tenders?

The answers to the above queries are given below: -

1. Registration of Contractors

   - Category for Enlistment - Based on the type of works being procured, CPO (M)'s relevant Committee for enlistment of vendors, enlists the vendors and places them on the approved list of the category being procured.
   - All applications for registration are processed expeditiously and the response to the registration request is sent to the party after due scrutiny by a committee, based on the technical and financial soundness of the vendor

2. Application form for Registration

   - Enlistment of new vendors is an open 24X7 process and the vendor registration forms are available online to all the vendors on the BPCL website https://www.bharatpetroleum.in/bharat-petroleum-for/business-associates/vendors.aspx

3. Invitation to Quote - Tenders are published in GeM - https://gem.gov.in/ and BPCL E procurement Portal - https://bpcltenders.eproc.in

4. Tenders for Micro and Small Enterprises: BPCL abide by the Public Procurement Policy for Micro and Small Enterprises (MSE) Order 2012 and its subsequent amendments. Purchase preference is extended to MSE, MSE owned by Women and MSE owned by SC/ST entrepreneurs in line with Public Procurement Policy.

5. Queries related to tender: Name and contact details of BPCL officials are given in tender document. For any of the query related to tender floated by CPO (Marketing) the concerned official may be contacted at Bharat Petroleum Corporation Limited, CPO (M), A Gate, Sewree Fort Road, Sewree (East), Mumbai – PIN - 400015.

Chapter – 14: Complaint / Public Grievances (PG) Redressal Mechanism

1. Complaint / Public Grievances:

1.1 Grievance Cell: Bharat Petroleum Corporation has a Grievance Cell for redressed of customer / public grievances, which is headed by Chief General Manager or Executive Director of the company at the following address:

Chief General Manager / Executive Director (Marketing Corporate)
Bharat Petroleum Corporation Ltd.
Sewree Fort Road, Sewree (East),
Mumbai 400015.

1.2 Customers can register their complaints against Retail Outlet Dealers (petrol pumps) and LPG Distributors of BPCL by any one of the following methods:

1.2.1 Availability of Complaint / Suggestion Book at Retail Outlets (ROs) and LPG Distributorships: As per the provisions of the Marketing Discipline Guidelines (MDG), it is mandatory for the RO Dealers and LPG Distributors to maintain a Complaint / Suggestion 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 Outlets and LPG Distributorships. The field officer goes through the Complaint/Suggestion 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 concerned officer and action is taken based on the complaint / input given by the customer.

1.2.2 Display of Contact Number / Address at Retail Outlets and LPG Distributorships: The respective Territory Mangers / Sales Officers / RO Dealer and LPG Distributorships Telephone Numbers, postal address and e-mail address are prominently displayed at all Retail Outlets and LPG Distributorships to enable customers to contact the Company officials for Redressal of their complaint.

1.2.3 Toll Free Number: To have a convenient, easy, and effective way to enable our customers to register their complaints / suggestions and follow them up, BPCL have a Toll-Free Number 1800-22-4344 which can be accessed from anywhere in the country. Once the complaint is registered, the customers receive SMS on their registered mobile number. The complaint is attended to by the concerned officer; the officer contacts the customer, if necessary. After redressed of the complaint, a confirmatory SMS is sent to the customer. This Toll-Free No. is operational from 8.00 AM to 8.00 PM on all days including Sundays and public holidays.

1.2.4 Toll Free Number for LPG Complaints & Emergency LPG Complaints: For LPG Customers, a dedicated Toll-Free Oil Industry number 1800-2333-555 is available to enable customers to register their complaints / suggestions. This Toll-Free Number is operational from 8.00 AM to 8.00 PM on all days including Sundays and holidays. The BPCL Customer Care System (CCS) Toll-Free Number 1800-22-4344 (Smart line) can be accessed 24 hours X 7 days including Sundays and holidays for Emergency LPG Complaints.

1.2.5 Web based complaints: Customers can also register their complaints/feedback through BPC's Customer Care System (CCS) by logging on to BPC''s Corporate website http://www.bharatpetroleum.in. CCS is a single window 24x7 fully integrated 3-tier customer helpline system; once a complaint is registered on the website, it automatically goes to the concerned Officer for further action; an e-mail/SMS is sent to the customers on their registered e-mail ID/Mobile phone. A reply is sent to the customer by the concerned office after Redressal of complaint. Through a provision in the system, the customer can view the status of the complaint on the web site.

1.2.6 Timeline for Redressal of Complaints: The complaints received through web-portal / toll-free numbers by BPCL will be responded to/redressed within 14 days except in circumstances beyond control of the Corporation such as natural calamities, strikes, absenteeism, system breakdowns or in cases warranting investigation etc. which may take longer to conclude. In such cases, an interim reply will be sent stating the date by which the complaint shall be redressed.

1.2.7 Grievance Redressal Cell and Personal Hearing: Customers can also register their complaints by post to LPG Territory Managers & Retail Territory Managers who are the Nodal officer for the respective offices. The Territory Managers also give personal hearing to customers/public even without prior appointment between 4.00 PM to 5.00 PM every Friday (except public holidays/closed days) for Redressal of complaints. Notices to this effect are displayed at respective offices. In case the complaints, depending upon its nature, requires more time for Redressal, the customer is advised accordingly/an interim reply is given stating the date by which the complaint shall be redressed.

1.2.8 Meeting with C&MD/ Directors: The Customers who wish to meet the C&MD / Directors in connection with Redressal of their complaint may please contact the Nodal Officers – Chief General Manager (Marketing Corporate)/ General Manager (Marketing Corporate) at Mumbai at the address given above or Executive Director (Coordination) / General Manager (Coordination) at Delhi at BPCL, ECE House, Kasturba Gandhi Marg, Connaught Circus, New Delhi 110001.

1.2.9 Link to Government PG Portal: Customer can register complaints on the Government of India Public Grievances (PG) Portal website www.pgportal.gov.in. These complaints are attended to within 30 days of receipt and a reply is sent to the customers which are also posted on the PG Portal.

Chapter – 15: Right to Information Act 2005

1. What is Information?

   Information means any material in any form including records, documents, memos, e- mails, opinions, advice, 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).

2. The RTI Act aims at promoting/ensuring.
   - Transparency & Accountability in the working of every Public Authority.
   - The right of any citizen of India to request access to information and the corresponding duty of Govt. (Sections 18/19).
   - The duty of Government to make available key information to all (Sec. 4).
   - Under the Act, every citizen has the right to access information from public Authorities. Whenever the information is required, the applicant can apply to the Public Authority for it with a prescribed fee giving the details such as name of the applicant with the address and particulars of information required. The 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.

3. The list of the few disclosures which is not mandatory (Section 8) under the act

   b) 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;
   d) 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;
   e) 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;
   g) 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.
   h) Information which would impede the process of investigation or apprehension or prosecution of offenders;
   j) 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;

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.

5. The Central Public information officer (CPIO) and Appellate Authorities of BPCL can be seen at its website or following link: http://www.bharatpetroleum.in/RTI/RTI.aspx.

Chapter – 16: Feedback of the Customer, Review of the Service, and Its Implementation

1. Customer Survey/Feedback of the Customer/Review of the Service and Its Implementation

1.1. 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.

1.2. 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". It is conducted as part of the marketing process along with product evaluation, advertising, and sales promotion, and helps us to:

a) 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.
b) Identify the users / customers / market for a product or service.
c) Determine customer satisfaction with a product or service.

1.3. Market research to understand customer insight and feedback is undertaken at regular intervals as well as on need basis. It is conducted using a well- structured format through an independent research agency to gather customer responses for evaluating customer satisfaction levels.

a) Sample Size: Sample size is decided keeping view the service provided to the Customer.
b) 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.
c) 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).
d) 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.
   - Are you getting the correct quantity of fuel?
   - Are you satisfied with the quality of fuel?
   - Is the correct price being charged?
   - Do you get prompt service?
   - Are staff courteous?
   - Do you find the Retail Outlet neat and courteous?
   - Is air available?
   - Is water available?
e) 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.

f) Market Research is carried out using various tools ranging from Dipsticks, CSI surveys, Tele-calling; Web based surveys, Standard Letters and Focused Group Discussions. 'Talk to US' program, etc. These surveys are done through an independent research agency.

1.4. Review of services and its implementation:

a) The customer satisfaction index as well as the feedback 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/products based on economic viability. The information is compiled on a regular basis and shared amongst decision-makers.
b) The review survey for Customer Satisfaction/Review of Service results is done and if need be necessary changes are made in line with the Customer expectations of service needed/change in procedure, if required.
c) The Customer satisfaction index is one of the parameters for measuring customer satisfaction levels and taking corrective actions in line with customer expectations.

Contact Details of Various Offices

Office	Address
Chairman's Office	Bharat Petroleum Corpn. Ltd., Bharat Bhavan II, 4 & 6, Currimbhoy Road, Ballard Estate, Mumbai 400001
Delhi Co-ordination Office	Bharat Petroleum Corpn. Ltd., ECE House, 28-A, KG Marg, Connaught Circus, New Delhi 110001
Retail Business Head Quarters	Bharat Petroleum Corpn. Ltd., Maker Towers E and F, 12th Floor, Cuffe Parade, Mumbai 400005.
Lubricants Business Head Quarters	Bharat Petroleum Corpn. Ltd., Sewree Fort Road, Sewree (East), Mumbai 400015.
Aviation Business Head Quarters	Bharat Petroleum Corpn. Ltd., 9th Floor, Earnest House, NCPA Marg, Nariman Point, Mumbai – 400021, Maharashtra, India
LPG Business Head Quarters	Bharat Petroleum Corpn. Ltd., Bharat Bhavan III, 4 & 6, Currimbhoy Road, Ballard Estate, Mumbai 400001
Industrial & Commercial Business Head Quarters	Bharat Petroleum Corpn. Ltd., Maker Towers E Wing, 9th Floor, Cuffe Parade, Mumbai 400005.
Gas Business Head Quarters	Bharat Petroleum Corpn. Ltd., Maker Towers E and F, 12th Floor, Cuffe Parade, Mumbai 400005.
Refineries	BPCL Refinery, Mahul, Mumbai-400074
	BPCL Refinery, Ambalamugal, Ernakulam-682302
	BPCL Refinery, Bina, Dist. – Sagar - 470124 (MP).
Chief Vigilance Officer	Bharat Petroleum Corpn. Ltd., Bharat Bhavan II, 4 & 6, Currimbhoy Road, Ballard Estate, Mumbai 400001