

**A.1. Scope of work for Service Provider**

1. Provide full time personal attention and supervision of the retail outlet operations including interaction and liaisoning with statutory authorities as required .
2. Providing requisite manpower as per competencies specified and as per guidelines issued by BPCL from time to time. Service Provider will ensure that adequate, quality and properly trained staff is provided at the RO as per agreement with the Company for smooth Operation of the Retail Outlet. He will arrange for the replacements in case of absenteeism. He will ensure that they are disciplined and report at the outlet on time and follow the guidelines on Pure For Sure (PFS) standards.
3. The Service provider should provide timely feedback to the COCO Manager regarding housekeeping, cleanliness including neat and clean toilets, greenery etc. at the premises.
4. The service provider will be responsible for the cleanliness and appearance of the uniform worn by the staff. He also will be responsible if the uniform is damaged or lost with in a period of 6 months from the date of issue of uniform by BPCL
5. Managing fuelling operations which means- Receiving, storing, dispensing of all types of Fuels Oils and Greases, Product and Financial Documentation and Accounting as per Standard Operating Practices of the Company. Ensuring that adequate precaution is taken so that losses are recovered from the PCVO and that the product is fully received in the retail outlet (RO). Service Provider will tally the stocks and sales shift-wise basis and ensure that the sales proceeds are sent to the bank on the same day and within the banking hours.
6. Cash handling at Retail outlets and depositing the same in the designated bank/branch on the next day before 11 AM. The proceeds of the day received after the banking hours will be deposited in the safe deposit vault at the RO.
7. Customer Management as per laid down PFS and implementation of campaigns at the forecourt.
8. Overseeing and coordinating the integration of Fuelling and Non-fuelling activities like on site parking, self cooking area, recreation area, rest room etc.
9. The Service Provider will ensure that his/her staff is paid as per the minimum wages applicable and contributions to ESIS and PF are deposited regularly. He/she will ensure that proper record as per labour laws is maintained at the RO. Adhering to all Labour and Statutory rules and regulations stipulated for operating the COCO and fulfilling all contractual obligations.
10. To coordinate and follow up with the concerned officials/agencies and Territory Managers for preventive and breakdown maintenance.
11. Ensure that safe operating practices are implemented as per given Health, Safety, Security and Environment (HSSE) standards. Service Provider will follow the safety

procedures as laid down for unloading the Tank Lorry. The Service Provider will check the safety equipments as per the schedule.

12. Service Provider will check the density of MS & HSD every morning, every receipt and after decantation of products in the RO tanks and will ensure that the same is recorded in the register on daily basis. In case, the Service Provider observes abnormal variation in density, the density will be rechecked before it is recorded in the register.
13. Service Provider will ensure that the samples of the products from the tank lorry are drawn and retained as per the laid down procedure.
14. The Service Provider will prepare the sales, stock, and financial documents and arrange for their dispatch to the respective offices.
15. The Service Provider should review the product loss position on daily basis and report to the COCO Manager. Any abnormal losses noticed should be immediately reported to the COCO Manager and the TM for investigation and establishing the cause. Under advise from the company officials, suitable corrective action must be taken immediately.
16. COCOs where BPCL Official is present round the clock/24 hrs/all the operating hours of the COCO – Product Loss will be on the account of the company.

COCOs where BPCL Official is NOT present round the clock/24 hours/all the operating hours of the COCO – Product loss control will be responsibility of the Service Provider. However, since certain percentage of stock loss is inevitable, the oil company will absorb the same on actual basis subject to the following ceiling :-

MS	:	0.59% of the total throughput.
HSD	:	0.15% of the total throughput

Any loss beyond the above ceiling would be debited to the Service Provider. The quantum of loss will be calculated every month on upliftment figures and amount adjusted accordingly. Final reconciliation will be done based on annual throughput. Any losses due to malpractice or mischief by the Service provider or the staff employed by him/her will be on Service Provider's account.

17. The Service Provider will ensure the safety and security of the RO premises and all the facilities. He/she should not allow unnecessary parking at the Retail Outlet.
18. The Service provider's performance will be evaluated from time to time on various applicable parameters and the incentive (variable component) of the remuneration payable will be directly linked to the marks scored by the service provider as per evaluation criteria. (A copy of this document is enclosed as **Appendix C**).

The scope of work for Service Provider mentioned above are most general in nature and each Service Provider appointed so will have to adhere to the various and detailed guidelines with regard to carrying out the roles and responsibilities at the COCO retail outlet. Such detailed guidelines and instructions will be issued by BPCL from time to time which are to be adhered to by the appointed COCO Service Provider.

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