



नागरिक अधिकारपत्र Citizen's Charter

पैट्रोलियम पदार्थों का विपणन
Marketing of Petroleum Products

भारत पेट्रोलियम कॉर्पोरेशन लिमिटेड
Bharat Petroleum Corporation Limited

मई 2016
May 2016

The 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.

“Sevottam”*
**Compliance by Organizations having
Citizen Interface**

Bharat Petroleum Corporation Limited

Marketing of Petroleum Products

**As per directives / guidelines issued by DARPG
on 30th June 2010 / MOP&NG Letter dated 23rd August 2010**

**For further details on “Sevottam”, pl refer to:*

http://darpq.gov.in/darpqwebsite/cms/Document/file/Sevottam_Model.pdf
http://darpq.gov.in/darpqwebsite/cms/document/file/Sevottam_Guidelines_Sept_2011.pdf

Index

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

Contents

	Chapter No.	Subject	Page No.
Module 1: Citizen's Charter and Service Standards	1.	Liquefied Petroleum Gas (LPG)	09-13
	2.	Auto LPG	14-16
	3.	Petrol Pumps (Retail Outlets)	17-20
	4.	Superior Kerosene Oil (SKO)	21
	5.	Lubricants - Automotive and Industrial	22-24
	6.	Aviation Turbine Fuel (ATF)	25-26
	7.	Selection of Dealers (MS/HSD/SKO)/ LPG Distributors / Lubes Distributors	27-29
	8.	Compressed Natural Gas (CNG) & Piped Natural Gas (PNG)	30-32
	9.	Specialities / Free Trade & Industrial Products	33-35
	10.	Energy Conservation	36-37
	11.	Bureau of Indian Standards and MDG	38
	12.	Engineering and Projects (Marketing) & Central Procurement Organisation	39-41
Module 2 : Grievance Redressal Mechanism	13.	Public Grievances Mechanism	43-44
		Contact Details of Nodal Officers	45-56
	14.	Right to Information	57-58
Module 3: Service Delivery capability	15.	Third Party Audit / Customer Survey / Feedback of the Customer ; Review of the Service and Its Implementation	60-61

Contact Details of Various Offices
Corporate Website: www.bharatpetroleum.in

Office	Address	Telephone	Fax
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Delhi Co-ordination Office	Bharat Petroleum Corpn. Ltd., ECE House, 28-A, KG Marg, Connaught Circus, New Delhi 110001	011-23316891	011-23318630
Retail Business Head Quarters	Bharat Petroleum Corpn. Ltd., Maker Towers E and F, 12th Floor, Cuffe Parade, Mumbai 400005	022-22715000	022-22161710
Lubricants Business Head Quarters	Bharat Petroleum Corpn. Ltd., Bharat Bhavan-II, 1 st Floor, 4 & 6, Currimbhoy Road, Ballard Estate, Mumbai 400001	022-22713000 022-22714000	022-22713801
Aviation Business Head Quarters	Bharat Petroleum Corpn. Ltd., Plot No. A5 and A6, Sector 1, Noida 201301 Dist. Gautam Budh Nagar (UP)	120-2474000	0120-2474481
LPG Business Head Quarters	Bharat Petroleum Corpn. Ltd., Bharat Bhavan-II, 4 th Floor, 4 & 6, Currimbhoy Road, Ballard Estate, Mumbai 400001	022-22713000 022-22714000	022-22713815
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	BPCL Refinery, Ambalamugal, Ernakulam-682302	0484-2722061	0484-2720855
Chief Vigilance Officer	Bharat Petroleum Corpn. Ltd., Bharat Bhavan-1, 2 nd Floor, 4 & 6, Currimbhoy Road, Ballard Estate, Mumbai 400001	022-22713610	022-22713611

Citizen's Charter and Service Standards

Index

Chapter No.	Subject	Page No.
1.	Liquefied Petroleum Gas (LPG)	09-13
2.	Auto LPG	14-16
3.	Petrol Pumps (Retail Outlets)	17-20
4.	Kerosene	21
5.	Lubricants - Automotive and Industrial	22-24
6.	Aviation Turbine Fuel (ATF)	25-26
7.	Selection of Dealers (MS/HSD/SKO)/ LPG Distributors / Lubes Distributors	27-29
8.	Compressed Natural Gas (CNG) & Piped Natural Gas (PNG)	30-32
9.	Specialities / Free Trade & Industrial Products	33-35
10.	Energy Conservation	36-37
11.	Bureau of Indian Standards and MDG	38
12.	Engineering and Projects (Marketing) & Central Procurement Organisation	39-41

Chapter - 1

LIQUEFIED PETROLEUM GAS (LPG)

What is LPG?

What is LPG Installation?

What is the distribution system

What are the services available to the customer?

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

2. The Product 'LPG'

2.1. 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 colourless and odourless. However, compounds are added to give it a distinct smell so that if leaked, it can be easily detected.

3. LPG Installation

3.1. 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 equipments 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

3.2. LPG meant for household use is currently marketed by PSU Oil companies in cylinders of 14.2 Kg & 5 kg, capacities. For identification between household (PDS) & non-PDS, the household cylinders are painted in SIGNAL RED colour. Cylinders in Oxford Blue colour with a signal Red band carry non-subsidised LPG meant for use in commercial and Industrial establishments.

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

4. Public Distribution System for LPG Marketing in India:

4.1. LPG 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. Ordinarily only one cylinder will be given to each beneficiary every month. Beyond the subsidized entitlement, the consumers can avail LPG cylinders at domestic non-subsidized rates.

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

4.2.1. Government/ Municipal Hospitals for whatever purpose they take.

- 4.2.2. Supplies to all school and colleges whether for hostels or for mid-day meal schemes.
 - 4.2.3. Canteens attached to Government Offices (Govt. includes State Govt. and local bodies and their installation and Guest Houses etc.)
 - 4.2.4. Messes of Police, BSF and CISF in addition to kitchens and messes of the Defence establishments.
 - 4.2.5. Canteens run on cooperative basis under Cooperative Societies Act.
 - 4.2.6. Laboratories attached to schools, colleges & research institutions.
 - 4.2.7. Charitable institutions registered under the Societies Act.
 - 4.2.8. Red Cross Society all branches.
- 4.3. For commercial, Industrial & Automotive usage LPG is sold at non subsidized price.
5. **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, there are two types of distributor formats viz. Regular LPG distributorships & Rajiv Gandhi Gramin LPG Vitrak (RGGLV). Appointment of distributors is through public advertisements. Details of eligibility criteria and selection procedure are available on our website www.ebharatgas.com
6. **Services :** The services rendered by the distributors to the LPG consumers are given below:
- 6.1. Release of New LPG Connections & Additional Cylinder (Double Bottle Connection).
 - 6.2. Facilities for booking LPG refill.
 - 6.3. Refill Delivery – Two modes of cylinder delivery are in practice.
 - 6.3.1. LPG distributors deliver filled cylinders at the registered address to the customers residing in their normal area of operation and take backs empty cylinders. Only under exceptional conditions, filled cylinders deliveries on cash-any-carry basis (non-home delivery) are permitted with prior approvals from the Oil Company. Customers are entitled to applicable rebate on “Cash-and-carry” supplies.
 - 6.3.2. RGGLV- customers have to collect filled cylinders from the LPG storage godown at declared RSP. Customers are not entitled to any rebate for “Cash-and-carry” supplies.
 - 6.4. Transferring/Terminating the LPG connection – when a customer shifts residence outside the distributor’s area or service reasons.
 - 6.5. Safe custody of LPG connection : Piped Natural Gas (PNG) customers and customers who do not intend to use the cylinder for reasonably long time can hand over their LPG Cylinder/s & DPR to the distributor and obtain a safe custody voucher along with refund of the security amount.
 - 6.6. Change of Name - in case of demise of the LPG connection holder.
 - 6.7. 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.
 - 6.8. Detailed information on the above services is given on the website www.ebharatgas.com.

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 in writing by the distributor of Maturity of turn	Seven working days

	b) Produce & submit proof of residence & identity c) Submit Standard undertaking# d) Deposit security amount## e) Hot plate inspection (purchased from source other than the LPG distributor) after payment of prescribed Inspection charges##	
Acceptance of refill booking	When no previous refill order is pending	Immediate
Delivery of refill	Availability of stocks*	Seven working days*
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 at all times 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** can be accessed 24X7 including Sundays and Holidays for Emergency LPG Services.

7.2. Customer Service Cells are available at the Territory offices during office hours on all working days. Customers are welcome to call on telephone or personally visit the Cell for assistance/grievance Redressal. Details of the Cell are available with the distributor and also at BPCL's website www.bharatpetroleum.in and also at 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 date of registration.

8. Emergency Services

8.1. Distributors render prompt assistance in case of gas leakage and other complaints. The telephone numbers are mentioned on the refill cash memos, displayed at the distributor's showroom and also available on 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

9.1.1. Cylinder must always be kept in vertical position, away from any source of heat and in a ventilated place.

- 9.1.2. The hot plate should always be placed on a platform (made of non-flammable material) and above the cylinder level.
 - 9.1.3. 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
 - 9.1.4. 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.
 - 9.1.5. 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.
 - 9.1.6. Wearing a fire retardant apron while cooking is a safe practice.
 - 9.1.7. Children must be kept away from the installation while cooking.
 - 9.1.8. Use only ISI marked HOT PLATES.
 - 9.1.9. 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.
 - 9.1.10. Fry Pan / Pressure Cooker should be placed in a manner so that their handle is away from the flame.
 - 9.1.11. Plastic items must be kept away from the gas stove.
 - 9.1.12. Rubber tube is the weakest link in a LPG connection. It must be regularly checked and changed immediately in case any visible cracks / damage are noticed. Use of "SURAKSHA" LPG hose sold by LPG distributor is recommended for its enhanced safety features and longer life. Rubber Tube, if used, must be ISI approved.
 - 9.1.13. As a rule, the rubber tube must be replaced every two years and 'Suraksha' LPG hose every five years.
 - 9.1.14. The safety cap must always be put on the valve of the unused cylinders, whether full or empty.
- 9.2. At the time Refill Delivery-**
- 9.2.1. 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 with regard to 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.
 - 9.2.2. Customers must insist on mandatory inspection of their LPG installation once in 2 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.
 - 9.2.3. **In case of Leakage:** In the rare event of leakage or smell of gas, please immediately,
 - 9.2.3.1. Turn the pressure regulator (DPR) knob to the 'OFF' position.
 - 9.2.3.2. Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc).
 - 9.2.3.3. **Do not** light a matchstick/lighter. **Do not** switch on or switch off any electrical switches (including main switch). Remember that electrical switches, dry cell torches etc. generate spark while switching on or off; keep the mobile phones away.
 - 9.2.3.4. Open all doors and windows for ventilation
 - 9.2.3.5. Get in touch with the distributor / the Emergency Service Cell after office hours and on Sundays and holidays.

9.3. In the event of accident

9.3.1. All registered LPG consumers are covered under an insurance policy taken by the PSU Oil Companies.

9.3.2. 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.

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

10. Customer Obligations:

10.1. Customers must abide by the terms and conditions under which the LPG connection has been released to them. These are printed on the reverse of Subscription Voucher and contained in the undertaking submitted at the time of release of the connection.

10.2. Customers must not accept LPG cylinders from source/persons other than the LPG distributor with whom they are registered.

10.3. 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.

10.4. Customers should follow conservation tips while using LPG to save fuel. Conservation tips are available on the website www.ebharatgas.com

10.5. The use of LPG is regulated by **LP Gas (Regulation of Supply & Distribution) Order** of Govt. of India. As per this order,

(i) LPG connection is issued only in the name of any adult member of the household by a Government Oil company under the public distribution system. "Household" means a family consisting of husband, wife, unmarried children and dependent parents living together in a dwelling unit having common kitchen.

(ii) An existing customer of 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. 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.

10.6. As and when the Customers avail Piped Natural Gas (PNG) connection or LPG connection thru' the "reticulated System" in their households, must surrender their LPG connection to the distributor. The distributor will issue 'TV' for 'Safe Custody' and refund of deposit amount. Details of the same are given in the website www.ebharatgas.com.

10.7. Each 'Household' is entitled 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 advantage /availability of Auto LPG?

Why should we not use detachable LPG cylinders in vehicles?

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

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

The answers to the above queries are given below:

1. Why Auto LPG (ALPG)?

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

1.2. Advantages of Auto LPG:

1.2.1. Auto LPG is an economical fuel for vehicles.

1.2.2. ALPG meets BIS standard IS: 14861 which have Octane Number of 88 (minimum).

1.2.3. ALPG fitment in vehicles is safe.

1.2.4. Less pollution, Smooth running and easy drivability.

1.2.5. Availability in major cities and towns.

1.3. Availability of Auto LPG:

1.3.1. ALPG is available at various retail outlets of BPCL, along with other PSU Oil Companies as well as Private Marketers. The details of Auto LPG Dispensing Stations (ALDS) are available on our website.

1.3.2. The details of operating ALDS including that of Private Marketers can also be accessed from the website www.iac.org.in.

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

1.4.1. ALDS installation is governed by the guidelines of Petroleum & Explosives Safety Organisation (PESO).

1.4.2. Auto LPG is a freely priced product with no government controls / subsidy. An individual company can fix the price of ALPG based on its own commercial considerations.

1.4.3. Auto LPG is delivered on volumetric basis.

1.4.4. The quality of Auto LPG is governed by IS: 14861.

1.4.5. Auto LPG Dispensers are periodically calibrated using a master calibration kit.

1.4.6. In case of any grievance regarding quality and quantity of Auto LPG delivered, the customer can make a complaint to the sales officer of the company whose contact details are displayed at the ALDS.

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

1.5.1. As per CMVR 115 C, only fixed Auto LPG tank with its safety gadgets, approved by PESO, are allowed in motor vehicles.

1.5.2. Use of cylinders other than approved ALPG fixed tank is highly unsafe and prohibited under law.

1.5.3. Auto LPG tank shall neither be replaced by domestic/commercial/ industrial LPG cylinder nor cylinders containing any other gases.

1.6. General instructions for motorists

1.6.1. LPG being highly inflammable, any hot work (welding/gas cutting/brazing etc.) on the body or other parts of LPG driven vehicle should only be done by trained staff at authorized work shop.

- 1.6.2. Repair of LPG tank is not permitted under any circumstances. However, repair/maintenance of Auto LPG system and its components should be carried out at authorized workshops. Ideally, repairs should be done by the same Retrofitter who has originally fitted ALPG system to the vehicle.
- 1.6.3. Auto LPG tank and the piping system should be checked regularly for any leakage. The Auto LPG Cylinder has to be tested periodically in line with statutory requirements.
- 1.6.4. In case of leakage in the LPG system, cut off LPG supply and park the 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.
- 1.6.5. Do not use domestic or any other detachable LPG cylinder as auto fuel as it is punishable under Law and is also highly unsafe.
- 1.6.6. Auto LPG re-fuelling to the vehicle tank should be done only at the authorized ALDS, through the dispensing nozzle. Do not fill domestic LPG or any other gas in a LPG tank.
- 1.6.7. Domestic LPG does not meet Octane requirement of Auto LPG and it may fail Engine in long run.
- 1.6.8. After refuelling LPG, please ensure that the dust plug is inserted back on the filler valve.
- 1.6.9. It is recommended to run the vehicle 5-7 Km in petrol mode after every 100-150 Km run in LPG mode, to keep the petrol system in good condition.
- 1.6.10. For carburettor engine, it is a good practice to put the selector switch in neutral position for a while before switching over to LPG. Switching over directly from petrol mode to LPG may lead to engine stalling or backfire due to mixing of both fuels.
- 1.6.11. Never tamper with any of the components in the LPG system.
- 1.6.12. Any other safety recommendation by vehicle/kit manufacturer should be followed.
- 1.7. **Auto LPG conversion kit, its components and functions**
 - 1.7.1. **LPG conversion kit:** ALPG conversion kit is a complete system assembly for converting a vehicle to run on LPG on bi-fuel mode. It has mainly three parts:
 - 17.1.1. ALPG tank with its accessories fixed in the boot of the car. For 3 wheeler vehicles, the auto LPG tank is installed under the driver's seat.
 - 17.1.2. LPG delivery system through Vaporiser – Regulator and Venturi Mixer.
 - 17.1.3. LPG control mechanism – Closed loop system (ECU, stepper motor/Injector (s), Emulator & Oxygen sensor etc) or open loop system (manual power screw without any feedback mechanism).
- 1.8. **Auto LPG Tank (ALT) and accessories:**
 - 1.8.1. Auto LPG tank is a metallic cylinder or a container of suitable capacity for filling LPG to be used as fuel for Spark Ignition (S.I.) motor vehicles. The tank should be approved by Chief Controller of Explosives under Gas Cylinders Rules 1981 and meet the requirements as per IS: 14899 (as amended from time to time).
 - 1.8.2. Unlike normal LPG cylinder, each auto LPG tank is fitted with Multi-Function Valve for protection of the vehicle system and safety of the passenger and surroundings. It is an assembly for mounting on auto LPG tank for filling and withdrawal of LPG along with safety devices including:
 - 18.2.1. Automatic fill limiter
 - 18.2.2. Service valve
 - 18.2.3. Excess Flow Check Valve
 - 18.2.4. Pressure Relief Valve
 - 18.2.5. Fusible Plug

18.2.6. Content Gauge

18.2.7. Non-Return Valve on fill connector

1.8.3. Multi Function Valve Assembly shall conform to latest Indian Standard (amended from time to time) and approved by Chief Controller of Explosives, PESO).

1. Approval of Transport Authority

After installing Auto LPG kit in 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 are Petrol / Diesel / CNG/ Branded Fuels/Lubricants?

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

How quality / quantity are maintained at Retail Outlet?

How to lodge a complaint?

The answers to the above queries are given below:

1. **What is Petrol Pump?**

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

2. **Products Marketed at Retail Outlets**

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

guide you regarding the exact recommended grade of lubricant for your vehicle. BPCL is regularly developing new products to cater to the different needs of the customers.

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

2.4.1 CNG is available at select retail outlets of the Company in some cities. There are also stand-alone ROs for CNG in select cities.

2.4.2 CNG can be used in vehicles which are fitted with a special kit meant for the purpose. The vehicle needs no mechanical change for its use.

2.4.3 Its availability is being gradually increased in more cities / ROs.

2.5 **Auto LPG:** Auto LPG is supplied to the consumers at select ROs in various cities across the country on the basis of economic consideration and demand. There are also stand-alone ROs for Auto LPG.

3 **Facilities provided at Retail Outlets-**

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

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

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

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

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

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

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

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

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

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

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

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

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

3.2.3.4 The actual density observed is then converted into density at 15 degree centigrade with the help of the conversion chart. This converted density is

then compared with reference density taken from the register maintained at the Retail Outlet.

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

3.3 Quality:

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

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

3.4 **Malpractices / Unauthorised Activities:** In case you 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:** Possibility of adulteration cannot be ruled out by mixing of cheaper homogenous products in petrol or diesel. In case of doubt, the customer may carry out the filter paper / density check as explained above.

Short Delivery: All dispensing units (Machines delivering petrol/diesel) are duly calibrated and sealed by Weights & Measure Department and also periodically checked by the Company officer. However, the possibility of tampering with machines or their malfunctioning cannot be ruled out. 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.

3.6 **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.

3.7 **Overcharging:** The dealer can only charge the authorised prices for the products sold which are displayed at the Retail Outlet. Please check the displayed prices and do collect the cash memo for every purchase

3.8 Other useful tips for customers:

3.8.1 Check that the meter reading is set to "zero" before start of delivery.

3.8.2 Insist on taking delivery with pre-set amount/quantity, if facility is available
The details of the above tests are also available at our website or by clicking the following link

<http://www.bharatpetroleum.in/EnergisingBusiness/QualityQuantity.aspx?id=1>

4 Safety – Our utmost concern:

4.1 Petroleum products are highly inflammable and are therefore dangerous if not handled properly. Their handling is strictly governed by Petroleum & Explosives Safety Organisation (PESO) rules. A Petrol pump is a licensed premise and all activities carried out there are subject to strict PESO Rules.

4.2 For the safety of all concerned, the following precautions must be observed:

4.2.1 Switch off the engine before taking delivery of fuel (to avoid fire caused by spillage of fuel)

4.2.2 Please DO NOT smoke within the Petrol Pump premises

4.2.3 Never light a match stick within Petrol Pump premises

4.2.4 SWITCH OFF the Mobile within petrol pump premises

5 For Complaints:

5.1 Whenever 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 www.bharatpetroleum.in or dialling the Toll Free number **1800 22 4344** 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**.
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Chapter – 4

SUPERIOR KEROSENE OIL (KEROSENE)

What is Kerosene?

What is PDS Kerosene?

How it is distributed?

The answers to the above queries are given below:

1. What is Kerosene

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

1.1.1. How is it distributed

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

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

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

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

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

2 Kerosene Prices

2.1 PDS Kerosene must be sold at the price fixed by the District Authorities and the consumers should not pay price in excess of the declared price.

3 In case of Complaints

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

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

Chapter – 5

Lubricants – Automotive and Industrial

What are Lubricants?

What do we mean by Automotive and Industrial Lubricants?

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

How Lubricants are distributed by BPCL to ensure availability?

Where can you buy MAK Lubricants?

What should you keep in mind while buying lubricants?

How Quality and Quantity are assured in MAK Lubricants?

How to register complaint in case you have any issue?

The answers to the above queries are given below:

1. What are Lubricants

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

2. What are Automotive and Industrial Lubricants?

2.1 **Automotive Lubricants:** Lubricants play a very vital role in the smooth & trouble free operation of any automobile. There are different accretes fitted in an automobile vehicle such as engines, gear & transmission, brake system, radiator coolant, wheel bearing etc and each requires different type of oils or greases. Oils which are used to lubricate these systems are categorised as Automotive Lubricants.

2.2 **Industrial Lubricants:** In order to produce goods and services, any industrial / services unit uses equipments and most of these equipments have moving parts. Therefore, in order to ensure that these equipments provide trouble free operations one of the requirements is optimum lubrication. Typical examples could be Hydraulic equipments, Compressors, Turbines etc. All these oils which are primarily used for Industrial applications are categorised as Industrial Lubricants.

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

3.1 **Lubrication range:** We market 300+ different types of grades in various pack sizes with total combination of 650+ SKUs. The range includes Engine Oils for 2 / 4 stroke two wheelers, Passenger car oils for petrol and diesel engines, Commercial vehicle oils for LCVs, HCVs, Earth moving equipments, Hydraulic Oils, Cutting Oils, Turbine Oils, Compressor Oils, Heat treatment oils, Automotive and Industrial Greases, Special products like Brake Oils, Coolants.

3.2 **Special Products:** Transformer oils, Horticultural Mineral oils (HMO) for various crops such as Apple, Pomegranate, Mango, Chilli, Orange etc, LLPO as white oil application for cosmetic industry.

3.3 Details of all the products being offered can be viewed at www.maklubricants.com.

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

4.1 BPCL markets lubricants under Brand name MAK and other OEM specific genuine oils like Hero, Honda, General Motors, TATA Motors, TVS etc through different distribution

channels in order to ensure that the products are available to our customers closer to their point of use. Currently we market lubricants through following channels

- 4.2 **Retail Outlets (Petrol Pumps):** ROs supply quality lubricants; they receive supplies directly from BPCL. Since the applications differ from one vehicle to other and also with application they stock various grades and packs of lubricants. The RO dealer will be only too happy to guide you regarding the exact recommended grade of lubricant for your vehicle. The Oil Companies are regularly developing new products to cater to the different needs of the customers. In order to ensure that customers are guided each RO is equipped with the technical handbook on Lubricants which gives the basic details of each grade we market. ROs also offer services such as free oil change through MAK QUIK to ensure that the customer get to see the change of lubricants in front of them.
- 4.3 **Primary Lubes Distributors (PLDs):** PLDs are authorised distributor of MAK who receive supplies of product directly from BPCL. Predominantly they engaged in distribution of products to retailers, workshops, authorised service stations and through their mobile vans. Their responsibility is to ensure distribution of genuine MAK range of lubricants in their allocated territory.
- 4.4 **Industrial Lubes Distributors (ILDs) :** ILDs are authorised Industrial lubes distributors. They are appointed to operate in their respective area to cater to the small and medium scale Industrial customers to offer ease and superior service closer to their location.
- 4.5 **Rural Lubes Distributors (RLDs) :** RLDs are authorised distributor of MAK who receive supplies directly from BPCL. Predominantly they cater to rural segment at taluka level. They closely engage with farmers on their lubrication needs for various applications like tractors, pump sets, automobile applications, generators etc.
- 4.6 **Direct & Institutional Sales :** BPCL directly caters to the medium and large Industrial units, Corporate accounts like Indian Railways, Indian Defence where the lubrication applications are quite complex and volumes are significant. Such esteemed customers are required to be offered customisation to suit their lubricating requirements.
- 4.7 **Apart from the above MAK range is also available through our select LPG distributors, in different states. We also export MAK range to select countries.**
5. **Where can you buy MAK Lubricants?**
 - 5.1 Consumers need various lubricants for use in their vehicles like Scooters, Bikes, Cars, SUVs, Jeeps, LCVs, HCVs or earth moving equipments. They can buy lubricants from any of our Retail Outlets, Our PLDs/ILDs/RLDs or through the select retailers which are currently dealing in MAK range. All Industrial customers for technical details can contact our authorised ILDs or our territory offices list of the same is available on www.maklubricants.com. We have team of experienced technical marketing staff posted at various key locations across India and they shall be glad to provide you their expert services to meet your lubrication requirements.
6. **What should you keep in mind while buying lubricants?**
 - 6.1 Each vehicle / equipment manufacturer recommends the oil specification which should be used for ideal performance and therefore, oil should be used as per recommendation of OEM (Original Equipment Manufacturer) or as per expert's recommendation.
 - 6.2 It is recommended that consumers check the oil required for these vehicle or application either from the service manual supplied by the vehicle or equipment manufacturer or select the oil from "choose your oil" application at our website. In an event details are not covered at website, you may contact our territory offices or customer service cell.
 - 6.3 Ensure that the pack is found in properly sealed condition. In order to ensure that the product reaches our esteemed customers in good quality each pack is securely sealed with one time use seals types and further induction sealed with tamper proof aluminium seals.

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

7. How Quality and Quantity are assured in MAK Lubricants?

7.1 Across the supply chain we assure that our esteemed consumers get assured Quality and Quantity. This is ensured through various steps at various points

- **Product Formulation:** While the products are formulated they undergo stringent in-house evaluation to ensure superior performance. Once the product is approved within the controlled conditions it is subjected to the field trials along with the OEMs or independently and the product is tested in the worst operating conditions. Only on successful trials we take required accreditations from the respective agencies, who approve our specifications and award certificates.
- **Manufacturing:** Receipt of all the raw materials Base Oils, additives, packages go through stringent quality checks before they are accepted for production. We have automated production plant where the complete recipes and the process parameters are controlled through centralised system having capabilities of high repeatability and accuracy level. This results in production of quality product with least corrections. Our filling machines are all automatic weigh based filling machines which ensure accurate level of filling in each bottle. We have random weighing scales / machines installed on line which keeps tracking the weights are regular intervals.
- **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.
- **Storage at marketing locations:** We have well 60 equipped depots across the country to safely store the finished lubricants which are driven by standard warehousing benchmarks.

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

8.1 We encourage our customers to send their feedback and complaints since this help us to improve our offerings. Each of our pack of lubricants carries "Customer Care Cell" no and an mail address where consumers can reach or speak to our customer care executive. Alternatively they can also visit our corporate website (www.bharatpetroleum.com) or MAK lubricants website (www.maklubricants.com) and register their feedback or complaint.

Consumer Care toll free Number: 1800 22 2725

e-mail address – customercare@bharatpetroleum.in

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

www.bharatpetroleum.in or www.maklubricants.com

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

What is ATF?

1. ATF, 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-coloured in appearance. ATF is produced to a standardized international specification DEFSTAN 91- 91 (Issue-7 Latest amendment 2). Indian equivalent to this international standard is IS 1571: 2008 (8th revision).

2. Where ATF is available?

2.1 We supply ATF to Domestic and International aircrafts at 36 airports across India apart from 4 airports on Common User Facility model , couple of Army advance landing ground and one hospitality location.

2.2. ATF is supplied to both civil as well as defence aircrafts.

2.3. At Delhi Airport (Terminal-III), New Bangalore Int'l Airport , New Hyderabad Int'l Airport, and Bombay Airport , common user facility has been formed . At these airports, refuelling activity is carried out by a third party service provider. At some of the select BPCL Aviation Fuelling Stations, fuelling is carried out by third Party Into-Plane Service provider.

2.4. List of airport network, where Bharat petroleum supplies ATF is given below:

2.5. Delhi T-1 and Delhi T-III, Mumbai, Chennai, Calcutta, Trivandrum, Cochin International airport, Bangalore (new International airport), Bangalore (HAL airport)Hyderabad (new International airport), Guwahati, Ahmedabad, Goa, Amritsar, Pune, Nagpur, Jaipur, Coimbatore, Calicut, Trichy, Bhubaneswar, Raipur, Diu, Tirupati, Gwalior, Vizag, Bagdogra, Agartala, Bhopal, Mangalore, Patna, Sirsa and Suratgarh ,Phalodi, Durgapur , Chandigarh , Dibrugarh (Mohanbari),Indore ,Dimapur ,Thanjavur, Khirmu (Army ALG), Dahung (Army ALG), Mangalore and Lucknow.

3. How to approach for supplies?

3.1 One can contact the following for refuelling of their aircraft at any Indian airport, where we have facilities Marketing Manager (Aviation), Plot No. A-5&A-6, Sector -1, Udyog Marg, Noida(UP) or Email us at z_aviation_mkt@bharatpetroleum.in.

3.1.1 One can also contact our Station Manager at the airports where we have facilities.

3.1.2 Posted price applicable for the day is available at the airport.

3.1.3 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 Organisation and the Oil Industry Safety Directorate . ATF should always remain and be delivered "On Specification" to the aircraft.

BPC has a comprehensive system to inspect and control the quality of ATF from the time it leaves Refinery and is delivered to the aircraft. At those airports, where Fuel Hydrant facility and into-plane refuelling is carried out by a third party, these parties are responsible for quality of product and operational activities at the common access hydrant and during into-plane refuelling activity.

- 4.2 We have comprehensive system of interaction with our customers to get their feedback and implement their suggestion to meet their requirement.
- 4.3 Once every year, we also carry out detailed survey through an independent agency to get customer feedback.

5 How to register a complaint for delay 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 refuelling..
- 5.2 Buyer can contact our staff and convey verbally or in writing.
- 5.3 The Customer can also send a communication to the following address:

Marketing Manager (Aviation),
Bharat Petroleum Corpn. Ltd.,
Plot No. A-5 & A-6,
Sector -1, Udyog Marg.
NOIDA (UP)

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:

Buyer can seek Redressal of their grievances by sending communication (verbal/ written) to Marketing Manager (Aviation) or Executive Director (Head-Aviation Business Unit) 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. 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 Rajiv Gandhi Gramin LPG Vitaran Yojana (RGGLVY)?

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

What is the eligibility criteria / Reservation for different category?

Where is the application available?

What is the process of interview?

What is duration of the Lube distributorship awarded?

The answers to the above queries are given below:

1 Selection of Regular LPG Distributors / RGGLVs:

1.1 New LPG Distributor Appointment:

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

1.2 Interview Results:

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

2 Guidelines on Selection of Retail Outlet Dealers:

- 2.1 **Advertisements** - M/s Bharat Petroleum Corporation will be advertising in prominent dailies for selection of dealers for their proposed Retail Outlet dealerships at various locations in various states.
The detailed advertisement will also be available in our web site as and when such advertisements are released by us in the newspapers. Please visit the below link <https://bharatpetroleum.in/Bharat-Petroleum-For/Business-Associates/Dealers.aspx> to view the detailed Advertisements for the concerned areas.
- 2.2 **Dealer Selection Guideline:** Please visit the link <https://bharatpetroleum.in/Bharat-Petroleum-For/Business-Associates/Dealers.aspx> to view Brochure / read dealer section guidelines.
- 2.3 **Sample Application Form:** Application for such dealerships has to be submitted by eligible applicants in the standard format as mentioned in the advertisement as and when such advertisement is released in respect of any location. Application format for RO dealership is provided on the BPCL website as part of brochure and can be downloaded free of cost from the website or purchased from the Offices mentioned in the advertisement on payment of Rs. 100/- per copy. For public convenience, BPCL posts the application format on the website as a part of the Brochure which can also be downloaded and the format used. However, it is to be noted that the blank application is only a specimen and shall be valid only if filled in accordance with the eligibility criteria as applicable for the respective location and accompanied by the specified application fee against specific advertisement released for any location.

Please visit the link below to download Brochure containing the Application format.
<https://bharatpetroleum.in/Bharat-Petroleum-For/Business-Associates/Dealers.aspx> .

Application should be made on plain paper preferably typed or neatly handwritten as per the prescribed format. The applicants are required to fill in the Check-list and attach the same on top of the application form.

Facility to submit application on-line will also be provided in our Web site as and when advertisements are released by us in the newspapers. The prospective applicant can fill up the on-line application form. Such candidates will have to take print out of the filled in application form on plain paper, affix the photograph, sign and attach the relevant documents and submit the same along with the applicable fees at the designated office of BPCL.

- 2.4 **Candidates who have applied:** Please visit the link below to view the List of Applied Candidates for the relevant areas. <https://bharatpetroleum.in/Bharat-Petroleum-For/Business-Associates/Dealers.aspx>.
- 2.5 **Eligible/In-eligible Candidates:** Please visit the link to view the List of Eligible/Non-eligible Candidates for the relevant areas. <https://bharatpetroleum.in/Bharat-Petroleum-For/Business-Associates/Dealers.aspx>.
- 2.6 **Draw of Lots / Bid opening dates** : Please visit the link below to view the Draw of Lots / Bid opening dates for the relevant areas.
<https://bharatpetroleum.in/Bharat-Petroleum-For/Business-Associates/Dealers.aspx>.
- 2.7 **Results of Draw of Lots / Bidding process** : When the Draw of Lots / Bidding process for any location is completed for selecting the dealership for a retail outlet at any state, location, the results are also uploaded on the website. Please visit the link below to view the results of Draw of Lots / Bid process for the relevant areas.
<https://bharatpetroleum.in/Bharat-Petroleum-For/Business-Associates/Dealers.aspx>.

3 Appointment of Lubes Distributors (PLD/ILD/RLD)

3.1 Procedure of selection

- 3.1.1 Initially locations are finalised by BPCL marketing staff based on the market potential, industry presence etc.
- 3.1.2 Lubes distributor under each category Primary Lubes Distributor (PLD), Industrial Lubes Distributor (ILD), Rural Lubes Distributor (RLD) is done through an open advertisement in the leading National / Local news papers. Simultaneously, the details are published on our corporate website under tender section – lubes. All aspirants can log on to the site and download the form and submit the same at the address given along with necessary supporting papers.
- 3.1.3 Papers required to be submitted are detailed in the form however broadly covers Infrastructure, operational, Financial and Marketing capabilities of the candidates who are applying for the distributorship.
- 3.1.4 All the applicants who apply for the distributorship are invited to appear for an interview by the nominated committee.
- 3.1.5 All applicants are evaluated on the basis of their supporting documents, financial strength, aspirations to form an alliance with brand and experience in handling lubricants or related products. Each applicant is awarded marks independently by the committee and final marks are arrived at.
- 3.1.6 A FIR (Field Investigation Report) of the candidate ranked #1 is done by the concerned sales officer of BPCL to validate the content / claims made by the applicant in their application.
- 3.1.7 Once the FIR is successful applicant is given an approved status by a committee and Letter of Intent (LOI) is issued to the applicant.
- 3.1.8 The distributor (Designate) signs the LOI as token of acceptance of the offer along with all terms and conditions.
- 3.1.9 An agreement is signed for a period of two years between BPCL and distributor, which is renewed after review and satisfactory performance of the distributor

3. What are the eligibility criteria?

- 3.1 Eligibility: 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.

4. Where is the application available?

- 4.1 While the advertisements are published the forms can be obtained from the local territory office of which address is mentioned in the advertisement or can be downloaded from www.bharatpetroleum.com and the fee in favour of BPCL, can be attached by way of demand draft while submitting the application.

5. What is the process of interview?

- 5.1 Interviews are conducted at BPCL territory / regional offices on the designated date and time for which call is sent to all the applicants.
- 5.2 Interview is conducted by an authorized committee and applicants are given opportunity to share their views, make presentations as required by them.
- 5.3 Each committee member awards marks to the applicants based on the documents submitted and interview discussions.

6. What is duration of the distributorship awarded?

- 6.1 Tenure of distributorship will be for an initial period of ten years and then renewable for every five years thereafter, at the sole discretion of the corporation, subject to the satisfactory performance of the distributor.

Note: For more accurate / updated guidelines, please visit our corporate website www.bharatpetroleum.in

Chapter – 8

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

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

What is advantage of these gases?

What is safety precautions required for CNG Vehicle?

What is Natural Gas?

What is LNG?

The answers to the above queries are given below:

1. **CNG means compressed natural gas used as fuel for vehicles**
 - 1.1 **Advantages of CNG:**
 - 1.1.1 **Safety:** Lighter than air hence, in case of leakage no dangerous accumulation of gas as it disperses in the air. It is unlikely to ignite due to 1) High ignition temperature and 2) Narrow range of ignition. It has lowest injury and death rate per vehicle mile. CNG cylinders structurally most sound and have passed the severest of tests.
 - 1.1.2 **Environmental Protection-** The burning of CNG do not leaves behind any impurities, Sulphur (S), lead (Pb), and Aromatic Polycyclic Hydrocarbons. It leaves Very low levels of polluting gaseous emissions without smell and dust. In comparison to other fossil fuels, CNG prevents the reactive processes which lead to the formation of Ozone (O₃) in the troposphere.
 - 1.1.3 **Economical:** It is cheaper than conventional fossil fuels. Its payback period is short.
 - 1.1.4 **Technical:** CNG is very high antiknock index (more than 120 ON) allows greater performance compared to petrol. It does not require refining plant or any additive dosing and can be used immediately after it is produced. It has no evaporation leaks and spills as that of other fuels, both during re-fuelling and feeding of the car. Its combustion produces a very low quantity of carbon deposits (permits a longer life of lubricant oil).
 - 1.2 **CNG for Automobiles :**
 - 1.2.1 BPCL along with other Oil PSUs had taken initiatives to introduce Compressed Natural Gas (CNG) as clean burning fuel to curb the vehicular emission.
 - 1.2.2 All types of vehicles can be run on CNG by installing CNG kit. Kit is an assembly of many components required to run existing vehicle on CNG. There are few basic components, which are common in all type of kits, irrespective of the vehicles such as CNG storage cylinder, high pressure tube, pressure regulator, pressure gauge, change over switch, high pressure tube fittings, refuelling receptacle and air fuel mixer.
2. **PNG: PNG is Piped Natural Gas supplied through pipelines and used as a fuel in domestic and Industrial sector.**
 - 2.1.1 Oil Industry laid the pipeline network for supply of Natural Gas to small scale industries in Agra and Ferozabad. Apart from the above, Joint Ventures Company of oil Companies such as IGL, MGL, SGL, BGL etc. are supplying natural gas to domestic, commercial and industrial sectors as PNG. PNG is also being supplied to large Industries like Fertilizers, Power, Steel, and Chemicals etc by using Trunk Pipelines under the various Gas Transmission Agreements.

3.

Safety:

3.1.1 CNG

- 1.1.1.1. Safe Refilling instructions followed for all CNG Vehicles at CNG Station.
- 1.1.1.2. Safety symbols & cautionary instructions displayed all around.
- 1.1.1.3. Safety films screened at CNG Stations frequently to educate consumers.
- 1.1.1.4. Safety leaflets / Stickers developed for awareness on specific occasions.
- 1.1.1.5. Free Compliance Plate given to all public transport fleet running on CNG through transport department.
- 1.1.1.6. Safety clinics conducted for customers.
- 1.1.1.7. Safety leaflets / Stickers developed and distributed.
- 1.1.1.8. 24 hr. Toll free assistance (Tel no. 1800-22-4344).

3.1.2 Precautions to be taken during servicing and repairing of CNG vehicles:

- 1.1.2.1. Always refer to the supplier's kit manual for the trouble-shooting guide and do not do it yourself.
- 1.1.2.2. In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied first.
- 1.1.2.3. Do not install a LPG, Propane or any other cylinder in place of a CNG cylinder. It is illegal and unsafe.
- 1.1.2.4. For emergency handling of any CNG leak, users must be aware of the location and operation of cylinder valve, master shut-off valve and burst disc in the CNG system. Study the system and ask your mechanic to identify these parts for you.
- 1.1.2.5. Workshop doing the kit fitment should be able to demonstrate these operations to your satisfaction. It is advisable to operate the vehicle occasionally on petrol to ensure that the petrol system remains in good working conditions.

3.1.3 Other Precautions:

- 1.1.3.1. In case of leakage in fuel system, vehicles shall not be parked within 6 m of any source of ignition or fire.
- 1.1.3.2. In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied first.
- 1.1.3.3. The CNG kit installed in the vehicle should be insured along with vehicle accessories. The motorist should notify the insurance company to provide insurance on the CNG system, for which additional premium may be charged by the insurance company.
- 1.1.3.4. Motorists should take the insurance cover for the additional CNG kit system.
- 1.1.3.5. Installation of CNG in the vehicle is required to be endorsed in the Vehicle Registration Certificate.

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

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

4. What is Natural Gas?

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

5. What Is LNG?

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

Chapter – 9

SPECIALITIES AND FREE TRADE PRODUCTS

What is free trade product?

How many of Special Products are there?

Where are these manufactured and which industry uses these?

The answers to the above queries are given below:

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

Special Products

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

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

1.2 Benzene:

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

1.3 Toluene :

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

1.4 Mineral Turpentine Oil (MTO):

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

1.5 Linear Alkyl Benzene Feed Stock (LABFS):

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

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

- 1.6.1 The main use of this product is in the rubber industry particularly in tyre manufacturing. It is also used in adhesive manufacturing, as diluents for lacquers,

enamels, a solvent for processing polishes, cleaning and water proofing compounds. It is also used as a solvent in dry cleaning where quick drying and reduced residual odour is required.

1.7 Sulphur:

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

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

1.8 Propylene:

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

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

2 Other Common Products :

2.1 Bitumen:

Bitumen is a common binder used in road construction. It is principally obtained as a residual product in petroleum refineries after higher fractions like gas, petrol, kerosene and diesel, etc., are removed. Bureau of Indian Standards defines Bitumen as a black or dark brown non-crystalline soil or viscous material having adhesive properties derived from petroleum crude either by natural or by refinery processes.

2.1.1 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; Water proof papers; Electrical capacitors; Bituminous felts.

2.2 Naphtha

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

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

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

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

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

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

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

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

- 2.5.1 This is generally used in low speed generating sets, lift irrigation pumps and in furnace/ boiler where low sulphur fuel is required.
- 2.6 **Low Sulphur Heavy Stock (LSHS):** Low Sulphur Heavy Stock is a residual fuel produced after processing of indigenous crude. This fuel has high pour point and requires special handling arrangements. It has the advantage of low sulphur content and high calorific value.
- 2.6.1 It is used in the same applications where furnace oil is suitable.
- 2.6.2 Refineries at Mumbai and Kochi produce LSHS.
- 2.7 **Industrial Grade Kerosene:** Though this middle distillate product has the same specification as that of PDS kerosene it is used in the special purpose heating applications in furnaces and heaters. It is also used as cleaning agents for machine parts. It is not allowed to be used in diesel generators and not to be distilled further. Unlike PDS kerosene it is not a subsidized product.
- 2.8 **Petcoke** (Petroleum Coke) 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 also by other users for operating captive power plants. It is used as a replacement of Coal. We sell this product from our Bina Terminal at BORL.”
- 3 The customers can contact us directly for requirement of these products directly or through our Website www.bharatpetroleum.in.
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Chapter – 10

Energy Conservation - The Need of the Day

1. What is the PCRA Role /Energy Conversation Activities

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

1.2 Fuel Efficiency in cooking – Make Gas and Kerosene last longer.

- 1.2.1 Light the flame only after only after all preparations have been made and the vessel is ready to be put on the stove.
- 1.2.2 Use wide bottom vessels with covers while cooking.
- 1.2.3 Allow food articles taken-out of the refrigerators to attain room temperature before heating / cooling them.
- 1.2.4 Soak cereals and dal in water for a while before cooking. This reduces the cooking time as well as the fuel consumption.
- 1.2.5 Use only required amount of water for cooking.
- 1.2.6 Pressure cookers, used with separators, lead to substantial fuel saving.
- 1.2.7 Reduce flame by bringing the burner knob to the simmer position, as soon as the water starts boiling.
- 1.2.8 Eat together to avoid repeated warming of food. This not only saves fuel, but also preserves the nutritional value of food.
- 1.2.9 Clean burner of gas stove /trim or replace the wick of kerosene stove at regular intervals.
- 1.2.10 Un-dissolved salts found on the insides of kettles and cookers should always be scrubbed clean.
- 1.2.11 Use ISI marked Kerosene wick stoves.
- 1.2.12 Use Star labelled LPG gas stoves.
- 1.2.13 Use hot water from solar water heaters for cooking if the facility is available.
- 1.2.14 Use solar cooker, if possible.
- 1.2.15 In the rural sector, use of gobar gas plants is an excellent fuel conserving technique.
- 1.2.16 Use of electric hot plates is also a fuel-saver.

1.3 Fuel Saving Tips for Transport Sector: Good Driving Habits

- 1.3.1 Drive between 45-55 Km/H
- 1.3.2 Keep the vehicle's engine healthy
- 1.3.3 Get your car serviced at every 5000 Kms.
- 1.3.4 Drive in the Correct Gear and it is advisable to follow the manufacturer's recommendation.
- 1.3.5 Don't wait for your car to warm up
- 1.3.6 [Maintain tyre pressure as per manufacturer's recommendation.](#)
- 1.3.7 Good Braking Habits
- 1.3.8 Check wheel alignment at regular intervals.
- 1.3.9 Keep your Foot off the Clutch
- 1.3.10 Clean Air Filter Regularly
- 1.3.11 Switch-off your vehicle's engine at traffic signals or whenever you stop.

- 1.3.12 Use the recommended grade of Oil
- 1.3.13 Plan your trip / travel and the route.
- 1.3.14 Share your car for car pools.
- 1.3.15 Travel with less loads.

1.4 Education Campaign

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

1.5 Standard & Labeling

Standard: It is the specified minimum energy efficiency level product must meet before they can be legally sold.

Labelling: It is the display of energy consumption information on product.

PCRA identified this as one of the potential areas, wherein conservation of LPG could be achieved through use of energy efficient LPG Stoves. As a result of labeling programme, the thermal efficiency of LPG stove is pegged at minimum 68%.

The perceived benefits are as under

- 1.5.1 All star labeled LPG stoves are BIS compliant, assuring quality, safety and reliability
- 1.5.2 Informed choice to the customer for purchase of energy efficient products
- 1.5.3 Star labelled LPG stoves with enhanced thermal efficiency results in lesser LPG consumption and more savings
- 1.5.4 Reduced emission of Greenhouse Gases

The Star Rating levels for Domestic LPG Stoves are as given below:

Star Rating	Thermal Efficiency (As per IS 4246:latest)
1 Star	If Thermal efficiency $\geq 68\%$ & $< 72\%$
2 Star	If Thermal efficiency $\geq 72\%$ & $< 75\%$
3 Star	If Thermal efficiency $\geq 75\%$ & $< 78\%$
4 Star	If Thermal efficiency $\geq 78\%$ & $< 81\%$
5 Star	If Thermal efficiency $\geq 81\%$

Chapter – 11

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

1 BUREAU OF INDIAN STANDARDS (BIS) SPECIFICATIONS

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

2 Marketing Discipline Guidelines (MDG)

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

Chapter 12

Engineering and Projects (Marketing)

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

Where is the application form available?

What is the procedure for inviting quotations from bidders?

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

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

The answers to the above queries are given below:

1. ENROLMENT/ REGISTRATION OF CONTRACTORS:

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

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

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

2. MODE OF ENLISTMENT :

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

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

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

2.3.1 Capacity,

2.3.2 Equipment,

2.3.3 Manpower availability and

2.3.4 Financial soundness.

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

3. UPDATING LIST OF REGISTERED CONTRACTORS:

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

4. INVITATION TO QUOTE:

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

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

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

4.4 The details of tender enquiries issued and contracts awarded are available on E-tendering portal of Company, Central Public Procurement Portal and Company Web site. The links for the same are:

<https://bpcl.eproc.in/> (E-tendering Portal of Company)

<http://eprocure.gov.in/cppp/> (Central Public Procurement Portal)

<http://www.bharatpetroleum.in/EnergisingBusiness/Tenderlist.aspx> (Website of Company)

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

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

5.2 Tender sets may be given free of cost.

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

5.3.1 SSI Units should be registered with National Small Scale Industrial Corporation Limited(NSIC).

5.3.2 The Unit should be registered for the item tendered.

5.3.3 The monetary limit indicated in NSIC registration certificate should cover value of items ordered.

5.3.4 Registration Certificate is valid as on date of order.

5.3.5 Photostat copy of valid NSIC registration certificate should be submitted in support.

6. OPENING OF TENDERS:

6.1. Mostly tenders enquires are issued through e-tendering portal and the due date & time for opening of tenders is made available on e-tendering portal of Company & Central Public Procurement Portal and Company Website. The links for same are <https://bpcl.eproc.in/> (E-tendering Portal of Company),

<http://eprocure.gov.in/cppp/> (Central Public Procurement Portal) and

<http://www.bharatpetroleum.in/EnergisingBusiness/Tenderlist.aspx> (Website of Company)

6.2 In other cases, the tender boxes are kept at all Major Sites/ Regional/ Corporate Office.

6.3 Due Date For Opening Of Tenders: Tenders shall normally be opened on the Due date/time as specified in the tender enquiry. Tender opening is carried out in the presence of bidders. Where the tender cannot be opened on the appointed date as specified above, the communication regarding revised due date and time is sent to the bidders. The due date and time for opening of tenders is also available on BPCL Website. The link for the same is

<http://www.bharatpetroleum.in/EnergisingBusiness/Tenderlist.aspx>

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

7.1 **E&P Headquarters**, E&P Entity Head, 2nd Floor, Plot A5 &6, Sector 1, NOIDA- 201301, Phone no: 0120 2474201.

7.2 **E&P Eastern Region** : Regional Head, E&P East, Bharat Bhavan, Plot No. 31, Prince Gulam Md. Shah Road, Golf Green Kolkatta 700095, Phone no: 033 24293230.

7.3 **E&P Northern Region**: Regional Head, E&P North, 9th Floor, Plot A5 &6 Sector 1, NOIDA 201301, Phone no: 01202474900.

7.4 **E&P Western Region**: Regional Head, E&P West, Sewree Fort Road, Sewree East, Mumbai 400015, Phone no: 02224176200.

7.5 **E&P Southern Region**: Regional Head, E&P South, 1,Ranganathan Garden, Off 11th Main Road,

Post Box No. 1212 & 1213 , Anna Nagar, Chennai 600040. Phone no: 044 26215324.

7.6 **Web based complaints**: Complaints can also be registered through BPC Corporate website i.e. <http://www.bharatpetroleum.in>.

Central Procurement Organization (Marketing)

What is the procedure of Registration of vendors in BPCL?

Where is the application form available?

What is the procedure for inviting quotations from bidders?

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

The answers to the above queries are given below:

1. ENROLMENT/ REGISTRATION OF CONTRACTORS:

1.1. CATEGORY OF JOBS COVERED FOR ENLISTMENT: Based on the type of goods being procured, CPO (M)'s relevant Committee on enlistment of vendors, enlists the vendors and places them on the approved list of the category of goods being procured.

2. MODE OF ENLISTMENT :

2.1. 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://bharatpetroleum.in/bpcl-for/business-and-associates/vendors/online-registration.aspx>

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 technical and financial soundness of the vendor.

2.3. In addition to the above, open advertisement is placed in leading dailies wherein online applications are sought from the vendors for registration of different categories of goods.

3. UPDATING LIST OF REGISTERED VENDORS:

3.1. The list of registered vendors is reviewed/ updated periodically by CPO based on their past and continued satisfactory performance.

4. INVITATION TO QUOTE:

4.1. Two types of tenders (Open tenders and limited tenders) are issued depending upon the category /value of goods being procured.

4.2. For categories of goods where there are sufficient registered parties, enquiries for limited tenders are sent to all the registered vendors

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

4.4. The details of tender enquiries issued are published on the websites www.bharatpetroleum.in (all press tenders and limited tenders above Rs.50 lacs) ; <https://bpcleproc.in> (all e-tenders) and www.eprocure.gov.in (all tenders)

5. TENDERS FROM MICRO AND SMALL ENTERPRISES: BPCL reserves its right to allow Micro and Small Enterprises (MSEs) and MSEs owned by Scheduled Caste (SC) or the Scheduled tribe (ST) entrepreneurs, purchase preference as admissible/applicable from time to time under the existing Govt. policy. Purchase preference to a MSE and a MSE owned by SC/ST entrepreneurs shall be decided based on the price quoted by the said MSEs as compared to L1 Vendor at the time of evaluation of the price bid. No EMD shall be applicable for the MSE and NSIC registered vendors.

6. In case of Complaints : Complaints concerning unfair practices pertaining to vendor enlistments, issue of tenders, award of contracts, execution of contracts etc can be lodged with *Chief Finance Manager, CPO(M), Bharat Petroleum Corporation Limited, Sewree Fort Road, Sewree (East), Mumbai - 400015.* Complaints can also be registered through BPC Corporate website <http://www.bharatpetroleum.in>.

Index

Chapter No.	Subject	Page No.
Chapter 13	Public Grievance Redressal Mechanism	43-44
	Contact Details of Nodal Officers	45-56
Chapter 14	Right to Information	57-58

Chapter – 13

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

1. Complaint / Public Grievances:

- 1.1 **Grievance Cell:** Bharat Petroleum Corporation has a Grievance Cell for redressal of customer / public grievances, which is headed by Executive Director of the company at the following address:

Executive Director (Marketing Corporate)
Bharat Petroleum Corporation Ltd.
3rd Floor, Bharat Bhavan – 1,
4 & 6, Currimbhoy Road,
Ballard Estate, Mumbai 400001

- 1.2 The details of other nodal officers for redressal of customer complaints / public grievances are available at BPCL's corporate website <http://www.bharatpetroleum.in>.

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

- 1.3.1 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.

- 1.3.2 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.

- 1.3.3 Toll Free Number:** In order 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 redressal 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.

- 1.3.4 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 (Smartline)** can be accessed 24 hours X7 days including Sundays and holidays for Emergency LPG Complaints.

- 1.3.5 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.
- 1.3.6 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.
- 1.3.7 Grievance Redressal Cell and Personal Hearing:** Customers can also register their complaints by post /mail / fax to 62 Retail Territory Managers, 54 LPG Territory Managers and 13 State Heads, who are the Nodal officer for the respective offices / State. The Territory Managers & the State Coordinator's also give personal hearing to customers / public even without prior appointment between 3.00 PM to 4.00 PM on every Monday, Wednesday and Friday (except public holidays / closed days) for Redressal of complaints. In case the complaint needs to be referred to / escalated to higher-ups depending upon the nature of complaint, the customer is advised accordingly / an interim reply is given stating the date by which the complaint shall be redressed. The details of the Territory Managers / State Coordinators are given below and are available on BPCL's corporate website <http://www.bharatpetroleum.in>.
- 1.3.8 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 - Executive Director (Marketing Corporate)/ Deputy General Manager (Marketing Corporate) at Mumbai at the address given above or Executive Director (Coordination) / Deputy General Manager (Coordination) at Delhi at BPCL, ECE House, Kasturba Gandhi Marg, Cannaught Circus, New Delhi 110001.
- 1.3.9 Link to Government PG Portal-** A Link has been provided on BPCL corporate website (<http://www.bharatpetroleum.in/>) for registering 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.
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**CONTACT DETAILS OF THE NODAL OFFICERS FOR CUSTOMER COMPLAINTS /
CITIZEN GRIEVANCES**

ADDRESS / CONTACT NUMBERS OF TERRITORY OFFICES (LPG)		
EASTERN REGION		
1. Bhubaneswar	Bhubaneswar LPG Territory, Bharat Petroleum Corporation Limited, Khurda LPG Plant, Khurda 33, Industrial Estate, PO – P N College, Odisha, Pin Code - 752057 Tel.: 06755 – 223322 / 24	State – Odisha District – Balasore, Bhadrak, Mayurbhanj, Kendrapara, Jajpur, Kendujhar, Khorda, Cuttack, Jagatsinghpur, Puri, Ganjam, Gajapati, Nayagarh, Rayagada, Malkangiri, Koraput
2. Durgapur	Durgapur LPG Territory, Bharat Petroleum Corporation Limited, Rajband Chatty, Durgapur, West Bengal, Pin Code - 713212 Tel.: 0343 – 2520437/2520589	State - West Bengal District – Bankura, Bardhaman, Purulia, Birbhum.
3. Kolkata	Kolkata LPG Territory, Bharat Petroleum Corporation Limited, Uluberia LPG Plant Po – Birshibpur , Dist – Howrah, Uluberia, West Bengal, Pin Code – 711316 Tel.: 033 – 26610600 / 061	State - West Bengal District – Kolkata, Hooghly, Howrah, North 24 Parganas, South 24 Parganas, Purba Medinipur, Paschim Medinipur, Nadia .Parganas- South.
4. Muzaffarpur	Muzaffarpur LPG Territory, Bharat Petroleum Corporation Limited, Muzaffarpur Depot. Vill – Sherpur, Muzaffarpur, Bihar, Pin Code – 842005, Tel.: 0612-2440502	State – Bihar District – Gopalganj, Siwan, Champaran – East, Champaran – West, Sheohar, Muzaffarpur, Sitamarhi, Saran, Vaishali, Darbhanga, Madhubani, Samastipur, Begusarai
5. Patna	Patna LPG Territory, Bharat Petroleum Corporation Limited, Patna LPG Plant, Fotuha Industrial Estate Area, Mouza – Raipura, PO & PS – Fotuha, Patna, Bihar, Pin Code – 803201 Tel.: 0612 - 2440501	State – Bihar District – Patna, Bhojpur, Buxar, Arwal, Aurangabad, Gaya, Kaimur, Jehanabad, Rohtas Sasaram, Nalanda, Sheikhpura, Nawada, Jamui, Banka, Munger , Lakhisarai, Bhagalpur, Katihar, Khagaria, Purnia, Saharsha, Araria, Supaul, Madhepura, Kishanganj .
6. Raiganj	Raiganj LPG Territory, Bharat Petroleum Corporation Limited, Panisalahat, Raiganj - 733134 Dist.: Uttar Dinajpur, West Bengal Tel.: 03523-204264/ 265/257	State - West Bengal District - Malda, Uttar Dinajpur, Dakshin Dinajpur, Darjeeling, Coochbehar, Jalpaiguri, Alipurduar, Murshidabad State - Assam District - Golaghat, Lakhimpur, Kokrajhar, Goalpara, Karbiannonglong, Kamrup, Sonitpur, Nagaon, Barpeta, Sibsagar, Jorhat, Nalbari, Morigaon, Dibrugarh, Baksa, Darrang, State - Nagaland District - Dimapur, Mokochung State - Arunachal Pradesh District - Papumpare. State -Meghalaya District - Jayantia Hills, Ribhoi, East Khasi Hills.
7. Ranchi	Ranchi LPG Territory, Bharat Petroleum Corporation Limited, 3 rd Floor, NILE Complex, Old H B Road, Kanta Toll Chowk, Ranchi, Jharkhand, Pin Code - 834001 Tel.: 0651 - 2532700	State – Jharkhand District – Dhanbad, Dumka, Deoghar, Giridih, Godda, Jamtara, Pakur, Sahebganj, Koderma, Bokaro, Ramgarh, Hazaribagh, Lohardaga, Palamu, Garwa, Chatra, Latehar, Ranchi, Khunti, East Singhbhum, West Singhbhum, Gumla, Sarikela-Kharswan, Simdega .
8. Sambalpur	Sambalpur LPG Territory, Bharat Petroleum Corporation Limited, Sambalpur Depot. Po – Modipara, Sambalpur, Odisha, Pin Code - 768002 Tel.: Mob No – 7044075460 (TM)	State – Odisha District – Khandamal, Angul, Bolangir, Sambalpur, Sundargarh, Bargarh, Jharsuguda, Nuapada, Sonepur, Dhenkanal, Kalahandi, Nabarangpur, Boudh, Deogarh.
NORTHERN REGION		
Territory	Address / Tel no. / Fax no.	Span of Coverage (Indian State / Revenue District)
1. Allahabad	Bharat Petroleum Corporation Limited, Allahabad LPG territory office & LPG plant, C 45-47, UPSIDC, Industrial Area, Naini, Allahabad – 211010 (UP), Tel.: 0532-2686022Fax:0532-2687122	State – Uttar Pradesh District – Allahabad, Mirzapur, Chitrakoot, Fatehpur, Sonbhadra, Kaushambi, Varanasi, Jaunpur, Chandauli, Ghaziupur, Azamgarh, Ballia, Sant Ravidas Nagar, Mau.

2. Ajmer	Ajmer LPG Territory Bharat Petroleum Corporation Limited, NH79A, Nasirabad-Kishangarh By-Pass, Village - Lavera, Tehsil - Nasirabad, District - Ajmer, Rajasthan. PIN-305601 Tel.: 01491-238095/ 9414003726	State - Rajasthan Districts - Ajmer, Bhilwara, Kota, Jodhpur, Tonk, Bundi, Barmer, Jhalawar, Baran
3. Bareilly	Bareilly LPG Territory Bharat Petroleum Corporation Limited, Plot no. B-60 & 61, Road No-4, Parsakhera Industrial Area, CB Gunj, Bareilly. PIN 243502 Phone : 0581-2561061 / 2560053 Fax no - 0581-2561061	State - Uttar Pradesh Districts - Bareilly, Shahjahanpur, Pilibhit, Badaun (except Gunnar) State - Uttrakhand Districts - Nainital, Udham Singh Nagar
4. Bhatinda	Bathinda LPG Territory Bharat Petroleum Corporation Limited, Plot No A1 & A2 , PSIEC Growth Center , Mansa Road, Bathinda - Punjab - 151001 Tel.: 0164-2430138/2430134/2430137 Fax:0164-2430134	State - Punjab District - Bathinda , Mansa, Muktsar, Firozpur, Fridkot, Moga, Tarantaran, Amritsar, Gurdaspur, Fazilka, Pathankot
5. Bikaner	Bikaner LPG Territory Bharat Petroleum Corporation Limited, SPL 308, IGC KHARA, RIICO Industrial Area, Bikaner (Rajasthan) PIN 334606 Tele/Fax:01522-260160/61	State - Rajasthan District - Hanuman Garh, Churu, Ganga Nagar, Bikaner, Jaisalmer, Nagaur
6. Gorakhpur	Bharat Petroleum Corporation Limited, Gorakhpur LPG Territory office & Micro LPG plant, Baitalpur Gorakhpur – Deoria road, Dist.: Deoria – 274201, Uttar Pradesh Tel.: 09235444504	State – Uttar Pradesh District – Gorakhpur, Kushinagar, Deoria, Maharajganj, Basti, Sidharthnagar, Sant Kabir nagar
7. Hissar	Hissar LPG Territory Bharat Petroleum Corporation Limited, P.B.No.54, Dhansu Road, Hissar (Haryana) PIN 125001 Tel.: 01662-276481/ 275398/ 296771 Fax: 01662- 275398	State - Haryana Districts - Hissar, Sirsa, Fatehabad, Bhiwani, Jind, Rohtak
8. Jaipur	Jaipur LPG Territory Bharat Petroleum Corporation Limited, Plot no 2, SP 2, Road no 14, Vishwakarma Industrial Area Jaipur (Rajasthan). Pin 302013 Tel.: 0141-6501547, 2331547, 2331711 Fax: : 0141-2330246	State - Rajasthan Districts - Jaipur, Dausa, Sikar, Alwar, Bharatpur, Dhaulpur, Jhunjhunu, Sawai Madhopur, Karoli.
9. Jammu	Jammu LPG Territory, Bharat Petroleum Corpn Ltd., Petrol Depot, Near Railway Station, Jammu Tawi, Jammu-180004 Tel. 0191 2461185	State- Jammu & Kashmir Districts- Jammu, Anantnag, Bandipora, Baramulla, Budgam, Doda, Ganderbel, Kargin, Kathua, Kishtwar, Kulgam, Kupwara, Leh (Laddakh), Poonch, Pulwama, Rajauri, Ramban, Reasi, Samba, Shopian, Srinagar, Udhampur State-Himachal Pradesh Districts-Chamba, Kangra, Kullu, Mandi, Lahaul Spiti
10. Jhansi	Jhansi LPG Territory Bharat Petroleum Corporation Limited, Village - Ambabai, Gwalior Road, Jhansi - PIN 284003 (Uttar Pradesh) Tel.: 0510-2730404/ 418 Fax: 0510-2730418	State - Uttar Pradesh Districts - Banda, Hamirpur, Jalaun, Jhansi, Ramabai Nagar, Lalitpur, Mahoba State - Madhya Pradesh Districts - Bhind, Datia, Guna, Gwalior, Sheopur, Shivpuri, Tikamgarh, Morena, Ashok Nagar
11. Lalru	Lalru LPG Territory Office, Bharat Petroleum Corporation Limited, Village Alamgir, Post Tiwana Via Lalru, Tehsil Derabassi District SAS Nagar Punjab - 140501 01762 - 563560, 653561 & 294574	State - Punjab Districts - SAS Nagar, Patiala, Roop Nagar, Sangrur, Barnala, Jalandhar, Kapurthala, Navaesehar, Hosiarpur, Ludhiana, Fatehgarh Sahib. State - Haryana Districts - Ambala, Kurukshetra, Yamunanagar, Panchkula State - Himachal Pradesh Districts - Solan, Shimla, Chamba, Kangra, Una, Mandi, Kullu, Lahul & Spiti State - Jammu & Kashmir Districts - Jammu, Kathua, Rajouri, Srinagar, Anantnag, Bandipur, Barumula Union Territory – Chandigarh

12. Loni	Loni LPG Territory Bharat Petroleum Corporation Limited, Post Office - Loni, Pin 201102 Dist.-Ghaziabad (Uttar Pradesh) Tel:-0120- 2683002/3003/3005/3025/3074/2904064 Fax: 0120 - 2683005	State - Uttar Pradesh Districts - Bheem Nagar, Bijnore, Gautam budh nagar, Ghaziabad, J.P.Nagar, Meerut , Moradabad, Muzaffar Nagar, Panchsheel Nagar, Prabudh Nagar, Rampur, Saharanpur, Baghpat , Bulandshar, (only Sikandarabad)
13. Lucknow	Lucknow LPG Territory Bharat Petroleum Corporation Limited, Village Gudamba, Near Sports College Kursi Road, Lucknow. Uttar Pradesh. PIN -226026 Tel.: 0522-3290338/6540585/3290941	State - Uttar Pradesh District - Lucknow, Kanpur, Sitapur, Lakhimpur Kheri, Unnao, Kannauj, Behraich, Hardoi, Barabanki
14. Piyala	Piyala LPG Territory Bharat Petroleum Corporation Limited, Post Office- Asaoti. Tehsil Ballabgarh, Faridabad PIN 121102 01292205285/89/95 Fax: 01292205292	State - Delhi Districts - North West, North, North-East, East, Central, New Delhi, South, South West, West State - Haryana Districts - Gurgaon, Faridabad, Mahendergarh, Rewari, Sonapat Panipat, Jhajjar, Palwal.
15. Roorkee	Roorkee LPG Territory Bharat Petroleum Corporation Limited, U.P.S.I.D.C. Area, Roorkee. Landhaura - 247664. Tel.No. 01332-251471,251474 Fax No. 01332-251471.	State: Uttarakhand Districts - Chamoli, Dehradun, Haridwar, Pauri, Tehri, Uttarkashi
16. Salempur	Salempur LPG Territory, Bharat Petroleum Corporation Limited, UPSIDC Industrial Area, Rati Ka Nagla, Salempur, Tehsil Sikandrarao. Dist.- Mahamayanagar Uttar Pradesh. PIN 204212 Tel.: 9639013372, 9639013371	State - Uttar Pradesh Districts - Aligarh, Agra, Auraiya, Etah Farrukhabad, Firozabad, Itawah, Kanshiramnagar, Mahamayanagar (Hathras), Mainpuri, Mathura, Bulandshar except Secunderabad, Gannaur Mkt in Badaun.
17. Sultanpur	Bharat Petroleum Corporation Limited, Sultanpur LPG territory UPSIDC Industrial Area Tikaria, Gauriganj Dist.: Amethi – 227409, Uttar Pradesh Tel.: 05368-244044, 291444, 9415137540	State – Uttar Pradesh District – Ambedkar Nagar, Amethi, Balrampur, Faizabad, Gonda, Pratapgarh, Rae Bareli, Shrawasti, Sultanpur
18. Udaipur	Udaipur LPG Territory, Bharat Petroleum Corporation Limited, Village & P.O.Sakroda,Teh.GIRWA Dist.-Udaipur-313024 (Rajasthan) Tel.: 0294-2655436/ 9214207912 Fax:0294-2655436	State - Rajasthan, District - Banswara, Chittorgarh, Dungarpur, Jalore, Pali, Rajsamand, Sirohi, Udaipur.
SOUTHERN REGION		
1. Bangalore	Bangalore LPG Territory Bharat Petroleum Corporation Limited, 47 K.M. Stone, NH-48, Bangalore-Mangalore Highway, Solor Village Magadi Taluka, Ramanagara District, Bangalore, Karnataka, Pin 562127 Tel.:080-27757367 / 27757380	State - Karnataka Districts - Bangalore Urban, Bangalore Rural, Chitradurga, Chikballapur, Mandya, Kolar, Ramanagara, Tumkur
2. Chennai	Chennai LPG Territory Bharat Petroleum Corporation Limited, J1-J6 ,SIPCOT Industrial Area, New Gummidipoondi, Dist.-Tiruvallur (Tamil Nadu) Tel.: 044-27924193, 27924192, 27923029 Fax:27922523	State - Tamil Nadu Districts - Chennai, Tiruvallur, Kanchipuram, Thiruvanamalai, Vellore State - Andhra Pradesh District - Nellore, Chittoor
3. Coimbatore	Coimbatore LPG Territory Bharat Petroleum Corporation Limited, P.B.No.1644, Peelamedu, Coimbatore. PIN 641004 Dist.-Coimbatore (Tamilnadu) Tel.: 0422-2532205/2534336 Fax:0422-2533808	State – Tamil Nadu Dist: Coimbatore, Salem, Erode, Dindugal, Krishnageri, Nilgiris, Nammakal, Tiruppur, Dharmapuri
4. Dharwad	Dharwad LPG Territory Bharat Petroleum Corporation Limited, 323-334, Road No.3 Belur Industrial Area, Dist.-Dharwad , Karnataka. PIN 580010 Tel.: 0836-2486677/ 6699 Fax:2486666	State - Karnataka Districts - Dharwad, Gadag, Haveri, Davangere, Belgaum, Uttara Kannada, Bijapur, Bagalkot, Gulbarga, Raichur, Bidar, Koppal, Bellary, Yadgir.

5. Hyderabad	Hyderabad LPG Territory Bharat Petroleum Corporation Limited, P.B.No.9, P.O.HCL, APIIC, IDA, Phase III, CHERLAPALLI HYDERABAD-500 051 (Andhra Pradesh) Tel.: 040-27260501/ 502/503 Fax:27260501	State - Telangana Districts - Hyderabad, Rangareddy, Warangal, Karim Nagar, Adilabad, Nalgonda, Medak, Nizamabad.
6. Kochi	Kochi Territory Office Bharat Petroleum Corporation Limited, Ambalamugal, Kochi Kerala, Pin 682302 Phone.0484-2720915,2721544 FAX 0484-2722855	State - Kerala District - Ernakulam, Idukki, Trichur, Palakkad, Calicut, Malappuram, Wayanad.
7. Kurnool	Kurnool Territory Office Bharat Petroleum Corporation Limited, NH 7, 217/6 K.M. STONE, P.B.No.10, B CAMP P.O., KURNOOL - 518 002. (Andhra Pradesh) Tel.: 08518 - 237818, 237781, 237771 Fax: 08518 - 237818.	State - Andhra Pradesh Districts - Kurnool, Anantapur, Mahaboobnagar, Prakasam, Cuddapah.
8. Mangalore	Mangalore LPG Territory, Bharat Petroleum Corporation Limited, Baikampady, Mangalore. PIN 575 011, Tel.: 0824-2407793/94 Fax:0824-2400545	State - Karnataka, District - Dakshin Kannada, Udupi, Shimoga, Hassan, Chikmagalur, Mysore, Kodagu & Chamrajnagar. State - Kerala District - Kasargod & Kannur
9. Thanjavur	Thanjavur LPG Territory Bharat Petroleum Corporation Limited, MGM TB Sanatorium P.O., Sengipatti (Via), Thanjavur - 613402 Tel.: 04362-221475; 293379; 293179	State -Tamil Nadu District - Ariyalur, Pudukottai, Ramanathapuram, Thanjavur, Tiruchirapalli, Cuddalore, Villupuram, Perambalur, Sivaganga, Karur, Tiruvarur, Nagapattinam Union Territory - Pondicherry Districts - Pondicherry, Karaikal
10. Trivandrum	Trivandrum LPG Territory Bharat Petroleum Corporation Limited, LPG Bottling Plant, Post Box No.6, Kazhakuttom P.O., TRIVANDRUM. (KERALA) PIN 695582 Tel.: 0471 - 2705202, 2706745, 2706689. Fax: 0471 - 2704423	State - Kerala District - Trivandrum, Kollam, Pathanamthitta, Alleppy, Kottayam..
11. Tuticorin	Tuticorin LPG Territory Bharat Petroleum Corporation Limited, Madurai Bye Pass Road, Tuticorin. PIN 628101 Telephone no : 0461- 2340072, ,2340753, Tele Fax - 0461- 2340050	State - Tamil Nadu Districts - Theni, Madurai, Virudhunagar, Tuticorin, Tirunelveli, Kanyakumari.
12. Vijayawada	Vijayawada LPG Territory Bharat Petroleum Corporation Limited, Kattubadipalem Post, Pinapaka village, Kondapalli, Vijayawada, Dist.-Krishna (Andhra Pradesh) Tel.: 0866-3193303, 0866-2871688 Fax:0866-2802122	State - Andhra Pradesh Districts - Krishna, Guntur, Khammam, Vizianagaram, Visakhapatnam, East Godavari, West Godavari, Srikakulam, Yanam
WESTERN REGION		
1. Bakania (Bhopal)	Bakania LPG Territory Bharat Petroleum Corporation Limited Bhopal Indore ByePass Road, PO Bakania Bhouri, Dist-Bhopal 462 030 MP Tel. 0755 2600180	State-Madhya Pradesh Districts-Bhopal, Hoshangabad, Betul, Raisen, Guna, Harda, Agar, Shajatpur, Ashok Nagar, Rajgarh, Vidisha
2. Bhitoni	Bhitoni LPG Territory Bharat Petroleum Corporation Limited, P.O. Shahapura, Bhitoni, NH 12, Jabalpur. PIN 483119. Madhya Pradesh Tel.no. 07621230318. Fax no. 07621230321.	State - Madhya Pradesh District - Jabalpur, Katni, Satna, Rewa, Sidhi, Singroli, Panna, Mandla, Shahdol, Umeria, Anuppur, Dindori, Narsinghpur, Sagar, Damoh, Chhatarpur, Seoni, Chhindwara, Betul, Balaghat.
3. Goa	Goa LPG Territory, Bharat Petroleum Corporation Limited, Plot No. M-19 to M-35, Phase 3 B, Verna Industrial Estate, Salcete, Goa, 403722. Tel. : - 0832-2782673, 2782662 Fax. 0832-2782662	State - Goa Districts - North Goa, South Goa. State - Maharashtra Districts - Sindhudurg and Ratnagiri

4. Hariyala	Hariyala (Ahmedabad) LPG Territory Bharat Petroleum Corporation Limited, P.B.No.20, Village : Hariyala. N.H.NO. 8. TA: MATAR, Dist.-Kheda PIN :387411 (GUJARAT) Tel.: 02694- 222404 / 222180 / 224576 Fax (02694) 224917	State - Gujarat Districts- Ahmedabad, Mehsana, Sabarkantha, Gandhi Nagar, Banaskatha, Patan, Kheda
5. Indore	Indore LPG Territory Bharat Petroleum Corporation Limited, Plot No. 6 & 7, Sector -4, Kheda Industrial Area, Pithampur, PIN - 454774 Dist.-Dhar (Madhya Pradesh) Tel.: 07292 - 256380, 256509	State - Madhya Pradesh Districts -Indore, Bhopal , Ujjain, Burhanpur, Hoshangabad, Khandwa, Raisen, Sehore, Harda, Vidisha, Khargone, Dewas, Dhar, Alirajpur, Ratlam, Shajapur, Mansaur, Rajgarh, Neemuch, Badwani, Jhabua
6. Jalgaon	Jalgaon LPG Territory Office, Bharat Petroleum Corporation Limited, P-27, Additional M.I.D.C., Jalgaon, Maharashtra. Pin - 425 003, Tel.: 0257-2210704, 2210703. Fax:02572213148	State- Maharashtra Districts - Akola, Aurangabad, Buldhana, Dhule, Hingoli, Jalgaon, Jalna, Nandurbar
7. Mumbai	Mumbai LPG Territory Bharat Petroleum Corporation Limited, 4th Floor, Old Admin Building, North Block, Refinery Complex, Mahul, Mumbai - 400074. Tel.: 022-25546434 / 25524444 Fax: 022-25544973	State - Maharashtra District - Mumbai District (upto Mankhurd, Muland and Dahisar within Brihanmumnai Mahanagar Palika Limits)
8. Nagpur	Nagpur LPG Territory Bharat Petroleum Corporation Limited, D-1, MIDC Industrial Area, Butibori At: Gangapur Post : Takalghat Tehsil : Hingana Distt. Nagpur - 441122 Tel.: 07104-202841, 07104-280051	State - Maharashtra District -Nagpur,.Bhandara, Amravati, Gondia, Yavatmal, Gadchiroli, Chandrapur, Washim, Wardha
9. Nashik	Nashik LPG Territory, Bharat Petroleum Corporation Limited, Plot No. F-5, Malegaon MIDC, Sinnar, Dist. Nashik-422113 Tel.: 02551-230335 / 336/ 346 / 347 Fax:02551-230348	State- Maharashtra Districts - Nashik, Ahmednagar
10. Pune	Pune LPG Territory Bharat Petroleum Corporation Limited Plot No. 1069/70/71/72/73, Shikrapur Chakan State Highway - 55 Village Sanaswadi, Taluka - Shirur, Pune, Maharashtra - 412208 Tel. No. - 9970322922, Mobile No. 9766622700 FAX No. (020) 26345143.	State- Maharashtra District - Pune
11. Rajkot	Rajkot LPG Territory Bharat Petroleum Corporation Limited, Maliyasan Village, NH-8B, Rajkot Ahmedabad Highway, Rajkot, Gujrat. PIN 360003 Tel. 0281 -2787556, 2787716 Fax - 0281 - 2787556	State - Gujarat Districts - Rajkot, Junagadh, Bhavnagar, Jamnagar, Amreli, Kutch, Surendranagar, Porbandar
12. Raipur	Raipur LPG Territory Bharat Petroleum Corporation Limited, Shaeed Veer Narayan Complex Near Nagar Ghadi Chowk, Opposite Collectorate Raipur Pin - 492001 Tel. - 0771-2234881, 4035752	State - Chhattisgarh District - Baloda, Bastar, Bemetara, Bijapur, Dhamtari, Gariabad, Janjgir, Jaspur, Kanker, Kondagaon, Mungeli, Naryanpur, Raigarh, Raipur, Sarguja, Sukma, Surajpur, Balod Bazar, Balrampur, Bilaspur, Dantewada, Durg, Kawardha, Korba, Korla, Mahasamund, Rajnandgaon.
13. Surat	Surat LPG Territory Bharat Petroleum Corporation Limited, Opp ONGC Complex, SH-168, Vill. Bhatpore, Hazira, Surat - 394 510. Tel - 0261-2841358, 2841191	State - Gujarat Districts - Surat, Vadodara, Anand, Panchmahal, Narmada, Bharuch, Dahod, Navsari, Valsad, Tapi. UT of Daman and Dadra & Nagar Haveli
14. Uran	Uran LPG Territory Bharat Petroleum Corporation Limited, Post Box No. 8 , Navghar Industrial Area , Near MSEB Gas Turbine Power Station, Post Bhendkal, Tahsil Uran, Dist. Raigad Tel.: 022-027222419 / 27220184 Fax: 022- 2722418	State - Maharashtra Districts - Thane and Raigad Districts

15. Wai	WAI LPG Territory Bharat Petroleum Corporation Limited, C-12, MIDC Area, Satara. Maharashtra, PIN :412803 Tel.: 02167-265117/ 265045 Fax:02167-265008	State - Maharashtra Districts: Satara, Sangli, Kohlapur
ADDRESS / CONTACT NUMBERS OF TERRITORY OFFICES (RETAIL)		
EASTERN REGION		
1. Barauni	Baruani Retail Territory Bharat Petroleum Corporation Limited, At & PO Papraur, NH - 31, District - Begusarai (Bihar) PIN - 851210. Tel - 06243 - 244722 / 245473 Fax : 06243 - 243818.	State - Bihar Districts - Araria, Banka, Beghusarai, Bhagalpur, Darbanga, East Champaran, Jamui, Kathiar, Muzaffarpur, Nalanda, Nawada, Patna (part), Purnea, Saharsa, Samistapur, Sheohar, Sheikhpura, Siatmarhi, Supaup, West Champaran.
2. Bhubaneswar	Bhubaneswar Retail Territory Bharat Petroleum Corporation Limited Aloke Bharati Complex, IInd Flr, Sahid Nagar, Bhubaneswar. PIN -751007 Tel.: 0674-2542039/2542074 Fax:0674-2546504	State - Orissa District - Anugul, Dhenkanal, Puri, Khurda, Nayagarh, Cuttack, Jajpur, Jagatsinghpur, Kendrapara, Balasore, Bhadrak, Keonjhar, Mayurbhanj, Ganjam, Gajapati, Kandhamal, Koraput, Malkangiri, Raygada, Boudh, Nabarangpur
3. Durgapur	Durgapur Retail Territory Bharat Petroleum Corporation Limited Rajbandh TOP, Rajbandh Chatty NH-2, Durgapur, Dist. - Burdwan (West Bengal). PIN - 713212 Tel.: 0343-2520527 / 2520336 Fax: 0343-2520338	State - West Bengal Districts - Burdwan, Bankura, Birbhum, Purulia
4. Guwahti	Guwahati Retail Territory Bharat Petroleum Corporation Limited R.P.Road, Ananda Path, House No.1, P.O.Dispur, Dist.-Kamrup(Metro) Assam. PIN - 781006 Tel.:0361- 2224890	State - Assam Districts - Kokrajhar, Chirang, Baska, Barpeta, Goalpara, Nalbari, Kamrup (Metro), Kamrup, Nagaon, Golaghat, Jorhat, Sibsagar, Dibrugarh, Lakhimpur, Dhemaji, Sonitpur, Darrang, Karbi Anglang, Cacher, Karimganj, State - Aurnachal Pradesh, District -Upper Siang State - Manipur Districts - Impha East, Imphal West. State - Nagaland District - Kohima, Dipamur State - Mizoram District - Aizawl State - Meghalaya Districts - West Khasi Hills, Jaintia Hills, Rebhoi, East Garo Hills, West Garo Hills.
5. Jamshedpur	Jamshedpur Retail Territory Bharat Petroleum Corporation Limited Goodshed Road, Near Burmamines, Jamshedpur. PIN - 831002 Tel.: 0657-2345592,93,94 Fax: 0657-2345595	State - Jharkhand Districts - East Singhbhum, West Singhbhum, Saraikela Kharsawan.
6. Kolkata	Kolkata Territory (Retail) Bharat Petroleum Corporation Limited Bharat bhavan, Plot No. 31, KIT Scheme No. 118, Prince Gulam Md. Shah Road, A Golf Green, Kolkata A (West Bengal). PIN - 700 095 Tel.: 24293371 Fax: 24293459	State - West Bengal Districts - Kolkata, 24 Parganas (South), 24 Parganas (North), Nadia, Howrah, Hooghly, East Medinipur, West Medinipur
7. Muzaffarpur	Muzaffarpur Territory (Retail) Bharat Petroleum Corporation Limited At & PO-Village Sherpur, Muzaffarpur-842005 Telefax-0621 2273065	State - Bihar Muzaffarpur, Darbhanga, Sitamarhi Sheohar, East & West Champaran, Gopalgunj, Saran, Siwan, Madhubani.
8. Patna	Patna Retail Territory Bharat Petroleum Corporation Limited Patna T.O.P, Pakri, Via-Anisabad Patna. PIN - 800002 Tel.: 0612 2511073 Fax:0612 2510103	State - Bihar Districts - Patna, Bhojpur, Buxar, Arwal, Jehanabad, Vaishali, Saran, Siwan, Gopalganj, Kaimur, Gaya, Aurangabad, Rohtas

9. Ranchi	Ranchi Retail Territory Bharat Petroleum Corporation Limited Station Road, P.O - Chutia, Dist.-Ranchi (Jharkhand). PIN - 834001 Tel.: 0651 - 2460797 Fax: 0651 - 2461879	State - Jharkhand Districts :-Ranchi, Khunti, Simdega, Gumla, Palamau, Latehar, Garhwa, Lohardaga, Chatra, Hazaribagh, Ramgarh, Koderma, Dhanbad, Giridih, Bokaro, Deoghar, Dumka, Godda, Jamtara, Pakur, Sahebganj
10. Sambalpur	Sambalpur Retail Territory Bharat Petroleum Corporation Limited P.O. Modipara, Dist. Sambalpur, Odisha. PIN : 768002 Telephone No : 0663-2402116/2522416 Fax No.0663-2405110	State -Odisha Districts - Sambalpur, Bolangir, Deogarh, Bargarh, Sonapur, Kalahandi, Nuapada, Jharsuguda, Sundargarh
11. Silguri	Silguri Retail Territory Bharat Petroleum Corporation Limited NJP TOP, Bhaktinagar, Dist. Jalpaiguri West Bengal: 734007. Tel: (0353)2691864/2691976/2691968 Fax: (0353)2691779	State - West Bengal Districts - Murshidabad, Malda, Uttar Dinajpur, Dakshin Dinajpur, Darjeeling, Jalpaiguri, Coohbehar. State: Sikkim District - East, West, North, South Sikkim
NORTHERN REGION		
1. Ambala	Ambala Retail Territory, Bharat Petroleum Corporation Limited, Village Alamgri, P.O. Tiwana, Tehsil : Derabassi, Lalru Distt.Mohali (Punjab) Pin - 133001 Tel : 01762-294463	State - Haryana District - Ambala, Panchkula, Yamuna Nagar, Kaithal, Kurukshetra State - Himachal Pradesh District - Shimla, Sirmur, Solan, Bilaspur, Chamba, Kangra, Hamirpur, Kullu, Mandi, Una.
2. Bhatinda	Bhatinda Retail Territory, Bharat Petroleum Corporation Limited, PSIC Growth Centre, A-1/A-2, Bhatinda-151001 Punjab Tel. 0164 2430058	State-Punjab Districts- Barnala , Bhatinda , Faridkot , Ferozpur, Maansa, Muktsar, Moga, Fazilka
3. Bareilly	Bareilly Retail Territory, Bharat Petroleum Corporation Limited, POL Bulk Depot, Village Noorpur, Tehsil Aonla, Distt. Bareilly (UP). PIN - 243301 Tel : 05823-222626 Fax : 05823 - 222600	State - Uttar Pradesh District -Å Bareilly, Rampur, Budaun, Lakhimpur Kheri, Shahjahanpur, Pilibhit State - Uttarakhand Districts - Nainital, U.S. Nagar, Almora, Bageshwar, Champawat,Pithoragarh
4. Delhi	Delhi Retail Territory, Bharat Petroleum Corporation Limited, Bijwasan Installation, Dwarka Link Road, P OÅ Bijwasan, Bijwasan, New Delhi - 110 061.A Tel: 011 - 28062163 Fax : 011 - 28063416	State - Delhi Districts-Å North West, North, North-East, East, Central, New Delhi, South, South West, West
5. Gorakhpur	Gorakhpur (Baitalpur) Retail Territory , Bharat Petroleum Corporation Limited, POL Depot, Baitalpur , DistÅ : Deoria , U.P-273409. 05568-291938, 285225, 285267. Fax - 05568-285126	State - Uttar Pradesh District- Gorakhpur, Maharajganj , Kushi Nagar ,Deoria, Sant Kabir Nagar, Gonda , Balrampur, Bahraich, Shrawasti, Siddhartha Nagar , Basti , Faizabad, Barabanki , Ambedkar Nagar , Sultanpur , Azamgarh , Ghazipur , Mau , Ballia.
6. Hissar	Hissar Retail Territory, Bharat Petroleum Corporation Limited, Near Double Phatak, Hissar, Dist.-Hissar (Haryana). PIN -125001 Tel.:01662-239025 Fax:01662-239025	State - Haryana Districts - Sirsa, Fatehabad, Hissar, Bhiwani, Jind, Sonapat, Panipat, Karnal, Rohtak
7. Jammu	Jammu Retail Territory Bharat Petroleum Corporation Limited, Near Railway Loco Shed, Jammu Tawi , Jammu. PIN - 180004 Tel.: 0191-2464780 & 2463175 Fax: 0191-2464780	State - J&K and Punjab Districts - Jammu, Kathua, Samba, Rajouri, Udhampur, Poonch, Reasi, Anantnag, Baramulla, Budgam, Bandipora, Doda, Ganderbal, Kupwara, Kishtwar, Kulgam, Kargil, Leh, Ramban, Srinagar, Shopian, Pulwama. State -Punjab Districts -Å Gurdaspur, Hoshiarpur, Pathankot
8. Jalandhar	Jalandhar Retail Territory, Bharat Petroleum Corporation Limited, Suchipind, Jalandhar (PUNJAB) PIN 114009 Tel- 0181-2420825,	State - Punjab District - Amritsar, Tran Taran, Kapurthala, Jalandhar, SBS Nagar, Ludhiana, SAS Nagar, Roopnagar, Chandigarh

9. Jaipur	Jaipur Retail Territory Bharat Petroleum Corporation Limited, Sanganer Installation, Sitapura Industrial Area, Tonk Road, Sanganer, Jaipur, Pin-302022, Tel - 0141-2770400, 2771505, 2771994	State - Rajasthan District - Jaipur, Alwar, Sikar, Jhunjhunu Churu
10. Jodhpur	Jodhpur Retail Territory Bharat Petroleum Corporation Limited, C/o - Salawas Instalation, Jodhpur (Rajasthan). PIN 325001 Tel - 0291 -2868271	State - Rajasthan District - Bikaner, Churu, Hanumangarh, Ganaga nagar, Jodhpur, Jaisalmer, Pali, Barmer.
11. Kanpur	Kanpur Retail Territory, Bharat Petroleum Corporation Limited, Bhauti Kalpi Road, District Kanpur. (Uttar Pradesh). PIN - 208020 Tel.: 09235400651/52/54	State - Uttar Pradesh Districts -Ā Sitapur, Hardoi, Lucknow, Unnao, Kanpur, Ramabai Nagar, Jalaun, Fatehpur, Hamirpur, Jhansi, Mahoba, Banda. Lalitpur
12. Kota	Kota Retail Territory Bharat Petroleum Corporation Limited, C/o KOTA TOP, NH-76, Tehsil - Tathed, Kota-324002. Rajasthan. Tel.: 0744 2863317.	State - Rajasthan District - Kota, Baran, Fathebad, Jhalawar, Bharatpur, Dausa, Dhalpur Bundi, Tonk, Sawamimadhpur, Karauli.
13. Mathura	Mathura Retail Territory, Bharat Petroleum Corporation Limited, D1, UPSIDC Industrial Area, Site B, P.O. Mathura Refinery, Dist.-Mathura (Uttar Pradesh) PIN - 281005 Tel.: 0565 - 2480720	State - Uttar Pradesh Districts - Mathura, Mahamayanagar, GB Nagar, Bulandshahr, Aligarh, Agra, Firozabad, Etah, KR nagar, Etawah, Mainpuri, Auraiya, Farrukabad, Kannauj
14. Meerut	Meerut Retail Territory Bharat Petroleum Corporation Limited Abu Ka Makbara, Kesarganj, Distt. Meerut (U.P.) PIN - 250002 Tel: 0121- 2520725/ 2528749	State - Uttar Pradesh Districts - Meerut, Muzafarnagar, Ghaziabad, Baghpat, Saharanpur, Bijnor, Jyotibaphule Nagar, Moradabad, Prabudhnagar, Bheem Nagar, Panchsheel Nagar. State - Uttarakhand Districts - Dehradun, Haridwar, Rudraprayag, Pauri Gharwal, Tehri Gharwal, Chamoli, Uttarkashi, kotdwar, Yomunotri.
15. Rewari	Udaipur Retail Territory, Bharat Petroleum Corporation Limited, Village Karnawas, Rewari Bawal Road Rewari, Haryana - 123401 Tel : 01274 – 269301/ 269667	State - Haryana Districts - Rewari, Mahendergarh, Jhajjar, Gurgaon, Faridabad, Palwal, Mewat
16. Sangrur	Sangrur Retail Territory Bharat Petroleum Corporation Limited Sangrur TOP, Sangrur-Jind Road Dist.-Sangrur (Punjab). PIN - 148001 Tel.: 01672-239430 Fax: 01672-234403	State - Punjab Districts - Sangrur, Patiala, Fatehgarh Sahib, Barnala, Mansa, Bathinda, Moga, Muktsar, Faridkot, Ferozpur, Fazilka.
17. Udaipur	Udaipur Retail Territory, Bharat Petroleum Corporation Limited, Udaisarag Road, Near Rana Pratap Nagar Railway Station. Udaipur, Rajasthan Tel-0294-2492380/2493147	State - Rajasthan Udaipur, Dungarpur, Banswara, Pratapgarh, Jalore, Sirohi, Rajsamand, Ajmer, Bhilwara, Chittogarh.
18. Varanasi	Varanasi Retail Territory Bharat Petroleum Corporation Limited, C/o Mughalsarai Installation, Vill. Saresar, PO. Alampur, Mughalsarai, Distt. Chandauli, Tel. 05412 255141	State - Uttar Pradesh District - Allahabad, Kaushambi, Pratapgarh, Raebareli, Chitrakoot, Chandauli, Sonebhadra, Bhadohi, Mirzapur , Varanasi, Jaunpur
SOUTHERN REGION		
1. Bangalore	Bangalore Retail Territory Bharat Petroleum Corporation Limited 17, "Dupaprk Trinity", 7th Floor, M.G. Road, Bangalore. Karnataka. Pin - 560001. Tel.: 080-22975454/55 Fax: 080-22975481	State - Karnataka Districts - Bangalore urban, Bangalore rural, Kolar,Ā Tumkur,Ā Ā Chikkaballapur, Ramanagaram, Mysore, Mandya, Chamarajanagar
2.. Belgaum	Belgaum Retail Territory Bharat Petroleum Corporation Limited Desur POL Depot, Near Desur Railway Station, Village Zadshahpur Desur, Dist. - Belgaum, Karnataka. PIN-590014 Tel.: 0831- 2494951 Fax: 0831 – 2494960	State - Karnataka Districts - Belgaum, Dharwad, Gadag, Haveri, Bijapur, Bagalkot, Koppal, Raichur, Bidar, Gulbarga, Yadgir

3. Calicut	Calicut Retail Territory Bharat Petroleum Corporation Limited 3rd Floor, Ceekey Towers, Vandipett, Kannur Road, Nadakkavu West, Calicut-673011. Kerala. Tel : 0495 – 2767280/ 27601013	State - Kerala District- Kozikode, Kannur, Kasargod, Malappuram, Palakkad, Wayanad. Union Territory -Pondicherry District - Mahe
4. Chennai	Chennai Retail Territory Bharat Petroleum Corporation Limited 35, Vaidyanathan Street, Post Box No 1152. Tondiarpet, Chennai. Tamil Nadu. PIN - 600081 Tel.: 25951288, 25952381, 25952382 Fax: 25956949	State - Tamilnadu & Pondicherry Districts - Chennai, Thiruvallur, Kancheepuram, Vellore Ambedkr, Tiruvannamalai, Villupuram, Cuddalore. Union Territory - Puduchery District -Pondicherry
5. Coimbatore	Coimbatore Retail Territory, Bharat Petroleum Corporation Limited Ravathur Post, Irugur via Coimbatore, Dist. Coimbatore (Tamil Nadu) PIN 641103. Tel : 0422 - 2910083, 2688189, 2688262 Fax : 0422 2689955	State - Tamil Nadu Districts - Coimbatore, Tiruppur, Erode, Nilgris.
6. Ernakulam	Ernakulam Retail Territory Bharat Petroleum Corporation Limited New Oil Installation, Irimpanam, Cochin. Kerala. PIN-682309 Ph.0484 2774057/ 2780918	State - Kerala Districts - Thiruvananthapu, Kollam, Pathanamthitta, Alappuzha, Kottayam, Idukki, Ernakulam, Thrissur
7. Hyderabad	Hyderabad Retail Territory Bharat Petroleum Corporation Limited Reliance Humsafar, 2nd Floor, 8-2-618/2, Road No.11, Banjara Hills, Hyderabad Telengana. PIN -500034. Telephone : 040-23323469, 23323498 Fax : 040-23323499	State : Telengana Districts : Hyderabad, Ranga Reddy, Mahabubnagar, Medak, State: Andhra Pradesh Districts: Kurnool, Anantapur
8. Karur	Karur Retail Territory Bharat Petroleum Corporation Limited, Athur & Kadaparai Village, Erode Road, Athur, Post, Karur. Tamil Nadu. PIN 639002. Ph.04324 227165 / 04324 227165	State - Tamil Nadu Districts - Krishnagiri, Salem, Nagapatnam, Thanjavur, Tiruvarur, Ariyalur, Perambalur, Pudukkottai, Trichirapalli Union Territory - Pondechery District - Karaikal Pondichery
9. Mangalore	Mangalore Retail Territory Bharat Petroleum Corporation Limited Mangalore Costal Installation, Near APMC Yard, Baikampady, Mangalore. Pin. 575011 Tel.:0824-2407796/ 2406467	State - Karnataka Districts -Dakshina Kannada, Udupi, Uttara,Å Kannada, Kodag, Chickmagalur, Hassan, Bellary, Chitradurga, Davangere, Shimoga
10. Madurai	Madurai Retail Territory Bharat Petroleum Corporation Limited No.37,Tiruparankundam Road, Pasumalai, Madurai. Dist.- Madurai (Tamil Nadu). PIN - 625004 Tel.: 0452 2373541 Fax: 0452 2373541	State - Tamil Nadu Districts - Madurai, Svaganga, Ramanathapuram, Dindigul, Theni.
11. Mysore	Mysore Retail Territory Bharat Petroleum Corporation Limited Mysore POL Depot, Behind FCI Godown, Mysore 570016. Karnataka Tel-0821 2510031 Fax 2510019	State-Karnataka Districts-Mysore ,Mandya , Chamrajnagar,Coorg,Hassan ,Chitradurga , Ramnagarm
12. Nellore	Nellore Retail Territory Bharat Petroleum Corporation Limited 24/1628, 1st Floor, SM Towers, GNT Road, Darga Mitta, Nellore. Andhra Pradesh. PIN - 524 003	State - Andhra Pradesh District - Kadapa, Nellore, Prakasam, Chittoor.
13. Tirunelveli	Tirunelveli Retail Territory, Bharat Petroleum Corporation Limited BG Goods Shed Road, Å Post Thatchanallur, Tirunelveli, Å Tamil Nadu. PIN - 627358 Tel.: 0462 - 2336017 / 2333250	State - Tamilnadu Districts - Tirunelveli, Virudhunagar, Kanyakumari, Toothukudi (Tuticorin)
14. Trichy	Trichy Retail Territory, Bharat Petroleum Corporation Limited No.1, Dindigul Road, Near Central Bus Stand, Trichy 620001 Tamil Nadu Tel- 0431 2464651	State-Tamil Nadu & Pudduchery Districts-Puduchery, Cuddalore , Nagapattinam , Karaikal, Ariyalur , Perambalur , Tiruchirapalli , Thanjavur , Tiruvarur , Tiruvannamalai , Villupuram

15. Vijaywada	Vijayawada Retail Territory Bharat Petroleum Corporation Limited Kattubadipalem(Post), Pinapaka Village,Kondapalli, Dist.-Krishna Andhra Pradesh. PIN - 521228 Tel.: 0866- 287187 Fax: 0866 -2871453	State - Andhra Pradesh Districts - Krishna, Guntur, Nalgonda, State- Tenengana Districts: Khammam.
16. Vizag	Vizag Retail Territory Bharat Petroleum Corporation Limited P.B.No.213, P.O - Naval Base, Near Dhannareddy Godowns, Opp: Andhra Petrochemicals, Visakhapatnam. Å Andhra Pradesh. PIN -530014. Tel.: 0891 - 2577528 Fax: 0891 - 2577291	State - Andhra Pradesh Districts- Visakhapatnam, Vizianagaram, Srikakulam, East Godavari, West Godavari Union Territory - PudicherriÅ District -Yanam
17. Warangal	Warangal Retail Territory Bharat Petroleum Corporation Limited Goods Shed Road, Warangal -506002 Telangana. Tel - Ph. 0870 2426173 Fax: 0870 2426173	State – Telangana District - Adilabad, Nizamabad, Karim Nagar, Warangal.
WESTERN REGION		
1. Ahmadabad	Ahmadabad Retail Territory, Bharat Petroleum Corporation Limited First Floor, Golden Triangle Building, Near Sardar Patel Stadium, P.O.Navjivan, Ahmedabad, Pin Code- 380014, Tel. 26421898/26420702 Fax:- 079-26460703	State - Gujarat Districts - Ahmedabad, Gandhinagar, Sabarkantha, Mehsana, Patan, Banaskantha, Bhavnagar
2. Ahmednagar	Ahmednagar Retail Territory, Bharat Petroleum Corporation Limited Akolner POL depot, At and P.O.- Akolner, Taluka and Dist.-Ahmednagar, Maharashtra. PIN - 414107 Tel. : 0241-2595555	State - Maharashtra Districts - Ahmednagar, Aurangabad, Jalna
3. Bhopal	Jabalpur Retail Territory Bharat Petroleum Corporation Limited Office Complex, Block A (1st Floor), Gautam Nagar, Bhopal (M.P.) PIN- 462030 Phone : 0755-2689863 Fax- 0755-2581899	State - Madhya Pradesh District - Ashoknagar, Betul, Bhind, Bhopal, Chattarpur, Chindwara, Datia, Guna, Gwalior, Hosangabad, Morena, Raisen, Sagar, Sehor, Sheopur, Shivpuri, Tikamgarh, Vidisha.
4. Goa	Goa Retail Territory Bharat Petroleum Corporation Limited Plot No. 32 , EDC Complex, Patto, Panaji , Goa. PIN - 403001 Tel.: 0832 - 2438805 Fax: 0832 - 2438809	State - Goa Districts - North Goa, South Goa State - Maharashtra Districts - Kolhapur, Sangli, Ratnagiri, Sindudurg
5. Gwalior	Gwalior Retail Territory, Bharat Petroleum Corporation Limited, Post Box No-9, Gwalior 474002 (MP) Tel-0751 2820028 Fax 0751 2568480	State-Madhya Pradesh Districts- Gwalior, Bhind, Morena, Datia, Shivpuri, Sheopur, Guna, Rajgarh, Ashok Nagar
6. Indore	Indore Retail Territory, Bharat Petroleum Corporation Limited POL Depot, Manglia, A B Road, Dist.-Indore, Madhya Pradesh, PIN - 452 771 Tel.: 0731 - 2806076 Fax: 0731 – 2806077	State - Madhya Pradesh Districts - Indore, Ujjain,Å Dewas,Å Dhar, Ratlam, Khandawa, Kargone,Å Neemuch, Mandasaur, Burhanpur, Barwani, Shajapur, Alirajpur, Harda, Jhabua
7. Jabalpur	Jabalpur Retail Territory Bharat Petroleum Corporation Limited P.O.L. Depot Bhitoni, NH-12, Shahpura-Bhitoni. Dist.-Jabalpur (Madhya Pradesh). PIN - 483119 Tel.: 07621-230303	State - Madhya Pradesh Districts - Anuppur, Balaghat, Damoh, Dindori, Jabalpur, Katni, Mandla, Narsinghpur, Panna, Rewa, Satna, Seoni, Shahdol, Sidhi, Singrauli, Umaria

	Fax:07621-230643	
8. Manmad	Manmad Retail Territory Bharat Petroleum Corporation Limited Manmad Installation, Panewadi, Manmad - Nandgaon Road P O Manmad. Dist.- Nashik (Maharashtra). PIN - 423 104 Tel.: 02591 - 281522 / 281786 Fax: 02591 – 223255	State - Maharashtra District - Nashik
9. Mumbai	Mumbai Retail Territory Bharat Petroleum Corporation Limited Benzine Installation, Sewree Fort Road, Sewree (East), Mumbai. PIN - 400 015 Tel.: 24123640, 24168232 , 24165940 Fax:24128437	State - Maharashtra Districts - Mumbai and Raigad
10. Nagpur	Nagpur Retail Territory Bharat Petroleum Corporation Limited "Sunny Side", 7, Chitnis Marg, Civil Lines, Nagpur. PIN- 440 001 Telephone: 0712-2551003 Fax: 0712-2528144	State - Maharashtra Districts - Nagpur, Wardha, Amravati, Yawatmal, Chandrapur, Gadchiroli, Gondia Bhandara
11. Pune	Pune Retail Territory Bharat Petroleum Corporation Limited 2416, East Street, Sahajanand Complex, Pune. Maharashtra PIN 411001 Tel. No.020-23659791/26345141 Fax- 020-26345143	State - Maharashtra District - Pune, Satara
12. Solapur	Solapur Retail Territory Bharat Petroleum Corporation Limited NH-09, Solapur - Pune Road, Pakani POL Depot, Post Pakani, Tal. North Solapur, Dist.- Solapur (Maharashtra). PIN - 413213 Tel.:217-2357606 Fax: 217-2357506	State - Maharashtra Districts - Solapur, Latur, Osmanabad, Beed, Parbhani, Nanded.
13. Raipur	Raipur Retail Territory Bharat Petroleum Corporation Limited 46, Shahid Veer Narayansingh Bhavan Near Ghari Chowk, Raipur Dist.-Raipur, Chhattishgarh. PIN - 492 001 Tel.: 0771-222033 Fax:0771-222033	State - Chhattishgarh Districts - Durg, Kawarda, Rajnandgaon, Baster, Dantewada, Dhamtari, Kanker, Raipur Mahasamund, , Narayanpur, Birjapur, Janjgir, Jaspur, Korba, Korja, Raigarh, Sarguja, Balod, Bilaspur, Gariabandh, Mungeli Bemetra, Sukma Balrampur, Baloda Bazar, Surajpur, Kondagaon
14. Rajkot	Kota Retail Territory Bharat Petroleum Corporation Limited 2nd Floor, Bharat Bhavan, Limbda Chowk, Shastri Maidan, Rajkot (Rajasthan) PIN -360 001. Tele No. (0281) 2239818 Fax No. (0281) 2225828	State - Gujrat Districts - Kutchchh, Rajkot, Jamnagar, Surendranagar, Junagadh, Amreli, Porbandar. Union Territory Diu
15. Surat	Surat Retail Territory Bharat Petroleum Corporation Limited Post Ichhapore, Surat Hazira Road District Surat. PIN 394510 Tel 2861944	State - Gujarat District - Surat, Tapi, Anand, Panchmahal, Dahod, Kheda, Baroda, Bharuch, Narmada, Navsari, Valsad, Dang, Union Territory-Dada Nagar Haveli, Daman
16. Thane	Thane Retail Territory Bharat Petroleum Corporation Limited A Installation, Sewree Fort Road, Sewree East, Mumbai 400015 Tel: 022 24176276; 022 24176507 Fax: 022 24142234	State - Maharashtra Districts - Thane, Nashik, Ahmednagar

ADDRESS / CONTACT DETAILS OF STATE HEADS (RETAIL)		
State Coordinator	Address / Tel no. / Fax no.	States /UTs Covered
1. Ahmedabad	Bharat Petroleum Corpn. Ltd. 1st Floor, Golden Triangle, BPC Gujarat Corner, Near Sardar Patel Stadium, Post Navjivan, Ahmedabad 380 014 Tel. : 079 – 26461320 Fax : 079 – 26460703	Gujarat
2. Bangalore	Bharat Petroleum Corpn. Ltd. Du Park Trinity, 7th Floor, 17, M. G. Road, Bangalore 560 001 Tel. : 080 – 22975460 Fax : 080 - 22975481	Karnataka Kerala
3. Bhopal	Bharat Petroleum Corpn. Ltd. A - Block Office Complex, Gautam Nagar, Bhopal 462 023 Tel. : 0755 – 2583647 Fax : 0755 - 2583624	Madhya Pradesh, Chattisgarh
4. Bhubaneswar	Bharat Petroleum Corpn. Ltd. Alok Bharati Complex, 2nd Floor, Shahid Nagar, Bhubaneswar 751 007 Tel. : 0674 – 2546336 Fax : 0674 - 2545663	Odisha Jharkhand
5. Chandigarh	Bharat Petroleum Corpn. Ltd. Plot No. 6A, Tel Bhawan, Sector 19 B, Madhaya Marg, P.B. 703, Chandigarh 160 019. Tel. : 0172-24907956 Fax : 0172-2549457	Punjab, Jammu and Kashmir Haryana Himachal Pradesh
6. Chennai	Bharat Petroleum Corpn. Ltd. 1, Ranganathan Garden, Off. 11th Main Road, Post Box No.1212 & 1213, Anna Nagar, Chennai 600 040 Tel. : 044 – 26142210 Fax : 044 - 26216504	Tamil Nadu, Pondicherry
7. Hyderabad	Bharat Petroleum Corpn. Ltd. Reliance Humsafar, Second Floor, H.No. 8-2-618/2, Road No. 11, Banjara Hills, Hyderabad – 500034 Tel-Fax : 040-23323496	Andhra Pradesh Telangana
8. Jaipur	Bharat Petroleum Corpn. Ltd. Sitapura Industrial Area, Tonk Road, Jaipur 302 022. Tel. : 0141-2771479 Fax : 0141-2740546	Rajasthan
9. Kolkata	Bharat Petroleum Corpn. Ltd. Plot No 31, Prince Ghulam Md Shah Road, Golf Green, Kolkata 700 095 Tel. : 033 – 24293071 Fax : 033 - 24293354	West Bengal, Assam, Arunachal Pradesh, Nagaland, Mizoram, Manipur, Tripura, Meghalaya, Sikkim
10. Lucknow	Bharat Petroleum Corpn. Ltd. 94, Mahatma Gandhi Marg, Lucknow 226 001. Tel. : 0522 – 2235173 Fax : 0522 - 2236413	Uttar Pradesh & Uttrakhand
11. Mumbai	Bharat Petroleum Corpn. Ltd. Plot No – 6, Sector - 2 Behind CIDCO Garden, Kharghar, New-Mumbai 410210 Tel. : 022 – 27764405 Fax : 022 - 27764763	Maharashtra, Goa
12. Patna	Bharat Petroleum Corpn. Ltd. Ashiana Chamber, 3rd Floor, Exhibition Road, Patna 800 001 Tel. : 0612-2501221 Fax. : 0612-2224050	Bihar
13. Noida	Bharat Petroleum Corpn. Ltd. A-5 & A-6, Sector - I Noida 201301 Tel. : 0120 – 2474114	Delhi Haryana

Chapter – 14

RIGHT TO INFORMATION ACT 2005

11 What is Information?

11.1 Information means any material in any form including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force. – Section 2(f).

11.2 The RTI Act aims at promoting/ensuring:

11.2.1 Transparency & Accountability in the working of every Public Authority.

11.2.2 The right of any citizen of India to request access to information and the corresponding duty of Govt. (Sections 18/19).

11.2.3 The duty of Government to make available key information to all (Sec. 4).

11.2.4 Under the Act, every citizen has right to access information from public Authorities. Whenever the information is required the applicant can apply to the Public Authority for it with prescribed fee giving the details such as name of the applicant with the address and particulars of information required. Public Information Officer (PIO) is expected to attend and respond to the applicant within 30 days communicating to the required information or say why it cannot be given. There is no fee payable by citizens who are below the poverty line. Information sought which concerns the life or liberty of a person, shall be provided within 48 hours of receipt of the request.

11.3 The list of the disclosure which is not mandatory (Section 8) under the act:

11.3.1 Information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence.

11.3.2 Information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure or which may constitute contempt of court;

11.3.3 Information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;

11.3.4 Information including commercial confidence, trade secrets or intellectual property, the disclosure or which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;

11.3.5 Information available to a person in his fiduciary relationship, unless the competent authority is satisfied that the larger public interest warrants the disclosure of such information;

11.3.6 Information received in confidence from foreign Government.

11.3.7 Information, disclosure of which would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes.

11.3.8 Information which would impede the process of investigation or apprehension or prosecution of offenders;

11.3.9 Cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other officers;

11.3.10 Information which relates to personal information the disclosure or which has no relationship to any public activity or interest, or which would cause unwarranted invasion of the privacy of the individual;

- 11.3.11 Notwithstanding any of the exemptions listed above, a public authority may allow access to information, if public interest in disclosure outweighs the harm to the protected interests.
- 11.4 **Right to Appeal** : The appellant has right to appeal to the 1st Appellate Authority and in case not satisfied with the reply from PIO/1st Appellate Authority, to the Chief Information Commissioner (CIC). Website of Central Information Commission: www.cic.gov.in.
- 11.5 **The Central Public information officer (CPIO) and Appellant authorities** of BPCL can be seen at its website or following link: <http://www.bharatpetroleum.in/RTI/RTI.aspx>
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Index

Chapter No.	Subject	Page No.
Chapter 15	Customer Survey / Third Party Audit / Feedback of the Customer ; Review of the Service and Its Implementation	60-61

Chapter – 15

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

12 Third Party Inspections/Audits;

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

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

- 13.1 Probably the most vital piece of business intelligence is the understanding of customer needs and expectations, and knowledge of how customers perceive and compare competitive product and service offerings. These vital customer insights provide a much clearer focus for any subsequent customer strategy and product development decision. Bringing the voice of the customer into the organization is also a powerful motivational tool for organizational change.
- 13.2 Customer Research / Survey include the process of identifying "who will use a given product of service", "understanding the preferences of these users", and "determining the levels of satisfaction". Customer research is conducted as part of the marketing process along with product evaluation, advertising and sales promotion, and helps us to –
 - 13.2.1 Identify the needs of a group of the population, (target segment), so that a product or service may be created or adjusted to meet these needs.
 - 13.2.2 Identify the users / customers / market for a product or service.
 - 13.2.3 Determine customer satisfaction with a product or service.
- 13.3 Market research to understand customer insight and feed back is undertaken at regular intervals as well as on need basis, as detailed below:

- 13.3.1 **Survey of Customer Satisfaction / Review of Services:** The market research is conducted using a well structured format through an independent research agency in order to gather customer responses for evaluating customer satisfaction levels.
- 13.3.1.1 **Sample Size:** Sample size is decided keeping view the service provided to the Customer.
 - 13.3.1.2 **Type of customer:** Depends upon the Survey output is required for which class of people like Metro, Sate Capitals or villages, Highways Customers, transport hubs, taxi association etc.
 - 13.3.1.3 **Geographical spread:** Also depends on the survey being conducted. For Example: For Retail Outlet Customers - The research covers our retail customers across major states representatively spread across four regions and different class of markets like metro town, class A markets having more than 10 lakh population, class B (2-10 lac population) class C markets (other than A, B, D markets) class D markets (state/ national highways) and class E markets (remote areas / rural markets).
 - 13.3.1.4 **Methodology:** Varies with the type of customer being surveyed. In case of survey of a customer of Retail Outlet, the Customer responses cover the following aspects of service levels at our retail stations.
 - 13.3.1.4.1 Are you getting correct quantity of fuel?
 - 13.3.1.4.2 Are you satisfied with the quality of fuel?
 - 13.3.1.4.3 Is correct price being charged?
 - 13.3.1.4.4 Do you get prompt service?
 - 13.3.1.4.5 Are staffs courteous?
 - 13.3.1.4.6 Do you find the Retail Outlet neat and courteous?
 - 13.3.1.4.7 Is air available?
 - 13.3.1.4.8 Is water available?
 - 13.3.1.5 Responses are evaluated on a scale of never to always. The response of the customers would be obtained in line with the questionnaire as mentioned above. Evaluation will be done on five point scale by the customers selected at random based on the questionnaire. The weighted average marks obtained on all customer contacts made will be computed and the level of customer satisfaction rating worked out.
 - 13.3.1.6 Market Research is carried out using various tools ranging from Dipsticks, CSI surveys, 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.
- 13.3.2 **Review of services and its implementation :**
- 13.3.2.1 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 / services / products based on economic viability. The information is compiled on regular basis, shared amongst decision makers.
 - 13.3.2.2 The review survey for Customer Satisfaction / Review of Service results is done and need be necessary changes are made in line with the Customer expectations of service needed /change in procedure, if required.
 - 13.3.2.3 The Customer satisfaction index is one of the parameters for measuring customer satisfaction levels and taking corrective actions in line with customer expectations.