

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

### The Product 'LPG'

LPG stands for liquefied petroleum gas. LPG marketed by us under the brand name 'HP Gas' 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.

### LPG Installation

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

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

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.

Tare/gross weight, test date, serial number, ISI monogram, Oil marketing company's

name & logo, year of manufacture etc. are embossed / painted on the cylinder. Each Pressure Regulator (PR) also carries a serial number.

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.

## **Public Distribution System for LPG Marketing in India**

LPG meant for use as cooking fuel in household kitchens, is marketed by the Public Sector Oil Companies, 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.

Govt. of India has extended exemption of custom & excise duties and concession in VAT even on the non-subsidized LPG cylinders meant for domestic use, making them cheaper than the non-domestic/Commercial LPG cylinders.

Non-domestic consumers in the following categories shall also be treated at par with domestic consumer for entitlement of subsidized LPG cylinders: –

- Government/Municipal Hospitals for whatever purpose they take.
- Supplies to all school and colleges whether for hostels or for mid-day meal schemes.
- Canteens attached to Government Offices (Govt. includes State Govt. and local bodies and their installation and Guest Houses etc.)
- Messes of Police, BSF and CISF in addition to kitchens and messes of the Defence establishments.
- Canteens run on cooperative basis under Cooperative Societies Act.
- Laboratories attached to schools, colleges & research institutions.

- Charitable institutions registered under the Societies Act.
- Red Cross Society all branches.

For non-domestic commercial, Industrial, Automotive usage etc. LPG is sold at non subsidized price.

## **Distribution Network**

PSU Oil Companies have a well spread network of distributors to service LPG consumers in the country. Expansion of distributor network is a continuous process. Currently, there are two types of public 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.hindustanpetroleum.com](http://www.hindustanpetroleum.com) .

## **Services**

Services rendered by the distributors to LPG consumers are given below:

1. Release of New LPG Connections & Additional Cylinder (Double Bottle Connection).
2. Facilities for booking LPG refill.
3. Refill Delivery – Two modes of cylinder delivery are in practice.
  - (a) LPG distributors deliver filled cylinders at the registered address to the customers residing in their normal area of operation and collect empty cylinders. Only under exceptional conditions, filled cylinders deliveries on cash-any-carry basis (non-home delivery) are permitted & customers are entitled to applicable rebate on “Cash-and-carry” supplies.
  - (b) RGGLV- customers have to collect filled cylinders from the LPG storage godown at declared RSP. Customers are not entitled to any rebate for “Cash-and-carry” supplies.
4. Transferring/Terminating the LPG connection – when a customer shifts residence outside the distributor’s area or service reasons.

5. Safe custody of LPG connection : Piped Natural Gas (PNG) customers, customers using LPG through 'Reticulated' system and customers who do not intend to use the cylinder for reasonably long time can hand over their LPG Cylinder/s & DPR to the distributor and obtain a 'safe custody' voucher along with refund of the security amount.
6. Change in the Name of connection - in case of demise of the LPG connection holder or transfer within family, regularisation of LPG connection for which document is in someone else's name, regularisation of connection against genuine LPG equipment (cylinder/DPR) held without documents as per procedure approved by HPCL.
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.
8. **Time frame for services rendered by HP Gas distributors to the consumers:**

<b>Service</b>	<b>Conditions</b>	<b>Timeframe</b>
Registration for new domestic LPG connection	a) Above 18 years of age b) No member of the household has LPG connection under PDS or PNG connection c) Residing in the distributor's operating area d) Produce & submit proof of residence & identity, Know Your Customer (KYC) form #	Immediate
Release/installation of new Connection/DBC	a) Intimation in writing by the distributor of Maturity of turn b) Produce & submit proof of residence & identity c) Submit Standard undertaking#	Seven working days

	<ul style="list-style-type: none"> <li>d) Deposit security amount##</li> <li>e) Hot plate inspection (purchased from source other than the LPG distributor) after payment of prescribed Inspection charges##.</li> <li>f) Inter/intra Oil Co. de-duplication check**</li> </ul>	
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	<ul style="list-style-type: none"> <li>a) Surrender of loaned equipment (cylinder/s &amp; PR) in good condition</li> <li>b) Submission of original SV (in case SV is lost an affidavit in lieu thereof)#</li> </ul>	One working day
Change of name in case of death	<ul style="list-style-type: none"> <li>a) Eligibility as applicable for new LPG connection</li> <li>b) Death Certificate of customer</li> <li>c) Succession certificate / Standard undertaking#</li> <li>d) Produce &amp; submit proof of residence &amp; identity, Know Your Customer (KYC) form</li> <li>e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee.</li> <li>f) Satisfy de-duplication check**</li> </ul>	One working day.

Transfer of connection within family / Regularisation	<ul style="list-style-type: none"> <li>a) Eligibility as applicable for new LPG connection</li> <li>b) Consent letter from customer</li> <li>c) Standard undertakings #</li> <li>d) Produce &amp; submit proof of residence &amp; identity, Know Your Customer (KYC) form</li> <li>e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee.</li> <li>f) Satisfy de-duplication check**</li> </ul>	One working day
<p>* Endeavour to deliver within two working days at all times except in circumstances beyond control viz. Natural calamities, strikes, absenteeism, transport breakdowns, Govt. directives, shortage of product availability etc.</p> <p>** One household is entitled only one subsidized domestic LPG connection. Inter/intra Oil. Co. de-duplication check shall be carried out by OMCs for verifying information provided by the consumer. In case any information furnished by the customer is found incorrect, the connection shall be cancelled and security deposit forfeited. HPC reserves the right to initiate action against such customer under applicable legal provisions.</p> <p>#formats of documents available on website <a href="http://www.hindustanpetroleum.com">www.hindustanpetroleum.com</a></p> <p>## Rates of approved security deposit, tariff &amp; service charges available at our website <a href="http://www.hindustanpetroleum.com">www.hindustanpetroleum.com</a></p>		

## Customer Relations

A Toll Free telephone number 1800 2333 555 is available to customers between 8 AM and 8 PM for any queries, suggestions or complaints related to their LPG connection.

Customer Service Cells also function at the Regional Offices during office hours on all working days. Customers are welcome to call on telephone or personally visit the Cell

for assistance/grievance redressal. Details of the Cell are available with the distributor and also at our [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)

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

## **Emergency Service**

Distributors render prompt assistance in case of gas leakage and other complaints. The telephone numbers are mentioned on the refill cash memos, displayed at the distributor's showroom and also available on the Oil Companies websites. The Services rendered by the distributor for attending to leakage complaints are free of charge.

## **Expectations from the Customer**

Users need to follow safe operating practices while using LPG. These are given below:

### **Simple rules of usage**

- Cylinder must be always kept in vertical position, away from any source of heat and in a ventilated place.
- The hot plate should always be placed on a platform (made of non-flammable material) above the cylinder level.
- Always remember to switch off the pressure regulator when the stove is not in use, especially at night. Never tamper with or try to repair the cylinder or allied equipment yourself.
- Make sure all parts of the installation are in good condition. If anything seems wrong with any part, distributor's trained mechanic may be called.
- It is safer to wear cotton clothing while working in the kitchen. Use of dupatta, sari or cloth to handle utensils could be a fire hazard.
- Wearing a fire retardant apron while cooking is a safe practice.

- Children must be kept away from the installation while cooking.
- Use only ISI marked HOT PLATES.
- Never leave the hotplate unattended while in use as the burner flame could get extinguished due to overflow of cooking material or even gust of wind. This would lead to leakage of Gas from the burner. The accumulated gas could get ignited by the second/other burner in operation or any other source of ignition, resulting in fire.
- Fry Pan / Pressure Cooker should be placed in a manner so that their handle is away from the flame.
- Plastic items must be kept away from the gas stove.
- Rubber tube is the weakest link in a LPG connection. It must be regularly checked and changed immediately in case any visible cracks / damage are noticed. Use of "SURAKSHA" LPG hose sold by LPG distributor is recommended for its enhanced safety features and longer life. Rubber Tube, if used, must be ISI approved.
- As a rule, the rubber tube must be replaced every two years and 'Suraksha' LPG hose every five years.
- The safety cap must always be put on the valve of the unused cylinders, whether full or empty.

### **At the time of Refill Delivery**

At the time of taking trefill delivery, customer must satisfy himself with the condition of the cylinder seal and weight. Once having acknowledged receipt of cylinder with seal intact, correct weight & in good condition, there shall be no scope for dispute with regard to the same. The deliveryman will break open the seal in presence of the customer and check that the cylinder is sound and fit for use. Customers must get the cylinder connected to the regulator (DPR) and have the installation checked for proper functioning, even for the additional cylinder. LPG Distributor's deliveryman carries a weighing scale. Please get your cylinder weighed every time before receipt.



## **Inspection of the LPG Installation**

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

## **In case of Leakage**

In the rare event of Leakage or in case there is smell of gas:

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

## **In the event of accident**

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

In case of the unfortunate event of an accident, the customer must immediately inform the distributor in writing. The distributor then informs the concerned Oil Company and the Insurance Company about the same. The distributor will offer assistance to the customer in completing the formalities of insurance claims arising out of the accident.

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

## Customer Obligations

- 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.
- Customer must adopt safe practices while using LPG.
- Customers must not accept LPG cylinders from source/persons other than the LPG distributor with whom they are registered.
- 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.
- Customers should follow conservation tips while using LPG to save fuel. Conservation tips are available on the [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com) .
- The use of LPG is regulated by LP Gas (Regulation of Supply & Distribution) Order of the Govt. of India. As per this order:

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

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.

- As & when customers availing Piped Natural Gas (PNG) connection or LPG connection through 'Reticulated' system in their household, the existing domestic LPG connection must be surrendered with 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.hindustanpetroleum.com](http://www.hindustanpetroleum.com) PNG customers can however retain the LPG connection but use only domestic non-subsidized LPG cylinders for the same

## COMPLAINT / PUBLIC GRIEVANCE REDRESSAL MECHANISM

11

A consumer who wishes to register complaint about any product or service may lodge the same by any one of the following methods:

1. **Availability of Complaint / Suggestion Book at HP Gas Distributor & Petrol Pumps:** As per the MDG (Marketing Discipline Guidelines) Provisions, it is mandatory for the dealers to maintain a Suggestion / Complaint Book and make the same available to the customer on demand. A message indicating availability of this book is also prominently displayed at the retail outlets and gas agencies. The field officer goes through the Complaints Book during his inspections, for which a specific provision has been made in the inspection report. The complaints are attended to by contacting the complainant, wherever necessary, by the Officers or action is taken based on input given by the customers.
2. **Display of Contact No. and Address at Retail Outlets / HP Gas Distributorships:** Contact details of the Sales Officers of the company are prominently displayed at all the retail outlets / HP Gas Distributorships, for the benefit of customers to contact them or write to them.
3. **Toll Free Number, Call Centers:** In order to have convenient, easy and effective way to enable customer to register their complaints and follow them up, two all India Toll Free numbers 1800 2333 555 and 155 233 are in place for registration of complaints.
4. **Web based complaints:** Customers can also register their complaints through HPC Corporate Website i.e. [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)

Once a complaint is registered on the website it automatically goes to the concerned officer for further action. A reply is sent to the customer by the concerned office, once it is resolved. Provision in the system enables customer to view the status of the complaint on the website.

5. **Timelines for Resolution of Complaints:** HPCL shall endeavor to respond to complaints received through Toll-Free number/Web Portal within fourteen days, except in circumstances beyond control of the Corporation viz. Natural calamities, strikes, absenteeism, system breakdowns or in cases warranting investigation etc. which may take longer to conclude. In such case, an interim reply would be sent.
6. **Email:** The consumer who is not satisfied with the resolution of complaint may send email to [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in) or [corphqo@hpcl.co.in](mailto:corphqo@hpcl.co.in) giving clear and complete details of the complaint and nature of remedial action sought. Past references may also be included.
7. **Public Grievance:**
  - a. Designated officers of the Corporation will be available every Friday between 4.00 PM to 5.00 PM at all major locations to hear & facilitate redressal of grievances of the public.
  - b. The details of the Public Grievance Redressal Officers for redressal of Public Grievances are available on the Corporate website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)
  - c. A link has been provided on HPCL Corporate website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com) for registering Public Grievances on the Government of India Public Grievances Portal (PG) viz. <http://goo.gl/xUObQ1>.

**HPCL LOCATIONS****HINDUSTAN PETROLEUM CORPORATION LIMITED****REGISTERED AND  
HEADQUARTERS OFFICE**

Petroleum House,  
17, Jamshedji Tata Road,  
Churchgate, Mumbai 400 020.  
Email: [corphqo@hpcl.co.in](mailto:corphqo@hpcl.co.in)  
Website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)  
Tel.: 022-22863900

**MUMBAI REFINERY**

Bhikaji Damaji Patil Marg,  
(Old Corridor Road),  
Mahul, Mumbai 400 074.  
Tel.: 022-25545061

**MARKETING  
HEADQUARTERS**

Hindustan Bhavan,  
8, Shoorji Vallabhdas Marg,  
Ballard Estate,  
Mumbai 400 001.  
Email: [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in)  
Tel.: 022-22637000

**VISAKH REFINERY**

Post Box. No. 15,  
Malkapuram,  
Visakhapatnam 530 011  
Tel.: 0891-2894000

**DELHI CO-ORDINATION OFFICE**

11th Floor, Tower - I, Jeevan Bharati,  
124, Indira Chowk, New Delhi 110 001.  
Tel.: 011-23467123

## LPG SBU ZONAL OFFICE

<b>NORTH ZONE</b>	<b>EAST ZONE</b>	<b>WEST ZONE</b>	<b>SOUTH ZONE</b>
HPCL 8th Floor, Core II, SCOPE MInar Complex, Laxmi Nagar, New Delhi :10 092. Tel. : 011-22408300	HPCL Purbanchal Bhavan, 771, Anandapur, Off EM-bypass Koklata:700 017. Tel. : 033-66095200	HPCL R & C Building, Sir J. J. Road, Byculla, Mumbai:400 008. Tel. : 022-23789000	HPCL Thalamuthu Natarajan Building 4th Floor, 8, Gandhi Irwin Rd., Post Box. No. 3045, Egmore, Chennai:600 008. Tel. : 044-28549744

<b>NORTH WEST LPG ZONE</b>	<b>SOUTH CENTRAL LPG ZONE</b>
HPCL 1st Floor, Karaka Building, Ashram Road, Ahmedabad:380 009. Tel. : 079-26484002	HPCL 6th Floor, Varun Towers, Siripuram Junction No. 1, Visakhapatnam:530 003. Tel. : 0891-2716703

## LPG REGIONAL OFFICES

<b>ANANTHAPUR LPG RO</b>	<b>SURAT LPG RO</b>	<b>AURANGABAD LPG RO</b>
HPCL NH-44, Taticherlla Village, Vadiyampeta (Post), Ananthapur:515 731 Andhra Pradesh	HPCL Hazira LPG Bottling Plant, P O Ichhapore, Hazira Surat:394510	HPCL H-1 MIDC, Chikalthana Industrial Area, Post Box No. 91, Aurangabad Maharashtra:431210
<b>BANGALORE LPG RO</b>	<b>BHUBANESHWAR LPG RO</b>	<b>CHENNAI LPG RO</b>
HPCL No.3&4, Whitefield Road, Mahadevapura PO, Bangalore, Karnataka:560048	HPCL LPG Bottling Plant, P.B. No : 11, Jatni, Kusumati, Jatni, Khurda Odisha:52050	HPCL Petro Bhavan, 2nd Floor, New No.82 (Old# 47), TTK Road, Alwarpet, Chennai Tamil Nadu:600018
<b>DELHI LPG RO</b>	<b>GANDHINAGAR LPG RO</b>	<b>GOA LPG RO</b>
HPCL 6th Floor, Core- II, Scope Minar , District Center, Laxmi Nagar Delhi:110092	HPCL Chara Sonipur Road, Sardav, Gandhinagar Gujarat:382640	HPCL Plot No. 150, Kundaim Industrial Estate, Kundaim, North Goa Goa:403115
<b>HOSHIARPUR LPG RO</b>	<b>HUBLI LPG RO</b>	<b>HYDERABAD LPG RO</b>
HPCL Village Dhaha, P.O. Mandialan, Jalandhar Road, Hoshiarpur Punjab:144105	HPCL 165/166, Kiadb Indl. Area, Belur, Dharwad Karnataka:580011	HPCL Post Bag No 2, Cherlapally, Hyderabad Andhra Pradesh:500051
<b>INDORE LPG RO</b>	<b>JABALPUR LPG RO</b>	<b>JAIPUR LPG RO</b>
HPCL Near Manglia Rly Station, Rahulkhedi, A.B. Road, NH3, Indore Madhya Pradesh:453771	HPCL Plot No 1-2, Phase-2, Maneri Industrial Area, Thesil Niwas, Mandla Madhya Pradesh:481886	HPCL Jaipur LPG R. O. 1st Floor, Jeevan Nidhi-2 LIC Bldg., Ambedkar Circle, Bhawani Singh Road Jaipur:302005



<b>JAMMU LPG RO</b>	<b>JAMSHEDPUR LPG RO</b>	<b>JIND LPG RO</b>
HPCL SIDCO Industrial Complex, Lane No 3, Phase-II, Bari Brahmana Jammu:181133	HPCL Large Sector, Adityapur Industrial Area, PO: Kandra, Dist Saraikella Jharkhand:832402	HPCL P.O. Box No. 5, Rohtak Road, Jind Haryana:126102
<b>JODHPUR LPG RO</b>	<b>KOCHI LPG RO</b>	<b>KOLKATA LPG RO</b>
HPCL Bhagat Ki Kothi, Jodhpur Rajasthan:342005	HPCL Seaport-Airport Road, Irumpanam, Ernakulam Kerala:682309	HPCL P-4, Oil Installation Road, Paharpur, Kolkata West Bengal:700088
<b>LONI LPG RO</b>	<b>LUCKNOW LPG RO</b>	<b>MANGALORE LPG RO</b>
HPCL Village - Till Shahbajpur, Post Office Loni District Ghaziabad (U.P.) Loni, Ghaziabad:201102	HPCL Plot No. 1, Nehru Enclave, Gomati Nagar, Lucknow:226 110, (U.P.)	HPCL 2nd Floor, Deo Gratias Building, Chilimbi-Urva Stores, Mangalore:560 006
<b>MUMBAI LPG RO</b>	<b>NAGPUR LPG RO</b>	<b>NAVI MUMBAI LPG RO</b>
HPCL 1st Floor, HP Filling Plant, LU Gadkari Marg, Behind HP Refinery, Mumbai Maharashtra:400074	HPCL Near Khapri Rly Station, Wardha Road, Khapri, Nagpur Maharashtra:441108	HPCL Plot No. 1, Near NMMT Depot, Sector-20, Navi Mumbai MC Maharashtra:400705
<b>PATNA LPG RO</b>	<b>PUNE LPG RO</b>	<b>RAIPUR LPG RO</b>
HPCL Patna LPG R. O. 6th Floor, Lok Nayak Jai Prakash Bhavan P.B. No.40, Dak Bunglow Chowk Patna:800001	HPCL Mhalunge Ingle, Chakan -Talegaon Road, Pune, Maharashtra:410501	HPCL Mandir Hasaud, Raipur:492101
<b>VIJAYAWADA LPG RO</b>	<b>VISAKH LPG RO</b>	
HPCL Industrial Dev. Area, Kondapalli, Krishna Andhra Pradesh:521228	HPCL HP Petro Park, Port Connectivity Road, Visakhapatnam:530 009 Andhra Pradesh	



**Your opinions and comments  
are important to HPCL.**

**You can share your feedback,  
comments and compliments at :  
<http://www.hindustanpetroleum.com/feedbacklist>**