

Brochure for Selection of
Rajiv Gandhi Rural LPG Distributors

RGGLV

**(Applicable to all locations advertised / Re-advertised
between**

October 2012

to

March 31, 2013

ONLY)

BROCHURE

For

SELECTION

OF

**RAJIV GANDHI GRAMIN LPG VITRAK
(RGGLV)**



October 2012

Brochure on Selection of Rajiv Gandhi Gramin LPG Vitrak (RGGLV)

1. RAJIV GANDHI GRAMIN LPG VITRAK (RGGVL) SCHEME

Locations for setting up of Rajiv Gandhi Gramin LPG Vitrak (RGGLV) are identified broadly based on potential of average monthly sale of 600 LPG cylinders of 14.2 kg and 1800 customers with monthly per capita consumption of about 5 Kg, The assessment of refill sale potential is based on several factors including population, population growth rate, economic prosperity of the location and the distance from the existing nearest distributor.

Setting up of RGGLV at the identified location is a business proposition and has normal business risks and does not guarantee any assured returns or profits or any quantum of refill sale. It is extremely important to note that proprietor of RGGLV himself operates it and if need be he may employ one person for assistance.

2. RESERVATION FOR RGGLV

The percentage reservation for various categories in all the States except Arunachal Pradesh, Meghalaya, Nagaland and Mizoram are as under: -

A	Open Category (O)	50.5%
B	Schedule Castes / Scheduled Tribes (SC/ST)	22.5%
C	Other Backward Classes (OBC)	27.0%

In each of the above categories, there will be sub-categories as under:-

Sub-Category	Reservation Categories (in %)			
	SC/ST	OBC	Open	Total
Government Personnel category (GP) consisting of Defence, Central/State Govt and Central/State PSU employees	2	2	4	8
Combined Category (CC) consisting of Physically Handicapped Personnel (PH), Outstanding Sports Persons (OSP), Freedom Fighter (FF)	1	1	2	4
Any person from the respective category	19.5	24	44.5	88
Total	22.5	27	50.5	100

The reservation under respective categories is SC/ST (GP)-2%, SC/ST (CC)-1%, SC/ST-19.5%, OBC (GP)-2%, OBC (CC)-1%, OBC-24%, Open (GP) - 4%, Open (CC)-2%, Open-44.5%.

State-wise '200-point' roster is maintained on Industry basis (i.e jointly by IOCL, BPCL and HPCL) to ensure the percentage reservations as mentioned above is achieved. The Distribution between SC and ST is as per the population ratio in the respective State.

Reservations for RGGLV in tribal areas in North Eastern States for Arunachal Pradesh, Meghalaya, Nagaland and Mizoram are as under: -

State	Percentage of RGGLVs to be awarded to ST category	Balance % to be awarded to open category
Arunachal Pradesh	70	30
Meghalaya	80	20
Nagaland	80	20
Mizoram	90	10

3. ROSTERING OF RGGLV AS PER – 200 POINT ROSTER

Locations identified for setting up of RGGLV are to be placed under different categories of reservation as per '200 point' roster for each State on Industry basis (IOCL, BPCL and HPCL together) so as to ensure the percentage reservation as envisaged by MOP&NG for each category is achieved.

In '200-point Roster' allocation of a reservation category against a serial number is done such that when 200 numbers of RGGLV's are planned, the percentage of each category is achieved. Continuity is maintained in '200 point roster'. Once 200 roster serial numbers are completed, it is started from roster serial number 1 again.

The Distribution between SC and ST shall be as per the population ratio in the respective State.

4. DE-CATEGORISATION

For LPG distributorships planned under the present guidelines, following norms for de-categorisation will be applicable:

- a) For reserved sub-category locations "GP" (Def+ Govt./PSU) and "CC (PH+OSP+FF)", in case of 'Nil' response to the advertisement or no eligible candidate is found or no candidate qualifies or no selected candidate is able to commission the RGGLV, then that location would be re-advertised in the respective category without sub-category i.e. locations will be advertised as SC/ST, OBC or Open category as applicable.
- b) For the location advertised /re-advertised under 'SC/ST' or 'OBC' category, if there is 'Nil' response or no eligible candidate is found or no candidate qualifies or no selected candidate is able to commission the RGGLV, then that location would be re-advertised under 'Open' category.
- c) However, it is to be ensured that the reservation is maintained on overall basis by respective OMCs while de-categorisation of the locations from earlier roster by converting corresponding number of RGGLV locations under 'Open' category from the new roster to 'SC/ST' and 'OBC' category. In other words, shortfall in SC/ST and OBC category has to be made good in the future marketing plans.
- d) With regard to reserved categories 'GP' & 'CC', reservation percentages will be maintained only at the time of initial categorisation. In other words, once the category of such locations is changed after the first advertisement as no candidate has applied or no eligible candidate is found or no candidate qualifies or no selected candidate is able to commission the RGGLV, no adjustment in the roster would be made under the future marketing plans.

5. MODE OF SELECTION OF DISTRIBUTORS

Selection will be done by inviting applications through advertisements in 2 vernacular newspapers – one with widest circulation in the State and other with widest circulation in District in which RGGLV is to be setup.

Selection of RGGLV for an advertised location is done by draw from all the eligible applicants for that location.

Only Individual applicants would be eligible. However, all RGGLVs will be in the joint names of applicant and his/her spouse (i.e wife/husband will be co-owner of RGGLVs). In case, the

applicant is unmarried/ divorcee/ widow/ widower, an undertaking will be required to be given that after marriage/re-marriage, spouse will be made co-owner. Co-owner means spouse will be 50% partner irrespective of age, qualification and employment. Individual applicants are not permitted to enter into partnership with anyone other than their spouse.

6. COMMON ELIGIBILITY CRITERIA FOR ALL CATEGORIES:

Applicant applying for RGGLV should

- a. Be an Indian citizen
- b. Be a resident of the district of the advertised RGGLV location
- c. Have passed minimum Xth Standard examination or equivalent from a recognized Board. This condition is not applicable for applicants belonging to Freedom Fighter (FF) category.
- d. Be not less than 21 years and not more than 45 years in age as on the date of application for all categories except GP & FF category & applicants belonging to the category of 'SKO dealers of OMCs'.

For applicants applying for location reserved under GP category, age should not be less than 21 years and not more than 60 years as on date of application.

For applicants belonging to the category of "SKO dealers of OMCs", maximum upper age limit shall be 60 years as on date of application. There is no age restriction for applicants applying for locations reserved under FF category.

- e. Not be a family member of an employee of Oil Marketing Companies as on date of application.

In relation to an OMC employee, definition of family is :-

- i. The wife or husband as the case may be of the employee, whether residing with him or not, but does not include a wife or husband as the case may be separated from the employee by a decree or order of a competent Court.
- ii. Sons or daughters or step-sons or step-daughters of the employee and wholly dependent on him, but does not include a child or step-child who is no longer in any way dependent on the employee or of whose custody the employee has been deprived by or under any law.
- iii. Any other person related whether by blood or marriage to the employee or to such employee's wife or husband and wholly dependent on such employee.

- f. Fulfil Multiple dealership/distributorship norm

Multiple Dealership/Distributorship norms means that the applicant or any other member of 'family unit' should not hold a dealership/distributorship/RGGLV or Letter of Intent (LOI) for a dealership/distributorship/RGGLV of a PSU Oil Company i.e. only one Retail Outlet / SKO-LDO dealership / LPG distributorship/RGGLV of PSU Oil Company will be allowed to a 'Family Unit'. However, existing SKO dealers of OMCs operating below an average allocation of 75 KL of SKO per month during the immediate preceding 12 months prior to the month of advertisement will be eligible to apply under the category of individual applicant only and if selected will have to surrender their Kerosene dealership prior to issuance of letter of appointment for RGGLV. The SKO dealer applying for RGGLV will have to submit

documentary proof of Kerosene allocation issued by the allocating authority of the State Govt./Divisional/Territory/Regional Office of the Oil Marketing Company, as the case may be

‘Family Unit’ in case of married person/ applicant, shall consist of individual concerned, his/her Spouse and their unmarried son(s)/daughter(s). In case of unmarried person/ applicant, ‘Family Unit’ shall consist of individual concerned, his/her parents and his/her unmarried brother(s) and unmarried sister(s). In case of divorcee, ‘Family Unit’ shall consist of individual concerned, unmarried son(s)/unmarried daughter(s) whose custody is given to him/her. In case of widow/widower, ‘Family Unit’ shall consist of individual concerned, unmarried son(s)/unmarried daughter(s).

- g. Have minimum total amount of Rs 4 lakhs as the closing balance on the last date for submission of application as specified in the advertisement or corrigendum (if any), put together from Saving accounts in Bank, free and un-encumbered fixed deposits in scheduled banks, Kisan Vikas Patra, NSC, bonds, any other investment, etc in the name of self or family members of the ‘Family Unit’ as defined in Multiple dealership/distributorship norm who pledge in writing such assets in favour of applicant.

In case of locations reserved under ‘SC/ST’ category, applicant should have minimum of Rs. 2 lakhs as the closing balance on the last date for submission of application as specified in the advertisement or corrigendum (if any), put together from Saving accounts in Bank, free and un-encumbered fixed deposits in scheduled banks, Kisan Vikas Patra, NSC, bonds, any other investment, etc in the name of self or family members of the ‘Family Unit’ as defined in Multiple dealership/distributorship norm who pledge in writing such assets in favour of applicant.

- h. (i) Should own a plot of land of adequate size at the advertised RGGLV location for construction of godown for storage of 5000 Kg of LPG in cylinders or ready LPG cylinder storage godown of 5000 Kg capacity. As per Gas Cylinder Rules 2004, the floor area of the storage shed for storing 5000 kg LPG in cylinders should be 50 sq metres. The length of the storage shed should not be more than 1.5 times of width of storage shed. There should be clear minimum safety distance of 6 metres between storage shed and the boundary wall/ fencing. The plot of land with minimum dimension of 20 metres by 24 metres is adequate. It should be freely accessible through all weather motorable approach road (public road or private road connecting to the public road). In case of private road connecting to the public road, the same should belong to the applicant/member of family as defined in h(iii) below in the ownership criteria for land. In case of ownership/co-ownership by family member(s) in respect of such private road, consent letter from respective family member(s) will be required.
- (ii) The land should be plain, in one contiguous plot, free from live overhead power transmission or telephone lines. Canals / Drainage / Nallahs should not be passing through the plot. The land for construction of LPG godown should also meet the norms of various statutory bodies such as PWD/Highway authorities/ Town and Country Planning Department etc.
- (iii) **Own** means having clear ownership title of the property in the name of applicant/family member(s) of the ‘Family Unit’ as defined in multiple dealership/distributorship norm or land belonging to parents & grandparents (both maternal and paternal) of the applicant as on the last date for submission of application as specified in the advertisement or corrigendum (if any). In case of ownership/co-ownership by family member(s) as given above, consent in the form of a Notarized Affidavit from the family member(s) will be required.

- (iv) In case the land is jointly owned by the applicant/member of family Unit (as defined in multiple dealership/distributorship norm)/parents & grandparents (both maternal & paternal) of the applicant with any other person(s) and the share of the land in the name of applicant/member of the family unit/parents & grandparents (both maternal and paternal) of the applicant meets the requirement of land including the dimensions required, then that land for godown will also qualify for eligibility as own land subject to submission of 'No Objection Certificate' in the form of an Notarized Affidavit from other owner(s).
 - (v) In case an applicant has more than one suitable plot for construction of godown for storage of 5000 Kg of LPG in cylinders or ready LPG cylinder storage godown of 5000 Kg capacity available as on the last date for submission of application as specified in the advertisement or corrigendum (if any), then the details of the same can also be provided in the application.
- i. Be physically and mentally sound to be able to run the business
 - j. Neither have been convicted nor charges been framed by any Court of Law for any criminal offence involving moral turpitude/ economic offences.
 - k. Not be a signatory to Distributorship/Dealerships Agreement terminated on account of proven cases of malpractice/adulteration of any Oil Company.

7. SPECIFIC ELIGIBILITY CRITERIA FOR DIFFERENT CATEGORIES:

7.1 Specific Eligibility Criteria For Main Reservation Categories

a) Open Category (O)

Candidate fulfilling common eligibility criteria can apply under 'Open' category.

b) Scheduled Caste/ Scheduled Tribe Category (SC/ST):

The candidates belonging to castes/tribes recognised as Scheduled Castes/ Scheduled Tribes (SC/ST) under the Constitution of India will be eligible.

The candidates will be required to submit along with application a certificate issued by the competent authority notified by the Government of India certifying that the candidate belongs to Scheduled Caste /Scheduled Tribe.

c) Other Backward Classes:

The candidates belonging to Other Backward Classes recognised as OBC under the Constitution of India will be eligible.

The candidates will be required to submit along with application a certificate issued by the competent authority notified by the Government of India certifying that the candidate belongs to Other Backward Classes. Along with the OBC certificate, the candidate also has to submit an undertaking that he/she belongs to the OBC category and fulfils the non-creamy layer status. The last date for submission of application mentioned in the notice of advertisement or

corrigendum (if any) will be treated as the date of reckoning for OBC status of the candidate and also for determining that the candidate does not fall in the creamy layer.

7.2 Specific Eligibility Criteria for different Sub-categories :

a) Govt. (Central & State) and Public Sector Units (Central & State) – (GP)

Applicants eligible under 'SC/ST', 'OBC' and 'Open' category as specified in para 7.1 above can apply for RGGLV under respective "GP" sub-category on fulfilling the following conditions:

I. Defence Personnel

Defence Personnel means personnel of armed forces (viz. Army, Navy, Air Force) and will cover widows /dependents of those who died in war, war disabled/ disabled on duty, widows / dependent of those members of Armed Forces who died in harness due to attributable causes and disabled in peace due to attributable causes.

Candidate applying under this Category should attach in original the Eligibility Certificate issued from Directorate General of Resettlement (DGR), Ministry of Defence, and Government of India sponsoring the candidate for the RGGLV for which he/she has applied. Certificate of eligibility issued for one RGGLV location is not valid for another RGGLV location and therefore a candidate can be considered to be eligible only if he/she has been sponsored for the particular location with reference to current advertisement.

***Note:** The applicants under this category have the option to submit the original eligibility certificate from DGR on the day of draw of lots also. However, only on submission of such certificate they will be considered for draw of lots.*

II. Government and Public Sector Personnel

The personnel serving in different Departments of Central/State Governments and Public Sector undertakings of Central/State Government who are incapacitated or disabled while performing their duties will be eligible under this category. In case of death, while performing duties, their widows/ dependants will be eligible to apply under this category.

Applicants under this category should attach a copy of relevant certificate from the concerned Organisation/Govt Department signed by the Head of the Office or an Officer not below the rank of Under Secretary to the Government.

b) Combined Category (CC)

Applicants eligible under 'SC/ST', 'OBC' and 'Open' category as specified in para 7.1 above can apply for RGGLV under respective 'CC' sub-category on fulfilling the following conditions

I. Physically Handicapped Category (PH) :

Candidates would be considered eligible under this category in case the candidates are orthopaedically handicapped to the extent of minimum of 40% permanent (partial) disability of either upper or lower limbs; or 50% permanent (partial) disability of both upper and lower limbs together. For this purpose, the standards contained in the 'Manual for Orthopaedic Surgeon in evaluating Permanent Physically Impairment' brought out by the American Academy of Orthopaedic Surgeons, USA and published on its behalf by the Artificial Limbs Manufacturing Corporation of India, G.T. Road, Kanpur, shall apply.

Deaf, Dumb and Blind persons with minimum degree of 40% disability will also be eligible to apply for all RGGLVs under this category. However, totally blind persons will not be eligible.

Candidate applying under this category should produce a certificate (*as per the standard format given in the application format*) issued by a Medical Board duly constituted by the Central / State Government as per the Gazette of India Extraordinary New Delhi, No 154 dated June 13, 2001 on Guidelines for evaluation of various disabilities and procedure for certification.

II. Outstanding Sports Persons Category (OSP):

The following persons will be eligible:

- a. Arjuna / Khel Ratna Awardees.
- b. Winners of Medals at Olympics/ Asian /Commonwealth Games and Recognised World Champions/ World Championships.
- c. National Champions - first position holders in Senior Category (both Men & Women) under the Recognised National Championships.
- d. National Adventure Awardees.

Candidate applying under this category should produce a certificate from the Recognised National Federation Organising National Championships (as recognised by Department of Youth Affairs and Sports, Govt of India) or from the Dept of Youth Affairs and Sports, Govt of India.

III. Freedom Fighters (FF):

Freedom Fighter means the person who is a holder of Tamrapatra and receiving pension sanctioned by the Ministry of Home Affairs, Government of India.

Persons applying for RGGLVs under this category should attach a certificate or Tamrapatra or an attested copy of the Pension Order issued by the Accountant General in pursuance of the sanction letter from the Ministry of Home Affairs, Govt of India of their having been Freedom Fighters.

The criteria of Educational Qualification and age as mentioned under common eligibility criteria will not be applicable for FF category.

7.3 Specific Eligibility Criteria For Existing SKO Dealers of OMCs:

Existing SKO dealers of OMCs who are eligible under categories as specified in para 7.1 & 7.2 above can apply for RGGLV on fulfilling the following conditions:

- (a) Existing SKO dealers of OMCs operating as a sole proprietor having an average allocation of less than 75 KL of SKO per month during the immediate preceding 12 months prior to the month of advertisement will be eligible to apply for RGGLV. The applicants have to submit along with the application the proof of such allocation from allocating authority of the State Govt./Divisional/Territory/Regional Office of the Oil Company, as the case may be. Multiple Dealership/Distributorship norm shall not be applicable for such applicants.
- (b) SKO Dealers operating as a Partnership Firm or Society or Company are not eligible to apply.
- (c) In case of allotment, the SKO dealer will have to surrender their SKO dealership prior to issuance of letter of appointment for RGGLV.

(d) Age & Educational Qualification :

Age: Maximum upper age limit – 60 years

Educational qualification: Should have passed minimum Xth Standard examination or equivalent from a recognized Board.

(e) To be eligible to apply for RGGLV, the SKO dealer should not have been penalized for violation of Marketing Discipline Guidelines within last 5 years preceding the date of advertisement or there should not be any proceedings pending against the dealership under Marketing Discipline Guidelines/Dealership Agreement, Kerosene Control Order or ESMA.

(a) Common eligibility criteria as specified under para no. 6 above shall also be applicable to SKO dealers.

8. APPLICATION FORM

Application form for RGGLV is a part of the advertisement published in the newspapers. The application format can also be downloaded from our website www.iocl.com, www.ebharatgas.com, www.bharatpetroleum.in and www.hindustanpetroleum.com.

The application can be submitted on plain paper in the prescribed format as mentioned above.

All applicants are requested to take note that they are requested to go through the conditions mentioned in the application form as well as the advertisement to ensure that all the relevant conditions are fulfilled as stipulated in the said application form.

8.1 Non Refundable Application Fee:

Applicant should submit the application along with a non-refundable application fee of Rs. 1000/- (Rupees One thousand only). In case of SC/ST applicants, non-refundable application fee of Rs. 500/- (Rupees five hundred) is payable provided a copy of SC/ST certificate is attached.

8.2 Cut-off date for receipt of Applications:

Applications received after the specified closing date and time including postal delay will not be entertained.

8.3 One Application per Applicant for a Location:

Applicants should submit only one application for one location. In case more than one application is received from an individual, all the applications would be clubbed together and treated as one application. In such cases, application fees received against all other applications would be forfeited.

8.4 Person Applying for Multiple Locations

A candidate can apply for more than one location. However, in such cases, he/she will have to submit separate application for each location. Each application should be accompanied with the requisite application fee.

8.5 Procedure For Receipt of Application

Application would be received in sealed envelope only. After application is received, serial number would be put on the envelope and also recorded in a 'Register'. Acknowledgement for applications received will be sent to the applicants.

In case deficiencies are found in the application, a letter would be sent to the applicant to rectify the deficiencies within a specified period of time.

9. SELECTION PROCESS:

- 9.1. A Committee consisting of two Officers of the concerned Oil Company will do scrutiny of the application based on the information given in the application
- 9.2. Selection will be done by draw of lot out of all eligible applicants. All applicants satisfying the eligibility criteria will be eligible for the draw.
- 9.3. All the applicants will be individually informed about the status of their application. The list of ineligible applicants & applicants eligible for draw of lot will be made available on the notice board of the concerned office of the Oil Company as well as on the website of the concerned Oil Company.
- 9.4. In case, complaints are received about any applicant with regard to their eligibility before the draw, the complaint would be dealt as mentioned below in Para 13 'Grievance /Complaint Redressal System'.
- 9.5. In case for a location there is only one eligible applicant, no draw is required. The lone eligible applicant would be declared as selected. The result would be displayed and hosted on the website. Field Verification of Credentials (FVC) would be conducted in line with procedure.
- 9.6. In case of two or more eligible applicants, draw for selection of RGGLV would be conducted. All the eligible applicants would be sent a written communication by Registered Post AD / Speed Post to report for a draw for selection of RGGLV at a specified place on specified date and time. The notice with regard to the draw would be published before the date of draw in the same newspapers in which the advertisement for appointment of RGGLV was initially published.
- 9.7. Attendance of all the applicants who have reported for draw would be taken and Applicants should sign the attendance sheet.
- 9.8. Serial Number of the application along with name of applicant would be printed on a "paper token" and officers nominated for the draw would sign on each "paper token" with date of draw.
- 9.9. Two officials of the company will conduct the draw in the presence of the candidates and the invited guest. However, the Quorum will comprise of at least 50% of the eligible applicants for the 1st draw (whose names are there in the draw). If Quorum is not fulfilled during the 1st

draw, then draw would not be held on that day. Subsequent date for the draw shall be fixed and announced as per the laid down procedure.

- 9.10. In case draw is required to be conducted for the second and subsequent times including with reasons of Quorum not being available in the 1st draw, then the draw will be held in the presence of two company officials, the invited guest and the number of applicants who choose to remain present during the draw.
- 9.11. The entire proceedings of the draw will be video graphed.
- 9.12. Folded paper tokens of all eligible applicants will be put in an empty box. The invited guest would be requested to draw out one 'paper token', unfold and show it to the video camera for it to capture the serial number and name of the applicant mentioned in the 'paper token'. The application serial number and name of the candidate would be announced and declared as selected candidate for that RGGLV location.
- 9.13. The result of the draw would be displayed on the notice board of the venue immediately and at Company office. It would also be hosted on the website of the Company within 7 days from the date of draw.
- 9.14. Candidate Selected in the draw will have to submit a Demand Draft of Rs. 20000/- (twenty thousand) i.e. 10% of the security deposit of Rs. 2 lakhs within 3 working days from the date of receipt of letter issued by the concerned office of the OMC in this regard.
- 9.15. Field Verification of Credentials (FVC) of selected candidate will be undertaken only after DD of Rs. 20000/- is deposited with the concerned office of OMC.

10. FIELD VERIFICATION OF CREDENTIALS (FVC)

- 10.1 Verification of the information given in the application by the applicant with the original documents and with the issuing authorities wherever required is called Field Verification of Credentials (FVC).
- 10.2 Field verification will be carried out for the selected candidate as per laid down procedure. If in the FVC, the information given in the application by the applicant is found to be correct. Letter of Intent (LOI) will be issued with the approval of competent authority.
- 10.3 If in the FVC, it is found that information given in the application is at variance with the original documents and that information affects the eligibility of the candidate, then a letter would be sent by Registered Post AD /Speed Post pointing out the discrepancy. Candidature of selected candidate in such a case will be cancelled and 10% of security deposit i.e. Rs. 20000/- (Rupees Twenty thousand) deposited by the selected candidate before FVC will be forfeited if false/incorrect/misrepresented information has been given in the application.

11. LETTER OF INTENT:

The RGGLV select, after receipt of LOI should fulfill the conditions specified in the LOI within a period of four months from the date of LOI or the time given by the respective OMC, failing which the LOI is liable to be withdrawn along with forfeiture of the amount of Rs. 20000/- remitted before FVC.

12. CONDITION FOR RE - DRAW

Draw for selection would be held again from the remaining eligible applicants in the following cases:

- a) Rejection of selected candidate due to findings in the Field Verification
- b) LOI is withdrawn from the selected candidate
- c) The distributor is terminated within one year of commissioning.

Re-draw would be carried out by following the procedure for Draw outlined in Para 9 above.

13. GRIEVANCE /COMPLAINT REDRESSAL SYSTEM

Any complaints received against an applicant will be disposed off as under:-

- 13.1 Complainants will have to deposit Rs.1000/- as complaint fees through a demand draft in favour of concerned OMC along with the complaint. Complaints which are not accompanied with the deposit of Rs. 1000/- will not be investigated.
- 13.2 Anonymous complaints will normally not be investigated.
- 13.3 Complaints received against the applicants will be investigated only if the applicant is selected in the draw.
- 13.4 Complaints will be entertained only if it is received by the office of the OMC within 30 days from the date of declaration of draw result.
- 13.5 On receipt of the complaint, a letter will be sent to the complainant asking him to submit details of allegation within a period of 15 days with a view to prima facie substantiate the allegations along with supporting documents, if any.
- 13.6 In case the complaint is received against the selected candidate but within 30 days from the date of declaration of result, the same will be examined and action taken as appropriate.
- 13.7 Complaints not substantiated:
The complaint will be filed and the complainant would be sent a reply accordingly.
- 13.8 Established complaint
In case of established complaint, suitable action would be taken as per the decision and the complainant would be sent a reply accordingly. Complaint fees of Rs. 1000/- remitted by the complainant shall be refunded only in case if such particular complaint leads to cancellation of candidature of the selected candidate.

14. BASIC FACILITIES REQUIRED FOR OPERATION OF RGGLV

RGGLV would require a storage Godown approved and licensed by Chief Controller of Explosives of Petroleum and Explosives Safety Organisation (PESO) for storage of LPG in cylinders

For construction of Godown, the applicant should own a plot of land of adequate size at the advertised RGGLV location for storage of 5000 Kg of LPG in cylinders or ready LPG cylinder storage godown of 5000 Kg capacity. As per Gas Cylinder Rules 2004, the floor area of the storage shed for storing 5000 kg LPG in cylinders should be 50 sq metres. The length of the storage shed should not be more than 1.5 times of width of storage shed. There should be clear minimum safety distance of 6 metres between storage shed and the boundary wall/ fencing. The plot of land with minimum dimension of 20 metres by 24 metres is adequate. It should be freely accessible through all weather motorable approach road (public road or private road connecting to the public road). In case of private road connecting to the public road, the same should belong to the applicant/member of family as defined in the ownership criteria for land. The land should be plain, in one contiguous plot, free from live overhead power transmission or telephone lines. Canals / Drainage / Nallahs should not be passing through the plot. The land for construction of LPG godown should also meet the norms of various statutory bodies such as PWD/Highway authorities/ Town and Country Planning Department etc.

A showroom of the dimensions 2.6 m X 3 m is to be constructed which could be near the Godown or in an existing nearby shop falling within a maximum distance of 500 meters from the Godown site in the same village.

RGGLV will not be required to deliver LPG cylinders at the residence of the customers. LPG cylinders will be given to the customers from the authorised licensed LPG Godown at the applicable Retail Selling Price (RSP).

15. CONSTRUCTION OF GODOWN/SHOWROOM

In case selected candidate for any reason is unable to construct LPG Godown duly approved by the Chief Controller of Explosives and Showroom as per the Oil Company's standard layout then the allotment of RGGLV made to the applicant will automatically stand cancelled.

16. SPOUSE AS CO-OWNER

In each case where an individual gets selected, his/her spouse (i.e wife/husband) should be made co-owner. In case, the applicant is unmarried/ divorcee/ widow/ widower, an undertaking will be required to be given that after marriage/re-marriage, the spouse will be made co-owner. Co-owner means spouse will be 50% partner irrespective of age, qualification and employment. Individual applicants are not permitted to enter into partnership with anyone other than their spouse.

17. PERSONAL SUPERVISION BY DISTRIBUTORS (FOR ALL CATEGORIES)

A person selected for RGGLV should personally manage the operation of RGGLV. He/she will not be eligible for taking up any other employment. If the selected person is already employed he/she will have to resign from the employment and produce the letter of acceptance of resignation by the employer before the issuance of Letter of Appointment (LOA) by the Oil Company. Before issuance of LOA by the OMC, the selected candidate would also be required to submit a Notarized Affidavit certifying that they are not employed in private sector or are not drawing any salary/perks/emoluments (other than pension) from the State/Central Government.

18. SCHEME OF FINANCIAL ASSISTANCE TO SC/ST CATEGORY DISTRIBUTORSHIPS UNDER 'CORPUS FUND' SCHEME

Candidate Selected for RGGLV locations reserved under SC/ST category will be provided a secured loan of Rs. One Lakh for construction of Godown/other facilities by the concerned OMC.

This amount will be recovered on per refill basis at the rate of 20% of distributor's commission for 14.2 kg cylinders as per policy.

For RGGLV locations reserved under SC/ST category, the concerned Oil Company will provide adequate working capital loan for operation of the RGGLV at an interest rate of 11% per annum on reducing balance. Both, the working capital loan as well as interest will be recovered in 100 equal monthly instalments from 13th month of commissioning of the RGGLV.

19. SECURITY DEPOSIT

The selected candidate before being issued the appointment letter shall have to deposit interest free refundable security deposit of Rs. 2 lakhs with the concerned OMC. Rs. 20000/- (twenty thousand) deposit taken before FVC will be adjusted against this deposit i.e selected candidate will have to give additional deposit of Rs.180000/- (one lakh and eighty thousand only) before issuance of Letter of Appointment.

The Concerned OMC will reserve the right to adjust any dues to it from this amount at the time of resignation/ termination. However, in case of termination of the RGGLV on account of proven malpractice, the said security deposit shall be forfeited.

20. COMMISSIONING OF RGGLV

A candidate who has been given the 'Letter of Intent' (LOI) would be required to fulfil the terms and conditions as contained therein, so as to commission RGGLV within the stipulated time period.

The selected candidate/LOI holder shall be given both theoretical and practical training on various aspects of RGGLV operation as well as basic computer operating skills required for distributorship operations. The selected candidate has to clear pre-commissioning quiz/test before being appointed as RGGLV. A separate practical test should also be taken by the selected candidate to know the basic computer operating knowledge. Both the tests will be taken by the selected candidate at Area /Territory/ Regional Office. Qualifying marks will be 80%. In case selected candidate secures less than 80% marks, re-training would be given and re-test conducted.

RGGLV selected candidates having qualification only up to Senior Secondary i.e. (10+2) would be required to acquire basic IT knowledge/skills before they start operating the RGGLV distributorship. Such candidates will have to undergo a short duration course of minimum one month period conducted by a Computer Institute specializing in the area of Training/providing basic IT skills including various components and application areas of the computer system. The selected candidate would be required to submit a certificate of having completed such course before the commissioning of RGGLV.

Before commissioning, Letter of Appointment would be issued to the selected candidate and an agreement shall be executed.

21. TENURE OF RGGLV

The tenure of the RGGLV shall be for an initial period of 5 years subject to terms and conditions of the agreement and shall be renewable at the discretion of the Corporation in terms of prevailing guidelines.

22. FURNISHING OF FALSE INFORMATION

If any statement made in the application or in the documents enclosed therewith or subsequently submitted in pursuance of the application by the candidate at any stage is found to be suppressed/misrepresented/incorrect or false affecting eligibility, the application/candidature is liable to be rejected without assigning any reason.

In case, the selection of the candidate is rejected after the FVC or after issuance of LOI but before issue of Letter of Appointment, then the 10% of security deposit i.e. Rs. 20000/- (Rupees Twenty thousand) deposited by the selected candidate before FVC will be forfeited.

In case the selected candidate has been appointed as a RGGLV and the allotment is liable to be cancelled, then the RGGLV will be terminated along with forfeiture of security deposit remitted by the candidate.

In such cases, the selected candidate / RGGLV will have no claim whatsoever against the respective Oil Company.

23. GENERAL NOTICE

- 23.1 Applicants to note that the RGGLVs are proposed based on an estimated refill potential of 600 refills per month and 1800 LPG connections. To be economically viable, RGGLV has to be operated by the proprietor himself. Applicants should satisfy themselves on the viability of the business.
- 23.2 The details provided in this brochure are only for the information and the oil company reserves the right to amend, modify, delete or add any terms and conditions at their sole discretion. The applicant shall be governed by the terms and conditions published in the advertisement for the location against which he/she is applying.
- 23.3 The content given in this Brochure should not be considered as policy document and cannot be legally quoted. Oil company shall be the final authority for giving any clarification or interpretation on the contents given in this Brochure, if need be and at its own discretion. Oil Company cannot be held responsible for any loss or damage or consequences from misunderstanding or misinterpretation of the contents in this Brochure. The Corporation may revise the contents of this Brochure from time to time without giving any notice.
