

**1. IDENTIFICATION OF LOCATIONS**

Locations for setting up of LPG Distributorship are identified based on available refill sale potential, which can sustain operation of a LPG distributorship. The 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. However, setting up of LPG distributorships at the identified locations is a business proposition that have business risk and does not guarantee any assured returns or profits.

**2. RESERVATION**

The locations identified for setting up of LPG distributorships are reserved under various social objective categories. The percentage reservation are as under:-

Schedule Castes / Scheduled Tribes (SC/ST)	25%
Defence Personnel (DC)	8%
Freedom Fighter (FF)	2%
Outstanding Sports Persons (OSP)	2%
Paramilitary/Police/Govt.Personnel (PMP)	8%
Physically Handicapped Personnel (PH)	5%
Open Category (O)	50%

Reservation for distributorships in tribal areas in North Eastern States are as under: -

State	Percentage of distributorships 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

In the above, 33% in each category stated above shall be reserved for women in the respective category. Other things being equal, unmarried women above 40 years of age with out earning parents and widows will be given preference over others in all women categories. In case of widows a death certificate in respect of husband and an affidavit that she has not remarried will have to be submitted.

In case no eligible /suitable woman candidate is available after second advertisement; the location will be removed from the reserved category for women and re-advertised under the respective categories without reserving the location for women only.

**3. MODE OF SELECTION OF DISTRIBUTORS**

The locations identified as above are advertised under appropriate category in TWO newspapers- one English daily with widest circulation in the State and one vernacular daily with widest circulation in the District of the location. These are also given in the Indian Oil website – www.iocl.com.

**4. COMMON ELIGIBILITY CRITERIA FOR ALL CATEGORIES**

**4.1** Applicant should be Indian Citizen and Resident of India.

**4.2 AGE** Not less than 21 years (in completed years) as on the date of application

**4.3 EDUCATIONAL QUALIFICATIONS:**

Minimum Matriculate or recognised equivalent for all categories except for Freedom Fighter (FF) and Outstanding Sports Persons (OSP) categories.

**4.4 MULTIPLE DISTRIBUTORSHIP NORM (RELATIONSHIP CLAUSE)**

Multiple Dealer/Distributorship norms means that none of the individuals would be entitled to a new dealership/distributorship if any other individual in a 'family unit' already holds a dealership/distributorship or LOI for a dealership/distributorship of a PSU oil company i.e Only one Retail Outlet / SKO dealership / LPG distributorship of PSU oil company will be allowed to a 'family unit'.

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).

**4.5 DISQUALIFICATION: The following are not eligible.**

- (a) Persons convicted or against whom charges have been framed by a court of law for any criminal offence involving moral turpitude/economic offences (other than freedom struggle).
- (b) Totally paralysed, mentally unsound and Totally Blind persons.
- (c) Signatory to agreement of a distributorship/dealership of any oil company terminated on the grounds of adulteration/malpractice in the past.
- (d) If any person is allotted the distributorship by giving wrong information or by suppression of information, it shall be cancelled.

**5. ELIGIBILITY CRITERIA FOR VARIOUS RESERVED CATEGORIES:**

**(a) Scheduled Castes/ Scheduled Tribes (SC/ST)**

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

The candidate should produce proper Caste Certificate regarding the caste/tribe being recognised as Scheduled Castes/ Scheduled Tribes (SC/ST) under the Constitution of India anywhere, issued at any time by a Competent Authority notified by the Government of India

**(b) Defence Personnel (DC)**

Defence Personnel means personnel of armed forces (viz. Army, Navy, Airforce) 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.

Inter-se priority under Defence Personnel (DC) category:

- (a) Widows/dependents of Posthumous gallantry award winners.
- (b) War widows/dependents of those who died in war
- (c) War disabled/ disabled on duty.
- (d) Widows/dependents of those who died in harness due to attributable causes.
- (e) Disabled in peace due to attributable causes.

Person applying under Defence Personnel (DC) Category should produce Eligibility Certificate issued from Directorate General of Resettlement (DGR), Ministry of Defence, Government of India sponsoring the candidate for the distributorship for which he/she has applied. Certificate of eligibility issued for one distributorship is **not** valid for another distributorship 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. In case of any doubt DGR would be consulted before calling the candidate for interview.

**(c) 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 distributorships 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 for eligibility will not be applicable for FF category. However, candidates will be given marks for educational qualification as mentioned in their application.

**(d) Outstanding Sports Persons (OSP)**

The following persons will be eligible :

- (a) Arjuna Awardees/ Khela Ratan awardees
- (b) Winners of Medals at Olympics/ Asiad /Commonwealth Games and Recognised World Champions.
- (c) National Champions under the Recognised National Championships.
- (d) National Adventure Awardees

Person applying should produce a certificate from the recognised National Federation organizing National Championships (as recognised by the Department of Youth Affairs and Sports, Government of India) or from the Department of Youth Affairs and Sports, Government of India.

The criteria of Educational Qualification for eligibility will not be applicable for OSP category. However, candidates will be given marks for educational qualification as mentioned in their application.

**(e) Paramilitary/Police/Govt. Personnel (PMP)**

The following persons will be eligible:

The personnel of Paramilitary/Police Personnel including persons having served in BSF,CRPF, CISF, ITBP, Railway Protection Force, Special Reserved Police, Special Armed Police, Coast Guards, Assam Rifles etc. as designated by Central Government and Police Forces of the States, Customs and Central Excise Department, Narcotics Control Bureau, Enforcement Directorate, Economic Intelligence Bureau, Directorate General of Anti-Evasion and Directorate of Revenue Intelligence and those serving in different Departments of Central/State Governments 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 also be eligible under this category.

**Inter-se Priority under Paramilitary / Police / Government Personnel (PMP) Category :**

- (a) Widows/dependants of Posthumous gallantry award winners
- (b) Widows/dependants of persons having died in action.
- (c) Personnel disabled on duty.
- (d) Widows/dependants of persons who died while performing duties.
- (e) Disabled in peace due to attributable causes.

Person applying 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.

**(f) Physically Handicapped Persons (PH)**

The person should be orthopaedically handicapped to the extent of a 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 distributorships/dealership under this category. However, totally blind persons will not be eligible.

Persons applying for LPG distributorship under this category should produce a certificate 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.

Totally blind, totally paralysed and mentally unsound persons will not be eligible to apply under any category.

**(g) Societies registered under Societies registration act 1860 shall be eligible to apply under reserved categories viz Scheduled Castes/ Scheduled Tribes (SC/ST); Defence Personnel (DC); Freedom Fighter (FF); Outstanding Sports Persons (OSP); Paramilitary /police / Government personnel (PMP); Physically Handicapped Persons (PH) subject to following conditions: -**

1. Each members of the Society should individually belong to the same category and fulfil the eligibility criteria regarding multiple distributorship/dealership norms, for which the distributorship has been advertised.

An affidavit on appropriate non-judicial stamp paper will have to be given by the chairman or authorised members of the society to the effect, i.e., each member belongs to the reserved category. A copy of certificate to this effect from Registrar of Society and a list giving names of all the members of the Society is to form part and parcel of this affidavit.

None of the members of the Society should hold dealership/ distributorship of any Oil company for MS/HSD/SKO-LDO/LPG in India nor has/have been issued a letter of intent or appointment letter, and none of the members have either been convicted or charges have been framed against them by court of law for criminal offences involving moral turpitude and / or economic offences (other than freedom struggle) punishable under Law.

None of the members of the Society should be signatory to dealership/distributorship agreement of any oil company, which was terminated for malpractices and / or for violations of provisions of the Marketing Discipline Guidelines.

2. The Society has to furnish appropriate resolution to show that person making the application is empowered to make the same. In addition, the Society should furnish an undertaking that it will observe the relevant guidelines, etc.
3. The Societies making a net profit for previous three consecutive financial years as certified by a Chartered Accountant are eligible to apply under the respective reserved category. Society having criminal record is not eligible to apply for dealership/distributorship.

**(h) Open Category (O)**

Apart from any person, whether applying as individuals and/or in partnership, the non-individual candidates (Government bodies/agencies, organized bodies, societies registered under Societies Registration Act 1860, charitable trusts registered with Charity Commissioner of respective State Government, companies formed under the Companies Act, 1956) are also eligible to apply under open category subject to the following:-

(I) Applicability of multiple dealership norms to various non-individuals which will be as follows:

**A) For Companies Registered under Companies Act 1956:**

- i) The applicant company will not be eligible for LPG distributorship if any of the RO dealership/ SKO dealership/LPG distributorship is held by the following:-
  - a) Any of the Director or his family members (family as defined in the case of multiple dealership norms for individuals).
  - b) Holding company or Subsidiary company.
  - c) Any other company or Firm where share holders (put together) of the applicant company have controlling stake i.e. 51% or more.
- ii) If any individual, partnership firm, company, organized body, trust or society already holding RO dealership/SKO dealership/LPG distributorship acquire controlling stake in a company having RO dealership/SKO dealership/LPG distributorship then the RO dealership/SKO dealership/LPG distributorship of the acquirer would be liable to be terminated.

- iii) Government owned Companies defined as major shareholding with the Government, Public Sector & Joint Sector Units or Government administered Organizations are exempted from the above Multiple Dealership Norms.

**B) For the charitable trusts registered with the charity commissioner of the respective State Government and Societies Registered under Societies Registration Act 1860:**

Such entities will not be eligible for LPG distributorship if any of the RO dealership/ SKO dealership/LPG distributorship is held by any of the Member of the Governing Body/Managing Body/Any such other Body or his family members (family as defined in the case of multiple dealership norms for individuals)

- (II) Registered Societies / company incorporated under Companies Act 1956 should be making a net profit for previous three consecutive financial years as certified by a Chartered Accountant.
- (III) It will have to furnish appropriate resolution to show that person making the application on its behalf is empowered to make the same and an undertaking that it will observe the relevant guidelines
- (IV) Registered Society\*/Company\*/Charitable Trust\* should not have any criminal records nor should it have any criminal charges framed against it nor against Member of the Governing Body/Managing Body/Any such other Body of this Registered Society\*/ Charitable Trust\*/ Directors of company\*/ by any court of law involving moral turpitude and/or economic offences (other than freedom struggle) punishable under Law.
- (V) Registered society\*/Charitable trust\*/Company\* should not be a signatory to dealership/ distributorship agreement of any oil company, which was terminated for malpractices and / or for violations of provisions of the Marketing Discipline Guidelines.

**6. PARTNERSHIPS:**

In case of partnership, each partner should individually meet the specified eligibility criteria and should also submit separate application forms along with separate application fee. However, the applications should be clubbed together. If called for interview, all of them must appear for interview. They also have to submit a copy of the partnership deed along with the application.

**7. PERSONAL SUPERVISION BY DISTRIBUTORS (FOR ALL CATEGORIES):**

A person selected for the distributorship shall be paying full attention towards day to day working of the distributorship by personally managing the affairs of the distributorship. 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 & produce the letter of acceptance of resignation by the employer before the issuance of letter of appointment by the Oil Company

**8. BASIC FACILITIES REQUIRED FOR OPERATION OF LPG DISTRIBUTORSHIP**

**8.1. GODOWN FOR STORAGE OF FILLED LPG CYLINDERS.**

Godown approved by Chief Controller of Explosives is required for storage of filled cylinders.

Godown/ land for construction of Godown will be suitable, if it is located within 15 km radius of the advertised location within the district, freely accessible through all weather motorable approach road. The plot should be plain, in one contiguous plot, free from live overhead power transmission or telephone lines. Pipelines / Canals / Drainage / Nallahs / Public Roads should not pass through the plot.

**Minimum Dimensions of land for godown 27 meter by 26.15 meter**

**8.2. SHOWROOM**

Land for construction of showroom/showroom will be suitable, if it is located in the advertised location and is easily accessible to general public through a proper approach road.

**Minimum dimension of the showroom 3 meter by 4.5 meter**

### **8.3. INFRASTRUCTURE FOR HOME DELIVERY OF LPG CYLINDERS**

In addition to showroom and godown for storage of filled LPG cylinders, delivery vehicles will be required for effecting free home delivery of Indane cylinders in their area of operation. Depending upon the need, delivery system will be advised before commissioning and subsequently from time to time by the respective Marketing office of IOC.

### **9. CONSTRUCTION OF GODOWN/SHOWROOM ON THE SITE AS MENTIONED IN APPLICATION FORM**

The applicants who readily have suitable godown/ land for construction of godown for storage of filled LPG cylinders and shop/ land for construction of shop for showroom for setting up of LPG distributorship or have a firm commitment from the land owner for purchase/lease or can arrange it are awarded marks. The details given in the application alone will be considered for this purpose and the applicant will not be given any opportunity to offer any other land subsequently (Even at the time of interview). For this purpose, the land owned by the family members as defined in eligibility criteria would also be considered as belonging to the applicant. In case the land is owned by the family members, an affidavit for giving consent has to be given by the family member(s) as per the format given in the Application Form.

After selection of the applicant, physical verification of the godown land/godown as well as the showroom will be undertaken. In the event it is found that there is a variation in the details submitted in the application and or the plot is not found suitable for construction of godown /showroom allotment of the distributorship can be cancelled.

Or after selection, if applicant for any reason is unable to construct Godown duly approved by the Chief Controller of Explosives on the land/godown indicated in the application and or Showroom as per the Oil Company's standard layout on the land/shop indicated in the application, then the allotment of LPG distributorship made to the applicant will automatically stand cancelled.

If the candidate has expressed that he can arrange for the land for godown / showroom, then if selected, the same has to be arranged within two months from date of issue of LOI failing which the LOI may be cancelled.

### **10. SCHEME OF FINANCIAL ASSISTANCE TO SC/ST CATEGORY DISTRIBUTORSHIPS UNDER 'CORPUS FUND' SCHEME:**

Financial Assistance under Corpus Fund Scheme will be given to Distributorships reserved for SC/ST categories. Under Corpus Fund Scheme following financial assistance is provided:

- (a) IOC will provide – LPG Godown, Showroom with toilet, delivery infrastructure and Telephone Phone.
- (b) IOC will also provide adequate working capital loan at 11% interest per annum, for a full operation cycle of the operation of the distributorship. Both the working capital as well as 11% per annum interest thereon will be recovered in 100 equal monthly instalments from the 13th month of commissioning of the Distributorship.
- (c) The allottees will have to pay a Licence Fee to the Oil Company as applicable from time to time.

On application and subject to the satisfaction of the company, Unmarried Women above 40 years of age without earning parents and Widows selected for distributorship in all categories will be entitled to financial assistance under Corpus Fund Scheme.

### **11. APPLICATION FORM:**

Application form for distributorship is a part of the advertisement published in the newspapers. The application format can also be downloaded from our website [www.iocl.com](http://www.iocl.com).

- a) The application can be submitted on plain paper in the prescribed format as mentioned above.
- b) Application Fee: (non refundable) - Rs.1000/- (Rs.500/- in respect of SC/ST candidates).
- c) In case of partnership, each partner shall have to submit separate application forms along with separate application fee as applicable. However, while submitting the filled forms their application forms have to be attached together.

- d) 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.

## 12. PERSON APPLYING FOR DIFFERENT LOCATIONS

While a person can apply for different locations, the same should be done by submitting separate applications in respect of each location along with applicable application fee in each case.

While any individual meeting the eligibility criteria as mentioned above can apply under Open category, Individuals can apply for any location reserved for a particular category only if the individual meets all the eligibility criteria specified for that category.

## 13. INTERVIEWS

Applicants shall be called for interview with the original documents and only eligible candidates will be interviewed by a Selection Committee comprising of 3 officials from the company. A merit panel of 3 applicants will be made from the applicants who will appear for the interview.

## 14. NORMS FOR EVALUATING THE CANDIDATES

### 14.1. Evaluation Parameters for LPG distributorships

S. No.	Parameter	Max Marks Individual including partnerships	Max Marks Non-individual entities
1	Capability to provide infrastructure and facilities*	35	35
2	Capability to provide finance*	35	35
3	Educational qualifications	15	0
4	Age of individual	04	15
5	Experience	04	8
6	Business ability/ acumen	05	7
7	Personality	02	0
	TOTAL	100	100

### 14.2. Allocation of marks on various parameters based on the information /statements given in the application

Parameter	Sub Head	Description	Max Marks	Evaluation
*Capability to provide Infrastructure and facilities (as on the date of application) for both Individuals and non-individuals	Suitable land for LPG storage godown / godown	Owns@ - Having clear title - Registered Sales/Lease/Gift Deed, Mutation etc. of the suitable land / godown	25	Based on the information/statement given in the application
		OR Firm offer @@ - Having agreement to purchase/ lease suitable land/godown	18	Based on the information/statement given in the application
		OR Can arrange	10	Based on the information/statement given in of the application
	Suitable land / shop for showroom	Owns @- Having clear title - Registered Sales/Lease/Gift Deed, Mutation etc. of the suitable land / shop for showroom	10	Based on the information/statement given in the application
		OR Firm offer@@ - Having agreement to purchase suitable land/shop for showroom	7	Based on the information/statement given in the application
		OR Can arrange	5	Based on the information/statement given in the application
		<b>Sub total max marks</b>	<b>35</b>	

**Allocation of marks on various parameters based on the information /statements given in the application**

Parameter	Sub Head	Description	Max Marks	Evaluation																
*Capability to provide finance for both Individuals and non-individuals	Financially sound - Funds	a. Amount in Saving accounts in Bank. ( as on date of application) b. Free and un-encumbered fixed deposits in scheduled banks or any other documents/resource which can be readily converted to liquid cash to cover working capital/infrastructure requirements ( as on date of advertisement)	18	Based on the information given in application (FD / NSCs / Shares / any other investment bonds in the name of self or family members as defined above under relationship clause) Award 0.1 marks on every unit of Rs.10,000/- or more in multiples of Rs.10,000/- and amounts less than complete unit of Rs.10,000 /-will not be considered for award of marks. Maximum marks – 18. [ e.g Value is Rs                      Marks Rs 10,40,000                              10.4 Rs 10,49,999                              10.4 Rs 10,50,000                              10.5 Rs 18,00,000 & above                18.0 ]																
*Capability to provide finance for both Individuals and non-individuals	Ability to arrange loan	(c) Bankers / Financial institution certificate for credit worthiness and willingness to extend loan, if required. (As on date of application)	7	Based on the information given in application. Full 7 marks in case no Credit worthiness certificate from bankers/ financial institutions but Funds are more than 20 lakhs as mentioned at (a) & (b) above. Otherwise marks to be awarded on the basis of certificate from bankers/ financial institutions as under:-  <table border="1"> <thead> <tr> <th>Range of loan Rs.</th> <th>Marks to be awarded.</th> </tr> </thead> <tbody> <tr> <td>&gt; =2 lac to &lt; 4 lac</td> <td>1</td> </tr> <tr> <td>&gt; =4 lac to &lt; 6 lac</td> <td>2</td> </tr> <tr> <td>&gt; =6 lac to &lt; 7 lac</td> <td>3</td> </tr> <tr> <td>&gt; =7 lac to &lt; 8 lac</td> <td>4</td> </tr> <tr> <td>&gt; =8 lac to &lt; 9 lac</td> <td>5</td> </tr> <tr> <td>&gt; =9 lac to &lt; 10 lac</td> <td>6</td> </tr> <tr> <td>&gt; =10 lac</td> <td>7</td> </tr> </tbody> </table>	Range of loan Rs.	Marks to be awarded.	> =2 lac to < 4 lac	1	> =4 lac to < 6 lac	2	> =6 lac to < 7 lac	3	> =7 lac to < 8 lac	4	> =8 lac to < 9 lac	5	> =9 lac to < 10 lac	6	> =10 lac	7
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	Assets	(d ) Fixed and other assets (as on date of advertisement)	5	Based on the information given in application. 5 marks in case no immovable and moveable property but funds are more than 20 lakhs as mentioned at (a) & (b) above. Other wise marks to be awarded as under  <table border="1"> <thead> <tr> <th>Range of assets value</th> <th>Marks to be awarded</th> </tr> </thead> <tbody> <tr> <td>&gt;= 3 lacs &lt; 6 lacs</td> <td>1 mark</td> </tr> <tr> <td>&gt;=6 lacs &lt; 9 lacs</td> <td>2 mark</td> </tr> <tr> <td>&gt;= 9 lacs &lt; 12 lacs</td> <td>3 marks</td> </tr> <tr> <td>&gt;= 12 lacs&lt; 15 lacs</td> <td>4 marks</td> </tr> <tr> <td>&gt;= 15 lacs</td> <td>5 marks</td> </tr> </tbody> </table>	Range of assets value	Marks to be awarded	>= 3 lacs < 6 lacs	1 mark	>=6 lacs < 9 lacs	2 mark	>= 9 lacs < 12 lacs	3 marks	>= 12 lacs< 15 lacs	4 marks	>= 15 lacs	5 marks				
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	Income	(e) Income form all sources such as salary, property, business, agricultural, interest, dividend, rent earnings, royalty etc. per annum	5	Based on the information given in application Income as per income tax return of the last financial year or affidavit on income <b>Maximum Marks 5.</b> Award 0.1 marks on every unit of Rs.10,000/- or more in multiples of Rs.10,000/- and amounts less than complete unit of Rs.10,000 /-will not be considered for award of marks.																
		<b>Sub total max marks</b>	<b>35</b>																	

**Allocation of marks on various parameters based on the information /statements given in the application**

Parameter	Level	Description	Max Marks	Evaluation
<b>EDUCATIONAL QUALIFICATION</b> (as on date of application) applicable to individual applicants including partnership only.	I	i. Post Graduation in Management ii. Diploma in Management from Indian Institute of Management. iii. Graduation in Engineering iv. Graduation in Law v. Chartered Accountant	15	Based on the information given in application.
	II	i. Post Graduation in any other field not covered in para I above ii. Graduation in any other field not covered in para I above. iii. Cost Accountant iv. Company Secretary v. Diploma in Engineering	12	
	III	Matriculation.	10	
		<b>Sub Total maximum marks</b>	<b>15</b>	
<b>AGE</b> (as on date of advertisement) applicable to individual applicants (including partners) only.	Marks will be awarded on the following basis.			Based on the information given in application.
		Age is > = 21 < 26	2	
		>= 26 < 46	4	
		>= 46 < 56	2	
		>= 56 < = 65	1	
		>65	0	
		<b>Sub Total maximum marks</b>	<b>4</b>	
<b>AGE</b> (as on date of advertisement) applicable to non-individual applicants (entities) <b>excluding partnerships</b>	Marks will be awarded on the following basis.			Age is to be taken as number of completed years from the date of certificate of registration till the date of advertisement. The date of certificate of registration as per the information given in application / mentioned in the affidavit.
		Age is => 3 & < 4	<b>7</b>	
		⇒ => 4 & < 5	<b>9</b>	
		⇒ => 5 & < 6	<b>11</b>	
		⇒ => 6 & < 7	<b>13</b>	
		⇒ => 7 & more	<b>15</b>	
		(For example if date of certificate of registration is 12.3.2002 and date of advertisement is 13.12.2007 then age will be taken as 5 years)		

**Evaluation based on interaction during personal Interview.**

Parameter	Description	Max Marks Individual including partnerships	Max Marks non-Individual Entities	Evaluation
<b>Business ability / acumen</b>	Assessment will be done on the following:- - Management of people - Management of finance - Management of material & infrastructure -Trade related	<b>5</b>	<b>7</b>	Marks will be awarded based on response to specific situation related queries/questions on the following:- -Management of people -Management of finance -Management of Material & infrastructure -Trade related

**Evaluation based on interaction during personal Interview.**

<b>Parameter</b>	<b>Description</b>	<b>Max Marks Individual including partnerships</b>	<b>Max Marks non-Individual Entities</b>	<b>Evaluation</b>
<b>Experience</b>	Direct Sale / Home Delivered products (including LPG distributorship) or	4	8	Marks to be awarded based on the information given in application for experience of running or working in an establishment for minimum one year. Marks will be awarded on the quality rather than amount of experience. The quality of experience will be judged based on the response to the questions related to experience in Direct Sale, Home Delivered products, Trade of petroleum products, hospitality/service industry etc by the candidates in the interview.
	Other Petroleum products or	3	6	
	Any other Trade	2	4	
	<b>Sub Total maximum marks</b>	<b>4</b>	<b>8</b>	
<b>Personality</b>	Assessment on the following parameters Communication /articulation skills. Polite, presentable and well mannered. Enthusiasm / energetic / Self-confidence / convincing power.	<b>2</b>	<b>Not applicable</b>	Assessment based on observation and leading questions.
	<b>Grand total</b>	<b>100</b>	<b>100</b>	

\* In case of LPG distributorships reserved under SC/ST category, there will be no evaluation on the parameter 'Capability to provide Infrastructure and facilities' and 'Capability to provide Finance'.

@ Own means having clear ownership title of the property – Registered Sale/Gift Deed/ Lease Deed (For minimum 15 yrs lease) or Mutation in the name of applicant / family member of the 'Family Unit' as defined in eligibility criteria/multiple distributorship norm duly supported by documents.

@@ Firm offer means an Agreement on Stamp Paper for sale or lease (minimum 15 yrs) between the applicant and the owner duly supported by documents.

In respect of partnerships, all partners will have to attend the interview and they will be evaluated as under: -

- A. Under parameters age, educational qualification, income, experience, business ability/acumen and personality, partners will be evaluated individually. Marks obtained by each partners in these parameters will be added and averaged.
- B. Under the parameters of Capability to Provide Infrastructure & Facilities (35 max marks), and Capability to Provide Finance (30 max marks excluding marks on sub-parameter ' Income'), details provided by the partners individually will be put together and treated as being available to the firm as a whole for evaluation purpose.
- C. Average marks obtained at 'A' and marks obtained at 'B' above will be added to arrive at the marks obtained by the partnership firm.

Every thing being equal, preference will be given to unmarried women above 40 years of age without earning parents and widows for LPG distributorship locations reserved for women.

In case of tie between two or more candidate i.e. same total marks, then to decide the merit ranking, the applicant who has scored higher marks on the parameters 1 to 4 put together shall be placed above the other person in the merit panel. (Ref. Para 14.1)

In case two or more applicants score equal marks on the parameters 1 to 4 put together and equal marks on the parameter 5 to 7 put together, then the applicant who is younger in age shall be placed above the other applicant in the merit panel. (Ref. Para 14.1)

A candidate has to get minimum 40% marks (excluding marks awarded under inters-se-priority) after interview for being included in the merit panel. In case no candidate gets 40% marks, then the location will be re-advertised.

### 14.3. INTERS-SE-PRIORITY FOR "DC" AND "PMP" CATEGORIES

In respect of Defence (DC) and PMP categories where the inter se priority is given by the competent authorities like DGR etc. the evaluation as per our spelt out norms as above will be carried out simultaneously considering the following marks in addition to the 100 marks mentioned above based on the certificate produced by the candidate from the appropriate authorities. In other words these persons will be evaluated on a total marks of 140.

(a) For Defence Category (DC)

Priority I	Widows/dependants of posthumous Gallantry Award Winners	40 Marks
Priority II	War Widows / dependants of those who died in war	32 Marks
Priority III	War disabled	24 Marks
Priority IV	Widows /dependants of those who died in harness due to attributable causes	16 Marks
Priority V	Disabled in peace due to attributable causes	8 Marks

(b) For PMP Category (PMP)

Priority I	Widows/dependants of posthumous Gallantry Award Winners	40 Marks
Priority II	Widows / dependants of persons having died in action	32 Marks
Priority III	Persons disabled on duty	24 Marks
Priority IV	Widows /dependants of persons who died while in service	16 Marks
Priority V	Disabled in peace due to attributable causes	8 Marks

### 15. RESULTS OF THE INTERVIEW

After completion of the interviews for a location, result, giving names of the merit panel in the order of merit along with the detailed marks scored will be displayed on the notice board of the interviewing office. This list will contain the names of all the candidates who appeared for the interview. If no suitable candidate is available, the selection committee may recommend for re-advertisement.

### 16. FIELD VERIFICATION

- 16.1. The field verification will be conducted for 1st candidate in the merit panel. If found eligible and no complaint is pending or no stay is granted by any court, then Letter of Intent (LOI) will be issued.
- 16.2. If the no.1 candidate is not found suitable /fails to full fill the terms and conditions of the award of distributorship or the award is to be cancelled for any reason whatsoever, the distributorship will be offered to the 2nd candidate in the merit panel after necessary field verification.
- 16.3. If the 2nd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, then the distributorship will be offered to the 3rd candidate in the merit list.
- 16.4. If the 3rd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, or in case where no 2nd or 3rd candidates are available in the "merit panel" as explained above, the location may be re-advertised at the discretion of the oil company.

## **17. VALIDITY OF MERIT PANEL**

The merit panel will be valid for a period of one year from the date of commissioning of the distributorship. If within this period, the distributorship is withdrawn for any reason whatsoever or the distributorship is terminated on account of is incorrect/ false/ misrepresented statement made in the application or any other reason like proven ineligibility of the distributor or proven malpractice, Oil Company shall have the option of awarding distributorship to the next candidate in the merit panel after necessary Field verification

## **18. COMMISSIONING OF THE DISTRIBUTORSHIP**

A person 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 the distributorship within the stipulated time period. Before commissioning, Letter of Appointment will be given and distributorship agreement shall be executed.

## **19. SECURITY DEPOSIT: -**

The selected candidate before being issued the appointment letter shall have to deposit interest free refundable security deposit of Rs. 2.5 or Rs. 5 lakhs as stated in the advertisement with Indian Oil Corporation Ltd. The Indian Oil Corporation Ltd also reserves its right to adjust any dues to it from this amount at the time of resignation/ termination. However, in case of termination of the distributorship in account of proven malpractice, the said security deposit shall be forfeited.

For LPG distributorships reserved under SC/ST category and Women availing corpus fund facility, no security deposit is payable.

## **20. TENURE OF DISTRIBUTORSHIP**

The tenure of Indane distributorship shall be for an initial period of 5 years and renewable for every 5 years thereafter, subject to the examination of the performance of the distributorship by the Oil Company and decision thereon

## **21. GRIEVANCE /COMPLAINT REDRESSAL SYSTEM:**

An applicant who has appeared for the interview and is aggrieved by selection may send his/her complaint to the Area Office/ State Office in which the interviewed Indane distributorships location is located.

- 21.1. A representation / complaint shall be entertained only if it is received by the office concerned within a month from the date of declaration of result
- 21.2. Efforts would be made to ensure that the representation/complaint is disposed off within 3 months from the date of receipt of response of the complainant
- 21.3. Pending disposal of complaint, Letter of Intent if issued shall be kept in abeyance

## **22. DISPOSAL OF COMPALAINT:**

The disposal of complaints shall be as under:-

- 22.1. Anonymous /pseudonymous complaints will normally not be investigated.
- 22.2. On receipt of a complaint a letter will be sent by the oil company to the complainant through Registered Post, asking him to submit details of allegation with a view to prima facie substantiate the allegations along with supporting documents, if any, within 30 days. Response of the complainant will be examined by the concerned oil company and if it is found that the complaint does not have specific and verifiable allegations, the same will be filed.
- 22.3. The complainant will be clearly advised that the complaint will be examined by the oil company and if it is established that the complaint does not have any substance, the complainant will be liable for legal action.
- 22.4. When a decision is taken to investigate the complaint, one Senior Officer will do the investigation. Thereafter, decision on the complaint will be taken as under:-

### **22.4.1. Complaints not substantiated:**

The complaint will be filed and the complainant will be advised accordingly.

#### **22.4.2. Established complaint**

In case of established complaint against the empanelled candidate, action will be taken with regard to appointment of the next candidate in the merit panel. In case of established complaints regarding marks awarded to any candidate, the Corporation reserves the right to make suitable changes/amendments in the results.

#### **23. FURNISHING OF FALSE INFORMATION**

If any information furnished by the applicant is found to be false at any point of time before or after appointment as a dealer, the allotment shall be cancelled forthwith and distributorship terminated in case commissioned

24. The above are only for the information of the public and the oil company reserves its right to amend, modify, delete or add any of the above 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 and if the application is not submitted strictly in accordance with the terms referred therein, the same is liable to be rejected.
25. The content given in this brochure is for general information. It should not be considered as policy document and cannot be legally quoted. Indian Oil Corporation 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. Indian Oil Corporation 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.

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