



IndianOil
A Maharatna
Company

Indian Oil Corporation Limited

Citizens' Charter

for

LPG AND RETAIL CUSTOMERS

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The main objective of the Citizen's Charter is to improve the quality of public services.

This is done by letting people know the mandate of the Corporation, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.

The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights.

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Chapter – 1

LPG

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

The Product 'LPG'

LPG stands for liquefied petroleum gases. The LPG marketed by us under the brand name 'Indane' 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 equipments 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, marketed by the Public Sector Oil Companies, at a price declared or controlled by the Government of India.

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

- 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 commercial, Industrial & Automotive usage LPG is sold at non subsidized price.

Distribution Network

PSU Oil Companies have a well spread network of distributors to service the LPG consumers in the country. Expansion of the distributor network is a continuous process. Currently, there are two types of distributor formats viz. Regular LPG distributorships & Rajiv Gandhi Gramin LPG Vitrak (RGGLV). Appointment of distributors is through public advertisements. Details of eligibility criteria and selection procedure are available on our www.iocl.com.

Services

The services rendered by the **distributors** to the 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 take backs 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 of Name - in case of demise of the LPG connection holder.
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 Indane distributors to the consumers:**

Services	Conditions	Timeframe (Subject to meeting Conditions)
Registration for new domestic LPG connection	a) Above 18 years of age b) No member of the household has LPG connection under PDS c) Residing in the distributor's area d) Produce & submit proof of residence & Identity #	Immediate
Release (installation) of new Connection /DBC	a) Intimation in writing by the distributor of Maturity of turn b) Produce & submit proof of residence & Identity c) Submit Standard undertaking#	Seven working days

	d) Deposit security amount## e) Hot plate inspection (purchased from source other than the LPG distributor) after payment of prescribed Inspection charges##.	
Acceptance of refill booking	When no previous refill order is pending	Immediate
Delivery of refill	Availability of stocks*	Seven working days*
Leakage complaint	Intimation to distributor/emergency service cell	Immediate guidance at contact point.
Preparation of TV & refund security deposit	a) Surrender of loaned equipment (cylinder/s & PR) in good condition b) Submission of original SV (in case SV is lost an affidavit in lieu thereof) #	One working day
Change of name in case of death	a) Eligibility as applicable for new LPG connection b) Death Certificate of customer c) Standard undertaking#	One working day
* Endeavour to deliver within seven working days at all firms except in circumstances beyond control viz. Natural calamities, strikes, absenteeism, transport breakdowns, Govt. directives, shortage of product availability etc.		
#formats of documents available on website www.indane.co.in		
## Rates of approved security deposit, tariff & service charges available at our website www.indane.co.in		

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 are available at the Area 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.iocl.com and www.indane.co.in

Customers can also 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, call for the distributor's trained mechanic.
- 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 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 it's 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 Refill Delivery

At the time of taking refill 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.

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 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.indane.co.in**
- 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, has to surrender his domestic LPG connection 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 avail 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 is given in the **www.indane.co.in**

Chapter – 2

AUTO LPG

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

1. Advantages of Auto LPG:

- ✓ ALPG is most economical fuel for petrol vehicles. At current prices, there is a saving of about 40% when compared to petrol.
- ✓ ALPG meets BIS standard IS: 14861, which have Octane Number of 88 (minimum).
- ✓ ALPG fitment in vehicles is safe.
- ✓ Less pollution, Smooth running and easy drivability.
- ✓ Availability in major cities and towns.
- ✓

2. Availability of Auto LPG:

- ✓ ALPG is available at various retail outlets of IOCL, along with other PSU Oil Companies as well as Private Marketers. The details of Auto LPG Dispensing Stations (ALDS) are available on our website.
- ✓ The details of operating ALDS including that of Private Marketers can also be accessed from the website www.iac.org.in.

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

- ✓ ALDS installation is governed by the guidelines of Petroleum & Explosives Safety Organisation (PESO).
- ✓ Auto LPG is a freely priced product with no government controls / subsidy. An individual company can fix the price of ALPG based on its own commercial considerations.
- ✓ Auto LPG is delivered on volumetric basis.
- ✓ The quality of Auto LPG is governed by IS: 14861.
- ✓ Auto LPG Dispensers are periodically calibrated using a master calibration kit.
- ✓ In case of any grievance regarding quality and quantity of Auto LPG delivered, the customer can make a complaint to the sales officer of the company whose contact details are displayed at the ALDS.

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

- ✓ As per CMVR 115 C, only fixed Auto LPG tank with its safety gadgets, approved by PESO, are allowed in motor vehicles.
- ✓ Use of cylinders other than approved ALPG fixed tank is highly unsafe and prohibited under law.
- ✓ Auto LPG tank shall neither be replaced by domestic/commercial/ industrial LPG cylinder nor cylinders containing any other gases.

5. General instructions for motorists

- ✓ LPG being highly inflammable, any hot work (welding/gas cutting/brazing etc.) on the body or other parts of LPG driven vehicle should only be done by trained staff at authorized work shop.
- ✓ Repair of LPG tank is not permitted under any circumstances. However, repair/maintenance of Auto LPG system and its components should be carried out at authorized workshops. Ideally, repairs should be done by the same Retrofitter who has originally fitted ALPG system to the vehicle.

- ✓ Auto LPG tank and the piping system should be checked regularly for any leakage. The Auto LPG Cylinder has to be tested periodically in line with statutory requirements.
- ✓ In case of leakage in the LPG system, cut off LPG supply and park the car in open area, away from ignition sources. Move all the people to a safe distance from the vehicle, opposite to the wind direction and seek assistance of nearest authorized installer/workshop.
- ✓ Do not use domestic or any other detachable LPG cylinder as auto fuel as it is punishable under Law and is also highly unsafe.
- ✓ Auto LPG re-fuelling to the vehicle tank should be done only at the authorized ALDS, through the dispensing nozzle. Do not fill domestic LPG or any other gas in a LPG tank.
- ✓ Domestic LPG does not meet Octane requirement of Auto LPG and it may fail Engine in long run.
- ✓ After refuelling LPG, please ensure that the dust plug is inserted back on the filler valve.
- ✓ It is recommended to run the vehicle 5-7 Kms in petrol mode after every 100-150 Kms. run in LPG mode, to keep the petrol system in good condition.
- ✓ For carburettor engine, it is a good practice to put the selector switch in neutral position for a while before switching over to LPG. Switching over directly from petrol mode to LPG may lead to engine stalling or backfire due to mixing of both fuels.
- ✓ Never tamper with any of the components in the LPG system.
- ✓ Any other safety recommendation by vehicle/kit manufacturer should be followed.

6. Auto LPG conversion kit, its components and functions

- **LPG conversion kit:** ALPG conversion kit is a complete system assembly for converting a vehicle to run on LPG on bi-fuel mode. It has mainly three parts:
 - ✓ ALPG tank with its accessories fixed in the boot of the car. For 3 – wheeler vehicles, the auto LPG tank is installed under the driver's seat.
 - ✓ LPG delivery system through Vaporiser – Regulator and Venturi Mixer.
 - ✓ LPG control mechanism – Closed loop system (ECU, stepper motor/Injector (s), Emulator & Oxygen sensor etc) or open loop system (manual power screw without any feed back mechanism).
- **Auto LPG Tank (ALT) and accessories:**
 - ✓ Auto LPG tank is a metallic cylinder or a container of suitable capacity for filling LPG to be used as fuel for Spark Ignition (S.I.) motor vehicles. The tank should be approved by Chief Controller of Explosives under Gas Cylinders Rules 1981 and meet the requirements as per IS: 14899 (as amended from time to time).
 - ✓ Unlike normal LPG cylinder, each auto LPG tank is fitted with Multi-Function Valve for protection of the vehicle system and safety of the passenger and surroundings. It is an assembly for mounting on auto LPG tank for filling and withdrawal of LPG along with safety devices including:

I Automatic fill limiter	V Pressure Relief Valve
II Service valve	VI Fusible Plug
III Excess Flow Check Valve	VII Content Gauge
IV Non-Return Valve on fill connector	

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

1. Approval of Transport Authority

After installing Auto LPG kit in your vehicle, it is mandatory for you to get its registration book endorsed by the local RTO.

Chapter – 3

PETROL PUMPS (RETAIL OUTLETS)

The most common point of contact of customers with Oil Industry is the Petrol Pump. In Oil Industry parlance, Petrol Pumps are referred to as Retail Outlets (ROs).

As per the existing Government policy, Petrol Pumps can be set up by Public Sector Oil Companies as well as Private Sector oil Companies dealing in storage and distribution of petroleum products as per guidelines. Presently the Oil Companies engaged in retail business of automotive fuels are IOC, HPC, BPC, NRL, MRPL, ONGC, RIL, Essar and SHELL.

1. Products Marketed at Retail Outlets

1.1 **Motor Spirit** Petrol in technical language is called Motor Spirit. It is mainly used in passenger vehicles such as Two/Three Wheelers and cars. At present, two types of petrol are being marketed across the country, i.e. Normal Petrol and Branded Petrol.

- ✓ **Normal Petrol:** Normally used as a fuel for spark ignition internal combustion engines such as Passenger Cars, Two Wheelers, Three Wheelers, etc.
- ✓ **Branded petrol:** This is preferred by new generation vehicles. It is slightly costlier than normal petrol. It has additives for optimizing performance of vehicles. It is sold by IOCL with the brand name "**Xtra Premium**". **Xtra Premium** provides benefits like cleaning and prevention of carbon deposits, smooth drivability and reduced smoke/ emissions.

1.2 **High Speed Diesel (HSD)** Two types of Diesel are being marketed across the country, i.e. **Normal diesel and Branded diesel**

- ✓ **Normal diesel** These are used in heavy commercial vehicles, buses, tractors, motor cars, pump sets and in various other diesel engine driven applications.
- ✓ **Branded Diesel** - *This is preferred by new generation vehicles and is sold by IOCL with the brand Name "Xtra Mile". It is added with the multi functional additive which enhances the performance of **new generation vehicles and ensures peak engine performance.***

1.3 **Lubricants** This is a vital product for the life of an engine. A lubricant is a viscous product used in the engine for its smooth functioning. Different grades of lubricants are needed for the engine, gear box and other machine parts. The RO dealer will guide you regarding the exact recommended grade of lubricant for your vehicle. The IOCL is regularly developing new products to cater to the different needs of the customers.

1.4 Compressed Natural Gas (CNG)

CNG is an environment-friendly fuel and available in major towns where it has been introduced depending on availability of Grid and Gas.

- ✓ CNG is available at select retail outlets of the Company in some cities. There are also stand-alone ROs for CNG in select cities.
- ✓ CNG can be used in vehicles which are fitted with a special kit meant for the purpose. The vehicle needs no mechanical change for its use.
- ✓ Its availability is being gradually increased in more cities / ROs.

1.5 Auto LPG

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

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

- ✓ **Mandatory Facilities:** These are facilities which every Petrol Pump must provide. These include free air, water, suggestion/complaint book, display of working hours, and display of name & telephone number of oil company personnel to be contacted by the customer in case of complaint. First aid box, toilet and safety equipment as per statutory requirements such as fire extinguishers and sand buckets etc. are also made available at petrol pumps.
- ✓ **Other Facilities:** For the convenience of customers these additional facilities may be provided by dealers in the vicinity of the Retail Outlets. These include water-coolers, convenience stores, snack bars, dhabas & rest-rooms, bathing & washing space for truckers, telephone – PCO/STD, ATM, servicing/repair shop, tyre shops, loyalty cards programme by Oil Companies, etc.

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

Filter Paper Test (for Petrol)

- ✓ Clean the mouth of the dispensing nozzle to remove stains.
- ✓ Put a drop of petrol on the filter paper from the nozzle.
- ✓ It should evaporate in about 2 minutes without leaving a stain on the filter paper. (If the area of the filter paper where the drop of MS was put remains pinkish, it is the colour of the MS and not any stain). If a stain is left on the filter paper, there is a possibility of adulteration.
- ✓ Customer should immediately lodge a complaint if Filter paper is not available at Retail outlet for testing of Petrol. It is the duty of the Dealer to provide the filter paper on demand by the customer.

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

- ✓ A 500 ml jar, calibrated hydrometer & thermometer and ASTM (American Society for Testing of Materials) conversion charts are required to carry out density test. A hydrometer is a very simple instrument for measuring density of any liquid, which would be different for petrol and diesel.
- ✓ Fill about 3/4th of the jar with the product taken through the nozzle of the Dispensing unit.
- ✓ Dip the thermometer and the hydrometer in the jar and record the temperature and density.
- ✓ The actual density observed is then converted into density at 15 degree centigrade with the help of the conversion chart. This converted density is then compared with reference density taken from the register maintained at the Retail Outlet.

Checks for lubricants

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

4. **Quantity** To ensure that you get the right quantity of product, all the Retail Outlets are mandatorily required to keep a calibrated 5 litre measure which is required to be stamped by Weights and Measures Department every year. Please ask for the measure to check quantity whenever you have doubt about the quantity delivered. The permissible variations due to any unforeseen malfunctioning of the dispensing unit are ± 25 ml in 5 litres which is to be rectified immediately.

5. **Correct Price: Always** check the selling price of products which the dealer is required to display prominently at the outlet. Please ensure that you take a cash memo for every purchase.
6. **Other useful tips for customers:** Check meter reading for "zero" before start of delivery and final reading after delivery.
7. **Malpractices / Unauthorised Activities** In case you encounter any of the following possible malpractices, please contact the Company's officer mentioned in the display at the Retail Outlet.
 - i. **Adulteration:** Possibility of adulteration, by mixing cheaper homogenous products in petrol or diesel, is there. Adulterated product will definitely affect the performance of your vehicle. In case of doubt, you should carry out the filter paper / density check as explained above.
 - ii. **Short Delivery:** Although all dispensing units (Machines delivering petrol/diesel) are annually calibrated and sealed by Weights & Measure Department and also periodically checked by the Company, the possibility of tampering with machines or their malfunctioning is not ruled out. As mentioned earlier, you have the right to check the quantity delivered with a duly calibrated and stamped 5-litre measure available at petrol pumps.
 - iii. **Overcharging:** The dealer is not allowed to overcharge for the product sold. Please always check the price charged by the dealer with the displayed price. Please ensure that you take a cash memo for every purchase.
8. **Safety – Our utmost concern:**
 - ✓ Petroleum products are highly inflammable and are therefore dangerous if not handled properly. Their handling is strictly governed by Petroleum & Explosives Safety Organisation (PESO) rules. A Petrol pump is a licensed premise and all activities carried out there are subject to strict PESO Rules.
 - ✓ For the safety of all concerned, the following precautions must be observed:
 - Switch off the engine before taking delivery of fuel (to avoid fire caused by spillage of fuel)
 - Please DO NOT smoke within the Petrol Pump premises
 - Never light a match stick within Petrol Pump premises
 - SWITCH OFF the Mobile within petrol pump premises
9. **Selection of Regular dealer / Rural RO:**

Salient features for selection procedure are available on our website / Newspapers advertisements www.iocl.com under 'Interface'.

Chapter – 4

KEROSENE

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

1. **PDS Kerosene Allocation**

To ensure its equitable distribution, allocation of PDS Kerosene to the States / Union Territories is decided by the Ministry of Petroleum & Natural Gas (MOP&NG).

2. **Distribution of PDS Kerosene**

- ✓ After the quarterly quota for each State is decided by MOP&NG, the company-wise allocation is communicated to the State Level Coordinator (SLC) by the Petroleum Planning & Analysis Cell (PPAC), for release by Oil Companies.
- ✓ The Food & Civil Supplies Authorities of each State & UT decide on the allocation to the various districts. The Food and Civil Supplies Authorities role in the distribution of Kerosene in the States include:
 - District-wise allocation
 - Retailer-wise allocation
 - Decide on quota per ration card/rationing unit
 - Ensure smooth and proper distribution of Kerosene within the state.
- ✓ In the distribution of Kerosene, IOCL is responsible for making the product available at their storage points to be uplifted by the whole seller / dealer under the direction of Food and Civil Supplies Authorities. The dealers, after uplifting the product, deliver it to the retailers in accordance with the quantity allocated to them by the Food and Civil Supplies Authorities based on ration card attachment.
- ✓ The entire distribution of Kerosene within the States / UTs is monitored and controlled by the Food and Civil Supplies Authorities of the respective States / UTs.

3. **Role of Retailers (Ration Shops/Fair Price Shops)**

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

4. **Kerosene Prices**

Under the Kerosene Control Order and also under the Essential Commodities Act, the PDS Kerosene must be sold at the declared price and the consumers are not to pay price over and above the declared price. In case it is found that the retailer or any other person is selling PDS Kerosene at a rate higher than the declared price, it would amount to violation of Kerosene (Fixation of Ceiling price) Order 1966 and action can be initiated against the erring person under the above order.

Compressed Natural Gas (CNG)

1. **What is CNG-** CNG stands for compressed natural gas. It is gaseous fuel and is a mixture of hydrocarbons mainly Methane. For use in Automobiles as fuel, it is compressed to a pressure of 200-250 Kg/cm² to enhance the vehicle on-board storage capacity.
2. **Advantages of CNG:**
 - ✓ **Safety:** Lighter than air hence, in case of leakage no dangerous accumulation of gas as it disperses in the air. It is unlikely to ignite due to 1) High ignition temperature and 2) Narrow range of ignition. It has lowest injury and death rate per vehicle mile. CNG cylinders structurally most sound and have passed the severest of tests.
 - ✓ **Environmental Protection-** The burning of CNG do not leaves behind any impurities, Sulphur (S), lead (Pb), and Aromatic Polycyclic Hydrocarbons. It leaves Very low levels of polluting gaseous emissions without smell and dust. In comparison to other fossil fuels, CNG prevents the reactive processes which lead to the formation of Ozone (O₃) in the troposphere.
 - ✓ **Economical:** It is cheaper than conventional fossil fuels. Its pay back period is short.
 - ✓ **Technical:** CNG has a very high antiknock index, which allows greater performance compared to petrol. It does not require refining plant or any additive dosing and can be used immediately after it is produced. It has no evaporation leaks and spills as that of other fuels, both during re-fuelling and feeding of the car. Its combustion produces a very low quantity of carbon deposits (permits a longer life of lubricant oil).
3. **CNG for Automobiles :**
 - ✓ IOCL along with other Oil PSUs had taken initiatives to introduce Compressed Natural Gas (CNG) as clean burning fuel to curb the vehicular emission.
 - ✓ All types of vehicles can be run on CNG by installing CNG kit. Kit is an assembly of many components required to run existing vehicle on CNG. There are few basic components, which are common in all type of kits, irrespective of the vehicles such as CNG storage cylinder, high pressure tube, pressure regulator, pressure gauge, change over switch, high pressure tube fittings, refuelling receptacle and air fuel mixer.
 - ✓ Major components of CNG kit for carburettor fitted petrol vehicle are Pressure Regulator; Petrol Solenoid Valve with manual override switch (Stops petrol flow when operating on CNG); On-Off valve and refuelling connector (Opens or stops gas flow to the regulator and includes a refuelling device); Control Module / Change-over Switch (Electronic control component with fuel selection switch); CNG level Indicator (LED Indicator); Gas Air Mixer; CNG cylinder with valve, vapour bag & bracket; Petrol hose; Low-pressure gas hose; Ignition advance processor; High pressure gas tube; Wire harness; NRV in petrol return line; Pressure gauge.
4. **Safety:**
 - ✓ Safe Refilling instructions followed for all CNG Vehicles at CNG Station.
 - ✓ Safety symbols & cautionary instructions displayed all around.
 - ✓ Safety films screened at CNG Stations frequently to educate consumers.
 - ✓ Safety leaflets / Stickers developed for awareness on specific occasions.
 - ✓ Free Compliance Plate given to all public transport fleet running on CNG through transport department.
 - ✓ Safety clinics conducted for customers.
 - ✓ Safety leaflets / Stickers developed and distributed.

5. **Precautions to be taken during servicing and repairing of CNG vehicles:**

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

Other Precautions:

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

6. For more information log on to any of the following websites of companies selling CNG:

www.mahanagargas.com
www.iglonline.net
www.sabarmatigas.com
www.bglgas.com
www.tngcl.com
www.gglonline.net

Grievance Redressal Mechanism

Chapter – 6

COMPLAINT / PUBLIC GRIEVANCES REDRESSAL MECHANISM

A customer who wishes to register feedback, suggestions or complaint about any product or service may lodge the same by any one of the following method:

1. **Availability of complainant / suggestion book at Indane Distributor and Petrol Pumps:-** As per the MDG Provisions it is Mandatory for the dealers to maintain a suggestion / complaint book and make the same readily available to the customer on demand. A message indicating availability of this book is also prominently displayed at the retail outlet 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 / Indane Distributorships:** - The Field Officer's / Dealer's / Distributorship's Telephone contact Numbers, Postal and email address are displayed at all the retail outlets / cooking gas Distributorships, for the customer to contact the Company Officials or writing to them.
3. **Toll Free Number Call Centres)** - In order to have a convenient, easy and effective way to enable the customer to register their complaint and follow them up, a common all India Toll Free Number **1800 2333 555** is in place for registration of complaints.
4. **Web based complaints:** Customers can also register their complaints / feedback through IOC Corporate website i.e. **www.iocl.com**. Once a complaint is registered on the website it automatically goes to the concerned Officer of the Divisional Office/Area Office / State Office for further action. A reply is sent to the customer by the concerned Office, upon redressal. Provision in the system enables customer to view the status of the complaint on the web site.