

**Sub: IOCL Selection Guidelines on appointment and operation of NDNE LPG Retailers for exclusive marketing of Packed NDNE LPG to Industrial/Commercial Segments.**

**1. INTRODUCTION:**

- a. Indian Oil Corporation Limited (IOCL) proposes to appoint Exclusive NDNE LPG (NON-DOMESTIC NON EXEMPTED - Liquefied Petroleum Gas) Retailer at the advertised locations.
- b. The NDNE LPG Retailer so selected will be exclusively for marketing of Non-Domestic packed LPG cylinders only to Commercial & Industrial customers and will not be allowed to enroll Domestic LPG customers.
- c. Locations for setting up NDNE LPG Retailer are identified by IOCL based on commercial considerations. The setting up of exclusive NDNE LPG Retailer at the identified locations is a business proposition that has the risk inherent to any business and does not guarantee any assured returns or profits.

**2. MODE OF SELECTION OF NDNE LPG Retailers**

The locations identified as above are to be advertised in TWO newspapers- one English and one Vernacular - having wide circulation in the area. These are also to be posted in the Indian Oil website – [www.indianoiltenders.com](http://www.indianoiltenders.com).

**3. ELIGIBILITY CRITERIA:**

- I. **Who can apply:** Individuals, Partners of Partnership firms and both Public & Private Limited Companies having minimum 1(One) year experience as mentioned in Para # 13 below.

**a. FOR INDIVIDUALS AND PARTNERS:**

- i. **Nationality and Residency:** Should be Indian National and resident of India.
- ii. **AGE:** Not less than 21 years (in completed years) and not above 70 years (in completed years) as on date of advertisement
- iii. **Educational qualifications:** Minimum 10th Standard passed.
- iv. **Capability to Provide Finance:** Applicant to score minimum 27 marks i.e. minimum 60% of the allotted 45 marks to the parameter - Capability to provide finance.

**b. FOR PUBLIC/PRIVATE LIMITED COMPANIES:**

- i. The company should be registered in India under Companies Act, 1956 and making profit for the previous two financial years for which audited balance sheets are to be submitted.
- ii. All the Directors of the Company should be Indian Nationals and resident of India.

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- iii. Application should accompany Board resolution for authorizing only one Director to apply for NDNE LPG Retailership on behalf of the Company, who will also sign all the relevant documents, application form and also appear for interview.
- iv. Age of the authorised Director as mentioned above should not be less than 21 years (in completed years) and not above 70 years (in completed years) as on date of advertisement
- v. Educational qualification is not applicable for Companies.
- vi. One application is to be submitted on behalf of the Company duly signed by authorised Director along with Memorandum and Articles of Association and audited balance sheets and profit & loss statements for the previous two financial years (Apr-Mar).

**c. Dealer/Distributor/Business Associate of OMCs selling NDNE packed LPG**

Existing Dealer/Distributor/Business Associate or members of their family unit (as defined below) who is marketing NDNE Packed LPG Cylinders of OMCs as a Proprietor or Partner, is also eligible to apply provided they submit a consent to resign from the same and also submit termination letter of OMCs within 3 months of issuance of LOI by IOCL, then only this application shall be considered. An affidavit to this effect is to be submitted by the applicant along with the application.

In case of Companies, the existing Share Holders having controlling stake or Directors or Promoters or their family member having NDNE LPG Retailership or similar agreement for marketing of NDNE LPG Cylinder (as a Dealer/Distributor/Business Associate) as Proprietor / Partner with other OMCs are also eligible to apply provided they submit consent to resign from the same and also submit termination letter of OMCs within 3 months of issuance of LOI by IOCL, then only this application shall be considered. An affidavit to this effect is to be submitted by the applicant along with the application.

**II) CAPABILITY TO PROVIDE GODOWN / OR LAND FOR THE SAME:** The Applicant should provide Godown or land for the same in following manner:

- Own Godown / land for godown having clear title / Registered Sales Deed or Registered 10 year lease agreement having a clause allowing construction of LPG godown on the leased land/ Registered Power of attorney with complete rights of the land including construction/developmental rights of the suitable land / godown. The godown / suitable land for godown should be preferably within municipal/NAC/Panchayat limits or at a maximum distance of 15 KMs from the periphery of the municipal / Notified Area Council (NAC) / Panchayat limits in respect of the advertised location and also it should be within the same state of advertised location. The land should be suitable, in contiguous plot, freely accessible through all weather motorable road.

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- **For Individuals or partners of Partnership firm**, the land owned by their family members (as defined in “Family Unit” below) would also be considered as belonging to the applicant subject to attaching the consent through notarized affidavit of the concerned family members for use of same for godown.
  - **For Companies**, the land owned by the Promoters or Directors or existing Share holders having controlling stake would also be considered as belonging to the Company subject to attaching their consent through notarized affidavit for use of the same for godown. Other share holders can also offer land on lease basis.
- Showroom should be made in a shop / constructed in a land located within the municipality / Notified Area council / Panchayat limits in respect of the advertised location for NDNE LPG Retailership after getting selected.

**III) MULTIPLE DISTRIBUTORSHIP NORM (RELATIONSHIP CLAUSE):**

- i. Multiple Dealership/Distributorship norms means that none of the individuals / Partners of the Partnership firms / Limited Companies would be entitled to a new NDNE LPG Retailership if applicant or any other individual in a ‘family unit’ or any of the Partners of Partnership firm or any Share Holders of the company having controlling stake or any of the Directors/Promoters of a Company or any other individual in a ‘Family unit’ of any of the Partners of Partnership firms / Share Holders having controlling stake / any of the Directors/Promoters of a Company already holds a Retail Outlet / SKO-LDO Dealership/ LPG Distributorship or LOI for a Retail Outlet / SKO-LDO Dealership/ LPG Distributorship of any Oil company in their name or in partnership.

**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 unmarried his/her 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).

- ii. An existing NDNE LPG Retailer/LOI holder for NDNE LPG Retailership of IOCL is eligible to apply for other locations (but not in the same location).
- iii. An applicant to NDNE LPG Retailership can also apply for multiple locations.
- iv. Efforts should be made to maintain the same name for the NDNE LPG Retailership at multiple locations. Further, NDNE LPG Retailer selected for multiple locations is required to appoint a professionally qualified Manager with Diploma in Engineering /BE/MBA to look after the business at locations where he is unable to physically look after day to day activities of the NDNE LPG Retailership.

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**4. INELIGIBILITY:** The following are not eligible.

**I. APPLICABLE TO INDIVIDUAL AND PARTNERS OF PARTNERSHIP FIRMS**

- (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) Mentally unsound or blind persons.
- (c) A person / any partner of a partnership firm or members of their family unit having agreement of an existing or terminated Dealership of Retail Outlets / SKO / LDO agents / Distributorship of domestic LPG cylinders of any Oil Company.
- (d) A person /any partner of a partnership firm or members of their family unit having NDNE LPG Retailership or similar agreement for marketing of NDNE LPG Cylinder with any Oil Company and same was terminated in the past on the grounds of malpractice /non performance as per the target given by Oil company.

**II. APPLICABLE TO PUBLIC/PRIVATE LIMITED COMPANIES**

- a. Any of the existing Share Holders having controlling stake or Directors or Promoters 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) as on date of advertisement.
- b. If the Company has not earned profit in previous two financial years as per audited balance sheet.
- c. Any of the existing Share Holders having controlling stake or Directors or Promoters or their family member having agreement of an existing or terminated Dealership of Retail Outlets / SKO / LDO agents / Distributorship of domestic LPG cylinders of any Oil Company.
- d. Any of the existing Share Holders having controlling stake or Directors or Promoters or their family member having NDNE LPG Retailership or similar agreement for marketing of NDNE LPG Cylinder with any Oil Company and same was terminated in the past on the grounds of malpractice / non performance.

**5. DISQUALIFICATION:**

- i. If any applicant is allotted the NDNE LPG Retailership based on the misrepresentation of information / wrong information given or by suppression of information by the applicant, the same is liable to be cancelled.
- ii. Incomplete application forms / applications without proper documents related to eligibility criteria/photographs & other documents as sought in application form shall be rejected.

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**6. PARTNERSHIPS:**

- i. In case of partnership, each partner should individually meet the specified eligibility criteria except for capability to provide godown / land for godown and finance. The land for godown / godown owned by any one of the partners or jointly owned by them will be treated as being owned by the firm. The evaluation under capability to provide finance is explained below under Para # 13.
- ii. Each Partner should also submit separate application forms along with separate application fee. However, the applications should be clubbed together. If called for interview, all the Partners must appear for interview together. Partnership deed on non judicial stamp paper of required value of the respective state is required to be submitted along with the application form.

**7. BASIC FACILITIES REQUIRED FOR OPERATION OF NDNE LPG RETAILERSHIP TO BE PROVIDED BY NDNE LPG RETAILER:**

**A. GODOWN FOR STORAGE OF FILLED NDNE LPG CYLINDERS.**

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

The land for godown should be plain, in one contiguous lot, free from overhead power transmission lines. Pipelines / Canals / Drainage / Nallahs / Public Roads should not pass through the plot. NDNE LPG Retailers may be allowed to operate from CCOE approved multiple godowns located within the area of operation with prior approval of respective Area Managers.

Minimum dimensions of the plot required are 20M X 18M. The land should accommodate 4000 Kg (minimum) packed LPG storage capacity godown duly approved by CCOE.

**B. SHOWROOM**

Showroom should be easily accessible to general public through a suitable approach road. Minimum area of the showroom should be 100 Sq. feet with frontage not less than 8 feet. Show room should be furnished along with PC, Printer, Telephone lines/internet facility etc. before issuance of Letter or Appointment. Show room may be owned / leased.

- i. **INFRASTRUCTURE FOR DOOR DELIVERY OF NDNE LPG CYLINDERS:** Delivery vehicles of suitable capacity are required for effecting door delivery of Indane cylinders.
- ii. **VEHICLE FOR UPLIFTING CYLINDERS FROM NEAREST PLANT:** Willing NDNE LPG Retailers may be allowed to uplift NDNE cylinders through his own vehicle of any capacity approved by RTO from LPG Bottling Plant either on Ex MI basis or on delivered basis. In case NDNE LPG Retailer is uplifting cylinder in his own truck on delivered basis from the Plant, he shall be paid transportation at L1 rates prevailing at that particular Plant for transportation of NDNE LPG Cylinders and he should be given priority loading.

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- iii. In case of NDNE LPG Retailer is operating at multiple locations, he is required to meet the above requirements on basic facilities for each location.

**8. CONSTRUCTION OF GODOWN ON THE SITE AS MENTIONED IN APPLICATION FORM**

Physical verification of the godown/ land for godown will be undertaken for the selected applicant. In the event it is found that there is misrepresentation of the details submitted in the application form and / or the plot is not found suitable for construction of godown, then the application shall be rejected.

In case the candidate/Company select is unable to provide the godown/land for godown at a place as given in the application after getting LOI due to reasons beyond the control of the candidate / Company, then he/she or the Company shall be given only one opportunity to offer any other suitable land/godown as a replacement within 2 months of issuance of LOI. However such replacement is permissible only if the alternate land/godown offered is suitable for LPG godown.

If an applicant, after selection on the above basis, is unable to construct Godown duly approved by the Chief Controller of Explosives on the land/ obtain CCOE approval for godown indicated in the application and could not provide Showroom within 6 months of issuance of LOI, then the allotment of NDNE LPG Retailership is liable to be cancelled. However extension of time period may be granted as per DOA applicable for LPG Distributorships.

In the event of cancellation of the 1st candidate, the next candidate in the merit list shall be considered. This process shall continue till the suitable candidate is selected by evaluating up to 5<sup>th</sup> candidate in the merit list.

**9. APPLICATION FORM:**

Application form for NDNE LPG Retailership can be obtained from the IndianOil Area Office mentioned in the advertisement. The application format can also be downloaded from website **[www.indianoiltenders.com](http://www.indianoiltenders.com)**

- i. The application can be submitted on plain paper in the prescribed format as mentioned above. In such case, a DD for Rs. 5000.00, drawn in favour of IndianOil Corporation Limited is to be submitted along with application form.
- ii. Application Fee (non refundable) - Rs.5000/-.
- iii. In case of partnership, each partner will have to submit separate application form. Each form shall accompany application fee as applicable. However, while submitting the filled forms their application forms have to be attached together.
- iv. In case of Companies, one application is to be submitted on behalf of the Company duly signed by the authorised Director along with Memorandum and Articles of Association.

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**10. PERSONS / COMPANIES APPLYING FOR DIFFERENT LOCATIONS:**

While one applicant can apply for different locations, the same should be done in separate application forms in respect of each location along with applicable application fee in each case.

**11. SCRUTINY, EVALUATION OF APPLICATION AND INTERVIEW:**

- i. Area Manager shall appoint a **Committee – I** consisting of two Officers, of which one shall be accounts officer of concerned AO and another Officer shall be a Field Officer not below B grade. These committee members shall open, scrutinize and evaluate the application forms. Evaluation shall be done for parameters 12 (a) to 12 (d) and Part A & Part B of 12 (e) only.
- ii. After scrutiny of the documents, the **Committee –I** shall advise the Area Manger to call eligible applicants for interview by giving clear 15 days notice.
- iii. The Area Manager shall communicate ineligible/disqualified applicants about reasons for the same and also display the summary list at notice board of respective AO and in web portal – [www.indianoiltenders.com](http://www.indianoiltenders.com).
- iv. LPG group at State Office shall initiate a note for appointing a **Committee – II** consisting of three Officers minimum in Grade D or above, drawn one each from LPG, Finance and other functional group of the respective State for conducting Interview and obtain the approval of State Head.
- v. Eligible applicants called for interview should come along with the original documents for the copies submitted along with application. The documents will be verified and candidates shall be interviewed by **Committee – II**. In case of any discrepancy in markings allotted by **Committee – I**, the **Committee – II** shall take corrective action and its decision shall be final.
- vi. The scrutiny of documents and conducting interview should be completed within 2 months from the last date for submission of application.

**12. NORMS FOR EVALUATING THE CANDIDATES:** The NDNE LPG Retailer will be selected on the basis of evaluation of all eligible applicants on the following parameters:

Description	For individuals & partners of Partnership firms	For Limited Companies
a. Capability to provide finance	45 marks	45 marks
b. Educational qualifications	10 marks	NA
c. Age of the applicant	5 marks	5 marks
d. Profitability of the Company	NA	10 marks

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e. Experience	20 marks	20 marks
f. Business ability/ acumen	10 marks	10 marks
g. Personality of the applicant	5 marks	5 marks
h. General assessment	5 marks	5 marks
<b>Total marks</b>	<b>100 marks</b>	<b>100 marks</b>

The evaluation on the parameters ‘a’ to ‘d’ above shall be done on the basis of the information given in the application. The evaluation on experience shall be done based on both documents submitted (15 marks) and interview (5 marks). The evaluation on the parameters ‘f’ to ‘h’ shall be done based on the interview.

**13. Allocation of marks on various parameters based on the information provided in application and attested (by Gazetted Officers) copies of documents submitted/interview:**

Parameter	Sub head	Description	Max Marks	Evaluation									
<b>Capability to provide finance</b>	<b><u>Liquidity – Funds</u></b> The amounts shown in Savings accounts /Current accounts in bank/ Fixed deposit etc. as on date of application should be maintained in the respective accounts/ certificates till the interview date or <b>90 days from the date of application whichever is earlier.</b>	(a) Amount in Saving accounts /Current accounts in Bank. <b>(as on date of application)</b> (b) Free and un-encumbered fixed deposits or any other documents/ resource which can be readily converted to liquid cash to cover working capital/ infrastructure requirements <b>(as on date of application)</b>	25	Based on the information & statement given in the application along with supporting attested copies of the documents. (FDs / NSCs / Shares / MF/surrender value of insurance/Post Office Deposit, Kisan Vikas Patra, in the name of self or family members as defined under “Family Unit” mentioned above) Award 0.1 marks on every unit of Rs. 14000- or more in multiples of Rs. 14000/-- and amounts less than complete unit of Rs. 14000/-will not be considered for award of marks. <b>Maximum marks – 25</b> (twenty five) for Rs 35.00 Lacs & above]. <b>In case of Companies, all the above funds in the name of Company should only be considered.</b>									
	Ability to arrange loan	(c) Bankers certificate for credit worthiness and willingness to extend loan, if required. <b>(as on date of application)</b>	9	Based on the letter from nationalized / scheduled Bank enclosed with the application. If the amount of loan is not mentioned, Zero marks shall be awarded. Full 9 (Nine) marks shall be awarded, if funds are more than 35 Lakhs as mentioned at (a) & (b). Otherwise marks to be awarded on the basis of certificate from bankers/ financial institutions as under:- <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th colspan="2">Range of loan Rs</th> <th>Marks to be awarded.</th> </tr> <tr> <td>&gt; =2 lac to</td> <td>&lt; 6 lac</td> <td>3 marks</td> </tr> <tr> <td>&gt; =6 lac to</td> <td>&lt; 8 lac</td> <td>5 marks</td> </tr> </table>	Range of loan Rs		Marks to be awarded.	> =2 lac to	< 6 lac	3 marks	> =6 lac to	< 8 lac	5 marks
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				<table border="1"> <tr> <td>&gt;= 8 lac to</td> <td>&lt; 10 lac</td> <td>7 marks</td> </tr> <tr> <td>&gt;= 10 lac</td> <td></td> <td>9 marks</td> </tr> </table>	>= 8 lac to	< 10 lac	7 marks	>= 10 lac		9 marks				
>= 8 lac to	< 10 lac	7 marks												
>= 10 lac		9 marks												
	Assets	(d) Fixed and other assets (as on date of advertisement) – Gold will not be considered as asset.	6	<p>Based on the information &amp; statement given in the application along with supporting attested copies of the documents. Full 6 (Six) marks shall be awarded, if funds are more than 35 Lakhs as mentioned at (a) &amp; (b). <b>In case of Companies, the assets in the name of the Company should only be considered.</b></p> <p>Otherwise marks to be awarded as under :</p> <table border="1"> <thead> <tr> <th>Range of assets value</th> <th>Marks to be awarded</th> </tr> </thead> <tbody> <tr> <td>&gt;= 5 lacs &lt; 6 lacs</td> <td>3 mark</td> </tr> <tr> <td>&gt;=6 lacs &lt; 10 lacs</td> <td>4 mark</td> </tr> <tr> <td>&gt;= 10 lacs &lt; 15 lacs</td> <td>5marks</td> </tr> <tr> <td>&gt;= 15 lacs</td> <td>6 marks</td> </tr> </tbody> </table>	Range of assets value	Marks to be awarded	>= 5 lacs < 6 lacs	3 mark	>=6 lacs < 10 lacs	4 mark	>= 10 lacs < 15 lacs	5marks	>= 15 lacs	6 marks
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	Income	(e) Annual Income from all sources such as salary, property, business, agricultural, interest, dividend, rent earnings, royalty etc. during a Financial year (Apr - Mar). In case of companies annual turnover / income should be considered	5	<p>Based on the information &amp; statement given in the application along with supporting attested copies of the documents. Income as per Income Tax Return of the last financial year and or affidavit on income. Full 5 (Five) marks shall be awarded, if funds are more than 35 Lakhs as mentioned at (a) &amp; (b). Other wise award 0.1 marks on every unit of Rs. 8000/- or more in multiples of Rs. 8000/-- and amounts less than complete unit of Rs. 8000/- shall not considered for award of marks. Max. marks – 5 (Five)</p>										
	<b>Sub total maximum marks</b>		<b>45</b>											
<b>EDUCATIONAL QUALIFICATION (as on date of application) (Not applicable for Companies)</b>	Basic	10 <sup>th</sup> Standard	5	Based on information & attested documents given in the application. Applicants should produce the certificate stating that all the subjects are cleared. To be verified from the mark sheets/certificates issued by the educational institutions.										
		Graduate (3 year Degree) /Post graduate in any discipline	8											
	Professional (Technical/ Business related)	Diploma in Engg	8	Based on information & attested documents given in the application. The qualifications obtained from recognized university/statutory body shall only considered eligible.										
Technical Graduate (BE, B.Tech / AMIE) / MBA or equivalent	10													
	<b>Sub Total maximum marks</b>		<b>10</b>											
<b>AGE</b>	Age as on date of	Marks will be		Based on information & attested										

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Any candidate above 70 years (in completed years) as on date of advertisement is not eligible.	advertisement	awarded on the following basis. >= 21 < 26 >= 26 < 50 >=50 < 60 >= 60 < =70	3 5 4 3	documents of 10th class mark sheet/certificate/ copy of passport/Municipality birth certificate attached with the application. (In case of Companies, age of the authorised Director who signed the application form is to be evaluated).
<b>Sub Total maximum marks</b>		<b>5</b>		
<b>Profitability (Applicable only to Companies)</b>	Marks shall be allocated as follows: Profit made during 1 <sup>st</sup> year – 4 marks Profit made during 2 <sup>nd</sup> year – 4 marks If, Profit during 2 <sup>nd</sup> year is higher than 1 <sup>st</sup> year – (+) 2 marks If, profit during succeeding year is less than previous year - (-) 2 marks		<b>10</b>	Assessment will be based on net profitability in last two financial years (Apr-Mar) as mentioned in the certified audited balance sheets, Profit and loss statements submitted along with application form.
<b>Sub Total maximum marks</b>		<b>10</b>		
<b>Experience</b>  (In case of the Companies, the experience of the Company is to be evaluated) <b>(Applicants with less than 1 year experience are not eligible)</b>	<u><b>Part – A (Max . 10 marks)</b></u> i) Direct sale, Institutional sale, Business to Business (B to B) sale of Petroleum Products/Services as a Dealer/C&F Agent/ Consultant. a) Less than 1 year (Not eligible) b) 1 year & above but less than 1.5 years c) 1.5 & above but less than 2 years d) 2 years & above  ii) Direct sale, Institutional sale, Business to Business (B to B) sale of other Products / Services as a Dealer / C&F Agent / Consultant. a) Less than 1 year (Not eligible) b) 1 year & above but less than 1.5 years c) 1.5 & above but less than 2 years d) 2 years & above  <u><b>Part - B (Max. 5 Marks)</b></u> Experience in LPG Business or in the area of conversion to LPG from other fuels/design of LPG infrastructure facility/ consultancy to the above (Marks shall be allotted on the basis of documents submitted along with application)  <u><b>Part - C (Max marks 5)</b></u> Experience claimed by the applicant shall be judged during the interview.		- 6 8 10          5   5	<u><b>Part - A:</b></u> Individuals and Partners of partnerships should have minimum 1 (one) year experience of running (as a Partner or Proprietor) or working in an establishment. Similarly Companies also require minimum 1(one) year experience. Marks shall be given on the basis of documents submitted  <u><b>Part - B:</b></u> Marks to be given to the candidates selling LPG/Propane/Butane, Business Associates of Oil Companies / Persons carrying out the job of conversion to LPG from other fuels/providing LPG (Bulk/Packed) infrastructure facilities/Providing consultancy services in this field.  In case companies fall in both the category (i) & ( ii ) in <b>Part - A</b> then the marks will be allocated as per category ( i ) only.  <u><b>Part – C</b></u> Marks shall be given by Committee – II based on response to the leading questions related to experience claimed by the applicant.
<b>Sub Total maximum marks</b>		<b>20</b>		
<b>Business ability / acumen</b>	<u><b>Part – A (Max – 5 Marks)</b></u> Knowledge about LPG, its safe handling, statutory regulations related to LPG infrastructure etc. <u><b>Part – B (Max. 5 Marks):-</b></u> - Management of people		5  5	Assessment based on response to leading questions. <b>(In case of the Companies, the Director who is authorised by the Board to sign the application form and to attend the interview shall be evaluated)</b>

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	- Management of finance - Management of material & infrastructure -Trade related Business contacts		
	<b>Sub Total maximum marks</b>	<b>10</b>	
<b>Personality</b>	Communication /articulation skills, Politeness, Appearance, Enthusiasm, Self-confidence / convincing power etc.	<b>5</b>	Assessment based on response to leading questions. (In case of the Companies, the personality of the Director who is authorised by the Board to sign the application form and to attend the interview shall be evaluated)
	<b>Sub Total maximum marks</b>	<b>5</b>	
<b>General assessment</b>	Basic knowledge about Computers, competition in the location, other fuels etc. or any other parameters deem fit for NDNE Retailer	<b>5</b>	Assessment based on observation and leading questions.
	<b>Sub Total maximum marks</b>	<b>5</b>	
	<b>Grand total</b>	<b>100</b>	

**In respect of partnerships, all partners will have to attend the interview together and they will be evaluated as follows:**

- i. The land/godown owned by any one of the partners or jointly owned by them or owned by members of family unit of any of the Partners will be treated as being owned by the firm.
- ii. **Capability to provide Finance (45 marks):** Funds/Assets/ability to arrange loan/Income as provided by Partners individually shall be added together and treated as being available to the Partnership firm as a whole for evaluation purpose.
- iii. **Age, Educational qualification, Experience** – Marks obtained by individual partners shall be added and averaged, which will be allotted to the firm.
- iv. **Evaluation based on Interview:** Marks obtained by individual partners shall be added and averaged, which will be allotted to the firm.

**NORMS FOR EVALUATION OF FINANCIAL CAPABILITY OF MULTIPLE NDNE LPG RETAILERSHIPS:**

14. In case, the applicant is already a NDNE LPG Retailer of IOCL/holding LOI for the same/already an applicant for IOCL NDNE LPG Retailer at other location, and is applying for another location and intends to operate at multiple locations, he is required to submit an affidavit giving details of his/her existing NDNE LPG Retailership or LOI for the same issued by IOCL/location for which application has already been submitted. The evaluation of the existing NDNE LPG Retailer /LOI holder for the same applying for other locations/applicant applying for more than one location shall be based on all parameters as given in **Para 12 from (b) to (h)** as per the criteria given under **Para 13** mentioned above. The evaluation of parameter- Capability to provide Finance shall be carried out as follows:

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Parameter	Sub head	Description	Max Marks	Evaluation										
<b>Capability to provide finance</b>	<b>Liquidity – Funds</b> The amounts shown in Savings accounts /Current accounts in Bank. (as on date of application) /Current accounts in bank/ Fixed deposit etc. as on date of application should be maintained in the respective accounts/ certificates till the interview date or <b>90 days from the date of application whichever is earlier.</b>	(a) Amount in Saving accounts /Current accounts in Bank. (as on date of application) (b) Free and un-encumbered fixed deposits or any other documents/ resource which can be readily converted to liquid cash to cover working capital / infrastructure requirements (as on date of application)	25	Based on the information & statement given in the application along with supporting attested copies of the documents. (FDs / NSCs / Shares / MF/surrender value of insurance/Post Office Deposit/Kisan Vikas Patra in the name of self or family members as defined under “Family Unit” mentioned above). <b>If applying for 2<sup>nd</sup> location:</b> If total funds available are 70 Lacs, then full 25 marks shall be awarded. Otherwise marks shall be awarded as follows: 0.1 marks on every unit of Rs.28000/- or more in multiples of Rs.28000/- and amounts less than complete unit of Rs. 28000/-will not be considered for award of marks. <b>If applying for 3<sup>rd</sup> or more locations:</b> If total funds available are minimum 100 Lacs, then full 25 marks shall be awarded. Otherwise marks shall be awarded as follows: 0.1 marks on every unit of Rs.40000/- or more in multiples of Rs.40000/- and amounts less than complete unit of Rs. 40000/-will not be considered for award of marks. <b>In case of Companies, all the above funds in the name of Company should only be considered.</b>										
	Ability to arrange loan	(c) Bankers certificate for credit worthiness and willingness to extend loan, if required.( as on date of application)	9	Based on the letter from nationalized / scheduled Bank enclosed with the application. If the amount of loan is not mentioned, Zero marks shall be awarded. Full 9 (Nine) marks shall be awarded, if funds as mentioned at (a) & (b) are more than Rs. 70 lacs for candidates applying for 2 <sup>nd</sup> location or Rs. 100 Lakhs for candidates applying for 3 <sup>rd</sup> location Otherwise marks to be awarded on the basis of certificate from bankers/ financial institutions as under:- <table border="1" data-bbox="1036 1680 1469 1921"> <thead> <tr> <th>Range of loan in Rs.</th> <th>Max. Marks to be awarded</th> </tr> </thead> <tbody> <tr> <td>&gt; =2 lac to &lt; 6 lac</td> <td>3 marks</td> </tr> <tr> <td>&gt; =6 lac to &lt; 8 lac</td> <td>5 marks</td> </tr> <tr> <td>&gt; = 8 lac to &lt; 10 lac</td> <td>7 marks</td> </tr> <tr> <td>&gt; = 10 lac</td> <td>9 marks</td> </tr> </tbody> </table>	Range of loan in Rs.	Max. Marks to be awarded	> =2 lac to < 6 lac	3 marks	> =6 lac to < 8 lac	5 marks	> = 8 lac to < 10 lac	7 marks	> = 10 lac	9 marks
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	Assets	<p>(d) Fixed and other assets (as on date of advertisement) – Gold will not be considered as asset.</p> <p><b>In case of Companies, the assets in the name of the Company should only be considered.</b></p>	6	<p>Based on the information &amp; statement given in the application along with supporting attested copies of the documents. Full 6 (Six) marks shall be awarded, if funds as mentioned at (a) &amp; (b) are more than Rs. 70 lacs for candidates applying for 2<sup>nd</sup> location or Rs. 100 Lakhs for candidates applying for 3<sup>rd</sup> location. <b>In case of Companies, the assets in the name of the Company should only be considered.</b> Otherwise marks to be awarded as under</p> <table border="1" data-bbox="1040 657 1471 905"> <thead> <tr> <th>Range of assets value</th> <th>Marks to be awarded</th> </tr> </thead> <tbody> <tr> <td>&gt;= 5 lacs &lt; 6 lacs</td> <td>3mark</td> </tr> <tr> <td>&gt;=6 lacs &lt; 10 lacs</td> <td>4 mark</td> </tr> <tr> <td>&gt;= 10 lacs &lt; 15 lacs</td> <td>5marks</td> </tr> <tr> <td>&gt;= 15 lacs</td> <td>6marks</td> </tr> </tbody> </table>	Range of assets value	Marks to be awarded	>= 5 lacs < 6 lacs	3mark	>=6 lacs < 10 lacs	4 mark	>= 10 lacs < 15 lacs	5marks	>= 15 lacs	6marks
Range of assets value	Marks to be awarded													
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	Income	<p>(e) Annual Income from all sources such as salary, property, business, agricultural, interest, dividend, rent earnings, royalty etc. during a Financial year (<b>Apr - Mar</b>). In case of companies annual turnover / income should be considered</p>	5	<p>Based on the information &amp; statement given in the application along with supporting attested copies of the documents. Income as per Income Tax Return of the last financial year (Apr-Mar) and or affidavit on income. Full 5 (Five) marks shall be awarded, if funds as mentioned at (a) &amp; (b) are more than Rs. 70 lacs for candidates applying for 2<sup>nd</sup> location or Rs. 100 Lakhs for candidates applying for 3<sup>rd</sup> location. Otherwise marks shall be awarded as 0.1 marks on every unit of Rs.8000/- or more in multiples of Rs.8000/- and amounts less than complete unit of Rs. 8000/- will not be considered for award of marks. <b>Max. marks – 5</b></p>										
<b>Sub total maximum marks</b>			<b>45</b>											

15. The Committee-II shall prepare the merit list of all the candidates in the order of marks obtained.

- i. The minimum qualifying marks for inclusion in the merit list are 50% of the total marks, which includes minimum 60% of the marks allocated for “Capability to provide finance” and 40% of the marks, allotted for interview i.e. 10 out of 25.
- ii. The merit list of maximum 5 candidates along with marks obtained in individual parameters shall be displayed on the Notice Board of the Interviewing Office and also displayed in web portal – [www.indianoiltenders.com](http://www.indianoiltenders.com).
- iii. If two candidates have a tie in the scores at the end of interview, place the candidate who scores more in the interview in First Place. If both the candidates get same marks

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in the interview also, then consider marks in age. If there is still tie, then the younger candidate by age shall be placed first.

- iv. The interview shall be conducted even if there is a single candidate and candidate should score minimum 40% of the allotted marks i.e 10 out of 25 marks in the interview, to become eligible to appear in the merit list.

The above merit list shall remain valid for a period of one year from the date of issuance of LOA for NDNE LPG Retailer at that particular location.

16. **Deferring of Interview:** Based on a written request from the candidate, one extension not exceeding 30 days may be given for only those locations where single candidate is there and request is received at least 3 days before the date of interview. State LPG head can extend the date of interview in such events.

**17. FIELD VERIFICATION**

A committee of two Officers shall be appointed by State LPG Head for Field Investigation as per the format attached. The Committee shall submit the FIR to respective Area Manger within 15 days of their appointment.

- i. The field verification shall be conducted for the 1st candidate in the merit list. If found eligible and no complaint is pending or no stay is granted by any court, then Letter of Intent (LOI) duly approved by State Head, shall be issued by the Area Managers of the respective areas under whose jurisdiction NDNE LPG Retailers are being appointed.
- ii. If the First candidate is not found suitable /fails to fulfill the terms and conditions of the award of NDNE LPG Retailer-ship or the award is to be cancelled for any reason whatsoever, the NDNE LPG Retailer-ship will be offered to the 2nd candidate in the merit list after necessary field verification.
- iii. If the 2nd candidate also fails to fulfill the terms and conditions of offer or found unsuitable for any reason whatsoever, then the NDNE LPG Retailer-ship will be offered to the 3rd candidate in the merit list. The same procedure shall be carried out till all the candidates displayed in the merit list are covered.
- iv. If all the displayed candidates from the merit list fail to fulfill the terms and conditions or found unsuitable for any reason whatsoever, the location may be re-advertised or cancelled at the discretion of the IOCL.

**18. COMMISSIONING OF THE NDNE LPG RETAILERSHIP:**

An Individual / Partners/ Company who has been given the 'Letter of Intent' (LOI) would be required to fulfill the terms and conditions as contained therein within the specified time period, so as to commission their Retailership within the stipulated time period. Before commissioning, State LPG Head shall approve and issue Letter of Appointment (LOA) and Area Manager shall execute NDNE LPG Retailership Agreement.

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LOA shall be issued to the selected candidate only after receipt of confirmation of acceptance of resignation from his/her employer, if he/she is already employed. (Not applicable to the Companies). The selected candidate is required to submit the acceptance of resignation from his/her employers within 3 months of issue of LOI by IOCL.

19. **SECURITY DEPOSIT:** The selected candidate is required to submit interest free refundable Security Deposit of Rs. 5 Lacs to Indian Oil Corporation Ltd, as stated in the advertisement, before issuance of Letter of Appointment (LOA). In case of multiple NDNE LPG Retailers, the security deposit is required to be deposited separately for each location. IOCL 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 Retailership Agreement on account of proven malpractice or due to non performance to achieve sales target fixed by Area Manager, the said Security Deposit will be forfeited.
20. **TENURE OF NDNE LPG RETAILER AGREEMENT:** The tenure of Indane NDNE LPG Retailership Agreement shall be for an initial period of 5 years and thereafter renewable for every 5 years, subject to satisfactory performance of the NDNE LPG Retailership.
21. **EXPECTED SALES VOLUME:**
  - i. NDNE LPG Retailer shall be given 3 months for stabilization of business in the market. Then the respective Area Manager shall fix the sales target for NDNE LPG Retailership. This target shall be reviewed and revised at regular interval of 6 months based on market conditions, by the Area Manager. IndianOil at its discretion may consider termination of NDNE LPG Retailership Agreement, in case the performance of NDNE LPG Retailer is not as per the targets fixed. This is applicable for individual location.
  - ii. The NDNE LPG Retailer shall be allowed to market NDNE packed LPG only and is not allowed to sell domestic LPG at any point of time. However domestic LPG Distributors shall continue to sell both domestic and NDNE LPG cylinders in the same market.
22. **COMPLAINT REDRESSAL:** Any complaint received against the selection will be redressed in the following manner:
  - a. Complaints received within 15 days of declaration of merit list shall only be considered for further investigation.
  - b. The complaints received within 15 days of declaration of merit list shall be put up to the existing Screening committee for LPG Distributors by the functional group.
  - c. The Screening committee shall dispose off the complaints in the following manner:
    - i. Anonymous complaints shall be closed and filed with the approval of State Head.
    - ii. If the complaint is pertaining to issues covered in FIR format, than the Screening committee after obtaining approval of State Head, shall refer such complaints to FIR

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committee for verification/investigation and submit their report / findings along with the FIR within 15 days of appointment of FIR Committee.

- iii. For complaints, which are with verifiable documents/issues other than above, the Screening committee will recommend investigation of the complaint by an Officer in Grade E and above. Based on which, the State Head shall nominate the investigating Officer who has been cleared by HR group, from the state under his jurisdiction.
  - iv. The Investigating Officer shall submit his report along with his findings & specific recommendations to the State LPG Head, within 15 days of his appointment. State LPG Head along with his recommendations put up the same to State Head for his final decision.
  - v. For complaints of non verifiable nature, the Screening committee shall submit their recommendation to State Head for his decision /approval.
23. **Training of NDNE LPG Retailers:** The Area Offices shall impart specialized skills required for managing the business, to serve the customer better, to ward off the competition, to increase the sale of LPG in commercial/Industrial segment etc.
24. NDNE LPG Retailer shall be governed by the existing guidelines for Domestic LPG Distributorships' operation with respect to inventory management, documentation, computerization, SV/TV remittances, Product and Equipment reconciliation, reconstitution, relevant Marketing Discipline Guidelines etc.
25. All Policy guidelines with respect to Pricing, Incentives, Discounts, release of Security Deposit free NDNE cylinders etc. as applicable to LPG Distributors on sale of NDNE LPG cylinders are also applicable to NDNE LPG Retailer. NDNE LPG Retailer is also allowed to sell Non fuel products. IOCL may also consider allowing him to become Stockist or C& F Agent of Non fuel vendors to make him viable. Further NDNE LPG Retailer is also eligible to become Business Associate of IOCL for promoting both Bulk & Packed NDNE LPG provided he/she qualifies the selection guidelines of the same.
26. NDNE LPG Retailer shall be responsible for proper upkeep of cylinder installation at customer premises. NDNE LPG Retailer may levy service charges from the customers for maintaining their piping manifold, online equipment and for any other value added services though a separate commercial invoice. NDNE LPG Retailer shall ensure that his customers are undertaking regular inspection & testing of the LPG installation as per statutory requirement and maintaining the records of the same.
27. Area Manager with the approval of State LPG Head may expand the Area of operation of NDNE LPG Retailership (within the administrative control of Area Office only), provided there is potential in the area and NDNE LPG Retailer is having adequate resources, capability etc. to serve the customers in the expanded area. Similarly Area Manager can also reduce the area of operation with the approval of State LPG Head.



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28. IndianOil at its discretion can appoint additional NDNE LPG Retailers in the same Area of operation.
29. Visibility & Promotions: NDNE business requires sales promotion activities such as workshops/meetings etc with prospective and existing customers. In addition, interaction with equipment vendors such as industrial/commercial burners/ reticulated system installers, training of customers etc. is also required. The provision for funding such activities in budget shall be made by Area Offices.
30. Insurance: Insurance policy to adequately cover the stock of the equipment and Public liability coverage to the extent of Rs.10.00 Lac or as per the advice of IOCL is to be obtained by the NDNE LPG Retailer. NDNE LPG Retailer operating at multiple locations is required to obtain the above insurance policy separately for each location.
31. In case of termination of NDNE LPG Retailership, alternate arrangement to maintain the supplies shall be made through an existing Domestic LPG Distributorship/NDNE LPG Retailership as decided by the Area Manager with the approval of State LPG Head.
32. In case NDNE LPG Retailer is appointed for multiple locations, each location shall be treated individually.

**33. General Conditions:-**

- a) **Indian Oil Corporation Limited (IOCL) proposes to appoint Exclusive NDNE LPG (NON-DOMESTIC NON EXEMPTED- Liquefied Petroleum Gas) Retailer at the advertised locations.**
- b) The NDNE LPG Retailer so selected will be exclusively for marketing of Non-Domestic packed LPG cylinders only to Commercial & Industrial customers and will not be allowed to enroll Domestic LPG customers.
- c) Locations for setting up NDNE LPG Retailer are identified by IOCL based on commercial considerations. The setting up of exclusive NDNE LPG Retailer at the identified locations is a business proposition that has the risk inherent to any business and does not guarantee any assured returns or profits.
- d) The company reserves the right to cancel/withdraw/amend this advertisement or extend the due date at its sole discretion without assigning any reason.
- e) The details provided in this selection guideline are only for the information and the IOCL reserves the right to amend, modify, delete or add any terms and conditions at its sole discretion.
- f) The content given in this selection guideline should not be considered as policy document and cannot be legally quoted. IOCL shall be the final authority for giving any clarification or interpretation on the contents given in this selection guideline, if need be and at its own discretion. IOCL cannot be held responsible for any loss or damage or

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consequences from misunderstanding or misinterpretation of the contents in this selection guideline. The IOCL may revise the contents of this selection guideline from time to time without giving any notice.

- g) No addition/deletion/alteration will be permitted in the application once it is submitted. As a principle no document should be entertained subsequently. But from the experience it is observed that, candidates are attaching un attested copies, or affidavit is wrongly typed/prepared, sometimes photo copies are not attached but information is mentioned / not mentioned in the application form etc. In such cases, documents with regard to Eligibility Criteria can be collected after the submission of the Application also. However, any document that alters the evaluation (i.e marks obtained) should not be taken after the last date of submission of Application. Committee I (Scrutiny committee) is required to write to candidates for submitting proper documents within 15 days. However, SOs are required to arrange meetings with prospective candidates at least 10 days before last date for submission of application and explain them properly about guidelines on selection, how to fill the application, submission of supporting documents duly attested etc. to avoid subsequent work load on scrutiny and interview committees.
- h) Application received after the cut-off date including postal delay, and those without application fee will not be considered and no correspondence will be entertained by IOCL in such cases whatsoever.
- i) All affidavits have to be submitted in original along with the application.
- j) In respect of all documents /certificates; only attested copies are to be attached along with the application. Originals of such documents/ certificates will have to be brought at the time of interview. Failure to present these documents in original will result in cancellation of selection due to submission of false/unsupported information in documents.
- k) If any statement made in the application or in the document enclosed therewith or subsequently in pursuance of the application by the candidate at any stage is found to be incorrect or false, the application is liable to be rejected without assigning any reason and in case the applicant has been appointed as a NDNE Retailer, the Retailership is liable to be terminated. In such cases the NDNE Retailer shall have no claim whatsoever against IOCL