

Updated on 04.10.2010

Sub: IOCL Selection Guidelines on appointment and operation of NDNE 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 website – www.indianoiltenders.com.

3. ELIGIBILITY CRITERIA:

- a. **WHO CAN APPLY:** Individuals, Partners of Partnership firms and both Public & Private Limited Companies.

a. FOR INDIVIDUALS AND PARTNERS:

- b. **NATIONALITY AND RESIDENCY:** Should be Indian National and resident of India.
- c. **AGE:** Not less than 21 years (in completed years) as on date of advertisement
- d. **EDUCATIONAL QUALIFICATIONS:** Minimum 10th Standard passed.

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 balance sheets are to be submitted.
- ii. All the Directors of the Company should be Indian Nationals and resident of India.
- iii. Application should accompany Board resolution for authorizing only one Director to apply for NDNE LPG Retailership on behalf of the Company, who will sign all the relevant documents, application form and also appear for interview.

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- iv. Age of the authorised Director as mentioned above should not be less than 21 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 for the previous two financial years.
- e. **CAPABILITY TO PROVIDE GODOWN / SHOWROOM OR LAND FOR THE SAME:** The Applicant should provide Godown and Show room or land for the same in following manner:
- Own Godown / land for godown and Showroom / land for showroom having clear title / Registered Sales Deed or Registered 15 year lease agreement having a clause allowing construction of LPG godown/showroom on the leased land/ Registered Power of attorney with complete rights of the land including construction/developmental rights of the suitable land. The godown / suitable land for godown should be within municipal/NAC/Panchayat limits or at a distance of 15 KMs from the periphery of the municipal / Notified Area Council (NAC) / Panchayat limits in respect of the advertised location. Showroom can be made in a shop / land located within the municipality / Notified Area council / Panchayat limits in respect of the advertised location for NDNE LPG Retailership.
- f. **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 Share Holders having controlling stake or 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 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).
 - 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.

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- iv. If, any existing Dealer/Distributor/Business Associate of OMCs who is marketing NDNE Packed LPG Cylinders is willing to resign on being selected as NDNE LPG Retailer of IndianOil, then only his application is considered. An affidavit to this effect to be submitted by the applicant.
- v. Efforts should be made to maintain the same name for the NDNE LPG Retailership at multiple locations. Further, NDNE LPG Retailer having been selected for multiple locations is required to appoint a Manager with technical qualifications (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 at other locations.

4. INELIGIBILITY: The following are not eligible.

a. 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/ family member /any partner of a partnership firm 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/ family member /any partner of a partnership firm 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.

b. APPLICABLE TO PUBLIC/PRIVATE LIMITED COMPANIES

- a. Any of the 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).
- b. If the Company has not earned profit in previous two financial years as per audited balance sheet.
- c. Any of the 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.

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- d. Any of the 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 person or Company (Private or Public limited) is allotted the NDNE LPG Retailership on the basis of misrepresentation of information / wrong information given by the applicant or by suppression of information, 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.

6. PARTNERSHIPS:

- i. In case of partnership, each partner should individually meet the specified eligibility criteria except for capability to provide land for godown/showroom. The land/godown/showroom owned by any one of the partners or jointly owned by them will be treated as being owned by the firm
- 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. Draft partnership deed is required to be submitted along with the application.

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 20 M X 24 M. The land should accommodate 4000 Kg (minimum) packed LPG storage capacity godown duly approved by CCOE.

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B. SHOWROOM

Showroom can be made in a shop / land located within the municipality / Notified Area council / Panchayat limits in respect of the advertised location for NDNE LPG Retailership. Minimum area of the showroom should be 100 Sq. feet with frontage not less than 8 feet. Show room should be fully furnished along with PC, Printer, Telephone lines etc.

- i. **INFRASTRUCTURE FOR DOOR DELIVERY OF NDNE LPG CYLINDERS:**
Delivery vehicles of suitable capacity will be 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 the 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.
- iii. In case of NDNE LPG Retailer operating at multiple locations, he is required to meet the above requirements on basic facilities for each location.

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

a. For Individuals and Partners of Partnership Firm

The applicant who readily have suitable godown/ land for construction of godown for storage of filled NDNE LPG cylinders (owned or on registered long term lease of 15 years or registered Power of attorney) and shop/ land for construction of shop for Indane showroom for setting up of NDNE LPG Retailership shall be eligible. The details given in the application will be considered for this purpose. For this purpose, the land owned by the family members (as defined in "Family Unit" above) 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 / Showroom.

b. For Companies

The Company who readily has suitable godown/ land for construction of godown for storage of filled NDNE LPG cylinders (owned or on registered long term lease of 15 years or registered Power of attorney) and shop/ land for construction of shop for Indane showroom for setting up of NDNE LPG Retailership shall be eligible.

For this purpose, the land owned by the Directors or Share holders having controlling stake would also be considered as belonging to the Company subject to attaching the consent through notarized affidavit of the concerned Directors/Share holders having majority stake for use of same for godown / Showroom.

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

After selection of the applicant, physical verification of the godown land/godown as well as the showroom or showroom land will be undertaken. In the event it is found that there is misrepresentation of the details given in the application form and/ or the plot is not found suitable for construction of godown the application of NDNE LPG Retailer will be rejected.

Or if an applicant, after selection on the above basis, is unable to make Godown duly approved by the Chief Controller of Explosives on the land/ get CCOE approval for godown indicated in the application and or provide Showroom on the land/shop indicated in the application within 6 months of issuance of LOI, then the allotment of NDNE LPG Retailership made to the applicant is liable to be cancelled. However, extension of time period of LOI may be granted as per the delegated authority/ sole discretion of IOCL.

In the event of cancellation of the candidature, the next candidate in the merit list shall be considered. This process shall continue till the entire merit list is exhausted.

9. APPLICATION FORM:

Application form for NDNE LPG Retailership can be obtained from the IndianOil Area Office mentioned in the advertisement published in the newspapers. The application format can also be downloaded from website www.indianoiltenders.com

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

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.

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11. SCRUTINY, EVALUATION OF APPLICATION AND INTERVIEW:

- i. A Selection Committee comprising of three officials of IOCL shall be appointed for opening, scrutiny, evaluation of application/documents and for conducting Interview.
- ii. After scrutiny of the documents, all eligible applicants shall be called for Interview by giving clear 15 days notice.
- iii. 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 the above Committee

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	35 marks	35 marks
b. Educational qualifications	10 marks	0
c. Age of the applicant	5 marks	5 marks
d. Experience	15 marks	15 marks (Of the company)
e. Business ability / acumen	25 marks	25 marks
f. Personality of the applicant	10 marks	10 marks
g. Profitability of the company	-----	10 marks
Total marks	100 marks	100 marks

The evaluation on the parameters 'a' to 'c' & 'g' above will be done on the basis of the information given in the application. The evaluation on the parameters 'd' to 'f' will be done based on the interview.

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

Parameter	Sub head	Description	Max Marks	Evaluation										
Capability to provide finance	# Liquidity – Funds	(a) Amount in Saving accounts in Bank. (as on date of application) (Not applicable for companies) (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 application)	20	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 in the name of self or family members as defined under “Family Unit” mentioned above) Award 0.1 marks on every unit of Rs.17500/- or more in multiples of Rs.17500/- and amounts less than complete unit of Rs.17500 /-will not be considered for award of marks. Maximum marks – 20. for Rs 35.00 lacs & above 35.00lacs] . In case of Companies, all the above funds in the name of Company should only be considered.										
	Ability to arrange loan	(c) Bankers certificate for credit worthiness and willingness to extend loan, if required. (as on date of application)	7	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.) 7 (Seven)marks in case no Credit worthiness certificate from bankers/ financial institutions but Funds are more than 35lakhs 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" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Range of loan Rs</th> <th>Marks to be awarded.</th> </tr> </thead> <tbody> <tr> <td>> =2 lac to < 6 lac</td> <td>1</td> </tr> <tr> <td>> =6 lac to < 8 lac</td> <td>3</td> </tr> <tr> <td>> = 8 lac to < 10 lac</td> <td>5</td> </tr> <tr> <td>> = 10 lac</td> <td>7</td> </tr> </tbody> </table>	Range of loan Rs	Marks to be awarded.	> =2 lac to < 6 lac	1	> =6 lac to < 8 lac	3	> = 8 lac to < 10 lac	5	> = 10 lac	7
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	Assets	(d) Fixed and other assets (as on date of advertisement) – Gold will not be considered as asset.	4	Based on the information & statement given in the application along with supporting attested copies of the documents. 4 (Four) marks in case no immovable and moveable property but funds are more than 35 lakhs as mentioned at (a) and (b) above. In case of Companies, the assets in the name of the Company should only be considered. Other wise marks to be awarded as under :										

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			Range of assets value		Marks to be awarded
			>= 5 lacs < 6 lacs	1 mark	
			>=6 lacs < 10 lacs	2 mark	
			>= 10 lacs < 15 lacs	3 marks	
			>= 15 lacs	4 marks	
	Income	(e) Income form all sources such as salary, property, business, agricultural, interest, dividend, rent earnings, royalty etc. per annum	4	Based on the information & 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 Maximum Marks-4(four) . 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.	
Sub total maximum marks			35		
EDUCATIONAL QUALIFICATION (as on date of application) (Not applicable for Companies)	Basic	10 th Standard	5	Based on information & 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/Diploma in Engg	8		
	Professional (Technical/ Business related)	Technical Graduate (BE, B.Tech/AMIE) / MBA or equivalent	10	Based on information & attested documents given in the application.	
Sub Total maximum marks			10		
AGE	Age as on date of advertisement	Marks will be awarded on the following basis. > = 21 < 26 >= 26 < 44 >=44 < 56 >= 56 <= 60 > 60	3 5 4 3 0	Based on information & attested 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)	
Sub Total maximum marks			5		
# The amounts in shown in Savings account / Fixed deposit etc. should be maintained in the respective accounts/certificates till the interview date or 90 days from the date of application whichever is earlier.					

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Evaluation based on Interview.			
Parameter	Description	Max Marks	Evaluation
Experience (In case of the Companies, the experience of the Company is to be evaluated)	Direct sale, institutional sale, B to B sale of any product or sale of Petroleum Products. (Allocation of Marks : Experience in LPG Business or related area of conversion- up to 15 marks based on nature of experience) Others – 10 Marks)	15	Experience of running or working in an establishment for minimum one year is required. Marks will be awarded on the quality rather than period of experience. The quality of experience will be judged based on the response to the questions related to experience in sale of products to Industrial and commercial establishments, institutions, B to B segment, Trade of petroleum products, hospitality/service industry etc by the candidates in the interview. Preference in marks to be given to the candidates selling industrial gases including LPG & Propane, BDAs /Facilitators of Oil Companies/Persons carrying out the job of conversion to LPG from other fuels/providing LPG (Bulk/Packed) infrastructure facilities). In case of Companies, they have to be minimum 2(two) years old.
	Sub Total maximum marks	15	
Business ability / acumen	Assessment will be done on the following:- - Management of people -Management of finance - Management of material & infrastructure -Trade related Business contacts -Job / Product knowledge	25	Marks will be awarded based on response related to questions on the following:- -Management of people -Management of finance -Management of Material & infrastructure -Trade related Business contacts - Weightage in marks to be given to the candidates selling industrial gases including LPG & Propane, BDAs /Facilitators of Oil Companies/Persons carrying out the job of conversion to LPG from other fuels. - Computer proficiency
Personality	Assessment on the following parameters Communication /articulation skills. Polite, presentable and well mannered. Enthusiasm / energetic / medical history, Self-confidence / convincing power.	10	Assessment based on observation and 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 is to be evaluated)
Profitability (Applicable only to Companies)	Assessment will be based on total net profitability in last two years vis a vis total turnover of last two years by the company.	10	Marks shall be allocated as follows: 1 mark shall be allotted for every 0.5% of net profit against turnover totaling to max. 10 marks.
	Grand total	100	

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

- i. The land/godown/showroom owned by any one of the partners will be treated as being owned by the firm.
- ii. **Capability to provide Finance:** Funds/Assets/ability to arrange loan/Income of all the partners shall be added and averaged, same will be considered to be belonging to the firm and marks shall be allotted accordingly.
- iii. **Age, educational qualification** – 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.

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 (f)** as per the criteria given under **Para 13** mentioned above. The evaluation on Capability to provide Finance shall be carried out as follows:

Parameter	Sub head	Description	Max Marks	Evaluation
Capability to provide finance	# Liquidity – Funds	(a) Amount in Saving accounts in Bank. (as on date of application) (Not applicable for companies) (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 application)	20	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 in the name of self or family members as defined under “Family Unit” mentioned above) Award 0.1 marks on every unit of Rs.50,000/- or more in multiples of Rs.50,000/- and amounts less than complete unit of Rs.50,000 /-will not be considered for award of marks. Maximum marks – 20. for Rs 100.00 lacs & above 100.00lacs]. In case of Companies, all the above funds in the name of Company should only be considered.
	Ability to arrange loan	(c) Bankers certificate for credit worthiness and willingness to extend loan, if required.(as on date of	7	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.)

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		application)		7 (Seven)marks in case no Credit worthiness certificate from bankers/ financial institutions but Funds are more than Rs. 100 Lakhs as mentioned at (a) & (b) above. Otherwise marks to be awarded on the basis of certificate from bankers/ financial institutions as under:-															
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	Income	(e) Income form all sources such as salary, property, business, agricultural, interest, dividend, rent earnings, royalty etc. per annum	4	Based on the information & 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 Maximum Marks 4. 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.															
	Sub total maximum marks		35																

The interview committee shall prepare the merit list of all the candidates in the order of marks obtained. The minimum qualifying marks for inclusion in the merit list is 50% of the total marks, which includes minimum 60% of the marks allocated for “Capability to provide finance”.

The above merit list shall remain valid for a period of One year after commissioning of NDNE LPG Retailer at that particular location. The merit list shall be displayed on the Notice Board of the Interviewing Office.

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15. FIELD VERIFICATION

A committee of two Officers shall be appointed by IOCL for Field Investigation (FIR)

- i. The field verification will 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) will be issued.
- ii. If the no.1 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 last candidate in the merit list is covered.
- iv. If all the candidates from the merit list fail to fulfill the terms and conditions of offer or found unsuitable for any reason whatsoever, the location may be re-advertised or closed at the discretion of the IOCL.

16. 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 agency within the stipulated time period. Before commissioning, IOCL will issue Letter of Appointment (LOA) and NDNE LPG Retailership Agreement will be executed.

LOA shall be issued to the selected candidates only after receipt of confirmation of acceptance of resignation from their employers, if they are already employed. (Not applicable to the Companies).

- 17. SECURITY DEPOSIT:** The selected candidate before being issued the Letter of Appointment (LOA) will have to deposit interest free refundable Security Deposit of Rs.5 Lacs with Indian Oil Corporation Ltd, as stated in the advertisement. In case of multiple NDNE LPG Retailers, the security deposit is required to be deposited separately for each location. 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 Retailership Agreement on account of proven malpractice or due to non performance to achieve sales volume target fixed by Area Manager the said Security Deposit will be forfeited.

- 18. TENURE OF NDNE LPG RETAILER AGREEMENT:** The tenure of Indane NDNE LPG Retailership Agreement will be for an initial period of 5 years and renewable for every 5

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years thereafter, subject to the examination of the performance of the NDNE LPG Retailership by the Oil Company and decision thereon.

19. 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 growth 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 in case of a NDNE LPG Retailer having NDNE LPG Retailership at multiple locations.
- 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 will continue to sell both domestic and NDNE LPG cylinders in the same market.

20. 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. Anonymous complaints shall be closed and filed
- c. The complaints received within 15 days of declaration of merit list shall be put up to the existing screening committee comprising of Oil Company officials for necessary investigations/ disposal as per the laid down Policy & Guidelines of IOCL.
- d. During the investigations, if the complaint is found to be false and/or without substance, the Oil Company (IOCL) reserves the right to take action against the complainant as provided under the law.
- e. In case of complaints not substantiated, the complaint will be filed and the complainant will be advised accordingly.
- f. In case of established complaint, the complainant will be advised accordingly and the Oil Company (IOCL) will take suitable corrective action.

21. 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.

22. 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

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cylinders are also applicable to NDNE LPG Retailer. Further NDNE LPG Retailer is also allowed to sell Non fuel products.

23. NDNE LPG Retailers 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 through a separate commercial invoice. NDNE LPG Retailer shall ensure that his customers are undertaking regular testing of the installation as per statutory requirement and shall keep copies of all relevant valid test certificates of the same.
24. IOCL can expand/reduce the Area of operation of NDNE Retailership.
25. IOCL at its discretion can appoint additional NDNE Retailers in the same Area of operation.
26. **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.
27. **Insurance:** Insurance policy to adequately cover the stock of the equipment and Public liability coverage to the extent of Rs. 10.00 Lac shall be obtained by the NDNE LPG Retailer. Similarly NDNE LPG Retailer operating at multiple locations is required to obtain the above insurance policy separately for each location he is operating.
28. 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 IOCL.
29. In case NDNE LPG Retailer is operating from multiple locations, each location shall be treated individually.
30. **GENERAL NOTICE:**
 - a. 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.
 - b. 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 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.