

## SELECTION OF PETROL/DIESEL RETAIL OUTLET DEALERS

### 1. IDENTIFICATION OF LOCATIONS

Locations for setting up Petrol/Diesel retail outlets are identified by the oil company after carrying out required feasibility study and based on commercial considerations.

### 2. MODE OF SELECTION OF DEALERS

(a) The locations identified as above are advertised under applicable category in two newspapers, one English and one regional vernacular newspaper having wide circulation in the area where the location falls in case of Regular ROs and in case of Kisan Seva Kendra (Rural RO) in one local / vernacular news paper and in one state level news paper. Persons meeting the eligibility criteria can apply and the selection will be made from amongst eligible applicants after the due interview process.

(b) Direct offers of land can also be considered for development of Retail Outlets. In such cases, after receipt of such direct offers viability of the location will be assessed and if found viable, advertisement will be released in two leading newspapers, which are in circulation in the area. The final selection of the dealer will be on the basis of evaluation of the land offered and evaluation of the candidate in respect of other parameters as provided in these guidelines.

(c) Government Agencies / PSUs can be considered for award of dealership directly without advertisement.

### 3. RESERVATION FOR RETAIL OUTLET(RO) DEALERSHIPS

(a) The percentage reservation, state wise, for various categories is as under:

Details of Category	Category Code	Reservation %
Scheduled Castes/ Scheduled Tribes*	SC/ST	25%
Physically Handicapped Persons	PH	5%
Paramilitary/Police/Govt. Personnel	PMP	8%
Defence Personnel	DC	8%
Freedom Fighters	FF	2%
Outstanding Sports Persons	OSP	2%
Open	OP	50%

### 4.

\* Reservation for dealerships in tribal areas in north eastern states are as under :

State	Percentage of Dealerships to be awarded to	
Arunachal Pradesh	ST category	Balance to Open Category
Meghalaya	70	30
Nagaland	80	20
Mizoram	80	20
	90	10

### 5.

(b) RESERVATION FOR WOMEN :

33% of the dealerships in each category will be reserved for Women belonging to that category. Widows and unmarried women above 40 years of age without earning parents applying for dealerships reserved for "women category" will not be assessed under the parameters 'capability to provide land and infrastructure / facilities' and 'capability to arrange finance'. For determining priority to be given to such candidates over other women candidates, the marks secured by other women under these two parameters will be excluded from the total marks secured by them.

6.

## 7. ELIGIBILITY CRITERIA

### (a) Individuals

- i. **Nationality** : Indian.
- ii. **Age** : As on the date of application (in completed years) not less than 21 years.
- iii. **Educational Qualifications** :  
For regular ROs, minimum Matriculation or recognised equivalent for all categories except FF, OSP & DC categories. However, persons applying under these categories will be assessed for this criteria.  
For Kisan Seva Kendra (Rural ROs), minimum educational qualification is matriculation or recognised equivalent for all categories except FF, OSP, DC, SC categories and women candidates. However, candidate not having minimum educational qualification should be able to read, write and count.
- iv. **Residence**  
In case of Kisan Seva Kendra (Rural RO), applicant should be resident of the concerned District.  
The candidate must attach proof of residence with the application.

### (b) Partnerships :

All partners should individually fulfil the eligibility criteria as specified at 4 (a) & 4 (c) and each partner should submit separate application forms.

### (c) Various Reserved Categories:

- v. **Scheduled Castes/ Scheduled Tribes (SC/ST)** : Those recognised as Scheduled Castes / Scheduled Tribes (SC/ST) under the Constitution of India.
- vi. **Physically Handicapped Persons (PH)** : The person should be orthopaedically handicapped to the extent of a minimum of 40% permanent/ partial disability of either upper or lower limbs or 50% permanent/ partial disability of both upper and lower limbs together. Deaf, Dumb and blind persons will also be eligible to apply for dealerships under this category. Totally paralysed and mentally unsound person will not be eligible to apply. In this connection the Govt. notification no. 154 published on 13.06.2001 by Ministry of Social Justice & Empowerment will be applicable.
- vii. **Defence Category (DC)** : The following persons will be eligible
  - Widows/dependents of Posthumous gallantry award winners.
  - War widows/dependents of those who died in war
  - War disabled.
  - Widows/dependents of those who died in harness due to attributable causes.
  - Disabled in peace due to attributable causes.
 The inter-se priority under this category will also be in the above order.  
Certificate to be produced from Directorate General of Resettlement (DGR), Ministry of Defence, Government of India sponsoring the candidate for the dealership for which he/she has applied. Certificate of eligibility issued for one dealership is not valid for another dealership and therefore a candidate can be considered to be eligible only if he/she has been sponsored for the particular location with reference to current advertisement.
- viii. **Outstanding Sports Persons (OSP)** : The following persons will be eligible
  - Arjuna Awardees.
  - Winners of Medals at Olympics/ Asiad /Commonwealth Games and Recognised World Champions.
  - National Champions under the Recognised National Championships.
  - National Adventure Awardees
- ix. **Paramilitary/Police/Govt. Personnel (PMP)** : The following persons will be eligible:  
The personnel of Paramilitary/Police Personnel including persons having served in BSF, CRPF, CISF, ITBP, Railway Protection Force, Special Reserved Police, Special Armed Police, Coast Guards, Assam Rifles etc. as designated by Central Government and Police Forces of the States, Customs and Central Excise Department, Narcotics Control Bureau, Enforcement Directorate, Economic Intelligence Bureau, Directorate General of Anti-Evasion and Directorate

of Revenue Intelligence and those serving in different Departments of Central/State Governments who are incapacitated OR disabled while performing their duties. In case of death while performing duties, their widow/ dependants will also be eligible.

Inter-se Priority :

- Widows/dependants of Posthumous gallantry award winners
- Widows/dependants of persons having died in action.
- Personnel disabled on duty.
- Widows/dependants of persons who died while in service; and
- Disabled in peace due to attributable causes

x. **Freedom Fighters (FF):**

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

(d) Others :

- xi. **Registered Co-op./Consumer Societies :** Registered co-operative/consumer societies are eligible to apply under the respective category provided all the members of the society belong to the same category for which the location has been advertised. In respect of such applications against reserved women category locations, all members of the society should be women. Only the Society making a net profit in the preceding 3 Financial Years prior to the date of application for dealership as certified by a Chartered Accountant will be eligible.
- xii. **Organised Bodies / Corporate Houses :** Organised Bodies such as registered bus/truck associations etc., Charitable Trust and corporate houses i.e. Government Organisations/Bodies, PSUs, and Companies incorporated under Companies Act, 1956 are eligible to apply under OPEN category. However, private limited companies would be eligible to apply only if they are in existence and also profit making during the preceding 3 financial years prior to the date of application for dealership.
- xiii. **Fleet Operators :** The applicant must have a fleet of vehicles owned/attached with a volume commitment of minimum 30 kls per month

8. **Disqualification**

The following are not eligible

- a. Persons convicted or against whom charges have been framed by a Court of law for any criminal offence involving moral turpitude/economic offence (other than freedom struggle).
- b. Mentally unsound person / totally paralysed person.
- c. Signatory to an agreement of a RO / SKO-LDO dealership / LPG distributorship of any oil company terminated on the grounds of adulteration / malpractice.

9. **Multiple dealership norms (relationship clause) :**

Only one Retail outlet / SKO-LDO dealership / LPG Distributorship will be allowed to a "family unit".

In case of married person/ applicant the "family unit" consists of self, spouse and unmarried son(s) / unmarried daughter(s) and in case of unmarried person/ applicant the "family unit" consists of self, father, mother, unmarried brother(s) and unmarried sister(s).

If any person in the above "family unit" already have a dealership / distributorship or holds an LOI for a dealership / distributorship then other person(s) in that "family unit" will not be eligible for new dealership / distributorship. This clause is not applicable to :

- applicants specified under 4 (d) (i) & (ii) above.
- applicants under Fleet Operator Category from Organised Bodies/ Corporate Houses/ Registered Cooperative Consumer Societies under Clause 4(d)(iii).

10. **Personal supervision by dealer :**

An applicant selected for the dealership/distributorship shall be paying attention towards day to day working of the dealership by personally managing the affairs of the dealership. He/she will not be eligible for taking up any other employment. If the selected person is already employed he/she will have to resign from the employment prior to appointment as dealer/distributor.

11. **Scheme of financial assistance to SC/ST category dealerships under 'Corpus Fund' scheme:**

Financial assistance will be given to persons belonging to Scheduled Castes and Scheduled Tribes on award of dealerships by the Oil company as under:

- (i) In respect of locations reserved for SC/ST categories, the concerned oil company will make available the ready Retail outlets with all basic facilities at its own cost. Therefore the applicants belonging to SC/ST categories applying against locations covered under 'Corpus Fund Scheme' are not expected to offer land, infrastructure/facilities and finance.
- (ii) Oil Company will also provide adequate working capital loan for a full operation cycle of the operation of the Dealerships. Both the working capital as well as 11% per annum interest

thereon will be recovered in 100 equals monthly instalments from the 13th month of commissioning of the Dealership.

a. **Corpus fund facilities for women**

(i) War widows will be eligible for the facilities as mentioned under 8 (a) above.

(ii) On their request at the time of application for dealership, unmarried women above 40 years of age without earning parents or widows who have been awarded dealership for locations reserved for "women" category will be eligible for the facilities as mentioned under 8 (a) above.

12. **Licence Fee :**

All allottees, including those availing the Corpus Fund facilities, will have to pay License fee to the Oil Company as applicable from time to time.

13. **Application form :**

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

- . The application can be submitted on plain paper in the prescribed format as mentioned above.
- a. Application Fee (non refundable) : Rs.1000/- (Rs.500/- in respect of SC/ST candidates).
- b. In case of partnership, each partner will have to submit separate application along with separate application fee as applicable. However, while submitting the filled forms their application forms has to be bunched together.
- c. Filled application form along with relevant enclosures, complete in all respects, should be submitted so as to reach the office address mentioned in the advertisement for the location, before the due date and time.
- d. Original of the Affidavits and health certificate and copies of the other supporting documents should be submitted along with the completed application form, duly signed.
- e. The applicant should affix his / her latest photograph in the space provided for in the application form.
- f. No addition / deletion / alteration will be permitted in the application form after cut-off date for submission of applications.
- g. No additional documents whatsoever will be accepted or considered after the cut off date for submission of application.
- h. Applications received after the cut-off date for any reason, including postal delay, and those without accompanying valid documents, Affidavits, Medical Certificates etc., application fee or incomplete in any respect will not be considered and no correspondence will be entertained by the oil company in such cases whatsoever.
- i. After the cut off date for receiving the applications as given in the advertisement the applications received are scrutinised. In case of applications rejected at the time of scrutiny, the concerned applicant will be advised the reasons for rejection in writing and such applicants will not be called for interviews.
- j. If any statement made in the application or in the document enclosed therewith by the candidate at any stage is found to be incorrect or false and/or the applicant conceals any information which if declared would have made him/her ineligible for dealership, the application is liable to be rejected and in case the applicant has been appointed as a dealer, the dealership is liable to be terminated. In such cases the candidate / dealer shall have no claim whatsoever against the oil company.
- k. A person selected for dealership after issuance of letter of appointment (LOA) will have to execute a dealership agreement with the oil company as per its terms.

14. **Person applying for different locations :**

While one person 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. Each application should be complete in all respect and documents attached with one application cannot be considered for other application(s).

15. **Eligibility to Apply :**

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

16. **Preference for applicants offering suitable land :**

Availability of suitable land for setting up of retail outlets at the advertised location is the essence of the project. Wherever IOCL has advertised that it also needs land at the advertised location, the applicants who readily have suitable site available for setting up of Retail Outlet or have a firm commitment from the land owner for purchase / lease of site, considering the location of the land from the point of view of suitability from technical and commercial angle and rates acceptable to IOCL, applicants willing to transfer the land on ownership / long term lease to IOCL would be given weightage. However, the land and details offered along with the application alone will be considered for this purpose. The land owned by the "family unit" will also be considered as belonging to the applicant subject to producing the consent letter from the concerned member of "family unit". The suitability of the Land will be decided by IOCL.

However, there is no commitment from IOCL for taking the offered land from the applicant. However, if an applicant, after selection, is unable to provide the land indicated in the application within a period of two months from the date of Letter of Intent (LOI), IOCL will have the right to cancel the allotment of dealership made to the applicant.

**17. Evaluation of the site offered by the applicants :**

The technical / commercial suitability of the land/site offered by the applicants for any location will be ascertained by a committee of oil company officers before the interview for that location based on the following parameters. In this connection norms of NHAI ( National Highway Authority of India) and MORTH ( Ministry of Road Transport and Highways) can be down loaded from our web site as stated above.

<b>Retail Outlet Site Evaluation Parameters</b>			
<b>S No.</b>	<b>Parameter</b>	<b>Retail Outlets (Maximum Marks)</b>	
		<b>City / Towns</b>	<b>Highway/Others</b>
1	Sales potential	20	15
2	Frontage	15	12
3	No earth filling reqd.	8	7
4	No earth/rock cutting reqd.	6	4
5	No Low Tension Over Head Line	3	3
6	No Over Head Telephone Line	3	3
7	No Trees	3	2
8	Proximity to culvert (farther from culvert desirable)	2	11
9	Soil Type (Soft)	7	5
10	Availability of Power	10	8
11	Availability of Water	9	8
12	Visibility from Road	7	9
13	No Presence of Divider	7	4
14	Outside Octroi Limits.*	0	9
	<b>Total</b>	<b>100</b>	<b>100</b>

**18.**

\* In case the location advertised is outside the Octroi limit, the marks will be added to sales potential and sales potential will be evaluated after including the marks for Octroi.

Notes :

0. In case the land is located on Highway but within town/city limit, such land will be evaluated on parameters as applicable to town/city and not as applicable to Highway/others.
1. In case the land offered is on National Highway the same should meet the "distance from intersection" and "plot size" criteria as per NHAI guidelines as applicable from time to time, failing which the offered land will not be evaluated as above and the candidate will be treated at par with those candidates who have not offered land. If high-tension overhead line passes over the plot, the same will be disqualified.
2. During the interview, the site selection report in respect of the site offered by an applicant will be shown to the concerned applicant and obtain signature of the applicant for having "seen" the report.
3. The land securing 75 marks out of 100 marks and 75% of sales potential will only be considered for setting up of RO and will qualify for award of marks by the Dealer Selection Committee.

**19. Provision of basic facilities at the retail outlets :**

- . The applicant, on selection, should be capable to raise necessary funds for effectively operating the dealership to the satisfaction of the oil company. The estimated requirements of funds expected to be made available by the applicant excluding the cost of land for the setting up / operation of the dealership will be indicated in the advertisement for the location.
- a. (b) Following basic facilities will be provided by each dealer at the Retail Outlet : Drinking Water, Free Air @, First Aid kit with medicines, Toilet @, Pollution under Control

Equipment (PUC) wherever it is mandatory@, Telephone @, Adequate illumination@. @ Provided by the oil company to those dealers who are entitled for financial assistance under 'Corpus Fund Scheme'.

- b. In case of location(s) where the Oil Company have decided not to purchase or take on long lease any land, the applicant, if selected for the award of the dealership, will also have to set up all the fixed facilities at their own cost in accordance with the requirements of IOC on the land owned/arranged by them. Some of the facilities to be provided by the candidate in such cases will be as under as per layout & standards prescribed by IOC at his/ her own cost:

· Mandatory Facilities : Land & its development, Driveway, Compound wall, Sales Office, Show Room, Store, Toilets, Generator & Compressor Room, Yard lighting, Air & Water Facilities, Generator, Fire Fighting Facilities, etc.· Additional Facilities (Site specific) : All such facilities required for customer service such as Staff Room cum Change Room, Canopy, Service Station, Rest Room, Restaurant, Telephone Facilities, PUC facility (if mandatory) and/other Facilities as may be specified by IOC from time to time.

## 20. Interviews

The candidates should produce originals of the documents submitted by them with the application, at the time of interview failing which the applicants will be rendered ineligible. The candidates will also have to submit a fresh Affidavit as per Appendix-A or Appendix – A1 as applicable prior to the interview, signed and notarised not earlier than 3 working days prior to the date of interview, failing which the candidate will be considered as ineligible for dealership. A committee will evaluate the candidates and select them based on the marks obtained on various parameters based on the documents submitted with the application form and their performance in the interview.

## 21. Norms for evaluating the candidates :

The Selection Committee will assess the Candidates broadly under the following parameters:

Sr.	Parameter	RO - Maximum Marks
a	Capability to provide land and infrastructure / facilities	35
b	Capability to provide finance	25
c	Educational qualifications	15
d	Capability to generate business	10
e	Age	4
f	Experience	4
g	Business ability / acumen	5
h	Personality	2
	Total	100

- a.  
b. Allocation of marks on various parameters

Parameters	Sub-heads	Description	Marks	Evaluation
Land and infrastructure (Max. 35 marks)	Suitable land for retail outlet	Having "own land" or having land on long lease (registered) for a minimum period of 15 years as on date of application.	35	Based on verifying the documents submitted.
		Having "firm offer" of land	25	
Finance (Max. 25 marks)	Financially sound	<b>Ready availability of Finance (20 marks)</b>		Based on verifying the documents submitted. Valuation report duly certified by Govt. Approved Valuers in support of assets is
		<b>Liquid cash</b> in the form of bank balance, Fixed deposits, shares of	12	

		listed companies etc.		necessary.
		<b>Fixed and movable assets</b> includes own land, buildings, shops, house, vehicles, etc.	4	
		<b>Income</b> includes agricultural income, business income, interest, rent, royalty, etc. duly supported by documentary evidence.	4	

c.

Parameters	Sub-Heads	Description	Marks	Evaluation
	<p>Note: With regard to source of funds declared by the applicant in the application form, it is necessary that the same would be made available for the RO development purpose as and when required. The applicant should submit an affidavit (Appendix A or A1) in this regard. In case the applicant fails to make available the funds committed at the time when it is actually required or could not substantiate at a later date, the candidature/dealership is liable to be cancelled.</p>			
	Credit worthiness	Letter ensuring credit: Bank / Financial Institution / individuals / party's letter ensuring credit / Credit worthiness certificate from scheduled Bank / Financial institutions. However, in case of Rural ROs, such certificate issued by any bank can also be considered.	5	Credit worthiness certificate (Appendix-A2) from scheduled bank/ financial institutions and/or expressing willingness to extend loan if required
	Basic Qualification	Based on the educational qualification proof provided by the applicant, the following marks will be awarded.		
		Matriculate / SSC / Xth pass	7	Based on documentary evidence by furnishing certificate / mark sheet from Board / University Examination as applicable
		XIIth Pass	8	
		Graduate	10	
		Post graduates or higher qualifications	12	
		Any Diploma (minimum of one year duration)		

<b>Educational Qualification (Max. 15 marks)</b>		Degree excluding Technical / Law / Medical / Chartered / Cost Accountant	Basic Qualification mark + 1 mark	Based on documentary evidence by furnishing certificate / mark sheet from recognized institution.
	Professional qualifications	Any Diploma (minimum of one year duration)	<b>15</b>	Based on documentary evidence by furnishing certificate / mark sheet from recognized institution.
		Degree excluding Technical / Law / Medical / Chartered / Cost Accountant		
		Degree in Law / Technical / Medical / Chartered / Cost Accountant / Post Graduate Degree in Management or PGDM from Indian Institute of Management.		
<b>Age (Max. 4 marks)</b>	(Completed in years as on date of application)	Marks will be awarded on the following basis:		
		21 years and more but less than 26 years	2	Based on documentary evidence (Affidavit, school leaving certificate, Passport, PAN card)
		26 years and more but less than 46 years	4	
		46 years and more but less than 56 years	2	
		56 years and more but less than or equal to 65 years	1	
Capability to generate business (Max. 10 marks)	Tapping of Sales potential	Tie up of sales volumes with prospective customers (Based on Affidavit in Appendix-A3 produced with the application. Tie up of 1/3rd or higher volume of the quantity indicated in the advertisement will qualify for full marks and proportionate for lower volume).	5	Based on the volume of tied up quantity as per Affidavit from prospective customers.
	Project	Project Report for realizing sales potential submitted by the applicant.	3	The committee members will satisfy themselves through leading questions on the



	report			project report submitted by the candidate and assess him accordingly
	Assessment of committee	On the overall judgment of candidate's ability to generate business including future plans	2	As per the assessment of the committee based on leading questions
<p>Note: Sales potential, as estimated by Oil Companies will be indicated in the advertisement against each location. The candidate, while applying, will have to submit an affidavit (Appendix-A3) from the prospective customers, in support of his claim with regard to his ability to tap the sales potential. The indicative parameters in this regard are as under:</p> <p>Tied up volume with transporters / Taxi / Rickshaw Operators / Transport Association / private cars / agricultural equipment / mining / earth moving equipment / Own Vehicles / equipments / machinery, tie up with Industries regarding requirement or power generation etc.</p>				
Experience (Max. 4marks)	Business experience	Retail trade of Petroleum products	4	Based on furnishing of documentary evidence to establish the relevant service. Managerial/ supervisory experience of one year will qualify for full marks and proportionate for lesser experience.
		Related petroleum trade / transport / automobiles	3	
		Hospitality / Service industry / FMCG	2	
		Others	1	
Business ability / acumen (Max. 5 marks)		<p>Marks will be awarded based on project report as also earlier experience of :</p> <ul style="list-style-type: none"> <li>• Management of people</li> <li>• Management of finance / infrastructure</li> <li>• Trade related</li> </ul>	5	Based on project report/ leading questions with regard to earlier handling of business & specific situations
Personality (Max. 2		Assessment of the committee on the following parameters:	2	Assessment based on observation and leading

d.

Parameter	Sub-heads	Description	Marks	Evaluation
marks		• Communication/articulation		questions.

		skills • Polite, presentable and well mannered • Enthusiasm/energetic/medical history • Self confidence / convincing power.		
		<b>Grand total</b>	100	

- e.
- f. In case one or more of the evaluation parameter as listed above is not applicable for any section of applicant or category of dealerships as listed below the evaluation will be done excluding those marks and evaluating them only on the applicable marks. However, for final comparison for selection, the percentage of the scored mark over the "total applicable marks" for that category / section would be the basis. The maximum marks on which various categories of applicants will be evaluated will be as under :

Dealership Category Evaluation Parameters	Individual / Partnership	Corpus Fund Locations - Individuals	Corpus Fund Locations - Societies	Corporate House, Organised Bodies, Societies, Fleet Operators, Charitable Trust
Land	35	NA	NA	35
Finance	25	NA	NA	25
Education	15	15	NA	NA
Business Generation	10	10	10	10
Age	4	4	NA	NA
Experience	4	4	4	4
Business Ability	5	5	5	5
Personality	2	2	NA	NA
<b>Max. Marks</b>	100	40	19	79

#### Examples:

(i) Widows or unmarried women above 40 years of age without earning parents applying under "Women" category or SC/ST persons applying under SC/ST reserved category and War widows will not be evaluated on "Capability to provide land and infrastructure / facilities" (35 marks) & "Capability to provide finance" (25 marks).

(ii) In respect of applicants under 4 (d) above the parameters like Age (4), Educational qualification (15) and Personality (2) are not applicable.

(iii) In respect of partnerships, all partners will have to attend the interview together and they will be evaluated individually for individual parameters like age, educational qualification etc. The land and finance owned by any one of the partners will be treated as the same being owned by the firm as a whole for evaluation purposes.

(d) In respect of "Land" and "Finance" parameters as indicated above the ownership of land / finance by any member of the "family unit" will be considered as owned / belonging to the applicant subject to producing consent letters as applicable from the concerned member of the "family unit". In case the land / finance is owned by the applicant or members of "family unit" jointly with third person, the consent letter on stamp paper or an Affidavit or POA of such third person is required to qualify for marks. Land procured on long lease (registered) for more than 15 years will be considered as "own land".

(e) The "firm offer" of land will include land offered from third person based on Agreement to purchase, offer letter on stamp paper, Affidavit or POA duly supported by land documents.

(f) The land qualifying for setting up of Retail Outlet shall be awarded marks in proportion to the marks allotted by

the land evaluation committee for the plot offered by the applicant.

(g) The maximum marks i.e., 25 under the parameter "Finance" will be proportionately distributed in the ratio of maximum marks of 12, 4, 4, 5 under each sub-parameter and this ratio will be applied on the total finance requirement advertised for each location. The applicant will qualify for full marks if the actual fund available based on the documents submitted by the applicant is either equal to or more than the proportionate maximum fund requirement worked out as above under each sub-parameter and pro-rata for lower availability of fund.

(h) For award of marks under sub-parameter "credit worthiness" under "Finance", the applicant submitting credit worthiness certificate from Bank / Financial Institutions will qualify for proportionate marks based on the amount indicated therein taking into account the total amount required for that location in the advertisement.

(i) Married Women applicant with change of name after marriage should submit a copy of the marriage certificate or an affidavit in support of the maiden name and name after marriage.

**18. Inters-se-priority for "DC" and "PMP" categories :**

Candidates securing minimum qualifying % of marks will be eligible for inter-se priority marks as given below. Such candidates will be selected after considering the following inter-se priority marks as allowed by the competent authority.

**(a) For Defence Category (DC)**

Priority I	Widows/dependants of posthumous Gallantry Award Winners	40 Marks
Priority ii	War Widows / dependants of those who died in war	32 Marks
Priority iii	War disabled	24 Marks
Priority iv	Widows /dependants of those who died in harness due to attributable causes	16 Marks
Priority v	Disabled in peace due to attributable causes	8 Marks

**(b) For PMP Category (PMP)**

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

**19. Results of the interview:**

(a) After completion of the interview for a location, result along with the detailed marks scored will be displayed on the notice board of the interviewing location. This list will contain the names of all the candidates who appeared for the interview in descending order of marks scored as a percentage of "applicable marks" for that category along with the details of marks scored by each candidate under various parameters. The minimum qualifying marks for any candidate to be eligible for consideration for award of dealership would be 60% of the applicable marks in respect of OPEN category. In respect of reserved categories including OPEN (W), the minimum qualifying marks would be 50% of the applicable marks. If none of the candidates scored the minimum qualifying marks as above, the location will be declared as "no candidate found suitable". Otherwise a maximum of 3 candidates starting with sl.no.1 in the list published on the notice board will be treated as included in the "merit panel" for award of dealership for that location. This result will also be available on the web site of the oil company.

(b) Complaints, if any against the dealer selection, received after 30 days of declaration of results of the interview

shall not be considered / entertained under any circumstances.

**(c) Field verification and Offer of dealership**

- The dealership will be offered to the No.1 candidate in the merit panel on the basis of the interview after necessary field verification. Letter of Intent (LOI) will not be issued before 30 days from the date of declaration of merit panel or till disposal of complaints, if any received with regard to the dealer selection for that location.
- If the no.1 candidate is not found suitable / fails to full fill the terms and conditions of the award of dealership or the award is to be cancelled for any reason whatsoever, the dealership will be offered to the 2nd candidate in the merit panel after necessary field verification.
- If the 2nd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, then the dealership will be offered to the 3rd candidate in the merit panel.
- If the 3rd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, or in case where no 2nd or 3rd candidates are available in the "merit panel" as explained above, the location may be re-advertised at the discretion of the oil company.
- A person who has been issued the LOI would be required to full fill the terms and conditions of the same within the specified time period for speedy commissioning of the dealership.

**(d) Validity of merit panel**

The merit panel will be valid for a period of one year from the date of commissioning of the dealership. If within this period, the dealership offered to the first or second empanelled candidate is to be withdrawn for any reason whatsoever or the dealership is terminated for any reason, the oil company will have the option of awarding dealership to the next candidate in the merit panel after necessary Field verification, if he / she meets the eligibility criteria at that point of time.

**20. Security deposit**

The selected candidate before being issued the appointment letter will have to pay an interest free refundable security deposit amount as mentioned against each location in the advertisement. Oil Companies reserve their rights to adjust any dues to it from this amount at the time of resignation / termination. However, In case of termination of the dealership on account of proven adulteration / malpractice, the said security deposit will be forfeited.

SC/ST candidates, war widows & Women/widows availing corpus fund facility are not required to pay security deposit.

**21. Grievance / Complaint redressal system :**

(a) An aggrieved person may send his/her complaint to the oil company at the address of the Divisional Office displayed at the nearest retail outlet of the concerned oil company. Complaints can also be lodged on the website of the oil company. Complaints against dealer selection received after 30 days from the date of declaration of the result of the interview will not be entertained under any circumstances.

(i) Anonymous / pseudonymous complaints will not be investigated and will be filed without taking any action on the same.

(ii) On receipt of a complaint, a letter will be sent by the oil company to the complainant through Registered Post advising the complainant to submit details of allegation with a view to prima facie substantiate the allegations along with supporting documents, if any, within 30 days. The complainant will be clearly advised that the oil company will examine the complaint and if it is established that the complaint does not have any substance, he/she may be liable for legal action. The oil company will examine response of the complainant and if it is found that the complaint does not have specific and verifiable allegations, the same will be filed.

(b) When a decision is taken to investigate the complaint, the investigation will be done by one Senior Official of Oil Company and will pass a speaking order after giving due opportunity to the complainant etc. Copy of the speaking order will be given to all concerned. Thereafter, decision on the complaint will be taken as under:

(i) Complaints not substantiated: The complaint will be filed and the complainant will be advised accordingly.

(ii). **Established complaint:** Action will be taken as under :

a) In case the selection process for a location was found to be not in accordance with the laid down guidelines, the merit panel will be cancelled and all the eligible candidates will be re-interviewed based on the documents available on record.

b) In case the dealer selection was done as per the laid down guidelines and the complaint against the first empanelled candidate is established, action will be taken to cancel the selection of the 1st empanelled candidate and issuance of LOI to the next candidate in the merit panel. Similar action will be taken in case of established complaint against second empanelled candidate also.

c) In case of established complaint against all the merit panel candidates, the merit panel will be cancelled and the location will be re-advertised, if found feasible by the Oil Company.

## **22. Tenure of dealership**

The tenure of Retail Outlet dealership will be for an initial period of 15 years and renewable for every 5 years thereafter, subject to the examination of the performance of the dealership by the Oil Company.

## **23. Furnishing of false information / concealing information**

If any information furnished by the applicant is found to be false at any point of time before or after appointment as a dealer or conceals any information which if declared would have made him/her ineligible for dealership, the allotment will be cancelled forthwith and dealership terminated, in case commissioned.

## **24. Amendment / Modification**

The above are only for the information of the public and the oil company reserves its right to amend, modify, delete or add any of the above terms and conditions at their sole discretion. The applicant will be governed by the terms and conditions published in the advertisement for the location against which he/she is applying and if the application is not submitted strictly in accordance with the terms referred therein, the same is liable to be rejected.