

Citizen Charter
of
Indian Oil Corporation Limited

On

Marketing of Petroleum Products

October 2014

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

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

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

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Chapter – 1

LPG

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

The Product 'LPG'

LPG stands for liquefied petroleum gases. The LPG marketed by us under the brand name 'Indane' conforms to Bureau of Indian Standards specification no. IS 4576. It can be easily liquefied at atmospheric temperature under moderate pressure. LPG in its pure form is colourless and odourless. However, compounds are added to give it a distinct smell so that if leaked, it can be easily detected.

LPG Installation

LPG is used in domestic household through an installation. A typical LPG installation consists of a cylinder, pressure regulator, LPG Hose and a gas stove. The equipments should conform to the following standards:

Sr.No.	Equipment	Standards
1	LPG Cylinder	IS 3196 (Part 1): 2006 and IS 3196 (Part 3)
2	Pressure Regulator	IS 9798 : 1995
3	Suraksha LPG Hose	IS 9573 : 1998
4	Gas Stove	IS 4246: 2002

LPG meant for household use is currently marketed by PSU Oil companies in cylinders of 14.2 Kg & 5 kg. capacities. For identification between household (PDS) & non-PDS, the household cylinders are painted in SIGNAL RED colour. Cylinders in Oxford Blue colour with a signal Red band carry non-subsidised LPG meant for use in commercial and Industrial establishments.

Tare/gross weight, test date, serial number, ISI monogram, Oil marketing company's name & logo, year of manufacture etc. are embossed / painted on the cylinder. Each Pressure Regulator (PR) also carries a serial number.

The liquid LPG vaporises at normal atmospheric pressure and temperature flows out of cylinder to the burner head of the gas stove in air-gas mixture, in a proportion that gets ignited when lit with a match-stick.

Public Distribution System for LPG Marketing in India

LPG meant for use as cooking fuel in household kitchens, marketed by the Public Sector Oil Companies, at a price declared or controlled by the Government of India. As per Govt. of India notification dated 07.03.2014, effective 01.04.2014 each domestic consumer is entitled to 12 subsidized LPG cylinders of 14.2 Kg / 34 cylinders of 5 Kg in a financial year at subsidized rates. Ordinarily only one cylinder will be given to each beneficiary every month. Beyond the subsidized entitlement, the consumers can avail LPG cylinders at domestic non-subsidized rates.

Govt. of India has extended exemption of custom & excise duties and concession in VAT even on the non-subsidized LPG cylinders meant for domestic use, making them cheaper than the non-domestic/Commercial LPG cylinders.

Non-domestic consumers in the following categories shall also be treated at par with domestic consumer for entitlement of subsidized LPG cylinders: –

- Government/ Municipal Hospitals for whatever purpose they take.

- Supplies to all school and colleges whether for hostels or for mid-day meal schemes.
- Canteens attached to Government Offices (Govt. includes State Govt. and local bodies and their installation and Guest Houses etc.)
- Messes of Police, BSF and CISF in addition to kitchens and messes of the Defence establishments.
- Canteens run on cooperative basis under Cooperative Societies Act.
- Laboratories attached to schools, colleges & research institutions.
- Charitable institutions registered under the Societies Act.
- Red Cross Society all branches.

For non-domestic commercial, Industrial, Automotive usage etc. LPG is sold at non subsidized price.

Distribution Network

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

Services

The services rendered by the **distributors** to the LPG consumers are given below:

1. Release of New LPG Connections & Additional Cylinder (Double Bottle Connection).
2. Facilities for booking LPG refill.
3. Refill Delivery – Two modes of cylinder delivery are in practice.
 - (a) LPG distributors deliver filled cylinders at the registered address to the customers residing in their normal area of operation and take backs empty cylinders. Only under exceptional conditions, filled cylinders deliveries on cash-any-carry basis (non-home delivery) are permitted & customers are entitled to applicable rebate on “Cash-and-carry” supplies.
 - (b) RGGLV- customers have to collect filled cylinders from the LPG storage godown at declared RSP. Customers are not entitled to any rebate for “Cash-and-carry” supplies.
4. Transferring/Terminating the LPG connection – when a customer shifts residence outside the distributor’s area or service reasons.
5. Safe custody of LPG connection : Piped Natural Gas (PNG) customers, customers using LPG through ‘Reticulated’ system and customers who do not intend to use the cylinder for reasonably long time can hand over their LPG Cylinder/s & DPR to the distributor and obtain a ‘safe custody’ voucher along with refund of the security amount.
6. Change of Name of connection - in case of demise of the LPG connection holder or transfer within family, regularisation of LPG connection for which document is in someone else's name, regularisation of connection against genuine LPG equipment (cylinder/ DPR) held without documents as per procedure approved by IOCL.
7. Preferred Time Delivery: LPG Distributors offer a “Preferred Time LPG Delivery Scheme,” to facilitate consumers especially working men and women to get delivery of LPG refill as per their convenience for a small premium.

8. Time frame for services rendered by Indane distributors to the consumers:

Services	Conditions	Timeframe (Subject to meeting Conditions)
Registration for new domestic LPG connection	<ul style="list-style-type: none"> a) Above 18 years of age b) No member of the household has LPG connection under PDS or PNG connection c) Residing in the distributor's operating area d) Produce & submit proof of residence & identity, Know Your Customer (KYC) form # 	Immediate
Release (installation) of new Connection /DBC	<ul style="list-style-type: none"> a) Intimation in writing by the distributor of Maturity of turn b) Produce & submit proof of residence & identity c) Submit Standard undertaking# d) Deposit security amount## e) Hot plate inspection (purchased from source other than the LPG distributor) after payment of prescribed Inspection charges##. f) Inter/intra Oil Co. de-duplication check** 	Seven working days
Acceptance of refill booking	When no previous refill order is pending	Immediate
Delivery of refill	Availability of stocks*	Seven working days*
Leakage complaint	Intimation to distributor/emergency service cell	Immediate guidance at contact point.
Preparation of TV & refund security deposit	<ul style="list-style-type: none"> a) Surrender of loaned equipment (cylinder/s & PR) in good condition b) Submission of original SV (in case SV is lost an affidavit in lieu thereof)# 	One working day
Change of name in case of death	<ul style="list-style-type: none"> a) Eligibility as applicable for new LPG connection b) Death Certificate of customer c) Succession certificate / Standard undertaking# d) Produce & submit proof of residence & identity, Know Your Customer (KYC) form e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee. f) Satisfy de-duplication check** 	One working day.
Transfer of connection within family / Regularisation	<ul style="list-style-type: none"> a) Eligibility as applicable for new LPG connection b) Consent letter from customer c) Standard undertakings # d) Produce & submit proof of residence & identity, Know Your Customer (KYC) form e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee. f) Satisfy de-duplication check** 	One working day

* Endeavour to deliver within two working days at all times except in circumstances beyond control viz. Natural calamities, strikes, absenteeism, transport breakdowns, Govt. directives, shortage of product availability **etc.**

** One household is entitled only one subsidized domestic LPG connection. Inter/intra Oil. Co. de-duplication check shall be carried out by OMCs for verifying information provided by the consumer. In case any information furnished by the customer is found incorrect, the connection shall be cancelled and security deposit forfeited. IOC reserves the right to initiate action against such customer under applicable legal provisions.

#formats of documents available on website **www.indane.co.in**

Rates of approved security deposit, tariff & service charges available at our website **www.indane.co.in**

Customer Relations

A Toll Free telephone number 1800 2333 555 is available to customers between 8 AM and 8 PM for any queries, suggestions or complaints related to their LPG connection.

Customer Service Cells are available at the Area Offices during office hours on all working days. Customers are welcome to call on telephone or personally visit the Cell for assistance/grievance redressal. Details of the Cell are available with the distributor and also at our www.iocl.com and www.indane.co.in

Customers can also meet the Sales Officer during their periodic visits on pre-determined days to LPG distributorship for resolution of their queries /complaints.

Emergency Service

Distributors render prompt assistance in case of gas leakage and other complaints. The telephone numbers are mentioned on the refill cash memos, displayed at the distributor's showroom and also available on the Oil Companies websites. **The Services rendered by the distributor for attending to leakage complaints are free of charge.**

Expectations from the Customer

Users need to follow safe operating practices while using LPG. These are given below:

Simple rules of usage

- Cylinder must be always kept in vertical position, away from any source of heat and in a ventilated place.
- The hot plate should always be placed on a platform (made of non-flammable material) above the cylinder level.
- Always remember to switch off the pressure regulator when the stove is not in use, especially at night. Never tamper with or try to repair the cylinder or allied equipment yourself.
- Make sure all parts of the installation are in good condition. If anything seems wrong with any part, call for the distributor's trained mechanic.
- It is safer to wear cotton clothing while working in the kitchen. Use of dupatta, sari or cloth to handle utensils could be a fire hazard.
- Wearing a fire retardant apron while cooking is a safe practice.
- Children must be kept away from the installation while cooking.
- Use only ISI marked HOT PLATES.
- Never leave the hotplate unattended while in use as the burner flame could get extinguished due to overflow of cooking material or even gust of wind. This would lead leakage of Gas from the burner. The accumulated gas could get ignited by the second/other burner in operation or any other source of ignition, resulting in fire.
- Fry Pan / Pressure Cooker should be placed in a manner so that their handle is away from the flame.
- Plastic items must be kept away from the gas stove.
- Rubber tube is the weakest link in a LPG connection. It must be regularly checked and changed immediately in case any visible cracks / damage are noticed. Use of "SURAKSHA" LPG hose sold by LPG distributor is recommended for it's enhanced safety features and longer life. Rubber Tube, if used, must be ISI approved.
- As a rule, the rubber tube must be replaced every two years and 'Suraksha' LPG hose every five years.
- The safety cap must always be put on the valve of the unused cylinders, whether full or empty.

At the time Refill Delivery

At the time of taking refill delivery, customer must satisfy himself with the condition of the cylinder seal and weight. Once having acknowledged receipt of cylinder with seal intact, correct weight & in good condition, there shall be no scope for dispute with regard to the same. The deliveryman will break open the seal in presence of the customer and check that the cylinder is sound and fit for use. Customers must get the cylinder connected to the regulator (DPR) and have the installation checked for proper functioning, even for the additional cylinder. **LPG Distributor's deliveryman carries a weighing scale. Please get your cylinder weighed every time before receipt**

Inspection of the LPG Installation

Customers must insist on a mandatory inspection of their LPG installation once in 2 years, by the trained mechanic. This service is available on payment of the requisite charges approved by the Oil Company. This will help in safe up keep of the domestic LPG installation.

In case of Leakage

In the rare event **of Leakage or in case there is smell of gas:**

- Turn the pressure regulator (DPR) knob to the '**OFF**' position.
- Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc).
- **Do Not** light matchstick/lighter. **Do Not** switch '**On**' or switch '**Off**' any electrical switches (including main switch). Remember that electrical switches and dry cell torches generate spark while switching on or off.
- Open all doors and windows for ventilation
- Get in touch with the distributor / the Emergency Service Cell after office hours and on Sundays and holidays.

In the event of accident

All registered LPG consumers are covered under an insurance policy taken by the PSU Oil Companies.

In case of the unfortunate event of an accident, the customer must immediately inform the distributor in writing. The distributor then informs the concerned Oil Company and the Insurance Company about the same. The distributor will offer assistance to the customer in completing the formalities of insurance claims arising out of the accident.

In addition to the above, all LPG distributors also have Third Party Liability Insurance to cover losses in the event of an LPG accident.

Customer Obligations

- Customers must abide by the terms and conditions under which the LPG connection has been released to them. These are printed on the reverse of Subscription Voucher and contained in the undertaking submitted at the time of release of the connection.
- Customer must adopt safe practices while using LPG.
- Customers must not accept LPG cylinders from source/persons other than the LPG distributor with whom they are registered.

- Customers are not permitted to exchange with others or loan to others, the cylinders / DPR given to them as this creates possibility for a spurious cylinder / DPR finding its way into the system. Spurious cylinders/DPRs do not conform to the stringent quality standards and are a potential safety hazard.
- Customers should follow conservation tips while using LPG to save fuel. Conservation tips are available on the www.indane.co.in
- The use of LPG is regulated by LP Gas (Regulation of Supply & Distribution) Order of the Govt. of India. As per this order:

LPG connection is issued only in the name of any adult member of the household by a Government Oil company under the public distribution system. "Household" means a family consisting of husband, wife, unmarried children and dependent parents living together in a dwelling unit having common kitchen.

An existing customer of domestic LPG connection of a Government Oil Company, who desires to avail PNG connection, is obliged to either surrender the domestic LPG connection or convert it to domestic non-subsidized category within sixty days from the date of obtaining PNG connection.

- Customers holding more than one LPG connection in a household kitchen, whether of the same oil company or of different oil companies, can retain only one connection. The additional connection/s if any must be surrendered to the distributor and refund of the deposit amount obtained.
- As & when customers availing Piped Natural Gas (PNG) connection or LPG connection through 'Reticulated' system in their household, the existing domestic LPG connection must be surrendered with the distributor. The distributor will issue 'TV' for 'Safe Custody' and refund of deposit amount.. Details of the same is given in the www.indane.co.in PNG customers can however retain the LPG connection but use only domestic non-subsidized LPG cylinders for the same

Chapter – 2

AUTO LPG

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

1. Advantages of Auto LPG:

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

2. Availability of Auto LPG:

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

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

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

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

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

5. General instructions for motorists

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

6. Auto LPG conversion kit, its components and functions

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

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

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

1. **Approval of Transport Authority**

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

Grievance Redressal Mechanism

Chapter – 6

COMPLAINT / PUBLIC GRIEVANCES REDRESSAL MECHANISM

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

1. **Availability of complainant / suggestion book at Indane Distributor and Petrol Pumps:-** As per the MDG Provisions it is Mandatory for the RO dealers and LPG distributors to maintain a suggestion / complaint book and make the same readily available to the customer on demand. A message indicating availability of this book is also prominently displayed at the retail outlet and Gas Agencies. During inspections, the field officer goes through the complaints book, for which a specific provision has been made in the inspection report. The complaints are attended to by contacting the complainant, wherever necessary, by the officer or action is taken based on complaint/ input given by the customer.
2. **Display of contact No and Address at Retail Outlets / Indane Distributorships:** - The Field Officer's / Dealer's / Distributorship's Telephone contact Numbers, Postal and email address are displayed at all the retail outlets / LPG Distributorships, for the customer to contact the Company Officials or writing to them.
3. **Toll Free Number Call Centre** - In order to have a convenient, easy and effective way to enable the customer to register their grievance / suggestion and follow them up, a common Toll Free Number **1800 2333 555** is in place which can be accessed from anywhere in the country. The number is operational from 08.00 AM to 8.00 PM on all days except national holidays.
4. **Web based complaints:** Customers can also register their complaints / feedback through IOC Corporate website i.e. www.iocl.com. Once a complaint is registered on the website it automatically goes to the concerned Officer for further action; an e-mail/SMS is sent to the customer on his/her registered e-mail Id / cellular phone number. A reply is sent to the customer by the concerned Office, after examination / redressal. There is provision in the system to enable customer to view the status of the complaint on the web site.
5. **Timelines for grievance redressal:** IOC endeavors to respond to complaints received through Toll-Free number/Web Portal within fourteen days from the date of registration except in circumstances beyond control of the Corporation viz. Natural calamities, strikes, system breakdowns or in cases warranting investigation etc. which may take longer to conclude. In such case, an interim reply would be sent.
6. **Grievance Cell and Personal Hearing:** Customers can also register their complaints by post /mail to Divisional Managers, Area Managers or 16 the State offices, who are the Nodal officer for the respective offices / States. The Divisional/Area Managers & the State office in-charges also give personal hearing to customers / public even without prior appointment on specified time and days which are prominently displayed on the notice boards in the respective offices and also publicised through advertised published in leading newspapers from time to time. The details of the Divisional / Area Managers / State Offices are available on our corporate website <http://www.iocl.com>.