



**HINDUSTAN PETROLEUM CORPORATION LTD.**

# **CITIZEN'S / CLIENT'S CHARTER**

Version 1

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## **CITIZENS' / CLIENTS' CHARTER**

The main objective of Citizens'/Clients' Charter is to improve the quality of public services.

This is done by letting people know the mandate of the Corporation, how to reach Company's officials, what to expect in term of services and how to seek a remedy in case of problem.

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



## Mission & Vision

### Our Mission

HPCL, along with its joint ventures, will be a fully integrated company in the hydrocarbons sector of exploration and production, refining and marketing; focusing on enhancement of productivity, quality and profitability; caring for customers and employees; caring for environment protection and cultural heritage.

It will also attain scale dimensions by diversifying into other energy related fields and by taking up transnational operations.

### Our Vision

To be a World Class Energy Company known for caring and delighting the customers with high quality products and innovative services across domestic and international markets with aggressive growth and delivering superior financial performance. The Company will be a model of excellence in meeting social commitment, environment, health and safety norms and in employee welfare and relations.

## INTRODUCTION

### CITIZENS' / CLIENTS' CHARTER

#### A. What is Citizens'/Clients' Charter ?

The Citizens' / Clients' Charter (CCC) is a written declaration by a Government Department / Organization that highlights the standards of service delivery that it subscribes to, avenue for grievance redressal and other related information. In other words, it is a set of commitments made by a Department to the Citizens' / Clients' groups with respect to standards of service which it delivers. Though not enforceable in the court of law, the CCC is intended to empower citizens and clients so that they can demand committed standard of service and avail remedies in case of non-compliance by service provider organization. This exercise, if appropriately conceived and carried out can enthuse and enable organizations to tune their planning, policy and performance to the needs and concerns of citizens / stakeholders / users / clients.

#### B. When was it introduced by Government of India ?

Over the years, with India making significant economic progress and with substantial increase in the literacy rate, citizens have increasingly become aware of their rights and expect the administration not merely to respond to their demands but also to anticipate them. Since 1996, a consensus has evolved in the Government on effective and responsive administration. It was with this background that in the Conference of Chief Ministers of States and UTs held on 24, 1997, and presided over by the then Prime Minister, an Action Plan for effective and responsive Government at the Centre and State levels was adopted. One of the major decisions taken in the Conference was that Departments would formulate Citizens' Charters starting with those sectors that have large public

interface. Since then various Government Departments / organizations have made their CCCs. In the Central Government, Department of Administrative Reforms and Public Grievances (DARPG) has been entrusted with the task of coordinating and operationalizing the CCC.

Ability to deliver promised results is a necessary condition for improving the perception of a Government, but it is not necessarily a sufficient one. Citizens and clients also expect that results should be delivered with courtesy within a reasonable time frame. Towards this end, in its meeting of January 28, 2010, it was decided by the High Power Committee on Government Performance to include Citizens' / Clients' Charter in the Results Framework Documents (RFDs) of all 62 departments for the year 2010-2011.

The RFD provides a summary of the most important results that a department expects to achieve during the financial year. The document has two objectives:

- (a) To move the emphasis of the department from process-orientation to result-orientation, and
- (b) To provide an objective and fair basis to evaluate the department's overall performance at the end of the year. It means that departments set their own targets consistent with those agreed with the Planning Commission and the Ministry of Finance. These RFDs are vetted by an independent body of non-government experts and are placed on the respective website of the departments. RFD is part of the Performance Monitoring and Evaluation System (PMES), approved by the then Prime Minister in 2009. For further details visit : [www.performance.gov.in](http://www.performance.gov.in)

### **C. What has been the progress in implementation of CCC ?**

While Government of India introduced the idea of Citizens' / Clients' Charter way back in 1997, the track record of implementation in the beginning was less than satisfactory. In spite of strong endorsement by the Second Administrative Reforms Commission, only a handful of departments in the State and Central

Government drafted CCCs. The quality of CCC drafts was also not very satisfactory and most of them were drafted as a mere formality without any rigorous quality control over the commitments. As a result, these CCC drafts were neither useful for measuring performance of departments with respect to this important aspect nor were there any actions specified for failing to meet the commitments listed in CCCs.

**D. Why were CCCs included as a mandatory indicator in RFD ?**

The then Cabinet Secretary, in the year 2009, asked the Performance Management Division (PMD) to look into the ways of improving implementation record with respect to CCCs. It was observed that departments were not taking the CCC exercise seriously as there was no action for non-compliance. In view of the above findings, it was decided by the High Power Committee on Government Performance to include development and implementation of Citizens' / Clients' Charter (CCC) and Grievance Redressal Mechanism (GRM) as mandatory indicators in the RFDs for 2013-14 of all 62 departments.

**C. Recent implementation efforts :**

With the above decision, the Performance Management Division (PMD), Cabinet Secretary, has worked closely with the DARPG to develop a set of user-friendly Guidelines for implementing Sevottam Compliant Citizens' / Clients' Charter and Grievance Redressal Mechanism. These Guidelines have been further refined after getting stakeholders' feedback. PMD also collaborated with DARPG to organize series of workshops on designing and implementing Citizens' / Clients' Charters and Grievance Redressal Mechanism in Government departments.

PMD in collaboration with National Informatics Centre (NIC) designed a software to enable departments covered under the RFD Policy to create on-line Citizens' / Clients' Charter (CCC). This is the first of its kind software which has greatly improved the quality and made CCCs more meaningful as it lays accountability

for implementing them. To ensure effective implementation and usage of this software, PMD organized several trainings / workshops in collaboration with NIC.

Keeping with the motto “what gets measured gets done”, PMD organized several meetings with departments to review progress in implementing the Citizens’ / Clients’ Charter and to get feedback on functioning of respective department’s CCCs. These meetings were organized for all 62 departments who were requested to present their progress to the members of the Ad-Hoc Task Force (ATF) dealing with their department.

ATF members represent a body of non-Government experts consisting of distinguished academicians from leading management institutes, former Secretaries to Government of India, Chief Secretaries, private sector management experts and former Chiefs of public enterprises. In addition to reviews by PMD and ATF, these CCCs were also reviewed by a team from the Indian Institute of Management, Bangalore (IIMB). The feedback on each CCC was conveyed to respective departments and revised CCCs were incorporated accordingly.

*Source: Adapted from Government of India Citizens’ & Clients’ Charter.*



## PETROL PUMPS (RETAIL OUTLETS)

1

- What are Retail Outlets / Petrol Pumps ?
- What is available at Retail Outlets ?
- What are Petrol / Diesel / CNG / Branded Fuels ?
- What are the mandatory facilities / services available at Retail Outlets ?
- How Quality / Quantity are maintained at Retail Outlets ?
- How to lodge a complaint ?

The answers to the above queries are given below :

### 1. What is Petrol Pump ?

- The most common point of contact of customers with Oil Industry is the Petrol Pump. In Oil Industry parlance, Petrol Pumps are referred to as Retail Outlets (ROs).
- As per the existing Government policy, Petrol Pumps can be set up by Public Sector Oil Companies as well as Private Sector Oil Companies dealing in storage and distribution of petroleum products as per guidelines. Presently, the Oil Companies engaged in retail business of automotive fuels are IOC, HPC, BPC, NRL, MRPL, ONGC, RIL, Essar and Shell.

### 2. Products Marketed at Retail Outlets :

- **Petrol**, in technical language is called "Motor Spirit" (MS). It is mainly used in passenger vehicles such as 2 / 3 wheelers and cars. At present, HPCL markets two types of Petrol across the country, i.e. normal Petrol and branded Petrol.

- ➔ **Normal Petrol:** Normally used as a fuel for spark ignition internal combustion engines such as passenger cars, two wheelers, three wheelers, etc.
- ➔ **Branded Petrol:** This is preferred by new generation vehicles. It is slightly costlier than normal Petrol. It has additives for optimizing performance of vehicles. It is sold under the brand name “**poWer**”.
- ➔ **poWer** provides benefits like cleaning and prevention of carbon deposits, reduced smoke / emissions, better acceleration & pick up and smooth driving experience.
- ➔ **Ethanol Blended Petrol :** The Ministry of Petroleum & Natural Gas has notified marketing of Ethanol Blended Petrol (EBP). The Practice of labeling on the pump is recommended for ethanol marketing. To ensure presence of ethanol, EBMS field test is recommended in the specification of EBMS and also under MDG. The customer can detect ethanol by mixing 100 ml of EMBS with 30 ml of water and by following field test procedure as described in specification / MDG.
- **High Speed Diesel (HSD):** HPCL markets two types of Diesel across the country i.e. Normal diesel and Branded diesel.
  - ➔ **Normal Diesel :** These are used in heavy commercial vehicles, buses, tractors, motor cars, pump sets and in various other diesel engine driven applications.
  - ➔ **Branded Diesel :** This is preferred by new generation vehicles and is sold by HPCL under the brand Name “**Turbojet**”, which contains multi-functional additive that enhances the performance of new generation vehicles and ensures peak engine performance.
- **Lubricants :** This is a vital product for healthy life of an engine. A lubricant is a viscous product used in the engine for its smooth functioning. Different grades of lubricants are needed for different engines, gear box and other components. The RO dealer can guide on the recommended grade of lubricant for the vehicle. HPCL regularly develops new products to cater to different needs of the customers.

- **Compressed Natural Gas (CNG):** CNG is an environment friendly fuel and available in major towns where it has been introduced depending on availability of Grid and Gas.
  - ➔ CNG is available at select outlets of the Company in some cities. There are also stand-alone ROs for CNG in select cities.
  - ➔ CNG can be used in vehicles which are fitted with a special kit meant for the purpose. The vehicle needs mechanical change for its use.
  - ➔ Its availability is being gradually increased in more cities / ROs.
- **Auto LPG:**
  - ➔ ALPG meets BIS standard IS:14861 which has Octane Number of 88 (minimum).
  - ➔ ALPG is a clean and environment friendly fuel.

### 3. Facilities provided at Retail Outlets:

- **Facilities:** A Retail Outlet is not just a place for meeting fuel needs. It offers a range of services which can be classified as under:
  - ➔ **Mandatory Facilities:** These are the facilities which every retail outlet must provide. These include free air, display of working hours and display of name and telephone number of oil company personnel for the convenience of customers. First Aid Box, toilet and safety equipment as per statutory requirements such as fire extinguishers and sand buckets etc. are also available at retail outlets.
  - ➔ **Other Facilities:** For the convenience of customers these additional facilities may be provided by dealers at the retail outlet premises. These include water-coolers, convenience stores, snack bars, dhabas and rest-rooms, bathing and washing space for truckers, telephone facility- PCO/STD, ATM, servicing / repair shop, tyre shop, loyalty card program etc.

- **Quality:** The term “quality” implies that the product you are buying is meeting the prescribed specifications and is free from any contamination or adulteration. The customers can ensure quality by carrying out specific checks for different products as listed below :
  - ➔ Filter Paper Test (for Petrol)
    - a) Clean the mouth of the dispensing nozzle to remove stains.
    - b) Put a drop of petrol on the filter paper from the nozzle.
    - c) It should evaporate in about 2 minutes without leaving a stain on the filter paper. (If the area of the filter paper where the drop of MS was put remains pinkish, it is the colour of the MS and not any stain). If a stain is left on the filter paper then there is a possibility of adulteration.
  - ➔ Customer should immediately lodge a complaint if Filter paper is not available at the Retail Outlet for testing of Petrol. It is the duty of the Dealer to provide filter paper on demand by the customer.
  - ➔ Density Check (for Petrol and Diesel, including branded fuels)
    - a) A 500 ml jar, calibrated hydrometer, thermometer and ASTM (American Society for Testing of Materials) conversion charts are required to carry out density test. Hydrometer is a very simple instrument for measuring density of any liquid, which is different for petrol and diesel.
    - b) Fill about 3/4th of the jar with the product taken through nozzle of the Dispensing unit.
    - c) Dip the thermometer and hydrometer in the jar and record the temperature and density.
    - d) The actual density observed is then converted to density at 15 degree centigrade with the help of conversion chart. This converted density is then compared with the reference density taken from the density register maintained by the Retail Outlet.

- ➔ Checks for Lubricants: Please check the seal of container, date of manufacture and name of the manufacturer. For the convenience of 2/3 wheeler segment, Retail Outlets generally provide self-mixing (petrol-oil mix) dispensers, 2T dispensers and they also keep tamper proof 2T/4T pouches.
- **Quantity :**
  - ➔ It is mandatory for each retail outlet to keep a calibrated 5 litre measure, stamped by Weights and Measures Department every year, to verify quantity.
  - ➔ Quantity can be checked with 5 liter measure. The permissible variation due to any unforeseen malfunctioning of the dispensing unit is 25 ml in 5 liters which is to be rectified immediately.
- **Price :** The selling prices of products are displayed prominently at the outlet. Customers must ensure to take cash memo for every purchase.
- Other useful tips for customers : Meter to be set to zero before starting delivery and final reading to be checked after delivery.
- **Malpractices / Unauthorized Activities :** In case a citizen comes across any of the following possible malpractices, he/she may contact Company's Officer whose name & contact number is displayed at the Retail Outlet.
  - ➔ **Adulteration** : There is a Possibility of adulteration, by mixing cheaper homogeneous products in petrol or diesel. Adulterated product will definitely affect the performance of vehicle. In such case, one should carry out the filter paper / density check as explained above.
  - ➔ **Short Delivery:** Although all dispensing units (Machines delivering petrol / diesel) are annually calibrated and sealed/stamped by Weights & Measure Department and also periodically checked by the Company Officer, there could be a possibility of tampering or

machine malfunctioning. As mentioned earlier, a citizen has the right to check the quantity delivered with a duly calibrated and stamped 5-litre measure available at petrol pump.

- ➔ **Overcharging:** The dealer is not allowed to overcharge for the product sold. The prices of products are always displayed at the retail outlets. One must ensure to take a cash memo for every purchase.

#### 4. **Safety – Our utmost concern :**

- Petroleum products are highly inflammable and are, therefore, dangerous if not handled properly. Their handling is strictly governed by Petroleum & Explosives Safety Organization (PESO) Rules. A Petrol Pump is a licensed premise and all activities are carried out with strict adherence to PESO Rules.
- For the safety of all concerned, the following precautions must be observed:
  - ➔ Switch off the engine before taking delivery of fuel (to avoid possible fire caused by spillage of fuel)
  - ➔ Please DO NOT smoke within the Petrol Pump premises.
  - ➔ Never light a match stick within the Petrol Pump premises.
  - ➔ SWITCHOFF the Mobile Phones within Petrol Pump premises.
  - ➔ It is advisable to get off the vehicle while refuelling.
  - ➔ It is not advisable to carry petrol / diesel in plastic / glass bottles.

#### 5. **Complaints :**

- For any unsatisfactory service or product, customer may please bring it to the notice of the dealer immediately or in his absence, the Manager. However, if the explanation given by the Dealer or Manager is not satisfactory, a

customer can record the complaint in the Complaint and Suggestion Book available at each petrol pump or contact Company's Sales Officer on phone.

- A written complaint can also be sent to Company's Sales Officer, Regional Office or a complaint can be lodged through helpline - 1800 2333 555 or 155233. Contact details are displayed at each Retail Outlet. Complaint can also be lodged through Website - [www.hpretail.in](http://www.hpretail.in) or [hindustanpetroleum.com](http://hindustanpetroleum.com).
- Each complaint received by letter, through the website or entered into the Complaint / Suggestion book is investigated by Company Officer and suitable action is taken to resolve the complaint.

## **6. Selection of Retail Outlet Dealer :**

After identifying the location for setting up retail outlet dealership, HPCL releases an advertisement in newspapers [one English and one Hindi/Vernacular] inviting applications from candidates belonging to the category for which the location is reserved. The eligibility criteria, terms & conditions, and procedures for selection are described in the advertisements as and when they are released and in the "Brochure for Selection of Dealers for Regular & Rural Retail Outlets". The Brochure is available on our website:[www.hindustanpetroleum.com](http://www.hindustanpetroleum.com). The same can also be obtained from our Retail Regional Office on payment of Rs. 100/=.

Application can be made only in the prescribed format for the locations advertised by HPCL. Completed applications have to be submitted to the concerned Regional Office within the time limit as stipulated in the advertisement.

HPCL has got 50 Retail Regional Offices across the country. Please contact the nearest Regional Office for any further information on the Retail Business activities by HPCL.

For more details, please visit our website  
[www.hpretail.in](http://www.hpretail.in) or [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com).

- What is Auto LPG ?
- What are the advantages / availability of Auto LPG ?
- Why should we not use detachable LPG cylinders in Vehicles ?
- What is Auto LPG conversion kit, its components and functions ?
- Is it mandatory to get the endorsement on Registration of Vehicle after fitting Auto LPG Kit ?

The answers to the above queries are given below:

### 1. **Why Auto LPG (ALPG) :**

- In India, LPG has been officially recognized as an auto fuel in 2002 with due amendments 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.
- **Advantages of Auto LPG :**
  - ALPG is a clean & environment friendly fuel.
  - ALPG meets BIS standard IS:14861 which has Octane Number of 88 (minimum).
  - ALPG fitment in vehicles is safe.
  - Less pollution and smooth running.
  - Availability in major cities and towns.
- **Availability of Auto LPG :**
  - ALPG is available at various retail outlets of HPCL. The details of Auto LPG Dispensing Stations (ALDS) are available on our website- [www.hindusthanpetroleum.com](http://www.hindusthanpetroleum.com).



- ➔ The details of operating ALDS including that of Private Marketers can also be accessed from the website: [www.iac.org.in](http://www.iac.org.in).
- **Operation of Auto LPG Dispensing Stations (ALDS) :**
  - ➔ ALDS installation is governed by the guidelines of Petroleum & Explosive Safety Organization (PESO).
  - ➔ Auto LPG is a freely priced product with no government controls/ subsidy. Each 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.
- **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, is 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 with the cylinders containing any other gases.
- **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 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 a punishable offence under Law and is also highly unsafe.
- ➔ Auto LPG re-fueling 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 damage Engine in the long run.
- ➔ After refueling 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.
- ➔ 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 strictly followed.
- **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 Vaporizer - Regulator and Ventura Mixer.
  - ➔ LPG control mechanism - Closed loop system (ECU, stepper motor / Injector(s), Emulator and Oxygen sensor etc.) or open loop system (manual power screw without any feedback 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 must 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:

- a) Automatic fills limiter
  - b) Service value
  - c) Excess Flow Check Valve
  - d) Pressure Relief Valve
  - e) Fusible Plug
  - f) Content Gauge
  - g) 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).

## **2. 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.

## COMPRESSED NATURAL GAS (CNG)

3

### 1. Specifications of CNG :

The broad range of the various Natural Gas compositions of C1, C2 and C3 is 82.43 to 99.10, 19m 7, 27 to 0.90 and 3.47 to 0.000 respectively. The average calorific value (Kcal/SCM) is 8150 to 8950.

### 2. Advantages of CNG :

- **Safety:** Lighter than air hence, in case of leakage there is no dangerous accumulation of gas as it disperses in the air. It is unlikely to ignite due to High ignition temperature and Narrow range of ignition. It has lowest injury and death rate per vehicle mile. CNG cylinders are structurally most sound and pass the severest of tests.
- **Environmental Protection:** The burning of CNG does not leave behind any impurities, Sulphur (S), Lead (Pb), and Aromatic Polycyclic Hydrocarbons. It leaves very low level of polluting gaseous emissions without smell and dust. In comparison to other fossil fuels, CNG prevents the reactive processes which lead to the formation of Ozone (O<sub>3</sub>) in the troposphere.
- **Economical:** It is cheaper than conventional fossil fuels. It's payback period is short.
- **Technical:** CNG has a very high anti-knock index (more than 120 ON). It does not require refining plant or any additive doses and can be used immediately after it is produced. It has no evaporation leaks and spills like other fuels, both during re-fueling and feeding of the car. Its combustion produces a very low quantity of carbon deposits (permits a longer life of lubricant oil).

### **3. CNG for Automobiles -**

- HPCL along with other Oil PSUs has taken initiatives to introduce CNG as a clean fuel to reduce/control the vehicular emission.
- All types of vehicles can run on CNG by installing CNG kits. CNG kit is an assembly of many components required to run existing vehicle on CNG. There are few basic components, which are common in all types of kits, irrespective of the vehicles such as CNG storage cylinder, high pressure tube, pressure regulator, pressure gauge, change over switch, high pressure tube fittings, refueling receptacle and air fuel mixer.
- Major components of CNG kit for carburetor fitted petrol vehicle are Pressure Regulator, Petrol Solenoid Valve with manual over rise switch (Stops petrol flow when operating on CNG); On-Off valve and refueling connector (Opens or stops gas flow to the regulator and includes a refueling device); Control Module / Change-over Switch (Electronic control component with fuel selection switch); CNG level Indicator (LED Indicator); Gas Air Mixer; CNG cylinder with valve, vapor bag and bracket; Petrol hose; Low-pressure gas hose; Ignition advance processor; High pressure gas tube; Wire harness; NRV (Non Return Valve) in petrol return line; Pressure gauge.

### **4. Safety -**

- Safe Refilling instructions are displayed for all CNG Vehicles at CNG Station.
- Safety symbols and cautionary instructions displayed all around.
- Safety leaflets / stickers developed for awareness on specific occasions.
- Safety leaflets / stickers developed and distributed.

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

- Always refer to the supplier's/OEM's manual for the trouble-shooting guide and do not do it yourself.
- In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied and degassed first.
- Do not install LPG, Propane or any other cylinder in place of a CNG cylinder. It is illegal and unsafe.

For emergency handling of any CNG leak, users must be aware of the location and operation of cylinder valve, master shut-off valve and burst disc in the CNG system. Study of the system and ask your mechanic to identify these parts for you.

- Workshop, carrying out the kit fitment, should be able to demonstrate these operations to the end user's satisfaction. It is advisable to operate the vehicle occasionally on petrol to ensure that the petrol system remains in good working conditions.

### **Other Precautions:-**

- In case of leakage in fuel system, vehicles shall not be parked within 6 mtrs. periphery of any source of ignition or fire.
- In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 mtrs.v) of the cylinder, the cylinder should be emptied and degassed first.
- The CNG kit installed in the vehicle should be insured along with vehicle accessories. The motorist should notify the insurance company to provide

insurance on the CNG system, for which additional premium may be charged by the insurance company.

- Motorists should take the insurance cover for the additional CNG kit system.
- Installation of CNG in the vehicle is required to be endorsed in the Vehicle Registration Certificate by local RTO.

6. **For more information, visit: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)**



- What is Kerosene ?
- What is PDS Kerosene ?
- How it is distributed ?

The answers to the above queries are given below:

### 1. What is Kerosene ?

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

#### How is it distributed ?

- The quarterly quota for each State is decided by MOP & NG.
- The entire distribution of Kerosene within the States / UTs is monitored and controlled by the Food and Civil Supplies Authority of the respective States / UTs.
- In the distribution of Kerosene, HPCL is responsible for making the product available to their dealers as per their allocation. HPCL dealers distribute the uplifted SKO to retailers under the direction of Food and Civil Supplies Authorities who also decide the entitlement to each ration card holder.

#### Role of Retailers (Ration Shops / Fair Price Shops) :

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

## **2. Kerosene Prices :**

PDS Kerosene must be sold at the declared price and the consumers are not to pay price over and above the declared price.

## **3. In case of Complaints :**

- Complaints concerning overcharging, black marketing and non-availability of PDS Kerosene can be lodged with the concerned State Civil Supplies Authorities for investigation and necessary action. In case the redress is not made by the Civil Supplies Authority, the complaint can be forwarded to the District Collector or Secretary, Food & Civil Supplies Department of the State.
- Complaints involving HPCL dealers can also be lodged with us for resolution as described under section Complaint / Public Grievance Redressal Mechanism.
- In addition, feedback can also be registered through our website: [www.hpretail.in](http://www.hpretail.in)

Liquefied Petroleum Gas (LPG) is an environment friendly fuel used widely in 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 gas. LPG marketed by us under the brand name 'HP Gas' 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 equipment 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, is 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 LPG consumers in the country. Expansion of 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 website [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com) .

## **Services**

Services rendered by the distributors to 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 collect 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 in the 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 HPCL.
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 HP Gas distributors to the consumers:**

<b>Service</b>	<b>Conditions</b>	<b>Timeframe</b>
Registration for new domestic LPG connection	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	a) Intimation in writing by the distributor of Maturity of turn b) Produce & submit proof of residence & identity c) Submit Standard undertaking#	Seven working days

	<ul style="list-style-type: none"> <li>d) Deposit security amount##</li> <li>e) Hot plate inspection (purchased from source other than the LPG distributor) after payment of prescribed Inspection charges##.</li> <li>f) Inter/intra Oil Co. de- duplication check**</li> </ul>	
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"> <li>a) Surrender of loaned equipment (cylinder/s &amp; PR) in good condition</li> <li>b) Submission of original SV (in case SV is lost an affidavit in lieu thereof)#</li> </ul>	One working day
Change of name in case of death	<ul style="list-style-type: none"> <li>a) Eligibility as applicable for new LPG connection</li> <li>b) Death Certificate of customer</li> <li>c) Succession certificate / Standard undertaking#</li> <li>d) Produce &amp; submit proof of residence &amp; identity, Know Your Customer (KYC) form</li> <li>e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee.</li> <li>f) Satisfy de-duplication check**</li> </ul>	One working day.

Transfer of connection within family / Regularisation	<ul style="list-style-type: none"> <li>a) Eligibility as applicable for new LPG connection</li> <li>b) Consent letter from customer</li> <li>c) Standard undertakings #</li> <li>d) Produce &amp; submit proof of residence &amp; identity, Know Your Customer (KYC) form</li> <li>e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee.</li> <li>f) Satisfy de-duplication check**</li> </ul>	One working day
<p>* 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.</p> <p>** 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. HPC reserves the right to initiate action against such customer under applicable legal provisions.</p> <p>#formats of documents available on website <a href="http://www.hindustanpetroleum.com">www.hindustanpetroleum.com</a></p> <p>## Rates of approved security deposit, tariff &amp; service charges available at our website <a href="http://www.hindustanpetroleum.com">www.hindustanpetroleum.com</a></p>		

## 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 also function at the Regional 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.hindustanpetroleum.com](http://www.hindustanpetroleum.com)

Customers can 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, distributor's trained mechanic may be called.
- 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 to 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 its 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 of Refill Delivery**

At the time of taking trefill 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.hindustanpetroleum.com](http://www.hindustanpetroleum.com) .
- 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 are given in the website [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com) PNG customers can however retain the LPG connection but use only domestic non-subsidized LPG cylinders for the same

Hindustan Petroleum Corporation Limited has attained the leadership position in sales of lubes and lube base oils combined together during the financial year 2013-14. HPCL owns and operates the country's largest single site Lube Base Oil Refinery with a production capacity exceeding 450000 MT p.a. with capability to produce Group I, II and III grades. HPCL manufactures a wide range of lubricants and specialties primarily at seven Lube manufacturing plants across India, which meet the diverse technical requirements of the automotive, industrial, electrical and marine sectors in addition to products designed for use in specialised applications.

### **Lubricants & Greases**

Lubricants (also generically referred to as "Lubes") in its simplest term is a substance used to reduce the friction between two moving surfaces, aimed at reducing wear and tear of the components and improving its efficiency. Lubes find application in almost all walks of life, starting with lubrication of motor vehicles, railway locomotives, ships, aeroplanes, agricultural pump sets, generator sets, heavy earth moving equipment like excavators, all industrial units such as power plants, steel plants, cement plants etc. Lubricants typically comprise of 85 – 95 % base oils fortified with performance specific additives required for the targeted application.

In addition to the primary function like reduction of friction and transmission of power, there are vast numbers of specialized applications which require specially customized lubricants. These include lubes for pneumatic equipment, thermic fluids, cutting oils, rust preventive oils and many more.

Lubricants are generally classified into major groups as given below :

- Automotive Lubricants
- Industrial Lubricants, including related Specialties

- Marine Oils
- Process Oils

Automotive Lubricants are further divided into Diesel Engine Oils, Petrol Engine Oils, Automotive Specialties and Automotive Greases. A number of automotive oils are also used in industrial units, e.g., engine oils and greases. Marine Oils, as the name signifies, are used in vessels and power plants, where engines are typically of higher capacity running on heavy fuels and are more powerful, hence they require special types of oils.

Industrial Lubricants, as the name signifies, are used for industrial applications. This segment can be sub-divided into industrial oils, industrial specialties and industrial greases. Speciality grades include oils used for heat transfer operations, in metal cutting, forming, drawing operations etc., as well as for heat treatment of metal components.

Process Oils are often included in lubricant sales statistics. These are oils which are included as raw materials in processes, for instance as plasticizers for the rubber industry. They are also used as medium for carrying the pigment in certain grades of printing inks etc., Process Oils are bracketed with Lubricants as they are also mostly petroleum based products from oil refining process.

## **HP Lubes Marketing**

Lubes and greases are marketed by HPCL under the umbrella 'HP Lubes'. HPCL blends close to 500 different grades and markets more than 900 Stock Keeping Units (SKUs), which covers a wide range of automotive and industrial applications.

Major automotive grades include our Milcy range of Diesel Engine Oils (HP Milcy Turbo Tech, HP Milcy Turbo Star, HP Milcy No. 1, HP Milcy Synthetic, HP Milcy Turbo, HP Milcy Super, HP Milcy 40, etc.), Cruise range of oils for passenger cars running on Petrol (HP Cruise, HP Cruise Classic), Racer range of oils targeting 2/3 wheelers (HP Racer 2 for 2-stroke engine, HP Racer 4 for 4-stroke engines) and HP Gasenol for passenger cars

and three wheelers running on CNG/LPG engines, HP Kisan Shakti for agricultural pump sets, HP Gear Drive series for automotive gear oils and HP Kisan Shakti. In the industrial segment, well known brands include HP Enklo series for hydraulic applications, HP Parthan series for industrial gears, HP Turbinol series for Turbines, HP Hycom grades for compressors, HP Koolkut and HP Trimofin series as cutting oils, HP Hytherms for thermic fluids and many more. The range of greases include products for automotive and industrial applications like HP AP3 Grease, HP Lithon, HP Tisona, etc., Products for special applications include Horticulture, Mineral Oil range for Apple, Tea, Grapes, Rubber, Coolant for Railways, Brakes Oils, etc., Products include several grades manufactured in association with many of the country's prestigious OEMs e.g., M/s Bajaj Auto, M/s Tata Motors etc., More details can be viewed at [www.hplubes.com](http://www.hplubes.com)

HP Lubes are available at more than 12869 HPCL petrol/diesel Retail Outlets in the country (as on 31.3.2014) as well as numerous bazaar retailers serviced through our 220+ Lube Distributors network. HP Lube CFAs serve the needs of the MSME industries supplementing direct marketing to major industries and institutions by dedicated HPCL Regional Offices whose details are available on the HP website.

### **Performance Standards and Quality Assurance of HP Lubes and Lube Specialties products:**

HPCL aims to ensure that its esteemed customers get products of the desired quality and quantity through robust product design and manufacturing process complemented by stringent quality control checks at various stages. The steps include the following:

- **Product R&D :** HP lube products are formulated through painstaking R&D practices to ensure superior performance in the field, wherein performance enhancement additives and raw materials are identified and sourced from trustworthy transnational and Indian manufacturers. Products are developed by R&D to meet applicable standards e.g., BIS standards. After the product has passed the performance requirements under laboratory conditions, it is exposed to rigorous field trials under HPCL supervision or jointly with OEMs for establishing its performance under actual field conditions including severe weather and operating



conditions. Product accreditations are thereafter obtained from international and Indian institutions and bodies concerned e.g., American Petroleum Institute (API), Japan Lubricating Oil Society (JALOS), ZF, MB, MAN, Volvo (VDS), RDSO, DGMS, ERDA, CPRI etc., Product Data Sheets / Material Safety Data Sheets (MSDS) are available for HP lube customers on demand.

- **Manufacturing:** Base Oils, additives, other raw material, packages have to pass stringent quality checks before being accepted for production, with the tests carried out by at duly equipped QC labs staffed with trained professionals. The products are manufactured at plants according to the laid down procedures and formulations, with the process monitored and controlled through professional plant teams. The finished products are released for marketing only after passing the applicable QC tests. Lube plants are equipped with automatic weight based filling machines for ensuring accurate product quantity in the container which are supplemented by random checks for monitoring the pack weights at regular intervals.
- **Logistics and storage :** Lubes movement from plants is carried out through trucks and tankers which are checked prior to filling and sealed before despatch to receiving locations or customer sites. HPCL depots undertake required checks while receiving the products into their godown or yards, wherein the storage is as per standards set for the lube package concerned.

### **Recommended due diligence for buyers :**

- Automotive and other original equipment manufacturers (OEM) recommend the specification of the lubes to be used in their machines, which are according to their equipment design requirements, component metallurgy etc. Users are advised to comply with OEM specifications while selecting the product for purchase, which are usually provided in the OEM's owner's manual, OEM websites etc., HPCL Regional Office teams are available for further guidance on product selection, if required.

- Please check the pack prior to purchase, for ensuring that it is in proper sealed condition. HPCL endeavours to make available packs which are securely sealed with appropriate sealing / tamper-evident features for ensuring that its lube products reach customers in good condition.
- HPCL packages below 26 litre container display the MRP of the pack and customers are requested to check the same at the time of purchase. Tampering with the printed MRP on the pack by any party is not permitted and customers are requested to inform HPCL if such issues are observed at the time of purchase of HPCL lubes packages.
- Like all popular brands, HP Lubes also have copy-cat 'me too' type of products in the market, which mimic the branding and colour scheme of HPCL brands. Customers are advised to check for the genuineness of the pack at the time of purchase.

### **How to provide Feedback / Register Complaints ?**

Each pack of lubes (other than drums) displays the details of address / telephone number / email ID as under where feedback / complaint can be registered.

Address:

DGM – Retail Lubes

Hindustan Petroleum Corporation Limited

Retail Lubes, 2nd Floor, Hindustan Bhavan,

8, S. V. Marg, Ballard Estate, Mumbai – 400001.

Telephone: 022 - 22637000 / 22637214

Email: [lubescare@hpcl.co.in](mailto:lubescare@hpcl.co.in)

In addition, feedback can also be registered through our website: [www.hplubes.com](http://www.hplubes.com)

Hindustan Petroleum Corporation Limited is in the business of supplying Aviation Turbine Fuel (ATF) JET A-1 to airlines. HPCL provides ATF fuelling services to Aviation industry through its business unit, "HP Aviation". Presently HPCL provides fuelling services to Domestic and International customers at 33 airports across India.

ATF is supplied to both civil as well as defense aircrafts.

Our network covers all the major airports in India. HPCL has plans to expand it further.

List of airports, where HPCL is extending refueling services are given below:

- Delhi (T1 & T3 Terminal)
- Chennai
- Trivandrum
- Bangalore (New International Airport)
- Guwahati
- Goa
- Pune
- Coimbatore
- Trichy
- Tirupati
- Mangalore
- Jammu
- Lucknow
- Indore
- Vijaywada
- Varanasi
- Naliya
- Mumbai
- Kolkata
- Cochin International Airport
- Hyderabad (New International Airport)
- Ahmedabad
- Amritsar
- Jaipur
- Calicut
- Bhubaneshwar
- Vishakhapatnam
- Belgaum
- Dehradun
- Juhu
- Rajahmundry
- Hubli
- Bhuj

Fuelling activities are carried out by us at all airports except Open Access Airports and hospitality locations.

At Open Access Airports – Delhi Airport (Terminal-3), New Bangalore International Airport and New Hyderabad International Airport, we have contracts in place with into-plane concessionaires for into-plane refueling.

## **Approach for Supplies :**

One can contact us for refueling requirements of aircraft at above airports where HPCL is operating or at the following address :

Chief Manager - Aviation (Sales)  
Hindustan Petroleum Corporation Limited,  
Aviation SBU, Ground Floor, Hindustan Bhavan,  
8, S. V. Marg, Ballard Estate, Mumbai – 400001.  
Phone: 022-22637452  
Email us at [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in)

One can also contact our Station Manager at the airports where we have facilities, for addresses log on to <http://www.hindustanpetroleum.com/aviationlocation.html>

ATF price applicable for the day is available on our website:

**<http://goo.gl/Qp9WKh>**

Customers can also reach us on : <http://www.hpaviation.in>

## **Quality Control System :**

The Jet Fuel manufactured / supplied by us conforms to :

- BIS specification IS: 1571: 2008. (Latest Issue)
- International standard specification DEFSTAN 91-91 (Latest Issue)

All the refueling facilities at Civil Airports operate under the license of the Director General of Civil Aviation (DGCA) conforming to Civil Aviation Requirements (CAR)

HPCL has a robust system to inspect and control the quality of ATF from the time it leaves Refinery till it is delivered to the aircraft. All locations have advance filtration systems and use internally epicoated tanks with floating suction so that the fuel supplied to the customer meets the approved quality at all times. Trained manpower is available with locations to carry out daily as well as periodical Quality Control checks of ATF. Adherence to operating standards and product quality is verified with strict adherence to inspection schedules.

At Open Access airports, Fuel hydrant facility operations and Into-plane (ITP) refueling is carried out through authorised third parties trained to handle ATF and operational activities.

### **Health, Safety and Environment :**

All the Aviation Service Facilities are constructed with a view to provide safe, reliable and quality service to our customers. Adequate storage capacity, pumping arrangements and allied facilities with trained manpower ensure that ASF meets the expectations of the customers.

The facilities are well equipped to take care of all the safety requirements. All the ASF facilities are regularly inspected on all operational parameters by internal as well as by external agencies like DGCA, IATA Fuel Quality Pool, Domestic and International Airline customers.

### **Feedback System :**

We have comprehensive system of interaction with our customers to get their feedback and suggestions.

On-line feedback form is available on our Corporate website :  
<http://www.hindustanpetroleum.com/feedback?id=aviation>

### **Complaint Resolution :**

A Customer who wishes to register feedback or complaint about fuel or service may lodge the same by any one of the following methods

- Buyer can write the feedback / complaint on ADR (Aircraft Delivery Receipt), which is handed over by our staff (or ITP agency staff) at the time of refueling.
- Buyer can contact our Location in-charge / Officer at the airport and convey verbally or in writing. Alternatively, they can send an e-mail to Location

in-charge whose e-mail ID/phone No. is available on at our website :  
<http://www.hindustanpetroleum.com/aviationlocation.html>

- Buyer can write the feedback / complaint on our Corporate :  
<http://www.hindustanpetroleum.com>
- Buyer can also send a communication to the following officer:

Chief Manager - Aviation (Mktg)  
Hindustan Petroleum Corporation Limited,  
Aviation SBU, Ground Floor, Hindustan Bhavan,  
8, S. V. Marg, Ballard Estate, Mumbai – 400001.  
Phone: 022-22637456  
Email : [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in)

## Projects & Pipelines Department

8

How can a Contractor/Vendor register for Supply/Works Contract/Services with HPCL ?

Where is the Application for Registration available ?

What is the procedure for inviting bids from Contractors and Suppliers ?

Where is the information regarding tenders floated and Contracts awarded available ?

Whom to contact in case of complaints / suggestions regarding malpractices at Project Sites ?

What are the preventive measures being undertaken towards safety and security the Cross Country Petroleum Pipelines ?

How to provide information in case of untoward incident at the pipelines location ?

**The answers to the above questions are given below :**

### **1. Vendor Registration for Contractors / Suppliers :**

Category of jobs for which registration can be done:

Based on the requirement of the project and user group, Vendor Registration is done. Following categories are available for registration:

- Works Contract : Civil, Mechanical, Electrical, Instrumentation, Laying of Pipelines, Railway siding, Automation Consultancy, miscellaneous services etc.
- Supply Categories : Pipes, Steel Plates, Pumps, Valves, Pipe fittings, Filters and strainers, Fire-fighting equipments, Personal Protective equipment (PPE), Fire-fighting hoses, flow meters and gauges, power cables, DG sets, HT / LT Panels, Transformers etc.

## 2. Mode of Registration :

- Enlistment / Registration of the vendors is done through giving newspaper advertisement in the leading newspaper on all India basis. The advertisements are given on periodic basis. The application form is available online on Corporation's website, with complete details and instructions for registration. The link can be accessed through <http://www.hindustanpetroleum.com> under the section tenders and contract.
- Online applications are invited from suitable vendors who are technically competent and financially sound to supply material and provide services at optimal cost within specified time frame, as per desired quantity, quality and specifications.
- Any vendor who is interested in getting enlisted/registered with the Corporation is required to submit on-line application under the applicable category along with relevant documents.
- The applications received for various categories are scrutinized by Vendor Management Committee (VMC) and the response to the vendor who has requested for enlistment is communicated by Vendor Management Officer (VMO).

The applications are examined by the Committee based on the following parameters:

- a) Vendors' capabilities.
- b) Turnover: The audited balance sheet and Profit & Loss Accounts for last 3 years
- c) Size of organization and facilities available
- d) Geographical location
- e) Financial standing
- f) Reputation
- g) Trade experience
- h) Dependability etc.



## 2.5 Updation of Vendor list :

- Vendor list is maintained by Vendor Management Officer (VMO) of respective purchase department which is reviewed and updated from time to time including performance of the vendor.
- Vendor Management Officer also reviews and updates profile of the vendor viz. for change in address / work location, capability etc., after due approval from VMC, wherever required.

## 3. Inviting Tender Bids :

- Based on the requirement and value of the tender, two types of tenders are invited viz. Limited or Public Tenders.
- Limited tenders are invited for categories of work where sufficient registered suppliers / contractors are available. Proximity of supply source may be kept in view while inviting limited tender enquiries to obtain competitive rates and faster supplies.
- Public tenders are invited by giving notice inviting tenders which are published through Press advertisements for higher value jobs and also in case where the registered bidders are not available for a particular job.
- Details of tender enquiries issued are uploaded on Corporation's website: <http://www.hindustanpetroleum.com>.
- **NSIC Registered Units:**
  - ➔ The following points are applicable in case of NSIC registered units :
    - a) Exempted from tender fee, Earnest Money Deposit (EMD) / Security Deposit.
    - b) May be considered for giving the Price preference in line with Purchase policies.
  - ➔ The above are subject to fulfilling of the below mentioned criteria:
    - a) The SSI should be registered with National Small Scale Industrial Corporation Limited. (NSIC).

- b) The unit should be registered for the item for which the bid is invited.
- c) The registration certificate should be valid as on date of Purchase Order.
- d) The monetary Limit as indicated in the NSIC registration certificate should cover the value of items to be ordered.

- **Opening of Bids :**

- ➔ Tender Boxes are available for depositing the tenders at all Purchase Departments which include Corporate Office, Marketing Head Quarters Office, Zonal/Regional offices and Major locations. Bids received after the due date and time are not accepted.
- ➔ Opening of tenders : All tenders, whether public or limited, are opened by the authorized officers in the presence of the intending tenderers or their authorised representatives.
- ➔ In case of e-procurement : Opening of unpriced bids electronically is done by designated officers, in the system in secure mode.

#### **4. Award of Contract :**

Contract is awarded by placing Purchase Order to the technically and commercially lowest acceptable bidder. The approval for awarding the contract is obtained from appropriate committee specified in the Purchase Manual, as per the financial limit of the contract. All the contracts awarded are also made available on HPCL's website the link for which is <http://www.hindustanpetroleum.com>

#### **5. Redressal of Complaints :**

Online Grievances can be lodged through our website:  
<http://www.hindustanpetroleum.com>

## **6. In case of complaints :**

Complaints against unfair practices pertaining to execution of contracts etc. can be lodged with P & P Headquarters at Mumbai, at the address given below:

Deputy General Manager -

Engineering & Projects Department  
Hindustan Petroleum Corporation Ltd.  
2nd Floor, Gresham Assurance Bldg.,  
Sir P. M. Road, Fort,  
Mumbai 400001.

Deputy General Manager -

Pipelines & Projects Department  
Hindustan Petroleum Corporation Ltd.  
1st Floor, Hindustan Bhawan,  
8, S. V. Road, Ballard Estate,  
Mumbai 400001..

## **7. Preventive measures undertaken towards Safety & Security of Cross Country Petroleum Pipelines :**

- Each station / sectionalizing valve stations / Cathodic Protection (CP) Stations are provided with round the clock security.
- Supervisory Control and Data Acquisition System (SCADA) has been installed for effective monitoring and controlling of cross-country pipelines. The Leak Detection System (LDS) which is part of SCADA is provided to detect leak spot on pipeline.
- Director General of Resettlement (DGR) sponsored Security Agencies are deployed for carrying out security / line patrolling. In case where DGR has not sponsored agencies, PSARA registered security agencies are deployed.
- Line patrolling of the Right Of User (ROU) of the pipeline is carried out during day and night by security. GPS based Security personnel tracking system to enhance effectiveness of Line walkers has been introduced. Staggered line patrolling is followed to avoid predictability. For this purpose sufficient number of line walkers are deployed and also security supervisors are making random checks of ROU. Also, Corporation's Officers are carry out line walking once in a quarter.
- Surprise night inspections and mock incident simulation tests are being carried out regularly to check the efficacy of line walkers and corrective actions are taken wherever necessary.

- CCTVs have been installed at all Stations, Sectionalizing Valve Station and Cathodic Protection (CP) Stations and monitored by Control Room Officers.
- Night Vision Binoculars have been provided for better security and surveillance of the pipelines.
- To increase awareness, periodic meetings are held with Police at District / State Level.
- Industry coordination meeting on Onshore Security Coordination with DG of Police of the State OF Gujarat, Rajasthan, Haryana, Andra Pradesh and Maharashtra are being carried out regularly.
- Interactions with villagers are also held through regular meets and programs to enhance awareness.
- Reward scheme to motivate informers has been implemented.
- Pipeline Integrity Management program and practices have been developed to manage pipeline integrity.
- OFC based dedicated telecommunication system is in place for effective and quick communication between the stations / Sectionalizing valve stations / Cathodic Protection (CP) Stations.
- Mock drills are carried out in coordination with District Authorities for emergency preparedness.

## **8. To provide information of any untoward incident at the Pipeline Location :**

For reporting any untoward incident, route markers with contact details are provided along the route of the pipelines.

“TOLL FREE” number viz. 1800 180 1276 has been displayed. Public can use this toll free number to provide information.

### **Talent Acquisition :**

HPCL is an equal opportunity employer. All vacancies in HPCL arising in Management cadre are published in all leading newspapers including leading regional language newspapers whereas those in Non-Management cadre will be published in Employment News as well. A systematic procedure including test/GD/interview and other HR practices is followed to ensure selection of right candidates.

### **Capability Building :**

The Corporation is dedicated to enhance the competencies of employees to enable them perform efficiently in their current and future roles. Suitable periodical training is provided as per required areas for development of performance and potential of the employees. Capability building aims at improving effectiveness of employees, building cultural integration and facilitating a thriving learning organization so that dynamic challenges of business are handled appropriately towards Corporation achieving success.

### **Performance Management :**

HPCL has robust Performance Management System modeled on the Balanced Score Card System covering 100% of Management employees wherein employees are assessed against their performance in four quadrants viz. Customer Satisfaction, Physical /Financial, Improvement in Process and Learning & Growth. Their career progress is based on well-defined promotion policy which is transparently communicated to all management employees of the Corporation. Promotion takes place through a Departmental Promotion Committee (DPC) process. All presidential directives in this regard are implemented. With respect to Non-Executive employees

a mutually agreed upon performance appraisal system which assesses their performance on specific attributes is already in place. Promotions for this category of employees is based on a Career Development Policy (CDP) and implemented through Zonal Employee Promotion Committee (EPC). HPCL has leveraged technology for implementation of a robust IT based platform for performance assessments and implementation of promotions.

### **Industrial Relations :**

HPCL believes in maintaining healthy, cooperative and mutually beneficial industrial relations. Periodic Long Term Settlement and Career Development Policy are the guiding points for salary fixation, working condition and career development of Non-Management Workmen. Standing Orders (Non-Management Employees) and CDA Rules (applicable for Management employees) define the model behavioral requirements of the relevant employee group and recourse in case of deviations.

The Corporation adheres to all relevant statutory requirements and abides by communication / requirements of the relevant local authorities wherever it is working.

The Corporation works towards ensuring safe working conditions and fair wages to all including contract labor employed with contractors of HPCL.

### **Compensation and Benefits :**

HPCL strives to be a model employer and corporate citizen. The pay and benefits of Management employees of the Corporation are guided by relevant DPE guidelines. For non-management; a long term settlement is arrived through collective bargaining with recognized Unions and compensation packages are worked out accordingly.

### **Grievance Redressal :**

Various well defined grievance redressal mechanisms are available for all categories of employees of HPCL. An open door approach to unions ensures representation of collective grievances of employees as well as individual cases in case of requirement.

IT enabled platform is made available to all the employees to log in his grievances through Online application wherein the issues / queries of employees are handled by HR Officer. Suitable escalation mechanism also exists in case the employees are not satisfied with the resolution.

### **Technological Initiatives :**

HR in HPCL is committed to usage of scientific and contemporary knowledge for achieving organizational vision and enhancing employee engagement & competencies. As such wide variety of employment related aspects of employees are computerized to enable easy to access to the employee and faster processing of various benefits. Towards this end, the C & B claims, leave, retirement processes, transfer related requirements etc. are already system based procedures.

### **Reward and Recognition :**

HPCL has implemented reward and recognition schemes aimed at motivating all employees towards higher performance. For executives in the Senior / Middle Management, "HP ICON Awards" have been instituted since 2010 which aims to identify and recognize People Managers i.e. Officers who place the interests of their teams before individual contributions. For Officers in the junior management category, "HP Outstanding Achievers Awards" have been instituted to recognize outstanding contributions, while "HP Gaurav Awards" recognize outstanding efforts amongst Non-Executive category of employees. While HP ICON Awards are a bi-annual affair, the HP Outstanding Achievers Awards and HP Gaurav Awards are given away on an annual basis.

### **Whistle Blower Policy :**

#### **1. Preface :**

- HPCL believes in conducting its business in a fair and transparent manner by adopting highest standards of professionalism, honesty, integrity and

ethical behavior. As such Corporation endeavors to work against corruption in all its forms including demand and acceptance of illegal gratification and abuse of official position with a view to obtain pecuniary advantage for self or any other person.

- Towards this end, the Corporation has framed and adopted Conduct, Discipline and Appeal rules and Standing Orders which govern the conduct of Management Employees and workmen. Vigilance Dept. of the Corporation is also empowered to initiate investigations on its own and act on complaints received from public / employees, with regard to violation of Corporation's rules and procedures in the conduct of business.
- Any actual or potential violation of the Corporation's rules, regulations and policy governing the conduct of business is a matter of serious concern for the Corporation. The Corporation is, therefore, committed to developing a culture which is safe for employees - Officers and workmen can raise concerns about instances, if any, where such rules, regulations and policy guidelines are not being followed in furtherance of business.
- The objective of this policy is to build and strengthen a culture of transparency and trust in the organization and to provide employees - officers and workmen, with framework / procedure for responsible and secure reporting of improper activities (whistle blowing) and to protect employees wishing to raise a concern about improper activity / serious irregularities within the Corporation.

## 2. **Eligibility :**

All employees of the Corporation are eligible to make "Protected Disclosures".

## 3. **Whistle Blower - Role & Disqualifications :**

### A) **Role :**

- The Whistle Blower's role is that of a reporting party with reliable information.
- The Whistle Blower is not required or expected to conduct any investigations on his own.



- The Whistle Blower does not have any right to participate in investigations.
- Protected Disclosure will be appropriately dealt with by the Competent Authority.
- The Whistle Blower shall have the right to be informed of the disposition of his disclosure except for overriding legal or other reasons.

**B) Disqualifications :**

- Genuine Whistle Blowers will be accorded protection from any kind of unfair treatment / victimization. However, any abuse of this protection will warrant disciplinary action.
- Whistle Blowers, who make any protected Disclosures, which have been subsequently found to be motivated or malafide or malicious or frivolous, baseless or reported otherwise than in good faith, will be liable for disciplinary action as per the applicable Service Rules.
- Whistle Blowers, who make three Protected Disclosures, which have been subsequently found to be malafied, frivolous, baseless, malicious or reported otherwise than in good faith, will be disqualified from reporting further Protected Disclosure under this policy.

**4. Protection :**

The identity of the Whistle Blower shall be kept confidential

- No unfair treatment will be meted out to a Whistle Blower by virtue of his/her having reported a Protected Disclosure under the Policy.
- Complete protection, will be given to Whistle Blower against any unfair practice like teteliation, threat or intimidation of termination / suspension of service. disciplinary action, transfer, demotion, refusal of promotion, or alike including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his duties / functions including making further Protected Disclosure.

- If the Whistle Blower is required to give evidence in criminal or disciplinary proceedings, arrangements will be made for the Whistle Blower to receive connection with the above, towards travel etc. will be reimbursed as per normal entitlements.
- A Whistle Blower may report any violation of the above clause to the Competent Authority who shall investigate into the same and take corrective action as may be required.
- Any other Employee assisting in the said investigation shall also be protected to the same extent as the Whistle Blower.

### **Sexual Harassment of Women at workplace :**

HPCL believes that all its employees have the right to work with dignity which includes the right to a gender sensitive work environment. The Corporation is, therefore, committed to take measures to eliminate all forms of discrimination and create a healthy work environment which enables employees to work without fear of prejudice, gender bias and sexual harassment. The CDA Rules applicable to Management employees and the Standing Orders applicable to workmen, accordingly list, inter alia, any act of sexual harassment of any women at her work place as a misconduct.

Guidelines have been developed to ensure that employees strictly comply with and adhere to the provisions of The Sexual Harassment of Women at Workplace [Prevention, Prohibition and Redressal] Act, 2013 [Referred hereafter as SHWW (PPR) Act].

Salient features of the SHWW [PPR] Act 2013, as adopted by HPCL are as under :

#### **1 Prevention of sexual harassment :**

- No woman shall be subject to sexual harassment at the workplace as defined above.

#### **2 The ICC, in addition to redressal of complaints, will also :**

Recommend measures to create healthy work environment and arrange for workshops, training programs and awareness programs, debates and display of posters and other publicity measures, for gender sensitization of employees at the workplace.

### 3 **Procedure for filing Complaints :**

- Complaints of sexual harassment at the work place should be submitted by the aggrieved women to the Presiding Officer of the Internal Complaints Committee concerned in writing with contact details within a period of three months from the date of last incident. The complaint should be enclosed in a sealed envelope suitably superscribed - "SHWW (PPR) Complaint" and addressed to Presiding Officer. Internal Complaints Committee with remarks "to be opened by Addressee only".
- Where such complaints cannot be made in writing, the Presiding Officer of the Internal Complaints Committee, as the case may be shall render all reasonable assistance [as provided in the SHWW (PPR) Act] to the women for making the complaint in writing.

### 4 **Procedure for Registration and Redressal of Complaints :**

- **Registration of Complaints :**

The Presiding Officer/Secretary of the Internal Complaints Committee shall log details of the complaint - Sr. No., Date of receipt, Name of aggrieved woman, Name of respondent, in a Complaints Register specifically maintained for this purpose. The Presiding Officer/Secretary shall also monitor at regular intervals not exceeding 15 days, the progress made and action taken for redressal of the complainant.

- **Redressal Procedure where the respondent is a regular employee of the Corporation :**

- (i) The Committee shall, in cases where the aggrieved woman request in writing that the matter be settled through conciliation, take steps to settle through conciliation, take steps to settle the matter between the complainant and the respondent through conciliation. Where a settlement is arrived at, the Internal Complaints Committee shall record the settlement so arrived and forward the same to the Department Head concerned to take further action required.

Copies of the settlement shall be provided to the aggrieved woman and the respondent and the matter treated as closed, i.e., no further inquiry shall be conducted by the Internal Complaints Committee.

- (ii) In case where the aggrieved woman does not desire to settle the matter through conciliation, the Internal Complaints Committee shall, proceed to conduct the fact finding, inquiry as to whether there is a 'prima facie' case against the respondent/whether the allegation of sexual harassment, has been proved/the allegation of sexual harassment has not been proved.

On completion of the fact finding inquiry, the Internal Complaints Committee shall submit its report in writing to the Disciplinary Authority concerned as to the existence of a 'prima facie' case of sexual harassment against the respondent as to whether the allegation of sexual harassment has been proved/as to whether the allegation of sexual harassment has not been proved.

- (iii) In either case (i) or (ii) above, the ICC shall submit its report to the Department Head concerned within a period of 30 days of registration of the complaint.
- (iv) The Department Head shall within a period of seven days of receipt of the Report of the ICC, take further action, as recommended by the ICC or as required in terms of the CDA Rules applicable to Management employees/Standing Orders applicable to the workman concerned.

### **Employee Engagement Initiatives :**

HPCL has deployed various interventions aimed at improving employee engagement amongst its employees and their families. These include the YUVANTAGE platform for employees in GenY category, International Women's Day Celebrations, Annual Sports Meet, Annual Hindi Day, Alumni meets etc.

## **Corporate Social Responsibility :**

HPCL as a responsible Corporate Citizen has multipronged purpose of developing and serving the associated community, thereby enabling sustainability in achievement of business goals. CSR activities of HPCL aspire to reach common people, especially the under-privileged so as to facilitate improvement in the quality of they live.

## **Retirement Benefits :**

HPCL HR is dedicated to ensure effective catering of committed post-retirement benefits to the retired employees. Pre-retirement training is provided to all categories of employees on financial management and other post-retirement issues. Periodically agreed pension plans and medical assistance are also in place.

HPCL HR is committed to take progressive steps continually and see a bench mark in the industry to delighting stakeholders in a transparent and effective manner.

## RIGHT TO INFORMATION ACT 2005 - A BRIEF

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The dictum “Knowledge is Power” is truly applicable to the modern world and information is the most important means to acquire knowledge.

The information in the possession of the Public Authorities, by itself does not give any added value to the public. This information belongs to the public and held for the benefit of the public.

UN General Assembly realized this and has resolved that the Freedom of information is a fundamental human right and touchstone for all freedoms to which the UN is consecrated. The Commonwealth Human Rights Initiative propounds that the right to information underpins all other human rights.

In this direction, the Right to Information Act 2005, which came into effect from 12th October 2005, empowers the people of India with free flow of information from the Government.

Further details are accessible at

<http://www.hindustanpetroleum.com/righttoinformationact>

HPCL has prepared its Information Manual as per requirements of Section 4 of the RTI Act 2005, which is accessible at [http://www.hindustanpetroleum.com/rtiinfo\\_manual](http://www.hindustanpetroleum.com/rtiinfo_manual)

HPCL values suggestions for development of the Information Manual. You can submit your suggestions to the Nodal Officer, Shri V S Bhirud at [vbhirud@hpcl.in](mailto:vbhirud@hpcl.in)

Nodal Officer as per requirements of DOPT circular No.1/32/2007-IR dated 14th November, 2007 for RTI Queries and First Appeals is DGM-RTI & WEB Coordination. He can be contacted at HPCL, Petroleum House, 17 Jamshedji Tata Road, Churchgate, Mumbai 400020. Telephone 022 22863618.

## COMPLAINT / PUBLIC GRIEVANCE REDRESSAL MECHANISM

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A consumer who wishes to register complaint about any product or service may lodge the same by any one of the following methods:

1. **Availability of Complaint / Suggestion Book at HP Gas Distributor & Petrol Pumps:** As per the MDG (Marketing Discipline Guidelines) Provisions, it is mandatory for the dealers to maintain a Suggestion / Complaint Book and make the same available to the customer on demand. A message indicating availability of this book is also prominently displayed at the retail outlets and gas agencies. The field officer goes through the Complaints Book during his inspections, for which a specific provision has been made in the inspection report. The complaints are attended to by contacting the complainant, wherever necessary, by the Officers or action is taken based on input given by the customers.
2. **Display of Contact No. and Address at Retail Outlets / HP Gas Distributorships:** Contact details of the Sales Officers of the company are prominently displayed at all the retail outlets / HP Gas Distributorships, for the benefit of customers to contact them or write to them.
3. **Toll Free Number, Call Centers:** In order to have convenient, easy and effective way to enable customer to register their complaints and follow them up, two all India Toll Free numbers 1800 2333 555 and 155 233 are in place for registration of complaints.
4. **Web based complaints:** Customers can also register their complaints through HPC Corporate Website i.e. [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com). Once a complaint is registered on the website it automatically goes to the concerned officer for further action. A reply is sent to the customer by the concerned office, once it is resolved. Provision in the system enables customer to view the status of the complaint on the website.

5. **Timelines for Resolution of Complaints:** HPCL shall endeavor to respond to complaints received through Toll-Free number/Web Portal within fourteen days, except in circumstances beyond control of the Corporation viz. Natural calamities, strikes, absenteeism, system breakdowns or in cases warranting investigation etc. which may take longer to conclude. In such case, an interim reply would be sent.
6. **Email:** The consumer who is not satisfied with the resolution of complaint may send email to [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in) or [corphqo@hpcl.co.in](mailto:corphqo@hpcl.co.in) giving clear and complete details of the complaint and nature of remedial action sought. Past references may also be included.
7. **Public Grievance:**
  - a. Designated officers of the Corporation will be available every Friday between 4.00 PM to 5.00 PM at all major locations to hear & facilitate redressal of grievances of the public.
  - b. The details of the Public Grievance Redressal Officers for redressal of Public Grievances are available on the Corporate website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)
  - c. A link has been provided on HPCL Corporate website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com) for registering Public Grievances on the Government of India Public Grievances Portal (PG) viz. <http://goo.gl/xUObQ1>.



**HPCL LOCATIONS****HINDUSTAN PETROLEUM CORPORATION LIMITED****REGISTERED AND  
HEADQUARTERS OFFICE**

Petroleum House,  
17, Jamshedji Tata Road,  
Churchgate, Mumbai 400 020.  
Email: [corphqo@hpcl.co.in](mailto:corphqo@hpcl.co.in)  
Website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)  
Tel.: 022-22863900

**MUMBAI REFINERY**

Bhikaji Damaji Patil Marg,  
(Old Corridor Road),  
Mahul, Mumbai 400 074.  
Tel.: 022-25545061

**MARKETING  
HEADQUARTERS**

Hindustan Bhavan,  
8, Shoorji Vallabhdas Marg,  
Ballard Estate,  
Mumbai 400 001.  
Email: [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in)  
Tel.: 022-22637000

**VISAKH REFINERY**

Post Box. No. 15,  
Malkapuram,  
Visakhapatnam 530 011  
Tel.: 0891-2894000

**DELHI CO-ORDINATION OFFICE**

11th Floor, Tower - I, Jeevan Bharati,  
124, Indira Chowk, New Delhi 110 001.  
Tel.: 011-23467123

## LPG SBU ZONAL OFFICE

<b>NORTH ZONE</b>	<b>EAST ZONE</b>	<b>WEST ZONE</b>	<b>SOUTH ZONE</b>
HPCL 8th Floor, Core II, SCOPE MInar Complex, Laxmi Nagar, New Delhi :10 092. Tel. : 011-22408300	HPCL Purbanchal Bhavan, 771, Anandapur, Off EM-bypass Koklata:700 017. Tel. : 033-66095200	HPCL R & C Building, Sir J. J. Road, Byculla, Mumbai:400 008. Tel. : 022-23789000	HPCL Thalamuthu Natarajan Building 4th Floor, 8, Gandhi Irwin Rd., Post Box. No. 3045, Egmore, Chennai:600 008. Tel. : 044-28549744

<b>NORTH WEST LPG ZONE</b>	<b>SOUTH CENTRAL LPG ZONE</b>
HPCL 1st Floor, Karaka Building, Ashram Road, Ahmedabad:380 009. Tel. : 079-26484002	HPCL 6th Floor, Varun Towers, Siripuram Junction No. 1, Visakhapatnam:530 003. Tel. : 0891-2716703

## LPG REGIONAL OFFICES

<b>ANANTHAPUR LPG RO</b>	<b>SURAT LPG RO</b>	<b>AURANGABAD LPG RO</b>
HPCL NH-44, Taticherlla Village, Vadiyampeta (Post), Ananthapur:515 731 Andhra Pradesh	HPCL Hazira LPG Bottling Plant, P O Ichhapore, Hazira Surat:394510	HPCL H-1 MIDC, Chikalthana Industrial Area, Post Box No. 91, Aurangabad Maharashtra:431210
<b>BANGALORE LPG RO</b>	<b>BHUBANESHWAR LPG RO</b>	<b>CHENNAI LPG RO</b>
HPCL No.3&4, Whitefield Road, Mahadevapura PO, Bangalore, Karnataka:560048	HPCL LPG Bottling Plant, P.B. No : 11, Jatni, Kusumati, Jatni, Khurda Odisha:52050	HPCL Petro Bhavan, 2nd Floor, New No.82 (Old# 47), TTK Road, Alwarpet, Chennai Tamil Nadu:600018
<b>DELHI LPG RO</b>	<b>GANDHINAGAR LPG RO</b>	<b>GOA LPG RO</b>
HPCL 6th Floor, Core- II, Scope Minar , District Center, Laxmi Nagar Delhi:110092	HPCL Chara Sonipur Road, Sardav, Gandhinagar Gujarat:382640	HPCL Plot No. 150, Kundaim Industrial Estate, Kundaim, North Goa Goa:403115
<b>HOSHIARPUR LPG RO</b>	<b>HUBLI LPG RO</b>	<b>HYDERABAD LPG RO</b>
HPCL Village Dhaha, P.O. Mandialan, Jalandhar Road, Hoshiarpur Punjab:144105	HPCL 165/166, Kiadb Indl. Area, Belur, Dharwad Karnataka:580011	HPCL Post Bag No 2, Cherlapally, Hyderabad Andhra Pradesh:500051
<b>INDORE LPG RO</b>	<b>JABALPUR LPG RO</b>	<b>JAIPUR LPG RO</b>
HPCL Near Manglia Rly Station, Rahulkhedi, A.B. Road, NH3, Indore Madhya Pradesh:453771	HPCL Plot No 1-2, Phase-2, Maneri Industrial Area, Thesil Niwas, Mandla Madhya Pradesh:481886	HPCL Jaipur LPG R. O. 1st Floor, Jeevan Nidhi-2 LIC Bldg., Ambedkar Circle, Bhawani Singh Road Jaipur:302005

<b>JAMMU LPG RO</b>	<b>JAMSHEDPUR LPG RO</b>	<b>JIND LPG RO</b>
HPCL SIDCO Industrial Complex, Lane No 3, Phase-II, Bari Brahmana Jammu:181133	HPCL Large Sector, Adityapur Industrial Area, PO: Kandra, Dist Saraikella Jharkhand:832402	HPCL P.O. Box No. 5, Rohtak Road, Jind Haryana:126102
<b>JODHPUR LPG RO</b>	<b>KOCHI LPG RO</b>	<b>KOLKATA LPG RO</b>
HPCL Bhagat Ki Kothi, Jodhpur Rajasthan:342005	HPCL Seaport-Airport Road, Irumpanam, Ernakulam Kerala:682309	HPCL P-4, Oil Installation Road, Paharpur, Kolkata West Bengal:700088
<b>LONI LPG RO</b>	<b>LUCKNOW LPG RO</b>	<b>MANGALORE LPG RO</b>
HPCL Village - Till Shahbajpur, Post Office Loni District Ghaziabad (U.P.) Loni, Ghaziabad:201102	HPCL Plot No. 1, Nehru Enclave, Gomati Nagar, Lucknow:226 110, (U.P.)	HPCL 2nd Floor, Deo Gratias Building, Chilimbi-Urva Stores, Mangalore:560 006
<b>MUMBAI LPG RO</b>	<b>NAGPUR LPG RO</b>	<b>NAVI MUMBAI LPG RO</b>
HPCL 1st Floor, HP Filling Plant, LU Gadkari Marg, Behind HP Refinery, Mumbai Maharashtra:400074	HPCL Near Khapri Rly Station, Wardha Road, Khapri, Nagpur Maharashtra:441108	HPCL Plot No. 1, Near NMMT Depot, Sector-20, Navi Mumbai MC Maharashtra:400705
<b>PATNA LPG RO</b>	<b>PUNE LPG RO</b>	<b>RAIPUR LPG RO</b>
HPCL Patna LPG R. O. 6th Floor, Lok Nayak Jai Prakash Bhavan P.B. No.40, Dak Bunglow Chowk Patna:800001	HPCL Mhalunge Ingle, Chakan -Talegaon Road, Pune, Maharashtra:410501	HPCL Mandir Hasaud, Raipur:492101
<b>VIJAYAWADA LPG RO</b>	<b>VISAKH LPG RO</b>	
HPCL Industrial Dev. Area, Kondapalli, Krishna Andhra Pradesh:521228	HPCL HP Petro Park, Port Connectivity Road, Visakhapatnam:530 009 Andhra Pradesh	

## RETAIL SBU ZONAL OFFICES

<b>NORTH ZONE</b>	<b>EAST ZONE</b>	<b>WEST ZONE</b>	<b>SOUTH ZONE</b>
HPCL 7th Floor, Corell, SCOPE Minar Complex, Laxmi Nagar, New Delhi:110 092. Tel. : 011-22010601	HPCL Purbanchal Bhavan, 771, Anandapur, Off EM-bypass, Koklata:700 017. Tel. : 033-24195701	HPCL R & C Building, Sir J. J. Road, Byculla, Mumbai:400 008. Tel. : 022-23789000	HPCL Thalamuthu Natarajan Building 4th Floor, 8, Gandhi Irwin Rd., Post Box. No. 3045, Egmore, Chennai:600 008. Tel. : 044-2852771

<b>NORTH WEST ZONE</b>	<b>NORTH CENTRAL ZONE</b>	<b>SOUTH CENTRAL ZONE</b>
HPCL North West Zone Retail, 1st floor, Shri Balaji Alfa Bazar, Opp Thakorbhai Desai Hall, High Street-1 Law Garden, Ahmedabad:380 015	HPCL 1, Nehru Enclave, Gomti Nagar, Lucknow:226 010. Tel. : 0522-2307340	HPCL Parishram Bhavan, 7th Floor, Fateh Maidan Rd., Opp. Babu Khan Est. Bldg, Hyderabad:500 004. Tel. : 040-66908050

## NORTH ZONE RETAIL REGIONAL OFFICES

<b>DELHI RETAIL RO</b>	<b>BATHINDA RETAIL RO</b>	<b>CHANDIGARH RETAIL RO</b>
HPCL 7th Floor, North Tower Scope Minar, District Centre Laxmi Nagar New Delhi:110092	HPCL C/o HPCL Retail Outlet, Phoos Mandi, Mansa Road, Bathinda:151001	HPCL Tel Bhawan Plot No. 6A, Madhya Marg, Sector 19B, Chandigarh Chandigarh:160019
<b>GURGAON RETAIL RO</b>	<b>JALANDHAR RETAIL RO</b>	<b>JAMMU RETAIL RO</b>
HPCL 104, Silverton Towers, 1st Floor Golf Course Extension Road, Sector-50, Haryana Gurgaon:122001	HPCL Suchipind, GT Road Bypass Jalandhar:144009	HPCL Opposite Asia Hotel Gandhi Nagar, Jammu Jammu & Kashmir:180004
<b>PANIPAT RETAIL RO</b>	<b>SHIMLA RETAIL RO</b>	
HPCL E-22, Industrial Area, Court Road, Panipat, Haryana:132103	HPCL Hameer House, 3rd Floor, Lower Chakkar, Shimla HP:171005	

## EAST ZONE RETAIL REGIONAL OFFICES

<b>RAIPUR RETAIL RO</b>	<b>GUWAHATI RETAIL RO</b>	<b>RANCHI RETAIL RO</b>
HPCL 2nd Floor, Madina Manzil Medical College Square Jail Road, Raipur:492001 Chattisgarh	HPCL H.D Complex, 2nd Floor, Janapath, G. S Road, Ulubari, Guwahati Dist: Kamrup (M):781007	HPCL 5th Floor, Maru Tower, Kanke Road, Ranchi:834008 Jharkhand
<b>SAMBALPUR RETAIL RO</b>	<b>BHUBANESHWAR RETAIL RO</b>	<b>DURGAPUR RETAIL RO</b>
HPCL AT- Pardhiapali, Po : Sankarma Dist:sambalpur:768 006 Odisha	HPCL 5th Floor Alok Bharati Building Bhubaneswar:751 007 Odisha	HPCL Rajbandh, NH-2 Durgapur:713 212 West Bengal
<b>KOLKATA RETAIL RO</b>		
HPCL 6, Church Lane 2nd Floor Kolkata:700 001		

## WEST ZONE RETAIL REGIONAL OFFICES

<b>MUMBAI RETAIL RO</b>	<b>VASHI RETAIL RO</b>	<b>VASCO RETAIL RO</b>
HPCL 3/4, Junction of S.V. Rd & Turner Rd Bandra(West) Mumbai:400050	HPCL D-500, TTC Industrial Area Vashi, Navi Mumbai:400705	HPCL F. L. Gomes Road Vasco da Gama Goa:403802
<b>PUNE RETAIL RO</b>	<b>AURANGABAD RO</b>	<b>INDORE RETAIL RO</b>
HPCL 3-C, Dr. Ambedkar Road, Camp Pune:411001	HPCL Plot No 39, Sector-G, Town Centre, CIDCO Aurangabad:431003	HPCL Ground Floor, Kapas Bhawan 27A, Race Course Road, Indore:452001
<b>BHOPAL RETAIL RO</b>	<b>JABALPUR RETAIL RO</b>	
HPCL Gautam Nagar P. O. Govindpura Bhopal:462023	HPCL 74 - 75 Gol Bazar Shaheed Smarak, Near Gangotri Apartment Jabalpur:482002	



## SOUTH ZONE RETAIL REGIONAL OFFICES

<b>CHENNAI RETAIL RO</b>	<b>COCHIN RETAIL RO</b>	<b>TRICHY RETAIL RO</b>
HPCL Petro Bhavan, 2nd Floor No 82, TTK Road Alwarpet Chennai:600018	HPCL P. B. NO.1601 Ernakulam North P. O. Cochin:682 018	HPCL MDSR Enclave, 2nd Floor No. 90, Bharatidasan Salai Cantonment Trichy:620001
<b>COIMBTORE RETAIL RO</b>	<b>KOZHIKODE RETAIL RO</b>	<b>MADURAI RETAIL RO</b>
HPCL H P House 18/3, Big Bazaar Street Near Railway Station Coimbatore:641001	HPCL Elathur, Near Elathur Railway Station, Kozhikode: 673303	HPCL Rakesh Towers, 3rd Floor Bye Pass Road Madurai:625010

## NORTH CENTRAL ZONE RETAIL REGIONAL OFFICES

<b>LUCKNOW RETAIL RO</b>	<b>MUGHALSARAI RETAIL RO</b>	<b>MEERUT RETAIL RO</b>
HPCL Plot No.1, Nehru Enclave Gomti Nagar LUCKNOW:226 010	HPCL 2nd Floor, North Square Building Near IP Mall, Shastri Nagar, Sagra Varanasi:221002	HPCL Village : Poota Vedvyaspuri, Partapur, Industrial Estate Meerut:250103
<b>AGRA RETAIL RO</b>	<b>PATNA RETAIL RO</b>	<b>BEGUSARAI RETAIL RO</b>
HPCL 85/4, Ispat Bhavan, 3rd Floor Sanjay Place, Agra:282 002	HPCL Loknayak Jayprakash Bhavan 6th Floor, Dak Bangalow Crossing Fraser Rd. Patna:800001	HPCL C/o : Barauni Depot NH 31, Village & Post : Papraur, Begusarai:851210
<b>DEHRADUN RETAIL RO</b>		
HPCL 94, Govind Nagar, Race Course Dehradun :248001		

## NORTH WEST ZONE RETAIL REGIONAL OFFICES

<b>AHMEDABAD RETAIL RO</b>	<b>JAIPUR RETAIL RO</b>	<b>JODHPUR RETAIL RO</b>
HPCL Petroleum House Behind Memnagar Fire Station Navrangpura Ahmedabad:380009	HPCL Tel Bhavan, Jyoti Nagar Sahakar Marg Jaipur:302005	HPCL Between HPCL & IOCL Petrol Pump Bhagat Ki Kothi Jodhpur:342005
<b>UDAIPUR RETAIL RO</b>	<b>VADODARA RETAIL RO</b>	<b>RAJKOT RETAIL RO</b>
HPCL 50, Saheli Nagar Opp. New Polo Ground Udaipur:313001	HPCL HPCL Petrol Pump Near Charbhuj Ambalal Park Karelibaug Baroda:390018	HPCL Tel Bhavan, 1st Floor University Road Rajkot:360005

## SOUTH CENTRAL ZONE RETAIL REGIONAL OFFICES

<b>SECUNDERABAD RO</b>	<b>VIJAYWADA RO</b>	<b>VISAKH RETAIL RO</b>
HPCL 130/1, Sarojini Devi Street Next to St. Patricks High School, Secunderabad:500 003	HPCL Near Sai Baba Temple, Tadepalli : 522 501 Guntur District	HPCL Waltair Park, P. B. No.135 Chinna Waltair, Visakhapatnam:530 003
<b>KADAPA RETAIL RO</b>	<b>BANGALORE RETAIL RO</b>	<b>BELGAUM RETAIL RO</b>
HPCL Near Railway Station Cuddapah:516004	HPCL No.77, Old Madras Road, Doorvaninagar P. O. K. R. Puram, Bangalore:560 016	HPCL Rani Chennama Nagar Sambhaji Road, P. B.No. 529 Belgaum
<b>MANGALORE RETAIL RO</b>		
HPCL 1st floor 'Deo Gratias' Building Chilimbi, Urwa Stores Mangalore:575 006		

**IMPORTANT WEBSITES**

<http://www.hindustanpetroleum.com>

<http://www.hpgas.com>

<http://www.retail.in>

<http://www.hplubes.com>

<http://www.performance.gov.in>

<http://www.pgportal.gov.in>

<http://www.cpgrams-darpg.nic.in>

<http://www.dpg.gov.in>

<http://www.darpg.gov.in>

<http://www.iac.org.in>

<http://www.rti.gov.in>



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