

SZ-E-000001



HINDUSTAN PETROLEUM CORPORATION LTD.

BROCHURE

SELECTION OF RETAIL OUTLET DEALERS

1st November , 2004

Cost : Rs.50/-

1. IDENTIFICATION OF LOCATIONS

Locations for setting up Petrol/Diesel retail outlet dealerships are identified by the oil company after carrying out required feasibility study and commercial viability. For appointing dealers for retail outlets the following transparent procedure is followed by HPCL.

2. MODE OF SELECTION

- (a) The locations identified as above are advertised under appropriate category in minimum TWO newspapers- one English and one Regional vernacular Dailies having wide circulation in the area where the location falls.
- (b) Government Organisations / Government Undertakings / Semi-Government / Autonomous Bodies / Public Limited Company / Charitable Trust / Large Fleet Operators (minimum fleet of 50 vehicles) having suitable land can be considered for award of dealership, through Direct offer, without route of advertisement, subject to the location being feasible / commercially viable.
- (c) Similarly at certain strategic/high potential locations and some locations in rural markets, the award of direct dealerships to persons having suitable land can be considered, through Direct offer, without route of advertisement, subject to the location being feasible / commercially viable.

3. RESERVATION FOR DEALERSHIPS

3.1 The percentage reservation statewise for various categories is as under:

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

* RESERVATION FOR DEALERSHIPS IN TRIBAL AREAS IN NORTH EASTERN STATES :

State	Percentage of dealerships to be awarded to ST category	Balance % to be awarded to open category
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Arunachal Pradesh	70	30
Meghalaya	80	20
Nagaland	80	20
Mizoram	90	10

3.2 RESERVATION FOR WOMEN:

33% of the dealerships in each category will be reserved for women belonging to that category. Other things being equal, unmarried women above 40 years of age with out earning parents and Widows will be given preference over others in all women categories.

4. ELIGIBILITY CRITERIA:

INDIVIDUALS

4.1 NATIONALITY: Indian.

4.2 AGE:

As on the date of application (in completed years) **21 years & above**

4.3 EDUCATIONAL QUALIFICATIONS:

Minimum Matriculation or recognised equivalent for all categories (except FF, OSP & DC categories). However, persons applying under these categories will be assessed for this criteria.

4.4 DISQUALIFICATION: The following are not eligible.

- (a) Person who has been convicted by any court of law for any criminal offence involving moral turpitude/economic offences (other than freedom struggle).
- (b) Mentally unsound (who suffers from insanity)

(c) Totally paralysed persons.

(d) Signatory to agreement of a dealership/distributorship of any oil company terminated on the grounds of adulteration/malpractice.

(e) Guilty of wilfully giving wrong information

5. ELIGIBILITY CRITERIA FOR VARIOUS RESERVED CATEGORIES :

(a) Scheduled Castes/ Scheduled Tribes (SC/ST)

Those recognised as Scheduled Castes/ Scheduled Tribes (SC/ST) under the Constitution of India.

(b) Physically Handicapped Persons (PH)

The person should be orthopaedically handicapped to the extent of a minimum of 40% permanent/ partial disability of either upper or lower limbs or 50% permanent/ partial disability of both upper and lower limbs together. For this purpose, the standards contained in the 'Manual for Orthopaedic Surgeon in evaluating Permanent Physically Impairment' brought out by the American Academy of Orthopaedic Surgeons, USA and published on its behalf by the Artificial Limbs Manufacturing Corporation of India, G.T. Road, Kanpur, shall apply.

Deaf, Dumb and blind persons will also be eligible to apply for all dealerships/distributorships under this category.

Totally paralysed or Mentally unsound persons will not be eligible to apply under any category.

(c) Defence Personnel (DC)

a) Widows/dependents of Posthumous gallantry award winners.

b) War widows/dependents of those who died in war.

c) War disabled.

d) Widows/dependents of those who died in harness due to attributable causes.

- e) Disabled in peace due to attributable causes.

The inter-se priority under this category will also be in the above order.

Certificate to be produced from Directorate General of Resettlement (DGR), Ministry of Defence, Government of India sponsoring the candidate for the dealership for which he/she has applied. Certificate of eligibility issued for one dealership is **not** valid for another dealership and therefore a candidate can be considered to be eligible only if he/she has been sponsored for the particular location with reference to current advertisement.

(d) Outstanding Sports Persons (OSP)

The following persons will be eligible :

- a) Arjuna Awardees.
- b) Winners of Medals at Olympics/ Asiad /Commonwealth Games and Recognised World Champions/World Championships.
- c) National Champions under the Recognised National Championships.
- d) National Adventure Awardees

(e) Paramilitary/Police/Govt. Personnel (PMP)

The following persons will be eligible:

The personnel of Paramilitary/Police Personnel including persons having served in BSF,CRPF, CISF, ITBP, Railway Protection Force, Special Reserved Police, Special Armed Police, Coast Guards, Assam Rifles etc. as designated by Central Government and Police Forces of the States, Customs and Central Excise Department, Narcotics Control Bureau, Enforcement Directorate, Economic Intelligence Bureau, Directorate General of Anti-Evasion and Directorate of Revenue Intelligence and those serving in different Departments of Central/State Governments who are incapacitated OR disabled while performing their duties will be eligible under this category.. In case of death, while performing duties, their widows/ dependants will also be eligible under this category.

Inter-se Priority :

- (a) Widows/dependants of Posthumous gallantry award winners.

- (b) Widows/dependants of persons having died in action.
- (c) Personnel disabled on duty.
- (d) Widows/dependants of persons who died while in service
- (e) Disabled in peace due to attributable causes

(f) Freedom Fighters (FF):

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

6. MULTIPLE DEALERSHIP NORM (RELATIONSHIP CLAUSE)

Only one Retail outlet/SKO-LDO dealership/LPG distributorship will be allowed to a family unit consisting of the individual concerned, his/ her spouse and unmarried sons/ daughters. This clause is not applicable to registered co-operative societies/consumer societies, corporate houses, public/private companies incorporated under companies act 1956, govt organisation, central/state PSUs, Fleet operators, Registered Bus/Truck associations and Charitable trusts.

7. PARTNERSHIPS:

In case of partnerships, all partners should individually fulfil the eligibility criteria specified above and each partner should submit separate application forms.

8. REGISTERED CO-OP SOCIETIES / CONSUMER SOCIETIES

Registered co-operative societies/Registered consumer societies are eligible to apply under the respective category provided all the members of the society belong to the same category for which the location has been advertised for. They can also apply under Open category. They are eligible to apply only if these have been making net profit during last 3 financial years.

Age, educational qualification and relationship clause will not be applicable in their cases.

9. Government Organisations, Public/Private Companies, Bus/Truck Associations

Registered Associations or Persons like Bus/Truck associations and Corporate houses can apply under Open category. Corporate houses for this purpose will include Central/State Public Sector Companies as well as any company incorporated under companies act 1956. **Age, educational qualification and relationship clause will not be applicable in their cases.** However, Pvt. Limited companies are eligible to apply only if these have been making net profit during last 3 financial years.

10 PERSONAL SUPERVISION BY DEALER (FOR ALL CATEGORIES):

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

11. SCHEME OF FINANCIAL ASSISTANCE TO SC/ST CATEGORY DEALERSHIPS UNDER 'CORPUS FUND' SCHEME:

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

- (a) In respect of locations reserved for SC/ST categories, the concerned oil company will make available the ready Retail outlets with all basic facilities at its own cost. Therefore the Applicants belonging to SC/ST categories applying against locations covered under 'Corpus Fund Scheme' are not expected to offer land, infrastructure and finance.
- (b) Oil Company will also provide adequate working capital loan for a full operation cycle of the operation of the Dealerships. Both the working capital as well as 11% per annum interest thereon will be recovered in 100 equal monthly installments from the 13th month of commissioning of the Dealership.
- (c) The allottees will have to pay a Licence Fee to the Oil Company as applicable for Company Owned Retail Outlet, from time to time. This is presently Rs 43/- per KL for Petrol (MS) and Rs 37/- per KL for Diesel (HSD).

11.1 CORPUS FUND FACILITIES FOR WOMEN

On their application, request and subject to satisfaction of the company, unmarried women above 40 years of age without earning parents and widows who have been awarded dealership will also be entitled for facilities under the Corpus fund scheme.

12.1 APPLICATION FORM:

Application form for dealership is a part of the advertisement published in the newspapers. The application format can also be downloaded from our website www.Hindustanpetroleum.com.

- a) The application can be submitted on plain paper in the prescribed format as mentioned above.
- b) Application Fee: (non refundable) - Rs.1000/- (**Rs.500/- in respect of SC/ST candidates**).
- c) In case of partnership, each partner will have to submit separate application forms along with separate application fee as applicable. However, while submitting the filled forms their application forms have to be attached **together**.
- d) Filled application along with relevant enclosures complete in all respects should be submitted so as to reach the office address mentioned in the advertisement for a location before the due date and time.
- e) No addition /deletion/ alteration will be permitted in the application once it is submitted.
- f) No additional documents whatsoever will be accepted or considered after the cut off date of the application.
- g) Applications received after the cut-off date including postal delay, and those without accompanying valid documents like application fee or incomplete in any respect will not be considered and no correspondence will be entertained by the oil company in such cases whatsoever.
- h) After the cut off date for receiving the applications, as given in the advertisement, the applications received are scrutinised. In case applications are rejected at the time of scrutiny, the concerned applicant will be advised in writing along with the reasons for rejection. Such applicants will not be called for interviews.
- i) If any statement made in the application or in the document enclosed therewith by the candidate at any stage is found to be incorrect or false, the application is liable to be rejected without assigning any reason and in case the applicant has been appointed as a dealer, the dealership is liable to be terminated. In such cases the candidate / dealer shall have no claim whatsoever against HPCL.
- j) A person selected for dealership, after issuance of letter of appointment, will have to execute a dealership agreement with HPCL as per terms and conditions detailed therein.

13. PERSON APPLYING FOR DIFFERENT LOCATIONS

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

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

14. PREFERENCE FOR APPLICANTS OFFERING SUITABLE LAND

Availability of suitable land for setting up of retail outlets at the advertised location is the essence of the project. Wherever it has been indicated in the advertisement that land is also needed at the advertised location, applicants who readily have suitable site available for setting up of Retail Outlet or have a firm commitment from the land owner for purchase/lease of site, applicants willing to transfer the land on ownership / long term lease to HPCL would be given preference while awarding marks under the head land and infrastructure.

The above is subject to considering the location of the land from the point of view of suitability from technical and commercial angle and rates acceptable to HPCL. However, the land and details offered along with the application will only be considered for this purpose and the applicant will not be given the opportunity to offer any other land subsequently. For this purpose, the land owned by the family members namely spouse/unmarried children will also be considered as belonging to the applicant subject the consent of the concerned family member.

However, if an applicant, after selection on the above basis, is unable to provide the land indicated in the application within a period of TWO months from the date of Letter of Intent (LOI), HPCL will have the right to cancel the allotment of dealership made to the applicant. The suitability of the Land will be decided by HPCL. However, there is no commitment from HPCL for taking the offered land from the applicant.

In case of lease, the same will be for a period of minimum 15 years with renewal option for another 15 years at the discretion of company.

However, if need arises by HPCL, some outlets can be developed as dealer owned without taking the land on lease.

14.1 SUITABILITY OF SITE OFFERED BY THE APPLICANTS

Site offered by the candidates should meet the requirement of NHAI, in case located on National Highways. Beside this, site should also meet norms of statutory bodies like forest, explosive etc. and that land should be converted for commercial and petrol pump use. The technical / commercial suitability of the land/site offered by the applicants against advertisement for any location will be ascertained by a team of HPCL before the interview for that location based on the following parameters.

EVALUATION BY SITE SELECTION COMMITTEE			
Sl.No.	Parameter	RETAIL OUTLET	
		Weightage	
		City	Highway
1	Sales potential	20	15
2	Frontage	15	12
3	No earth filling reqd.	8	7

4	No earth/rock cutting reqd.	6	4
5	No LT O/H Line	3	3
6	No O/H Tel.Line	3	3
7	No Trees	3	2
8	Proximity to culvert (farther from culvert desirable)	2	11
9	Soil Type (Soft)	7	5
10	Availability of Power	10	8
11	Availability of Water	9	8
12	Visibility from Road	7	9
13	No Presence of Divider	7	4
14	Outside Octroi Limits.	0	9
	Total	100	100

Note 1: The marks indicated against each parameters, are the maximum marks, which can be scaled down, depending on high to low suitability in that parameter.

Note 2: Frontage of plot required for dealership will be indicated in the advertisement and plot meeting minimum frontage will be given 80% of the marks and plots with bigger frontage, higher marks upto a maximum of 15 for city outlets and 12 in case of outlets located on Highways.

Note 3: During the interview, the site selection committee's report in respect of the site offered by an applicant will be shown to the concerned applicant before the interview committee finalises the 'suitability' of the site for the purpose of awarding marks under the parameter 'land and infrastructure'.

15. Type of Retail Outlet Dealerships : -HPC is setting up 3 type of outlets:

1. Dealer Leased: In case the outlet is to be developed under this category, the land and superstructure, when constructed, will be taken from the selected candidate on lease for a period of 15 years with a renewal option of 15 years. The rental will be paid by HPCL and recovered from the dealership as additional licence fee. The Service Station Licence Fees (SSLF) will be charged at a lower rate which is presently Rs 13/- per KL for MS and Rs 11/- per KL for HSD.

2. Company owned: In case the outlet is developed under company owned category, the land only will be taken on lease for a period of 15 years with renewal option of 15 years, rental will be paid by HPCL and will not be recovered from the dealership. The superstructures will be provided by the company and SSLF will be charged at a higher rate, which is presently Rs 43/- per KL for MS and Rs 36/- per KL for HSD.

3. Dealer owned: On strategic consideration, company may decide to develop certain retail outlets on Dealer owned basis. In such cases, the land and superstructure will not be taken on lease from the selected candidate. The Service Station Licence Fees (SSLF) will be charged at a lower rate which is presently Rs 13/- per KL for MS and Rs 11/- per KL for HSD.

15.1 PROVISION OF BASIC FACILITIES AT THE DEALERSHIPS:

15.1.1 Following basic facilities will be required to be provided by each dealer at above 3 type of retail outlet:

Drinking Water, Free Air @, First Aid kit with medicines, Toilet @, Pollution under Control Equipment (PUC) wherever it is mandatory. @, Telephone @, Adequate illumination, Generator, water and Fire Fighting Facilities

@ Facilities marked @ will be provided by the oil company to those dealers who are entitled for financial assistance under 'Corpus Fund Scheme'

15.1.2 In addition to above, for Dealer leased and Dealer owned outlets, the applicant, if selected for the award of the dealership, will also have to set up the infrastructure facilities on the land owned/arranged by them at their own cost in accordance with the requirements of HPCL. Some of the facilities to be provided by the candidate in such cases will be as under as per layout & standards prescribed by HPCL at his/ her own cost:

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

16 INTERVIEWS

Selection will be made from amongst the eligible candidates by a committee comprising of 3 Officers of **HPCL**.

16.1 NORMS FOR EVALUATING CANDIDATES FOR RETAIL OUTLET DEALERSHIPS:

16.1.1 Each candidate (individuals and partners of a partnership firm) during the interview will be assessed by the Selection Committee broadly under the following parameters:

- | | |
|---|----------|
| a. Capability to provide land and infrastructure / facilities | 35 marks |
| b. Capability to provide finance | 25 marks |

c. Educational qualifications	15 marks
d. Capability to generate business	10 marks
e. Age	4 marks
f. Experience	4 marks
g. Business ability / acumen	5 marks
h. Personality	2 marks

Allocation of marks on various parameters (as applicable to individuals/partnerships)

Applicants owning/arranging suitable land and willing to transfer the same on ownership / long lease basis to the oil company at the rates acceptable to the oil company and subject to suitability of the same from technical and commercial angle, will be given preference while

awarding marks under the head land and infrastructure. For this purpose, land belonging to the family member(s) i.e. spouse and unmarried son(s) / daughter(s) shall also be treated as "owning" subject to their written consent.

Parameter	Sub-heads	Description	Marks	Evaluation
Land and infrastructure Maximum marks 35	Suitable land for retail outlet	Having clear title to the land/ Registered Sales Deed and willing to give to the company on long term lease at rental acceptable to HPCL or purchase basis	35	Based on leading questions and also verifying the documents submitted
		Having agreement to purchase and willing to give to the company on long term lease or purchase, or legal documents from the land owner committing for transfer of land to company on direct or sub-lease at rental acceptable to HPCL	25	
		Having clear title to the land/ Registered Sales Deed and not willing to give to the company but willing to use the same for development of a retail outlet	20	
		Having agreement to purchase and not willing to give to the company but is willing to use the same for development of a retail outlet	15	

The applicant on selection should be capable to raise necessary funds for effectively operating the dealership to the satisfaction of the oil company. The estimated requirements of funds expected to be made available by the applicant excluding the cost of land for the setting up / operation of the dealership will be indicated in the advertisement for any location.

EDUCATIONAL QUALIFICATION Maximum marks 15	Basic	Based on the educational qualification proof provided by applicant, the following marks will be awarded. Matriculate/ SSC/Xth pass XIIth pass Graduate Post graduates or higher qualifications	7 8 10 12	Based on documentary evidence, by furnishing certificate/mark sheet from Board/ University as applicable.
	Professional	Any Diploma	Basic Qualification marks + 1	
		Degree excluding Technical /Law/ Medical/ Management Graduate/Chartered/Cost Accountant	Basic Qualification marks + 1	
		Technical /Law/ Medical/ Management Graduate/ Chartered/Cost Accountant or higher qualifications	15	
AGE Maximum marks 4		Marks will be awarded on the following basis. > = 21 < 26 >= 26 < 46 >= 46 < 56 >= 56 <= 65	2 4 2 1	Based on documentary evidence

Capability to generate business. Maximum marks 10	Tapping of Sales potential	i) Assessment by Committee on tie up of sales volumes with prospective customers.	5	i) Committee will assess the applicant's ability to tap the sales potential for both MS & HSD through leading questions & Production of documents including Affidavit from prospective customers in support of claim. ii) The committee members will satisfy themselves through leading questions on the project report submitted by the candidate and assess him accordingly. (iii) As per the assessment of the committee based on leading questions
	Project report	ii) Based on project report for realizing sales potential submitted by the applicant.	3	
	Assessment of committee	iii) On the overall judgment of candidate's ability to generate business including future plans Note: Sales potential, as estimated by HPCL will be indicated in the advertisement against each location. The candidate, while applying, will have to submit an affidavit in support of his claim with regard to his ability to tap the sales potential from the prospective customers. It will be clearly indicated in the affidavit that such prospective customer has not given similar consent to any other applicant for the concerned location. The indicative parameters in this regard are as under: Tied up volume with transporters/ Taxi/Rickshaw Operators/ Transport Association/ private cars/ fleet/ agricultural equipment/mining/earth moving equipment/ Own Vehicles/ Fleet/ equipments/machinery, tie up with Industries regarding requirement for power generation etc. In case the affidavit is not factual or not substantiated during interview/at a later date, the candidature/dealership is liable to be cancelled.	2	
		Sub total	10	
Experience		Retail trade of petroleum products	4	Based on furnishing of documentary evidence to
Maximum marks 4		Other / related petroleum trade / transport / automobiles	3	

		Hospitality / Service industry / FMCG	2	establish of the relevant service of minimum 1 year.
		Others	1	
Business ability / acumen Maximum marks 5		(i) Marks will be awarded based on project report / leading questions with regard to earlier handling of business as well as response to specific situation related queries as under: - Management of people - Management of finance / infrastructure - Trade related.	3	Based on project report/ leading questions with regard to earlier handling of business & specific situations.based on leading questions.
		(ii) Based on proven ability / acumen as in earlier / existing business	2	
Personality		Assessment of the committee on the following parameters Communication/articulation skills Polite, presentable and well mannered Enthusiasm/energetic/medical history Self confidence / convincing power.	2	Assessment based on observation and leading questions.
Grand total			100	

16.1.2 In case one or more of the criteria as listed above is not applicable for any section of applicant or category of dealerships as listed below the evaluation will be done excluding those marks and evaluating them only on the applicable marks. However, for final comparison and selection the percentage of the scored mark over the "total applicable marks" for that category /section would be the basis. A format for this purpose is enclosed as **Annexure 1**.

Examples:

- a) Widows or women above 40 years of age (without earning parents) applying under Women reserved quota or SC/ST persons applying under SC/ST reserved category will not be evaluated on "Capability to provide land and infrastructure / facilities" (35 marks) & "Capability to provide finance"(25 marks). In these cases, the maximum applicable marks would be 40 only.
- b) In respect of Registered Co-operative societies/and Organised bodies like Registered Associations or persons like Bus / Truck Associations and Corporate houses etc. in which cases the parameters like Age(4), Educational qualification(15) and Personality (2) are not applicable, evaluation will be carried out on the maximum applicable mark of 79. etc.
- c) In respect of partnerships, all partners will have to attend the interview together and they will be evaluated individually for individual parameters like age, educational qualification etc. The land and finance owned by any one of the partners will be treated as the same being owned by the firm as a whole for evaluation purposes.

16.1.3. INTERS-SE-PRIORITY FOR "DC" AND "PMP" CATEGORIES

In respect of Defence (DC) and PMP categories where the inter se priority is given by the competent authorities like DGR etc. the evaluation as per our spelt out norms as above will be carried out simultaneously considering the following marks in addition to the 100 marks mentioned above based on the certificate produced by the candidate from the appropriate authorities. In other words these persons will be evaluated on a total marks of 140.

(a) For Defence Category (DC)

Priority I	Widows/dependants of posthumous Gallantry Award Winners	40 Marks
Priority II	War Widows / dependants of those who died in war	32 Marks
Priority III	War disabled	24 Marks
Priority IV	Widows /dependants of those who died in harness due to attributable causes	16 Marks
Priority V	Disabled in peace due to attributable causes	8 Marks

(b) For PMP Category (PMP)

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

17. RESULTS OF THE INTERVIEW:

- After completion of the interviews for a location, result along with the detailed marks scored will be displayed on the notice board of the interviewing location / office. This list will contain the names of all the candidates who appeared for the interview (**in descending order of marks scored as a percentage of applicable marks**) along with the details of marks scored by each.
- Minimum qualifying marks for any candidate to be eligible for consideration for award of dealership would be 60% in case of Open category and 50% in respect of reserved categories of applicable marks. However, in case of reserve categories, if none of the candidate is having land, then the percentage will be calculated excluding marks under the head land and infrastructure.
- If none of the candidates scored 60% in Open category, 50% in case of reserved category of the applicable marks, the location will be declared as "**no candidate found suitable**".
- Otherwise a maximum of 3 candidates starting with Sr.No.1 in the list published on the notice board will be treated as included in the "**Merit Panel**" for award of dealership for that location. The names of persons included in the "**Merit Panel**" will be highlighted in the published list in Bold letters and also in some colour (say red) for easy identification.

17.1 FIELD VERIFICATION

- The dealership will be offered to the No.1 candidate in the merit panel on the basis of the interview after necessary field verification for issuance of Letter of Intent (LOI).
- If the no.1 candidate is not found suitable /fails to full fill the terms and conditions of the award of dealership or the award is to be cancelled for any reason whatsoever, the dealership will be offered to the 2nd candidate in the merit panel after necessary field verification.
- If the 2nd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, then the dealership will be offered to the 3rd candidate in the merit list.
- If the 3rd candidate also fails to full fill the terms and conditions of offer or found unsuitable for any reason whatsoever, or in case where no 2nd or 3rd candidates are available in the "**Merit Panel**" as explained above, the location may be readvertised at the discretion of the oil company.
- A person who has been issued the LOI would be required to full fill the terms and conditions of the same within the specified time period for issuance of letter of appointment and commissioning of the dealership.

17.2 VALIDITY OF MERIT PANEL

The merit panel will be valid for a period of one year from the date of commissioning of the dealership. If within this period, the dealership offer to the first empanelled candidate is to be withdrawn for any reason whatsoever or the dealership is terminated on account of wrong statement made in the application or any other reason like proven ineligibility(due to complaint etc.) of the dealer or proven malpractice, oil company will have the option of awarding dealership to the next candidate in the merit panel if he / she meets the eligibility criteria and after necessary Field verification.

17.3 SECURITY DEPOSIT:-

The selected candidate before being issued the appointment letter will have to deposit an appropriate amount as interest free refundable security deposit ranging from Rs. 2 lakhs to Rs. 5 lakhs depending up on the location as per the policy of the oil company. The oil company also reserves its right to adjust any dues to it from this amount at the time of resignation/ termination. However, In case of termination of the dealership on account of proven adulteration/malpractice, the said security deposit will be forfeited. For SC/ST candidates & Women availing corpus fund facility, no such security deposit is payable.

18. GRIEVANCE / COMPLAINT REDRESSAL SYSTEM :

An aggrieved person may send his/her complaint to the oil company at the address of the customer service cell displayed at the nearest retail outlet of the concerned oil company. Complaints can also be lodged on the website of the oil company.

- (i) Anonymous/pseudonymous complaints will not be investigated.
- (ii) On receipt of a complaint a letter will be sent by the oil company to the complainant through Registered Post., asking him to submit details of allegation with a view to prima facie substantiate the allegations along with supporting documents, if any, within 30 days. Response of the complainant will be examined by the designated officer of HPCL and if it is found that the complaint does not have specific and verifiable allegations, the same will be closed/filed.

18.1.1 The complainant will be clearly advised that the complaint will be examined by the oil company and if it is established that the complaint does not have any substance, the same will be liable for legal action.

18.1.2 When a decision is taken to investigate the complaint, the investigation will be done by one Senior Officer. Thereafter, decision on the complaint will be taken as under:-

18.2.1 Complaints not substantiated:

The complaint will be filed and the complainant will be advised accordingly.

18.2.2 Established complaint

Action will be taken with regard to cancellation of the concerned allotment and for appointment of the next candidate in the merit panel after the due process as applicable.

19.1 TENURE OF DEALERSHIP:

The tenure of Retail Outlet dealership will be for an initial period of 10 years and renewable for every 10 years thereafter, subject to the examination of the performance of the dealership by the Oil Company concerned.

19.2 FURNISHING OF FALSE INFORMATION

If any information furnished by the applicant is found to be false at any point of time before or after appointment as a dealer, the allotment will be cancelled forthwith and dealership terminated in case commissioned.

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ANNEXURE - I

HINDUSTAN PETROLEUM CORPORATION LTD.
DEALER SELECTION OFFICE _____

STATEMENT OF PERFORMANCE OF CANDIDATES INTERVIEWED ON _____, AT _____, FOR RETAIL OUTLETS DEALERSHIP OF HPCL AT _____, DIST. _____, STATE _____, CATEGORY _____

S.N.	Name of the Candidate	Capability to provide infrastructure & facility			Capability to arrange finance (Maximum marks : 25)		Educational Qualification	Capability to generate business (Max. marks 10)			Age	Experience	Business acumen	Personality	Total marks secured	Total applicable assessed Marks	%age marks secured	Inter-se Priority marks - DEF / PMP	G. Total
		Marks awarded by Site inspection Committee (Max 100)	Marks awarded by Interview Committee	Weighted marks - (iii) x (iv) / 100	Ready availability of Finance	Letter ensuring Loan/ Credit worthiness		Tied up volume	Project report	Overall assessment							(xvi) / (xvii) * 100		(xvi) + (xix)
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)	(xi)	(x)	(xi)	(xii)	(xiii)	(xiv)	(xv)	(xvi)	(xvii)	(xviii)	(xix)	(xx)
	Max marks - Individuals / Partnerships			35	20	5	15	5	3	2	4	4	5	2		100		40	140
	Max marks - Organised bodies			35	20	5	-	5	3	2	-	4	5	-		79			
	Max marks - No assessment on land & Finance - individuals						15	5	3	2	4	4	5	2		40			
	Max marks - No assessment on land individuals				20	5	15	5	3	2	4	4	5	2		65			

Max marks - No assessment on land & Finance- bodies						-	5	3	2	-	4	5	-		19			
Max marks - No assessment on land -bodies				20	5	-	5	3	2	-	4	5	-		44			

