

(Revised in April'2018)

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1. INTRODUCTION:

- a. Indian Oil Corporation Limited (IOCL) proposes to appoint Exclusive LPG-NDNE (Liquefied Petroleum Gas - NON-DOMESTIC NON EXEMPTED) Retailer at the advertised locations.
- b. The LPG NDNE Retailer so selected will be exclusively for marketing of Non-Domestic packed LPG cylinders only to commercial & Industrial customers and will not be allowed to enroll Domestic LPG customers.
- c. Locations for setting up LPG NDNE Retailer are identified by IOCL based on commercial considerations. The setting up of exclusive NDNE Retailer at the identified locations is a business proposition that has the risk inherent to any business and does not guarantee any assured returns or profits.

2. MODE OF SELECTION OF NDNE Retailers

The identified locations are advertised in TWO newspapers- one English and one Vernacular dailies - having wide circulation in the area where the location falls. These identified locations are also posted in Indian Oil website – www.iocl.com.

3. ELIGIBILITY CRITERIA

3.1.1. For individuals and partners:

- i. Nationality and Residency: Should be Indian National and resident of India.
- ii. AGE: Not less than 21 years (in completed years) and not above 60 years (in completed years) as on date of advertisement.
- Educational qualifications: Minimum 10th Standard passed as on date of application.
- iv. Capability to Provide Finance: Applicant to score minimum 27 marks i.e. minimum 60% of the allotted 45 marks against the parameter Capability to provide finance.

3.1.2. For public/private limited companies:

- i. The company should be registered in India under Companies Act, 1956.
- ii. All the Directors of the Company should be Indian National and resident of India.
- iii. Application should accompany Board resolution for authorizing only one Director to apply for NDNE LPG Retailership on behalf of the Company, who will also sign all the relevant documents, application form and also appear for interview.
- iv. Age of the authorized Director as mentioned above should not be less than 21 years (in completed years) and not above 60 years (in completed years) as on date of advertisement
- v. Educational qualification is not applicable for Companies.

(Revised in April'2018)

- vi. One application is to be submitted on behalf of the Company duly signed by authorized Director along with Memorandum and Articles of Association.
- 3.1.3. Dealer/Distributor/Business Associate of OMCs / Private Players selling NDNE packed LPG:
 - i. Existing Dealer/Distributor/Business Associate or members of their family unit (as defined below) who is marketing NDNE Packed LPG cylinders of OMCs / Private Players as a Proprietor or Partner, is also eligible to apply provided they submit a consent to resign from the same and also submit termination letter of OMCs / Private Players within 3 months of issuance of LOI by IOCL, then only this application shall be considered. An affidavit to this effect is to be submitted by the applicant along with the application.
 - ii. In case of Companies, the existing Share Holders having controlling stake or Directors or Promoters or their family member having NDNE LPG Retailership or similar agreement for marketing of NDNE LPG cylinder (as a Dealer/Distributor/Business Associate) as Proprietor/Partner with other OMCs / Private Players are also eligible to apply provided they submit consent to resign from the same and also submit termination letter of OMCs / Private Players within 3 months of issuance of LOI by IOCL, then only this application shall be considered. An affidavit to this effect is to be submitted by the applicant along with the application.
 - iii. Any NDNE retailer of IOC in other location can apply and upon selection is allowed to carry out both NDNE retailership.

3.1.4. MULTIPLE DISTRIBUTORSHIP NORM (RELATIONSHIP CLAUSE):

i. Multiple Dealer/Distributorship norms means that none of the individuals /Partnership firms would be entitled to a new NDNE Retailership if any other individual in a 'family unit' or any of the partners of partnership firm already holds a Retail Outlet / SKO-LDO Dealership/LPG Distributorship or LOI for a Retail Outlet / SKO-LDO Dealership/LPG Distributorship of any oil company.

Family Unit in case of married person/ applicant shall consist of individual concerned, his/her Spouse and their unmarried son(s)/daughter(s). In case of unmarried person/ applicant, 'Family Unit' shall consist of individual concerned, his/her parents and his/her unmarried brother(s) and unmarried sister(s). In case of divorcee, 'Family Unit' will consist of individual concerned, unmarried son(s)/unmarried daughter(s) whose custody is given to him/her. In case of widow/widower, 'Family Unit' will consist of individual concerned, unmarried son(s)/unmarried daughter(s).

(Revised in April'2018)

ii. However an existing NDNE Retailer/LOI holder for NDNE Retailership of IOCL is eligible to apply for other locations (not in the same location) or an applicant for NDNE Retailership can apply for multiple locations.

4. INELIGIBILITY: The following are not eligible.

I. (a) APPLICABLE TO INDIVIDUAL AND PARTNERS OF PARTNERSHIP FIRMS

- a. Persons convicted or against whom charges have been framed by a court of law for any criminal offence involving moral turpitude/economic offences (other than freedom struggle).
- b. Mentally unsound or blind persons.
- c. A person / any partner of a partnership firm or members of their family unit having agreement of an existing or terminated Dealership of Retail Outlets / SKO / LDO agents / Distributorship of domestic LPG cylinders of any Oil Company.
- d. A person/ any partner of a partnership firm or members of their family unit having NDNE LPG Retailership or similar agreement for marketing of NDNE LPG cylinder with any Oil Company and same was terminated in the past on the grounds of malpractices/non performance as per the target given by Oil Company.

II. APPLICABLE TO PUBLIC/PRIVATE LIMITED COMPANIES:

- a. Any of the existing Share Holders having controlling stake or Directors or Promoters convicted or against whom charges have been framed by a court of law for any criminal offence involving moral turpitude/economic offences (other than freedom struggle) as on date of advertisement.
- b. Any of the existing Share Holders having controlling stake or Directors of Promoters or their family member having agreement of an existing or terminated Dealership of Retail Outlets / SKO / LDO agents / Distributorship of domestic LPG cylinders of any Oil Company.
- c. Any of the existing Share Holders having controlling stake or Directors or Promotors or their family member having NDNE LPG Retailership or similar agreement for marketing of NDNE LPG cylinder with any Oil Company and same was terminated in the past on the grounds of malpractice / non performance.

(Revised in April'2018)

5. **DISQUALIFICATION**:

- a. If any person is allotted the NDNE Retailership on the basis of misrepresentation of information / wrong information given by the applicant or by suppression of information, the same is liable to be cancelled.
- b. Incomplete application forms / applications without proper documents related to eligibility criteria/photographs & other documents as sought in application form shall be rejected.

6. PARTNERSHIPS:

- a. In case of partnership, each partner should individually meet the specified eligibility criteria except for capability to provide land for godown/show room. The land/godown/showroom owned by any one of the partners or jointly owned by them will be treated as being owned by the firm.
- b. Each Partner should also submit separate application forms. However, the applications should be clubbed together. The clubbed forms shall accompany one application fee. If called for interview, all the Partners must appear for interview. Partnership deed on non-judicial stamp paper of required value of the respective state is required to be submitted along with the application form.

7. BASIC FACILITIES REQUIRED FOR OPERATION OF NDNE RETAILER:

a. GODOWN FOR STORAGE OF FILLED NDNE LPG CYLINDERS.

Godown, approved and licensed by Chief Controller of Explosives (CCOE) of Petroleum and Explosives Safety Organisation (PESO), is required for storage of LPG in cylinders.

The land should be freely accessible through all weather motorable approach road (public road or private road of the applicant connecting to the public road) and should be plain, in one contiguous lot, free from overhead power transmission lines. Pipelines / Canals / Drainage / Nallahs / Public Roads should not pass through the plot. NDNE Retailers may be allowed to operate from CCOE approved multiple godowns located within the area of operation with prior approval of IOCL.

Minimum dimensions of the plot required are 15 M X 12 M. The land should accommodate 1000 Kg (minimum) packed LPG storage capacity godown duly approved and licensed by CCOE of PESO.

b. SHOWROOM

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

(Revised in April'2018)

c. **INFRASTRUCTURE FOR DOOR DELIVERY OF NDNE LPG CYLINDERS:** Delivery vehicles of suitable capacity will be required for effecting door delivery of Indane cylinders.

d. VEHICLE FOR UPLIFTING CYLINDERS FROM NEAREST PLANT

Every NDNE retailer may be allowed to uplift NDNE cylinders though his own vehicle of any capacity approved by RTO from the Plant either on Ex MI basis or on delivered basis. In case NDNE Retailer is uplifting cylinder in his own truck on delivered basis from the Plant, he shall be paid transportation at L1 rates prevailing at that particular Plant for transportation of NDNE LPG Cylinders and he should be given priority loading.

In case of NDNE Retailer operating at multiple locations, he is required to meet the above requirements on basic facilities for each location.

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

Physical verification of the godown/land for godown will be undertaken for the selected applicant. In the event it is found that there is misrepresentation of the details submitted in the application form then the application shall be rejected. However, if the offered plot is not found suitable for construction of godown, the applicant can give another land meeting the suitability for construction of godown within 02 months from the communication from the concerned Area Office. If no suitable land is offered within two month of such communication, the candidature of the applicant will be rejected. Re-evaluation of the said candidate will be done on the basis of the ownership status of the offered plot as on the date of application. In case the candidate offers land which is on firm offer or can arrange, then the merit panel will undergo revision based on the revised marking on the basis of the type of revised land offered. Revised Merit panel will be published by the Area Manager with the approval of the State Head.

In case the applicant select is unable to provide the godown/land for godown at a place as given in the application after getting LOI due to reasons beyond the control of the applicant, then applicant shall be given only one opportunity to offer any other suitable land/godown as a replacement within 2 months of issuance of LOI. However such replacement is permissible only if the alternate land/godown offered is suitable for LPG godown.

If the applicant, after selection on the above basis, is unable to construct Godown duly approved by the Chief Controller of Explosives on the land/obtain CCOE approval for godown indicated in the application and could not provide Showroom within 6 months of issuance of LOI, then the allotment of NDNE LPG Retailership is liable to be

(Revised in April'2018)

cancelled. However extension of time period may be granted as per DOA applicable for LPG Distributorships.

In the event of cancellation of the 1^{st} candidate, the next candidate in the merit list shall be considered. This process shall continue till the suitable candidate is selected by evaluating up to 5^{th} candidate in the merit list.

9. APPLICATION FORM:

Application form for NDNE LPG Retailership can be obtained from the Indane Area Office mentioned in the advertisement. The application format can also be downloaded from www.iocl.com

- i. The application can be submitted on plain paper in the prescribed format as mentioned above. In such case, a DD for Rs. 5000—drawn in favour of Indian Oil Corporation Limited is to be submitted along with application form.
- ii. Application Fee (non refundable) Rs.5000/-
- iii. In case of partnership, each partner will have to submit separate application form. However, while submitting the filled forms their application forms have to be clubbed together. The clubbed forms shall accompany one application fee.
- iv. In case of Companies, one application is to be submitted on behalf of the Company duly signed by the authorized Director along with Memorandum and Articles of Association.

10. PERSONS / COMPANIES APPLYING FOR DIFFERENT LOCATIONS:

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

11. SCRUTINY, EVALUATION OF APPLICATION AND INTERVIEW:

- a. A Selection Committee comprising of one officials of IOCL shall be appointed for opening, scrutiny, evaluation of application/documents.
- b. After scrutiny of the documents, all eligible applicants shall be called for Interview by giving clear 15 days notice.
- c. Eligible applicants called for Interview should come along with the original documents for the copies submitted along with application. The documents will be verified and candidates shall be interviewed by the Selection Committee.
- d. Eligible applicants called for interview should come along with the original documents for the copies submitted along with application. The documents will be verified and

(Revised in April'2018)

candidates shall be interviewed. In case of discrepancy in marks allotted by Committee-I , the committee -II shall take corrective action and its decision shall be final.

12. NORMS FOR EVALUATING THE CANDIDATES

The NDNE Retailer will be selected on the basis of evaluation of all eligible applicants on the following parameters.

Description	For individual & partners of Partnership firms	For Limited Companies
a. Capability to provide finance	45 marks	45 marks
b. Capability to Provide land for Godown	20 Marks Own Land:-20	20 Marks Own Land:-20
	Firm Offer:-18 Can Arrange:-15	Firm Offer:-18 Can Arrange:-15
c. Educational qualifications	10	NA
d. Age of the applicant	5	5
e. Profitability of the Company	NA	10
f. Experience	5	5
g. Business ability/acumen	10	10
h. Personality of the Applicant	5	5
TOTAL	100	100

The evaluation on the parameters 'a' to 'e' above shall be done on the basis of the information given in the application. The evaluation on the parameters 'f' to 'h' shall be done based on the interview.

(Revised in April'2018)

13. Allocation of marks on various parameters based on the information provided in application and copies of documents attached:

Parameter	Sub head	Description	Max Mark s	Evaluation
Capability to provide finance.	Liquidity – Funds The amounts as on date of application shown in Savings accounts/Current accounts in bank/Fixed deposit etc.	(a) Amount in Saving accounts/current accounts in Bank. (as on date of application) (b) Free and unencumbered fixed deposits (as on date of application)	35	Based on the information statement given in the application along with supporting copies of the documents, in the name of self or family members as defined under "Family Unit" mentioned above. Award 0.1 marks on every unit of Rs.5000/- or more in multiples of Rs.5000/- and amounts less than complete unit of Rs.5000/- will not be considered for award of marks. Maximum marks 35. In case of Companies, all the above funds in the name of Company should only be considered.
	Ability to arrange loan.	Bankers Certificate for credit worthiness and willingness to extend loan, if required. (as on date of application)	10	Based on the letter from any Bank enclosed with the application. If the amount of loan is not mentioned, Zero marks shall be awarded. Full 10 (Ten) marks shall be awarded, if funds are more than 17.5 lakhs as mentioned at (a) & (b) otherwise marks to be awarded on the basis of certificate from bankers/financial

(Revised in April'2018)

					institutio		
	·			,	Range loan in	of Rs.	Marks to be awarde d
					>=4	<8	04
					lac to	lac	marks
		·			>=8	<12	06
					lac to	lac	marks
					>=12	<15	09
					lac to	lac	marks
					>=15		10
					lac		marks
		Sub total maximum mai	<u> </u> 	45		<u></u>	
							····
Land Godown	for	The godown / suitable land for godown	For Individuals or partners of	20	OWN L	AND:	
Godowii		should be preferably within municipal/NAC/Pancha yat limits or at a maximum distance of 20 KMs from the periphery of the municipal / Notified Area Council (NAC) / Panchayat limits in respect of the advertised location. The land should be suitable, in contiguous plot, freely accessible through all weather	Partnership firm, the land owned by their family members (as defined in "Family Unit" below) would also be considered as belonging to the		godown Register Register agreeme allowing LPG god land/Reg attorney rights of construct l rights of godow	having ed Saled 5 ent hav considered with fithe lation/dof the vn.:- If 20 miles of the saled with the saled wi	
		motorable road. Size of the land is minimum 15m X 12 m	Promoters or Directors or existing Share holders having controlling stake		allowing	ent hav	ving a clause struction of on the leased

		would also be		awarded 18 marks
		considered as		
		pelonging to the		Can Arrange:
		Company subject to]	The applicant has to
		attaching their consent		mention that they can
] t	hrough notarized		arrange a land for godown
	Į .	affidavit for use of the		_ · -
	1	same for godown.	ĺ	l' •
		Other share holders		requirements within 02
		can also offer land on		months of issuance of
]	ease basis.		communication from AO.
		cusc busis.		Marks to be awarded 15
				marks.
				ingiks.
	Sub total maximum marks	5	20	
EDUCATIONAL	Basic	10 th Standard	5	Based on information &
QUALIFICATIO	Busic	1.0 Scarrage		self attested documents
N (as on date of				given in the application.
application)				Applicants should produce
(Not applicable		Graduate (3 year	8	the certificate stating that
for Companies)		Degree)/Post		all the subjects are
Tor Companies)		graduate in any		cleared. To be verified
		discipline		from the mark
				1
				by the educational
				institutions.
	Professional	Diploma in Engg	8	Based on information &
	(Technical/Business			attested documents given
	related)			in the application. The
		Tochnical Cuaduata	10	qualifications obtained
		Technical Graduate	10	from recognized
		(BE, B. Tech /		university/statutory body
		AMIE) / MBA or		shall only considered
		equivalent		eligible
			40	
	Sub Total maximum mark	S	10	
<u></u>			l	L

AGE		be	Based on information &
Any candidate	advertisement awarded on the following basis.	he	attested documents – of 10 th class mark
less than 21 years	>=21<46	5	sheet/certificate/copy of passport/Municipality birth
completed) and	>=46<60	3	certificate attached with
above 60 years (in completed			the application. (In case of
years) as on			Companies, age of the authorized Director who
date of			signed the application form
advertisement is not eligible.			is to be evaluated).
"	Sub Total maximum marks	5	
Profitability (Applicable only	Marks shall be allocated as follows:	10	Assessment will be based on net profitability in last
to Companies)	Profit made during 1 st year – 4 marks		two financial years (Apr-
	Profit made during 2 nd year – 4 marks		Mar) as mentioned in the certified audited balance
-	If, Profit during 2 nd year is higher than	1 st	sheets, Profit and Loss
	year:- (+) 2 marks		statements submitted along with application
	If, profit during succeeding year is less th	an	along with application form.
	previous year:- (-) 2 marks		
	Sub Total maximum marks	10	
Experience	Experience in LPG Business or in the area		Marks shall be given by
	conversion to LPG from other fuels/design LPG infrastructure facility/consultancy to t	1 5	Committee – II based on response to the leading
(In case of the	above.		questions
(In case of the Companies, the			Experience in LPG business
experience of			as Distributor, Business
the Company is	Experience claimed by the applicant shall	be	Associate or Transporter or
to be evaluated)	assessed during the interview.		having work order from
Cvaraccay			any Oil Company to construct pipeline and
.•			allied facilities in Bottling
·		}	Plants ,running restaurants
			B2B business and direct sale/ home delivery of
			product including LPG,

(Revised in April'2018)

			carried out fuel conversion in any Industry from other fuel to LPG or Providing LPG (Bulk/Packed) infrastructure or providing consultancy services in these fields will be given higher marks.
	Sub Total maximum marks	5	
Business ability/acumen	Part –A (Max – 5 Marks) Knowledge about LPG, its safe handling, statutory regulations related to LPG infrastructure etc.	5	Assessment based on response to leading questions.
	Part – B (Max. 5 Marks):- - Management of people - Management of material & infrastructure - Trade related Business contacts	5	(In case of the Companies, the Director who is authorized by the Board to sign the application form and to attend the interview shall be evaluated)
	Sub Total maximum marks	10	
Personality	Communication/articulation skills, Politeness, Appearance, Enthusiasm, Self- confidence/convincing power etc.	5	Assessment based on response to leading questions.
			(In case of the Companies, the personality of the Director who is authorized by the Board to sign the application form and to attend the interview shall
			be evaluated.
	Sub Total maximum marks	5	
	Grand Total	100	

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

(Revised in April'2018)

- i. The land/godown owned by any one of the partners or jointly owned by them or owned by members of family unit of any of the Partners will be treated as being owned by the firm. The firm offer must be in the name of any partner of the partnership firm.
- ii. Capability to provide Finance (45 marks): Funds /ability to arrange loan as provided by Partners individually shall be added together and treated as being available to the Partnership firm as a whole for evaluation purpose.
- iii. Age, Educational qualification, Experience The average of the Marks obtained by individual partners will be allotted to the firm.
- iv. Evaluation based on Interview: Average of Marks obtained by individual partners shall be allotted to the firm.

14. NORMS FOR EVALUATION OF FINANCIAL CAPABILITY OF MULTIPLE NDNE LPG RETAILERSHIPS:

In case, the applicant is already a NDNE LPG Retailer of IOCL/holding LOI for the same/already an applicant for IOCL NDNE LPG Retailer at other location, and is applying for another location and intends to operate at multiple locations, s/he is required to submit an affidavit giving details of her/his existing NDNE LPG Retailership or LOI for the same issued by IOCL/Location for which application has already been submitted.

The applicant can apply for many locations with the same fund. However, if empanelled in multiple locations, further liquidity fund in the form of FD/ savings/current bank account of additional 15 lacs per selected location to be made available before carrying out FVC. Additional fund is to be arranged within 15 days of empanelment. The same is to be confirmed by the applicant to the concerned Area office within 15 days of empanelment or intimation by the Area Office which ever is earlier. Failing in doing so, the empanelment is to be cancelled.

15.INTERVIEW FOR SELECTION:

- i. The Committee-II shall prepare the merit list of all the candidates in the order of marks obtained.
- ii. The minimum qualifying marks for inclusion in the merit list are 50% of the total marks, which includes minimum 60% of the marks allocated for "Capability to provide finance" and 40% of the marks, allotted for interview i.e. 8 out of 20. The interview shall be conducted even if there is a single candidate and candidate should score above minimum marks to become eligible to appear in the merit list.
- iii. The merit list of maximum 5 candidates long with marks obtained in individual parameters shall be displayed on the Notice Board of the Office in which interview was held and also displayed in web portal www.locl.com.
- iv. If two candidates have a tie in the scores at the end of interview, place the candidates who scores more in the interview in First Place. If both the candidates get same marks

(Revised in April'2018)

- in the interview also, then consider marks in age. If there is still tie, then the younger candidate by age shall be placed first.
- v. The above merit list shall remain valid for a period of one year from the date of issuance of LOA for NDNE LPG Retailer at that particular location.

16. FIELD VERIFICATION

- i. Before carrying out the field verification, the candidate has to submit 50% of Security Deposit (2.5 lakhs) within 07 days of declaration of the merit list in the form of DD. If the candidate is found rejected during the FVC, the same will be forfeited. In the event of non-deposit of 50% of the SD amount, the empanelment of the candidate in the merit list will deemed to be cancelled.
- ii. A committee of One Officer shall be appointed by State LPG Head for Field Investigation.
- iii. The field verification shall be conducted for the 1st candidate in the merit list. If found eligible and no complaint is pending or no stay is granted by any court, then letter of Intent (LOI) duly approved by State Head, shall be issued by the Area Managers of the respective areas under whose jurisdiction NDNE LPG Retailers are being appointed.
- iv. If the First candidate is not found suitable/fails to fulfill the terms and conditions of the award of NDNE LPG Retailer-ship or the award is to be cancelled for any reason whatsoever, the NDNE LPG Retailership will be offered to the 2nd candidate in the merit list after necessary field verification.
- v. If the 2nd candidate also fails to fulfill the terms and conditions of offer or found unsuitable for any reason whatsoever, then the NDNE LPG Retailership will be offered to the 3rd candidate in the merit list. The same procedure shall be carried out till all the candidates displayed in the merit list are covered.
- vi. If all the displayed candidates from the merit list fail to fulfill the terms and conditions or found unsuitable for any reason whatsoever, the location may be re-advertised or cancelled at the discretion of the IOCL.

17.COMMISSIONING OF THE NDNE RETAILERSHIP:

An Individual/Partners/Company who has been given the 'Letter of Intent' (LOI) would be required to fulfill the terms and conditions as contained therein within the specified time period, so as to commission their Retailership within the stipulated time period. Before commissioning, State LPG Head shall approve and issue Letter of Appointment (LOA) and Area Manager shall execute NDNE LPG Retailership Agreement.

LOA shall be issued to the selected candidate only after receipt of confirmation of acceptance of resignation from his/her employer, if he/she is already employed. (Not applicable to the Companies). The selected candidate is required to submit the acceptance of resignation from his/her employers within 3 months of issue of LOI by IOCL.

(Revised in April'2018)

- **18. SECURITY DEPOSIT:** The selected candidates is required to submit interest free refundable Security Deposit of Rs. 5 lacs (2.5 lakhs during FVC and balance 2.5 lakhs before issuance of LOA) to Indian Oil Corporation Ltd., as stated in the advertisement, before issuance of letter of appointment (LOA). In case of multiple NDNE LPG Retailers the security deposit is required to be deposited separately for each location. IOCL also, reserves its right to adjust any dues to it, from this amount at the time of resignation/termination. However in case of termination of the Retailership Agreement on account of proven malpractice or due to non performance to achieve sales target fixed by Area Manager the said Security Deposit will be forfeited.
- **19. TENURE OF NDNE RETAILER AGREEMENT:** The tenure of Indane NDNE Retailership Agreement will be for an initial period of 5 years and renewable for every 5 years thereafter, subject to the examination of the performance of the NDNE Retailership by IOCL and decision thereon.

20. EXPECTED SALES VOLUME:

- a. NDNE Retailer shall be given 3 months for stabilization of business in the market. IOCL shall fix the sales target for NDNE Retailership. This target shall be reviewed and revised at regular interval of 6 months based on market growth by IOCL. IOCL at its discretion may consider termination of NDNE Retailership Agreement, in case the performance of NDNE Retailer is not as per the targets fixed. This is applicable for individual location in case of a NDNE Retailer having NDNE Retailership at multiple locations.
- b. The NDNE retailer shall be allowed to market NDNE packed LPG only and is not allowed to sell domestic LPG at any point of time. However domestic LPG Distributors will continue to sell both domestic and NDNE LPG cylinders in the same market.

21.COMPLAINT REDRESSAL:

Any complaint received against the selection will be redressed in the following manner:

- a. Complaints received within 15 days of declaration of merit list shall only be considered for further investigation.
- b. The complaints received within 15 days of declaration of merit list shall be put up to the State LPG head.
- c. The State LPG Head shall dispose off the complaints in the following manner.
 - i. Anonymous complaints shall be closed and filed with the approval of State Head.
 - ii. If the complaint, is pertaining to issues covered in Field Verification to be investigated during field Verification.

(Revised in April'2018)

- iii. For complaints, which are verifiable documents/issue other than above, the complaint will be investigated by another officer.
- iv. For complaints of non verifiable nature, the Corporation will take a decision on the same.
- **22.**NDNE Retailer shall be governed by the existing guidelines for domestic LPG Distributorships' operation with respect to inventory management, documentation, computerization, SV/TV remittances, Product and equipment reconciliation, reconstitution, relevant Marketing Discipline Guidelines etc.
- **23.**All Policy guidelines with respect to Pricing, Incentives, Discounts, release of SD free cylinders, Non fuel business etc. as applicable to LPG Distributors shall be made applicable to NDNE Retailer as well on sale of NDNE packed LPG cylinders.
- **24.**NDNE retailers shall be responsible for proper upkeep of cylinder installation at customer premises. NDNE Retailer may levy service charges from the customers for maintaining their piping manifold, online equipment and for any other value added services though a separate commercial invoice. NDNE retailer shall ensure that his customers are undertaking regular testing of the installation as per statutory requirement and shall keep copies of all relevant valid test certificates of the same.
- 25.IOCL can expand/reduce the Area of operation of NDNE Retailership.
- **26.** IOCL at its discretion can appoint additional NDNE Retailers in the same Area of operation.
- 27. Visibility & Promotions: NDNE business requires sales promotion activities such as workshops/meetings etc with prospective and existing customers. In addition, interaction with equipment vendors such as industrial/commercial burners/ Reticulated system installers, training of customers etc. is also required.
- **28.** Insurance: Insurance policy to adequately cover the stock of the equipment and Public liability coverage to the extent of Rs. 10.00 Lac shall be obtained by the NDNE Retailer. Similarly NDNE Retailer operating at multiple locations is required to obtain the above insurance policy separately for each location he is operating.
- **29.** In case of termination of NDNE Retailership, alternate arrangement to maintain the supplies shall be made through an existing domestic LPG Distributorship/NDNE Retailership as decided by IOCL.
- **30.** In case NDNE Retailer is operating from multiple locations, each location shall be treated individually.

(Revised in April'2018)

31. GENERAL NOTICE:

- a. The details provided in this selection guideline are only for the information and the IOCL reserves the right to amend, modify, delete or add any terms and conditions at its sole discretion.
- b. The content given in this selection guideline should not be considered as policy document and cannot be legally quoted. IOCL shall be the final authority for giving any clarification or interpretation on the contents given in this selection guideline, if need be and at its own discretion. IOCL cannot be held responsible for any loss or damage or consequences from misunderstanding or misinterpretation of the contents in this selection guideline. The IOCL may revise the contents of this selection guideline from time to time without giving any notice.

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General Instructions to the applicant for making LPG NDNE Retailer Application

—	General Instructions to the applicant for making LPG NDNE Retails	
Item No.	Instruction	Supporting Documents:- Applicants to provide them at the time of verification.
1	Write the name of the location for which application is made.	As per advertisement
2	Write the name of the district of the location for which application is made.	As per advertisement
3	Write the name of the State of the location for which application is made	As per advertisement
4	Write the date and name of the news paper in which advertisement has appeared for the location mentioned in item I.	As per advertisement
5	Write the status whether application is by individual or made in partnership or Private/ Public Limited Companies	AffidavitA/ Affidavit A1
6	To be filled by individual applicants or applications made in partnership. For companies, the person authorized to apply has fill in all details.	AffidavitA/ Affidavit A1
7	Information in multiple dealership/distributorship norm. If answer is yes, applicant is not eligible for LPG distributorship.	Affidavit-A
8	Education :- Information in chronological order	Original certificate of each qualification.
9	For Partnership Applications only. Separate individual application to be made by all the partners along with one application fee. (Not applicable for others) For Companies, the details are to be filled.	Draft partnership deed.
10	Experience:	Supporting Document
11A	Capability to provide godown for storage of LPG cylinders: In case applica information from 11A1 to & 11A3, then response to all will be taken as "N	
11A1	In case applicant has suitable land for construction of godown or ready made godown for storage of filled LPG cylinders in his name or in the name of member of his 'family unit' then response should be 'Yes' so strike off 'No' and provide details. In case the applicant does not have suitable land in own or in the name of member of family unit, then response should be "No" so strike off "Yes" and move to 11A2	Registered Sales Deed/Mutation/gift deed/lease (5 yrs minimum) agreement and government record etc. and their Date has to be before or on the date of application. Consent from the family member in form of Notarized affidavit is required.
11A2	In case 11A1 is "No", then only 11A2 should be filled. In case applicant has a Firm offer of Sales/lease from any owner of a suitable land or godown, then response should be "Yes" so strike off "No" and provide the details. In case the applicant does not have firm offer then response should be "No" so strike off "Yes" and move to 11A3.	Notorised Agreement to sale or lease (5 yrs. Minimum) from the owner. Date of agreement has to be on or before the date of application. Proof of ownership etc.
11A3	In case applicant 11A1 and 11A2 is "No" then only 11A3 should be filled.	To once of family manch are
12.1	Amount in the Saving Account / Current Account in the name of self & the member of the "Family Unit" as on the date of application. Amount in the name of joint account of the member(s) outside the "Family Unit" should not be mentioned.	In case of family members Notarised Affidavit as per Annexure – B/ Annexure-B1 and Statement of Account from which amount as on the date of application can verified.

General Instructions to the applicant for making LPG NDNE Retailer Application

12.2	Amount based on the certificate/letter from a Schedule Banks/Financial	As per Annexure – C
	Institutions to extend loan as per Annexure C. In case no amount is	
	mentioned then it shall be taken as nil and no marks will be awarded.	

Note:

- 1. ('Family Unit' of a married applicant, shall consist of self, applicant's spouse and unmarried son(s)/daughter(s) and 'Family Unit" of an unmarried Applicant, shall consist of self, applicant's parents and applicant's unmarried brother(s)/ sister(s) for the purpose of this entire application). In case of divorcee, 'Family Unit' will consist of individual concerned, unmarried son(s)/unmarried daughter(s) whose custody is given to him/her. In case of widow/widower, 'Family Unit' will consist of individual concerned, unmarried son(s)/unmarried daughter(s).
- 2. Applicant should provide only that information in the application against various items, for which applicant is in possession of supporting documents in original as on the date of submission of application. Failure to present these documents in original will result in cancellation of selection due to submission of false/unsupported information.
- 3. In case applicant require extra space on any point, the same can be given by adding more row or add extra sheets but details should be given in the same format as mentioned in that particular point.

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7(b)	For Companies: Does any share holders having controlling stake										-	Yes No if YES appli			icant											
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14	Whether the applicant/Directors*/Share holders having controlling stake in the company ever been convicted or charges have been framed by Court of Law for any criminal offence involving moral turpitude and/or economic offence (other than fredom struggle)?	Yes / No (Please strike off what is not applicable)
	(If yes, you are not eligible to apply).	
15	DECLARATION BY THE APPLICANT.	
	I am aware that inter se suitability of candidates will be decided by evaluation of of document based marks and interview. Evaluation on document based marks will be information given by me/us, duly supported by documents, in this application. on if it is found that the information given by me/us is incorrect/false/misrepresented will stand cancelled and I/We will be declared ineligible for NDNE LPG Retailership in possession of the supporting documents in original for the information given by and if selected, failure to present these documents in original will result in cancella submission of false/unsupported information.	oe done based on the verification by Indian Oil, then my/our candidature . I also confirm that I am me in this application
	I am fully aware that if I am unable to provide a LPG Godown duly approved by th Controller of Explosives (PESO), then the allotment of NDNE Retailership made to	
	I am fully aware that I will not be appointed as NDNE Retailer if I am employed. I the service and produce proof of acceptance of my resignation from my employer $\mathfrak t$ of Appointment.	
	That, if selected, I undertake that I will be depositing an interest free Security depthe Corporation.	osit as per the policy of
	I have read the condition for the NDNE LPG Retailership mentioned in advertiseme fulfill the eligibility criteria for the NDNE LPG Retailership, I have applied for in this	•
	Undertaking	
I, Shri Any wi Retaile Place	·	above is true and correct.
Date :		
	List of Enclosures	,
	1 Demand Draft No 2 Proof of Age 3 Proof of Educational Qualification 4 Attested copies of Land/ Godown documents 5 Affidavit as per format in Annexure-A/ Annexure- A1 6 Affidavit as per format in Annexure-B/ Annexure- B1	

- 7 Letter from bank/ Financial Institution as per format in Annexure-C
- 8 Draft of Partnership deed as applicable.
- 9 Attested copies of supporting documents in respect of Item #
- 10 Board resolution (In case of Companies)
- 11 Certified audited balance sheets, Profit and Loss statements for the last 02 years.

Name of	Location	
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(AFFIDAVIT) Annexure – A (TO BE TYPED ON APPROPRIATE NON-JUDICIAL STAMP PAPER OF REQUIRED VALUE)

(Affidavit to be submitted by individuals and partners of partnership)

i,	son/daughter/wife of Age
	years residing atdo hereby solemnly affirm and say as under:
1.	That I am Indian National and resident of India.
2.	That I am unmarried. That neither I, nor my Father, Mother, unmarried brother(s), unmarried sister(s) have dealership/distributorship or hold Letter of Intent for Retail Outlet or SKO-LDO dealership of domestic LPG distributorship of any Oil Company.
	OR
	That I am married. That neither I nor my spouse, unmarried son(s)/unmarried daughter(s) have dealership/distributorship or hold Letter of Intent for Retail Outlet or SKO-LDO dealership or domestic LPG distributorship of any Oil Company. OR
	That I am widow/widower, that neither I nor my unmarried son(s), unmarried daughter(s) have dealership/distributorship or hold Letter of Intent for Retail Outlet or SKO-LDO dealership or LPG distributorship of any PSU Oil Company.
	OR
	That I am divorcee. That neither I nor my unmarried son(s), unmarried daughter(s) hav dealership/distributorship or hold Letter of Intent for Retail Outlet or SKO-LDO dealership or LPG distributorship of any PSU Oil Company.
* St	rike off whichever is not applicable.
3.	That I or any of my family members as stated above do not own/hold LOI for NDNE LPG Retailership agreement or similar agreement with other Oil Companies for marketing of NDNE LPG Cylinders as Proprietor / Partner.
	OR
•	That I or any of my family members as stated above own/hold LOI for NDNE LPG Retailership agreement or similar agreement with other Oil Companies for marketing of NDNE LPG Cylinders as Proprietor/Partner at location (Name of the location) and shall resign from the same if selected as NDNE LPG Retailer by IOCL.
4.	That I have never been convicted nor charges have ever been framed against me by any Court of Law for any criminal offences involving moral turpitude and/or economic offences (other than freedom struggle.)
5.	That I hereby confirm that I was never a signatory to dealership/distributorship agreement/NDNE Retailership of any oil company, which was terminated for proven malpractices or non performance as per the target given to me and/or for violations of provisions of the Marketing Discipline Guidelines.

That I or any other member of my family as stated above do not own NDNE LPG Retailership/hold LOI for

6.

NDNE LPG Retailership of IOCL at any other location and presently not an applicant for NDNE LPG Retailership
of IOCL at any other location as a Proprietor/Partner OR
That I or other members of my family as stated above own NDNE LPG Retailership/hold LOI for the same/Applicant for NDNE LPG Retailership of IOCL at location(s) as a Proprietor/Partner.
That against item no.12 of my application form details of various sopurces of funds required for setting up and operation of the distributorship has been furnished. I under take that these funds will be made available for the purpose of setting up and operation of NDNE LPG Retailership. In case it is found that the same is not made available as and when required, the offer of NDNE LPG Retailership, at any stage, can be withdrawn and that I will have no claim/damages whatsoever against IOCL.
That if any information/declaration given by me in my/our application or in any document submitted by me/us in support of application for the award of the NDNE LPG Retailership or in this affidavit shall be found to be untrue or incorrect or false, Indian Oil Corporation would be within its rights to withdraw the letter of intent/terminate the NDNE LPG Retailership (if already appointed) and that I would have no claim, whatsoever, against the Corporation for such withdrawal/termination.
I hereby verify that what has been stated above is true to the best of my knowledge and correct and nothing material has been concealed therefrom.
Solemnly affirmed and declared before me
This day of
Signature and Seal of Signature of person making affidavit
Magistrate/Judge/Notary public (Name in block letters)

(Signature of applicant)

7.

8.

Name of Location

(NOTORISED AFFIDAVIT)

(TO BE TYPED ON APPROPRIATE NON-JUDICIAL STAMP PAPER OF REQUIRED VALUE) (To be submitted by Companies formed under the Companies Act, 1956)

			orporation at(Loc	a s s Profesion
	I PG Retailership at			
	I.		son/daughter /wife of	Age
	years resident of	in the capacity of	son/daughter /wife of do hereby solemnly	declare:
1	That through a resolutuion the resolution/authorization	on passed by the Company, I on is enclosed herewith formi	have been authorized to apply ng part and parcel of this affida	for the said Retailership. A copy of wit.
2	That all Directors of the C	Company are Indian Nationals	and residents of India.	
3	That the said Company for photocopy of the certification behalf of the Cort	ormed under the companies a te of registration is enclosed l noany. I undertake that we w	ct 1956 on(date of req nerewith forming part and parc ill observe all the relevant guide	gistration/incorporation) and a el of this affidavit elines with regard to award/operatio ndia or any other statutory body froi
5	Board of Directors/Promo economic offences (other	ters/Share Holders having cor than freedom struggle) punis	ntrolling stake by any court of l Shable under Law.	harges framed against it nor against aw involving moral turpitude and/or
6	Directors/Promoters/Shar individuals) already own a	e holders having controlling s	alership/LPG Distributorship or I	ng Stake or family members of ase of multiple dealership norms for LOI for a Retail Outlet / SKO-LDO
7	agreement of an existing	or terminated Dealership of R		nip/Distributorship of domestic LFG
) I hat none of the Share H LPG Retailership or simila by any Oil Company on the That the Share Holders h	loiders having controlling stak r agreement for marketing of ne grounds of malpractice/nor aving controlling stake or Dire	n performance. ectors or Promoters or their fan	their family member having NDNE Oil Company and it was terminated nily member do not own/hold LOI fo
•	NDNE LPG Retailership ag	greement or similar agreemen	t with other Oil Companies	
	Retailership or similar agi Company resign from the same on That if any information/d award of the NDNE LPG I	reement for marketing of NDN (Name of the other Oil Compa being selected as NDNE LPG eclaration given in this applica Retailership or in this affidavit	Retailer of IndianOil. Ition or in any document subm shall be found to be untrue or letter of intent/terminate the N	arther with other Oil ement is there) and shall agree to itted in support of application for the
conc	ealed there from.	•	correct to the best of my know	ledge and nothing material has beer
Sole	mnly affirmed and declared	l before me		
This	day of			
	•		•	el
	ature and Seal of istrate/Judge/Notary public			Signature of Deponent (Name in the block letters)

(TO BE TYPED ON APPROPRIATE NON-JUDICIAL STAMP PAPER OF REQUIRED VALUE)

(To be given by the family member as defined in eligibility criteria other than applicant – Applicable for individuals or Partners of partnership firms)

1	Son/Wife of	Age	years
4.			
			·
	ed and my father*/mother*/unmarried broth		
	(name ha		
	cation) against the advertisement made in		news
paper dated	<u> </u>		
	OR		
That I am married. My unn	married son*/unmarried daughter*/wife*/hus	sband*	
(Mr/Ms)	(name) has app	olied for NDNE LPG Reta	ailership of IO(
	on) against the advertisement made in		
dated	· ·		
	OR ·		
That I am widow/widower	. My unmarried son(s), unmarried daughter(s)	•
·	(name) has app	·	ailership of IO
	on) against the advertisement made in		
dated			
•			•
	OR	•	
That I am divorcee. My u	inmarried son(s), unmarried daughter(s)		
	(name) has app	olied for NDNE LPG Reta	ailership of IO
	on) against the advertisement made in		
dated		· ·	
*Strike off which is not app	plicable.	•	
2. That, in case he/sh	ne is selected for NDNE LPG Retailership of IO	C, I will provide financia	al assistance to
the extent of Rs	which is mentioned at Item nos	under my name	in the
application submitted by (Mr/Ms)for N	IDNE LPG Retailership o	of IOC
at	····	•	

3. That, in case he/she is selected for NDNE LPG R construction of godown/showroom on the land specifie	
I hereby verify that what has been stated above is true has been concealed there from Solemnly affirmed and	
This day of	
Signature and Seal of Magistrate/Judge/Notary public	Signature of person making affidavit (Name in block letters)
Name of Location	(Signature of applicant)

(NOTORISED AFFIDAVIT)	Annexure - B1
(TO BE TYPED ON APPROPRIATE NON-	JUDICIAL STAMP PAPER OF REQUIRED VALUE)
(To be given by Directors/Shareholders having controlling stak	te in the company in case land/godown/showroom is owned by them)
 	fe of
years resident of do hereby sol	
1 *That I am one of the Directors of the Company (M/s	(name of the
 *That I am one of the Directors of the Company (M/s Company) has applied for NDNE LPG Retailership of IOC at 	
news paper dated	
	OR
	, ·
*That I am shareholder having controlling stake of the compan	
	ne of the company) has applied for NDNE LPG Retailership of IOC at
(location) against the advertisement mad	le in news paper dated
* Strike off whichever is not applicable.	
,	
	<i>₹</i>
2. That, in case the company M/s	(Name of the company) is
selected for NDNE LPG Retailership of IOCL, I have no objection	n for construction of godown/showroom on the land specified in item
This day of	<u> </u>
·	•
Signature and Seal of Magistrate/Judge/Notary public	Signature of persons making affidavit
Signature and Sear Or Magistrate/Judge/Motary public	(Name in block letters)

Ar	m	eχι	ire	-C
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Format for obtaining Credit worthiness certificate from the bankers, from a scheduled bank / financial institution on their Letter Head and enclosed with the application. Please note that amount must be mentioned. If no specific amount is mentioned, no marks will be awarded.

	TO WHOMSOEVER IT MAY CONCERN
- · · · · · · · · · · · · · · · · · · ·	is a customer of thisyears and he/she/they is/are enjoying the following facilities from our
a) .	
p)	
:)	
	od, the dealing of Shri/Smt/Kum/M/sthe bank and his/her conduct has been satisfactory. In case , NDNE LPG
	allotted to him/her/them, we will be willing to extend a loan of Rs (In
Signature	
Name & Designation	
Office seal	

Name of Location

Date

Signature of applicant