

**GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA**

STARRED QUESTION NO:600
ANSWERED ON:06.05.2010
ALLOTMENT OF PETROL PUMPS
M.Thambidurai Dr.

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a): the policy for allotment of petrol pumps in the country;
- (b): whether complaints have been received regarding violation of policy on the allotment of petrol pumps;
- (c): if so, the number of complaints received during the last three years, oil marketing company-wise;
- (d): the follow-up action taken thereon;
- (e): whether the Government proposes any changes in the policy; and
- (f): if so, the details thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI MURLI DEORA)

(a) to (f) A statement is laid on the table of the House,

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO. 600 TO BE ANSWERED ON 06.05.2010 REGARDING ALLOTMENT OF PETROL PUMPS.

(a) & (b): Based on the broad policy guidelines issued by the Ministry, public sector oil marketing companies (OMCs.), viz., Indian Oil Corporation Limited (IOC), Hindustan Petroleum Corporation Limited (HPC) and Bharat Petroleum Corporation Limited (BPC) have framed their own detailed guidelines for selection of dealership/ distributorship of petroleum products. As per the guidelines framed by OMCs, selection of the candidates for dealerships/distributorships of petroleum products is done by independent selection committees consisting of senior officers of the Corporation. Out of 100 marks, approximate 90% marks are awarded on verifiable objective criteria based on production of documents by the candidate, such as capability to provide land, infrastructure, finance, educational qualification, age, etc. Approximately 10% of marks are awarded on subjective criteria such as personality, knowledge of the petroleum trade, communication skills, etc. The selection is done in a transparent manner and the results including parameter-wise marks obtained by all the candidates are displayed on the notice board and are also put on the website of the concerned OMCs.

(c): During the last three years i.e. 2007-08, 2008-09 and 2009-10, IOC, BPC and HPC have received 930, 188 and 900 complaints respectively against selection of retail outlet dealers.

(d): The selection guidelines contain provisions for grievance redressal system where each and every complaint is registered and examined by a senior officer appointed by the competent authority. The complaints having prima-facie merit are investigated and complainants are advised to furnish material, if any, to substantiate their allegations. Complaints are disposed off by way of a speaking order and a copy of the same is given to all concerned. In case of established complaints action is taken by the OMCs which include re-advertisement, re-interview, cancellation of selection process, initiation of disciplinary action against erring officials of the Corporation, etc.

(e) & (f): Review of the policy for selection of dealerships / distributorships are made from time to time to make the same more transparent, objective and fair.