



हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड

(भारत सरकार का उपक्रम) रजिस्टर्ड ऑफिस : १७, जमशेदजी टाटा रोड, मुंबई - ४०० ०२०.

HINDUSTAN PETROLEUM CORPORATION LIMITED

(A GOVERNMENT OF INDIA ENTERPRISE) REGISTERED OFFICE : 17, JAMSHEDJI TATA ROAD, MUMBAI 400 020.



दूरभाष / Tel: (02135) 259054, 259276
फॅक्स / Fax: (02135) 259071

पुना एलपीजी क्षेत्रिय कार्यालय / PUNE LPG REGIONAL OFFICE
तलेगांव - चाकन रोड, महालुंगे - इंगले, चाकन, पुना - 410 501.
Talegaon - Chakan Road, Village Mahalunge Ingale, Chakan, Pune - 410 501

(UCP)

PLRO/PNK/RTI-139

August 26th 2009

→ Shri Ranjit Sampatrao Jadhavrao
D-16/12, Sundar Garden, Manikbaug,
Sinhagad Road,
Pune - 411 051

Sub : Information sought under Right to Information Act, 2005

Dear Sir,

We refer to your letter dated 25th July, 2009 received at our Office on 30th July, 2009, requesting for certain information under Right to Information Act, 2005.

The point wise information is provided below :-

Point No. 1

The empty LPG Cylinders received from LPG Distributors are thoroughly inspected before filling operations by the concerned staff of HPCL. The cylinders found due for testing and further checking are taken out of circulation for necessary testing and repair. Such cylinders put into system for LPG filling only after required repair and testing. The unserviceable cylinders are discarded. The filled cylinders are again tested for leak, correct weight before dispatches to the LPG distributors. Subsequently the distributor at the time of delivery is again required to carryout the pre-delivery check of cylinders at customer's premises. The customers of Pune District are being supplied with LPG Cylinders from our Chakan LPG Bottling Plant. The turnaround of LPG cylinders is normally in the range of 30 days to 60 days.

Contd 2..

Point No. 2

The detail information of the markings done on the domestic LPG Cylinders are given below: -

- (i) Tare weight 16.5 kg means that the weight of the empty cylinder is 16.5 kg., which changes from cylinder to cylinder. This depends on the metal used for fabrication.
- (ii) Net weight of 14.2 kg. cylinder is the quantity of gas filled in the LPG cylinder for domestic use, for which the bill is raised and customer pays.
- (iii) The markings of C-08, C-09 etc., from the stay plates are for the purely requirement of LPG Plant during this visual inspection, which means that the concerned cylinders are due for periodic testing during Third Quarter of Calendar Year 2008, 2009 etc. Similarly B09 means that the concerned cylinders are due for periodic testing in the Second Quarter in Calendar Year 2009. We would like to inform you that the periodicity for testing of LPG cylinders are 10 years from the date of manufacturing and subsequently every 5 years. This periodicity of testing has been made applicable for all the cylinders manufactured after the second quarter of 2000. However, the same was advised to us during the month of August, 2007, therefore, the cylinders manufactured subsequent to the Second quarter of 2000, were to be tested after 10 years which was earlier stenciled for seven years. Therefore it was required that all the cylinders manufactured after the Second Quarter of 2000, were to be re-stenciled for the appropriate test due date as per the revised periodicity of re-testing. We appreciate your concern expressed on the issues. The appropriate authority has been advised to ensure that all the cylinders are appropriately stenciled to avoid any misconception among the consumers.

Point No 3

Please refer to the information provided as per point No. 1 above. There is no-online scrutiny reports maintained for visual inspection of LPG Cylinders in view of huge number of cylinders filled by plant per day. The name, address and contact no. of the Officer responsible for Bottling activities at Chakan LPG Bottling Plant is given below : -

Shri Sanjay M. Srivastava
Plant Manager
Hindustan Petroleum Corporation Limited
LPG BOTTLING PLANT
Talegaon – Chakan Road,
Village – Mahalunge Ingale, Chakan, Pune – 410 501
Tel No. 02135 – 259071

Contd 3..

Point No 4

We have put up the state of art facility at for carrying out the filling operation of LPG cylinders and checking the same through highly sensitive equipments and trained staff flowed by multi stages checking system making it full proof to the highest degree so as no unchecked cylinders are supplied to the customers. In case of any complaint the complaint can be posted to HPCL through the following options :-

- (i) Lodging complaint with the concerned distributor
- (ii) Lodging complaint with our LPG Customer Cell at the following address :-

LPG CUSTOMER SERVICE CELL
HINDUSTAN PETROLEUM CORPORATION LTD.,
3/C, DR. AMBEDKAR ROAD,
CAMP, PUNE - 411 001
TEL NOS. 020 - 26213104 / 05

- (iii) The complaint can be also be logged on our Corporate Website :
- (iv) The complaint can be also posted to Sr. Regional Manager at the following address :

P. N. KANTH
Sr. Regional Manager - LPG
HINDUSTAN PETROLEUM CORPORATION LTD.,
Talegaon - Chakan Road, Village - Mahalunge - Ingale,
Chakan, Pune - 410 501
Tel No. 02135 - 259276

Point No 5

The actions against the officers are taken as per the Conduct & Appeal rules / Standing orders of the Corporation as applicable to the employees.

Complaints can be lodged in writing to the appropriate authority at the addresses of our regional offices and headquarter offices are available on our website www.hindustanptroleum.com.

Point No 6

HPCL through its training programs imparts training to their distributors as well as to their staff. The training modules are specially developed to ensure safe and sound delivery of LPG cylinders to customers through distributors and their staff. Such trainings are organized by specially trained internal staff as well through the services of external professionals. These trainings are developed to meet various marketing

challenges as per the strategy developed by the Strategy Group. The training module is developed for exclusive use of HPCL and since viewed as matter of commercial confidence, is denied to you under the relevant provisions of the RTI Act. Any suggestions in this regard, may be provided to the Sr. Regional Manager at the address mentioned above .

Point No 7

The cash receipt of distributors for refill supply should clearly mention the quantity of Gas and the retails selling price along with the full address of distributors and emergency contact telephone numbers. Apart from this the safety tips and other consumer education messages are also printed on the back of cash memo.

Point No 8:

Requirements for release of New Gas connection is given below:

- A. The Customer should not have any connection of any other PSU Oil company (IHPC/BPC/IOC/IBP)
- B. Must be resident of the location for which connection is required .The location must be within the trading area of the concerned Distributor from whom gas connection is requested. For proof of identification any of following documents are to be provided :
 - a. Copy of house lease agreement / rent receipt
 - b. Copy of Ration card
 - c. Copy of passport
 - d. Copy of telephone bill or other utility bill
 - e. In case of orders issued by state government the connection are being issued against the ration card.
- C. The kitchen must be properly ventilated and free from congestion.
- D. Provision of slab for keeping hot plate above the ground.
- E. Gas stove and LPG hose must have ISI marked, stove must be duly serviced for safe and efficient usage.
- F. The subsidized domestic LPG must be used for domestic cooking purpose only.
- G. In case the LPG installation prospective customer is found to be unsafe the distributor is authorized to refuse New Connection in the interest of safety.
- H. The prospective customer is required to register themselves for new connection. The distributor shall carryout the inspection of proposed LPG Installation at the customer's premise to verify if the above required of safety aspects are maintained. After fulfilling the above criteria the gas connection are released on seniority basis as per availability of LPG Cylinders and Regulators.

Contd 5...

:5:

Point No. 9

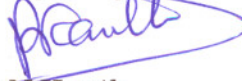
The customers can make booking for refill cylinders either through the phone, through personal visit , or online booking on our website as mentioned above, the distributors shall supply the cylinders to the home of customer. The endeavor of HPCL is to give cylinder delivery within 24 to 48 hours of booking. However, this is possible only when the supply chain and availability of filled cylinders is adequate. In certain situations, beyond our control, there is bound to be a time delay, and in these circumstances, the cylinders are normally delivered in the same sequence of order of booking done with the distributor, with single cylinder holders being given preference.

In case you wish to appeal, you can do so to the appellate authority: Executive Director LPG, Hindustan Petroleum Corporation Ltd., 8 Shoorji Vallabhdas Marg, Ballard Estate, Mumbai 400001.

We attach the Cash Receipt No 9001128 dated 18.08.2009 for Rs. 10/-

Thanking you,

Very truly yours



P N Kanth
Sr. Regional Manager &
Public Information
Officer under RTI 2005