

**From : Ranjit Sampatrao Jadhavrao**  
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Cell : +91-9423573569  
Date : 25<sup>th</sup> July, 2009  
Ref. No. : HPCL/RTI/2009-10/003

Ref. : Consumer No. 619349 (Distributor - Dhamdhere Gas House, Parvati Paytha, Pune 411009.)

To,

**The Chief Public Information Officer – RTI**

Hindustan Petroleum Corporation Ltd.,  
C/O. Regional Manager, Pune HPCL,  
Talegaon Chakan Road,  
Village Mahalunge Ingale,  
Chakan, Tal Khed, Dist Pune - 410501.

**Sub.: First request of information under the Right To Information Act, 2005 (Section 6)**

Respected Sir/Madam,

Under the Right To Information Act, 2005 (Section 6), please provide me the following information –

1. Please give exact details of the procedures undertaken for re-filling of empty domestic use LPG cylinders in your bottling plants / facilities in and around Pune and which are specifically re-filled for Pune District. Please specify details of the turnaround time of a particular empty domestic use LPG cylinder from 'collecting for re-fill by HPCL' to 'delivery to the distributor for distribution to consumers'.
2. Please furnish details of the various visual markings done by HPCL on a domestic use LPG cylinder with its exact meaning. (viz. C-08, 16.5, 16.5, Net Wt., etc.)
3. Please specify what type of care is taken to ensure that domestic use LPG cylinders which are safe for use are only sent to Distributors for further distribution. Please give exact details of the procedure of scrutiny of empty domestic use LPG cylinders received for re-filling at your plants / facilities in and around Pune with reference to the safety and security of your consumers or end users. Please furnish true copies of scrutiny reports signed by your officers during the period January 2009 to June 2009. Please furnish details of your Officers (with names, designations, office address, contact details, etc.) responsible for carrying out such scrutiny before a domestic use LPG cylinder is re-filled.
4. Is there a possibility of a consumer getting unscrutinised, re-filled domestic use LPG cylinder having marked date for statutory testing due date expired? If yes, who is responsible for this negligence towards consumer safety? What type of action can be initiated by a consumer against these negligent officers/distributors? Please also provide the contact details of the HPCL officers in Pune to be contacted in such a scenario.

5. Please furnish information on the internal procedure/system of enquiry of staff / officers of HPCL for being defaulter (dereliction of duty) in their duty or services. Please also furnish the details of the 'Consumer Complaints Handling Mechanism' at HPCL Pune with relevant details (i.e. addresses, contact details, etc.) wherever necessary.
6. Does HPCL provide training to its local distributor's delivery staff or office staff to cross-check for few things which will take care of the safety of the consumer? Is there a particular mandatory training module for distributor's to be imparted to their delivery personnel? Who is responsible for the training of the distributor's staff regarding safety measures to be taken before delivering a particular re-filled domestic use LPG cylinder to the consumer? Please specify with supporting certified documents.
7. Please specify about the details which are to be mandatorily printed on a receipt given by the distributor to its consumer for a re-fill of domestic use LPG cylinder.
8. Please give a list of documents required from a citizen to obtain a domestic use LPG connection.
9. Please specify about the rules of booking a domestic use LPG re-fill and timeline for the booking.

I need this information for my personal knowledge and benefit & use of general public at large.

I prefer to receive this information in the form of **certified copies of documents or records** and **in person from your Pune City Sales & Service Office, Pune 411001.**

I am enclosing a Demand Draft (No.851376 dt. 24-07-2009) for Rs.10/- as the requisite fees. Please inform me date and time for my visit to collect the information and the charges incurred for information sought.

Thanking you in anticipation,



**(Ranjit S. Jadhavrao)**

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