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Date : 3rd February, 2010
Ref. No. : HP/RTI/2009-10/022

To,

The Central Public Information Officer – RTI
Hindustan Petroleum Corporation Ltd.,
C/o. Sr. Regional Manager, Pune HPCL,
Talegaon Chakan Road,
Village Mahalunge Ingale,
Chakan, Tal Khed, Dist Pune - 410501.

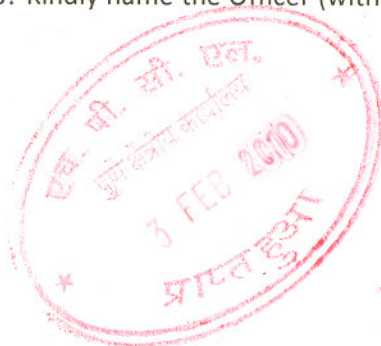
Sub.: First request of information under the Right To Information Act, 2005 (Section 6)

Respected Sir,

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

1. Please provide complete details of HPCL Distributors in Pune City viz. the Dealership Name, Dealership Owner Name, sanctioned capacity of domestic LPG connections, Number of consumers per month who are given rebate for collecting cylinders from the Distributors premises, Average waiting list for refill per month, Average delivery period - from the day of booking a refill to day of delivery - per month, for the period December 2008 to November 2009. (information preferred in MS Word, MS Excel or Adobe PDF format)
2. Please state the reasons about the non-disclosure of consumer-centric information like expiry of LPG cylinders, no time bar for refill booking, rebate on pickup of cylinder from Distributors premises, buying of gas stove from distributor at the time of new connection not mandatory, daily stock of cylinders, Consumer Grievance Officer contact details, etc. in the offices of your Distributors (in Marathi & English). Kindly name the Officer (with contact details like tel. no., email, postal address, etc.) who is responsible for making the display of such information mandatory in the Distributors offices.
3. What punitive action can be taken if a particular Distributor is denying booking of domestic LPG cylinder before 21 days of earlier refill delivery to his consumers? What action does HPCL take against such erring Distributors to safe-guard the interest of their consumers?
4. What can be done if a particular Distributor is denying the rebate to his consumers for personally collecting the refill from his premises? Can the local HPCL Vigilance people act on the tip-off given by the citizens and raid the Distributor for scrutiny of the records? Kindly name the Officer (with contact details

42



like tel. no., email, postal address, etc.) who is responsible for this action and the procedure for the same.

5. How many serious accidents due to leakage of domestic LPG cylinder valve are reported to HPCL Pune in a year on an average? Please provide information of the same for the last three years i.e. 2007, 2008 and 2009.

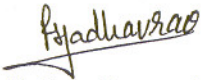
I need this information for benefit and use of general public at large. I am attaching Indian Postal Order (No. 74E 873628 dt. 03.02.2010) of Rs.10/- as RTI application fees.

I prefer to receive this information in the form of **electronic media (MS Word, MS Excel or Adobe PDF format)** and **through e-Mail**.

Please also inform me about the charges incurred for information sought through email or phone.

Thanking you in anticipation,

Sincerely yours,



(Ranjit S. Jadhavrao)

9423573569