

**From : Ranjit Sampatrao Jadhavrao**  
D-16/12, Sundar Garden, Manikbaug,  
Sinhagad Road, Pune 411051.  
Maharashtra.  
Email : mahiti.adhikaar@gmail.com  
Cell : +91-9423573569  
Date : 3<sup>rd</sup> February, 2010  
Ref. No. : HP/RTI/2009-10/023

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.

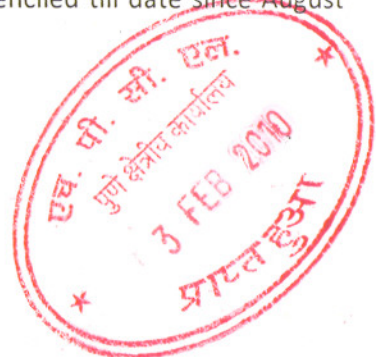
**Sub.: First request of information under the Right To Information Act, 2005 (Section 6)**

Respected Sir,

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

1. Kindly specify whether the software available at the HPCL Distributors office for booking of refill cylinders is provided by HPCL or the Distributors have developed it themselves for their convenience. If HPCL has developed it for their Distributors, does it have an inability of booking a refill before 21 days of earlier delivery? If yes, which Office/Officer is responsible for introducing such a restrictive and derogatory feature in this software?
2. Kindly name the Officer (with contact details like tel. no., email, postal address, etc.) who can be contacted in case the consumer wants to inspect the stock records/other relevant documents of Dealers/Distributors under Section 4 of RTI Act 2005. Can a citizen directly inspect records/documents of a Distributor at his office under this Section? Please also specify the process of intimation before going for actual inspection applicable to HPCL.
3. Are all the domestic LPG cylinders in use manufactured after the second quarter of year 2000 re-stenciled for the appropriate test due date as per revised periodicity of re-testing after my complaint to Chief Vigilance Officer, HPCL and as per your earlier RTI reply to me via letter **PLRO/PNK/RTI-139 dt. 26<sup>th</sup> August, 2009**? Please provide me a copy of directive/instruction/order given by DGM (Vigilance) to Chakan Plant In-charge regarding re-stenciling of domestic LPG cylinders after my complaint to CVO, HPCL. Kindly inform me the total number of LPG cylinders that were re-stenciled till date since August 2009.

(1/2)



4. Please provide me with the latest amended electronic copy (MS Word or Adobe PDF format) of '**Marketing Discipline Guideline**' released by the Petroleum Ministry which is applicable to all Oil Marketing Companies and their LPG Distributors in India.

5. Please provide information about the type (domestic/commercial) of LPG cylinder allowed to be used with domestic Gas Water Heaters/Gas Geysers. Is there a system of inspection to detect the misuse of usage of domestic LPG cylinders?

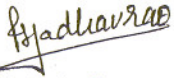
I need this information for benefit and use of general public at large. I am attaching Indian Postal Order (No.74E 873627 dt. 03.02.2010) of Rs.10/- as RTI application fees.

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



# 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

फैक्स/ Fax: (02135) 259071

PLRO/PNK/RTI-2/2

पुना एलपीजी क्षेत्रिय कार्यालय / PUNE LPG REGIONAL OFFICE

तलेगांव - चाकन रोड, महालुंगे - इंगले, चाकन, पुना - 410 501.

Talegaon - Chakan Road, Village Mahalunge Inggale, Chakan, Pune - 410 501

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

**Sub : Information requested Under Right to Information Act, 2005**

Dear Sir,

We refer to your letter No. HP/RTI/2009-10/023 dated 3.2.2010 received by us on 4.2.2010 on the subject. The information requested by you, are provided below : -

- (1) HPCL has developed the software of HP Gas operation and provided the same to Distributors. The HP Gas package has the provision of booking of refill before 21 days.
- (2) The various documents, stocks and the other documents of distributors are the third party information which is also the information of commercial confidence hence the same cannot be inspected by the individual.
- (3) The re-stenciling activity is the regular ongoing process started from 2 years back being meticulously carried out by the plant. Approximately 55000 cylinders have been re-stenciled from August 2009 to Jan 2010.
- (4) We do not have any letter on record from the DGM(Vigilance) to the plant in-charge, hence the same cannot be provided.
- (5) The copy of marketing discipline guidelines is attached herewith.
- (6) For domestic gas water heaters/gas geysers only nonsubsidised LPG cylinders are to be used available in 19 kg/35 kg and 47.5 kg capacity cylinders.

In case, you wish to make an appeal, it can be made within 30 Days from the receipt of this letter to our Executive Director - LPG, Hindustan Petroleum Corporation Limited, Hindustan Bhawan, 8, Shoorji Vallabhdas Marg, Ballard Estate, Mumbai : 400 001

We attach herewith the cash receipt no 9002923 dated 03.03.2009 for Rs.10/-

Thanking you,

Very truly yours,

**P. N. KANTH**  
**SR. REGIONAL MANAGER-LPG &**  
**CENTRAL PUBLIC INFORMATION OFFICER**  
**UNDER RTIA 2005**

**MDG 2001**

Sr. No.	Established MAJOR Irregularities	Proposed penal action		
		1 <sup>st</sup> time	2 <sup>nd</sup> time	3 <sup>rd</sup> time
1.	Forced sale of Stove/Hot plates especially to newly enrolled customers	Fine of Rs. 10,000/- and recovery @ Rs. 2,000/- per customer to whom forced sale is made.	Fine of Rs. 25,000/- and recovery @ Rs. 2,000/- per customer to whom forced sale is made.	Termination
2.	Forced sale of hot plates to wait-listed customers (prior to enrollment)	Fine of Rs. 10,000/- and recovery @ Rs. 2,000/- per wait listed customer to whom forced sale is made.	Fine of Rs. 25,000/- and recovery @ Rs. 2,000/- per wait listed customer to whom forced sale is made.	Termination
3.	Recovery of unauthorised charges from prospective customers at the time of registration/release of new connections	Fine of Rs. 10,000/- and return of all unauthorised recoveries to the prospective customers.	Fine of Rs. 25,000/- and return of all unauthorised recoveries to the prospective customers.	Termination
4.	Supply of partially used cylinders/pilfering product from cylinders	Fine of Rs. 20,000/- plus the price of LPG pilfered/ supplied short at commercial rate.	Fine of Rs. 50,000/- plus the price of LPG pilfered/supplied short at commercial rate.	Termination
5.	Unauthorised release of connection	Fine of Rs. 10,000/- and recovery @ Rs. 4,000/- per connection issued unauthorisedly.	Fine of Rs. 25,000/- and recovery @ Rs. 4,000/- per connection issued unauthorisedly.	Termination
6.	Unauthorised out of turn release of new connections	Fine of Rs. 10,000/- and recovery @ Rs. 4,000/- per connection issued unauthorisedly.	Fine of Rs. 25,000/- and recovery @ Rs. 4,000/- per connection issued unauthorisedly.	Termination
7.	Diversion of domestic cylinders for non-domestic used	Fine of Rs. 20,000/- and recovery of differential in retail selling price of LPG in 14.2 Kg. cylinder and 19 Kg. cylinder on per cylinder basis.	Fine of Rs. 50,000/- and recovery of differential in retail selling price of LPG in 14.2 Kg. cylinder and 19 Kg. cylinder on per cylinder basis.	Termination

8.	Deliberate acceptance of fake TV	Fine of Rs. 10,000/- and recovery of Rs. 4,000/- per fake TV accepted.	Fine of Rs. 25,000/- and suspension for one month and recovery of Rs. 4,000/- per fake TV accepted.	Termination
9.	Induction of spurious equipment	Fine of Rs. 10,000/- and recovery at penal rate in vogue for the spurious equipment and confiscation of equipment.	Fine of Rs. 25,000/- and recovery at penal rate in vogue for the spurious equipment and confiscation of equipment.	Termination
10.	Adopting unsafe practices by sale of non BIS/substandard equipments	Fine of Rs. 10,000/- and reimbursement of cost of equipment	Fine of Rs. 25,000/- and reimbursement of cost of equipment	Termination
11.	Shortage of Corporation's equipment entrusted with the distributor	Fine of Rs. 10,000/- and recovery at penal rate in vogue for equipment found short.	Fine of Rs. 25,000/- and recovery at penal rate in vogue for equipment found short.	Termination
12.	Deliberate manipulation of mandatory records, wait list register, SV/TV, etc.	Fine of Rs. 10,000/-	Fine of Rs. 25,000/-	Termination
13.	Deliberate non-attendance of complaints of delay in refill supply /leakage of cylinders	Fine of Rs. 10,000/-	Fine of Rs. 25,000/-	Termination
14.	Not giving rebate on non-home delivery excluding C&C supplies within the area of distributor made on specific request of customer	Fine of Rs. 10,000/-	Fine of Rs. 25,000/-	Termination

**MDG 2001**

Sr. No.	Established MINOR Irregularities	Proposed penal action			
		1 <sup>st</sup> time	2 <sup>nd</sup> time	3 <sup>rd</sup> time	4 <sup>th</sup> time
1.	Unauthorised out of turn delivery of refill by distributor's deliverymen excluding normal bunching of bills for backlog clearance as approved by field officers/oil company office.	Caution/Warning & counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
2.	Unapproved/unauthorised non-home delivery of refill supplies	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
3.	Deliberate withholding of Corporation's payment collected from consumer as security deposit	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
4.	Rude/discourteous behaviour of distributor/staff/deliverymen without any provocation by customer	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
5.	Overcharging by distributor on refill/installation charges/mechanic charges with or without bill	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
6.	Non use of prescribed intimation letter (given that proper text and printed letters are provided by Oil company in line with policy)	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
7.	Showroom kept closed on working days excepting justifiable extra ordinary emergencies	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
8.	Delivery boys/mechanics demanding more than the cash memo/bill amount for refill/service	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
9.	Overcharging by distributor's staff on refill/cash memo for refills/mechanic services/non-refund of charges	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
10.	Refuse to register request for new connection/DBC	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
11.	Non placement of sufficient and timely supply orders to cover the demand of refills	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
12.	Deliberate delay/inaccuracies in submitting reports/undue delay in refill supplies	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination
13.	Unauthorised out of turn release of additional cylinders	Caution/Warning & Counseling	Fine of Rs. 5,000/-	Fine of Rs. 15,000/-	Termination

**हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड**

(भारत सरकार उपक्रम)  
 रजिस्टर्ड ऑफिस : 17, जमशेदजी टाटा रोड, मुंबई - 400 020  
**HINDUSTAN PETROLEUM CORPORATION LIMITED**  
 (A GOVERNMENT OF INDIA ENTERPRISE)  
 REGISTERED OFFICE : 17, JAMSHEDJI TATA ROAD, MUMBAI - 400 020.

**नकद रसीद CASH RECEIPT**

चेक और डिमांड ड्राफ्ट के लिए जो हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लि.  
 को देय है, वसूली पर वैध है।  
 CHEQUE/DEMAND DRAFTS PAYABLE TO H. P. C. L.  
 SUBJECT TO REALISATION.



से प्राप्त / RECEIVED FROM		स्थान कोड	निर्गामी स्थान	पता बही संख्या	क्रमांक	तारीख
CASUAL SUPPLIERS		LOC. CODE	ISSUING LOCATION	ADDRESS BOOK NUMBER	NO	DATE
CHQ NO.	INDIA	बैंक कोड	चेक सं.	तारीख	राशि	नाम
CHQ NO.	DATE	BANK CODE	CHQ. NO.	DATE	AMOUNT	BANK CODE
523741	03/03/10	102		27423524	7992893	03/03/10
भुगतान विवरण			लेखा विवरण			
PARTICULARS OF PAYMENT			ACCOUNTING DISTRIBUTION			
Received from CASUAL SUPPLIERS			Debit Account 12000.237100.1240101			
Towards Income-Service Chgs			Credit Account 12352002.582010			
रुपये RUPEES			₹ 10 x 2			
HINDUSTAN PETROLEUM CORPORATION LIMITED			कुल TOTAL			
रसीद टिकट REVENUE STAMP			TENTY AND PAISE ZERO ONLY			
अधिकृत हस्ताक्षर AUTHORISED SIGNATURE			₹ 20			