





PETROL PUMPS (RETAIL OUTLETS)

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- What are Retail Outlets / Petrol Pumps ?
- What is available at Retail Outlets ?
- What are Petrol / Diesel / CNG / Branded Fuels ?
- What are the mandatory facilities / services available at Retail Outlets ?
- How Quality / Quantity are maintained at Retail Outlets ?
- How to lodge a complaint ?

The answers to the above queries are given below :

1. What is Petrol Pump ?

- The most common point of contact of customers with Oil Industry is the Petrol Pump. In Oil Industry parlance, Petrol Pumps are referred to as Retail Outlets (ROs).
- As per the existing Government policy, Petrol Pumps can be set up by Public Sector Oil Companies as well as Private Sector Oil Companies dealing in storage and distribution of petroleum products as per guidelines. Presently, the Oil Companies engaged in retail business of automotive fuels are IOC, HPC, BPC, NRL, MRPL, ONGC, RIL, Essar and Shell.

2. Products Marketed at Retail Outlets :

- **Petrol**, in technical language is called “Motor Spirit” (MS). It is mainly used in passenger vehicles such as 2 / 3 wheelers and cars. At present, HPCL markets two types of Petrol across the country, i.e. normal Petrol and branded Petrol.
 - **Normal Petrol:** Normally used as a fuel for spark ignition internal combustion engines such as passenger cars, two wheelers, three wheelers, etc.
 - **Branded Petrol:** This is preferred by new generation vehicles. It is



slightly costlier than normal Petrol. It has additives for optimizing performance of vehicles. It is sold under the brand name “**poWer**”.

- **poWer** provides benefits like cleaning and prevention of carbon deposits, reduced smoke / emissions, better acceleration & pick up and smooth driving experience.
- **Ethanol Blended Petrol** : The Ministry of Petroleum & Natural Gas has notified marketing of Ethanol Blended Petrol (EBP). The Practice of labeling on the pump is recommended for ethanol marketing. To ensure presence of ethanol, EBMS field test is recommended in the specification of EBMS and also under MDG. The customer can detect ethanol by mixing 100 ml of EMBS with 30 ml of water and by following field test procedure as described in specification / MDG.
- **High Speed Diesel (HSD)**: HPCL markets two types of Diesel across the country i.e. Normal diesel and Branded diesel.
 - **Normal Diesel** : These are used in heavy commercial vehicles, buses, tractors, motor cars, pump sets and in various other diesel engine driven applications.
 - **Branded Diesel** : This is preferred by new generation vehicles and is sold by HPCL under the brand Name “**Turbojet**”, which contains multi-functional additive that enhances the performance of new generation vehicles and ensures peak engine performance.
- **Lubricants** : This is a vital product for healthy life of an engine. A lubricant is a viscous product used in the engine for its smooth functioning. Different grades of lubricants are needed for different engines, gear box and other components. The RO dealer can guide on the recommended grade of lubricant for the vehicle. HPCL regularly develops new products to cater to different needs of the customers.
- **Compressed Natural Gas (CNG)**: CNG is an environment friendly fuel and available in major towns where it has been introduced depending on availability of Grid and Gas.
 - CNG is available at select outlets of the Company in some cities. There are also stand-alone ROs for CNG in select cities.
 - CNG can be used in vehicles which are fitted with a special kit meant for the purpose. The vehicle needs mechanical change for its use.



- Its availability is being gradually increased in more cities / ROs.
- **Auto LPG:**
 - ALPG meets BIS standard IS:14861 which has Octane Number of 88 (minimum).
 - ALPG is a clean and environment friendly fuel.

3. Facilities provided at Retail Outlets:

- **Facilities:** A Retail Outlet is not just a place for meeting fuel needs. It offers a range of services which can be classified as under:
 - **Mandatory Facilities:** These are the facilities which every retail outlet must provide. These include free air, display of working hours and display of name and telephone number of oil company personnel for the convenience of customers. First Aid Box, toilet and safety equipment as per statutory requirements such as fire extinguishers and sand buckets etc. are also available at retail outlets.
 - **Other Facilities:** For the convenience of customers these additional facilities may be provided by dealers at the retail outlet premises. These include water-coolers, convenience stores, snack bars, dhabas and rest-rooms, bathing and washing space for truckers, telephone facility- PCO/STD, ATM, servicing / repair shop, tyre shop, loyalty card program etc.
- **Quality:** The term “quality” implies that the product you are buying is meeting the prescribed specifications and is free from any contamination or adulteration. The customers can ensure quality by carrying out specific checks for different products as listed below :
 - Filter Paper Test (for Petrol)
 - a) Clean the mouth of the dispensing nozzle to remove stains.
 - b) Put a drop of petrol on the filter paper from the nozzle.
 - c) It should evaporate in about 2 minutes without leaving a stain on the filter paper. (If the area of the filter paper where the drop of MS was put remains pinkish, it is the colour of the MS and not any stain). If a stain is left on the filter paper then there is a possibility of adulteration.



- Customer should immediately lodge a complaint if Filter paper is not available at the Retail Outlet for testing of Petrol. It is the duty of the Dealer to provide filter paper on demand by the customer.
- Density Check (for Petrol and Diesel, including branded fuels)
 - a) A 500 ml jar, calibrated hydrometer, thermometer and ASTM (American Society for Testing of Materials) conversion charts are required to carry out density test. Hydrometer is a very simple instrument for measuring density of any liquid, which is different for petrol and diesel.
 - b) Fill about 3/4th of the jar with the product taken through nozzle of the Dispensing unit.
 - c) Dip the thermometer and hydrometer in the jar and record the temperature and density.
 - d) The actual density observed is then converted to density at 15 degree centigrade with the help of conversion chart. This converted density is then compared with the reference density taken from the density register maintained by the Retail Outlet.
- Checks for Lubricants: Please check the seal of container, date of manufacture and name of the manufacturer. For the convenience of 2/3 wheeler segment, Retail Outlets generally provide self-mixing (petrol-oil mix) dispensers, 2T dispensers and they also keep tamper proof 2T/4T pouches.
- **Quantity :**
 - It is mandatory for each retail outlet to keep a calibrated 5 litre measure, stamped by Weights and Measures Department every year, to verify quantity.
 - Quantity can be checked with 5 liter measure. The permissible variation due to any unforeseen malfunctioning of the dispensing unit is 25 ml in 5 liters which is to be rectified immediately.
- **Price :** The selling prices of products are displayed prominently at the outlet. Customers must ensure to take cash memo for every purchase.
- Other useful tips for customers : Meter to be set to zero before starting delivery and final reading to be checked after delivery.



- **Malpractices / Unauthorized Activities :** In case a citizen comes across any of the following possible malpractices, he/she may contact Company's Officer whose name & contact number is displayed at the Retail Outlet.
 - **Adulteration :** There is a Possibility of adulteration, by mixing cheaper homogeneous products in petrol or diesel. Adulterated product will definitely affect the performance of vehicle. In such case, one should carry out the filter paper / density check as explained above.
 - **Short Delivery:** Although all dispensing units (Machines delivering petrol / diesel) are annually calibrated and sealed/stamped by Weights & Measure Department and also periodically checked by the Company Officer, there could be a possibility of tampering or machine malfunctioning. As mentioned earlier, a citizen has the right to check the quantity delivered with a duly calibrated and stamped 5-litre measure available at petrol pump.
 - **Overcharging:** The dealer is not allowed to overcharge for the product sold. The prices of products are always displayed at the retail outlets. One must ensure to take a cash memo for every purchase.

4. Cashless Transactions

HPCL has been in the forefront to promote Cashless economy. Various initiative taken by HPCL to facilitate easy payment options for customers are as under :

- Cashless Transactions across Retail outlet network include Loyalty/ Credit Cards / Debit Cards and Mobile Wallets.
- Multiple Wallet options available at Retail Outlets, namely HP Pay, Paytm, Freecharge, Mobikwik, Ola Money, mRuppee, SBI e-Buddy, Jio Money, Airtel Money, Idea Money, UDIO Wallet, Vodafone Mpesa.
- Micro ATMs in partnership with IDFC Bank and Oxygen, are available at many retail outlets
- Cash at POS at 700+ outlets
- ICICI has launched an QR code based UPI solutions for all HPCL



outlets in Delhi and Mumbai, which allows money transfer between any two bank accounts by using a smartphone.

- FASTag rolled out by NHAI for Electronic Toll Collection, HPCL dealers are authorized to sell and recharge FasTags to customers.
- HPCL Official Website hosts list of Outlets providing Cash at POS and list of outlets with cashless modes of transactions for information to customers, list of new outlets get updated on a daily basis
- **Charges and incentives for Digital Transactions.**
 - [a] HPCL offers 0.75% Incentive for all Digital Payments at Petrol Pumps. This will be in the form of “Cash Back”, which will be credited to the card holder’s Bank Account.
 - [b] There are no charges on debit card transactions at HPCL petrol pumps. In case, any such charge is levied on the usage of Debit Card, then the customers may please take up with their respective Bank who has issued the Debit Card. HPCL will not be responsible for such Charges.
 - [c] For Credit Cards, a maximum of 1% of Convenience fee will be charged by the Bank to the Customers.

5. Safety – Our utmost concern :

- Petroleum products are highly inflammable and are, therefore, dangerous if not handled properly. Their handling is strictly governed by Petroleum & Explosives Safety Organization (PESO) Rules. A Petrol Pump is a licensed premise and all activities are carried out with strict adherence to PESO Rules.
- For the safety of all concerned, the following precautions must be observed:
 - Switch off the engine before taking delivery of fuel (to avoid possible fire caused by spillage of fuel)
 - Please DO NOT smoke within the Petrol Pump premises.
 - Never light a match stick within the Petrol Pump premises.
 - It is advisable to get off the vehicle while refuelling.
 - It is not advisable to carry petrol / diesel in plastic / glass bottles.



6. Complaints :

- For any unsatisfactory service or product, customer may please bring it to the notice of the dealer immediately or in his absence, the Manager. However, if the explanation given by the Dealer or Manager is not satisfactory, a customer can record the complaint in the Complaint and Suggestion Book available at each petrol pump or contact Company's Sales Officer on phone.
- A written complaint can also be sent to Company's Sales Officer, Regional Office or a complaint can be lodged through helpline - 1800 2333 555 contact details are displayed at each Retail Outlet. Complaint can also be lodged through Website - www.hpretail.in or hindustanpetroleum.com.
- Each complaint received by letter, through the website or entered into the Complaint / Suggestion book is investigated by Company Officer and suitable action is taken to resolve the complaint.

7. Selection of Retail Outlet Dealer :

After identifying the location for setting up retail outlet dealership, HPCL releases an advertisement in newspapers [one English and one Hindi/Vernacular] inviting applications from candidates belonging to the category for which the location is reserved. The eligibility criteria, terms & conditions, and procedures for selection are described in the advertisements as and when they are released and in the "Brochure for Selection of Dealers for Regular & Rural Retail Outlets". The Brochure is available on our website: www.hindustanpetroleum.com. The same can also be obtained from our Retail Regional Office on payment of Rs. 100/=.

Application can be made only in the prescribed format for the locations advertised by HPCL. Completed applications have to be submitted to the concerned Regional Office within the time limit as stipulated in the advertisement.

HPCL has got 67 Retail Regional Offices across the country. Please contact the nearest Regional Office for any further information on the Retail Business activities by HPCL.

For more details, please visit our website

www.hpretail.in or www.hindustanpetroleum.com.



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AUTO LPG

- What is Auto LPG ?
- What are the advantages / availability of Auto LPG ?
- Why should we not use detachable LPG cylinders in Vehicles ?
- What is Auto LPG conversion kit, its components and functions ?
- Is it mandatory to get the endorsement on Registration of Vehicle after fitting Auto LPG Kit ?

The answers to the above queries are given below:

1. Why Auto LPG (ALPG) :

- In India, LPG has been officially recognized as an auto fuel in 2002 with due amendments of all relevant Acts / Rules by the Central and State governments. Use of LPG as automotive fuel is an age-old practice in various countries.
- **Advantages of Auto LPG :**
 - ALPG is a clean & environment friendly fuel.
 - ALPG meets BIS standard IS:14861 which has Octane Number of 88 (minimum).
 - ALPG fitment in vehicles is safe.
 - Less pollution and smooth running.
 - Availability in major cities and towns.
- **Availability of Auto LPG :**
 - ALDS is available at various retail outlets of HPCL. The details of Auto LPG Dispensing Stations (ALDS) are available on our website- www.hindusthanpetroleum.com.



- The details of operating ALDS including that of Private Marketers can also be accessed from the website: www.iac.org.in.
- **Operation of Auto LPG Dispensing Stations (ALDS) :**
 - ALDS installation is governed by the guidelines of Petroleum & Explosive Safety Organization (PESO).
 - Auto LPG is a freely priced product with no government controls/ subsidy. Each company can fix the price of ALPG based on its own commercial considerations.
 - Auto LPG is delivered on volumetric basis.
 - The quality of Auto LPG is governed by IS: 14861.
 - Auto LPG Dispensers are periodically calibrated using a master calibration kit.
 - In case of any grievance regarding quality and quantity of Auto LPG delivered, the customer can make a complaint to the Sales Officer of the company whose contact details are displayed at the ALDS.
- **Why should we not use detachable LPG cylinders in vehicles ?**
 - As per CMVR 115 C, only fixed Auto LPG tank with its safety gadgets, approved by PESO, is allowed in motor vehicles.
 - Use of cylinders, other than approved ALPG fixed tank, is highly unsafe and prohibited under law.
 - Auto LPG tank shall neither be replaced by domestic/commercial/ industrial LPG cylinder nor with the cylinders containing any other gases.
- **General instructions for motorists :**
 - LPG being highly inflammable, any hot work (welding/gas cutting/ brazing etc.) on the body or other parts of LPG driven vehicle should only be done by trained staff at authorized work shop.



- Repair of LPG tank is not permitted under any circumstances. However, repair/maintenance of Auto LPG system and its components should be carried out at authorized workshops. Ideally, repairs should be done by the same Retrofitter who has originally fitted ALPG system to the vehicle.
- Auto LPG tank and the piping system should be checked regularly for any leakage. The Auto LPG Cylinder has to be tested periodically in line with statutory requirements.
- In case of leakage in the LPG system, cut off LPG supply and park the car in open area, away from ignition sources. Move all the people to a safe distance from the vehicle, opposite wind direction and seek assistance of nearest authorized installer / workshop.
- Do not use domestic or any other detachable LPG cylinder as auto fuel, as it is a punishable offence under Law and is also highly unsafe.
- Auto LPG re-fueling to the vehicle tank should be done only at the authorized ALDS, through the dispensing nozzle. Do not fill domestic LPG or any other gas in a LPG tank.
- Domestic LPG does not meet Octane requirement of Auto LPG and it may damage Engine in the long run.
- After refueling LPG, please ensure that the dust plug is inserted back on the filler valve.
- It is recommended to run the vehicle 5-7 KMs in petrol mode after every 100-150 Kms run in LPG mode, to keep the petrol system in good condition.
- It is a good practice to put the selector switch in neutral position for a while before switching over to LPG. Switching over directly from petrol mode to LPG may lead to engine stalling or backfire due to mixing of both fuels.



- Never tamper with any of the components in the LPG system.
- Any other safety recommendation by vehicle / kit manufacturer should be strictly followed.
- **Auto LPG conversion kit, its components and functions :**
 - LPG conversion kit: ALPG conversion kit is a complete system assembly for converting a vehicle to run on LPG on bi-fuel mode. It has mainly three parts:
 - ALPG tank with its accessories fixed in the boot of the car. For 3-wheeler vehicles, the auto LPG tank is installed under the driver's seat.
 - LPG delivery system through Vaporizer - Regulator and Ventura Mixer.
 - LPG control mechanism - Closed loop system (ECU, stepper motor / Injector(s), Emulator and Oxygen sensor etc.) or open loop system (manual power screw without any feedback mechanism)
- **Auto LPG Tank (ALT) and accessories :**
 - Auto LPG tank is a metallic cylinder or a container of suitable capacity for filling LPG to be used as fuel for Spark Ignition (S.I.) motor vehicles. The tank should be approved by Chief Controller of Explosives under Gas Cylinders Rules 1981 and must meet the requirements as per IS:14899 (as amended from time to time)
 - Unlike normal LPG cylinder, each auto LPG tank is fitted with Multi-Function Valve for protection of the vehicle system and safety of the passenger and surroundings. It is an assembly for mounting on auto LPG tank for filling and withdrawal of LPG along with safety devices including:



- a) Automatic fills limiter
 - b) Service value
 - c) Excess Flow Check Valve
 - d) Pressure Relief Valve
 - e) Fusible Plug
 - f) Content Gauge
 - g) Non-Return Valve on fill connector
- Multi-function, Valve Assembly shall conform to latest Indian Standard (amended from time to time) and approved by Chief Controller of Explosives, PESO).

2. Approval of Transport Authority :

After installing Auto LPG kit in your vehicle, it is mandatory for you to get its registration book endorsed by the local RTO.



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COMPRESSED NATURAL GAS (CNG)

1. Specifications of CNG :

The broad range of the various Natural Gas compositions of C1, C2 and C3 is 82.43 to 99.10, 19m 7, 27 to 0.90 and 3.47 to 0.000 respectively. The average calorific value (Kcal/SCM) is 8150 to 8950.

2. Advantages of CNG :

- **Safety:** Lighter than air hence, in case of leakage there is no dangerous accumulation of gas as it disperses in the air. It is unlikely to ignite due to High ignition temperature and Narrow range of ignition. It has lowest injury and death rate per vehicle mile. CNG cylinders are structurally most sound and pass the severest of tests.
- **Environmental Protection:** The burning of CNG does not leave behind any impurities, Sulphur (S), Lead (Pb), and Aromatic Polycyclic Hydrocarbons. It leaves very low level of polluting gaseous emissions without smell and dust. In comparison to other fossil fuels, CNG prevents the reactive processes which lead to the formation of Ozone (O₃) in the troposphere.
- **Economical:** It is cheaper than conventional fossil fuels. It's payback period is short.
- **Technical:** CNG has a very high anti-knock index (more than 120 ON). It does not require refining plant or any additive doses and can be used immediately after it is produced. It has no evaporation leaks and spills like other fuels, both during re-fueling and feeding of the car. Its combustion produces a very low quantity of carbon deposits (permits a longer life of lubricant oil).



3. CNG for Automobiles -

- HPCL along with other Oil PSUs has taken initiatives to introduce CNG as a clean fuel to reduce/control the vehicular emission.
- All types of vehicles can run on CNG by installing CNG kits. CNG kit is an assembly of many components required to run existing vehicle on CNG. There are few basic components, which are common in all types of kits, irrespective of the vehicles such as CNG storage cylinder, high pressure tube, pressure regulator, pressure gauge, change over switch, high pressure tube fittings, refueling receptacle and air fuel mixer.
- Major components of CNG kit for carburetor fitted petrol vehicle are Pressure Regulator, Petrol Solenoid Valve with manual over rise switch (Stops petrol flow when operating on CNG); On-Off valve and refueling connector (Opens or stops gas flow to the regulator and includes a refueling device); Control Module / Change-over Switch (Electronic control component with fuel selection switch); CNG level Indicator (LED Indicator); Gas Air Mixer; CNG cylinder with valve, vapor bag and bracket; Petrol hose; Low-pressure gas hose; Ignition advance processor; High pressure gas tube; Wire harness; NRV (Non Return Valve) in petrol return line; Pressure gauge.

4. Safety -

- Safe Refilling instructions are displayed for all CNG Vehicles at CNG Station.
- Safety symbols and cautionary instructions displayed all around.
- Safety leaflets / stickers developed for awareness on specific occasions.
- Safety leaflets / stickers developed and distributed.



5. Precautions to be taken during servicing and repairing of CNG vehicles :

- Always refer to the supplier's/OEM's manual for the trouble-shooting guide and do not do it yourself.
- In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied and degassed first.
- Do not install LPG, Propane or any other cylinder in place of a CNG cylinder. It is illegal and unsafe.

For emergency handling of any CNG leak, users must be aware of the location and operation of cylinder valve, master shut-off valve and burst disc in the CNG system. Study of the system and ask your mechanic to identify these parts for you.

- Workshop, carrying out the kit fitment, should be able to demonstrate these operations to the end user's satisfaction. It is advisable to operate the vehicle occasionally on petrol to ensure that the petrol system remains in good working conditions.

Other Precautions:-

- In case of leakage in fuel system, vehicles shall not be parked within 6 mtrs. periphery of any source of ignition or fire.
- In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 mtrs.v) of the cylinder, the cylinder should be emptied and degassed first.
- The CNG kit installed in the vehicle should be insured along with vehicle accessories. The motorist should notify the insurance company to provide



insurance on the CNG system, for which additional premium may be charged by the insurance company.

- Motorists should take the insurance cover for the additional CNG kit system.
- Installation of CNG in the vehicle is required to be endorsed in the Vehicle Registration Certificate by local RTO.

6. For more information, visit: www.hindustanpetroleum.com



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KEROSENE

- What is Kerosene ?
- What is PDS Kerosene ?
- How it is distributed ?

The answers to the above queries are given below:

1. What is Kerosene ?

Kerosene is a middle distillate product and is primarily used in India for cooking and illumination purposes. Due to socio-political considerations, Kerosene has been classified as a common man's fuel and keeping this in view, the price of Kerosene sold through Public Distribution System (PDS) is subsidized. In Oil Industry parlance it is called SKO (Superior Kerosene Oil)

How is it distributed ?

- The quarterly quota for each State is decided by MOP & NG.
- The entire distribution of Kerosene within the States / UTs is monitored and controlled by the Food and Civil Supplies Authority of the respective States / UTs.
- In the distribution of Kerosene, HPCL is responsible for making the product available to their dealers as per their allocation. HPCL dealers distribute the uplifted SKO to retailers under the direction of Food and Civil Supplies Authorities who also decide the entitlement to each ration card holder.

Role of Retailers (Ration Shops / Fair Price Shops) :

- Kerosene being an essential commodity under the PDS, the retailers (ration shops) are required to maintain adequate stock of the same for distribution to ration card holders.



2. Kerosene Prices :

PDS Kerosene must be sold at the declared price and the consumers are not to pay price over and above the declared price.

3. In case of Complaints :

- Complaints concerning overcharging, black marketing and non-availability of PDS Kerosene can be lodged with the concerned State Civil Supplies Authorities for investigation and necessary action. In case the redress is not made by the Civil Supplies Authority, the complaint can be forwarded to the District Collector or Secretary, Food & Civil Supplies Department of the State.
- Complaints involving HPCL dealers can also be lodged with us for resolution as described under section Complaint / Public Grievance Redressal Mechanism.
- In addition, feedback can also be registered through our website: www.hpretail.in