

Marketing Discipline Guideline 2012 (Amended on 30.11.2022)
Amendments - 2024

Existing Clause	Amended Clause
<p>8.9.2: - For all appeals filed by the Dealer(s) on termination of their RO dealership due to invocation of MDG except termination in case of SC/ST dealerships, the appellate authority will be the ED (Retail) in the Head office or any other ED level officer at the Head Office so nominated by the company.</p> <p>For all cases of termination of SC/ST dealerships, the appellate authority will be a Director other than Director (Mktg.) of the OMC.</p>	<p>8.9.2- For all appeals filed by the Dealer(s) on termination of their RO dealership due to invocation of MDG except termination in case of SC/ST dealerships, the appellate authority will be the ED (Retail) in the Head office or any other ED level officer at the Head Office so nominated by the company, where termination is by approving authority below the rank of ED in the State Office. However, if the termination is by approving authority of the rank of ED in the State Office, then the appellate authority will be a committee of 2 EDs, so nominated by the company</p> <p>For all cases of termination of SC/ST dealerships, the appellate authority will be a committee of two Directors other than Director (Mktg.) of the OMC.</p>
<p>8.6 In case of Critical irregularities leading to termination, the Head of the State office/Regional office/Zonal office of the concerned OMC or their nominee before recommending / approving the termination of dealership will provide a personal hearing to the signatories to the dealership or their nominee(s). However, if signatories to the dealership or their nominee (s) fail to attend the hearing on an appointed date, one more chance will be given and after that the case may be processed ex parte based on available facts.</p>	<p>8.6 In case of Critical irregularities leading to termination, the Head of the State office/State Office (Retail)/Zonal office of the concerned OMC or their nominee before recommending / approving the termination of dealership will provide a personal hearing to the signatories to the dealership or their nominee(s). However, if signatories to the dealership or their nominee (s) fail to attend the hearing on an appointed date, one more chance will be given and after that the case may be processed ex parte based on available facts</p>

Existing Clause	Amended Clause
<p>8.2.iv. Additional/Unauthorized fittings /gears/electronic component found in dispensing units/tampering with dispensing unit. {5.1.4 (a), (b), (c)}</p>	<p>8.2.iv. Additional/Unauthorized fittings /gears/ electronic component found in dispensing units/tampering with dispensing unit. 5.1.4</p>
<p>5.1.1 In case of proven adulteration, the product (MS/HSD) will be sent to the nearest refinery as per the directive of MOP & NG's letter (P-21027/29/2001-Dist dated 21-12-2002)</p>	<p>5.1.1 In case of proven adulteration, the product (MS/HSD) will be sent to the nearest refinery as per the directive of MOP & NG's letter (P-21027/29/2001-Dist dated 21-12-2001)</p>
