

**GOVERNMENT OF INDIA**  
**MINISTRY OF PETROLEUM AND NATURAL GAS**  
**RAJYA SABHA**  
**QUESTION NO 09.11.2010**  
**ANSWERED ON**  
**POLICY FOR ALLOTMENT OF PETROL PUMPS**

130

Shri Dhiraj Prasad Sahu

Will the Minister of COALCOALCOALCOALCOALPETROLEUM AND NATURAL GAS be pleased to state :-

- (a) the policy in place for allotment of petrol pumps in the country;
- (b) whether complaints of violation of allotment policy of petrol pumps have been received;
- (c) if so, the complaints received during the last three years, oil marketing company-wise;
- (d) the details of follow up action taken thereon;
- (e) whether Government proposes to make any changes in the policy; and
- (f) if so, the details thereof?

**ANSWER**

## MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS

(SHRI JITIN PRASADA)

(a) to (d):Based on the broad policy guidelines issued by the Ministry, public sector oil marketing companies (OMCs.), viz., Indian Oil Corporation Limited (IOC), Hindustan Petroleum Corporation Limited (HPC) and Bharat Petroleum Corporation Limited (BPC) have framed their own detailed guidelines for selection of dealership/ distributorship of petroleum products. As per the guidelines framed by OMCs, Selection of RO dealership is done by independent selection committees consisting of senior officers of the concerned OMC. Out of 100 marks, 93 marks are awarded on verifiable objective criteria based on production of documents by the candidate, such as capability to provide land, infrastructure, finance, educational qualification, age, etc. and only 7 marks are awarded on subjective evaluation of candidates on personality and business ability. The selection is done in a transparent manner and the results including parameter-wise marks obtained by all the candidates are displayed on the notice board and are also put on the website of the concerned OMCs. Further, the selection guidelines contain provisions for grievance redressal system where each and every complaint is registered and examined by a senior officer appointed by the competent authority. The complaints having prima-facie merit are investigated and complainants are advised to furnish material, if any, to substantiate their allegations. Complaints are disposed off by way of a speaking order and a copy of the same is given to all concerned. In case of established complaints action is taken by the OMCs which includes re-advertisement, re-interview, cancellation of selection process, initiation of disciplinary action against erring officials of the Corporation, etc. During the last three years, OMCs have received 2118 number of complaints regarding allegation of irregularities in selection of RO dealerships throughout the country. The details of the action taken on each complaint received by OMCs during the last three years is available with the Director (Marketing) of the OMCs.

(e) & (f): Review of the policy for selection of dealerships / distributorships are made from time to time to make the same more transparent, objective and fair.