

**GOVERNMENT OF INDIA
MINISTRY OF PETROLEUM & NATURAL GAS**

LOK SABHA
UNSTARRED QUESTION NO. 4283
TO BE ANSWERED ON 12TH DECEMBER, 2016

RETAIL OUTLETS TO FOREIGN COMPANIES

4283. SHRI VISHNU DAYAL RAM :

पेट्रोलियम एवं प्राकृतिक गैस मंत्री

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

- (a) whether the Government proposes to issue petrol / diesel retail license to new foreign companies and if so, the details thereof;
- (b) the number of retail outlets available in the country at present along with the number of new retail outlets likely to be set up by 2020; and
- (c) the present system for disposal of complaints regarding retail outlets?

ANSWER

पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार) (श्री धर्मन्द्र प्रधान)

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)

(a) – Government Resolution dated 08.03.2002 of this Ministry has a provision for granting marketing rights of Motor Spirit (MS) / High Speed Diesel (HSD) to the new entrants, including the private sector, subject to the conditions mentioned therein. Various private companies including domestic and foreign oil companies, namely, M/s. Reliance Industries Ltd., M/s. Essar Oil Ltd., M/s. Shell India Ltd. have set up retail outlets of petrol and diesel in the country. Recently, Marketing Rights have been granted to Haldia Petrochemicals Limited for transportation Motor Spirit (MS) and for MS & High Speed Diesel (HSD) to M/s BP Exploration (Alpha) Limited (BPXA).

(b) – As on 01.10.2016, Indian Oil Corporation Limited (IOCL) has 25627, Bharat Petroleum Corporation Limited (BPCL) has 13617 and Hindustan Petroleum Corporation Limited (HPCL) has 13977 Retail Outlets across the country.

Expansion of Retail Outlet sales network is a continuous process to ensure adequate availability of motoring fuels like petrol and diesel throughout the country. Retail Outlets are being set up by them at identified locations based on field survey and feasibility studies. Locations found to be having sufficient potential and which are economically viable are rostered in the Marketing Plans for setting up Retail Outlets. Accordingly, Rural Retail Outlets/Kisan Seva Kendras are set up for catering to Rural/Agricultural markets throughout the country at identified locations having sufficient potential and found to be economically viable.

(c) – A Grievance Redressal mechanism for addressing all complaints related to dealer selection is at **Annexure**.

Annexure referred to in reply to part (c) of Lok Sabha Unstarred Question No.4283 for 12-12-2016 asked by Shri Vishnu Dayal Ram, Hon`ble MP regarding "Retail Outlets to Foreign Companies".

Grievance Redressal Mechanism (Disposing of the complaints relating to selection of ROs).

Grievance Redressal Mechanism relating to selection of ROs is as under:-

Any complaint should be accompanied by a fee of Rs. 1000/-, only in the form of demand draft of schedule bank, in favour of the Oil Company. Any complaint received without this fee will not be entertained. The complaint received against the selection including eligibility will be disposed off as under:-

- (i) Complaints received before or after draw of lots/bidding process along with requisite fee of Rs. 1000/-, will be kept in record and investigation carried out after 30 days of Draw of Lots/bidding process only in following cases:-
 - General complaints with verifiable facts
 - Complaints against selected candidate
- (ii) Any complaint received after 30 days from the date of draw of lots/bidding process will not be entertained.
- (iii) Anonymous complaints without verifiable facts will not be investigated.
- (iv) On receipt of a complaint, the complainant would be asked to submit details of allegation with a view to prima facie substantiate the allegations along with supporting documents, if any. While seeking documents and details, the complainant will be advised that if during the investigations, complaint is found to be false and/or without substance, the Corporation reserves the right to take action against the complainant as provided under the law and fee forfeited.
- (v) In case a complaint is received against an applicant, who has not been selected in draw of lots/bidding process, the same will be kept in abeyance. In case the LOI against selected candidate is cancelled and the applicant against whom the complaint was received gets selected in the next draw or on account of bidding process, the complaint will only then be investigated.

Contd...

- (vi) If the complaint is not required to be investigated the fee received will be refunded to the complainant informing that the complaint has not been investigated since the candidate against whom the complaint has been made has not been selected. The fee will be refunded after issuance of LOA to the selected candidate.
- (vii) Corporation will examine response of the complainant and if it is found that the complaint does not have specific and verifiable allegations, the same will be filed and complaint fee will be forfeited.
- (viii) If a decision is taken to investigate the complaint, decision on the complaint will be taken as under and intimated to the complainant:-

a) **Complaints not substantiated:**

In case the complaint is not substantiated it will be filed and complaint fee will be forfeited.

b) **Established Complaints:**

In case of established complaint, suitable action would be taken and complaint fee collected will be refunded.

It may not be possible to specify time limit for disposal of complaints as investigation may involve verification of facts submitted by the applicant with various Government authorities, etc.
