

**Guidelines**

**For**

**Selection of**

**Service Provider for**

**COCOs**



**15<sup>th</sup> December 2023**

## **Guidelines for selection of Service Provider for providing Manpower & Services at Company Owned Company Operated (COCO) Retail Outlets**

### **1. Categories of Candidates for Selection:**

#### **1.1 Through Advertisement:**

An advertisement will be released in the newspaper inviting applications for appointment of COCO Service Providers. For this purpose, a capsule advertisement will be released in two newspapers giving 30 days' time to the applicants (as per prevailing policy for RO dealer selection). Suggested text for the advertisement is attached (**Annexure-I**). Detailed guideline / brochure containing application form will also be hosted on the OMCs website.

75% of the permanent COCOs are to be separately earmarked for appointment of COCO service provider through advertisement. Earmarking will be done through a transparent process of draw of lot on state / UT basis.

A committee of two officers of Grade 'C' and above nominated by the concerned State Retail Head / Zonal Head / State Head Retail, will conduct draw of lots for earmarking of locations to be advertised / to be offered to DGR.

#### **1.2 Nomination from Director General for Resettlement (DGR)/ Rajya Sainik Boards**

In case of balance 25%, Director General for Resettlement (DGR) Headquarters would be approached (through suitable communication under Regd AD) for seeking nominations of eligible retired officers and Rajya Sainik Board will be approached (through suitable communication under Regd. AD) seeking nominations of eligible retired official of rank JCO only . DGR / Rajya Sainik Board of the concerned State will be requested to respond within 30 days' of issuance of letter. Director General for Resettlement (DGR) Headquarters would be the nodal office for sending the nominations of officers. The Rajya Sainik Board of concerned State where the COCO location falls would be the nodal office for sending nominations of JCOs.

25% of the permanent COCOs are to be separately earmarked for appointment of COCO service provider thru nomination from DGR. Earmarking will be done through a transparent process of draw of lot as stated above.

**1.3** The above process of allocating 75% COCOs thru advertisement and 25% COCOs thru DGR through Draw of Lot would be done always with all the available COCOs where selection for Service provider needs to be done and COCOs that have been newly generated.

**1.4** The percentage allocation of the distribution between the numbers allocated thru advertisement / DGR shall be maintained as above state / UT wise and on a financial year basis.

## **2. Eligibility Criteria:**

<b>a. Citizenship/ Residential Status</b>	Indian Citizen. Resident of India as per IT Rules
<b>b. Age</b>	Minimum Age 21 years and Maximum Age 60 years.
<b>c. Educational Qualification</b>	Minimum 10 <sup>th</sup> pass (examination conducted by a recognized Board / School)
<b>d. Finance</b>	Availability of Liquid assets (as defined in clause 5.2) of minimum Rs.15 lakhs.
<b>e. For Nominees of DGR / Rajya Sainik Boards (under para 1.2)</b>	The recommendations of concerned Department besides other eligibility criteria.

- **Applicant should meet all eligibility criteria as on the date of application.**
- **Only individuals are eligible to apply.**
- **Proof of age must be supported by copy of 10th standard Board Certificate / Secondary School Leaving Certificate / Birth Certificate / Passport / PAN Card / Aadhar Card / Voter Identity Card issued by Election Commission. No other proof will be admissible**

### **Note:**

- i) In case date of application is not mentioned in the application, in that case cutoff date of submission of application would be considered as date of application.
- ii) The selected Service Provider will have to register himself with EPF and ESIC within a specified period before commencement of contract.
- iii) The selected candidate will be required to furnish BG equivalent to 3 days sales value which may vary from location to location.

- iv) Evaluation will be done under Finance for availability of "Liquid Assets" beyond Rs 15 Lakhs and upto Rs 30 Lakhs.
- v) Selection through advertisement : Documents / applications submitted / received after the cut off date and time of advertisement will not be considered for evaluation.
- vi) Selection through DGR nominations : Documents / applications submitted / received after the cut off date and time mentioned in the intimation letter of OMC will not be considered for evaluation.

### **3. Disqualification:**

3.1. Following will not be eligible to apply:

**3.1.1 Any Individual** (including members of their "family unit" as defined in the **Note** below) holding RO / SKO / LPG dealership / distributorship or LOI for RO / SKO / LPG dealership/distributorship of any Oil Company (PSU as well as private oil company)

**3.1.2** COCO service provider and LOI holders of COCO service provider (including members of their "family unit" as defined in the **Note** below) of any Oil Marketing Company – PSU as well as private oil company - (by any name like Labour Contractor / Job Contractor etc.). However, existing Service Provider / Job Contractor / Labour Contractor will be eligible to apply for the contract of Service Provider for the COCO already under contract with him/her.

**3.1.3** Employees of any Oil Company (PSU as well as private oil company- including members of their "family unit" as defined in the **Note** below) are not eligible to apply.

3.2. Person Convicted by a Court of Law for any criminal offence involving moral turpitude and / or economic offences.

3.3. Signatories of dealership / distributorship agreements, including members of their "Family unit" (as defined in the note below) of any Oil Company terminated on account of adulteration / malpractice.

3.4. The landlord (including members of their "family unit" as defined in **Note** below) of the concerned COCO Retail Outlet site.

3.5. Non individual applicants like Govt. Organizations / Bodies, PSUs, Co-Operative Societies, partnership firms.

**Note: The definition of family unit:**

In case of **married person / applicant** the "family unit" will consist of self, spouse and unmarried son(s) / unmarried daughter(s) and in case of **unmarried person / applicant** the "family unit" will consist of self, father, mother, unmarried brother(s) and unmarried sister(s)."

**4. Nature of Contract:**

To provide manpower and services for Fuel Dispensing and other related activities including day to day operation and maintenance at the COCO Retail Outlet.

**5. Selection Criteria and Guidelines for Evaluation :**

5.1. **The evaluation of applicants for Service Provider will be made on following parameters:**

Parameter	Maximum Marks
<p><b>i. Age (completed years)</b></p> <ul style="list-style-type: none"> <li>• For age 21 years to 35 years – 25 marks</li> <li>• For age above 35 years to 50 years – 21 marks</li> <li>• For age above 50 years to 60 years – 17 marks</li> </ul>	25
<p><b>ii. Educational Qualification</b></p> <ul style="list-style-type: none"> <li>• For 10th pass – 15 marks</li> <li>• For 12th pass – 18 marks</li> <li>• For Graduation – 21 marks</li> <li>• For Post-Graduation, For Post-Graduation in Management, Post-Graduation Diploma in Management from IIM, Graduation in Engineering, Graduation in Medicine, Graduation in Law, Chartered Accountant, Cost accountant, Company Secretary – 25 marks</li> </ul>	25
<p><b>iii. Financial capability</b></p> <p>The maximum marks awarded is 30.            The candidate will be awarded marks based on availability of "Liquid Assets" beyond Rs 15 Lakhs and upto Rs 30 Lakhs.            For every increase of Rs. 1 lakh (one lakh) beyond Rs. 15 lakhs, 2 marks will be awarded.            For Rs 15 lakhs - 0 marks.            For Rs 30 Lakh - 30 marks.</p>	30

(proportionate marks will be awarded based on Liquid Asset Beyond Rs.15 Lakhs available with the candidate as on date of Application) For eg : for Rs. 16.78 lakhs, marks would be 3.56 for Rs. 20 lakhs, marks would be 10	
<p><b>iv. Personal Interview</b></p> <p>Evaluation under this head will be made based on leading questions during interview to assess the candidate's knowledge/ skills on following parameters:</p> <ul style="list-style-type: none"> <li>• Business environment (Labour Laws, ESIC, EPF, Shops &amp; Establishment Act, Factories Act, Contract Labour (R&amp;A) Act, Local Laws such as Trade / Municipal Laws, Safety and Environment and other statutory rules etc.) – 10 marks</li> <li>• Work experience, communication skill, presentability etc. – 5 mark</li> <li>• On customer service – 5 mark</li> </ul>	20
<b>Total</b>	<b>100</b>

Minimum 60% marks will be required for eligibility and selection.

Evaluation under head "**Financial Capability**" will be based on following assets:

## 5.2 Liquid assets:

The funds can be in the following forms:-

- **Funds in savings accounts, Deposits with any Bank/Registered Companies/Postal Schemes:** Copy of Pass book/account statement/deposit receipts to be provided. In case of deposits, the applicant has to additionally submit a certificate obtained from the concerned Bank/Registered Company/Post Office indicating the value of the deposit on the date of application. In the absence of such certificate, the deposit amount only shall be considered.
- **National Savings Certificates:** Redemption value - Valuation certificates along with copy of certificates to be provided. In the absence of such valuation certificate, the deposit value shall be considered.

- **Bonds: Redemption value:** Valuation Certificates along with copy of bonds to be provided. In the absence of such valuation certificate, no marks will be awarded against Bonds.
- **Shares of listed Companies in Demat form:** Valuation certificates along with copy of Demat statement to be provided. In the absence of such valuation certificate, no marks will be awarded against Shares.
- **Mutual Funds:** Valuation certificates along with copy of mutual fund certificates or Demat statements to be provided. In the absence of such valuation certificate, no marks will be awarded against Mutual Funds.

Evaluation certificates of all assets should be of a date which is after the date of advertisement and on or prior to the date of application. The valuation certificate is to be obtained either from a Chartered Accountant or Depository Participant, as applicable.

Only 60% of the certified value (for Shares, Mutual funds & Bonds) will be considered for the purpose of evaluation.

#### **Note**

Valuation would be done **only** on the basis of applicant's declaration of financial capability in the application form.

The financial capability details given in the application form by the applicant are to be supported by copies of relevant documents for evaluation of marks.

If the applicant is not able to produce relevant documents in support of financial capability, he / she shall be disqualified at the time of verification of documents.

Also if the applicant is not able to give the Bank Guarantee within stipulated time, the LOI shall stand automatically withdrawn and a letter to the effect will be sent to the selected applicant.

#### **5.2.1 Other Notes for evaluation under head "financial capability"**

- Finance / liquid assets owned by the "family unit" of the applicant can be considered for award of marks subject to the written consent on notarized affidavit on appropriate stamp paper from the family member, along with supporting documents to establish the capability (**Appendix I**). For this purpose, in case of **married person/ applicant** the "family unit" consists of self, spouse and unmarried son(s) / unmarried daughter(s) and in case

of **unmarried person/ applicant** the “family unit” consists of self, father, mother, unmarried brother(s) and unmarried sister(s).

- Balance in current account will not be considered.
- Cash, jewelry or any other assets not listed in 5.2 will not be considered for award of marks.
- The funds mentioned in the application form should be available with the applicant **as on the date of application** which should be mandatorily filled by all applicants.

## **6. Selection Procedure:**

### **6.1 Through advertisement:**

Detailed Guideline / Brochure for Selection of Service Provider for operation of COCOs along with application form can be down loaded from OMC’s website free of cost. The details of OMCs offices where this information is available will also be a part of the detailed advertisement and copy of the detailed advertisement will also be displayed at OMC’s concerned office. **(OMCs field office to display the copy of advertisement in the notice board)**

Applicants will be required to submit the application form along with supporting documents, affidavit and Non-refundable application fee of Rs.10,000/- (Rupees Ten Thousand only).

A 15 days’ notice will be given to eligible candidates and they will be advised to attend interview along with original photo identity proof submitted with application form.

### **6.2 Cases of Nomination from DGR / Rajya Sainik Board:**

Concerned Divisional Head / Regional Head / Territory Head will write to DGR Headquarter at Delhi for seeking nominations of eligible retired officers and concerned Rajya Sainik Boards seeking nominations of eligible retired official of rank JCO (under Registered AD) requesting for sending nomination (within 30 days) for eligible officers (**Annexure – II**).

In case nominations are not received within 30 days, a reminder will be sent immediately seeking nominations within next 30 days.

In case of non receipt of nominations after first reminder, a second reminder will be sent seeking nominations within next 30 days.



In case of non receipt of nominations within the stipulated timelines even after the second reminder, the location will be taken up for Service Provider selection through Advertisement.

The nominated persons will be advised to submit filled in application form giving 30 days' time as per **Annexure – III** (copy of application form along with relevant appendixes to be attached along with **Annexure - III**).

Applicants will be required to submit the application form along with supporting documents, affidavit and Non-refundable application fee of Rs.10,000/- (Rupees Ten Thousand only).

A 15 days' notice will be given to eligible candidates and they will be advised to attend interview along with original photo identity proof submitted with application form.

## **7. Selection Process:**

### **7.1 Opening, Scrutiny and Evaluation of Applications**

**Application Opening Scrutiny & Evaluation Committee (AOSC – L1 committee):** The L1 committee (Application Opening and Scrutiny Committee) comprising of 3 officers shall be constituted by Divisional Head / Regional Head / Territory Head. The AOSC will open, scrutinize and evaluate the applications.

#### **A. Opening and Scrutiny of Applications :**

AOSC should open all the applications received before cut-off date and time. AOSC should scrutinize the applications based on the information furnished by the applicant in the application as per the format given in **Annexure - IV**.

The committee will check the eligibility with respect to application fee. Take out the payment instruments (Demand Draft / Pay Order).

AOSC will put serial number on all the pages (for e.g. 1/xx, 2/xx, 3/xx,...where xx is the last page number), initial each page and if any cutting, overwriting is observed in the application then the same should be circled and initialed.

The details of the payment instrument towards application fee should be entered against the applicant's name as per the format given in **Annexure – IV A**.

In case it is found that more than one application has been submitted for the same COCO location by the same applicant, then remarks "Multiple Application" should be put on these applications and would be put together. However, only the last received application would be considered for selection process.

If applicant has submitted fees with each application, then the fee amount for all the applications should be retained and details of the same entered against the applicant's name in the register. In case of multiple applications by an applicant, the applicant will be considered for evaluation only if requisite non-refundable fee of Rs.10000/- is paid by the applicant at-least against one application.

Any additional non-refundable application fees received would be forfeited.

The same is to be brought to the notice of the applicant while acknowledgement is sent by Registered Post / Speed Post vide letter as per format given in **Annexure –IV B**, advising that only the last received application, along with the supporting documents will be considered for eligibility and scrutinized for evaluation.

AOSC will scrutinize each application for eligibility as under:-

- a) **Age** - based on documentary evidence submitted along with the application.
- b) **Educational qualification** – based on documentary evidence submitted along with the application.
- c) **Finance** - based on documentary evidence submitted along with the application.
- d) **Other requirements** - like photograph, Proof of Identity(POI), application fee, signature, etc. as per format.
- e) Affidavit (**Appendix –III**)

Thereafter, AOSC should prepare the following list:

- (i) List of applicants who were found ineligible due to non-rectifiable deficiencies as per the format given in **Annexure – V**. The reasons for their ineligibility should be clearly spelt out/recorded for each case.

- (ii) List of applicants who were found ineligible due to rectifiable deficiencies and can become eligible by removing deficiency as per format given in **Annexure – V A**.
- (iii) List of applicants, whose documents were found in order as per format given in **Annexure – VI** (List of eligible candidates).
- (iv) The AOSC will submit these lists (Annex-V, Annex- V A & Annex-VI) to the Divisional / Regional / Territory Manager.
- (v) The Divisional / Regional / Territory Office will send letters by Registered Post / Speed Post to each applicant (with rectifiable deficiencies) as mentioned below:-
- (vi) A letter has to be written after preparation of list by AOSC to each applicant who were found ineligible as per **Annexure – V A**. They should be asked to rectify the deficiencies within 21 days from the date of the letter (date to be specified for accepting the response from applicant) by sending letter as per format given in **Annexure – V B**.

**Note:**

- a. No applicant should be made ineligible for the rectifiable deficiencies.
- b. Opportunity will be given to make payment of application fee, if not paid earlier or paid by way of defective instrument. Opportunity will also be given to submit fresh affidavit if not submitted earlier or earlier affidavit was defective or not as per format.
- c. This opportunity is provided with an objective to provide rectified or additional documents in support of eligibility parameters. However, documents in support of the basic eligibility criteria of Finance, Educational qualification, Age will be **accepted only** if they are valid as on date of application.
- d. No alteration / addition / deletion in the application form will be permitted except affixing of photograph and putting signature on the application form. The rectified or additional documents would be accepted only if they are pertaining to the information provided in the Application form.

- e. Additional documents will be accepted only if they were valid as on the date of application (w.r.t. finance / age / education, etc.) and pertain to information provided in the application form.
- (vii) After taking into consideration the response of the applicants from the "**Annexure –V A**" list on removal of deficiencies, there will be 2 sets of applicants, some applicants will still remain ineligible and would be listed as per "**Annexure – V C**". The balance who become eligible after rectification of deficiencies would be listed as per "**Annexure – V D**".
- (viii) After finalization of list **V C** of ineligible applicants and list **V D** of eligible candidates, AOSC will submit the list to the Divisional / Regional / Territory Heads.
- (ix) All eligible applicants (as per Annexure - VI and Annexure - V D) will be taken up for evaluation of the application by AOSC L1 Committee.
- (x) All ineligible applicants (as per **Annexure V** and **Annexure – V C**) would be informed about their ineligibility as per **Annexure – VII**.

#### **B. Evaluation by AOSC L1 Committee**

- i) All eligible applicants (as per **Annexure - VI** and **Annexure - V D**) will be evaluated by the AOSC for award of marks to the applicants for the parameters on Age, Education & Financial capability under **sub-clause 5.1.(i,ii &iii)** of Clause 5 above .
- ii) Marks will be awarded based on information given in the application duly supported by documentary evidence submitted by the applicants. The AOSC will award marks for maximum of 80 marks as per **Annexure – X A** .
- iii) The marks awarded by the AOSC L1 committee will be handed over in sealed envelope (Envelope 1) to the Head of Division / Region/Territory and Envelope 1 will be kept by Head of Division / Region/Territory in their custody.

#### **7.2 Process of Interview & declaration of result:**

## **A Interview Process**

- (i) All eligible applicants (as per **Annexure - VI** and **Annexure - V D**) will be called for interview.
- (ii) A written communication (thru registered letter/speed post) as per **Annexure – VIII**. will be sent to all the eligible candidates to report for interview for selection at a specified place on specified date and time giving clear 15 days' time from the date of the letter.
- (iii) Attendance of all the candidates who have reported for interview would be prepared and Signature of candidates should be obtained by the Division / Region / Territory office on **Annexure – IX** before starting the interview process. The identity of the candidate would be verified against the original photo identity proof to be produced by the candidate.
- (iv) Interview will be held by a committee of 3 officers (L-2 Committee) as nominated by the ED Retail in HO (IOC) / Zonal Head –Retail (HPC)/ Regional Head Retail –(BPC). One officer would be nominated from the concerned State and two officers would be from outside the State. However, none of the officers nominated shall be from the concerned Division / Region / Territory of which the COCO Service Provider selection is being done.
- (v) The L2 committee members would be nominated not more than 24 hours prior to the interview. L2 committee members would conduct the interview through Video conference (VC), where in the applicants would be required to be present at the concerned Division / Region / Territory office for appearing/ attending the VC interview.
- (vi) The administrative arrangements for conducting the interviews through VC will be done by the Division / Region / Territory. The Division / Region / Territory must ensure that only the applicant is present in the VC room during the interview process. The proceedings of the interview by VC shall not be recorded.
- (vii) Marks will be awarded by L2 Committee as per **Annexure – X B** based on leading questions during interview to assess the candidate's knowledge/ skills under various parameters as per **sub clause 5.1 (iv)**. Individual L2 committee members will award out of maximum 20 marks, in line with extant evaluation criteria.

- (viii) The marks awarded by the individual L2 committee member as per **Annexure – X B** will be shared by mail to Head of Division /Region/Territory for compilation immediately after completion of interview of all applicants of the location. The record of marks awarded by each L2 committee member will be kept at the respective Division / Region/Territory office file for future reference. The respective Head of Division / Region / Territory will compile the average of L2 committee evaluation as per **Annexure – X B1**.

## **B. Declaration of Results**

- i) The marks awarded by the AOSC (L1 committee) contained in sealed envelope (as per **Annexure X A**) and L2 committee (average of marks awarded by individual L2 committee members - as per **Annexure X B1**) will be compiled as per **Annexure X C** by Head of Division / Region / Territory for declaration of the result for selection immediately after receipt of marks from L2 committee members through email.
- ii) The result of the selection, after interview, should be displayed on the notice board of the venue immediately and at Company office (i.e. Divisional / Regional / Territory Office) as per **Annexure – X C**. This list will contain the names of all the candidates who appeared for the interview along with details of marks scored by each candidate under various parameters.
- iii) Names of the top three candidates from **Annexure X C** will be empaneled as first, second and third and shall also be displayed simultaneously on the notice board as per **Annexure X**. If none of the candidate scores minimum qualifying marks, the result for the location will be declared as "No candidate found suitable".
- iv) The selected candidate is to be intimated as per format **Annexure – XI**.
- v) The validity period of empanelment will be for a period of 1 year from date of agreement with the first empanelled candidate. In case the first empanelled candidate resigns / contract is terminated within a period of 1 year from the date of agreement, then the next empanelled candidate can be appointed as the Service Provider.

### **7.2.1 Empanelment in case of tie:**

- a) In case of tie, a candidate getting higher marks in following two parameters, put together, will get preference over other/s.

<b>S. No.</b>	<b>Parameter</b>
1	Capability to provide finance
2	Personal interview

- b) In case of tie on parameters given above, the applicant who is younger in age shall get preference over other/s.
- c) In case of tie on parameters a & b (Finance, Interview & Age) above, the applicant who gets higher marks in Educational qualification shall get preference over other/s.
- d) The above will also apply for selection of DGR nominees.

### **7.3 General conditions for both DGR and Others category(Thru advertisement):**

The Head of Division / Region / Territory will forward the copy of merit panel to State Retail Head / Zonal Head / State Head Retail for seeking approval for issuance of LOI to the first empanelled candidate.

The State Retail Head / Zonal Head / State Head Retail will give approval for offering the contract to the first empaneled candidate of the merit panel for appointment as Service Provider.

Before seeking approval for issuance of LOI to any of the empaneled candidate, the Head of Division / Region / Territory will appoint a committee consisting of two officers from within the Division / Region / Territory to verify the information given in the application with original documents. Verification of documents must be carried out as per format **Annexure XI A**.

Proposal for seeking approval for issuance of LOI will be sent by Head of Division / Region / Territory to State Retail Head / Zonal Head / State Head Retail only if supporting documents submitted by the applicant along with the application are found to be tallying with the documents and no variance is observed.

If for any reason, the first empaneled candidate is subsequently not found eligible for issuance of LOI, approval would be obtained from State Retail Head / Zonal Head / State Head Retail by the Division / Region / Territory office for

declaring the candidate as ineligible and for award of the contract to the next empaneled candidate in the merit panel and so on till the third empaneled candidate. The reasons for the same shall be recorded and the candidate so rejected shall be informed by way of letter.

## **8. Advertisement:**

Selection will be done by inviting applications through capsule advertisements in two newspapers (**Annexure - I**) - One English daily having highest circulation in the State and one vernacular daily having highest circulation in the State. The details of highest circulation are to be taken from the Corporate Communication department of the Oil Company.

The capsule advertisement published in News Paper will also be hosted in the Web sites of concerned OMCs simultaneously along with detailed advertisement (**Annexure – IA**). Brochure containing application form will also be hosted on the OMCs web site.

## **9. Cut-off date for receipt of Applications:**

The advertisement should specify the last date and time on or before which the application should reach the designated office of OMC. The cut-off date should be minimum 30 days from the date of publication of the advertisement in the newspapers i.e., it should be ensured that the applicants get a minimum of 30 days' time for submission of completed application. It should be ensured that the last date for submission of application as specified in the advertisement is a working day for the OMCs. The same principle applies for release of corrigendum, if any.

Applications received after the specified closing date and time for any reason including postal delay will not be considered and no correspondence shall be entertained in such cases whatsoever.

## **10. Application Form:**

Application form for Service Provider (**Appendix – II**) will be hosted on the website of OMCs as part of Brochure and can be downloaded free of cost from the website of OMCs.

## **11. Submission of application:**



Application form duly filled should be submitted in a sealed envelope with name & serial no of the COCO location (as per the detailed advertisement / as per OMC's letter to DGR nominees) super scribed on the envelope.

The applicants are required to fill in Check list as per **Appendix - IV** and attach the same on top of the application form.

## **12. Procedure for Receipt of Application:**

The date and time of receipt of application should be stamped on the envelope containing the application. In case applications are received late, it should be recorded and application returned to the applicant by Registered Post / Speed Post with a covering letter as per format given in **Annexure – XII**. In case of late receipt of applications or application received in open condition, the same also will be returned advising the date of receipt. The proof of late receipt of the application in the form of photo copy of the envelope / acknowledgement receipt of the open application being returned should be kept.

Applications received by hand to be acknowledged as per **Annexure – XIII**.

## **13. Letter of Intent:**

Divisional / Regional / Territory Office should verify the information given in the application for the first empaneled candidate with the original documents for correctness of the same as per **Annexure XI A**

If the information given in the application by the applicant is found to be correct and there is no selection related complaint / court case pending for decision, Letter of Intent will be issued to the selected candidate by Head of Division / Regional / Territory Office after approval of the Retail Head of State / Zone. (**Annexure – XIV**).

LOI should be issued only after 30 days of declaration of selection / results.

Also if the applicant is not able to give the Bank Guarantee within stipulated timelines, the LOI shall stand automatically withdrawn and a letter to the effect will be sent to the selected applicant.

The next empaneled applicant would be considered for verification of documents for issuance of LOI.

Head of the Division / Regional / Territory office will issue the LOI. The Service Provider select, after receipt of LOI is required to comply with the LOI conditions, failing which OMC can withdraw the LOI and proceed with further selection process.

In case a complaint is received after issuance of LOI and a decision is taken to investigate the complaint, then the LOI holder would be asked to suspend further progress in writing till disposal of the complaint.

a) Extension of LOI:

In case where the Service Provider select due to certain difficulties is not able to fulfill the conditions laid down in the LOI, the same can be given one time extension for maximum 30 days by the Head of the Division/Regional/Territory office. The reasons for such extension should to be recorded.

b) Withdrawal of LOI:

In case selected candidate is unable to fulfill terms & conditions of LOI within 30 days of date of LOI or within the extension period (if any), then the LOI would be withdrawn and candidate to be advised accordingly.

#### **14. Letter of Appointment:**

A candidate who has been given the 'Letter of Intent' (LOI) would be required to fulfill the terms and conditions as contained therein.

On compliance of LOI conditions, Letter of Appointment (LOA) as per **Annexure - XV** along with executed copy of contract / agreement for Service Provider as per **Appendix – V** will be given.

An indemnity bond / undertaking will also be required to be submitted by the Service Provider select as per **Appendix - VI**.

#### **15. Bank Guarantee:**

A Bank Guarantee of amount published in the advertisement/notice to DGR against the COCO location is required to be obtained from the Service Provider select within

30 days of issuance of LOI. LOA would be issued after receipt of BG. The Bank Guarantee should be of a Scheduled Bank.

#### **16. False Information:**

If any statement made in the application or in the documents enclosed therewith or subsequently submitted in pursuance of the application by the candidate at any stage is found to have been suppressed / misrepresented / incorrect or false, then the application is liable to be rejected without assigning any reason and in case the applicant has been appointed as a Service Provider, the contract for Service Provider is liable to be terminated. In such cases, the candidate / Service Provider select shall have no claim whatsoever against the respective Oil Company.

#### **17. Affidavit:**

The applicants should submit an affidavit in the standard format confirming facts as per **Appendix – III** along with application.

**Note:**

- (i) All affidavits should be submitted in original on stamp paper of appropriate value as applicable in the concerned State.
- (ii) All Stamp papers should be purchased in the name of the deponent.
- (iii) All affidavits should be made after the date of advertisement.

#### **18. Application Fee:**

Non-refundable application fee of Rs.10,000/- in the form of demand draft of scheduled bank only in favour of the concerned Oil Company as per the details given in the detailed advertisement is to be submitted.

One applicant can submit only one application for one location. In case more than one application is received from an applicant for a single location, only the last received application, along with the supporting documents will be considered for evaluation. The non-refundable Application fee submitted by the applicant along with all other applications will be forfeited.

#### **19. Security Deposit / Security for Assets of the Company:**

- i) The Service Provider will have to offer collateral security, to the extent of value given in the notice / advertisement by way of BG from any Schedule bank to the

satisfaction of the Corporation, before signing the agreement. The value of Bank Guarantee would be equivalent to 3 days estimated sales.

- ii) Reimbursement of Bank charges incurred in providing the Bank Guarantee will be reimbursed at actuals to the Service Provider, on producing necessary documentary evidence.
- iii) Against BG of 3 days sales value, *initial* supply covering 90% of BG value would be released and subsequent releases will be guided by OMC policy. All future supplies would be released against deposit of cash proceeds in OMC's designated local Bank account on day to day basis or RSP value of product by way of RTGS/e-payment mode as decided by OMCs.
- iv) Wherever Business / COCO Managers are posted, the supplies from supply locations will be released on authorization of Business / COCO Manager.

It will be the responsibility of Service Provider to collect and deposit the cash proceeds in OMC's designated local Bank account on day to day basis and produce proof of such deposits to Business / COCO Managers / concerned OMC Officers immediately thereafter. Wherever it is not possible to deposit cash in the Company's collection account, the same may be deposited by the Service Provider in his account and subsequently transferred to Company's collection account thru RTGS/e-payment mode on day to day basis.

- v) Where ever the sales proceeds are deposited in the bank account of the COCO service provider and later on transferred to Oil Company's account, the bank charges for cash counting / handling would be reimbursed to the Service Provider based on documentary proof.
- vi) Bank Guarantee would be reviewed every six months based on the product pricing and sales volumes of previous six months. In such cases concerned DRSM/RM/TM will give specific approval for enhancement of BG amount and Divisional Office / Regional Office/ Territory Office should collect additional BG by giving 30 days' notice to Service Provider.

## **20. Grievance Redressal:**

Any complaint should be accompanied by a fee of Rs. 5000/-, in the form of demand draft of schedule bank only, 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) An aggrieved person may send his/her complaint to the concerned Divisional Office / Regional Office/ Territory Office. Complaints received before or after

the selection process / declaration of result, will be kept in record and investigation carried out after 30 days of declaration of result only in following cases:-

- General complaints with verifiable facts
  - Complaints against empanelled/selected candidate(s)
- (ii) Any complaint received after 30 days from the date of declaration of results will not be entertained.
- (iii) Representation from applicants against rejection of his/her candidature will be verified and disposed of immediately by the Divisional/Regional/Territory Manager before proceeding to next stage. For such cases, fee of Rs. 5000/- will not be applicable.
- (iv) Anonymous complaints without verifiable facts will not be investigated. The State Retail Head/Zonal Head /State Head Retail will be the competent authority to take decision for investigation and final decision on the investigation report.
- (v) On receipt of a complaint a letter will be sent by the oil company to the complainant through Registered Post, asking him to submit details of allegation with a view to prima facie substantiate the allegations along with supporting documents, if any, within 20 days from date of dispatch of letter (**Annexure - XVIII**). 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 Oil Company reserves the right to take action against the complainant as provided under the law and fee should be forfeited.
- (vi) In case a complaint is received against an applicant, who has not been selected, 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, the complaint will only then be investigated.
- (vii) 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.

- (viii) In case complaint is received without the requisite fee of Rs. 5000/-, a letter would be written to the complainant asking for submission of requisite fee within 20 days (**Annexure - XVIII**). In case the requisite fee is not received within stipulated 20 days, the complaint will not be investigated and will be filed.

In case a complaint is received after 30 days of declaration of results, the complaint would not be entertained and complainant would be advised reasons for the same (**Annexure - XVIII**).

- (ix) Head of State / Zonal Head / State Head 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. Complainant will be advised accordingly (**Annexure - XIX**).

- (x) If a decision is taken to investigate the complaint, one Officer not below the rank of 'D' grade will be nominated by the Head of State / Zonal Head / State Head to do the investigation and submit a report. Thereafter, decision on the complaint will be taken by the Head of State / Zonal Head / State Head as under:-

- a) Complaints not substantiated:

In case the complaint is not substantiated it will be filed and complaint fee will be forfeited. Complainant will be advised accordingly (**Annexure - XIX**).

- b) Established Complaints:

In case of established complaint, the complainant will be advised accordingly (**Annexure - XX**) and suitable action with regard to cancellation of the concerned selection, as applicable. In this case the complaint fee collected of Rs.5000/- will be refunded.

- (xi) The investigating officer shall give a due opportunity to the complainant and shall submit his report to the competent authority. Efforts will be made for disposal of complaints within three months.

(xii) In all cases, disposal of complaint should be in the form of speaking order.

## **21. Termination of the Contract:**

The contract can be terminated by OMCs by giving 30 days' notice to the other party or upon severe breach of agreement without any notice as per conditions of the contract. The contract can also be terminated by the Service Provider with prior 90 days' notice for such termination.

The contract will come to an end at the expiry of notice period or contract period automatically.

## **22. Agreement:**

The selected candidate will have to execute a standard agreement (copy of agreement to be executed with Service Provider is attached as **(Appendix – V)** with IOC / HPC / BPC and is required to abide by the terms and conditions thereof.

- The agreement with the Service Provider for the **permanent COCO** outlets will be for a period of **three years**.
- The Service Provider if after his appointment is issued an LOI for dealership or distributorship of any Oil Company, he shall have to resign from the contract of Service Provider by giving immediate (within 7 days) suitable notice to OMC for termination of contract within next 90 days. During the period of notice and working as Service Provider, Letter of Appointment (LOA) for dealership / distributorship should not be accepted nor operation of dealership / distributorship should be started.

## **23. General Terms and Conditions for Operation of COCOs by Service Provider (Annexure – XVII):**

- a. The Service Provider will ensure observance of all given instructions from time to time with regard to Quantity and Quality Control, day to day operations, safety etc.
- b. Maintenance of the Outlet and Equipment shall be responsibility of the Corporation while Service Provider will be responsible for proper and safe upkeep, cleanliness and house-keeping of the outlet.
- c. The Service Provider shall give an **undertaking (Appendix – VI)** to the effect that no claim on the dealership will be made in future, in view of having awarded this contract for operation of the retail outlet. This

arrangement shall not confer the Service Provider any right to claim permanent dealership or permanent Service Provider for the aforesaid retail outlet at any time nor for any other rights in respect of any other job contract.

- d. The Service Provider shall execute an Agreement as stipulated by the Corporation. He shall abide by, observe and fulfill all the obligations as imposed under the Service Provider agreement.
- e. The Service Provider will be granted a mere leave and permission to enter upon the site only for the purpose of supporting the business at the retail outlet in the name of the Corporation and for no other purpose.
- f. The premises of the retail outlet shall be deemed to be in the possession of the Corporation and one or more representatives of the Corporation shall always have the right to be in the premises of the outlet.
- g. The Service Provider will be governed by "The Contract Labour (Regulation and Abolition) Act 1970" and will be obliged to fulfill the role required of him under any rules / regulations / Statutory provisions.

**24. Manpower Requirement / Compensation & Remuneration (Annex –XVI):**

The manpower for day to day operations will be provided by the Service Provider. The requirement will be provided by the concerned DRSM/RM/TM of the OMC depending on the specific requirement of the COCO location.

**A. For the purpose of arriving at minimum wages, the operating staff will be categorized as follows:**

<b>S. No.</b>	<b>Type of manpower</b>	<b>Category</b>
(i)	Cashiers, Fore Court Managers, Managers	Skilled
(ii)	Driveway Pump Attendants	Semi-Skilled
(iii)	Air boys, Windscreen boys, Housekeeping boys	Unskilled
(iv)	Security guards	Unskilled / As per DGR / Sainik Board rates

**B. Remuneration & Incentives:**

**Remuneration:**

Fixed lump sum amount per month: Rs.30,000/-.



### **Incentive:**

<b>Slab</b>	<b>Volume (per month)</b>	<b>Incentive / KL</b>	<b>Comments</b>
1	Upto 100 KL	NIL	
2	Beyond 100 & ≤ 175 KL	Rs.75/-	Rs.75/- per KL on volume above 100 KL
3	Beyond 175 & ≤ 250 KL	Rs.100/-	Rs.100/- per KL on volume above 100 KL
4	Beyond 250 & ≤ 350 KL	Rs.125/-	Rs.125/- per KL on volume above 100 KL
5	Beyond 350 & ≤ 450 KL	Rs.150/-	Rs.150/- per KL on volume above 100 KL
6	Beyond 450 & ≤ 600 KL	Rs.75/-	Incentive applicable upto 450 KL + Rs.75/- per KL for volume above 450 KL
7	Beyond 600 KL	Rs.50/-	Incentive applicable upto 600 KL + Rs.50/- per KL for volume above 600 KL

**Note:1** Fixed lumpsum remuneration and incentive scheme would be reviewed after three years.

**Note:2** Sales would mean supplies to the COCO during month.

e.g. Monthly sale from a retail Outlet is say 750 KL, then total payment will be asunder:

- a) Monthly payment up to 100 KL = Monthly lump sum remuneration + Nil incentive = Rs. 30,000
- b) for 450 KL would be =  $Rs.(450-100)*150 +$  Monthly lump sum remuneration =  $Rs.52,500 + Rs.30,000 = Rs.82,500$
- c) for 600 KL =  $Rs.(600-450)*75 +$  incentive and remuneration of 450 KL =  $Rs.11,250 + Rs.82,500 = Rs.93,750/-$
- d) for 750 KL =  $Rs.(750-600)*50 +$  incentive and remuneration of 600 KL =  $Rs.7,500 + Rs.93,750 = Rs.1,01,250/-$

Therefore for 750 KL total of (lump sum + incentives) will be Rs.1,01,250/-

### **C. Reimbursement of wages for manpower:**

Reimbursement of wages for manpower to the Service Provider is to be made for actual manpower provided as per Minimum Wages on the basis of **higher of wages** as applicable in respective States vis-a-vis wages as per Central Govt. rates along with PF at applicable rates, gratuity, bonus, service tax and any other statutory payment duly certified by the Officer of the Corporation.

Service tax component will be reimbursed to the Service Provider for the following payments subject to applicability of service tax as per Service tax statute:

- i) Monthly lump sum amount payable to Service Provider.
- ii) Incentive paid on incremental sales volume to Service Provider.
- iii) Total wages reimbursed for manpower.

**D.** All expenses for running the retail outlet would be borne by IOC / HPC / BPC including Electricity, Water, Telephone, Stationery, Staff Uniform, etc.

**E.** Where ever the sales proceeds are deposited in the bank account of the COCO service provider and later on transferred to Oil Company's account, the bank charges for cash counting / handling would be reimbursed to the Service Provider based on documentary proof.

**F.** Product Loss on account of evaporation and handling losses upto 0.59% in MS and 0.15% in HSD of total actual sales made at the outlet will be absorbed by Oil Company. Any losses beyond the ceiling as mentioned above will be borne by the Service Provider and the same would be adjusted / recovered by OMCs on a monthly basis. The losses on month to month basis will be calculated based on the actual sales volume and the prevailing **retail selling price** (at month end) of the outlet.

### **G. Reimbursement for handling charges for Auto LPG / CNG sales to Service Provider:**

- a) Payment to be reimbursed to Service Provider for actual manpower provided for handling Auto LPG / CNG as per requirement of OMC, in addition to the manpower provided for handling MS & HSD.
- b) The Service Provider would be required to provide additional BG considering Auto LPG / CNG also in addition to MS & HSD.

- c) Auto LPG / CNG sales would be clubbed with MS & HSD sales for making Fixed Lump sum payment and slab wise variable incentives for rendering service at COCO. CNG sales volume to be taken in MT for this purpose.
- d) Concerned Divisional Manager / Regional Manager/ Territory Manager would be responsible for collection of BG for Auto LPG / CNG also. DRSM / RM / TM would ensure proper allocation of BG to different credit control area i.e. for MS&HSD / Auto LPG / CNG.

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