



हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड

(भारत सरकार उपक्रम) रजिस्टर्ड ऑफिस : 17, जमशेदजी टाटा रोड, मुंबई - 400 020.

HINDUSTAN PETROLEUM CORPORATION LIMITED

(A GOVERNMENT OF INDIA ENTERPRISE) REGISTERED OFFICE : 17, JAMSHEDJI TATA ROAD, MUMBAI 400 020.

8, शुरजी वल्लभदास मार्ग, पोस्ट बॉक्स नं. 155, मुंबई - 400 001. दूरभाष : 2263 7000 • फॅक्स : 022-2261 1822 • तार : हिन्दपेटऑफ
8, Shoorji Vallabhdas Marg, P. N. No. 155, Mumbai - 400 001. Tel. : 2263 7000 • Fax : 022-2261 1822 • Telegram : Hindpetoff
e-mail : mktghqo@hpcl.co.in

Ref: LPG/VSM

May 7, 2008

✓
Shri Suresh Jain
6378 Purana Thana Road
Bhatinda - 151001
Punjab

Subject: Your request for information under RTI Act, 2005

Dear Sir,

We refer to your undated letter received on 7.4.2008 along with application fee. My para wise comments are as under:

1. Refill can be booked any time a consumer is in position to give empty cylinder.
2. There is no fixed number of refill LPG cylinders for a family. HPCL will meet the genuine domestic requirement of their enrolled customers.
3. Refill cylinders are delivered on first come first served basis ordinarily with in 24 hrs of booking.
4. There is no norm for this. As advised in para 3 above deliveries are on first come first served basis. However cylinder is supplied to any customer only with a cash memo.
5. There is no norms for this. Releases are on first come first served basis. You have to book for additional cylinder and obtain a booking number & date. Basis the availability of cylinder and completion of documentation formalities, the second cylinder shall be given.
6. Home delivery is normally available in ordinary situation, within the trading area of the distributor.




7. There is no fixed charge. However any extra charge has to be approved by local district administration.
8. As advised in para 6 above home delivery is normally available in the trading area of the distributor every where unless approved by HPCL.
9. Yes, unless local administration has put any specific requirement.
10. There is no fixed amount. However death, injury and property loss due to LPG accident is ensured by both distributor and company.
11. Yes they can.
12. Yes if it is requirement of local administration.
13. No. However company can ask for identification of consumer at any time.
14. Any one of the documents indicated by you is OK.

You may appeal to our Executive Director-LPG, Hindustan Petroleum Corpn. Ltd., 8 Shoorji Vallabhdas Marg, Ballard Estate, Mumbai 400001 within 30 days from receipt of this letter, if you are not satisfied with my advise.

Thanking you,

Very truly yours,


V. Ananthanarayanan
Dy. General Manager - LPG (S&M)
& Central Public Information Officer
for HPCL under RIA 2005

CC: Chief Manager-RTI & WEB Coordination (PKH) PH-3: Ref. your email of 6.5.08