

# RETAIL OUTLETS

(Rules & Regulations)



**आई.बी.एफ.सी**

(Registered by Govt. of India)

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**GUIDELINES ON SELECTION OF DEALERS FOR REGULAR & RURAL RETAIL OUTLETS  
THROUGH DRAW OF LOTS/BIDDING PROCESS/COMPANY  
APPOINTMENT DEALER.**

**INTRODUCTION**

The salient features of this selection guidelines are:

- (i) All applicants meeting the eligibility criteria will qualify for further selection process.
- (ii) Different selection process for Company Owned Dealer Operated outlets, Dealer Owned Dealer Operated outlets and Company Owned Dealer Operated outlets under Company Fund Scheme.
- (iii) Multiple Dealership Norm (MDN) has been relaxed for “B”/” DC” site ROs.
- (iv) Existing unviable SKO dealers of IBFC INDIA PVT LIMITEDs will be eligible to apply.
- (v) Company Fund Scheme of providing financial assistance by IBFC INDIA PVT LIMITED can be availed by applicants applying for locations for GEN/OBC/SC/ST category, upon appointment as dealer.

**1. IDENTIFICATION OF LOCATIONS**

Locations for setting up Retail Outlets are identified by the respective oil company based on commercial / minimum volume considerations. Accordingly, Regular and Rural Outlets are setup by Oil Marketing Companies (IBFC INDIA PVT LIMITED) as under: -

- (i) **Regular ROs:** Locations on highways (National Highway (NH) / State Highway (SH) etc.) and Urban / Semi Urban areas (within Municipal Limits of a City / Town).
- (ii) **Rural ROs:** Locations in rural areas but not on highways (NH / SH etc.) and outside Municipal Limits of a City / Town.

## 2. TYPE OF RETAIL OUTLET SITES

The type of sites will be decided by the Oil Companies and the same would be: -

S. N.	Type of Site	Status of Land & Facilities
i.	Locations under Company Fund Scheme (CFS sites)	The offered land would be taken on lease/purchased and semi developed as Company owned site.
ii.	Other Company Owned Sites ("CC"/ "A" sites)	The offered land would be taken on lease/purchased and fully developed as Company owned site.
iii.	Dealer Owned sites ("DC" / "B" sites)	The offered land and the super structure will be developed by the dealer. Pump, tank, automation, signages, etc. will be provided by the Company.

**Note:** Offered land can either be taken from the applicant or the owner of the land directly.

All locations advertised as GEN/OBC/SC/ST category will be developed as per (i) above.

## 3. ELIGIBILITY CRITERIA FOR INDIVIDUAL APPLICANTS – PROPRIETORSHIP / PARTNERSHIP

**Common Eligibility Criteria for all Categories applying as Individual (as on date of application unless mentioned otherwise)**

- (i) **Citizenship:** Indian Citizen.
- (ii) **Residential status:** Resident of India (as per Income tax rules).
- (iii) **PAN:** Must possess valid PAN card as on the date of application.

<sup>1</sup> If an individual stayed in India for 182 days or more in the previous Financial year, he is treated as resident of India as per Income Tax Rules irrespective of his citizenship. If the stay is less than 182 days he is a non-resident.

- (iv) **Age:** Not less than 21 years and not more than 65 years except for Freedom Fighter under CC2 category.

Proof of age should be supported by copy of 10<sup>th</sup> Standard Board Certificate / 10<sup>th</sup> Std. School Leaving Certificate/ Secondary School Leaving Certificate / Birth Certificate / Passport / Identity card issued by Election Commission/PAN card/Aadhar card. However, the document uploaded by the provisionally selected candidate in support of proof of age must contain date, month and year of birth and the certificate relied upon by the candidate for proof of age must be specially mentioned in the application.

**(v) Educational qualification:**

Passed Minimum 10<sup>th</sup> (examination conducted by a Board/School).

Certificate issued by Armed Forces as equivalent to 10<sup>th</sup> Class pass in accordance with Ministry of Personnel, Public Grievances and Pensions (Dept. of Personnel and Training) notification No. 15012/8/82-Estt (D) dated 12.02.1986 will also be considered.

For educational qualification from overseas universities / boards, equivalent certificate issued by competent authority / State Government / Government of India should be submitted by the applicants.

Minimum Educational qualification is not applicable to Freedom Fighters applying under CC2 category.

**(vi) Land (Applicable to all categories):**

The applicants would be classified into three groups as mentioned below based on the land offered or land not offered by them in the application form: -

**Group - 1:** Applicants having suitable piece of land in the advertised location/area either by way of ownership / long term lease for a period of minimum 15 years 11 months or as advertised by the IBFC INDIA PVT LIMITED.

**Group - 2:** Applicants having Firm Offer for a suitable piece of land for purchase or long-term lease for a period of minimum 15 years 11 months or as advertised by the .

**Group - 3:** Applicants who have not offered land in the application. **Only applicable for locations advertised under SC/ST category.**

Applications under Group - 3 would be processed/advised to offer land (**Annexure - D**) only in case no eligible applicant is found or no applicant get selected under Group - 1 & Group - 2.

In case land offered by all the applicants under Group - 1 & Group - 2 is found not suitable/not meeting requirements, then these applicant/s under Group - 1 & Group - 2 along with applicants under Group - 3 (who did not offer land along with application) would be advised by the IBFC INDIA PVT LIMITEDs to provide suitable land in the advertised location / stretch, within a period of **100 days** from the date of issuance of intimation letter to them through SMS/e-mail. In case the applicant fails to provide suitable land within the prescribed period, or the land provided is found not meeting the laid down criteria, the application would be rejected.

The other conditions with respect to offering of land areas under: -

- a) The land should be available with the applicant as on the date of application and should have minimum lease of 15 years and 11 months (as advertised by respective oil company) from the date or after the date of advertisement but not later than the

date of application. If the offered land is on Long-term lease and there are multiple owners, then lease deed should be executed by all co-owners of the offered plot. In case lease deed is not executed by all co-owners; such lease deed shall be treated as invalid.

- b) If the offered land is on long term lease, then the Lease agreement should have a provision to sub-lease the offered land wherever the locations are advertised under Company Fund Scheme (CFS) and other Company Owned Sites (“A”/ “CC” sites).

In case it is observed that the lease agreement for the land offered by the provisionally selected candidate does not have a provision to sub-lease the land, in such cases the provisionally selected candidate would be provided 21 days’ time from the date of intimation through SMS/e-mail to make suitable amendment / addendum to the lease agreement and submit the same to the concerned .

- c) **For Dealer owned sites (“B”/ “DC” sites)**, the applicant should ensure that the land arranged by the applicant is either registered in the applicant’s name or leased in favour of the applicant for a minimum period as advertised by respective oil company, as per terms of Letter of Intent (LOI). Investment will be made by the IBFC INDIA PVT LIMITED towards development of facilities in the offered land only after compliance of the afore mentioned, by the applicant. In case land is obtained on long term lease by the applicant, the lease should be valid till a period of 15 years 11 months from the date or after the date of advertisement but not later than the date of application.
- d) **For Company owned sites (“A”/ “CC”/ “CFS” sites)**, the applicant should ensure that the land offered by the applicant is registered in the name of the IBFC INDIA PVT LIMITED either through Long Term Lease or through outright sale before any investment is made by the IBFC INDIA PVT LIMITED towards development of facilities in the offered land. In case of long term lease, the lease should be valid till a period of 15 years 11 months from the date or after the date of advertisement but not later than the date of application.
- e) As and when advised by the , the provisionally selected candidate should upload a copy of Khasra / Khatouni or any other equivalent revenue document or certificate obtained from revenue official confirming the status of ownership of the land, as on the date of application.

As and when advised by the, the provisionally selected candidate will also be required to upload a site map / layout sketch of the offered plot as per **Appendix – V**.

- f) In addition to above, as and when advised by the, provisionally selected candidate(s) under Group-1 should also upload a copy of any one of the following documents to establish ownership of land offered for the Dealership. The documents must have been executed / registered / issued on or before the date of application:-
- Registered Sale deed/Registered Gift deed
  - Registered Lease deed for a minimum period of 15 years and 11 months (as advertised by respective oil company).
  - Any other type of ownership / transfer deed document
  - Lease agreement or firm allotment letter issued by Government / Semi Government bodies
- g) The land owned by the family member(s) will also be considered as belonging to the applicant (Group-1) subject to producing the consent letter in the form of affidavit (**Appendix – III**) from the concerned family member(s). Such consent letter in the form of affidavit should have been tendered by the concerned family member(s) on or before the date of application.

h) For this purpose, family members would comprise of: -

- (i) Self
- (ii) Spouse
- (iii) Father/Mother including Step Father/Step Mother
- (iv) Brother/Sister/Step Brother/Step Sister
- (v) Son/Daughter/Step Son/Step Daughter
- (vi) Son-in-law / Daughter-in-law
- (vii) Parents-in-law
- (viii) Grand Parents (both maternal & paternal)

i) **For Group 2 applicants**, the “firm offer” of land will include land offer from third party based on Agreement to purchase/long term lease (as per terms and conditions of the s). Land offer letter in the form of an Affidavit (**Appendix - III**) tendered by the third party (landowner) **on or before the date of application**, should be available with the applicant along with documents mentioned in clause (e and f) above to establish the ownership of land offered for the Dealership which will have to be submitted by the applicant as and when advised by s.

j) In case conveyance (sale/lease/gift) deed of the offered land has been executed by a Power of Attorney (Registered) holder and/or offer letter as per Affidavit (**Appendix - III**) is from Power of Attorney holder (Registered), as and when advised by the, the applicant will also have to submit a copy of the POA along with documents, mentioned in clause (e and f) above. The POA (registered) shall be of a date which is on or prior to the date of execution conveyance (sale/lease/gift) deed and /or offer letter.

k) The eligibility of applicant with regard to the Land (Group - 1 or Group - 2) will be decided by the.

l) In case the applicant or family member(s) own the land jointly with third person, the consent letter in the form of an Affidavit (**Appendix - III**) and /or Power of Attorney (Registered) clearly authorizing the applicant for such use of land from third person is also required. Such consent letter in the form of affidavit (Appendix - III) or Power of Attorney (Registered) should have been tendered by the concerned third person(s) on or before the date of application.

m) Various situations of ownership for defining owned / firm offer are as under: -

S. No.	Situation of ownership	Share of applicant in land	Additional documents required	Evaluation as
<b>GROUP 1</b>				
1	Self	Full	Nil	Owned
2	Self with members of family or owned exclusively by family members	Part / Nil	Consent letter in the form of affidavit from members of family - <b>Appendix III</b>	Owned

3	<ul style="list-style-type: none"> <li>• Self with other owners</li> <li>• Family members with other owner(s)</li> <li>• Self with family members &amp; other owners</li> </ul>	Part  Nil  Part	If the share of the applicant and/or family members is more than or equal to land required by the company.  Consent letter on stamp paper or an affidavit or Power of Attorney from all Co-owners(s) should be provided – <b>Appendix-III.</b>	Owned
4	Land owned by Government/ Semi-Government bodies	Full	Allotment Letter from the Government/Semi- Government bodies in the name of Self with specific mention for use of petrol pump.	Owned
<b>GROUP 2</b>				
5	Land owned by third party in part or full	Part/Nil	Consent letter in the form of affidavit/Power of Attorney from other owner(s) - <b>Appendix III</b>	Firm Offer

- n) Each applicant will have to declare, in the application form, the category under which offered land falls. However, it is advised that prior to declaring the category of the offered land in the application, each applicant in their own interest, should get the same verified through an advocate.

The Group under which the applicant's land falls, would be considered based on the declaration given in the application. However, this aspect will be verified by the and in case it is found that the offered land is not in the group as declared by the applicant, the land will not be considered and the applicant will be made ineligible. However, in case of Group – 2 applicants, if the offered land is found to be in Group - 1 by the IBFC INDIA PVT LIMITED, the candidature of such applicants will be considered for selection under Group - 2.

For locations advertised under SC / ST category, if it is found that the offered land is not in the group as declared by the applicant, the land will not be considered and the applicant will be moved to Group – 3. However, if the applicant was originally in Group – 3 or have already been moved to Group – 3 earlier, the candidate will be made ineligible. In case of Group – 2 applicants, if the offered land is found to be in Group - 1 by the IBFC INDIA PVT LIMITED, the candidature of such applicants will be considered for selection under Group - 2.

- o) It should be the responsibility of the applicant to ensure that as on date of application:-
- (i) The offered land meets advertised dimension after leaving Right of Way (ROW) line of the road and should be situated abutting the ROW of the road.
  - (ii) The offered land is not notified for acquisition.
  - (iii) The land owner is in possession of the offered land from the beginning / edge of the ROW line
  - (iv) There is no other land including Govt. land between ROW and offered plot.



- (v) The offered land falls within the advertised location / stretch.

Further, at the time of land evaluation the offered land would also be checked for compliance of the following. The offered land would be accepted only upon meeting the same: -

- (i) There is no HT line (> 11 KV) crossing the offered land.  
(ii) For sites on NH, the offered land must meet NHA norms.

**Note:** In case it is found at later stage that the offered plot is not meeting any of the above conditions then in such case the offered land would be rejected and candidature would get rejected and applicant would be informed through SMS/e-mail. However, for location advertised under SC/ST category, such candidates will be given an opportunity along with applicants under Group - 3 to offer land, through SMS/e-mail. Applicable NHA norms for setting up retail Outlets (Fuel Stations) on plot of land abutting National Highway can be accessed from <https://morth.nic.in>

- p) Verification of the supporting documents submitted by the provisionally selected candidate, post selection, will be carried out at the time of Scrutiny / Field Verification of Credentials (FVC).

**Note 1:**

- a. "Own" means having ownership by way of Registered Sale deed, Registered Gift deed, etc. or title of the property or registered long lease (as per individual IBFC INDIA PVT LIMITED norms) in the name of applicant / family member/s as defined in 4 (vi) and 4 (vi) (h) above.
- b. If an applicant offers more than one land then, a confirmation in writing is to be obtained by Land Evaluation Committee (LEC) from the applicant with regard to the plot of land to be considered for evaluation.
- c. The same piece of land cannot be offered by more than one applicant for a particular RO location against an advertisement. In case more than one application is received offering the same piece of land all such applications would be rejected and allotment, if made, would be liable for cancellation. This aspect shall be verified only upon receipt of written information by the IBFC INDIA PVT LIMITED. However, if plots having same land details (Khasra/Gatta/Khatauni/Survey/Plot/Dag/Gut No. etc.) are offered by different applicants, such cases will not be liable for rejection provided there is no overlap of any kind and there is clear demarcation of land offered by them.
- d. The provisionally selected candidate has to make available the offered land including the entry / exit / acceleration lane / de-acceleration lane / service road duly developed up to the road level by cutting/filling (as applicable), with good earth / murrum, layer-wise compacted as per standard engineering practices to the satisfaction of the concerned IBFC INDIA PVT LIMITED. The provisionally selected candidate is also required to provide retaining wall and compound wall of min. height 1.5 meters, designed as per site conditions as per approval of IBFC INDIA PVT LIMITED. The above stated works has to be completed by the provisionally selected candidate before any investment is made on the offered plot by the IBFC INDIA PVT LIMITED.

- e. There is no commitment by the Oil Company for taking the offered land from the applicant. If an applicant, after selection, is unable to provide the relevant land documents in respect of the offered land indicated in the application within a period of 2 months (for Group 1) and 4 months (for Group 2) from the date of Letter of Intent (LOI), Oil Company will have the right to cancel / withdraw the LOI issued in favour of the provisionally selected candidate for allotment of dealership.

**Note 2: For locations advertised under SC/ST category**

In case of locations where the applicant has not offered the land in the application (**Group - 3**) or if the offered land of all applicants **under Group - 1 & Group - 2** got rejected due to not meeting the laid down criteria, then all such applicants shall be given an opportunity to offer land or alternate land (as the case may be) in the advertised location/stretch provided the applicant meet all other eligibility criteria.

A communication through SMS/e-mail would be sent to these applicants to offer land/ alternate land within a period of 90 days from the date of offer letter.

On receipt of advice to offer land from IBFC INDIA PVT LIMITEDs the applicant should submit land offer online and indicate the category under which the land falls (Group - 1 or Group - 2). Upon selection, the provisionally selected candidate would be required to upload all the relevant documents pertaining to the land offered along with consent letter in the form of affidavit (**Appendix - III**) and/or Power of Attorney (Registered), if applicable

The applicants would be classified into two groups i.e., Group - 1 & Group - 2 based on the land offered by them.

In case the applicant(s) fail to offer land / alternate land within the specified period, the offer would be withdrawn, and application rejected under intimation to the applicant(s) through SMS/e-mail.

Only one opportunity would be given to the applicant, either for offering land (if applicant has not offered any land along with application form) or for offering alternate land given to applicants of locations advertised under SC/ST category (if the land offered by the applicant is found to be not meeting the laid down criteria during Scrutiny / land evaluation/ rejection of land after selection, for applicants who have offered land along with the application).

**Note 3:**

- i. In case after selection, if it is observed that the offered land is co-owned by multiple persons and the provisionally selected candidate did not provide consent of all the co-owners, the provisionally selected candidate would be given 21 days' time to get consent of all the co-owners for the offered land failing which candidature of the provisionally selected candidate will get rejected. However, for locations advertised under SC/ST category such candidates will get an opportunity along with Group - 3 applicants, provided he / she was originally not in Group - 3 or have not been moved to Group - 3 earlier.
- ii. Consent letter(s) in the form of affidavit (**Appendix - III**) of a date which is prior to date of application, shall only be considered.
- iii. In case after selection, it is observed that the offered land does not contain sub-lease as required by IBFC INDIA PVT LIMITED (for CFS / CC sites) the provisionally selected candidate would be given 21 days' time to make suitable amendment / addendum to the lease agreement failing which the selection of the candidate will get rejected.

However, for locations advertised under SC/ST category such candidates will get an opportunity along with Group - 3 applicants, provided he / she was originally not in Group – 3 or have not been moved to Group – 3 earlier.

**(vii) Specific Eligibility Criteria for applying in different reserved categories is as under:**

**a) Scheduled Caste/ Scheduled Tribe Category (SC/ST):**

The candidates belonging to Scheduled Castes/ Scheduled Tribes (SC/ST) recognized under the Constitution of India will be eligible. The applicants will be required to submit a copy of the certificate issued by the competent authority, notified by Govt. of India, certifying that the candidate belongs to Schedule Caste / Schedule Tribe as per **Appendix – VI.**

Note: Wherever applicable, the applicants would be required to submit Caste validity certificate.

**b) Other Backward Classes (OBC)**

The candidates belonging to Other Backward Classes recognised as OBC by Government of India (Central Government) under the Constitution of India and / or recognized by the concerned State as OBC in which the location has been advertised will be eligible.

The candidates will be required to submit as and when advised by Oil Company, a certificate issued by the competent authority notified by the Government of India and/or by the concerned State in which the location has been advertised certifying that the candidate belongs to Other Backward Classes recognized as OBC by a Resolution/Gazette Notification issued by GOI (Central Government)/State Government. Along with the OBC certificate (**Appendix – VIIA**), the candidate also has to submit an undertaking (**Appendix – VIIB**) that he/she belongs to the OBC category and fulfils the non-creamy layer status. The date of undertaking (**Appendix VIIB**) will be treated as the date of reckoning the OBC status of the candidate and also for determining that the candidate does not fall in the creamy layer. The undertaking should be of any date after the date of advertisement.

**c) Defence Personnel (DEF)**

Defence Personnel means personnel of armed forces (viz. Army, Navy, Air Force) and will cover:

- (i) Widows/dependents of those members of Armed Forces who died in war or in harness due to attributable causes
- (ii) Ex-service men who are war disabled / disabled in peace due to attributable causes
- (iii) Able bodied Ex-service men

Candidate applying under this Category covered under (i) & (ii) above would be required to submit as and when advised by Oil Company, the Eligibility Certificate in original, issued from Directorate General of Resettlement (DGR), IBFC INDIA PRIVATE LIMITED sponsoring the candidate for the RO Dealership for which he/she has applied. Certificate of eligibility issued for one RO Dealership is not valid for another RO Dealership and therefore a candidate can be considered to be eligible only if he/she has been sponsored for the particular location with reference to current advertisement.

Candidate applying under this Category covered under (iii) above should submit copy of Discharge Order or Pension order.

**d) Government Personnel including Para Military Personnel (PMP) and Public Sector Personnel**

The personnel serving in different Departments of Central/State Governments and Public Sector undertakings of Central/State Government who are incapacitated or disabled while performing their official duties will be eligible under this category. In case of death, while performing official duties, their widows/ dependants will be eligible under this category.

Applicants under this category would be required to submit as and when advised by Oil Company,

- a. a copy of relevant certificate as per **Appendix - VIII**, signed by an Officer not below the rank of Under Secretary to the Government, for personnel of Central / State Government Departments
- b. a copy of relevant certificate as per **Appendix - VIII**, signed by the competent authority in Personnel /HR of the concerned Public Sector undertakings of the Central/State Government, for personnel of Public Sector undertakings of the Central/State Government
- c. a copy of relevant certificate as per **Appendix - VIII**, signed by the competent authority in Personnel / HR or Commandant of the unit, for personnel of PMP

**e) Physically Handicapped (PH) Category:**

Applicants under this category should fulfil criteria covered under the target group as defined under Section 2(r) of The Rights of Persons with Disabilities Act, 2016 issued vide Gazette Notification no. S.O. 1215 (E) dated 19.04.2017. Applicants under this category with minimum degree of 40% disability are only eligible to apply.

In the case of amputation or permanent paralysis of limbs or dwarfism and in case of blindness the candidate applying for a location reserved for “PH” category will be required to submit a certificate issued as per **Appendix - IXA**.

In the case of multiple disability the candidate applying for a location reserved for “PH” category will be required to submit a certificate issued as per **Appendix - IXB**

In case of other disabilities which are not covered under **Appendix - IXA & Appendix - IXB** the candidate applying for a location reserved for “PH” category will be required to submit a certificate issued as per **Appendix - IXC**.

Disability certificate as per **Appendix - IXA, Appendix - IXB & Appendix - IXC** should be issued by the “Notified Medical Authority”, i.e., a Medical Board duly constituted by the Central / State Government as per the Gazette of India Extraordinary New Delhi, No. 489 dated 15.06.2017.

In case, the disability certificate as per **Appendix IX-C** is issued by a Medical Authority who is not a Government Servant, the certificate shall be considered as valid only if the same is also countersigned by the Chief Medical Officer / Medical Superintendent / Head of Government Hospital.

The applicants will be required to submit a copy of the certificate (**Appendix - IXA or IXB or IXC** as applicable) as and when advised by Oil Company.

**f) Outstanding Sports Persons (OSP):**

The following persons will be eligible:

- Arjuna Awardees / Khel Ratna Awardees.
- Winners of Medals at Olympics/ Asian /Commonwealth Games and Recognised World Champions.
- First position holders of recognized National Championships held for senior level (men & women)

Candidate applying under this category would be required to submit as when advised by the Oil Company a certificate from the Recognised National Federation Organising National Championships (as recognised by Department of Youth Affairs and Sports, Govt of India) or from the Dept of Youth Affairs and Sports, Govt of India.

**g) Freedom Fighter (FF):**

The applicant would be required to submit as and when advised by the Oil Company a certificate or Tamrapatra or an attested copy of the Pension order issued by the Accountant General in pursuance of the sanction letter from the Ministry of Home Affairs, GOI of them having been Freedom Fighters.

**(viii) Specific Requirement of applicants applying under Partnership:**

In case of partnership, each partner should individually meet the eligibility criteria for applying as an individual. However, the land owned by partner(s) will be treated as owned by the proposed firm as a whole for the purpose of eligibility.

Each partner should submit separate application form along with separate non-refundable application fee. However, the applications should be clubbed together (online). They also would be required to submit a copy of the proposed partnership deed.

**(ix) Specific Eligibility Criteria for existing SKO Dealers of IBFC INDIA PVT LIMITEDS:**

Existing SKO dealers of IBFC INDIA PVT LIMITEDS (individual & partnership firms only) who are eligible under categories as specified above can apply for RO dealership on fulfilling the following conditions:

- i. Existing SKO dealers of IBFC INDIA PVT LIMITEDS having an average allocation of less than 75 KL of SKO per month during the immediate preceding 12 months prior to the month of advertisement will be eligible to apply. The applicants have to submit the proof of such allocation from allocating authority of the State Govt./Divisional/Territory/Regional Office of the PSU Oil Marketing Company, as the case may be, as and when advised by the IBFC INDIA PVT LIMITED. Multiple Dealership/Distributorship norms will not be applicable for such applicants.
- ii. In case of allotment, the SKO dealer will have to surrender their SKO Dealership prior to issuance of letter of appointment for RO dealership, except in cases where B-Site SKO Dealer is being allotted B-Site RO Dealerships. To be eligible to apply for RO dealership, the SKO dealer should not have been penalized for violation of Marketing Discipline Guidelines within last 5 years preceding the date of advertisement or there should not be any proceedings pending against the dealership under Marketing Discipline Guidelines/Dealership Agreement, Kerosene Control Order or ESMA.

- iii. Eligibility criteria as applicable to individual applicants / partnership firm applicants will also be applicable to SKO Dealers.

**Note: With regard to submission of documents by provisionally selected candidates:**

1. Certificates/documents required for meeting Eligibility/Specific eligibility criteria should be in possession of the applicant and valid as on date of application. However, certificates issued by Directorate General of Resettlement Ibfc india private limited personnel and caste certificates (SC/ST/OBC) can be of a date after the date of application but should be submitted within 10 days of intimation by Oil Company.

Wherever Caste Validity certificate is required, the same shall be submitted by the provisionally selected candidate within additional 10 days of stipulated time specified by the concerned State Govt. for issuance of such certificate (from the date of intimation to the provisionally selected candidate by the IBFC INDIA PVT LIMITED).

2. In case certificates submitted by the applicants issued by various Govt. Officials are not as per the given formats, the applicants would not be made ineligible if the contents are as per IBFC INDIA PVT LIMITED's requirements.
3. Applicable certificates/documents for Eligibility/Specific eligibility criteria would be required to be submitted by the provisionally selected candidate within 10 days of intimation (after draw of lots/bidding process).

Additional 10 days' time shall be given in case the provisionally selected candidate fails to submit the applicable certificates/documents. In case the provisionally selected candidate fails to provide applicable certificates/documents within this time period, his/her candidature would be rejected under intimation through SMS/e-mail.

The provisionally selected candidate would be given opportunity to provide the rectified/corrected documents under rectifiable deficiency within 21 days' time. If the provisionally selected candidate fails to provide the required corrected/rectified certificates/documents, within 21 days, his/her candidature would be rejected under intimation through SMS/e-mail. However, for locations advertised under SC/ST category, in case of non-rectification / non-submission of documents relating to rectifiable deficiency w.r.t offered land, the applicant would be given an opportunity along with applicants under Group – 3, provided he / she was originally not in Group – 3 or have not been moved to Group – 3 earlier.

4. In case of change in name of the applicant, relevant Gazette Notification in support of name change will have to be submitted by the applicant as and when advised by the IBFC INDIA PVT LIMITED. However, in case of change in name of female applicants, arising out of marriage, affidavit as per **Appendix - XA** containing relevant clause will suffice.

## **5. ELIGIBILITY CRITERIA FOR NON-INDIVIDUAL APPLICANTS (ENTITY)**

Non-individual entity applicant means Government Bodies/Agencies, Societies registered under Societies Registration Act 1860 / Societies registered under Co-operative Societies Act, 1912 or Co-operative Societies Act as enacted by concerned States, Charitable Trusts registered with Charity Commissioner of respective State Government, Companies formed under the Companies Act, 1956 / 2013, including Pvt. Ltd. companies.

Non-individual applicants are eligible to apply only under 'Open' category (except Primary Agricultural Credit Society (PACS) who can also apply for locations reserved under Open CC-2) subject to the following: -

- (i) Residential status: The entity should be registered in India.
- (ii) Age: The date of Registration / In Company of the firm / entity should be a least 3 years prior to the date of application.
- (iii) Land: With regard to land, all conditions covered for individuals would apply excepting clauses given for land owned by family member(s). In other words, the offered land should either be owned or on long lease in the name of entity for Group 1 and a firm offer in the name of the entity for Group 2.
- (iv) Finance: Registered Societies / Companies should have made a net profit for previous 3 consecutive financial years duly certified by a Chartered Accountant. However, this condition shall not be applicable for Primary Agricultural Credit Society (PACS).

**Specific Eligibility Criteria for applying in reserved category (Open-CC2) is as under:**

**Primary Agricultural Credit Society (PACS):**

The applicant would be required to submit as and when advised by the Oil Company a certificate of registration issued by the Registrar of Co-operative Societies under Co-Operative Societies Act, 1912 or Co-operative Societies Act as enacted by concerned States. The applicant must also meet the other eligibility criteria as described under clause No. 5 for “Non- Individual” entity.

**Note:**

- a. All Non-individual entities applying for the dealership should meet the Land requirement as specified under Individual applicants to become eligible for the draw/bidding. The land should be in the name of the entity and not in individual names. They should not have any disqualification criteria specified under Clause “**DISQUALIFICATION**”.
- b. Registered Societies / Charitable Trusts/ Companies will have to furnish appropriate resolution to show that person making the application on its behalf is empowered / authorized to make the same. Authorized signatory on behalf of the entity will also have to furnish an undertaking that it will observe the relevant guidelines.
- c. With regard to submission of documents by provisionally selected entities, time limits as given under individual applicants would apply.

## **6. RETAIL OUTLET MANAGEMENT**

A person selected for the dealership shall be paying attention towards day to day working of the dealership by personally managing the affairs of the dealership. He / She will not be eligible for taking up any employment. If the selected person is already employed, he/she will have to resign from the employment and produce the letter of acceptance of resignation by the employer before the issuance of Letter of Appointment by the Oil Company.

Further at the time of issuance of letter of appointment, the LOI holder will have to give notarized affidavit stating that he/she is not employed in Private Sector or is not drawing any salary/perks/emoluments from State / Central Government (**Appendix - IV**). The LOI holder will also affirm that during the tenure of the Dealership he/she will not take up any employment in Private Sector or will not draw any salary/perks/emoluments from State / Central Government.

In case the selected applicant or the members of his/her/their “Family Unit” is a Company Owned Company Operated (COCO) Service Provider of any Oil Company (“Family Unit” as mentioned under Note (b) of Clause 10 A) or are holding LOI/LOA for the same then the COCO Service Provider /LOI/LOA must be surrendered prior to being appointed as a dealer.

However, a self-employed person not being obligated to any employer can be a Retail Outlet dealer provided, he/she pays attention towards day to day working of the dealership by personally managing the affairs of the dealership while continuing with his self-employment venture.

A Non - Individual applicant (entity) selected for the dealership will have to manage day to day working / affairs of the dealership under control/supervision of their own employee(s) and in line with the provisions of dealership agreement.

## **7. SPOUSE AS CO-OWNER**

In case of individual applicants, applying as Sole proprietor, his/her spouse (i.e., wife/husband) will be made a partner with a share of 50%, after the issuance of LOI, unless the spouse is already gainfully employed and/or do not wish to be made a partner. If the applicant is unmarried/divorcee/widow/widower at the time of issuance of LOI, he/she will be required to give an undertaking that as and when he/she gets married, his/her spouse will be made a partner unless the spouse is already gainfully employed and/or do not wish to be made a partner. Spouses will be considered for partnership irrespective of any need to satisfy the eligibility criteria for dealer selection. However, they should fulfil the provisions on multiple dealership norms, conviction clause and the condition that they were not a signatory to a terminated dealership/distributorship for proven malpractices etc. In case the spouse is being made partner, then a separate Affidavit (as per **Appendix - XA**) from the Spouse, proposed partnership deed and other necessary documents be taken before induction as partner / issuance of LOA. Provisions of Reconstitution policy are not applicable for induction of Spouse as Co-owner (a) before issue of Letter of Appointment for married applicants/allottees or (b) within one year of marriage in other cases.

For making spouse as partner a letter as per **Appendix - IIA** along with an Affidavit from the Spouse as per **Appendix - IIB** will be taken after award of LOI and necessary documentation with respect to Registration of Partnership deed, etc. will be completed by the applicant(s) prior to issuance of LOA. Dealership agreement will be signed with both the partners and LOA will be issued.

In case the spouse does not wish to become a partner for any reason including her/him being gainfully employed, Affidavit as per **Appendix - IIB** should be obtained for records.

Applicants are not permitted to enter into partnership with anyone other than their spouse under the above-mentioned clause.

## **8. BASIC FACILITIES REQUIRED FOR OPERATION OF RO DEALERSHIPS**

The following facilities are required to be provided at the retail outlet as specified by the IBFC INDIA PVT LIMITED. Depending upon on the type of site the facilities are to be made available by the Dealer (as specified by the IBFC INDIA PVT LIMITED) / IBFC INDIA PVT LIMITED as mentioned against each type of facility:



S.N.	Type of Facility	TYPE OF SITE	
		"A" / "CC" including CFS Site	"B" / "DC" Site
		Provision of Facility by:	
<b>A</b>	<b>Infrastructural Facilities:</b>		
i.	Developed land including land development of the entry / exit / acceleration / de-acceleration / service road with boundary /compound / retention wall as per IBFC INDIA PVT LIMITED Specification	Dealer	Dealer
ii.	Tanks, Dispensing Units, Signages, Automation, etc.	IBFC INDIA PVT LIMITED	IBFC INDIA PVT LIMITED
iii.	Sales Office, Storeroom, Toilet, Electrical Room, Electrical connection (of capacity as advised by IBFC INDIA PVT LIMITED), Water Connection, Yard Lighting, etc.	IBFC INDIA PVT LIMITED	Dealer
iv.	Generator / Invertor	Dealer	Dealer
v.	Compressor with Electronic Gauge for Air Filling (As decided by IBFC INDIA PVT LIMITED)	IBFC INDIA PVT LIMITED / Dealer	Dealer
vi.	Driveway	IBFC INDIA PVT LIMITED	Dealer
vii.	Canopy (as per IBFC INDIA PVT LIMITED's requirement)	IBFC INDIA PVT LIMITED	Dealer
<b>B</b>	<b>Customer Convenience Facilities:</b>		
i.	Clean Drinking Water, Maintenance of Neat & Clean Toilet, Telephone, etc.	Dealer	Dealer

**A. Site specific additional facilities** required for customer service such as Staff cum Change Room, Service Station, Rest Room, Restaurant, PUC facility and/other Facilities as may be specified by Dealer from time to time will be provided by /Dealer Select as applicable.

**B. Firefighting & Safety Equipment**

Dealer will provide Firefighting/Safety equipment at Retail Outlet as per the statutory requirements and maintain them in good working condition at his/her own cost. Trained staff should be available to handle and operate the same.

**C. Investment Required:**

The approximate investments required for the development of infrastructure and facilities & working capital requirement at New Retail Outlets will be indicated in the advertisement. The selected candidate shall undertake to make available the funds required for development of desired infrastructure and facilities at the Outlet allotted to him and the working capital for operation of the outlet.

#### **D. Statutory Approvals / NOCs / Licences:**

The concerned IBFC INDIA PVT LIMITED office shall prepare layouts / applications for obtaining all statutory approvals / licenses required for development of the retail outlet on the plot of land offered by the LOI holder. The LOI holder shall furnish to the concerned IBFC INDIA PVT LIMITED office all requisite documents pertaining to the offered plot for enabling preparation of layouts / applications for seeking the statutory approvals / licenses.

The LOI holder shall coordinate with the concerned statutory authorities for issuance of all requisite NOCs / Statutory approvals / Licences which are required for development of the retail outlet.

LOI holder is also required to obtain all requisite statutory approvals / licences for operation of retail outlet dealership.

#### **E. Licence Fee:**

For the investments made at the RO towards Land and infrastructure/facilities by the IBFC INDIA PVT LIMITED, Licence Fee would be payable on per site basis by the dealer as applicable from time to time.

In case of Company owned "A" / "CC" site ROs, including ROs developed under Company Fund Scheme for SC/ST category dealerships, the current Licence Fees including GST are as under: -

#### **9. SCHEME OF FINANCIAL ASSISTANCE TO SC/ST CATEGORY DEALERSHIPS UNDER "COMPANY FUND SCHEME" (CFS)**

In respect of locations reserved for SC/ST categories, financial assistance under Company Fund Scheme will be given by the Oil Company on award of dealerships as under:

- a) In respect of locations reserved for SC/ST categories, the Oil Company will make available ready Retail Outlet with required facilities at its cost on the land offered by the candidate and procured by the Company on mutually agreed terms and conditions.
- b) Oil Company will also provide adequate working capital assistance / loan for a full operation cycle (equivalent to 7 days Sales volume) of the operation of the Dealerships. Both working capital as well as Government & Private bank MCLR (Marginal Cost of Funds based Lending Rate) + 1% interest per annum or 18% p.a., whichever is lower, thereon will be recovered in 100 monthly installments commencing from the 13th month of commissioning of the Dealership.
- c) Initial working capital assistance shall be given for a maximum of 18 KL of BMS and 18 KL of BHSD. Eligibility will be calculated for BMS and BHSD separately.

Based on Government & Private bank MCLR (1-year MCLR) as on 1st of April every year, interest rate for Company Fund loan will be revised for the outstanding loan amount.

Augmentation of initial working capital assistance / loan provided at the time of commissioning may be done through additional loan between two to four years after commissioning due to increased sales and additional working capital requirement. The same would be extended only if there has been no default /delay on repayment by the dealership against the existing working capital assistance and shall be based on average monthly sale during last 6 months. There should be a minimum 50% increase in sales (compared to projected 2<sup>nd</sup> year volume of the RO) for qualifying for the additional loan. The revised working capital loan as well as interest {Government & Private bank MCLR (Marginal Cost of Funds based Lending Rate) + 1% interest per annum or 18% whichever is lower} thereon may be recovered in 100 monthly installments from the date of extending the additional loan.

Additional Company fund loan on growth volume can be given for maximum 18 KL of BMS and 18 KL of BHSD.

In other words, the total loan amount would be: -

- a) Outstanding of the initial company fund loan; plus
- b) Amount equivalent to 7 days' sales of the growth volume, subject to a maximum of 18 KL of BMS and 18 KL of BHSD. Eligibility would be calculated for BMS & BHSD separately.

The revision in rate of interest at the beginning of April of every year (as per the prevailing MCLR of Government & Private bank for tenure of one year +1%) or 18% p.a., whichever is lower, would be applicable on the outstanding amount.

## 10. DISQUALIFICATION

### A. Individual Applicants:

The persons while meeting the above-mentioned eligibility criteria if do not satisfy any of the following requirements will be considered as ineligible for applying for the dealership: -

- (i) Fulfill Multiple dealership norms: Multiple Dealership norms as mentioned below will be applicable for existing and future "A" / "CC" site RO dealerships.

Multiple Dealership norms means that the applicant or any other member of his/her 'family unit' should not hold a Company owned "A" / "CC" site ROibfcdealership or ROibfcdealerships/IBFC distributorships developed under Company Fund Scheme and other Special category (DQ/Operation Vijay/Parliament attack beneficiary, etc.), or Letter of Intent (LOI) for the same of any Oil Company.

#### Note:

- a) Existing "B" / "DC" site ROibfcdealers /IBFC distributors {other than those distributorships developed under Company Fund Scheme and other Special category (DQ/ Operation Vijay/Parliament attack beneficiary, etc.)}. and LOI holders including members of his/her 'family unit' may apply for "B" / "DC" site RO dealerships.

- b) Existing unviable SKO dealers of IBFC INDIA PVT LIMITEDs (individual & partnership firms only) can also apply for RO dealerships (for both “A” / “CC” site & “B” / “DC” site ROs) as per Clause4 (ix).

‘Family Unit’ in case of married applicant, shall consist of individual concerned, his/her Spouse and unmarried son(s)/daughter(s). In case of unmarried person/ applicant, ‘Family Unit’ shall consist of individual concerned, his/her parents and his/her unmarried brother(s) and unmarried sister(s). In case of divorcee, ‘Family Unit’ shall consist of individual concerned, unmarried son(s)/unmarried daughter(s) whose custody is given to him/her. In case of widow/widower, ‘Family Unit’ shall consist of individual concerned, unmarried son(s)/unmarried daughter(s).

In addition, they should:

- (ii) Not have been convicted for any criminal offence involving moral turpitude/ economic offences (other than freedom struggle).
- (iii) Not have been a signatory to a dealership / distributorship terminated on account of proven malpractices or should not be a member of “family unit” of such signatories.
- (iv) Not be Mentally unsound / totally paralyzed.
- (v) The members of the “Family Unit” (as per definition under multiple dealership norm) of the employees of IBFC INDIA PVT LIMITED & INDIAN OIL CORPORATION LIMITED, HINDUSTAN PETROLIUM & BHARAT PETROLIUM, A. IBFC INDIA PVT LIMITED. (who are employed at the time of application) would not be permitted to apply for RO dealership.
- (vi) To be eligible to apply for new RO dealership, ROibfcDealerships and IBFC Distributorships and their “family unit”, as defined under Dealership/Distributorship Selection Guidelines, should not belong to a dealership/distributorship which has been penalized for violation of Marketing Discipline Guidelines under major irregularities within last 5 years (for ROibfcDealerships) and 4 years (for IBFC Distributorships) preceding the date of advertisement. Further, in case of any proceedings (Court cases, Show Cause notices, etc.) pending against the dealership/distributorship under critical/major irregularities for violation of Marketing Discipline Guidelines/Dealership Agreement, Control Orders or ESMA, in case selected, the allotment will be conditional and subject to the outcome of such proceedings.
- (vii) Not have been rejected/selection cancelled/dealership or distributorship terminated by any of the IBFC INDIA PVT LIMITEDs for providing false information/misrepresentation of facts/submitting false/fake documents while applying for ROibfcDealership / IBFC Distributorship.
- (viii) HUF (Hindu Undivided Family) are not eligible to apply.

The applicant has to submit an undertaking of not being disqualified under para no. 10 A (i)

## Partnership firms

The conditions spelt out above for individuals would be applicable to each partner of the partnership firm individually.

### B. Non-Individual applicants (Entity)

The entity while meeting the eligibility criteria if do not satisfy any of the following requirements will be considered as ineligible for applying for the dealership: -

- (i) Multiple dealership norms: Applicability of multiple dealership norms to various non-individuals (entities) which will be as follows:

For Companies Registered under Companies Act 1956 or 2013: The applicant company will not be eligible for RO dealership if any Company owned "A" / "CC" site ROibfcdealership or ROibfcdealerships developed under Company Fund Scheme or Letter of Intent (LOI) for the same of any Oil Company is held by the following: -

- The Company itself.
- Any of the Director or his family members (family as defined in the case of multiple dealership norms for individuals).
- Holding company or Subsidiary Company.
- Any other company or Firm where shareholders (put together) of the applicant company have a controlling stake i.e., 51% or more.

- (ii) If any individual, partnership firm, company, trust or society already holding Company owned "A" / "CC" site RO dealership or RO distributorships developed under Corpus Fund Scheme or under other Special category (DQ/ Operation Vijay/Parliament attack beneficiary, etc.) or Letter of Intent (LOI) for the same of any Oil Company, acquire controlling stake in a company having RO / plbfc/IBFC distributorship then the RO/ SKO-LDO dealership /IBFC distributorship of the acquirer would be liable to be terminated.
- (iii) If any individual, partnership firm, company, trust or society already holding RO / lbfcp/IBFC distributorship acquires controlling stake in a company having a Company owned "A" / "CC" site ROdealerships or ROibfcdealerships /IBFC distributorships developed under Corpus Fund Scheme or under other Special category (DQ/ Operation Vijay/Parliament attack beneficiary, etc.) or Letter of Intent (LOI) for the same of any Oil Company, then the RO/ SKO-LDO dealership /IBFC distributorship of the acquirer would be liable to be terminated
- (iv) For the charitable trusts registered with the charity commissioner of the respective State Government and Societies Registered under Societies Registration Act 1860 / Societies Registered under Cooperative Societies Act 1912 or Co-operative Societies Act as enacted by concerned states:

Such entities will not be eligible for RO / SKO-LDO dealership, if any of the Company owned "A" / "CC" site RO / SKO-LDO dealership or ROibfcdealerships/IBFC distributorships developed under Company Fund Scheme or under other Special category (DQ/ Operation Vijay/Parliament attack beneficiary, etc.) or Letter of Intent (LOI) for the same of any Oil Company is held by such entities or any of the Member of the Governing Body/Managing Body/Any such other Body or his family members (family as defined in the case of multiple dealership norms for individuals).

- (v) None of the members of the Governing / Managing Committee of the Registered Societies /Trusts/ Company incorporated under Companies Act 1956/2013 should have

been convicted for any criminal offence involving moral turpitude and / or economic offences (other than freedom struggle) punishable under Law.

- (vi) The Registered Societies / Trusts/ Company incorporated under Companies Act 1956/2013 should not have been convicted for any criminal offence involving moral turpitude and / or economic offences (other than freedom struggle) punishable under Law.
- (vii) The Registered Societies / Trusts/ Company incorporated under Companies Act 1956/2013 should not have been signatory to dealership/distributorship agreement of any Oil Company, which was terminated for malpractices and / or for violations of provisions of the Marketing Discipline Guidelines.
- (viii) None of the members of the Governing / Managing Committee of the Registered Societies / Trusts/ Company incorporated under Companies Act 1956/2013 or the members of their “family unit” should have been signatory to dealership/distributorship agreement of any Oil Company, which was terminated for malpractices and / or for violations of provisions of the Marketing Discipline Guidelines.
- (ix) To be eligible to apply for new RO dealership, the entity or none of the members of the Governing / Managing Committee (including members of their “family unit”) of the Registered Societies / Trusts/ Company incorporated under Companies Act 1956/2013, should be a signatory to a dealership/distributorship which has been penalized for violation of Marketing Discipline Guidelines under major irregularities within last 5 years (for ROibfcDealerships) and 4 years (for IBFC Distributorships) preceding the date of advertisement. Further, in case of any proceedings (Court cases, Show Cause notices, etc.) pending against the dealership/distributorship under critical/major irregularities for violation of Marketing Discipline Guidelines/Dealership Agreement, Control Orders or ESMA, in case selected, the allotment will be conditional and subject to the outcome of such proceedings.
- (x) Not have been rejected/selection cancelled/dealership or distributorship terminated by any of the IBFC INDIA PVT LIMITEDs for providing false information/misrepresentation of facts/submitting false/fake documents while applying for ROibfcDealership / IBFC Distributorship.

The applicant has to submit an undertaking of not being disqualified under para no. 10 B (i) to (x).

**Note:**

Conditions mentioned above are not applicable to Government owned Companies defined as major shareholding with the Government, Public Sector & Joint Sector Units or Government administered Organization.

## **11. AFFIDAVIT**

The applicants should submit an affidavit in the standard format confirming facts as per **Appendix – XA** (for individual) and **APPENDIX - XB** (for Non-individual).

**Note:**

1. All affidavits should be submitted in original on stamp paper of appropriate value as applicable in the concerned State.
2. All Stamp papers should be purchased in the name of the deponent.
3. All affidavits should be made after the date of advertisement.

## 12. NON-REFUNDABLE APPLICATION FEE

Non-refundable application fee (inclusive of GST) payable at the time of application is as under:

### For Regular ROs:

Locations reserved for SC/ST category	Rs.5000/-
Locations reserved for OBC category	Rs.7000/-
Other locations	Rs.10000/-

### For Rural ROs:

Locations reserved for SC/ST category	Rs.4500/-
Locations reserved for OBC category	Rs.6000/-
Other locations	Rs.9500/-

## 13. NON-REFUNDABLE FIXED FEE / BIDDING AMOUNT

- (i) In case of Dealer Owned sites i.e., "B" site / DC site ROs, as defined in Clause 5, a Non-refundable fixed fee (inclusive of GST) of Rs.5 lakhs for Rural ROs and Rs.15 lakhs for Regular ROs would be payable within 15 days of receipt of NOC.
- (ii) In case of Company owned sites i.e., "A" / "CC" site ROs (other than CFS) involving bidding for allotment, the minimum non-refundable bidding amount (inclusive of GST) of Rs.10 lakhs for Rural ROs and Rs.30 lakhs for Regular ROs would be applicable.

The LOI holder would be required to pay the total bid amount (within 15 days of receipt of NOC).

IBFC INDIA PVT LIMITEDs will start installation of their facilities only after collection of Fixed fee / Bidding amount.

## 14. SELECTION PROCEDURE

Selection will be basically made through draw of lots or bidding process depending upon the type of Retail outlet site as defined in Clause 3. This will also be indicated against each location in the advertisement.

### A. Draw of Lots

Selection through draw of lots amongst eligible candidates will be made for:

- Company Owned Dealer operated outlets under Company Fund Scheme (CFS sites)
- Dealer Owned Dealer Operated outlets ("B" / "DC" sites)

### B. Bidding Process

Selection through Bidding process will be made for Company Owned Dealer Operated Sites ("A" / "CC" sites) except for Company fund locations mentioned above. However, in case of tie in bid amount, selection will be made through Draw of Lots amongst tied up bidders.

### **C. Advertisement:**

Advertisement will be released in Newspapers inviting applications for Retail Outlet dealerships.

All details in this regard like Name of RO location, District, State, Category etc. will be hosted in website portal.ibfcbio.com/rfa

Guidelines for selection (Brochure) will also be hosted in the website portal.ibfcbio.com/rfa . Brochure for selection of Retail Outlet dealerships can be downloaded from the website of IBFC INDIA PVT LIMITEDs / portal.ibfcbio.com/rfa

Interested applicants should go through the Brochure carefully for filling up their application forms.

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

The advertisement will specify the last date by which the application should be submitted. The cut-off date for submission of application would be mentioned in the advertisement.

The facility for submission of on-line application will be withdrawn immediately after the cut-off date. Applicants will have the option to withdraw and re-submit his/her application afresh till the cut-off date of submission of application.

If the applicant fails to submit his/her on-line application on the due date due to any technical reasons whatsoever IBFC INDIA PVT LIMITED shall not be responsible and no request for subsequent submission of the application will be entertained.

### **E. Application:**

Application is to be submitted only through on-line mode on prescribed web portal portal.ibfcbio.com/rfa

All applicants desirous to apply should possess valid PAN and shall submit their applications by visiting web portal portal.ibfcbio.com/rfa after registering on the same and submitting their application form online, along with requisite application fee (to be remitted through internet banking, credit card or debit card through the payment Gateway provided by All bank e-Pay).

The applicant will have to register in the web portal portal.ibfcbio.com/rfa for creating a login id and password. The login id and password once created for an applicant will be used for filling of on-line application in the web portal. Acknowledgement of successful registration on the web portal portal.ibfcbio.com/rfa will be sent by the portal through SMS/e-mail. As all communications are sent only to the mobile no. / e-mail Id used by the applicant during registration, it will be the responsibility of the applicant to mention correct mobile no./e-mail Id, during the registration process and to regularly check the information sent by the IBFC INDIA PVT LIMITED through SMS/e-mail. No request from applicants for extension of any timelines shall be entertained for the applicant's failure to check/read information sent by the IBFC INDIA PVT LIMITED through SMS/e-mail. IBFC INDIA PVT LIMITED's shall also not be responsible for failure in delivery of SMS/e-mail arising out of any technical issues of the communication server.



While registering the prospective applicant to note that the details on the portal.[portal.ibfcbio.com/rfa](http://portal.ibfcbio.com/rfa) should be filled up diligently / carefully as these details will be picked up automatically in the relevant field on the application form and that there will be no further scope for editing after the registration process is completed.

An applicant can submit only one application for a location.

Application Format for appointment of RO dealership is attached as **Appendix - IA** (for individual applicants) & **Appendix - IB** (Non-Individual applicants).

User Manual for guidance of the applicants to fill the on-line application form is attached as **Appendix - IC**.

The status of the application would be communicated through e-mail /SMS to the email id / mobile number provided by the applicant while registering on the portal [portal.ibfcbio.com/rfa](http://portal.ibfcbio.com/rfa)

The following information / status will be communicated through SMS/e-mail, to the eligible applicants through the portal [portal.ibfcbio.com/rfa](http://portal.ibfcbio.com/rfa) on successful submission of application or can be viewed on the portal [portal.ibfcbio.com/rfa](http://portal.ibfcbio.com/rfa)

- i. Acknowledgement of registration by an applicant indicating the Name, PAN, Mobile no. and e-mail ID of the applicant.
- ii. Acknowledgement of receipt of the application form submitted.
- iii. Non-refundable application fee receipt.
- iv. The list of candidates for the location as per priority Group-1, Group-2 and Group-3 will be available in the portal [portal.ibfcbio.com/rfa](http://portal.ibfcbio.com/rfa)
- v. Intimation for the draw of lots / Bid opening date, venue and time.
- vi. Intimation to the applicant regarding provisional selection in Draw of Lots / Bid Opening / Direct Selection.
- vii. Intimation to the provisionally selected candidate for uploading required documents through the online portal (for conducting Land evaluation and Field Verification of Credentials) and remittance of 10% of Security deposit (Initial Security Deposit - ISD) through the online portal/link within 10 days from the date of intimation.
- viii. In case the provisionally selected candidate does not upload the documents and/or remit 10% of the Security Deposit (Initial Security Deposit) within 10 days' notice period, an auto generated reminder will be sent with the notice period of another 10 days that in case the required documents and/or ISD are not uploaded / remitted the candidature is liable for rejection. In case the provisionally selected candidate fails to upload the documents and/or remit 10% of the Security Deposit (Initial Security Deposit) through the online portal, within this additional 10 days, his candidature will be rejected under intimation.
- ix. Scrutiny of the documents would be carried out only after receipt of 10% of the Security Deposit (Initial Security Deposit) and documents through the portal.
- x. In case of rectifiable deficiency in the documents submitted, intimation to the provisionally selected candidate to submit the required corrected documents within 21 days.

- xi. In case the rectified documents are not submitted within stipulated time or the submitted rectified documents are not as per requirement, intimation regarding rejection of his/her candidature will be sent to the provisionally selected candidate. However, for locations advertised under SC/ST category if rectified documents related to offered land are not submitted, the applicant will be given intimation regarding consideration of his/her candidature along with Group - 3 applicants, provided all other deficiencies have been rectified and the candidature of the applicant was originally not in Group – 3 or was not moved to Group - 3 earlier.
- xii. Intimation to the candidate regarding date and time for visit of committee for land evaluation (LEC) giving 10 days' time.
- xiii. In case land is not found suitable by LEC, intimation to the candidate regarding rejection of the offered land. However, for locations advertised under SC/ST category intimation regarding subsequent consideration of the applicant along with Group - 3 applicants shall be sent provided the candidature of the applicant was originally not in Group – 3 or was not moved to Group - 3 earlier.
- xiv. In case land is found suitable, intimation to the candidate regarding date and time of FVC giving 10 days' time.
- xv. In case of rejection at FVC stage, intimation to the candidate regarding rejection of his candidature.
- xvi. In case FVC is found OK, intimation to the provisionally selected candidate regarding issuance of LOI and collection of the same from the concerned office of the IBFC INDIA PVT LIMITED giving 10 days' time.

#### **F. Person Applying for Different Locations**

While application by a candidate can be made for different locations, the same should be done separately in respect of each location along with applicable application fee in each case.

#### **G. Submission of Financial Bid**

In case of locations involving bidding process, the applicant will be required to submit the financial bid on-line at the time of making the application.

#### **H. Selection Through Draw of Lots / Bidding**

- a. All online draws / bid opening would be conducted at the office of the District Collector/District Magistrate as far as possible or at any public halls/ hotels/ IBFC INDIA PVT LIMITEDs' offices in presence of invited guest(s).
- b. All registered applicants can see the status of their application on the portal [portal.ibfcbio.com/rfa](http://portal.ibfcbio.com/rfa) The list of applicants (Group-1 and Group-2 on the basis of land offered in the application) who are eligible for Draw of lots/bidding will be made available on the same portal.
- c. In case of locations involving selection through draw of lots, if there is only one eligible applicant, no draw of lots is required. The lone eligible applicant would be declared as provisionally selected and e-mail will be sent to the single eligible applicant's e-mail id intimating selection.

- d. In case of locations involving selection through bidding, if there is only one eligible applicant, the bid of the lone eligible applicant will be opened in line with procedure for multiple applicant location and he/she would be declared as provisionally selected and e-mail will be sent to the single eligible applicant's e-mail id intimating selection.
- e. **Draw of lots/Bid opening will be held first for the eligible applicants in Group - 1.** Draw of lots/Bid opening for the eligible applicants of Group – 2 will be held only if there is no applicant in Group - 1 or applicants in Group - 1 have been disqualified/not found suitable or LOI issued have been withdrawn.
- f. In case of more than one eligible applicant, selection of RO dealer for an advertised location will be done through computerized draw of lots / bid opening from the eligible applicants for that location.
- g. In case draw of lots for a particular location has been carried out and the provisionally selected candidate is found ineligible, then redraw would be carried out from amongst balance eligible candidate of Group - 1 or Group - 2 as applicable. In case of bidding process for a particular location has been carried out and the candidate provisionally selected is found ineligible, in that case the next highest bidder would be declared as provisionally selected.

#### **FINAL PROCESSING OF APPLICATION OF PROVISIONALLY SELECTED CANDIDATE AND DOCUMENTS TO BE SUBMITTED BY THE PROVISIONALLY SELECTED CANDIDATE BEFORE FVC**

The candidate provisionally selected in the draw of lots/bidding process for each location will be intimated through e-mail/SMS to remit Initial Security Deposit (ISD) through the on-line portal/link & also submit requisite documents-within 10 days of the intimation. In case ISD is not paid and/or requisite documents are not uploaded, applicant would be given another 10 days' time to upload the requisite documents and remit Initial Security Deposit (ISD) through the on-line portal/link. In case of non-payment of ISD and/or non-submission of requisite documents within the extended timeline, the candidature shall be cancelled under intimation to the provisionally selected candidate through SMS/e-mail.

The list of documents required to be uploaded/ submitted by the provisionally selected applicant depending on the category of location is given below.

1. Documents applicable for all category:
  - a) Notarized Affidavit by the applicant as per Appendix-X A /X B (Standard Affidavit).
  - b) Proof of age (date of birth) i.e., – Self Attested Copy of 10<sup>th</sup> Std. Board Certificate / Secondary School Leaving Certificate / Birth Certificate / Passport / Identity card issued by Election Commission / Identity card issued by Election Commission/PAN card/Aadhar card. \*
  - c) Proof of educational qualification i.e. - Self Attested Copy of Certificate of passing 10<sup>th</sup> Std. issued by a Board / School conducting the examination or equivalent. \*
  - d) Appendix – III (consent for offer of land) if applicable.
  - e) Copy of land documents in support of ownership / lease rights.
  - f) Sketch/Site map of the offered land with dimension.

**\* not applicable for Non-individual applicants**

2. Additional documents in support of specific Eligibility criteria:

<b>Category</b>	<b>Eligibility Certificate format</b>
SC/ST	Appendix - VI
SC/ST CC1	Appendix - VI, VIII or DGR certificate/Discharge Order or Pension Order as applicable
SC/ST PH	Appendix – VI, IX A / IX B / IX C
OBC	Appendix – VII A & VII-B
OBC CC1	Appendix – VII A, VII-B, VIII or DGR certificate/Discharge Order or Pension order as applicable
OBC PH	Appendix – VII A & VII B, IX A / IX B / IX C
Open CC1	Appendix VIII or DGR certificate/Discharge Order or Pension Order as applicable
Open CC2	Certificate applicable for OSP/FF (for individual applicants)
Open PH	Appendix – IX A / IX B / IX C
Partnership applicants	Draft Partnership deed (for applicants under partnership)
Non-Individual applicants	Attested copy of Registration certificate / copy of Certificate of In Company of the entity from competent authority.
Non-Individual applicants	Attested copies of audited Profit and Loss a/c statement for preceding 3 financial years only for Registered Societies / Companies. However, this shall not be applicable for PACS
Non-Individual applicants	Authority letter & copy of Resolution specifying name of the authorized person for making application.
SKO dealers	Proof of allocation of less than 75 KLPM from allocating authorities. Copy of valid dealership agreement.

**I. Land Evaluation:**

The concerned Divisional / Regional / Territory Office shall inform the provisionally selected candidate thru e-mail/SMS at least 10 days before the day of visit by LEC for site evaluation. In case of no response/non-availability of the provisionally selected applicant, the candidature shall be cancelled under intimation to the provisionally selected candidate through SMS/e-mail.

- (i) Evaluation of the offered land will be carried out to ascertain land being in advertised area and suitable for development of RO – meeting norms. The parameters under which offered land will be evaluated by Land Evaluation Committee for suitability are: -
- Land falls within the advertised area / stretch, as on date of advertisement
  - Land dimensions meets requirement after leaving Right of Way (ROW) line of the road.
  - Land meets NHAI norms (for sites on NH)
  - Land has no HT line (>11 KV) crossing

Land not meeting any of the above parameters will not be considered and will be rejected.

**Note:**

Offered land should meet all the following: -

1. Minimum frontage as specified in advertisement.

2. Minimum area as specified in advertisement.
3. Minimum depth (as specified in advertisement) perpendicular to the frontage at least at one place after leaving the ROW line.

In case the offered land is found to be suitable, the LEC will submit the recommendation to the Divisional/Regional/Territory head for carrying out FVC of the provisionally selected candidate.

In case land is not found suitable, the provisionally selected candidate will be informed about his / her ineligibility and rejection of his/her candidature. The selection process will be continued with the balance applicants. However, for locations advertised under SC/ST category the candidate would be considered for selection along with Group 3 applicants provided the candidature of the applicant was originally not in Group – 3 or was not moved to Group - 3 earlier and intimation will be sent to the candidate.

## **15. FIELD VERIFICATION OF CREDENTIALS (FVC)**

Field Verification of Credentials (FVC) will be carried out for the provisionally selected candidate in respect of details given by the candidate in the application form. The objective of the FVC is to verify the correctness of the details given by the candidate in the application and the documents submitted thereafter. Failure to present these documents in original at the time of Field verification can result in cancellation of selection.

Intimation regarding FVC will be given to the provisionally selected candidate 10 days in advance by SMS/e-mail. In case of any request for change of date/extension the next date will be given by mutual consent. However, the rescheduled date cannot be more than 10 days from the originally proposed FVC date.

In case of no response/non-availability of the provisionally selected applicant on the revised scheduled date, the candidature shall be cancelled under intimation to the provisionally selected candidate through SMS/e-mail.

The candidate would be required to produce all original documents at the time of FVC which were uploaded after provisional selection for verification.

Original affidavits, copies of which were uploaded would be required to be submitted by the candidate to the FVC committee.

## **16. LETTER OF INTENT**

If the information given in the application by the applicant is found to be correct, and no selection related complaint / court case is pending for decision, Letter of Intent will be issued to the provisionally selected candidate.

The dealer select, after receipt of LOI is required to make the offered land available in developed condition as per clause 12 (e) of affidavit (**Appendix - XA**) or as per clause 11 (e) of affidavit (**Appendix - XB**) and fulfill the other requisite conditions as mentioned in the LOI. The dealer select under Group - 1 category would be given 2 months and 4 months would be given to Group - 2 category for making land available along with all relevant land documents in respect of the land offered in the application for enabling IBFC INDIA PVT LIMITEDs to prepare layouts / applications for seeking the statutory approvals / licenses so that the Retail Outlet can be developed, failing which IBFC INDIA PVT LIMITED can withdraw the LOI and proceed further with selection process.

LOI will be issued after FVC but not before 30 days from declaration of results of draw of lots / bidding process/ direct selection.

Affidavit as per **Appendix - XA or XB** (as applicable) is to be taken again afresh from the applicant at the time of issuance of LOI.

### **Withdrawal of LOI**

In case LOI holder is unable to provide the land / develop facilities within the specified time or due to non-fulfilment of terms & conditions of LOI, then LOI can be withdrawn. A show cause notice would be given to the LOI holder and based on his reply decision to withdraw LOI can be taken by IBFC INDIA PVT LIMITED. In such situations Initial Security Deposit would be forfeited.

The Initial Security Deposit would also be forfeited if the LOI holder is unable to submit the total bidding amount/fixed fee within the stipulated time or the LOI holder surrenders his/her LOI for any reason or withdraws for any reason. In such case his/her selection would be treated as cancelled and LOI withdrawn.

## **17. SELECTION PROCESS CONSEQUENT TO CANCELLATION OF CANDIDATURE / WITHDRAWAL OF LOI**

In case candidature of provisionally selected candidate is cancelled due to any discrepancy found post Draw of Lots, i.e., during Application Scrutiny / Land Evaluation / FVC or LOI is withdrawn, draw for selection would be held again from the remaining eligible candidates.

Similarly, in the event of rejection of candidature the provisionally selected candidate through bidding process, next highest bidder will be considered for selection.

In case of locations involving Draw of Lots, the remaining eligible applicants would be advised for redraw by e-mail/SMS. In case only one remaining applicant, he/she would be advised by e-mail/SMS regarding his/her provisional selection and uploading/remitting of documents/Initial Security Deposit.

In case of locations involving bidding, the second highest bidder would be advised by e-mail/SMS regarding his/her provisional selection and uploading of documents/Initial Security Deposit. The same process would be followed for the subsequent bidder/s in case of no response / withdrawal / rejection of the second highest bidder.

## **18. GRIEVANCE REDRESSAL SYSTEM**

Any complaint should be accompanied by a fee of Rs.3000/-, 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 of as under: -

(i) Complaints received before or after draw of lots/bidding process along with requisite fee of Rs.3000/-, will be kept in record and investigation carried out after successful completion of scrutiny, land evaluation and Field Verification of Credential for the selected candidate only in following cases:-

- General complaints with verifiable facts
- Complaints against selected candidate\*

\* Selected candidate means the candidate who has completed Field Verification of Credentials successfully and is eligible for issuance of LOI.

- (ii) Any complaint received after 30 days from the date of draw of lots/bidding process/direct selection will not be entertained.
- (iii) Anonymous complaints without verifiable facts will not be investigated.
- (iv) On receipt of a complaint, a letter will be sent by the oil company to the complainant through Registered/Speed 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. 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 forfeited.
- (v) 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 provisionally selected subsequently the complaint will only then be investigated.
- (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) In case complaint is received without the requisite fee of Rs.3000/-, or received after 30 days of declaration of results, the complaint would not be entertained and complainant would be advised reasons for the same.
- (viii) IBFC INDIA PVT LIMITED 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.
- (ix) If a decision is taken to investigate the complaint, decision on the complaint will be taken as under and informed to the complainant: -
  - 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.
  - b) **Established Complaints:**

In case of established complaint, the complainant will be advised accordingly and suitable action would be taken. In this case the complaint fee collected of Rs.3000/- will be refunded.
- (x) In all cases, disposal of complaint should be in the form of speaking order.

## 19. COMMISSIONING OF THE DEALERSHIP

LOI holder would be required to fulfil the terms and conditions within the stipulated time period as contained in the LOI, so as to commission the dealership. If the progress is not found to be in line with the given timelines, LOI shall be withdrawn unless there are justifiable reasons for the same.

Before commissioning, Letter of Appointment (LOA) will be issued along with executed copy of dealership agreement.

Affidavit as per **Appendix - XA or XB** (as applicable) is to be submitted again afresh from the applicant at the time of issuance of LOA.

## **20. SECURITY DEPOSIT (SD) / INITIAL SECURITY DEPOSIT (ISD)**

The LOI holder shall have to deposit the following: -

- An interest free refundable Security Deposit(SD) as mentioned below before issuance of LOA.

### **Regular ROs**

Open category – Rs.8 Lakhs  
OBC category – Rs.7.9Lakhs  
SC/ST Category Rs.6.9Lakhs

### **Rural ROs**

Open category – Rs.8 Lakhs  
OBC category – Rs.7.9Lakhs  
SC/ST category – Rs.6.Lakhs

IBFC INDIA PVT LIMITEDs shall reserve the right to adjust any dues to it from this amount at the time of resignation/ termination. However, in case of termination of the dealership on account of proven adulteration/malpractice under Marketing Discipline Guidelines (MDG), the said security deposit shall be forfeited.

- 10 % of the applicable security deposit amount as mentioned above is payable by the provisionally selected candidate as Initial Security Deposit (ISD) within 10 days of draw of lots/bid opening. This amount would be adjusted against the total security deposit amount payable.

ISD (10 % of Security Deposit) would be forfeited in the following cases: -

- Where the provisionally selected candidate fails to submit required Certificates / documents / rectified documents within the stipulated time.
- The provisionally selected candidate is found ineligible during selection process at any stage except for rejection of land.
- Where the LOI holder is unable to submit the total bidding amount / fixed fee within the stipulated time.
- Where the provisionally selected candidate / LOI holder withdraws candidature for any reason.
- Where LOI is cancelled for non-compliance of LOI conditions and cancellation of selection for any reason.



## **21. TENURE OF DEALERSHIP**

The tenure of the dealership shall be for an initial period of xx years (as per terms & conditions of concerned Oil Company) and renewable every xx years thereafter (as decided by the concerned Oil Marketing Company) as advertised by the Oil Company.

## **22. FALSE INFORMATION**

If any statement made in the application or in the documents uploaded/ submitted or subsequently uploaded/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 dealer, the dealership is liable to be terminated. In such cases the candidate / dealer shall have no claim whatsoever against the respective Oil Company.

## **23. LIST OF NON-RECTIFIABLE DEFICIENCIES IN APPLICATIONS**

The following deficiencies in the application form for Retail Outlet Dealer Selection are non- rectifiable and such applications will not be considered for further selection process.

- a) Age of applicant as on the date of application is less than 21 completed years or more than 65 years except for Freedom Fighters applying for locations reserved under Combined Category 2 (CC2).
- b) Applicant does not belong to the category for which the subject dealership is reserved.
- c) Applicant does not have the required educational qualification on the date of application except for Freedom Fighters applying for locations reserved under Combined Category 2(CC2).
- d) Applicant is not an Indian Citizen.
- e) Applicant is not a Resident of India as per IT Rule. (If an individual stayed in India for 182 days or more in the previous Financial year, he is treated as resident of India as per Income Tax Rules irrespective of his citizenship. If the stay is less than 182 days he is a non-resident)
- f) The same land offered in multiple applications for the same location, all such applications will get rejected.
- g) Group of land as declared by the applicant in the application.
- h) Applicant is member of “family unit” of IBFC INDIA PVT LIMITED / BPC / HPC employees as defined under “Disqualification” clause of Brochure.
- i) Initial security deposit not submitted within stipulated time.
- j) Documents not submitted for scrutiny within stipulated time as advised by IBFC INDIA PVT LIMITED.
- k) Rectifiable deficiency not corrected within the specified time (21 days).
- l) Non production of original documents for verification at the time of FVC.
- m) Change in Mobile No. & e-mail id
- n) PAN No. mismatch / Incorrect PAN No. / PAN No. does not belong to the applicant.

- o) Applicant could not produce certificates in support of eligibility criteria
- p) Changes in Khasra / Khatouni / Gut / Survey No. etc. of offered land.
- q) Offered land is not in the advertised location/stretch and/or not meeting the Dealer selection guidelines / statutory norms, etc.
- r) Applications for CC - "A Site" (Non-Corpus fund) dealerships with bid amount lower than the applicable minimum bid amount.
- s) Affidavit **Appendix – III** is of a date later than the date of application.

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.

More details visit <http://www.ibfcbio.com>