

भारत पेट्रोलियम कॉर्पोरेशन लिमिटेड

भारत सरकार का उपक्रम  
पियाला एलपीजी टैरीटरी



BHARAT PETROLEUM CORPORATION LTD.

A Govt. of India Enterprise

Piyala LPG Territory

G-12(C-1143)

1<sup>st</sup> June, 2015

**CIRCULAR TO ALL BHARATGAS DISTRIBUTORS IN DELHI/ HARYANA MARKET  
UNDER PIYALA TERRITORY**

**Subject : Implementation of the Order passed by Hon'ble Supreme Court in  
the matter – CA No. 10126 of 2010 on weighment of cylinders at  
customer's premises.**

Dear Madam / Sir,

As you are aware, the order of Hon'ble Supreme Court passed on 12.09.2012, MOP&NG has been directed to ensure that in each and every case, the delivery man of the distributors carries weighment equipment and the cylinder is delivered to the customer after showing the weight of the gas in his/her presence.

It is to be noted that BPCL was among the first to implement the weighment of cylinders at the customers' premises.

However, during the recent surveys conducted by the F&S Department in Delhi, it was revealed that in many cases the delivery boy was not moving with weighing machines and hence causing concerns about weight of LPG cylinders to the citizens of Delhi. Please note that it is binding on the part of the distributors to keep a weighing machine available and consumers should be able to check the cylinder weight at the time of delivery.

There is also ban on sale or distribution of LPG cylinders below or in excess of the standard weight. Delivery boys are required to measure the quantity using a weighing balance and if it weighs less than 14.2 kg any person can lodge a complaint with Legal Metrology Department for taking action against the agency that is supplying the cylinders with short measurement.

The department of Legal Metrology has recently registered cases in Delhi for supplying LPG cylinders weighing less than 14.2 kg. Customers can also check whether the weighing machine has proper certificate issued by us. Consumers should refuse to accept the cylinder if they find it of less weight than prescribed and no distributor/their staff can object for such refusal.

We once again advise you to implement the following :

1. All delivery men to carry weighment equipment and the cylinder to be delivered to the customer after showing the weight of the gas in his/her presence.
2. The cash memo should carry the message in a prominent place for the customer :

"Get cylinder checked for the weight and leakage at the time of delivery".

The acknowledged copy of the cash memo should include the message wherein the customer confirms that:

पोस्ट ऑफिस असावटी, तहसील बल्लभगढ़, फरीदाबाद, हरियाणा-121002. दूरभाष : 0129-2205285/89/95  
रजिस्टर्ड ऑफिस : भारत भवन 4 एवं 6 करीमभाँय रोड, बेलाई इस्टेट, मुम्बई-400001

P.O. Asoati, Tehsil Ballabgarh, Faridabad, Haryana - 121002, Phone : 0129 - 2205285 / 89 / 95  
Registered Office : Bharat Bhavan, 4 & 6, Currimbhoy Road, Ballard Estate, Mumbai - 400001



- i. "I/We confirm that the fresh refill cylinders was checked for the correct weight & connected in my/our presence and the equipment was tested for leakage to our satisfaction and no liability arises while the equipment is in use with us".
3. Till such time wherever the cash memos do not carry the above test of the messages, it is instructed to ensure that above text on the cash memo is prominently stamped on the customer's copy and acknowledged copy of the distributorship. Printing of other standard instructions besides the above test already conveyed in the past from time to time should be continued.
4. All the cylinders taken out for delivery should be checked for correctness of net weight on the platform type weighing scale prescribed in the Legal Metrology (Packaged Commodities) Rules, 2011 as amended from time to time. Cylinders that have net weight beyond permissible limit prescribed in the Legal Metrology (Packaged Commodities) Rules, 2011 as amended from time to time should be segregated and returned to concerned Bottling Plant.
5. Cylinder with correct net weight only should be taken out for delivery to the customers.
6. The delivery man should also show the seal on the cylinder and open the seal of the cylinder with permission of customer to check the valve leakage and 'O' ring leakage after fitting DPR.
7. The delivery man should ensure to make proper entries of all the relevant information in the Domestic Gas Consumer Card (DGCC) regarding the refill supplies made to the respective customers.
8. Cylinder with any defect should be brought back to the godown. Only sound cylinders should be delivered to the customers.
9. Delivery boy should convey and deliver any message / instruction to the customer relating to LPG marketing as intimated from time to time.

All the distributors are advised for strict implementation and no deviations should be observed failing which necessary actions will be taken as deemed fit.

We are also advising all Sales Officers to ensure proper vigil with respect to the various mal practices in this regard.

Thanking you,

Yours faithfully,

**For BHARAT PETROLEUM CORPORATION LTD.**



**TM, PIYALA LPG**





# ATTENTION ALL HP GAS CONSUMERS



**HURRY !!! To continue receiving LPG subsidy,  
get your Aadhar seeded before 29th Feb, 2016.**

All LPG consumers are requested to convert from Bank Transfer compliant (BTC) to Aadhar Transfer Compliant (ATC) before Feb-2016.

This means all Domestic LPG consumers who are availing subsidy without seeding their Aadhar card in LPG Database & without linking their Aadhar Bank Accounts, have to furnish Aadhar details to their LPG Distributor and Bank at the earliest.

Many of LPG Consumers are yet to submit their Aadhar card number but have linked their bank account with the LPG consumer number and continue to receiving LPG subsidy, such consumers will now have to submit the Aadhar card detail with their LPG Distributor and also link the Aadhar card with their bank accounts.

For those not keen on securing the Aadhar or furnishing the detail their is also the option of giving up LPG subsidy by submitting the "Give it Up" Form at their respective dealership or online on [www.mylpg.in](http://www.mylpg.in).

## PLEASE DEMAND FOLLOWING FROM US

- 1) GET YOUR CYLINDER WEIGHT CHECKED ON DELIVERY.
- 2) GET PRE DELIVERY CHECKS (LEAK CHECKS) DONE FROM DELIVERY BOY AT THE TIME OF DELIVERY.
- 3) IN CASE OF ANY EMERGENCY CONTACT US ON OUR EMERGENCY SERVICE CELL NO'S AVAILABLE ONLINE AND PRINTED ON CASH MEMOS.
- 4) ALWAYS USE SURAKSHA HOSE FOR SAFE COOKING.
- 5) BUY STAR RATED LPG STOVES FOR LESSER GAS CONSUMPTION AND MORE SAVING - MORE STARS MORE SAVING.



# HPC-LPG

**DISTRIBUTORS ASSOCIATION  
DELHI REGION**