MRPL

BROCHURE

SELECTION OF PETROL / DIESEL RETAIL OUTLET DEALERS

Detailed Guidelines For Retail Outlet Dealership of MRPL

16th July 2011

INDEX

Clause No.	Subject	Page No.
1	Mode of Selection of Dealers	1
2	Eligibility Criteria	2
3	Disqualification	3
4	Multiple Dealership norm	3
5	Residence	4
6	Personal supervision by dealer	4
7	Application Form - Sourcing	5
8	Applying for more than one location	6
9	Eligibility to apply	6
10	Norms for evaluating the Candidates	6
11	Allocation of Marks on various parameters	8
12	Results	14
13	Grievance / Complaint Redressal System	15
14	Security Deposit	15
15	Business Model	16
16	Furnishing of False information	18
17	Tenure of Dealership	18
18	Provision of basic facilities at Dealership	18
19	Infrastructure by DODO Dealer	18
20	Commission payable / Retail Selling Price	19
21	Amendment / Modification	19
22	General Terms and Conditions	19
23	Application Form	21
24	Affidavit – Individual / Partners	26
25	Affidavit – Non Individual Entity	27
26	Bank letter format – Offering credit loan	29
27	Residence Certificate	30
28	Check list	31

INTRODUCTION

Mangalore Refinery & Petrochemicals Limited (MRPL), a public sector undertaking and a subsidiary of Navratna Company; Oil & Natural Gas Company (ONGC) proposes to award Retail Outlet Dealerships to candidates seeking to become Retail Outlet Dealers.

This brochure contains detailed guidelines for making an application. The format of the application is a part of this brochure. Details of the documents required to be submitted along with the application form are given in the brochure. It is requested that the Brochure is read and understood before making an application for retail outlet Dealership. Details on eligibility, parameters to be considered for selection, methodology for awarding marks on various parameters, procedure for grievance redressal etc. are a part of this Brochure. Proforma for submitting affidavits, obtaining various certificates are also given in this brochure to facilitate interested candidates in making a correct application.

For appointment of Dealers for Retail Outlets, a fair and transparent procedure to be followed is given in the brochure.

1. MODE OF SELECTION OF DEALERS

a. Advertisements are generally released in two newspapers; one National English and one Regional vernacular daily – having wide circulation in the area for the following categories of locations / Retail Outlets. The offer made by applicants will be valid for a minimum period of 1 year from the date of last date of submission of applications.

Category I - Specific locations / Stretches - Identified

Category II - Specific Locations not identified

Category III - Existing COCOs to be converted as CODOs

b. Direct Offers

Category IV - Direct Offers can be made (without Advertisement) by the following non individual entities having suitable land.

i) Government Organizations
ii) Semi Government Organizations
iii) PSUs
iv) Strategic alliance with Public / Private Ltd Companies qualifying on below mentioned parameters:
a) in existence for 3 years or more
b) making profit for last 3 consecutive years

c) having minimum turnover of Rs. 100 crores during the last financial years prior to the date of application of Dealership and
d) Dealership activity should not be their main business.

Individuals / Non Individuals meeting the eligibility criteria can apply and selection is made from amongst eligible applicants after the due evaluation process described hereunder.

c. In case of direct offers made by Government Organizations / Semi Government Organizations / Central/State PSUs / Public Ltd Companies / Private Ltd Companies having minimum turnover of Rs.100 crores, (subject to their meeting criteria as given in Para 1.b), the selection is based on the viability of the location, evaluation of the land offered and evaluation of the Organization in respect of parameters provided in these guidelines. Besides, such agencies are also eligible to apply against advertisement released for award of retail outlet Dealership.

2. ELIGIBILITY CRITERIA

a. INDIVIDUALS

i) **NATIONALITY -** should be Indian National

ii) **AGE -** as on date of application (in completed years) not less than 21 years. The following proof of age (any one) to be enclosed

- Attested copy of SSLC / ICSE / CBSE Certificate
- PAN card
- Passport

iii) **EDUCATIONAL QULIFICATION -** Minimum SSLC or recognized equivalent.

b. PARTNERSHIPS

All partners should individually fulfill the eligibility criteria. Each partner should submit separate application form along with separate application fee. The applications should be clubbed together and sent along with the registered / draft partnership deed.

c. NON-INDIVIDUAL ENTITY

i) **REGISTERED CO-OPERATIVES / CONSUMER SOCIETIES**

Registered Co-operative Societies / Registered Consumer Societies registered under Societies Registration Act 1860 making a net profit in the preceding three financial years prior to the date

of application of Dealership as certified by Chartered Accountant will be eligible to apply against advertised locations. The Members individually and the Society as an entity should not have been a signatory to Dealership / Distributorship terminated by any Oil Company for proven adulteration / malpractice. The society has to furnish appropriate Resolution / Power of Attorney / Authorization from competent authority to show that the person making the application is empowered to make the same.

ii) **ORGANISED BODIES / CORPORATE HOUSES**

Organized bodies such as Registered Bus / Truck Associations owning / having control over minimum of 50 Trucks / Buses, Charitable trusts /registered with the Charity Commissioner of the State Government and Companies incorporated under Companies Act 1956 including Central / State PSUs are eligible to apply, provided the organized body has not been convicted for any criminal / financial offences. Multiple Dealership norms will be applicable to all non individual entities except Public / Private Limited Companies having a turnover of more than Rs 100 crores per annum during the last financial year and meeting all other parameters as described in para 1 b. For Companies (Public/Private) with a turnover of less than Rs. 100 crores, multiple Dealership norms will be applicable. Such companies will however be eligible to apply of dealership subject to their qualifying in other parameters as given in para 1 b.

3. DISQUALIFICATION

The following are not eligible

a. Persons convicted by court of law for any criminal offences involving moral turpitude and economic offences other than freedom struggle.
b. Mentally unsound and / or totally paralyzed persons
c. Signatory of agreement of a Dealership / Distributorship of any Oil Company terminated on the grounds of adulteration / malpractice.
d. If any information furnished by the applicant affecting the qualifying criteria is found to be false

The applicant should enclose certificate from Doctor not below the rank of Assistant Civil Surgeon regarding the soundness of his Physical / Mental health. Applicant shall be in a position to undertake physical activities required for operating Retail Outlet.

4. MULTIPLE DEALERSHIP NORM

Only one Dealership will be allowed to a family.

a. Relationship clause for individual / Partnership.

i. Family consists of father, mother and unmarried brother (s) / unmarried sister(s), if the applicant is unmarried.

ii. Family consists of spouse, unmarried son (s) / unmarried daughter (s) if the applicant is married

None of these individuals would be entitled to a Dealership if any other individual in the family holds a Dealership / Distributorship or LOI for Dealership / Distributorship of any Oil Company

Each partner of the applicant partnership firm has to individually satisfy the criteria as applicable for individuals.

b. Relationship Clause for Non Individual Entities on which multiple dealership clause is applicable

The applicant entity will not be eligible for Dealership if any of the following holds a Dealership / Distributorship or LOI for Dealership / Distributorship of any Oil Company.

i. Any of the Director or his family members (family as defined in the case of multiple Dealership norms for individual)
ii. The entity itself or its holding Company or subsidiary Company
iii. Any other Company or firm where share holders (put together) of the applicant Company have controlling stake i.e., 51% or more.

Multiple Dealership norms are applicable to Individuals, Partnerships, organized bodies, charitable trusts, Co-Op societies and Public / Private Ltd Companies with a turnover of less than Rs. 100 crores per annum.

Public Limited Companies/Private Limited Companies with turnover of more than Rs. 100 crores per annum for the last financial year and qualifying in all other parameters of para 1 b, central/state Government owned Companies, central/state Public sector / Joint Sector units and Government administered Organizations are exempt from the multiple Dealership norms.

5. RESIDENCE

The applicants belonging to the same State as that of advertised location are entitled for additional marks. The applicant should enclose Residence certificate issued by an Officer of the District of a minimum rank of Sub Tahasildar during the last six months

6. PERSONAL SUPERVISION BY DEALER

A person selected for the Dealership shall be paying attention towards day to day working by personal management of the Dealership. He/she will not be eligible for taking up any other employment. If the selected person is already employed he / she will have to resign from the employment, prior to appointment as Dealer.

7. APPLICATION FORM

Application form for Dealership can be submitted on plain paper in the prescribed format. The format can also be downloaded from the website. http://www.mrpl.co.in Alternatively the brochure containing application form as per **Annexure – I** can also be purchased against payment of Rs 100 by way of DD / pay order in favor of MRPL payable at Bangalore / Mangalore at the following addresses

Sr. Manager - Marketing
Mangalore Refinery and Petrochemicals Limited
(A Subsidiary of Oil and Natural Gas Corporation Limited)
Plot – A1, Opposite, KSSIDC A.O. Building, Industrial Estate,
Rajajinagar
Bangalore – 560 010
Karnataka

Sr. Manager - Marketing
Mangalore Refinery and Petrochemicals Limited
(A Subsidiary of Oil and Natural Gas Corporation Limited)
Kuthethoor P.O. via Katipalla,
Mangalore – 575 030
Karnataka

a. Non refundable Application scrutiny fee (inclusive of Service Tax) - Rs 2000/- for individuals/Partnership, Rs. 5000/- for non individual entities as it involves additional scrutiny. Application fee should be remitted in the form of DD in favor of MRPL payable at Bangalore / Mangalore.

b. In case of partnership, each partner will have to submit separate application form along with separate application fee as applicable. However while submitting the filled forms, their application forms have to be attached together.

c. All the papers including enclosures should be serially numbered and the details to be entered in the checklist. Filled application form along with relevant enclosures complete in all respects should be submitted so as to reach the Office (address as mentioned in the advertisement) on or before the due date and time.

d. Originals of the affidavits and self-attested copies of the other supporting documents should be submitted along with the completed application form duly signed.

e. The applicant should affix his/her recent photograph in the space provided for in the application form. Photograph to be cross signed.

f. No addition / deletion / alteration in the application form will be permitted once it is submitted.

g. No additional documents whatsoever will be accepted or considered after the cut-off date and time for submission of application.

h. Applications received after the cut-off date and time for any reason including postal delay, and those not accompanying valid documents like Affidavits, Certificates etc., or without application fee or incomplete in any respect will be liable for rejection and no correspondence will be entertained by MRPL in such cases whatsoever.

i. The applications received are scrutinized after the cut-off date. In case the application is rejected, the concerned applicant will be advised the reasons for rejection of his application in writing.

j. If any statement made in the application or in the document enclosed by the candidate at any stage is found to be incorrect or false and/or the applicant conceals any information, which if declared, would have made him/her ineligible for Dealership; the application is liable to be rejected without assigning any reason and in case applicant has been appointed as a Dealer based on any details furnished by him/her affecting the qualifying criteria, the Dealership is liable to be terminated. In such cases the candidate / Dealer shall have no claim whatsoever against MRPL.

k. The validity of the application form submitted will be 1 year from the last date of submission of application.

l. A person selected for Dealership after issuance of letter of appointment will have to execute a Dealership agreement with MRPL as per its terms.

8. APPLYING FOR MORE THAN ONE LOCATION

While one person can apply offering more than one site in the same or different locations, the same should be done in different application forms in respect of each location along with applicable application fee in each case. Each application should be complete in all respects and documents attached with one application cannot be considered for other application(s). An individual / Partnership firm/ public/Pvt. Ltd Company with a turnover of less than Rs.100 crores per annum subject to their qualifying on other given parameters is eligible for only one Dealership irrespective of number of applications / number of sites offered. In case an application is received offering more than one site, Company will have liberty to choose the site at its discretion.

9. ELIGIBILITY TO APPLY

Any individual / Non Individual Entity meeting the eligibility criteria as mentioned above can apply for any location under category I, II & III against advertisement.

10. NORMS FOR EVALUATING THE CANDIDATES

The applicants whose applications are complete in all respects will be evaluated out of a total of 100 marks based on the following broad parameters

NORMS FOR EVALUATING ELIGIBLE APPLICANTS

Sl. No.	Parameter	Description	Individuals /Partnerships		Non individual Entity	
			Max Marks	Allocation	Max Marks	Allocation
a)	**Capability to provide land**	Having own land (clear title to land/ Regd sale deed as on date of application) / land on long lease for a minimum period of 21years & willing to lease to MRPL for 15 years with renewal option of 5 years	35	35	35	35
b)		Having firm offer of land for purchase / long lease of minimum period of 21 years & willing to lease to MRPL for 15 years with renewal option of 5 year years		30		30
c)		Having own land (clear title to land / Regd sale deed as on date of application) / land on long lease for a period of 21 years		25		25
d)		Having firm offer of land for purchase / long lease for a minimum period of 21 years		20		20
2	**Capability to provide finance**					
a)		**Liquid assets** – Bank balance, fixed deposits, mutual funds, NSCs, shares of listed Companies, etc.	33	15	33	15
b)		**Fixed Assets** – Own land, shops, buildings, house, vehicles etc.		5		5
c)		**Income** from agriculture, business, salary, interest, rent, royalty etc.		10		10
d)		**Bank letter confirming loan**		3		3
3	**Financial Management**					
a)	**Debt/Equity ratio**	≤ 1	0	0	10	10
		> 1 but ≤ 2		0		8
		> 2		0		4
b)	**Current ratio**	≥ 2	0	0	10	10
		≥ 1.5 but < 2		0		8
		≥ 1 but < 1.5		0		4
		< 1		0		0
4	**Educational Qualification**	1) ▪ Post Graduation in Management ▪ Diploma in Management from IIM ▪ Graduate in Engineering / Law ▪ Chartered Accountant	15	15	0	0
		2) Post Graduation / Graduation / Professional qualification in any other field not covered in para 1 above.		12		0
		3) SSLC		10		0

Sl. No.	Parameter	Description	Individuals/Partnerships		Non individual Entity	
			Max Marks	Allocation	Max Marks	Allocation
5	Age	21 to 25 years , * > 5 years	5	2	5	5
		26 to 35 years, * 3-5 years		5		3
		36 to 45 years,		4		-
		46 to 55 years		3		-
		56 to 65 years		1		-
6	Domicile	Of the same State	2	2	0	0
7	Synergy	Retail trade-Petroleum products	5	5	7	7
		Related Petroleum Trade		3		5
		Hospitality/Service Industry/FMCG		2		3
8	Experience	≥ 1 year	5	5	0	0
		< 1 year		Prorata		0
	Total		100		100	

* Age – Non Individual Entity

With regard to selection of Dealers for category III ROs (CODOs) evaluation will be done out of 65 marks.

11. ALLOCATION OF MARKS ON VARIOUS PARAMETERS

a. EVALUATION OF LAND

i. **Evaluation for Technical suitability of Land-** Committee from MRPL will visit the site and evaluate the site offered under Cat-I for technical suitability

SUB PARAMETERS FOR SITE EVALUATION FOR CATEGORY I				
Sl.No.	**Parameter**	**Description**	**Max Marks**	**Allocation**
1	**SALES POTENTIAL**			
a)	Proximity to	Office/Industries	**10**	**10**
		Malls/shopping areas		**8**
		Tourist attraction		**7**
		Residential area		**5**
b)	Visibility	From 1 Km on NH / 100 meters in city	**10**	**10**
		From 0.5 Km on NH / 50 meters in city		**8**
		Poor visibility		**0**
c)	Approach	Easily accessible	**10**	**10**
		Zig Zag approach		**8**
d)	Cater to	Two way traffic	**10**	**10**
		One way traffic		**8**
	Sub Total		**40**	
2	**SITE SPECIFIC**			
a)	Site Dimensions	> 125% of min frontage	**15**	**15**
		≥110% < 125% of min frontage		**10**
		Meets min requirement		**7**
b)	Level	Road level	**5**	**5**
		± Up to 1 ft		**3**
		± > 1 - 3ft		**2**
		± > 3 ft		**0**
c)	Clear site	No trees in site & approach	**10**	**10**
		< 3 trees in site & approach		**6**
		4-8 trees in site & approach		**4**
		> 9 trees in site & approach		**0**
		No LT / Telephone line passing over the site	**10**	**10**
	Sub Total		**40**	
3	Availability of water	Bore well / water connection in the site	**10**	**10**
		Within 100 meters radius		**8**
4	Availability of Power	Power in the site	**10**	**10**
		Power within 100 meters		**8**
	Total		**100**	

iii. **Evaluation for Techno-commercial suitability of Land** : (For Cat II & IV). If site is found technically/commercially suitable, the site will be evaluated on the following parameters.

SUB PARAMETERS FOR SITE EVALUATION FOR CATEGORY II & IV				
Sl.No.	**Parameter**	**Description**	**Max Marks**	**Allocation**
1	**SALES POTENTIAL**			
a)	Location of site	NH/SH	**20**	**20**
		City		
		4 Lane		**20**
		2 Lane		**10**
		1 Lane		**5**
b)	Proximity to	Office/Industries	**10**	**10**
		Malls/shopping areas		**8**
		Tourist attraction		**7**
		Residential area		**5**
c)	Visibility	From 1 Km on NH / 100 meters in city	**5**	**5**
		From 0.5 Km on NH / 50 meters in city		**3**
		Poor visibility		**0**
d)	Approach	Easily accessible	**5**	**5**
		Zig Zag approach		**2**
e)	Cater to	Two way traffic	**10**	**10**
		One way traffic		**8**
	Sub Total		**50**	
2	**SITE SPECIFIC**			
a)	Site Dimensions	> 125% of min frontage	**15**	**15**
		≥ 110% < 125% of min frontage		**10**
		Meets min requirement		**7**
b)	Level	Road level	**5**	**5**
		+/- Up to 1 ft		**3**
		± > 1 - 3ft		**2**
		± > 3 ft		**0**
c)	Clear site	No trees in site & approach	**5**	**5**
		< 3 trees in site & approach		**3**
		4-8 trees in road & approach		**2**
		> 9 trees in road & approach		**0**
		No LT line passing over the site	**5**	**5**
	Sub Total		**30**	
3	Availability of water	Bore well / water connection	**10**	**10**
		in the site		
		Within 100 meters radius		**8**
4	Availability of Power	Power in the site	**10**	**10**
		Power within 100 meters		**8**
	Total		**100**	

The offered land should meet norms and guidelines of all statutory bodies like forest, explosives, NHAI/, MORT&H, IRC and local bodies. etc., as applicable from time to time, failing which the offered land will not be evaluated and the applicant will be treated at par with those applicants who have not offered land. If high-tension above 11 KVA overhead line passes over the offered land, the same will be disqualified. Land should be converted for commercial use and the charges towards conversion shall be borne by the applicant.

b. LAND TITLE

i. Own Land - The land offered as per the application alone shall be considered and the applicant shall not be given the opportunity to offer any other land subsequently. For this purpose the land owned by 'family unit' will also be considered as belonging to the applicant subject to producing the consent on notarized affidavit signed by all concerned member/s of the 'family unit'. The definition of family unit will be as per Para 4.

ii. Firm offer of land - Applicants also have the option to offer land other than that belonging to self or by family member or in joint ownership with such family members. In such case the applicant should submit registered agreement with the landowner/s. However, if an applicant, after selection on the above basis, is unable to provide the land indicated in the application within a period of one month from the date of Letter of Intent (LOI), MRPL will have the right to cancel the allotment of Dealership made to the applicant. The suitability of the land will be decided by MRPL.

iii. Documents for offered land - The applicant should furnish at least one of the following documents (in support of ownership) which should have been issued / revalidated on or after date of advertisement.

- Khasara / Khatuni or any equivalent revenue document or certificate from revenue official confirming the status of ownership of the land.
- Registered sale deed / Registered lease deed or any other type of registered ownership transfer deed / document in favor of applicant.
- Copy of Registered lease agreement or allotment letter issued by Government / Semi- Government / Autonomous bodies like BDA, HUDA etc will be considered

iv In addition to documents in Para 11.b.iii above, evaluation and additional documents required would be as under:

Sl. No.	Situation of ownership	Share of applicant in land	Documents required (in addition to land ownership / Revenue record	Evaluation as
1	Self	Full	Nil	Owned land
2	Self exclusively with Family members / Others	Share of self more than/equal to required area by MRPL	Notarized affidavit by all other co owners in favor of applicant	Owned land
3	Exclusively by the 'Family members'	Nil	Notarized affidavit by all owners in favor of applicant	Owned land
4	Self exclusively with Family members / Others	Share of self less than the required area by MRPL	Notarized affidavit by all other co owners in favor of applicant	Firm Offer
5	Others	Nil	Notarized affidavit	Firm offer

Applicants offering sites on lease to MRPL will be given preference.

c. FINANCE

The applicant should be capable of raising necessary funds, as indicated in the advertisement for operating the Dealership to the satisfaction of MRPL. The finance offered by the applicant will be considered under following heads.

i LIQUID ASSETS

Funds / **Deposits** with Banks/Registered Companies/Postal schemes / Saving Accounts.

Shares of listed Companies in D-mat form (@ 60% of the market value on last working day of previous month of application).

National Saving Certificate etc. (@ redemption value on date of application, valuation certificate to be provided)

Mutual funds @ 60% of NAV on last working day of previous month of application. Valuation certificate to be provided.

Bonds – Redemption value on date of application. Valuation certificate to be provided

Valuation certificates for shares, NSCs, Mutual Funds and Bonds to be provided.

Cash and Jewelry will not be considered for evaluation purpose.

ii FIXED ASSETS

Fixed assets consists of movable and immovable property such as own land, buildings, shops, vehicles etc. The land offered for RO will not be considered as Fixed assets even if the area offered is more than requirement if the land is not partitioned.

The applicant should enclose valuation report duly certified by Government approved valuers in support of valuation of assets. The Government approved valuer shall mean a valuer who has been appointed under the Wealth Tax Act.

iii INCOME

The applicant should give details of Income of all sources such as Income from all the firms where he/she is Partner / Proprietor / Director, Agriculture, salary, interest, rent, royalty etc. Income of last financial year will be considered for evaluation as reflected in Income Tax Return filed by the applicant. Latest IT Returns substantiating income from all sources whatsoever to be submitted along with the application.

iv LETTER FROM BANK

Letter from Bank offering credit/loan shall also be considered for award of marks under parameter 'Capability to provide finance'.

The maximum marks i.e., 33 under capability to provide "finance" will be proportionately distributed in the ratio of maximum marks of 15, 5,10,3 under each sub-parameter and this ratio will be applied on the total finance requirement advertised for each location. The applicant will qualify for full marks if the actual fund available based on the documents submitted by the applicant is either equals to or more than the proportionate maximum fund requirement worked out as above under each sub-parameter and pro-rata for lower availability of funds.

The finance owned by the family unit will also be considered as belonging to the applicant subject to his providing a consent letter from the family unit as defined in Para 4.. With regard to source of funds declared by the applicant in the application

form, it is necessary that the same would be made available for the RO development purpose as and when required. The applicant should submit an affidavit in this regard. In case the applicant fails to make available the funds committed at the time when it is actually required or could not substantiate at a later date, the candidature / Dealership is liable to be cancelled.

d. EDUCATION

The documents such as Marks card, Degree certificate will be verified and based on the highest qualification, marks will be awarded.

e. SYNERGY

It is relevance of past experience/nature of business with the operation of Retail Outlet. Past experience/nature of business are classified in to 3 categories as under:

i. Retail trade of Petroleum products.
ii. Related Petroleum Trade like transport business, automobile trade etc.
iii. Hospitality/ Service Industry/ FMCG retailing

.

f. EXPERIENCE

Marks will be given based on the number of years experience. The number of years/months worked in various organizations will be clubbed together and accounted as total experience. If a person has worked less than one year, pro rata marks based on the fraction of the year will be awarded.

g. GENERAL

i Minimum qualifying marks is **55%** of the total marks

ii In respect of Partnerships, the candidate will be evaluated individually for individual parameters like educational qualification, age, domicile, and experience. The average of all the partners will be considered as the marks of the partnership firm. The land and finance owned by any one of the partners will be treated as the same being owned by the firm as a whole for evaluation process.

iii. Married Woman applicant with change of name after marriage should submit a copy of the marriage certificate or

an affidavit in support of the maiden name and name after marriage.

iv. A letter will be sent under Registered Post to all eligible candidates giving them at least 15 days notice to report to MRPL office with all original documents and fresh affidavit as per Appendix – i.

12. RESULTS

After evaluation of the applications, result along with the detailed marks scored will be displayed on the notice board of MRPL's Zonal Office. The LOI will be issued after 30 days of declaration of result. Before issuance of LOI, a Field verification of the empanelled candidate will be conducted for verification of documents and other details.

13. GRIEVENCE / COMPLAINT REDRESSAL SYSTEM

a. An aggrieved person may send his / her complaint to GGM (M&BD) MRPL at the following address.

Mangalore Refinery & Petrochemicals Ltd,
Plot – A1, Opposite KSSIDC A.O. Building,
Industrial Estate, Rajajinagar,
Bangalore - 560 010.

Complaints against Dealer selection received after 30 days from the date of declaration of the result will not be entertained under any circumstances.

i. Anonymous / pseudonymous complaints will not be investigated and will be filed without taking any action on the same.
ii. On receipt of a complaint, a letter will be sent by MRPL to the complainant through Registered Post, asking him to submit details of allegation along with supporting documents, if any, within 30 days. Response of the complainant will be examined by MRPL and if it is found that the complaint does not have specific and verifiable allegations, the same will be filed.
iii. The Complainant will be clearly advised that if it is established that the complaint does not have any substance, the same will be liable for legal action.

b. If there is substance in the complaint, the same will be investigated. The complaint will be resolved within 90 days

and the complainant shall be advised decision on the complaint will be taken as under

a. **Complaints not substantiated -** The complaint will be filed and the complainant will be advised accordingly.

b. **Established complaint –** Action will be taken as under

- In case the selection process for a location is found to be not in accordance with the laid down guidelines, the re-evaluation based on documents available will be carried out. Where there will be a change of rankings in merit panel, fresh selection will be carried from all eligible applicants.
- In case of established complaint against all the merit panel candidates, the merit panel will be cancelled and fresh selection will be carried from all eligible applicants.

14 SECURITY DEPOSIT

The selected candidate before being issued the appointment letter will have to deposit an appropriate amount as interest free refundable security deposit as per the following details

Nature of outlet	Location	Security Deposit (Rs lacs)
CODO	Mangalore, Maddur, Hubli	25
DODO /CLDO	'C' class city / RURAL	2
DODO/CLDO	NH/SH, Towns / Cities	5
DODO/CLDO	State Head Quarters	5

MRPL also reserves its right to adjust any dues to it from this amount at the time of resignation/ termination. However, in case of termination of Dealership on account of adulteration / malpractice / non-performance / false information furnished affecting the qualifying criteria, the security deposit will be forfeited. Government bodies are exempted from paying security deposit.

15 BUSINESS MODEL

MRPL is setting up 3 types of outlets

Nature of outlet	Investment on			Operated by
	Land	Civil Work	Equipment	
CODO	Company	Company	Company	Dealer

DODO	Dealer	Dealer	Company	Dealer
CLDO	Dealer / leased to Co.	Dealer/Company	Company	Dealer

i. **Company Owned Dealer Operated (CODO)**

The site and facilities will be developed by Company and Dealer will operate the Retail Outlet.

ii. **Dealer Owned Dealer Operated (DODO)**

The site and facilities will be developed by Dealer and Dealer will operate the Retail Outlet.

iii. **Company Leased Dealer Operated (CLDO)**

Preference will be given to candidates willing to lease their site with superstructure to MRPL for a minimum period of 15 years with a renewal option of 5 years. Further investment at these sites will be undertaken by MRPL on the basis of Dealer's performance and economics.

Site development to be undertaken by CLDO Dealer including–land development, basic driveways (WBM / Asphalted), suitable sales room, compound wall, Outlet illumination, the basic and mandatory facilities as per Para 18 to be provided. The site will be taken on lease from selected candidate with the above infrastructure.

a. The LOI holder for the above category shall be paid lease rent as per table given herein below:-

Category	**Location**	**Rent per month in Rupees per Square meter**
A	Metropolitan	35
B	Urban	25
C	Rural	10
D	National/State Highway	12

b. The categorization of location is based on population available in Census 2001, except in case of Category D, where it is based on the road abutting the property. The categorization is as under:-

Category	Location	Population
A	Metropolitan	10 Lacs &above.
B	Urban	One lac and above but less than 10 Lacs.
C	Rural/semi urban	Below one lac.

c. The properties abutting National Highways/ State highways fall under Category D. However if a property falls within two Categories A & D, it shall be considered as Category A. The same rule shall apply if a property falls within Category B&D.

d. The peripheries of category A & B shall also be included in the higher category. The peripheries shall include a radius of 10 km beyond the city/town Limit in case of Category A Metropolitan Cities and 5 Km beyond the city/town limit in case of all other urban centers.

e. The rent payable will be enhanced every 5 years as per the table below for each Category.

Category	Location	Percentage of Enhancement
A	Metropolitan	15%
B	Urban	10%
C	Rural	5%
D	National/State Highway	10%

MRPL will charge all dealers in above category a special license fee as per company policy.

Benefits of CLDO

- No further investment by the Dealer select on site
- On outlet achieving the desired volume, MRPL may consider investment for up gradation of RO like Canopy with illumination, Pavered Driveway, sales room tiling, toilet and restroom up gradation etc. on the basis of economics and sales achievement.

16. FURNISHING OF FALSE INFORMATION

If any information furnished by the applicant affecting the qualifying criteria is found to be false at any point of time before or after appointment as a Dealer, the allotment will be cancelled / Dealership terminated forthwith

17. TENURE OF DEALERSHIP

The tenure of Retail Outlet Dealership will be for an initial period of 15 years and renewal for every 5 years thereafter based on the evaluation of the performance of the Dealer, at the discretion of MRPL.

18. PROVISION OF BASIC FACILITIES AT THE DEALERSHIP

a. Drinking Water
b. Free Air
c. Toilet
d. Telephone
e. First Aid kit with medicines
f. Adequate Illumination

In addition to the above, the applicant should provide infrastructure on the land owned / arranged by them at their own cost as per the requirements of MRPL as detailed below:

19. INFRASTRUCTURE BY DODO DEALER

Land & its development, Driveways, Compound wall, Sales Room with Display racks, Store, Generator & Compressor Room, Generator, Fire Fighting Facilities, etc.,

ADDITIONAL FACILITIES (SITE SPECIFIC)

All such facilities required for customer service such as Staff Room cum Change Room, Canopy, Service Station, Rest Rooms, Pollution Control Equipment (PUC), Restaurant, and / other Facilities as may be specified by MRPL from time to time.

20. COMMISSION PAYABLE / Retail Selling Price

The Dealer will be paid attractive Dealer commission which is subject to change from time to time without any prior notice. The Dealer will have no right to interfere / object to the Dealer commission decided by the Company.

MRPL will have sole authority to revise the selling prices of MS & HSD at its own discretion from time to time irrespective of retail prices determined by Govt. of India.

21. AMENDMENT / MODIFICATION

The above are only for the information of the public and MRPL reserves its rights to amend, modify, delete or add any of the terms and conditions at MRPL's sole discretion. The applicant will be governed by the terms and conditions published in the advertisement and if the application is not submitted strictly in accordance with the terms referred therein, the same is liable to be rejected.

22. GENERAL TERMS AND CONDITIONS

a. The applicant should be willing to offer the site on 15 years lease to MRPL with renewal option of 5 years on nominal rental if MRPL so desires.
b. Applicants should fill the checklist as **Annexure – II** and put it on top of the application form
c. The envelope containing the application, duly filled in, should be super scribed as under

"Application for New Retail Outlet Dealership - ____ Location"

d. All affidavits have to be submitted in original along with the application
e. No addition / deletion / alteration will be permitted in the application once it is submitted
f. The applicant shall provide details of all business activities being undertaken by him/her.
g. No additional documents whatsoever will be accepted or considered after the cut off date/time of the application
h. If any statement made in the application or in the document enclosed therewith or subsequently submitted in pursuance of the application by the candidate at any stage is found to be incorrect or false, the application is liable to be rejected without assigning any reason and in case the applicant has been appointed, the Dealership is liable to be terminated. In such cases the Candidate / Dealer shall have no claim whatsoever against MRPL.
i. Applications received after the cut off date and time including postal delay, and those without accompanying valid documents including application fee or incomplete in any respect will not be considered and no correspondence will be entertained by MRPL in such cases whatsoever.
j. The Company reserves the right to cancel / withdraw / amend this advertisement or extend the due date at its sole discretion without assigning any reason.

k. A person selected for Dealership after issuance of Letter of Appointment will have to execute Dealership Agreement with MRPL as per the terms of MRPL.
l. MRPL will have its own policy on pricing and Dealer Commission. There will be no Service Station License Fees (SSLF) recovery towards equipment supplied by MRPL
m. This is purely a business proposition and not an application for job in MRPL and has normal business risks and also does not guarantee any assured returns or profits.
n. This is only an application for seeking dealership of MRPL retail outlet for and not an offer of Dealership.

ANNEXURE - I

APPLICATION FORM FOR MRPL RETAIL OUTLET DEALERSHIP

LOCATION APPLIED FOR

DISTRICT

Passport size Photograph with Signature

REFERENCE OF ADVERTISEMENT

(i) Name of Newspaper
(ii) Advertisement Date
(iii) Sl. No of advertised Location

(1) Name of Applicant/Organization

(2) Father's / Husband's Name
(in case of Individual)

(3) Name of Partners in case of partnership (attach registered / draft Partnership deed & club all applications)

(4) Name & designation of authorized person
In case of Non – Individual entity attach certificate of Regn./MOA

(5) Address

(6) Are you resident of Karnataka
(attach Appendix – IV)

(7) Telephone/Mobile No.

(8) Email address

(9) Nationality

(10) Date of Birth (DD/MM/YY)
(attach proof)

(11) Educational Qualification/s
(attach proof)

(12) Marital status

Married/Un-married

(Married Woman to attach proof regarding change of name if applicable)

(13) Are you having sound Physical /Mental health **Yes/No**
(attach Certificate**)**

(14) Have you ever been convicted for criminal/economic offence **Yes/No**
(attach Affidavit I / II)

(15) Are you or any of your relatives is dealer/LOI holder of any **Yes/No**
RO/ SKO-LDO dealership or LPG/ Distributorship of any Oil Co.
(attach Affidavit I / II)

(16) Present Occupation

(17) PAN No.

(18) INDIVIDUALS - DETAILS OF SUPERVISORY EXPERIENCE
(attach Certificate of experience)

Sl. No.	Name of the Organization	Type of Business	Experience - No. of Months/ years

(19) NON INDIVIDUALS - DETAILS OF BUSINESS (attach proof)

Sl.No.	Name of the Organization	Type of Business	Turnover	No. of years of Operation

(20) (a) LAND DETAILS

(i) Are you having suitable site **Yes / No**

(ii) Are you willing to lease the land to MRPL **Yes / No**
(If Yes at what Rate)

(b) SITE DETAILS

Location of site	
Name of Road	
Town / City	
NH / SH No.	
Survey No.	
Area of site (Sq meters)	
Frontage (in Meters)	
Depth (in Meters)	
Nearby landmarks	

(Enclose a sketch of the site with boundaries drawn to scale along with land documents)

(c) OWNERSHIP

Self-Owned / Multiple Ownership	
On Registered Lease	
With Firm offer of Sale / Lease	

Is there any underground pipeline / Canal drainage / tunnel passing through the site **Yes / No**

(21) SOURCE OF FUNDS

(a) LIQUID ASSETS (attach proof)

Type of fund	A/c No	Name of holder/owner	Relationship with applicant	Amount (Rs)
Bank Balance				
Fixed Deposits				
NSC				
Mutual Funds				
Shares				
Total				

(b) FIXED ASSETS (attach valuation certificate from Govt. Approved valuer)

Type of assets	Name of owner/holder	Relationship with applicant	Present value (Rs.)
Land			
House			

Shops			
……			
Total			

DETAILS OF INCOME

(c) INDIVIDUALS - (attach Proof)

Source	Details	Amount / year (Rs)
Interest		
Rent		
Business		
Salary		
Agriculture		
Total		

(d) NON INDIVIDUALS- attach audited Balance Sheet & P&L A/c for last 3 years

(e) BANK LETTER CONFIRMING LOAN (attach Appendix IV)

Name of Bank	
Loan Amount	

(22) APPLICATION FEES

DD / Pay order No	
Date	
Amount (Rs)	Rs.2000/- for individual/partnerships /Rs 5000/- for non-individual entities
Drawn in Favor of	Mangalore Refinery & Petrochemicals Ltd
Payable at	Bangalore/Mangalore (tick appropriate)

(23) ANY OTHER INFORMATION

(24) UNDERTAKING

I _____ hereby certify that

(i) That I am not employed / I shall resign my present job and submit the proof of acceptance by my Employer to MRPL prior to my appointment as Dealer.

(ii) That I shall pay security deposit to MRPL as per their Policy

(iii) That what has been stated above is true to the best of my knowledge and belief and nothing material has been concealed there from.

If any information/declaration given by me in this application or in any document submitted by me in support of the application for award of dealership shall be found to be untrue or incorrect or false, or any material information has been concealed, I am aware that I will be ineligible for the Selection /Award of the dealership (if appointed).

Signature

Date **(Name in block letters)**

APPENDIX – I

(To be submitted by individuals and partners of partnerships firms)

(To be typed on Rs 100/- stamped paper as applicable in Karnataka state)

AFFIDAVIT

I _____ Son / Daughter / Wife of _____
Age _____ years residing at _____
do hereby solemnly affirm and say as under:

1. That I am an Indian National

2. That I am unmarried, that neither I, my Father, Mother, unmarried Brother(s) / unmarried Sister(s) have Dealerships / Distributorships nor hold Letter of Intent for Retail Outlet or SKO/LDO Dealership or LPG Distributorship of any Oil Company.

OR

That I am married, that neither I, my Spouse, unmarried Son(s), unmarried Daughter(s) have Dealerships / Distributorships or hold Letter of Intent for Retail Outlet or SKO/LDO Dealership or LPG Distributorship of any Oil Company.

3. That I have never been convicted for any criminal offences involving moral turpitude and/or economic offences (other than freedom struggle)

4. That I was never a signatory to a Dealership / Distributorship agreement of any Oil Company, which was terminated for proven adulteration / malpractices.

5. That against item no. 21 of my application form the details of various sources of funds required for setting up and operation of the Dealership have been furnished. I undertake that these funds will be made available for the purpose stated above. In case it is found that the same is not made available as and when required, the offer of Dealership at any stage, can be withdrawn and that I will have no claim whatsoever against MRPL.

6. I hereby certify that what has been stated above is true to the best of my knowledge and belief and nothing material has been concealed there from. If any information / declaration given by me in my application or in any document submitted by me in support of application for award of Dealership or in this affidavit shall be found to be untrue or incorrect or false, MRPL would be within its rights to withdraw the Letter of Intent / terminate the Dealership (if already appointed) and that I would have no claim, whatsoever against MRPL for such withdrawal / termination.

Place Signature of person making affidavit

Date (Name in Block letters)

Solemnly affirmed and declared before me this ___ day of _____

Signature & seal of Magistrate/Judge/Notary Public

APPENDIX – II

(To be submitted by Non-Individual Entities like Registered Co-operative Societies, Organized bodies, Fleet Operators, Charitable Trusts and Corporate Houses)

(To be typed on Rs 100/- stamped paper as applicable in Karnataka State)

AFFIDAVIT

In the matter of application of M/s_____
(Name of the Entity) for Retail Outlet Dealership of M/s MRPL.

I _____ Son / Daughter/ Wife of _____ Age _____ years resident of _____ in the capacity of _____ do hereby solemnly declare:

1 That through a resolution passed by M/s _____, I have been authorized to apply for the said Dealership. A copy of the resolution / authorization is enclosed herewith forming part and parcel of this affidavit.

2 That the said entity M/s _____ is duly registered with Competent Authority and photocopy of Registration Certificate is enclosed herewith forming part and parcel of this affidavit.

3 That the said entity M/s _____ is a profit making body during last 3 financial years.

4 That on behalf of M/s _____, I undertake that I will observe all the relevant guidelines with regard to award / operation of the said RO Dealership issued by MRPL / Government of India or any other statutory body from time to time.

5 That M/s _____ is a Registered Co-operative Society registered under Societies Registration Act 1860 / is a Company registered under Companies Act 1956 / is a _____ (specify the type of Entity) registered under _____ (specify the Authority) and that the same does not have any criminal records nor does it have any criminal charges framed against it by a Court of Law involving moral turpitude and/or economic offences. Moreover, none of the members of its Governing body / Managing

body / Any such other body_____(please specify) / Directors have been convicted and/or charges have been framed against them by a Court of Law for criminal offences involving moral turpitude and/or economic offences (other than freedom struggle)

6 That M/s _____ is a Registered Co-operative Society registered under Societies Registration Act 1860 / is a Company registered under Companies Act 1956 / is a _____ (specify the type of Entity) registered under _____ (specify the Authority) and neither this Entity itself nor any member of its Governing body / Any such other body_____ (please specify) / Directors was ever signatory to a Dealership / distributorship of any Oil Company which was terminated for proven adulteration / malpractices

8 That M/s _____ is a Registered Co-operative Society registered under Societies Registration Act 1860 / is a Company registered under Companies Act 1956 / is a _____ (specify the type of entity) registered under _____ (specify the authority) and neither this entity itself nor any member of its Governing body / Any such other body_____ (please specify) / Directors or his / her family members is having Retail Outlet / SKO-LDO Dealership / LPG distributorship or hold Letter of Intent for Retail Outlet / SKO-LDO Dealership / LPG distributorship of any Oil Company. **(Private/Public Limited Co. with a turnover of Rs.100 crores and above to strike out this clause)**

9 That M/s_____ is a Company registered under Companies Act 1956 and that neither the Holding Company nor any of its Subsidiary Company/Companies is/are having Dealerships / distributorships or hold Letter of Intent for Retail Outlet / LPG distributor ship/ SKO-LDO Dealership of any Oil Company. In addition, no other Company or Firm is having Dealerships / distributorships or hold Letter of Intent for Retail Outlet / LPG Distributorship/ SKO-LDO Dealership of any Oil Company where shareholders (put together) of the applicant company do have controlling stake of 51% or more) **(Private/Public Limited Co. with a turnover of Rs.100 crores and above to strike out this clause)**

10 That against item No. 21 of the application form details of various sources of funds required for setting up and operation of Dealership have been furnished, I undertake that these funds will be made available for the purpose stated above. In case it found that the

same is not made available as and when required, the offer of Dealership, at any stage can be withdrawn and that I will have no claim whatsoever against MRPL.

11 I hereby certify that what has been stated above is true to the best of my knowledge and belief and nothing material has been concealed there from. If any information / declaration given by me in my application or in any document submitted by me in support of my application for award of the Dealership or in this affidavit shall be found to be untrue or incorrect or false, MRPL would be within its rights to withdraw the Letter of Intent / terminate the Dealership (if already appointed) and that I would have no claim, whatsoever, against MRPL for such withdrawal / termination.

Place Signature of the Person making the Affidavit

Date

(Name in Block letters)

Solemnly affirmed and declared before me this _____ day of _____

Signature & seal of
Magistrate/Judge/Notary Public

APPENDIX – III

(Letter from the Bankers, from a Scheduled bank / financial institution to be obtained on their Letter Head in the following format and enclosed with the application)

To whomsoever it may concern

Sri / Ms / M/s _____ is a customer of this bank for the last _____ years and he/she/they is/are enjoying the following facilities from our bank / institution as under:

i)
ii)
iii)
iv)

During the above period, the dealings of Sri / Ms / M/s _____
With the bank and his / her /their conduct has been satisfactory. In case, Dealership is allotted to him / her /them, we will be willing to extend loan of Rs. _____.

Signature
Name and Designation
Office Seal

Date

APPENDIX – IV

Residence Certificate

Ref ___
Date_____

This is to certify that Shri/Smt/Kum _____Son/Wife/Daughter of_____is a resident of _____
District_____State _____

(_____)
Signature of Dy. Tehsildar / Tehsildar
(Seal of Office)

Or

(_____)
Dy. Mamlatdar/Mamlatdar
(Seal of Office)

ANNEXURE – II

CHECK LIST						
SL. NO.	**DOCUMENT PARTICULARS**	**PAGE NO**		**SUBMITTED**		
		FROM	**TO**	**YES**	**NO**	**N/A**
1	Complete filled application with signature					
	and photograph with cross signatures					
2	Attested copy - Proof of age					
3	Attested copy - Proof of Educational					
	Qualification					
4	Proof of Residence - **Appendix - IV**					
5	Proof of Income					
i)	Latest IT Returns substantiating income from all sources whatsoever					
6	Attested copy - Proof of Experience					
7	Doctor's certificate					
8	**In case of Partnership**					
i)	Proposed Partnership deed					
ii)	Applications of all Partners attached together					
9	**In case of Non Individual entity**					
i)	Attested copy of Registration certificate					
	from competent Authority					
ii)	Attested copies of audited Balance Sheet					
	P&L account for the preceding 3 financial years					
10	**Land documents**					
i)	Khasara / Khatuni					
ii)	Registered sale deed					
iii)	Registered lease deed					
iv)	Notarized affidavit by all co-owners					
v)	Sketch of land showing adjoining plot of land					
11	**Capability to provide finance**					
i)	Valuation report from Govt approved valuer					
	of owned property					
ii)	Fixed Deposit/Saving A/c/Mutual Funds etc					
iii)	Bank letter confirming loan - Appendix - III					
12	Copy of marriage certificate or affidavit in					
	support of change of name after marriage					

13	Application fee - DD					
14	Affidavit as per Appendix - I					
15	Affidavit as per Appendix - II					
16	Any other document					
	Total no of pages					
	Date	**Signature of Applicant**				

Note - Please enclose all affidavits in original & self certified copies of all other documents.