



हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड

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

HINDUSTAN PETROLEUM CORPORATION LIMITED

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

8, शुरजी वल्लभदास मार्ग, पोस्ट बॉक्स नं. 155, मुंबई - 400 001. दूरभाष - 2263 7000 • फॅक्स - 022-2261 1822 • तार : हिन्दपेटऑफ
8, Shoorji Vallabhdas Marg, P. O. Box No. 155, Mumbai - 400 001. Tel. : 2263 7000 • Fax : 022-2261 1822 • Telegram : Hindpetoff
e-mail : mktghqo@hpcl.co.in / CIN No.: L23201MH1952GOI008858

LPS/VVM/AGS/001

5th May 2022

M/s. AGS Transact Technologies Limited
Mumbai

Dear Sir,

Kind attention : Shri Satish Zope, President – Petroleum & Digital BU
Ref. No. CPGRAMS Complaint No. MPANG/E/2022/03580

Please refer the attached CPGRAMS Complaint No. MPANG/E/2022/03580.

Federation Of All Maharashtra Petroleum Dealers Association has logged a complaint on 14th April, 2022 regarding inordinate delay in settlement to dealers, which is a serious matter. The complaint says the delay at times has happened to the tune of 5-6 days, which is completely unacceptable, as any delay in settling to dealers impact their working capital directly. Furthermore, this will also become a deterrent for the dealers, who are otherwise promoting digital transactions.

You can refer our various meetings, letters and emails, which we have been sending you regularly to sensitize you on this critical issue, among others.

We would advise you to immediately start settling the dealers on T+1 basis, without exception.

Sincerely yours,

V V Mandlekar

CGM – Highways & Loyalty and Payment Solutions

Details for registration number : MPANG/E/2022/03580

Name	Amit R Gupta
Date of receipt	14/04/2022
Address	615 New Subhedar Layout Hudkeshwar Road Hudkeshwar Road
District name	Nagpur
State name	Maharashtra
Mobile no	7719970018
Email Id	amitr Gupta@gmail.com
Grievance description	
<p>Petroleum and Natural Gas >> Others</p> <p>-----</p> <p>DEAR SIR</p> <p>FEDERATION OF ALL MAHARASHTRA PETROLEUM DEALERS ASSOCIATION IS APEX BODY OF ALL PETROLEUM DEALERS IN MAHARASHTRA WE HAVE RECEIVED MANY COMPLAINTS REGARDING NON PAYMENT OF DIGITAL PAYMENT CARRIED OUT THROUGH POS MACHINES OF AGS AUTOMATION AND FUEL MANAGEMENT SYSTEM AS PER RBI GUIDELINES PAYMENT SHOULD BE CREDITED WITHIN 24 HOURS AFTER SETTLEMENT OF POS MACHINE BUT UNFORTUNATELY DEALERS PAYMENT CREDITED AFTER 120 TO 144 HOURS APPROXIMATELY 200 CRORES RUPEES IS BLOCKED BY AGS COMPANY OUR DEALER MEMBERS ARE FILLING UNSECURED DUE TO DELAY PAYMENT OUR DEALER MEMBERS ARE PROMOTING DIGITAL PAYMENT AS PER GOVERNMENTS ADVISE DUE TO WHICH AROUND 40 PERCENT SELL IS CONVERTED INTO DIGITAL PAYMENT SUCH TYPE OF ACTIVITY MAY HAMPER GOVERNMENTS TARGET TO PROMOTE DIGITAL TRANSACTIONS AGS FUEL MANAGEMENT AND DIGITAL PAYMENT SYSTEM IS INSTALLED AT 17924 OUTLETS IN INDIA WITH AROUND 46000 POS TERMINALS</p> <p>LOOKING AFTER THE FUEL PRICES AROUND 8 TO 10 LACS OF EVERY DEALER IS PENDING AND EVERY DEALER HAS TO PAY INTEREST ON THIS CAPITAL TO BANK</p> <p>WE REQUEST YOUR GOOD OFFICE TO LOOK INTO THIS FINANCIAL MATTER AND RESOLVE THE ISSUE</p> <p>AMIT R GUPTA SECRETARY FEDERATION OF ALL MAHARASHTRA PETROLEUM DEALERS ASSOCIATION</p>	
Name of organisation(s) where grievance is pending	1. BPCL RETAIL SBU 2. HPCL Retail 3. Maharashtra State Office
Type of receipt	Takenup