



RSHQ.PG

June 8, 2016

Shri Hemant Sirohi
A 30 Shastri Nagar, Near Tej Ghari Crossing
Meerut, Uttar Pradesh 250004

Dear Sir,

PMOPG/E/2016/0165515: Toilet facilities at ROs

We write with reference to your petition filed with PMO and uploaded on the Public Grievance portal with registration no. PMOPG/E/2016/0165515 dated 19.5.2016 on the above subject

Our comments are as under

1. In view of the emphasis given by Hon'ble Prime Minister of India on "Swachh Bharat Abhiyan" campaign OMCs are required to make available clean toilets at the ROs for use of customers. However, as a courtesy, the dealers have been advised to permit the use of toilets to others also who are not his customers.
2. Provision of clean toilet at retail outlets is a mandatory requirement; the Marketing Discipline Guidelines provides for action against dealers for non-provision of clean toilets. Further, to ensure cleanliness of toilets, additional margin has been given to dealer to engage manpower and maintain toilets

Thus action taken against dealers for not conforming to the mandatory requirements is not harassment.

Thanking you

Yours faithfully
For Bharat Petroleum Corporation Ltd

S. R. Ramdurg
Chief Manager Sales Coordination (Retail) HQ