Federation of Indian Petroleum Industry

OIL & GAS INDUSTRY A W A R D S 2020



Entry Form

**Oil & Gas Retailer of the Year**

(with less than 5000 retail outlets)

Name of the Organisation: \_\_\_\_\_\_\_\_\_\_\_\_

Closing date for submission:

September 15, 2020

Website: www.fipi.org.in

**Eligibility Criterion**

The award is open to Government authorized companies owning and operating up to 5000 retail outlets in India for fuels (Gasoline, Diesel, CNG, Auto LPG, Biofuels)

**Award Objective**

‘Oil & Gas Retailer – Company of the Year Award’ instituted to recognize leadership in performance in retail business of auto fuels in India.

Please carefully read the Terms and Conditions of the FIPI Awards Scheme <https://www.fipi.org.in/Upload/Awards_TermsConditions.pdf>

Questionnaire

|  |  |
| --- | --- |
| Name of Company: |  |
| Mailing Address: |  |
| Co-ordinator for this award (Name, Designation, e-mail and mobile no.) |  |
| Name of approving authority:  ***Note:*** *Approving authority should not be below the rank of Head of the department/Regional head/Director/CEO.* |  |
| Title: |  |
| Phone number: |  |
| E-mail address: |  |
| Signature: |  |
| Please specify name and designation of the person(s) who will be accepting the award if the applicant is chosen as the winner: |  |

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| **Please provide a brief write up on your Retails Outlets activities.**  Write up by applicant (not more than 300 words) |

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| **Please mention the justification for applying for this award along with key achievements during 2019-20**  Write up by applicant (not more than 300 words) |

**Quantitative Information**

| **Sr. No.** | **Evaluation parameters** | **Response** |
| --- | --- | --- |
| **1** | **Increase in sale per retail outlet over previous year** |  |
| **1.1** | Backup Data   |  |  |  |  | | --- | --- | --- | --- | |  | **2017-18** | **2018-19** | **2019-20** | | **Sale per outlet** |  |  |  | | |
| **2** | **Addition in retail outlet over previous year (%)** |  |
| 2.1 | Backup Data   |  |  |  |  | | --- | --- | --- | --- | |  | **March 31, 2018** | **March 31, 2019** | **March 31, 2020** | | **Retail Outlet as of** |  |  |  | | |
| **3** | **Sales per employee** |  |
| 3.1 | Backup Data   |  |  |  |  | | --- | --- | --- | --- | |  | **2017-18** | **2018-19** | **2019-20** | | **Total Sales** |  |  |  | | **Number of employees\*** |  |  |  |   \*Employees engaged directly in sales business to be included | |
| **4.** | **Digital Initiatives at Retail Outlets**  **Increase in Non-cash sale over previous year (%)** |  |
| 4.1 | Backup Data   |  |  |  |  | | --- | --- | --- | --- | |  | **2017-18** | **2018-19** | **2019-20** | | **Total Non-Cash Sales** |  |  |  | | **Total Sales** |  |  |  | | |
| **5.** | **Improvement in Customer Complaints Redressal (%)** |  |
| 5.1 | Backup Data   |  |  |  |  | | --- | --- | --- | --- | |  | **2017-18** | **2018-19** | **2019-20** | | Number of Complaints received |  |  |  | | Average Customer Compliant turn-around time |  |  |  | | |

**Qualitative Information**

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| **6. Details of Customer Service Standard Initiatives**   1. **Details of new initiatives taken in year 2019-20**   Write up (not more than 150 words)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   1. **Details of continued initiative in year 2019-20**   Write up (not more than 150 words)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **7. Details of safety practices in retail outlet**   |  |  |  |  | | --- | --- | --- | --- | | **a) Increase in reported accidents in retail outlets in year 2019-20 over 2018-19 (%)** | | |  | |  | | | | |  | **2018-19** | **2019-20** | | | **Reported accidents in retail outlets in** |  |  | |  1. **Details of safety measures undertaken at each retail outlet as per compliance requirements.**   Write up (not more than 150 words)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   1. **Brief on practices undertaken by company voluntarily**   Write up (not more than 150 words)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**List of Attachments (Optional), if any**

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| --- | --- |
| **S. No** | **Description** |
| 1 | Link of Annual Report |
| 2 | Link of Support documents / Other Material in Soft |
| 3 |  |
| 4 |  |
| 5 |  |

**About FIPI**

The Federation of Indian Petroleum Industry (FIPI) is an apex Society of entities in the hydrocarbon sector and acts as an industry interface with Government and regulatory authorities. It helps in resolution of issues and evolution of policies and regulations. It represents the industry on Government bodies, committees and task forces and has been submitting recommendations to the Government on behalf of the industry on various issues.

It aims to be the most effective and influential voice of the oil & gas industry to facilitate its development as a globally competitive industry in India that enjoys the respect and trust of the society. Several Government policy initiatives have their genesis in its reports and publications, some of which are quoted in documents like the Integrated Energy Policy.

All major companies operating in the oil & Gas sector in India are members of FIPI. It organizes seminars, conferences, workshops, roundtable meetings and brings out study reports and a quarterly journal.

For more information, please visit our website [www.fipi.org.in](http://www.fipi.org.in)

For Awards related information, please click <https://www.fipi.org.in/index.php/awards2020-scheme>