

Reasons for lower/higher than TAA sales of RO

Indian Oil Corporation Limited Retail Outlet Inspection and Analysis Report

FORM NO.SL. 5(R)

eSL5 Sl.No: 1863702

HSD

Inspection By	Sher Singh (Manager (RS) Gandhinagar RSA)	Inspection Date	13-Jun-2025
RO SAP Code	191961	RO Number	GJ-0634
RO Name	M/S SHREE SWAMINARAYAN & COMPANY	RO Type	RO B Site
Dealership Structure	PROPRIETORSHIP	Category	OPEN
Dealer's Name	Smt. Bhikhiben Dasharathbhai C Bhikhiben	Address	SURVEY NO. 747, AMBOD MAKAKHAD MANSA, DIST: GANDHINAGAR, Gujarat
Retail Sales Area	Gandhinagar RSA	District	GANDHI NAGAR
Divisional Office	Ahmedabad DO	Date of Previous Visit	28-Apr-2025
Last Inspection Type	eSL5	Last Inspected By	Animesh Jain-Manager (Retail Sales)

		Sales Performance				
Month	Monthl	y Sales	Cumulative Sales			
	MS	HSD	MS	HSD		
2025-May-Sales	50	78	98	157		
2025-May-Target	65	130	125	250		
2024-May-Sales	58	118	114	230		
2024-May-Target	64	140	58	118		

		Trading Area Analysis								
Trading Area Name		AMBOD/LODRA								
			red(Last 12 Month avg. Sales	Trading Area Average captured per RO (Last 12 Month Sales KL/Month)						
No. of ROs		MS	HSD	MS	HSD					
HPCL	1	36	44	36	44					
IOCL	2	53	86	27	43					
BPCL	1	24	67	24	67					
ALL	4	113	197	28	49					

MS

new commissioning in TA	new commissioning in TA
new commissioning in 171	new commissioning in 171

Daily Sales Record Verification

Product	Avg. sales per day in litres	No. of days Nil Sales	Days of Dry outs,if any	Reason for Nil Sales	Reason for Dry-outs	Avg Index	Remarks
HSD	1959.65	0	0	Not Applicable	Not Applicable	Not Applicable	Not Available
MS	1399.78	0	0	Not Applicable	Not Applicable	Not Applicable	Not Available
XG	169.8	0	0	Not Applicable	Not Applicable	Not Applicable	

			Stock Verif	ication (A)Totalis	er Reading			
Product	Make	DU SL.NO	Calibration Validity	Operation	Current Meter Reading	Previous Meter Reading	Testing Qty	Total Sales as per Meter
HSD DU-5 NZL-6	GILBARCO	201605001003	24-10-2025	Normal	0	0	0	0
HSD DU-5 NZL-9	GILBARCO	201605001003	24-10-2025	Normal	0	0	0	0
HSD DU-5 NZL-18	GILBARCO	201605001003	24-10-2025	Normal	1760485	1710139	690	49656
HSD DU-5 NZL-19	GILBARCO	201605001003	24-10-2025	Normal	1631834	1591756	0	40078
MS DU-6 NZL-12	GILBARCO	201605001326	20-11-2025	Normal	0	0	0	0
MS DU-6 NZL-13	GILBARCO	201605001326	20-11-2025	Normal	0	0	0	0
MS DU-6 NZL-16	GILBARCO	201605001326	20-11-2025	Normal	2373380	2360278	935	12167

MS DU-6 NZL-17	GILBARCO	201605001326	20-11-2025	Normal	852201	848291	0	3910
XG DU-8 NZL-22	GILBARCO	202107001384	18-05-2026	Normal	97131	89150	170	7811
HSD DU-8 NZL-23	GILBARCO	202107001384	18-05-2026	Normal	125393	125251	0	142
MS DU-8 NZL-23	GILBARCO	202107001384	18-05-2026	Product Change	154452	125393	0	29059
MS DU-9 NZL-24	GILBARCO	202010002002	22-12-2025	Normal	1265282	1246028	0	19254
HSD DU-9 NZL-25	GILBARCO	202010002002	22-12-2025	Normal	924477	924209	0	268

					(B) Physic	cal Stock(Stock	k in Tank)					
Product	Stock As On Last Inspection(A)	Receipts Since Last Inspection(B)	Shrinkage	Total Stock C=A+B	Actual Stock As Per DIP(D)	Total Sales As Per DIP E=C-D	Sales As Per DU Meter Reading	Variation	Tank Variation Allowance(+/-	Evaporation Loss Allowance(-)	Permissible Variation	Variation Within Limit
HSD	6416	92000	0.0	98416	8292.0	90124	90144	20	331.68	218.1	331.68	YES
MS	3772	65000	0.0	68772	3950.0	64822	64390	-432	158.0	482.92	-640.92	YES
XG	3316	14000	0.0	17316	9282.0	8034	7811	-223	371.28	19.53	-390.81	YES

						(C) Stock	k Reconciliat	tion (Auto	omation) - V	alidation						
Data reque				Automotio		-28 12:21 ble between f	mom and to		Data requ					25-06-13 15:		
Automatio	n Status:			Automauo		tes	rom and to		Rem	агкѕ			physic	cal stock ma	teneu	
Automatio	n data availal	ble from:			2025-04-2	8 23:58:12		A	utomation da	ta available ti	11:		2025	5-06-12 23:58	8:11	
Product	Stock in Litre as on previous date	Receipts	Total Stock	Net Product in Litres as on Date	Total Sales as per Dip	Net Totalizer Sales as oer DU meter reading	Net transaction sales as per Automation	Testing Qty	Variation as per totalizer sales	Variation as per transaction sales	Tank Behaviour Allowance	Evaporation Allowance		Variation within limit as per totalizer?	Variation within limit as per transaction	Remarks
HS	5180.12	74000.0	79180.12	10373.2	68806.92	-38086.41	77575.89	105.4	-106893.33	8768.97	414.92	193.07	414.92	No	No	physical stock matched
MS	2852.12	50000.0	52852.12	4716.76	48135.36	188785.13	50248.59	75.0	140649.77	2113.23	188.67	377.42	188.67	No	No	physical stock matched
XG	3246.36	4000.0	7246.36	9300.78	-2054.42	7970.92	7455.42	4.89	10025.34	9509.84	372.03	0.0	372.03	No	No	physical stock

matched

	(D) Comparison of Manual and	Automation Stock reconciliation		
Product	Parameter fig in ltrs	Manual Data	Automation Data	Diff	Reasons for Variation
HSD	A. Opening Stock	6416.0	5180.12	1235.88	physical stock matched
HSD	B. Receipts	92000.0	74000.0	18000.0	physical stock matched
HSD	C. Closing Stock	8292.0	10373.2	-2081.2	physical stock matched
HSD	D. Totalizer Sales	90144.0	-38086.41	128230.41	physical stock matched
HSD	E. Testing Quantity	690.0	105.4	584.6	physical stock matched
MS	A. Opening Stock	3772.0	2852.12	919.88	physical stock matched
MS	B. Receipts	65000.0	50000.0	15000.0	physical stock matched
MS	C. Closing Stock	3950.0	4716.76	-766.76	physical stock matched
MS	D. Totalizer Sales	64390.0	188785.13	-124395.13	physical stock matched
MS	E. Testing Quantity	935.0	75.0	860.0	physical stock matched
XG	A. Opening Stock	3316.0	3246.36	69.64	physical stock matched
XG	B. Receipts	14000.0	4000.0	10000.0	physical stock matched
XG	C. Closing Stock	9282.0	9300.78	-18.78	physical stock matched
XG	D. Totalizer Sales	7811.0	7970.92	-159.92	physical stock matched
XG	E. Testing Quantity	170.0	4.89	165.11	physical stock matched

				PES	O CONFIRMAT	ION				
PESO Lic No	Validity Date	PESO License Document Availibility	PESO Approved Drawing Availibility	PESO Lic Valid As on Date	Total Tankages available at RO For Class 'A' Product(KL)	PESO License Qty Class A Products(KL)	Class A Tankage within Qty Product(KL)	Total Tankages available at RO For Class 'B' Product(KL)	PESO License Qty Class B Products(KL)	Class B Tankage within Qty
P/WC/GJ/14/576(P'.	31-Dec-2032	Not Uploaded	Not Uploaded	Yes	MS:20	15	No	HSD:20,XG:20	40	Yes
Whether above deta	nils are correct?							N	бо	
Incase of disagreem tankage data update	,		re mismatch is obser	ved in the approved	l PESO license/draw	ing w.r.t the		N	Го	

Remarks

GVR-DU INDIA

mismatch in physical capacity and Peso capacity

	Details of Subsidy Availed	
Subsidy	Year(AVL)	Amount(Rs)
Solarization Facility- 2018	2022-2023	257000.0
Calibration(MAINTENANCE)	2021-2022	1900.0
Calibration(ANNUAL)	2021-2022	6400.0
Calibration(MAINTENANCE)	2021-2022	3400.0
Calibration(INSTALLATION)	2021-2022	3400.0

Upkeep and Maintenance of Equipment				
Dispensing Pump	Previous Inspection	Current Inspection	Remarks	
All DUs in working condition?	Yes	YES except DU NO -1 - one du not wokring	one du not wokring	
All nozzles are in working order?	No	YES		
Correct Branding done on DU Panels?	Yes	YES		
DU Painting not required as of now?	Yes	YES		
DU adequate for peak hour demand?	Yes	YES		
Is Built-In Printer working and print outs being handed over to customers?	Yes	YES		
Message regarding zeroing of pump meter displayed on DUs?	Yes	YES		
No Visual leak in DU observed?	Yes	YES		
No replacements of DUs required?	Yes	YES		
Adequate Number of Customer Attendents provided in shift				

	Sig	nage	
Signage	Mo	nolith	
Inspection Parameter	Previous Inspection	Current Inspection	Remarks
Spreaders available?	GOOD	GOOD	No Remarks
High Mast Signage available?	GOOD	GOOD	No Remarks
Signage- Visibility	GOOD	GOOD	No Remarks
Signage- Condition	GOOD	Not Updated/ Available	broken
Facility Signage available?	GOOD	GOOD	No Remarks

Sales Room				
Inspection Parameter	Previous Inspection	Current Inspection	Remarks	
Sales Building Painting Required?	Yes	No	No Remarks	
Sales Building Repairs Required?	No	No	No Remarks	
Display of Lubes in Sales Building	GOOD	GOOD	No Remarks	
Cleanliness of Sales Building	GOOD	GOOD	No Remarks	

RO Painting last done on 01-03-2021

Lighting				
Lighting	Previous Inspection	Current Inspection	Remarks	
Sales Room	GOOD	GOOD	No Remarks	
Yard Lighting	GOOD	GOOD	No Remarks	
Pump Island	GOOD	GOOD	No Remarks	
Monolith	GOOD	NOT GOOD	broken	
High-Mast	Not Updated/ Available	GOOD	No Remarks	
Under cannopy Lights	GOOD	GOOD	No Remarks	

Driveway/Canopy				
Driveway/Canopy	Previous Inspection	Current Inspection	Remarks	
Condition of Driveway	GOOD	GOOD	No Remarks	
Driveway Repairs required	No	No	No Remarks	
Canopy - Condition	GOOD	GOOD	No Remarks	
Canopy facia - Condition	GOOD	GOOD	No Remarks	
Type of Driveway		Drive Way Paver		
Canopy Available		Yes		
Canopy facia Available		Yes		

Pump Island					
Inspection Parameter	Previous Inspection	Current Inspection	Remarks		
Display of Lubes at pump island	No	Yes	No Remarks		
Pump Island General Appearance	GOOD	GOOD	No Remarks		
Pump Island Tiling/Granite Condition	GOOD	GOOD	No Remarks		
DU last painted on		10-02-2025			

Tank Farm					
Tank Farm	Previous Inspection	Current Inspection	Remarks		
Tank farm area free from oil spillage & kept clean?	Yes	Yes	у		
Tank Farm free from dry grass?	Yes	Yes	у		
Chain-link fencing/kerb wall availabllity and condition for Tank Farm area ?	GOOD	GOOD			
Check List for TT decantation maintained and followed.	Yes	Yes			
Camlock couplings available for unloading		No			

		Sarety		
Inspection Parameter	No Of Equipment	Previous Inspection	Current Inspection	Remarks
No. of 4.5 KG ISI Marked CO2 FEs	2	GOOD	GOOD	No Remarks
No. of 9 Ltr Sand bucket with lids	12	NOT GOOD	GOOD	No Remarks
No. of 10 KG ISI Marked DCP Fire Extinguishers	8	GOOD	GOOD	No Remarks
No. of Earth Pits	2	NOT GOOD	GOOD	No Remarks
No. of Camlock Coupling	3	GOOD	GOOD	No Remarks
No. of Emergency Shutdown Switch (ESD) provided at PDP	1	GOOD	GOOD	No Remarks
No. of Emergency Shutdown Switch (ESD) provided in/on Sales Building	1	NOT GOOD	GOOD	No Remarks

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Inspection Parameter	Previous Inspection	Current Inspection	Remarks
Whether Solar System found operational during the visit	Yes	Yes	No Remarks
Average monthly units generation (Nos) since last inspection	1200	1000	No Remarks
Average Monthly Saving in electricity bill after solarisation (in Rs) since last inspection	11000	10000	No Remarks
Safe practices being adopted for cleaning of Solar panels.	Yes	Yes	No Remarks
Proper placement and upkeep of batteries, Inverter in electric room etc	Yes	Yes	No Remarks

Misc Facilities

Tubewell available? Yes GOOD GOOD No Remarks Water cooler available? Yes GOOD GOOD No Remarks Perphery protection available? Coregonal Wall GOOD GOOD No Remarks RO Comussivity BroadBand GOOD GOOD No Remarks Well laid out Approaches with kerby schemes of IrOC standard colour schemes. Yes GOOD GOOD No Remarks Lighting as per Minimum Lighting stoper Minimum Lighting stoper with Beautene absorbing plants? Yes GOOD GOOD No Remarks Complaint and Staggestion books resimilated as RC and Dealer screenistized Yes GOOD GOOD No Remarks CIV Yes Yes GOOD GOOD No Remarks Subbilizer Yes NO	Inspection Parameter	Make-Model [If Applicable]	Availability	Previous Inspection	Current Inspection	Remarks
Periphery protection available? Compound Wall GOOD GOOD No Remarks	Tubewell available?		Yes	GOOD	GOOD	No Remarks
RC Connectivity Well laid out Approaches with kerb stones of IOC standard colour scheme. Lighting as per Minimum Lighting Sandards Per Sanda	Water cooler available?		Yes	GOOD	GOOD	No Remarks
Well laid out Approaches with kerb sones of IOC standard colour selection. Yes GOOD GOOD GOOD NO Remarks and Lighting sper Minimum Lighting Standards Stand	Periphery protection available?		Compound Wall	GOOD	GOOD	No Remarks
stones of ICC standard colour scheme. Lighting as per Minimum Lighting Search	RO Connectivity		BroadBand	GOOD	GOOD	No Remarks
Standards ' Greenery with Benzene absorbing plants?' Complaint and Suggestion book available at RO and Dealer sensitized Potable Water Available? ' Yes ' Rot Updated/ Available ' Not Updated/ Available CCTV - Potable Water Available? ' Yes ' GOOD ' GOOD ' No Remarks Stabilizer - Yes ' GOOD ' GOOD ' No Remarks Stabilizer - Potable ' Perfect Techno Solutions-PT-702D ' Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks Digital Air Gauge ' GVR- Yes ' NOT GOOD ' GOOD ' No Remarks	stones of IOC standard colour		Yes	NOT GOOD	GOOD	No Remarks
Plants? Complaint and Suggestion book available at RO and Dealer sensitized Pouble Water Available? Yes Not Updated' Available Not Updated' Available CCTV - Yes GOOD GOOD No Remarks Stabilizer - Yes GOOD GOOD No Remarks Stabilizer - Yes GOOD GOOD No Remarks Air-compressor - Yes GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks			Yes	GOOD	GOOD	No Remarks
Available at RO and Dealer sensitized Potable Water Available? Yes Not Updated/ Available Not Updated/ Available CCTV - Potable Water Available? Yes GOOD GOOD Not Remarks Stabilizer - Yes GOOD GOOD Not Remarks Stabilizer - Yes GOOD GOOD Not Remarks Air-compressor - Yes GOOD GOOD Not Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD Not Remarks			Yes	GOOD	GOOD	No Remarks
CCTV - Yes GOOD GOOD No Remarks Stabilizer - Yes GOOD GOOD No Remarks Air-compressor - Yes GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks	avaialble at RO and Dealer		Yes	GOOD	GOOD	No Remarks
Stabilizer - Yes GOOD GOOD No Remarks Air-compressor - Yes GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks	Potable Water Available?		Yes	Not Updated/ Available	Not Updated/ Available	
Air-compressor - Yes GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks	CCTV	-	Yes	GOOD	GOOD	No Remarks
Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks	Stabilizer	-	Yes	GOOD	GOOD	No Remarks
Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks						
Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks	Air-compressor	-	Yes	GOOD	GOOD	No Remarks
Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks	<u>-</u>					
Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks	Digital Air Gauge	GVR-	Yes	NOT GOOD	GOOD	No Remarks
Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks Digital Air Gauge GOOD No Remarks	Digital Air Gauge Digital Air Gauge	GVR- Perfect Techno Solutions-PT-702D	Yes	NOT GOOD	GOOD GOOD	No Remarks
Digital Air Gauge GVR- Yes NOT GOOD GOOD No Remarks	Digital Air Gauge Digital Air Gauge Digital Air Gauge	GVR- Perfect Techno Solutions-PT-702D GVR-	Yes Yes Yes	NOT GOOD NOT GOOD	GOOD GOOD	No Remarks No Remarks
	Digital Air Gauge Digital Air Gauge Digital Air Gauge Digital Air Gauge	GVR- Perfect Techno Solutions-PT-702D GVR- Perfect Techno Solutions-PT-702D	Yes Yes Yes Yes	NOT GOOD NOT GOOD NOT GOOD	GOOD GOOD GOOD	No Remarks No Remarks No Remarks No Remarks
Digital Air Gauge Perfect Techno Solutions-PT-702D Yes NOT GOOD GOOD No Remarks	Digital Air Gauge	GVR- Perfect Techno Solutions-PT-702D GVR- Perfect Techno Solutions-PT-702D GVR-	Yes Yes Yes Yes Yes Yes	NOT GOOD NOT GOOD NOT GOOD NOT GOOD	GOOD GOOD GOOD GOOD	No Remarks No Remarks No Remarks No Remarks No Remarks
	Digital Air Gauge	GVR- Perfect Techno Solutions-PT-702D GVR- Perfect Techno Solutions-PT-702D GVR- Perfect Techno Solutions-PT-702D	Yes Yes Yes Yes Yes Yes Yes	NOT GOOD NOT GOOD NOT GOOD NOT GOOD NOT GOOD	GOOD GOOD GOOD GOOD GOOD	No Remarks No Remarks No Remarks No Remarks No Remarks No Remarks

MDG

		Remarks
Copy of MDG available at RO, is understood and being followed by dealer	Yes	
Procedure for handling product being followed by dealer?	Yes	

Prices(RSP) Displayed and charged Correctly

Product	Price	Correctly charged
HSD-BSVI	90.6	Yes
HSD-XG-BSVI	94.29	Yes
MS-BSVI	94.93	Yes

Pricing

Item	Value	Photograph	Reason	eCTS complaint ID
RSP checked as on date of Inspection has been found to be implemented correctly?	Yes	Not Applicable	у	Not Applicable

Taken print of price log change for Yes attaching with the inspection report?



Inspection of Other facilities

Inspection Parameter	Previous Inspection	Current Inspection	Remarks
Free Air-service provided?	Yes	Yes	
Free Radiator water provided?	Yes	Yes	
Working Hours Board displayed?	Yes	Yes	
Tel Nos of concerned IOC Officer displayed?	Yes	Yes	
Poster for checking adulteration of MS displayed?	Yes	Yes	
Complaint & Suggestion Book available?	Yes	Yes	
Density register maintained by dealer?	Yes	Yes	
Water dip record maintained by dealer?	Yes	Yes	
First-Aid Box available?	Yes	Yes	
Filter paper available?	Yes	Yes	
Calibrated 5-litre measure available?	Yes	Yes	
Inspection file maintained?	Yes	Yes	
Explosive Rules displayed?	Yes	Yes	
CCE Approved lay-out drawings of RO available and displayed?	Yes	Yes	
No Smoking board displayed?	Yes	Yes	
Tel Nos of Fire Brigade, Police, Ambulance displayed?	Yes	Yes	
No unauthorised work being carried out at RO without proper approvals?	Yes	Yes	
Explosive licence renewed?	Yes	Yes	
Tank farm area free from oil spillage & kept clean?	Yes	Yes	у
Tank Farm free from dry grass?	Yes	Yes	у
Chain-link fencing/kerb wall availabllity and condition for Tank Farm area ?	GOOD	GOOD	
All Customer Attendants in Uniform as per policy?	Yes	Yes	
Any training on Product Handling / Customer Management imparted to Customer Attendants in last one year?	Yes	Yes	
Training imparted to Customer Attendants on safety aspects during this visit?	Yes	Yes	
Check List for TT decantation maintained and followed.	Yes	Yes	
Copy of MDG available at RO, is understood and being followed by dealer	Yes	Yes	
Procedure for handling product being followed by dealer?	Yes	Yes	
Clean Drinking Water available?	Yes	Yes	

Clean Toilet available?	Yes	Yes	
General Housekeeping of the RO (Sales Room/Driveway/Pump Island) is Good?	GOOD	GOOD	
Telephone facility available?	Yes	Yes	
Retail Selling License (RSL) of the RO available? (If yes mention date of validity, no mention the reason in remarks)	Yes	Yes	

Pump Delivery						
Product	Make	DU SL.NO	Weights and Measures Seal Intact	Totaliser Seal Intact	Delivery	Remarks
HSD DU-5 NZL-6	GILBARCO	201605001003	Yes	Yes	Could not be checked	stamping not done, maintenance issue
HSD DU-5 NZL-9	GILBARCO	201605001003	Yes	Yes	Could not be checked	Maintenance issue ,stamping not done
HSD DU-5 NZL-18	GILBARCO	201605001003	Yes	Yes	Correct	у
HSD DU-5 NZL-19	GILBARCO	201605001003	Yes	Yes	Correct	
MS DU-6 NZL-12	GILBARCO	201605001326	Yes	Yes	Could not be checked	Maintenance issue ,stamping not done
MS DU-6 NZL-13	GILBARCO	201605001326	Yes	Yes	Could not be checked	stamping not done, maintenance issue
MS DU-6 NZL-16	GILBARCO	201605001326	Yes	Yes	Could not be checked	Du has maintenance issue ,not working
MS DU-6 NZL-17	GILBARCO	201605001326	Yes	Yes	Could not be checked	Du has maintenance issue ,not working
XG DU-8 NZL-22	GILBARCO	202107001384	Yes	Yes	Correct	
HSD DU-8 NZL-23	GILBARCO	202107001384	Yes	Yes	Correct	
MS DU-8 NZL-23	GILBARCO	202107001384	Yes	Yes	Correct	
MS DU-9 NZL-24	GILBARCO	202010002002	Yes	Yes	Correct	
HSD DU-9 NZL-25	GILBARCO	202010002002	Yes	Yes	Correct	

Troppostion of Workerson				
Inspection of Washroom				
Inspection Parameter	Last Inspection	Current Inspection	Remarks	
Water available at RO forecourt/premises	Yes	Yes		
Toilet Cleaned Daily	Yes	Yes		
Proper Lighting is Available in Toilet	Yes	Yes		
Flush(Wherever provided in Toilet)working properly	Yes	Yes		
Water is Available in Toilet.	Yes	Yes		
Latch on the toilet door Available/working	Yes	Yes		
Toilet Signage is available	Yes	Yes		
Toilet Maintenance Record sheet maintained and displayed	Yes	Yes		
Separate Toilet Facility for Ladies & Gents Available	Yes	Yes		
Toilet Maintenance Protocol prominently displayed near Toilet	Yes	Yes		
Toilets in Clean Condition	Yes	Yes		
Swachhta App Poster Displayed	Yes	Yes		
Is "Darpan" QR code near the toilet displayed for feedback?	Yes	Yes		
Are toilet facilities accessible to all customers and transit travelers at all times and are adhering to all safety protocols?	Yes	Yes		
General Comments	Not Available	У		

Overall Rating Excellent

Customer Service Standard

Inspection Parameter Parameter Parameter Value Remarks

Yes

Is minimum standard of customer service being maintained by dealer?

Report on Quality Check of MS/HSD

Product	Filter Paper Check conducted	Density @15°C as ascertained at the time of Inspection	Density @15°C as per Dealer's Record	Is variation outside permissible limits?	Samples drawn(if Density variation is beyond permissible limits)
XG	NA	831.1	830.6	No	
MS	Yes	755.9	757.4	No	
HSD	NA	828.1	827.6	No	

Report on Furfural Check:

Not applicable

Details of Action taken on points of previous Inspection Report

Action Point Details of Action Taken

Data Not Available

Details of Pending Action Points

Action Point	Action Taken
Data being transferred through VSATNot Available	Referred Not Updated
Dispensing Unit ObservationsNo	Referred Not Updated
Interlocks enabled for NPNDNo	Referred Not Updated
MonolithNOT GOOD	Referred Not Updated
Upkeep of VSAT DISH/UPS installation etcNot Available	Referred Not Updated
Action Taken As per MDG	No

Automation (Applicable for Automated ROs)

Inspection Parameter	Previous Inspection	Current Inspection	Remarks
Interlocks enabled for Testing	Yes	Yes	
Interlocks enabled for ATG	Yes	Yes	
Interlocks enabled for NPND	No	No	not activated from backend
Interlocks enabled for TT Receipts	Yes	Yes	
Data being Transfered to CMS daily since last inspection	Yes	Yes	
All Dus/Tanks Integrated with Automation	Yes	Yes	
Whether any component of automation system is made dysfunctional partly or fully without authorization	No	No	
Whether ATG is switched off / Non-operational without authorization	No	No	
Operating automated RO in Manual Mode without authorization	No	No	
Data being transferred through VSAT	Yes	Not Available	rheough delaer connectivity
Upkeep of VSAT DISH/UPS installation etc	Good	Not Available	new commissioning in TA

DU logs Rev	view
DU logs Ke	view

Inspection Parameter	Previous Inspection	Current Inspection	Remarks
Calibration K Factor DU logs reviewed and any abnormalities Observed?	No	No	No Remarks
OTP Usage DU logs reviewed, and any abnormalities	No	No	No Remarks

Observed?			
Hardware change DU logs reviewed and any abnormalities Observed?	No	No	No Remarks
Firmware Change DU logs reviewed, and any abnormalities Observed?	No	No	No Remarks
Error DU logs reviewed, and any abnormalities Observed?	No	No	No Remarks

Manual Operations

Instance Number: 1

Instance Details

Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-6-NZL16	10-Aug-2023 to 13-Jun-2025	

Manual Mode Approvals for device during the period

Request ID	Approval from	Approval Till

No manual mode approval instance found for this device during the period

Complaints registered for device during the period

19900 DECTS 0.494203118011 321111 DOCTS 0.49420314002 192340 DOCTS 0.1012021181612 192340 DOCTS 0.101202181616 192340 DOCTS 0.101202181610 192340 DOCTS 0.101202181610 192341 DOCTS 0.40120117022 192450 DOCTS 0.40120117021 192450 DOCTS 0.40120117021 192450 DOCTS 0.1120118021 192450 DOCTS 0.1120118021	Complaint ID	Channel	Complaint Date
33972419 DECTS 25.10.0023 12.98.41 32572412 DUCTS 10.12.2023 18.41.52 32572446 DUCTS 10.12.2023 18.41.01 50.8307 DUCTS 10.40.2023 18.41.02 5355234 DUCTS 10.40.2023 11.23.03 374,845 DUCTS 10.40.2024 11.23.03 374,845 DUCTS 10.40.2024 11.23.03 374,845 DUCTS 10.40.2024 11.23.03 374,845 DUCTS 10.40.2024 14.90.43 374,845 DUCTS 10.40.2024 14.90.43 374,845 DUCTS 10.40.2024 14.90.43 3802,940 DUCTS 10.40.2024 14.90.43 444,803 DUCTS 10.40.2024 14.90.43 412,807 DUCTS 10.40.2024 14.90.43 412,807 DUCTS 10.40.2024 14.90.43 410,803 DUCTS 10.40.2024 14.90.43 410,904 DUCTS 10.40.2024 14.90.44 417,904 DUCTS 10.41.2024 18.40.22 427,904 DUCTS 10.41.2024 18.90.22 427,905 DUCTS	3193001	DUCTS	10-08-2023 10:30:11
35274-12 DECTS 10.12-2021 884152 35274-16 DECTS 10.12-2021 884110 352807 DECTS 24-0-2021 719-025 365903 DECTS 04-0-2024 11-22-03 374816 DECTS 04-0-2024 11-22-03 3748435 DECTS 10-0-2024 10-16-03 379161 DECTS 24-0-2021 10-16-03 3802-50 DECTS 38-0-2021 10-16-03 464023 DECTS 38-0-2021 10-16-03 4671264 DECTS 38-0-2021 10-16-03 4671264 DECTS 38-0-2021 10-16-03 4671264 DECTS 49-7-2024 10-16-03 4671264 DECTS 49-7-2024 11-16-13 4671264 DECTS 49-7-2024 11-16-13 4671264 DECTS 14-8-2024 11-17-14-11 4771064 DECTS 69-1-2024 18-19-12 4771064 DECTS 69-1-2024 18-19-12 4771064 DECTS 69-1-2024 18-19-12 4871064 DECTS 69-1-2024 18-19-12 4871065 DECTS 69-1-2024 10-15-12 <td>3245111</td> <td>DUCTS</td> <td>01-09-2023 16:03:20</td>	3245111	DUCTS	01-09-2023 16:03:20
10.0000 10.0	3397419	DUCTS	25-10-2023 12:58:43
368507 DUCTS 24-01-2041 (19-05 365504 DUCTS 01-02-2001 (19-05) 3745816 DUCTS 08-03-2034 (19-33) 3744457 DUCTS 10-03-004 (17-25-35) 375116 DUCTS 10-03-2034 (10-03) 4047407 DUCTS 04-03-2034 (10-03) 4047407 DUCTS 04-07-2034 (19-35) 407396 DUCTS 08-07-2034 (95-59) 4123267 DUCTS 08-07-2034 (95-59) 4123268 DUCTS 04-07-2034 (19-13) 416088 DUCTS 04-07-2034 (19-13) 416088 DUCTS 04-07-2034 (19-13) 420901 DUCTS 04-07-2034 (19-13) 427103 DUCTS 04-11-2034 (18-92) 427104 DUCTS 04-11-2034 (18-92) 428109 DUCTS 04-11-2034 (18-92) 428109 DUCTS 04-11-2034 (18-92) 428109 DUCTS 04-11-2034 (18-92) 488109 DUCTS 04-12-2034 (18-92) 488109 DUCTS 04-03-2034 (18-92) <td>3527442</td> <td>DUCTS</td> <td>10-12-2023 18:41:52</td>	3527442	DUCTS	10-12-2023 18:41:52
3655024 DUCTS 01-02-2024 11-23-20 3745816 DUCTS 01-02-2024 11-23-32 376815 DUCTS 10-03-2024 17-25-33 3758161 DUCTS 12-02-2024 14-50-44 38025-9 DUCTS 24-02-2024 14-50-44 4047233 DUCTS 24-07-2024 17-52-26 405236 DUCTS 04-07-2024 17-32-26 477386 DUCTS 24-07-2024 11-34-11 4160185 DUCTS 24-07-2024 11-34-11 4160286 DUCTS 25-88-2024 14-01-22 4160387 DUCTS 36-88-2024 11-90-13 4205071 DUCTS 36-88-2024 11-90-13 4471034 DUCTS 36-88-2024 11-90-13 4471036 DUCTS 31-12-2024 18-90-24 4471039 DUCTS 31-12-2024 18-91-24 448329 DUCTS 31-12-2024 18-91-24 488389S DUCTS 31-12-2024 18-91-24 500674 DUCTS 31-02-2025 12-30-4 501074 DUCTS 10-05-2025 81-30-4 501074 DUCTS 13-08-20	3527446	DUCTS	10-12-2023 18:44:10
5748416 DUCTS 0-0-52024 11-25-32 3744455 DUCTS 10-03-2024 12-25-35 3752161 DUCTS 12-03-2024 14-50-43 3802519 DUCTS 0-0-1-02-11-14-30-3 404523 DUCTS 28-06-2024 13-16-29 4067264 DUCTS 0-0-17-20-24 11-5-31-3 4073906 DUCTS 0-0-07-20-24 11-5-31-3 416085 DUCTS 0-0-20-24 11-5-31-3 416086 DUCTS 0-0-20-24 11-5-31-3 416087 DUCTS 0-0-20-24 11-5-13-3 420071 DUCTS 0-0-20-24 11-5-13-3 4471034 DUCTS 0-3-11-20-24 18-9-27 4471034 DUCTS 0-3-11-20-24 18-9-27 4471034 DUCTS 0-3-11-20-24 18-9-27 4471039 DUCTS 0-3-11-20-24 18-5-05 456452 DUCTS 0-3-11-20-14 18-5-05 488305 DUCTS 0-3-12-20-44 10-5-25 488306 DUCTS 0-5-02-20-44-3-23 50074 DUCTS 0-5-02-20-31-31-20-4 50078 DUCTS 0	3638307	DUCTS	24-01-2024 17:19:25
37/84/55 DUCTS 10-03-2004 17:25:35 375/161 DUCTS 12-03-2004 14:50-43 3802549 DUCTS 04-04-2004 10:43:03 4045023 DUCTS 28-05-2024 13:16:29 4063263 DUCTS 04-07-2024 17:32:26 4073906 DUCTS 08-07-2024 07:55:59 4128267 DUCTS 24-07-2024 11:54:31 410085 DUCTS 02-08-2024 14:01:22 4162803 DUCTS 03-08-2024 11:01:5 4205071 DUCTS 03-08-2024 11:01:5 4471034 DUCTS 03-11-2024 18:00:6 4471036 DUCTS 03-11-2024 18:00:6 4471039 DUCTS 03-11-2024 18:01:9 4471039 DUCTS 03-11-2024 18:01:9 4885095 DUCTS 03-11-2024 18:01:9 499819 DUCTS 05-65-2025 12:02:4 5001074 DUCTS 10-05-2025 08:35:47 5001074 DUCTS 10-05-2025 08:35:47 5001074 DUCTS 15-05-2025 12:02:44 5001074 DUCTS 15-05-20	3655024	DUCTS	01-02-2024 11:32:05
3754161 DUCTS 12-08-2024 14-50-43 3802549 DUCTS 04-04-2024 10-43-03 4043623 DUCTS 28-06-2024 13-16-29 4063263 DUCTS 04-07-2024 17-32-26 4073966 DUCTS 08-07-2024 09-55-39 4128267 DUCTS 24-07-2024 11-54-31 4160188 DUCTS 0-08-2024 11-61-12 420071 DUCTS 0-08-2024 11-01-15 420071 DUCTS 0-08-2024 11-01-15 4471034 DUCTS 0-11-2024 18-50-05 4471039 DUCTS 0-11-2024 18-51-06 4471039 DUCTS 0-11-2024 18-51-06 4485695 DUCTS 0-11-2024 18-51-08 499819 DUCTS 0-02-2024 10-57-25 499819 DUCTS 0-05-2025 13-10-23 500074 DUCTS 0-05-2025 13-10-23 5001435 DUCTS 0-05-2025 12-24-1 500164 DUCTS 0-05-2025 12-24-1 5001674 DUCTS 0-05-2025 10-24-1 5001675 0-05-2025 10-24-1	3745816	DUCTS	09-03-2024 11:23:32
5802549 DUCTS 464-0204 104-34/3 4043623 DUCTS 28-06-0204 13-16-29 4063263 DUCTS 04-07-0204 17-32-26 4073966 DUCTS 08-07-0204 09-55-99 4128267 DUCTS 24-07-0204 11-54-31 4160188 DUCTS 02-08-0204 14-01-22 4162863 DUCTS 03-08-0204 11-01-22 4203071 DUCTS 03-08-0204 11-01-12 4471034 DUCTS 03-11-0204 18-9-27 4471039 DUCTS 03-11-0204 18-9-07 4563452 DUCTS 03-11-0204 18-9-08 4883695 DUCTS 03-12-0204 10-57-25 4883695 DUCTS 03-12-0204 10-57-25 4883695 DUCTS 03-08-0203 13-10-22 499819 DUCTS 03-08-0203 13-10-22 490819 DUCTS 07-08-0205 18-30-4 500232 08-08-0205 18-20-12 501034 08-08-0205 18-20-12 4010452 08-08-0205 18-20-12 4010452 08-08-0205 18-20-12 4010452 08-08-020-02-02-02 </td <td>3748455</td> <td>DUCTS</td> <td>10-03-2024 17:25:35</td>	3748455	DUCTS	10-03-2024 17:25:35
404623 DUCTS 28-06-2024 13-16-29 4063263 DUCTS 04-07-2024 17-32-26 4073966 DUCTS 08-07-2024 09-55-59 4128267 DUCTS 24-07-2024 11-54-31 4160185 DUCTS 02-08-2024 14-01-22 4203071 DUCTS 03-08-2024 11-00-15 4471034 DUCTS 03-11-2024 18-92.7 4471039 DUCTS 03-11-2024 18-90.5 4883095 DUCTS 03-11-2024 18-51.04 4987895 DUCTS 03-12-2024 10-571.2 4987895 DUCTS 07-05-2025 13-10.23 4996819 DUCTS 07-05-2025 18-10.23 5001074 DUCTS 10-05-2025 08-35-47 502335 DUCTS 10-05-2025 08-35-47 502335 DUCTS 28-01-2024 48-31-12 2401045221 eRACTS 28-01-2024 04-31-23 2401027-148 eRACTS 26-01-2024 04-31-28 2402273626 eRACTS 68-02-2024 12-08-17	3754161	DUCTS	12-03-2024 14:50:43
4063263 DUCTS 0407-2024 17-3226 4073966 DUCTS 0807-2024 09:55:59 4128267 DUCTS 24-07-2024 11-54:31 4160185 DUCTS 02-08-2024 14-01:22 4162863 DUCTS 03-08-2024 11-40:15 4203071 DUCTS 03-11-2024 18-90:27 4471034 DUCTS 03-11-2024 18-90:05 4471039 DUCTS 03-11-2024 18-50:05 4483695 DUCTS 03-12-2024 10:77:25 4883695 DUCTS 05-02-2025 13:10:23 4996819 DUCTS 05-02-2025 13:10:23 4996819 DUCTS 05-02-2025 15:20:44 5001074 DUCTS 15-05-2025 15:20:44 5001074 DUCTS 15-05-2025 15:20:44 5001074 DUCTS 15-05-2025 15:20:44 5001074 DUCTS 15-05-2025 15:20:44 5001074 PUCTS 26-01-2024 04:30:24 5001074 PUCTS 26-01-2024 04:30:24 5001074 PUCTS 26-01-2024 04:30:24 5001074 PUCTS 26	3802549	DUCTS	04-04-2024 10:43:03
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4128267 DUCTS 24-07-2024 11:54:31 4160185 DUCTS 02-08-2024 14:01:22 4162863 DUCTS 03-08-2024 11:40:15 4203071 DUCTS 14-08-2024 14:47:34 4471034 DUCTS 03-11-2024 18:49:27 4471036 DUCTS 03-11-2024 18:50:05 4471039 DUCTS 03-12-2024 10:57:25 4883695 DUCTS 31-03-2025 17:19:24 4987895 DUCTS 05-05-2025 13:10:23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5024335 DUCTS 15-05-2025 12:54:12 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 05-02-2024 12:08:17	4063263	DUCTS	04-07-2024 17:32:26
4160185 DUCTS 02-08-2024 14-01:22 4162863 DUCTS 03-08-2024 11-40:15 4203071 DUCTS 14-08-2024 14-47:34 4471034 DUCTS 03-11-2024 18-49:27 4471036 DUCTS 03-11-2024 18-50:05 4471039 DUCTS 03-12-2024 10-57:25 4883695 DUCTS 03-12-2024 10-57:25 4987895 DUCTS 05-05-2025 13:10:23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 10:54:12 5024335 DUCTS 15-05-2025 12:54:12 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 05-02-2024 12:08:17	4073966	DUCTS	08-07-2024 09:55:59
4162863 DUCTS 03-08-2024 11:40:15 4203071 DUCTS 14-08-2024 14:47:34 4471034 DUCTS 03-11-2024 18:49:27 4471036 DUCTS 03-11-2024 18:50:05 4471039 DUCTS 03-12-2024 10:57:25 4883695 DUCTS 03-12-2024 10:57:25 4987895 DUCTS 03-03-2025 17:19:24 4996819 DUCTS 07-02-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5014335 DUCTS 15-05-2025 12:41:2 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 05-02-2024 10:34:23 2402273626 eRACTS 05-02-2024 12:08:17	4128267	DUCTS	24-07-2024 11:54:31
4203071 DUCTS 14-08-2024 14:47:34 4471034 DUCTS 03-11-2024 18:49:27 4471036 DUCTS 03-11-2024 18:50-05 4471039 DUCTS 03-11-2024 18:51:04 4563452 DUCTS 03-12-2024 10:57:25 4883695 DUCTS 31-03-2025 17:19-24 4987895 DUCTS 05-05-2025 13:10-23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5024335 DUCTS 15-05-2025 12:54:12 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 26-01-2024 04:34:23 2402273626 eRACTS 05-02-2024 12:08:17	4160185	DUCTS	02-08-2024 14:01:22
4471034 DUCTS 03-11-2024 18:49:27 4471036 DUCTS 03-11-2024 18:50:05 4471039 DUCTS 03-11-2024 18:51:04 4563452 DUCTS 03-12-2024 10:57:25 4883695 DUCTS 31-03-2025 17:19:24 4997895 DUCTS 05-05-2025 13:10:23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5024335 DUCTS 15-05-2025 12:54:12 2401045221 cRACTS 28-01-2024 04:32:43 2401267148 cRACTS 26-01-2024 04:34:23 2402273626 cRACTS 05-02-2024 12:08:17	4162863	DUCTS	03-08-2024 11:40:15
4471036 DUCTS 03-11-2024 18:50:05 4471039 DUCTS 03-11-2024 18:51:04 4563452 DUCTS 03-12-2024 10:57:25 4883695 DUCTS 31-03-2025 17:19:24 4987895 DUCTS 05-05-2025 13:10:23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5024335 DUCTS 15-05-2025 12:54:12 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 26-01-2024 04:34:23 2402273626 eRACTS 05-02-2024 12:08:17	4203071	DUCTS	14-08-2024 14:47:34
4471039DUCTS03-11-2024 18:51:044563452DUCTS03-12-2024 10:57:254883695DUCTS31-03-2025 17:19:244987895DUCTS05-05-2025 13:10:234996819DUCTS07-05-2025 15:20:445001074DUCTS10-05-2025 08:35:475024335DUCTS15-05-2025 12:54:122401045221eRACTS28-01-2024 04:32:432401267148eRACTS26-01-2024 04:34:232402273626eRACTS05-02-2024 12:08:17	4471034	DUCTS	03-11-2024 18:49:27
4563452 DUCTS 03-12-2024 10:57:25 4883695 DUCTS 31-03-2025 17:19:24 4987895 DUCTS 05-05-2025 13:10:23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5024335 DUCTS 15-05-2025 12:54:12 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 26-01-2024 04:34:23 2402273626 eRACTS 05-02-2024 12:08:17	4471036	DUCTS	03-11-2024 18:50:05
4883695 DUCTS 31-03-2025 17:19:24 4987895 DUCTS 05-05-2025 13:10:23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5024335 DUCTS 15-05-2025 12:54:12 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 26-01-2024 04:34:23 2402273626 eRACTS 05-02-2024 12:08:17	4471039	DUCTS	03-11-2024 18:51:04
4987895 DUCTS 05-05-2025 13:10:23 4996819 DUCTS 07-05-2025 15:20:44 5001074 DUCTS 10-05-2025 08:35:47 5024335 DUCTS 15-05-2025 12:54:12 2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 26-01-2024 04:34:23 2402273626 eRACTS 05-02-2024 12:08:17	4563452	DUCTS	03-12-2024 10:57:25
4996819DUCTS07-05-2025 15:20:445001074DUCTS10-05-2025 08:35:475024335DUCTS15-05-2025 12:54:122401045221eRACTS28-01-2024 04:32:432401267148eRACTS26-01-2024 04:34:232402273626eRACTS05-02-2024 12:08:17	4883695	DUCTS	31-03-2025 17:19:24
5001074DUCTS10-05-2025 08:35:475024335DUCTS15-05-2025 12:54:122401045221eRACTS28-01-2024 04:32:432401267148eRACTS26-01-2024 04:34:232402273626eRACTS05-02-2024 12:08:17	4987895	DUCTS	05-05-2025 13:10:23
5024335DUCTS15-05-2025 12:54:122401045221eRACTS28-01-2024 04:32:432401267148eRACTS26-01-2024 04:34:232402273626eRACTS05-02-2024 12:08:17	4996819	DUCTS	07-05-2025 15:20:44
2401045221 eRACTS 28-01-2024 04:32:43 2401267148 eRACTS 26-01-2024 04:34:23 2402273626 eRACTS 05-02-2024 12:08:17	5001074	DUCTS	10-05-2025 08:35:47
2401267148 eRACTS 26-01-2024 04:34:23 2402273626 eRACTS 05-02-2024 12:08:17	5024335	DUCTS	15-05-2025 12:54:12
2402273626 eRACTS 05-02-2024 12:08:17	2401045221	eRACTS	28-01-2024 04:32:43
	2401267148	eRACTS	26-01-2024 04:34:23
2402562274 eRACTS 01-02-2024 04:34:43	2402273626	eRACTS	05-02-2024 12:08:17
	2402562274	eRACTS	01-02-2024 04:34:43

Remarks entered against this instance

all lead is under closure

Instance Details

Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-6-NZL13	10-May-2025 to 13-Jun-2025	

Manual Mode Approvals for device during the period

Request ID	Approval from	Approval Till
No manual mode approval instance found for this device during the period		

Complaints registered for device during the period

Complaint ID	Channel	Complaint Date
5001074	DUCTS	10-05-2025 08:35:47
5024335	DUCTS	15-05-2025 12:54:12

Remarks entered against this instance all lead is under closure

Instance Number: 3

Instance Details

Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-9-NZL25	21-Feb-2025 to 13-May-2025	

Manual Mode Approvals for device during the period

Request ID	Approval from	Approval Till
No manual mode approval instance found for this device during the period		

$\ \, \textbf{Complaints registered for device during the period} \\$

Complaint ID	Channel	Complaint Date
4883701	DUCTS	31-03-2025 17:21:04
4987908	DUCTS	05-05-2025 13:17:44
5001080	DUCTS	10-05-2025 08:38:02
5001175	DUCTS	10-05-2025 09:19:39

Remarks entered against this instance all lead is under closure

<u>Instance Number: 4</u>

Instance Details

Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-8-NZL23	29-Apr-2025 to 14-May-2025	

Manual Mode Approvals for device during the period

Request ID	Approval from	Approval Till	

No manual mode approval instance found for this device during the period

Complaints registered for device during the period

Complaint ID	Channel	Complaint Date
4985792	DUCTS	04-05-2025 21:08:40
5020343	DUCTS	14-05-2025 16:55:11

Remarks entered against this instance all lead is under closure

Instance Number: 5

Instance Details

Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-8-NZL22	29-Apr-2025 to 20-May-2025	

Manual Mode Approvals for device during the period

Request ID	Approval from	Approval Till

No manual mode approval instance found for this device during the period

Complaints registered for device during the period

Complaint ID	Channel	Complaint Date
4985792	DUCTS	04-05-2025 21:08:40

Complaint ID		Char	nnel	Complain	nt Date
5020343		DUC	CTS	14-05-2025	16:55:11
Remarks entered against this insta	ance			all lead is under closure	
ustance Number: 6					
nstance Details					
Equipment Type	Device Number		Manual Operation Period		Volume Sold
DU	DU-6-NZL12		10-May-2025 to 11-May-2025		
Ianual Mode Approvals for device	e during the period				
Request ID		Approv	al from	Approva	al Till
No manual mode approval instance	found for this device during the period				
complaints registered for device du	aring the period				
Complaint ID		Char	nnel	Complain	nt Date
5001074		DUC	CTS	10-05-2025	08:35:47
Remarks entered against this insta	ance			all lead is under closure	
nstance Number: 7					
Equipment Type	Device Number		Manual Operation Period		Volume Sold
DU	DU-6-NZL17		10-May-2025 to 13-Jun-2025		volume Sold
Ianual Mode Approvals for device			10 Way 2025 to 15 Juli 2025		
	cutting the period	A	1.6		1 70.11
No manual mode approval instance	found for this device during the period	Approv	ai irom	Approva	AI 11II
Complaints registered for device du	iring the period	CI.			4 D 4
Complaint ID 5001074		Char		10-05-2025	
5024335		DUC		15-05-2025	
Remarks entered against this insta	ance			all lead is under closure	
nstance Number: 8					
nstance Details					
Equipment Type	Device Number		Manual Operation Period		Volume Sold
DU	DU-6-NZL12		11-May-2025 to 13-Jun-2025		
Ianual Mode Approvals for device	e during the period				
Request ID		Approv	al from	Approva	al Till
No manual mode approval instance	found for this device during the period				
Complaints registered for device du		Char		Complain	
No manual mode approval instance a complaints registered for device du Complaint ID 5024335		Char		Complain 15-05-2025	
Complaints registered for device du Complaint ID 5024335	uring the period				
complaints registered for device du Complaint ID 5024335	uring the period	DUC	CTS	15-05-2025	
omplaints registered for device du Complaint ID	uring the period		CTS	15-05-2025	
Complaint ID 5024335 Remarks entered against this insta	uring the period	DUC	CTS	15-05-2025	
Complaints registered for device du Complaint ID 5024335 Remarks entered against this insta	uring the period ance	COMPL	AINTS	all lead is under closure	12:54:12
Complaints registered for device du	ance Nature Of Complaint	COMPI Date of Complaint	AINTS Date Of Resolution	all lead is under closure Current Status	12:54:12 Remarks
Complaints registered for device du Complaint ID 5024335 Remarks entered against this insta Complaint Number 5001074 5020339	ance Nature Of Complaint eCTS	COMPI Date of Complaint 2025-05-10 08:35:47	Date Of Resolution 2025-05-19 17:56:34	all lead is under closure Current Status Closed	12:54:12 Remarks closed
Complaints registered for device du Complaint ID 5024335 Remarks entered against this insta Complaint Number 5001074	ance Nature Of Complaint eCTS eCTS	DUC COMPI Date of Complaint 2025-05-10 08:35:47 2025-05-14 16:54:06	Date Of Resolution 2025-05-19 17:56:34 2025-05-15 10:13:10	all lead is under closure Current Status Closed Closed	Remarks closed closed
Complaints registered for device du Complaint ID 5024335 Remarks entered against this insta Complaint Number 5001074 5020339 5001175	ance Nature Of Complaint eCTS eCTS eCTS	DUC COMPI Date of Complaint 2025-05-10 08:35:47 2025-05-14 16:54:06 2025-05-10 09:19:39	Date Of Resolution 2025-05-19 17:56:34 2025-05-15 10:13:10 2025-05-10 14:29:46	all lead is under closure Current Status Closed Closed Closed	Remarks closed closed closed

5001080

eCTS

2025-05-10 08:38:02

2025-05-10 14:29:51

Closed

closed

4996816	eCTS	2025-05-07 15:18:59	2025-05-08 09:45:14	Closed	closed
4987895	eCTS	2025-05-05 13:10:23	2025-05-19 17:56:00	Closed	closed
4987908	eCTS	2025-05-05 13:17:44	2025-05-06 10:17:28	Closed	closed
4996819	eCTS	2025-05-07 15:20:44	2025-05-14 10:47:04	Closed	closed
4996817	eCTS	2025-05-07 15:20:02	2025-05-14 10:45:56	Closed	closed
4987899	eCTS	2025-05-05 13:11:08	2025-06-04 22:39:55	Closed	closed
5024335	eCTS	2025-05-15 12:54:12		Pending	closed
5012191	eCTS	2025-05-12 13:57:25	2025-05-12 16:22:22	Closed	closed
5080285	eCTS	2025-05-31 16:42:32		Pending	closed
5020343	eCTS	2025-05-14 16:55:11	2025-05-15 08:57:09	Closed	closed
4100489640	eRACTS	2025-06-07 08:32:47	2025-06-07 20:00:10	Auto-Closed for Dealer Late Acknowledgement	closed

Vishleshan

)	nen	Exceptions

Exception DateException IdException NameObservation/Remarks22-JUL-2024L-191961-045-20240721124847-2105462818Unauthorized Manual Sale Event (DU)all lead is under closure

Closed Exceptions

Exception Date Exception Id Exception Name

No closed exception data available

<u>Alerts</u>

Alert Date Alert Id Alert Name Remarks

No alert data available

Retail Initiative

Retail Initiative Point	Last Inspection	Current Inspection
XTRAPOWER Conversion (Previous Month)	0	0
XTRAPOWER Conversion (Cumulative)	0	0
Action Plan (XTRAPOWER)	Data related to Xtra Power is not reflecting	new customer to be enrolled
XTRAREWARDS Conversion (Previous Month)	0	0
XTRAREWARDS Conversion (Cumulative)	0	0
Action Plan (XTRAREWARDS)	Data related to Xtra Rewards is not reflecting	new customer to be enrolled
FIT Score	97.0	97.0
Action Plan (FIT Score)	Sensitized for Good upkeep of facilities	new RVI is required
SEVA Score	89.0	89.0
Action Plan (SEVA Score)	Sensitized for maintaining higher service standards	wind shield cleaning is required
Action Plan regarding sales promotion schemes		
Action Plan regarding NFR		
Action Plan regarding EV Charging		
Action Plan regarding Door Delivery		
Details of Complaint/ Suggestions since Last Inspection		
Pump Audit Compliance Points Pending	0	0
Action Plan (Pump Audit)		
mPower Plus Compliance Points Pending	0	0
Action Plan (mPower)		

Dealer Action Points

Inspection Parameter Inspection Value

Data Not Available

Details of any new developments / upcoming developments in the market Dealer's Suggestions to improve image/Sales Field Officer's Suggestions to improve image/Sales Rew RVI is planned at subject RO new RVI is planned at subject RO

Final Comments

Lessons Learnt from RO Accident/Incidents across the country have been shared with Customer Attendants along with important safety points

Automation Analytics Report reviewed for the RO (Applicable for automated ROs only)

Lessons Learnt from RO Accident/Incidents across the country have been shared with Customer Attendants along with important safety points

Automation Analytics Report reviewed for the RO

Photographs uploaded during inspection

Document Name Photograph

Full View Photo of RO



Washroom



Signatory

Name- **Sh arpan choudhary**Relation/Designation- **manager**Mobile No- **9978054960**Email ID- **swaminarayan9833@gmail.com**

Name:-Sher Singh

Designation:-Manager (RS) Gandhinagar RSA

Included Invoices				
Invoice Number	Product	Quantity	Shortage	
0791914987	HSD	8.0	0.0	
0792205003	HSD	10.0	0.0	
0792330524	HSD	4.0	0.0	
0792407372	HSD	12.0	0.0	
0792648167	HSD	8.0	0.0	
0792823229	HSD	10.0	0.0	
0792970577	HSD	15.0	0.0	
0793085337	HSD	10.0	0.0	

0793446043	HSD	15.0	0.0
0791914987	MS	10.0	0.0
0792205003	MS	10.0	0.0
0792330524	MS	8.0	0.0
0792648167	MS	4.0	0.0
0792823229	MS	10.0	0.0
0792970577	MS	5.0	0.0
0793010815	MS	8.0	0.0
0793085337	MS	5.0	0.0
0793446043	MS	5.0	0.0
0791914987	XG	5.0	0.0
0793010815	XG	4.0	0.0
0793085337	XG	5.0	0.0