	Indian Oil Corporation Limited		FORM NO.SL. 5(R)
Retail Outlet Inspection and Analysis Report		eSL5 Sl.No: 1863702	
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	Monthly 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			
		Trading Area Potential captured(Last 12 Month avg. Sales KL/Month)		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
Reasons for lower/higher than TAA sales of RO		MS		HSD	
		new commissioning in TA		new commissioning in TA	

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 Verification (A)Totaliser 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) Physical Stock(Stock 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 Reconciliation (Automation) - Validation

Data requested from:				2025-04-28 12:21					Data requested till:				2025-06-13 15:00			
Automation Status:				Automation data available between from and to dates					Remarks				physical stock matched			
Automation data available from:				2025-04-28 23:58:12					Automation data available till:				2025-06-12 23:58:11			
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	Evaporatio Allowance	Permissible Variation	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

PESO CONFIRMATION										
PESO Lic No	Validity Date	PESO License Document Availability	PESO Approved Drawing Availability	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 details are correct?									No	
Incase of disagreement, whether sales from the tanks where mismatch is observed in the approved PESO license/drawing w.r.t the tankage data updated in the system has been stopped									No	
Remarks						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 Attendants provided in shift			
GVR-DU INDIA			

Signage			
Signage	Monolith		
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 canopy 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	y
Tank Farm free from dry grass?	Yes	Yes	y
Chain-link fencing/kerb wall availablility and condition for Tank Farm area ?	GOOD	GOOD	
Check List for TT decantation maintained and followed.	Yes	Yes	
Camlock couplings available for unloading		No	

Safety

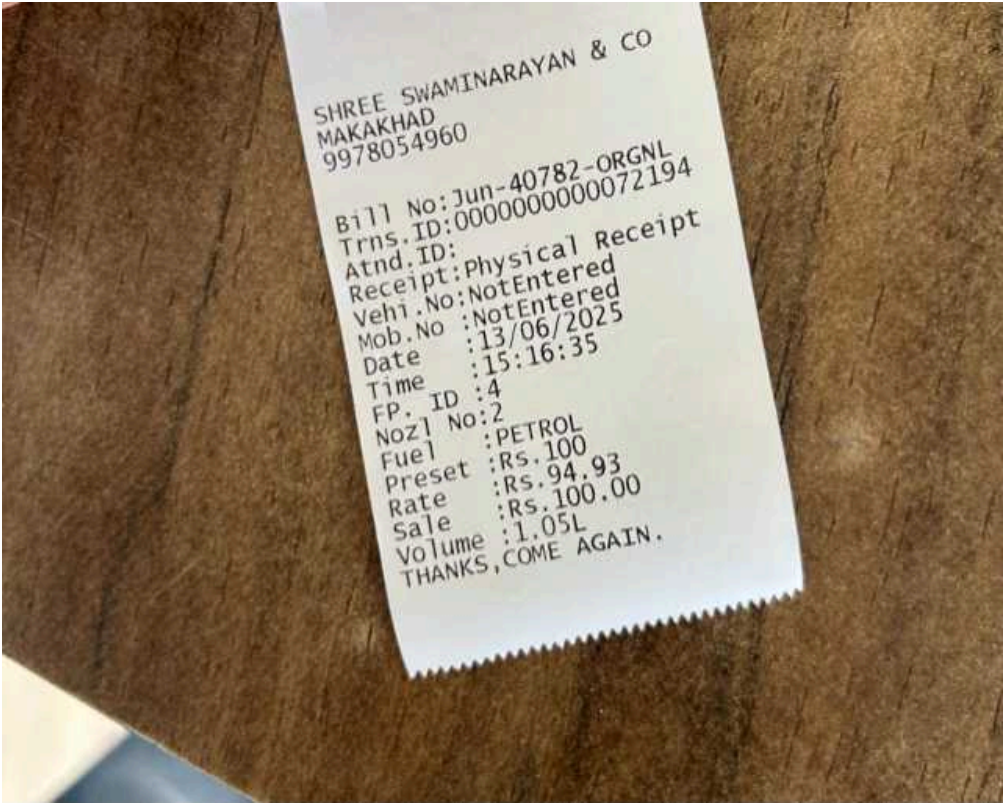
Inspection Parameter	No Of Equipment	Previous Inspection	Current Inspection	Remarks
No. of 4.5 KG ISI Marked CO2 FEs	2	GOOD	GOOD	No Remarks
No. of 9 Ltr Sand bucket with lids	12	NOT GOOD	GOOD	No Remarks
No. of 10 KG ISI Marked DCP Fire Extinguishers	8	GOOD	GOOD	No Remarks
No. of Earth Pits	2	NOT GOOD	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

Solarization			
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					
Inspection Parameter	Make-Model [If Applicable]	Availability	Previous Inspection	Current Inspection	Remarks
Tubewell available?		Yes	GOOD	GOOD	No Remarks
Water cooler available?		Yes	GOOD	GOOD	No Remarks
Periphery protection available?		Compound Wall	GOOD	GOOD	No Remarks
RO Connectivity		BroadBand	GOOD	GOOD	No Remarks
Well laid out Approaches with kerb stones of IOC standard colour scheme.		Yes	NOT GOOD	GOOD	No Remarks
Lighting as per Minimum Lighting Standards		Yes	GOOD	GOOD	No Remarks
Greenery with Benzene absorbing plants?		Yes	GOOD	GOOD	No Remarks
Complaint and Suggestion book avaialble at RO and Dealer sensitized		Yes	GOOD	GOOD	No Remarks
Potable Water Available?		Yes	Not Updated/ Available	Not Updated/ Available	
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	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

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	y	Not Applicable
Taken print of price log change for attaching with the inspection report?	Yes			

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	y
Tank Farm free from dry grass?	Yes	Yes	y
Chain-link fencing/kerb wall availablility 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	y
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	

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	y	

Overall RatingExcellent

Customer Service Standard					
Inspection Parameter		Parameter Value		Remarks	
Is minimum standard of customer service being maintained by dealer?		Yes			
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 VSAT--Not Available			Referred Not Updated		
Dispensing Unit Observations--No			Referred Not Updated		
Interlocks enabled for NPND--No			Referred Not Updated		
Monolith--NOT GOOD			Referred Not Updated		
Upkeep of VSAT DISH/UPS installation etc--Not 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 Transferred 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 Review					
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

Complaint ID	Channel	Complaint Date
3193001	DUCTS	10-08-2023 10:30:11
3245111	DUCTS	01-09-2023 16:03:20
3397419	DUCTS	25-10-2023 12:58:43
3527442	DUCTS	10-12-2023 18:41:52
3527446	DUCTS	10-12-2023 18:44:10
3638307	DUCTS	24-01-2024 17:19:25
3655024	DUCTS	01-02-2024 11:32:05
3745816	DUCTS	09-03-2024 11:23:32
3748455	DUCTS	10-03-2024 17:25:35
3754161	DUCTS	12-03-2024 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 09:55:59
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	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
2402562274	eRACTS	01-02-2024 04:34:43

Remarks entered against this instance	all lead is under closure
---------------------------------------	---------------------------

Instance Number: 2

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			
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	

Instance Number: 4

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	Channel	Complaint Date	
5020343	DUCTS	14-05-2025 16:55:11	
Remarks entered against this instance		all lead is under closure	
<i>Instance Number: 6</i>			
Instance Details			
Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-6-NZL12	10-May-2025 to 11-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	
5001074	DUCTS	10-05-2025 08:35:47	
Remarks entered against this instance		all lead is under closure	
<i>Instance Number: 7</i>			
Instance Details			
Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-6-NZL17	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	
<i>Instance Number: 8</i>			
Instance Details			
Equipment Type	Device Number	Manual Operation Period	Volume Sold
DU	DU-6-NZL12	11-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	
5024335	DUCTS	15-05-2025 12:54:12	
Remarks entered against this instance		all lead is under closure	

COMPLAINTS					
Complaint Number	Nature Of Complaint	Date of Complaint	Date Of Resolution	Current Status	Remarks
5001074	eCTS	2025-05-10 08:35:47	2025-05-19 17:56:34	Closed	closed
5020339	eCTS	2025-05-14 16:54:06	2025-05-15 10:13:10	Closed	closed
5001175	eCTS	2025-05-10 09:19:39	2025-05-10 14:29:46	Closed	closed
4985792	eCTS	2025-05-04 21:08:40	2025-05-19 15:01:13	Closed	closed
5076483	eCTS	2025-05-29 12:10:04	2025-05-29 17:37:38	Closed	closed
5001076	eCTS	2025-05-10 08:37:02	2025-06-04 22:40:49	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

Open Exceptions

Exception Date	Exception Id	Exception Name	Observation/Remarks
22-JUL-2024	L-191961-045-20240721124847-2105462818	Unauthorized Manual Sale Event (DU)	all lead is under closure

Closed Exceptions

Exception Date	Exception Id	Exception Name
No closed exception data available		

Alerts

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	

Final Comments	
Details of any new developments / upcoming developments in the market	New RO is upcoming in same TA
Dealer's Suggestions to improve image/Sales	new RVI is planned at subject RO
Field Officer's Suggestions to improve image/Sales	new RVI is planned at subject RO
Automation Analytics Report reviewed for the RO (Applicable for automated ROs only)	Automation Analytics Report reviewed for the RO
Lessons Learnt from RO Accident/Incidents across the country have been shared with Customer Attendants along with important safety points	Lessons Learnt from RO Accident/Incidents across the country have been shared with Customer Attendants along with important safety points

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		<div></div>
Name:- Sher Singh	Designation:- Manager (RS) Gandhinagar RSA	<div></div>

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