



Government of Rajasthan
Bio Fuel Authority
Rural Development & Panchayati Raj Department

Marketing Discipline Guidelines
for Registered Bio- Diesel (B-100) Retailers
(RO/MRO)



MARKETING DISCIPLINE GUIDELINES – 2019

(III Floor, B- Block, Yojna Bhawan, C- Scheme, Jaipur Phone:2220672, 2224755. Fax:2224754)

INTRODUCTION

Ministry of Petroleum & Natural Gas has issued Gazette notification No. GSR 728 (E) on 29th June 2017 for amending the Motor Spirit and High Speed Diesel (Regulation of Supply, Distribution and Prevention of Malpractices) Order dated 19th December 2005. Clause 6 (A) of the amended order states that the Central Government may permit the direct sale of Biodiesel (B-100) for blending with high speed diesel to all consumers, in accordance with the specified blending limits and the standards specified by the Bureau of Indian Standards.

In pursuance of the above, the Central Government notified the guidelines for sale of Biodiesel (B-100) through Gazette notification of MoPNG, GoI dated 30th April 2019 for blending with high speed diesel for transportation purposes. These guidelines are called the 'Guidelines for Sale of Biodiesel (B-100) for blending with high speed diesel for transportation purposes-2019.' The above guidelines shall extend to the whole of India. These guidelines will come into force from the date of their publication (May 1, 2019) in the Gazette and remain in force until further orders.

As per these guidelines, State Government authorities shall have the power to carry out regular inspections of the retail outlets selling biodiesel to ensure that the biodiesel is being made available to the customer in the right quality and quantity, and is not being sold as a standalone fuel for transportation purposes. In case of any sample failure of Biodiesel (B100) being sold, State / District Administration shall proceed with administrative action on the analogy of the Marketing Discipline Guidelines (MDG) for retails Outlets selling MS (Petrol) and HSD (High Speed Diesel).

Accordingly Biofuel Authority, Government of Rajasthan formulated the Marketing Discipline Guidelines for Bio- Diesel Retailers (RO / MRO) in the State.

I N D E X

Chapter No	Sub-head	Contents	Page No
1		Procedure for handling of Bio Diesel (B-100) at Retail Outlets / Mobile Retail Outlets by Retailers & Suppliers	5
	1.1	Receipt of Bio Diesel (B-100)	5
	1.2	Decanting of Bio Diesel (B-100)	5
	1.3	Stock / Price controls	7
	1.4	Quality / Quantity control measures	7
	1.5	Observance of statutory & other regulations	8
	1.6	Customer service & general amenities to be provided by the Retailer (RO / MRO)	9
2		Guidelines for Sample collection and testing	11
	2.1	Preamble	11
	2.2	Drawl of samples	11
	2.3	Drawl of samples by Retailer(RO/MRO) /his representative	12
	2.4	Drawl of samples by representative of Bio Diesel manufacturing Company / Supplier	13
	2.5	General procedure for drawl of Samples	15
	2.6	Sample containers to be used	16
	2.7	Sealing of sampling containers	16
	2.8	Sample tags	16
	2.9	Retention of samples	16
	2.10	Sample testing & results	17
3		Handling of Bio Diesel manufacturer's storage points and Duties of Bio Diesel Manufactures	18
	3.1	Quality / Quantity checks	18
	3.2	Sealing	19
	3.3	Training of Retailer's staff	19
4		Maintenance of Equipments at Retail Outlets	20
	4.1	Dispensing units – Standardizations of report	20
	4.2	Maintenance of pumps & other equipments	20
	4.3	Rectification of defects in Dispensing units / pipeline / tanks	20
	4.4	Detection of presence of water in tanks	21
5		Type of Irregularities for Bio-diesel Retail Outlets / Mobile Retail Outlets	22
	5.1	Bio Diesel (B -100)	22
	5.1.1	Purchase / Selling of any un-authorized product other than Bio Diesel (B-100) / mix Bio Diesel	22
	5.1.2	Short delivery of Bio Diesel at RO / MRO	22
	5.1.3	Totalizer seals found tampered at RO / MRO	23
	5.1.4	Additional / unauthorized fittings / gears found in dispensing units / Tempering with dispensing unit at RO / MRO	23
	5.1.5	Unauthorized storage facilities / Interconnection at RO / MRO	23
	5.1.6	Unauthorized purchase / sales of Bio Diesel (B-100)	24
	5.1.7	Unauthorized purchase / sales of any mixture of Bio Diesel other than Bio Diesel (B-100)	24
	5.1.8	Refusal to allow drawl of sample or carry out inspection by the RO / MRO points	25
	5.1.9	Non-availability of reference density at the time of Inspection	25
	5.1.10	Selling of substandard / Poor quality Bio Diesel or Bio	26

		Diesel mix other than Bio Diesel (B-100)	
	5.1.11	Stock variation of Bio Diesel beyond permissible limits	26
	5.1.12	Non-maintenance of specified records at Retailer (RO / MRO) locations	26
	5.1.13	Overcharging in authorized selling prices of Bio Diesel	27
	5.1.14	Non display of authorized selling prices of Bio Diesel	27
	5.1.15	Non operating of GPS / ATG system at Bio-diesel RO/MRO	27
	5.1.16	Non display of permissible limits specified by the manufacturer of vehicles and the standards specified by the Bureau of Indian Standard at Bio-diesel RO / MRO	27
	5.1.17	Miscellaneous Notes	27
6		COLLECTION & TESTING OF BIO DIESEL BY MOBILE LABORATORY OF AUTHORIZED AGENCIES	28
	6.1	Introduction	28
	6.2	Deployment	28
	6.3	Inspection at Retail Outlets	28
	6.4	Testing of Samples	28
	6.5	Sampling Procedure	29
	6.6	Clinical Tests of Bio Diesel (B-100)	29
	6.6.1	Certification	29
	6.6.2	Note	29
7		Action to be taken by Biofuel Authority under MDG	31
	7.1	Categories of irregularities	31
	7.2	Critical Irregularities	31
	7.3	Major Irregularities	31
	7.4	Minor Irregularities	32
	7.5.1 to 7.5.8	Actions in case of irregularities	32
	7.6	Termination of Registration of Bio-diesel Retailer (RO / MRO)	33
	7.7	Provision dropped	33
	7.8	Authority to Take Action	34
	7.9	Appellate Proceedings	34
		Annexure 1 – Density Record	35
		Annexure 2 – Sample Label Supply Location	36
		Annexure 3 – Sample label Tank Lorry retention sample	37
		Annexure 4 – Sample label sample drawn from RO / MRO	38
		Annexure 5 – Test to be carried out on Bio Diesel samples	39
		Annexure 6 – Maintenance report	40-41
		Annexure 7 – Mobile Laboratory Sample Tag	42
		Annexure 8 – Sample Details for Bio Diesel (B-100)	43
		Annexure 9 – Mobile Lab Test report for Bio Diesel (B-100)	44

CHAPTER - 1

1. PROCEDURE FOR HANDLING OF BIO DIESEL (B-100) AT RETAIL OUTLET / MOBILE RETAIL OUTLET BY RETAILERS

It will be the responsibility of the Retailers to sell Bio Diesel (B-100) of correct Quality & Quantity and provide excellent customer service.

1.1 RECEIPT OF BIO DIESEL (B-100)

At the time of arrival of tank lorry, the retailer should match following details mentioned on the Invoice with physical / actual parameters:

- i) Tank Lorry No.
- ii) Seal with security Mark
- iii) No. of compartments and quantity/product contained therein
- iv) The time tank lorry left Supply Point
- v) Recorded Density at 15 Degree C
- vi) Dip rod with calibration certificate and other details as advised from Manufacturer/Supplier from time to time.

1.2 DECANTING OF BIO DIESEL (B-100)

The Retailer to undertake the following actions:

- i) Park the tank lorry on level ground – allow 10 minutes settling time.
- ii) Check condition of the seal & security mark on the tank lorry delivery manifold & manhole covers against those mentioned in the invoice.
- iii) Release master valve (If applicable) levers to ensure product fills the pipelines, where tank lorries are normally calibrated with lines full, before checking dips (Refer Calibration Certificate).
- iv) Retailer to check that the Density of product having BIS 15607: 2016 specification @ 15 Degree C is within +/- 3.0 Kg/M³ as compared with the density as per test report provided by the manufacturer for ascertaining quality of product.
- v) Ask the tank lorry driver to produce certificate of calibration which would mention product level and proof level details.
- vi) Check Weights & Measures markings on the dip rod at the bottom as

well as at the proof level. As an additional check, verify dip rod calibration with an standard measuring tape.

- vii) Check dips of the product in all compartments with the dip rod duly certified by Weights & Measures Department and provided with the tank lorry. Before commencing tank lorry decantation operation, the sales from the concerned underground tank at the Retail outlet should be stopped till the completion of decantation.
- viii) Having ascertained the quantity of the product by the above method, draw samples after draining approx. 20 liters of the product from the manifold from each compartment in a clear glass container for density/temperature for quality checks.
- ix) In case of doubt as to the quality of product, contact the Supply Location / Biofuel Manufacturer for further instructions.
- x) After having ascertained quality as per (vii to ix) above, and prior to decantation, the Retailer/his representative shall draw bottom samples from the Tank lorry and follow instructions as given in 2 tier sampling procedure (as explained in chapter-2).
- xi) In the event of dip being short as per calibration certificate, the short dip/quantity should be made up by filling to the correct level through the dispensing pump and the quantity so filled should be recorded on the back of all the Invoice copies. Chamber-wise observed dip and quantity filled through dispensing unit for getting correct level to be recorded. In case the RO is dry at the time of receipt, measuring of shortage to be done by drawing product from other compartment and using calibrated measure. Shortages so recorded should be signed both by Retailer/Retailer's representative and tank lorry driver. After ascertaining quality & quantity, decant the product in the correct underground tanks.
- xii) After decanting the product, ensure that the tank lorry is fully emptied of the product before releasing the tank lorry.
- xiii) Make appropriate entries in the stock register/stock display board.
- xiv) After decanting the Bio Diesel (B-100) into the tank, at least 50 liters of Bio Diesel (B-100) (to displace the line content) should be dispensed through the pump before taking sample from pump nozzle for ascertaining the density of the composite product in the storage tank after receipt. The density at 15 Degrees C, thus ascertained should be recorded in the density register. The density records should be maintained in the format attached as **Annexure 1**.

- xv) In case of Mobile Retail Outlet (MRO), decantation process of Bio Diesel (B-100) would be same for separate additional storage facilities (If permissible) of MRO. Dispensing unit and any type of sale of Bio Diesel (B-100) will not be allowed from such storage facilities. In such cases samples from tank lorry and such storage tanks would be required to ascertain the quality of Bio Diesel (B-100).

1.3 STOCK / PRICE CONTROLS

- i) Retailer to display opening stock / selling prices of Bio Diesel (B-100) if any.
- ii) Retailer to maintain a daily stock-register provided by the Manufacturer/Supplier for Bio Diesel (B-100)

In addition to the above, daily record of pump meter reading of Bio Diesel (B-100) / water dips of each tank and each dispensing unit, taken in the morning separately, should be maintained.

1.4 QUALITY / QUANTITY CONTROL MEASURES

1.4.1 QUALITY

- a) Retailer to maintain record of water dip on daily basis which will form a part of the daily stock register. In case presence of water is detected, he should immediately report to the Manufacturer/Supplier office for taking necessary action with the copy to Biofuel Authority.
- b) Retailer shall draw product sample from the pump nozzle in the morning and record the morning opening density @ 15 deg C before commencing daily sales.

1.4.2 QUANTITY

- a) The Retailer shall check on daily basis the Weights & Measures Dept. seal in the Metering Unit / Totaliser of the dispensing units for correctness and also that Weights & Measures certification for the unit is valid. In case W&M / totaliser seals are found tampered, sales through the concerned dispensing unit should be suspended forthwith and matter reported immediately to BD manufacturer company. Sales to remain suspended till the seals are replaced.
- b) Retailer to keep a standard 5 liter. measure duly verified by the Weights & Measures Department for exclusive use of pump testing at the retail outlet.
- c) It is the responsibility of the Retailer to ensure the correct supply of fuel to the customers all the time. All the nozzles of the Dispensing

units should be checked for the correct delivery on daily basis before commencement of sales. The quantity used for testing to be recorded in the stock register. In case of variation in delivery of dispensing units, the same should be immediately notified to Weights & Measures Department. Re-stamping will be done by the Weights & Measures Department. Until re-stamping is carried out and delivery is set right, the Retailer should not operate the Dispensing unit.

- d) Retailer to carry out visual checks on a daily basis for any leaks in pump, delivery hose/nozzle. Such leaks, if any, must immediately be reported to the supplier of dispensing unit under intimation to Manufacturer/Supplier for rectification.
- e) Retailer to ensure that after each delivery from the pump, the pump meter is brought back to zero before commencing the next delivery. A message to this effect should be displayed on each pump unit and the 'Zero' setting should be shown to the customer, before start of each delivery by the pump attendant.

1.5 OBSERVANCE OF STATUTORY AND OTHER REGULATIONS

- i) All statutory rules and regulations in connection with storage and sale of Bio Diesel (B-100) must be followed and implemented, such as maintaining stock / sales & density records, display of daily stock, price board etc.
- ii) To observe rules and regulations of the Petroleum & Explosives Standards Organization if applicable.
- iii) Retailer (RO/ MRO) will not buy, sell or exchange Bio Diesel (B-100) with any other Retailer or anybody other than the principal Bio Diesel manufacturer company.
- iv) Retailer (RO / MRO) to maintain files wherein all Inspection Reports, correspondence received from bio diesel manufacturer Company from time to time, Test Reports, copies of Invoices etc be available at the retail outlet for ready reference at all times.
- v) The provisions contained in the Motor Spirit and High Speed Diesel (Prevention of Malpractices in Supply & Distribution) order issued by the Government of India (or any amendment or revision thereof) and instructions issued by the State Government authorities etc from time to time shall be strictly adhered to and all concerned records shall be maintained and produced to Inspecting officials on demand
- vi) It is mandatory on the part of the Retailers (RO / MRO) to have calibrated Hydrometers/Thermometers and ASTM Density Conversion Table and any other testing kits / equipments as applicable. These testing kits / equipments shall be maintained in good working condition and made available to inspecting authorities on demand.

- vii) Bio Diesel manufacturer shall keep the record of the movement of the Tank Lorry which is carrying supplies of Bio Diesel (B-100) for his Retailer (RO/MRO).
- viii) Auto Tank Gauging (ATG) system with Density probe on tanks of RO / MRO / separate storage facilities of MRO Retailers and suppliers must be installed to monitor the quantity & quality of Bio diesel in the storage tanks. In case of any malfunctioning of ATG, the Retailer must report it to the authorized official of manufacturing company immediately and take further action as per the direction of the concerned Bio Diesel manufacturing company official. In case of MRO GPS will also be installed on vehicle.
- ix) It must be ensured that there is a power backup facility, i.e. generator or UPS to take care of power failure. This is important for proper functioning of ROs, electronic totaliser, etc. (Not applicable in case of Mobile Retail Outlets)

1.6 CUSTOMER SERVICES AND GENERAL AMENITIES TO BE PROVIDED BY THE RETAILER (RO / MRO)

- i) Retailer (RO / MRO) should ensure quality product at correct quantity and correct price. (If applicable)
- ii) Retailer (RO / MRO) may ensure availability of clean drinking water, toilet facility and Air facility, to customers during the operating hours of the Outlet. (Not applicable in case of Mobile Retail Outlets)
- iii) Retailer (RO / MRO) should ensure prompt service and courteous behavior at all times.
- iv) A suggestion/complaint book must be maintained and made readily available to customers on demand. A message indicating availability of this book must be prominently displayed.
- v) The working hours of the retail outlet should be prominently displayed. Holiday notices should be displayed well in time.
- vi) Retailer (Static RO) to ensure availability of clean Toilet in the RO premises. (Not applicable in case of Mobile Retail Outlets)
- vii) Retailer (RO / MRO) must prominently display his Name/Tel. No. and also Name/Tel. No. of the bio diesel manufacturing company personnel who are to be contacted by the customer in case of complaints. In addition, the Retailer would display messages / posters/ display boards on the Customer Education in compliance of Gazette Notification of MoPNG, GoI dated 30.04.2019 as provided by the respective Bio Diesel manufacturing company from time to time.
- viii) First Aid Box be made available at the Retailer (RO / MRO) with

necessary valid medicinal aids.

- ix) Retailer (RO / MRO) to ensure that the outlet is kept adequately illuminated and clean All required facilities should be adequate.
- x) Safety equipments at Retail Outlets should be provided as per the statutory requirements and maintained in good working condition. Retailer (RO / MRO) to be trained in operating the equipments and trained staff should be available to handle and operate the same.

CHAPTER -2

GUIDELINES FOR SAMPLE COLLECTION AND TESTING

2.1 PREAMBLE

The basic objective of the 2-tier sampling procedure is to ensure that bio diesel (B-100) sold by RO / MRO is the same product, which has been supplied to them by their principal Bio Diesel manufacturer Company.

To achieve this objective, results of the samples will be interpreted on the basis of reproducibility/permissible limits for which sampling procedure has to be followed both at supply locations as well as at retail outlets.

The implementation of this sampling procedure will also help in establishing whether the malpractice / adulteration, if any, has taken place at the retail outlet, during transportation or at supply locations.

The cost of sample testing being done through Biofuel Authority will be borne by the concerned retailer in case of failure of the samples. Otherwise the cost of sample testing will be borne by Biofuel Authority.

2.2 DRAWAL OF SAMPLES

Samples will be required to be drawn at:

- 1) Supply locations
- 2) Retail Outlets / Mobile Retail Outlets

2.2.1 AT SUPPLY LOCATIONS (MANUFACTURER/SUPPLIER)

- a) Prior to every dispatch, Supply locations should collect minimum of 4 X 1 liter samples of Bio Diesel (B-100) from the Tank Loading Facility (TLF) from which the tank lorries are being filled.
- b) Wherever there is a switchover of storage tank, sample as above will be taken again from TLF, after giving sufficient time for flushing out earlier product in the pipeline.
- c) Details of samples, as per **Annexure 2** shall be pasted on the sample container and the samples will be retained for a minimum period of 30 days. The samples should have clearly identifiable sample numbers for these to be traced easily. The storage locations should also keep a record of these samples.
- d) Supply Locations should give the details of Density @ 15 Degree C, TLF point and the storage tank No. from which TL is filled, and time of release of tank lorry on the Delivery/Invoice challan.

- e) Persons / agencies authorized to draw samples are :
- Biofuel Authority officials
 - Agencies authorized by BFA, GoR
 - Any other authority statutorily empowered to do so

2.2.2 AT RETAIL OUTLETS / MOBILE RETAIL OUTLETS

At the ROs / MROs, samples are required to be drawn by the following:

- a) By the retailer / his representative on receipt of each supply through tank lorries at the RO / MRO.
- b) Persons / agencies authorized to draw samples are :
- Biofuel Authority officials
 - Mobile labs of OMCs
 - Agencies authorized by BFA, GoR
 - Any other authority statutorily empowered to do so
- c) Besides random sampling, manufacturer / supplier are enjoined to also draw samples in case of stock variation beyond permissible limits, density failure and also during special drives/campaigns or in case of specific complaint against the ROs / MROs.
- d) Samples are to be drawn from nozzle (s) of the dispensing units from all tanks of Bio Diesel (B -100) by the persons / agencies as referred above.
- e) All the inspecting officials shall bring their own Aluminum containers with wooden boxes for drawing samples. They will pay for the cost of samples collected by them and obtain cash memo for the same.

2.3 DRAWAL OF SAMPLES BY RETAILER (RO/MRO)/ HIS REPRESENTATIVE:

- i) On receipt of tank lorry, Retailer/his representative should follow the steps as detailed in 1.2 above.
- ii) If density check is found to be within permissible limits as mentioned in para 1.2, the Retailer is required to follow the procedure for drawal of sample as given below:
- iii) Retailer / his representative should draw 2 x 1 liters of bio diesel (B -100) bottom samples (Composite samples proportionate to the quantity of the product received in each compartment after removing a minimum of 20 liters from each compartment. Before drawing the samples the empty Aluminum containers should be rinsed with the same product from the tank lorry, seal and label the same as per details given in **Annexure 3**, before unloading the tank lorry. The sample label should be jointly signed by

Retailer / his representative and tank lorry driver.

- iv) The Retailer should retain the tank lorry sample in respect of the last two loads for each storage tank of Bio Diesel (B -100) in 1 liter sample.
- v) Where there is more than one storage tank for a product, the tank number in which the product was decanted should be indicated/ identified on the tank lorry sample container.

Notes:

(1) In case the Tank Lorry driver refuses to sign, the Tank Lorry should not be decanted. Retailer to contact supply location / manufacturer / Supplier.

(2) In case the Retailer notices any unusual deviation by the tank lorry (Time or Route) he will inform the supply location/ manufacturer / Supplier and decant the tank lorry thereafter on getting further instructions.

2.4 DRAWAL OF SAMPLES BY REPRESENTATIVE OF BIO DIESEL MANUFACTURING COMPANY / SUPPLIER

- i) Random sampling at ROs/MROs by Bio diesel manufacturing company's officials / suppliers will take place over and above the MDG samples.
- ii) In addition, samples should also be drawn in case of density failure, stock variation beyond permissible limit, as well as during special drives or during specific complaint against the retail outlet / MRO. These samples should be sealed and labeled as per **Annexure 4**.

The procedure to be followed is as under:

2.4.1 Bio diesel manufacturing company's representative should collect three samples of 1 litre each from each tank of the ROs / MROs. One sample is to be retained by the Retailer, one sample to be retained by manufacturer and one sample sent to the NABL accredited laboratory for testing.

It would be the responsibility of the Bio Diesel manufacturing company representative drawing the sample to ensure that the following samples are collected and sent to the NABL accredited laboratory for tests.

- a) One (1x1 liter) sample of each tank drawn by him from the RO/MRO
- b) One (1x1 liter) tank lorry sample of last two loads which was drawn and retained by the Retailer for each tank (this should pertain to the tank which is connected to the dispensing unit from which the samples were taken by manufacturer's / supplier's representative).
- c) One (1x1 liter) reference sample of the supply location - this sample should be the one which is from the same tank from which the supply was made to the RO/ MRO Retailer and tank reference of which was mentioned on the delivery documents covering the supply to the retail

outlets. If the RO has more than one tank for Bio Diesel and the last receipt of each of these tanks were on different days, corresponding reference sample of the supply location for these supplies would have to be sent for testing.

2.4.2 DRAWAL OF SAMPLES BY JOINT INSPECTION TEAMS

- a) Joint team members authorized by State Government can collect samples from ROs/MROs irrespective of results of indicative/suggestive tests like density test, stock variation etc during joint inspections. These samples should be sealed and labeled as per **Annexure 4** and jointly signed by the Retailer/ his representative and the members of the joint team who are drawing the samples.
- b) The procedure for drawal and dispatch of samples for testing would be the same as given in para (2.4) above.
- c) It would be the responsibility of the concerned member of the joint team or the senior officer of the team to ensure that the samples are collected and sent to Biofuel Authority for testing at any NABL accredited laboratory.

2.4.3 DRAWAL OF SAMPLES BY MOBILE LABORATORIES / ANTI ADULTERATION CELL (AAC) OF OMCs

- a) Mobile laboratories / AAC will draw nozzle samples of Bio Diesel (B-100) from all the tanks at the ROs/ MROs and will carry out tests as applicable for mobile laboratories on these samples. If the sample passes no further action will be taken.
- b) If any of the samples fails, the Mobile lab / AAC will follow the procedure for drawal and dispatch of samples for testing as explained in para (2.4) above. However, while the 1st set of sample will be retained with the Retailer and the 2nd set sent to the concerned manufacturer for retention, the third set of sample will also be sent to the BFA for testing and not directly to the lab. The mobile lab will hand over these samples to the concerned manufacturer or BFA preferably within the next 5 days. He should also inform the concerned supply location of bio diesel manufacturing company immediately on telephone, so that Manufacturer / Supplier sample's can be retained.

Notes:

- (1) In case the samples at supply location of Bio Diesel manufacturer are not available and the same has already been sent for lab testing at an earlier instance, the test report of the relevant sample available at the laboratory be utilized. In case such reports are available at the bio diesel supply location then these

reports be utilized for comparing the test results of the samples in question.

- (2) All the above samples should reach the laboratories for testing preferably within 10 days of the collection of the samples.
- (3) Payment for samples collected be made by the inspecting officer to the Retailer.

2.5 GENERAL PROCEDURE FOR DRAWAL OF SAMPLES:

- i) All samples should preferably be suitably coded before sending to lab for testing preferably within 10 days of drawl.
- ii) Whenever tank lorry samples are not retained / made available by the Retailer to the inspecting officials at the time of drawl of sample from the RO/MRO, this fact be recorded. The tank lorry sample produced at a later stage would not be considered for testing. In such case, the result of the RO/MRO sample will be compared with supply point sample and action if any will be initiated against the Retailer only.
- iii) If all the sample passes the test, Retailer should be intimated in writing and all pertinent retention samples at ROs/MROs, Supply locations can be disposed off. All communication irrespective of whether sample passes or fails should be communicated to the Retailer preferably within 30 days of drawl of sample.
- iv) The Laboratory will test the RO sample, the last Tank Lorry Retention sample (TL1) or the correspondence supply location sample (SL1) and compare the reproducibility/ permissible limits of the test values. In case the RO/MRO sample fails and TL1 / SL1 samples passes will also be tested. Action against the Retailer would be taken based on the above test results.
- v) The test result of this sample will be compared with the corresponding Tank lorry retention sample which was tested earlier or the supply location sample. The decision of the Biofuel Authority, would be based on the test results of these 2 samples would be decisive and binding on all. All these samples should be tested in the same lab, and if possible by the same person to ensure repeatability and reproducibility. The expenditure incurred for such testing should be recovered from the manufacturer / retailer.
- vi) In case of density test failure by mobile lab/AAC, the Biofuel Authority officials will be drawn samples and sent for testing on priority basis. Appropriate action will be taken based on the outcome of the test results.
- vii) The purpose of mentioning time frame for various activities e.g. sending samples to lab preferably within 10 days etc. is to streamline the system and is no way related to quality/result of the product.
- viii) Whenever any one agency has detected any irregularity on account of

quality and initiated investigation, parallel investigation by way of drawl of samples will not be carried out during pendency of the proceedings.

2.6 SAMPLE CONTAINERS TO BE USED

- i) All samples need to be collected in one litre Aluminum containers with wooden boxes as per the existing norms.
- ii) While procurement and positioning of adequate no. of sample containers, random numbered plastic seals, stainless steel ISI marked sealing wires and sealing pliers (free of cost) at retail outlets is the responsibility of the concerned manufacturer / supplier. It would be the responsibility of the Retailers to request the bio diesel manufacturer for the aforesaid materials in time.

2.7 SEALING OF SAMPLING CONTAINERS

Sealing of the sample containers may be done with ISI marked stainless steel wires.

Both the Aluminum containers and the wooden box should be properly sealed. Random numbered plastic seals, sealing wire, pliers are to be used for sealing of all sample containers. The above material is to be supplied by the respective manufacturer / supplier free of cost. Manufacturer can also put additional seals / holograms.

2.8 SAMPLE TAGS

Sample tags, as per specimen in **Annexure 3** are to be printed and supplied to the retailers in sufficient nos. by respective Bio Diesel manufacturer free of cost.

2.9 RETENTION OF SAMPLES

2.9.1 At Supply Locations

Supply locations are required to keep the supply location retention sample for a minimum period of 30 days. Whenever the reference samples are required from the supply location. one sample of bio diesel would be forwarded to BFA for testing.

2.9.2 At Retail Outlets:

- i) Retailer shall always retain the corresponding tank lorry samples of last two loads of the respective tanks. Wherever there is more than one tank for Bio Diesel (B-100), the tank number in which the Bio Diesel (B-100) was decanted should be indicated on the tank lorry retention sample container.
- ii) The Retailer, from whom the sample is drawn by the representative

of the bio diesel manufacturing Company for testing should retain his sample till such time the testing and subsequent procedures are completed.

2.10 SAMPLE TESTING AND RESULTS:

- i) The test to be carried out for bio diesel samples drawn from ROs/MROs/ Suppliers/ Manufacturer are given in **Annexure 5**.
- ii) All samples should reach the lab preferably within 10 days from the date of drawl and lab should test the samples preferably within the next 15 days. Results are to be communicated to the Retailer by the concerned manufacturer preferably within the next 5 days from receipt of test reports.
- iii) Generally, the above procedure should be strictly followed and the time frame as stipulated above to be adhered to. However, during special drives, in view of the large number of samples, the sample should reach preferably within 15 days after drawl and the testing should be completed preferably within 30 days of the receipt of the samples.
- iv) All test reports should be signed by authorized officers of testing labs only.
- v) Interpretation of results- Samples are deemed to have failed if the test results of sample under scrutiny and the reference sample do not fall under the permissible limit of test results.
- vi) The tests to be conducted on bio diesel (as given in **Annexure 5**) will conform to the latest BIS: 15607:2016 specifications of bio diesel, and amendments / revisions thereupon from time to time.
- vii) The tests will be carried out as per standard test methods as given in the Bureau of Indian Standard Specification BIS: 15607:2016.
- viii) The test results on the sample taken from the Retail Outlet / MRO and Tank Lorry should be within the permissible limits of the test results when compared to the reference sample at dispatching location.
- ix) Reference for density would, however, be that recorded in the dispatch document upto decanting of Tank Lorry at the Retail Outlet / MRO. Thereafter, for samples collected from RO / MRO, reference density would be density of the composite product in Storage tank, recorded after receipt of product after dispensing at least 50 liters of product through the pump.

CHAPTER - 3

HANDLING OF BIO DIESEL AT MANUFACTURER'S / SUPPLIER'S STORAGE POINTS

It will be the responsibility of manufacturers / suppliers to supply Bio Diesel (B-100) of correct quality & quantity and provide excellent customer service.

3.1 QUALITY / QUANTITY CHECKS

- i) All storage points shall carry out quality control checks at every stage of product handling to ensure that the Bio Diesel (B-100) released meets the standard specifications as per BIS 15607:2016.
- ii) Samples shall be drawn and retained for minimum 30 days from tank lorries/tank wagon filling points for every batch. This includes Dispatch Units supplying directly to ROs/MROs. Each such sample would be given a particular number / batch number which would also be mentioned in the delivery documents.
- iii) Flash point, Kinematic Viscosity at 40 degree, Acid value, CFPP, Water content, Cu strip corrosion and Density at 15 Degree C so observed shall be recorded and enclosed with the delivery challan / invoice along with the Tank No. for all the tank lorries filled.
- iv) Only tank lorries having a valid Calibration Certification from the Weights & Measures Deptt. should be accepted for filling.
- v) Tank lorries to be checked for fitness as per (i) above, leaks to be checked after filling and before dispatch of tank lorries. Mixed loads shall not be permitted in tank lorries having common manifold. After the tank lorries are filled, visual checks to be carried out.
- vi) In the event of any malpractices being detected in tank lorries, appropriate action shall be taken in line with the Industry Transport Discipline Guidelines.
- vii) Tank Lorry those used for transporting bio diesel should not be used for transporting MS/HSD/SKO/LDO/Any other petroleum product.
- viii) Tank Lorry those used for transporting bio diesel should be cleaned and rinsed with biodiesel before filling.

3.2 SEALING

The tank lorries shall be sealed / locked properly as per Industry practice on Mechanical / Electronic sealing / locking of tank lorries. Seal / Security lock numbers should be recorded in the Invoices.

Retailers/ their representatives will be allowed to witness the respective Tank Lorry filling at the supply location in case of ex-MI supplies. The Retailers may accompany the tank lorry to the RO.

3.3 TRAINING OF RETAILER / RETAILER'S STAFF

Bio Diesel Manufactures should endeavor to continuously make efforts at training RO Retailers and their staff on various aspects of RO Operation, including safe handling of bio diesel, customer service and courteous behavior.

CHAPTER 4

4.1 MAINTENANCE OF EQUIPMENTS AT RETAIL OUTLETS / MOBILE RETAIL OUTLETS

4..1.1 DISPENSING UNITS STANDARDISATION OF FITTER'S/ CHARGEMAN'S MAINTENANCE REPORT FORMAT

'Maintenance Job Report' Performa, to be printed in Hindi/English, for the Dispensing Units and other equipments installed at the RO / MRO attached as **Annexure 6.**

4.2 MAINTENANCE OF PUMPS AND OTHER EQUIPMENTS

i) Equipments belonging to the Bio Diesel Manufacturing Company

While, the Bio diesel manufacturing Company shall arrange to attend breakdown maintenance of the Dispensing Pumps and other equipments belonging to the Bio diesel manufacturing Company, it shall be the responsibility of the Retailer to ensure that these equipments are handled in proper manner and day to day upkeep are carried out in accordance with the maintenance manual / instructions. In case of any breakdown, the same shall promptly be informed by the Retailer to the manufacturer.

ii) Equipments belonging to Retailer

The Retailer / supplier shall maintain all equipments belonging to him in good working condition at all times in accordance with the maintenance manual / instructions.

4.3 RECTIFICATION OF DEFECTS IN DISPENSING UNITS / PIPELINE / TANKS

i) Dispensing Units / Flow Meter / Any other measuring device

Calibration –

If the pump is delivering short / excess, the Company's Maintenance Representative / Retailer should immediately arrange for recalibration with the help of the Weights & Measures Inspector.

In case the Weights & Measures Department seal is found to be broken, the retailer shall inform the concerned Company Official / Bio Diesel manufacturer for further action and incorporate the same in the Pump maintenance Report which should be duly signed by the Retailer as well.

ii) Pipeline

In case of detection of leaks in the pipeline, the retailer should arrange to rectify the defect/leaks.

In the meantime, the Retailer to suspend the sales, note down the totaliser reading and underground tank's dip and record it.

iii) Tanks

In case of seepage of water into the tank, Retailer should check all tank openings and should arrange to take corrective action by replacing necessary packings, gaskets and replace the missing caps, if any.

In case of suspected loss of product due to leakage in tank, the Retailer should report the same to the Bio diesel manufacturing Company officials.

4.4 DETECTION OF PRESENCE OF WATER IN THE STORAGE TANK

The Retailer shall check the underground / overhead storage tanks for presence of water frequently and in case water is detected, steps shall be taken to remove the water.

TYPE OF IRREGULARITIES FOR BIO DIESEL RETAIL OUTLETS / MOBILE RETAIL OUTLETS

5.1 BIO DIESEL (B-100)

5.1.1 PURCHASE / SELLING OF ANY UN-AUTHORIZED PRODUCT OTHER THAN BIO DIESEL (B-100) / MIX BIO DIESEL

Definition :

“Purchase / Selling of Un-authorized product” means intentional purchase / sale of the Spurious Solvent / Hydrocarbons / illegal Diesel unauthorizedly or illegally with the result that the product does not confirm to the requirements of Bureau of Indian Standards specification BIS:15607-2016 for Bio Diesel and amendments thereon, and /or

If the observations on the sample under scrutiny and the reference sample do not fall within permissible limits of the test method for which the samples are examined, and / or

Any other requirement for the purpose to identify un authorization, issued by the Biofuel Authority from timeto time.

by the registered retailer through registered RO / MRO

Handling of un-authorized product

In case of un-authorized product purchase / sale at the RO/MRO, the product will be sent to the Biofuel Authority to test the samples from NABL accredited laboratory / any other authorized laboratories / agencies.

In case of proven un-authorized product purchase / sale, the entire expenses towards testing, transportation, pumping of product, tank cleaning, incidental charges, local levies, etc. will be recovered from the concerned RO /MRO.

5.1.2 SHORT DELIVERY OF BIO DIESEL AT RO / MRO

a) With Weights & Measures Department Sealsintact

Sales through the concerned dispensing unit to be suspended forthwith and recalibration and re-stamping to be done before recommencement of sales.

b) With Weights & Measures department Seals tampered

W&M department seals are put on Metering unit and Totaliser unit with the help of a sealing wire and a lead seal which is embossed by W&M

inspector.

The seal would be deemed tampered in the following cases also:

1. Seal itself is missing
2. Different seal has been put other than embossed by W&M inspector
3. Sealing wire is broken and not in one piece.

In addition other situations which can lead to manipulation of delivery/quantity / totaliser may also be treated as tampering.

Penal action to be taken even if the delivery is found to be correct or excess.

In case of this irregularity sales from the concerned dispensing unit to be suspended, DU sealed. Samples to be drawn of the product and sent to BFA for testing.

5.1.3 TOTALISER SEALS FOUND TAMPERED AT RO / MRO

Totaliser seals will also be construed as tampered if it allows manipulation of Totaliser reading; deliberately making the totaliser non functional or not reporting to the W & M deptt and concerned DU manufacturing company, if totaliser is not working.

In case of this irregularity sales from the concerned dispensing unit to be suspended & DU sealed. Samples to be drawn of the product and send to BFA for testing.

5.1.4 ADDITIONAL / UNAUTHORISED FITTINGS / GEARS FOUND IN DISPENSING UNITS / TAMPERING WITH DISPENSING UNIT AT RO / MRO

Any mechanism / fittings / gear found fitted in the dispensing unit with the intention of manipulating the delivery.

Removal, replacement / manipulation of any part of the Dispensing Unit including microprocessor chip / electronic parts/ OEM software will be deemed as tampering of the dispensing unit.

In case of this irregularity sales from the concerned dispensing unit to be suspended, DU sealed. Samples to be drawn of the product and send to BFA for testing.

5.1.5 UNAUTHORISED STORAGE FACILITIES/ INTERCONNECTION AT RO / MRO

- a) Storage facility within the licensed area of the Retail outlet / Mobile retail outlet (If applicable) not approved by the Biofuel Authority and / or a storage facility outside the licensed premises with interconnection in to the Retail outlet / Mobile retail outlet (If applicable) premises.

Interconnection means unauthorized connection between tanks within the licensed premises.

- b) In case of RO / MRO, the approved storage facilities / tanks is having unauthorized product or material other than the Biodiesel (B-100) or any other product / material without prior permission / approval from BFA.

5.1.6 UNAUTHORISED PURCHASES / SALES OF BIO DIESEL(B- 100)

- a) Retailers (RO / MRO) should purchase Bio Diesel (B-100) only from their principal manufacturer (registered by BFA) with whom they have signed an agreement for the retail sale from the Retail Outlet / Mobile Retail Outlets. Purchase of the Bio Diesel from sources other principal Bio diesel manufacturing company would be treated as unauthorized purchase.
- b) In case of retailer, any sales of bio diesel other than the dispensing units of that RO / MRO would be treated as unauthorized sales.

5.1.7 UNAUTHORISED PURCHASES / SALES OF ANY MIXTURE OF BIODIESEL OTHER THAN BIO DIESEL(B- 100)

- a) Purchase of the any mixture of Bio Diesel other than Bio Diesel (B-100) from any sources by Retailers (RO / MRO) would be treated as unauthorized purchase.
- b) Sales of any mixture of Bio Diesel other than Bio Diesel (B-100) other than through the dispensing units of RO / MRO would be treated as unauthorized sales.

5.1.8 REFUSAL TO ALLOW DRAWAL OF SAMPLE OR CARRY OUT INSPECTION AT RO / MRO POINT.

Refusal / obstruction / creating circumstances disabling the process of drawl of samples / carrying out inspections at RO / MRO points.

5.1.9 NON-AVAILABILITY OF REFERENCE DENSITY AT THE TIME OF INSPECTION

The Retailer (RO/MRO) is required to check and record density on daily basis. This has to be carried out before starting the sale every day. Similarly whenever fresh loads are received the Retailer is expected to check and record density of composite product in the RO / MRO tank after decantation. Therefore non availability of the recorded density at the time of inspection would be treated as "non-availability of reference density":

- (a) If inspection is carried out before starting the sale, density as recorded of the previous morning or density of composite product if

- load was received the previous day.
- (b) If inspection is carried out after starting the sale, but before receipt of any load on that date, the density as recorded on the morning of that day.
 - (c) If inspection is carried out after starting the sale, but after receipt of any load on that date, the density as recorded of the composite product after unloading.

In case of non-availability of reference density at the time of inspection, sales and supplies of the Biodiesel (B-100) to be suspended immediately. Samples of Biodiesel (B-100) to be drawn and sent to BFA for testing. If the sample passes then penal action specified for this irregularity to be taken. If sample fails, penal action in line with the irregularity of adulteration to be taken.

5.1.10 SELLING OF POOR QUALITY / SUBSTANDARD BIO DIESEL OR MIX BIO DIESEL OTHER THAN BIO DIESEL (B – 100)

Intentional sales of Poor quality / substandard bio diesel or mix bio diesel other than Bio Diesel (B- 100) as per BIS 15607:2016 and its revisions from time to time.

5.1.11 STOCK VARIATION OF BIO DIESEL (B-100)

Stock reconciliation should be carried out and variation, if any, established after taking into account the normal operational variation of 1 % of tank stock and after considering the following factors :

- i) Handling losses in bio diesel as follows :
 - 0.25% on quantity sold upto an annual average of 600 KLs
 - 0.20% on additional quantity beyond an annual average of 600 KLs
- ii) Shrinkage losses and Temperature variation losses on bio diesel to be taken into account

In case of positive stock variation beyond permissible limits, samples will be drawn and sent to BFA for testing. Sales and supplies of all Bio Diesel (B-100) to be suspended immediately. Study to be carried out to identify the reasons for stock variation. If the sample passes but some other irregularity like unauthorized purchase etc. is established action to be taken accordingly. However, if the sample fails, action in line with that of adulteration will be initiated.

In case of Negative stock variation and in the absence of any other irregularity the permissible limit be considered up to 1% as specified above and samples will be drawn and sent to BFA for testing. In case the negative stock variation is beyond permissible limits sales & supplies will continue during the investigation period. Explanation of the concerned Retailer to be called. Supply to be immediately suspended in case explanation of the Retailer not found satisfactory.

5.1.12 NON-MAINTENANCE OF SPECIFIED RECORDS AT RETAILERS (RO/ MRO)

Retailers are required to maintain various records including the following. Non-maintenance of below mentioned records will be treated as an irregularity.

- i. Daily sales register of bio diesel & Density register for current and previous financial years.
- ii. Inspection record for previous years
- iii. Purchase Invoices & sales bills of all items & materials for the current and previous financial years
- iv. Registration certificate of BFA and such other permissions, registration, certificates & licenses etc. which are needed for continued operation of RO / MRO
- v. All test reports and sample records
- vi. All type of bills of recurring / non recurring expenses
- vii. All type of records related with Taxations
- viii. All type of records pertaining to purchases / sales as mentioned in the MoPNG Gazette notification dated 30.04.2019 and the revisions thereof from time to time
- ix. Any record as specified in Rajasthan Biofuel Rules - 2019
- x. Any other type of record / information required by Biofuel Authority.

5.1.13 OVERCHARGING IN AUTHORISED SELLING PRICES OF BIO DIESEL.

Overcharging in authorized selling prices of bio diesel displayed on retail outlets / mobile retail outlets or determined by State Government (If applicable).

5.1.14 NON DISPLAY OF AUTHORISED RETAIL SELLING PRICES OF BIO DIESEL

Retailers are required to exhibit at the retail outlet / mobile retail outlet the authorized retail selling prices of bio diesel (B-100) sold from the RO / MRO (If applicable)

5.1.15 NON OPERATING OF GPS / ATG SYSTEM AT RO/ MRO

Non operating of GPS or Auto Tank Gauging (ATG) in case of Mobile Retail outlet and non operating of ATG in case of Static RO will be treated under this irregularity.

5.1.16 NON DISPLAY OF PERMISSIBLE LIMITS SPECIFIED BY THE MANUFACTURER OF VEHICLES AND THE STANDARDS SPECIFIED BY THE BUREAU OF INDIAN STANDARD AT RO / MRO

Retailers are required to exhibit at the RO / MRO, the permissible limits specified by the manufacturer of the vehicle and the standards specified by BIS for blending of Bio diesel (B-100) for use of consumers. Besides this specification of BIS 15607:2016 is also required to be displayed at RO / MRO in readable size and fonts.

5.1.17 MISCELLANEOUS

Non display of density, opening stock of the day, sticker ensuring Zero before delivery on dispensing unit, contact details of authorized persons to be contacted in case of Complaint / Grievance / Emergency.

Non maintenance of complaint book or not providing the same when demanded by the customer.

CHAPTER - 6

COLLECTION & TESTING OF BIO DIESEL BY MOBILE LABORATORY OF AUTHORIZED AGENCIES

6.1 INTRODUCTION

The objective of collecting & testing the bio diesel through Mobile Labs is to assess the quality of Bio Diesel samples at Bio Diesel RO & MRO locations registered by Biofuel Authority.

6.2 DEPLOYMENT

The programme for the deployment of the Mobile Labs will be drawn by the respective State Level Coordinator of OMC, concerned authorized agency who will also coordinate with other authorized agencies to nominate Officers for joint team inspections with Mobile Labs. The Mobile labs in the state will check and collect the samples of Bio Diesel from the registered Bio Diesel RO & MRO Biofuel Authority.

Individual manufacturer of bio diesel can also operate Mobile Labs for inspection of their retail outlets (RO/MRO) registered with BFA.

6.3 INSPECTION AT RETAIL OUTLETS

BD samples are to be drawn from the premises of the Bio Diesel RO & MRO registered with BFA.

6.3.1 TERMS OF PAYMENT

Payment of cost of samples to be made to concerned Bio Diesel RO & MRO for the quantity of samples consumed for testing. Cash Receipts for the same should be preserved for claim of payments from respective agencies / BFA.

6.4 TESTING OF SAMPLES

The samples shall be subjected to clinical tests including density as mentioned in the BIS- 15607:2016 and its revisions from time to time. Tests of the collected samples to be carried out are : Density at 15 C, Kinematic Viscosity at 40 C., Flash Point, Acid Value, Water Content, Cu strip corrosion and Pour point/CFPP and Ester content. Results of the tests shall be reported to BFA for further action.

NOTE

- i) Clinical tests are to be conducted irrespective of the Density test results. In case the product fails either in Density or any parameter of clinical tests, action to be taken by the Biofuel Authority for established

adulteration.

- ii) Sales and supplies are to be suspended till further orders by Biofuel Authority in the event of failure of sample in Lab test and analysis of test reports.

6.5 SAMPLING PROCEDURE

The procedure for drawal of samples and the container to be used for sampling would be as enumerated under **Chapter – 2** (Chapter on 2-tier sampling procedure)

SAMPLE TAG - All the sample particulars shall be recorded as per specimen **Annexure 7.**

6.6 CLINICAL TESTS OF BIO DIESEL (B-100)

The below mentioned tests of the samples drawn will be carried out as per standard Test methods as given in the Bureau of Indian Standard Specification, BIS: 15607:2016 and its revisions from time to time.

- 1) Density @ 15 Degree C
- 2) Kinematic Viscosity cSt at 40 Degree C
- 3) Flash Point(pmcc) c Min
- 4) Acid Value mg KoH/ Max
- 5) Water Content mg/kg
- 6) Cu strip corrosion
- 7) Pour Point C / CFPP
- 8) Ester Content

In case the product fails to meet specification in respect of above tests, The Biofuel Authority should be immediately informed. They should arrange for collection and testing of related reference samples which would be in line with provisions contained in **Chapter – 2.**

6.6.1 CERTIFICATION

- a. The Test Reports for Bio-diesel shall be made as per **Annexure 8 & 9** respectively. Four copies of the Test Reports shall be made which will be distributed as follows :
 - i) To the concerned Bio Diesel Manufacturer/ Supplier/ RO / MRO
 - ii) To Biofuel Authority
 - iii) State Level Co-ordinator of OMC in case of testing by OMC mobile Lab
 - iv) To concerned Mobile Laboratory.

- b. If the sample fails, the meter reading of all the dispensing units and the dip readings of the Tank(s) of the bio diesel shall be recorded in the Report (**Annexure 9** as applicable).
- c. The above instruction shall be recorded under the "Remark" column of the Test Report and the concerned Bio Diesel RO & MRO representative signature with seal shall be obtained on all copies of the Test Report.
- d. The Mobile Lab Officer shall inform the State Level Coordinator & Biofuel Authority immediately regarding failure of sample and action taken.

6.6.2 NOTES

- i) No corrections shall be made either in the Record Book or the Laboratory Test Report on entry of the Test results already made.
- ii) All the Test Reports should be serially numbered.

ACTION TO BE TAKEN BY BIOFUEL AUTHORITY FOR IRRGULARTIES

7.1 All irregularities (mentioned in chapter – 5) are classified into three categories, i.e. Critical, Major and Minor.

7.2 Critical Irregularities: The following irregularities are classified as critical irregularities:

- i. Purchase / Selling of any un-authorized product other than Bio Diesel (B-100) / mix Bio Diesel like spurious solvent / hydrocarbon / illegal diesel etc.(5.1.1)
- ii. Short delivery of products at RO / MRO With Weights & Measures department Seals tampered.{5.1.2 (b)}
- iii. Totaliser seals found tampered of dispensing unit at RO / MRO tampered or deliberately making the totalizer non functional or not reporting to the W & M deptt and concerned DU manufacturing company if totalizer is not working. (5.1.3 read with 5.1.2)
- iv. Additional/Unauthorized fittings and gears inside the dispensing units/tampering with dispensing units at RO/MRO. (5.1.4)
- v. Unauthorized storage facilities / inter connection at RO / MRO (5.1.5)

Action: Termination of Registration at the FIRST instance will be imposed for the above irregularities after enquiry by Biofuel Authority.

7.3 Major Irregularities: The following irregularities are classified as major irregularities:

- i. Unauthorized purchases / sales of Bio Diesel (B-100). (5.1.6)
- ii. Un authorized purchases / sales of any mixture of Bio Diesel other than Bio Diesel (B- 100) (5.1.7)
- iii. Refusal by the Retailer to allow drawl of samples /carry out inspections at Bio Diesel RO / MRO. (5.1.8)
- iv. Non availability of reference density at the time of inspection. (5.1.9)
- v. Selling of poor quality/substandard bio diesel or Bio Diesel mix other the Bio Diesel (B-100) (5.1.10)
- vi. Stock variation of Bio Diesel (B-100). ((5.1.11)
- vii. Non maintenance of specified records at RO / MRO (5.1.12)
- viii.Overcharging in Authorized selling price of Bio diesel (5.1.13)

Action: Suspension of production, sales and supplies for 30 days for the first irregularity, 60 days for the second irregularity, and a third offence would lead to termination of the registration.

7.4 Minor Irregularities: The following irregularities are classified as minor irregularities:

- i. Short delivery with Weights & Measures Departments' seals intact where the Retailer has not informed the DU manufacturer of this defect. {5.1.2(a)}
- ii. Non display of authorized Retail selling prices of bio diesel (5.1.14)
- iii. Non operating of GPS / ATG system at RO/ MRO. (5.1.15)
- iv. Non display of permissible limits specified by the manufacturer of vehicles and the standards specified by the bureau of Indian Standard at RO / MRO (5.1.16)
- v. Non display of density, opening stock of the day, sticker ensuring Zero before delivery on dispensing unit, contact details of authorized persons to be contacted in case of Complaint / Grievance / Emergency. (5.1.17)
- vi. Non maintenance of complaint book or not providing the same when demanded by the customer. (5.1.17)

Action: :-Warning-cum-guidance letter in the first instance for all concerned Retailer (RO/MRO)
Rs. 5000/- per irregularity on second instance
Rs. 10000/- per irregularity on third instance

NOTE :

One or more irregularity under the above categories will be considered for the purpose of taking action.

7.5 ACTION FOR IRREGULARTIES

7.5.1 The above are general guidelines and the actions prescribed in MDG of BFA 2019 are minimum. The competent Authority of the concerned manufacturer can however take appropriate higher action against the erring Retailer, if deemed necessary including termination in the first or any instance in line with the provisions of the Agreement.

7.5.2 All cases of irregularities needs to be established before any action is taken against the Retailer (RO / MRO).

7.5.3 In case, two or more irregularities are detected at the same time

- a. Each of the irregularities should be accounted as an instance against the respective class of irregularity.
- b. Suitable action will be taken for that specific irregularity and also for that specific instance.
- c. Suitable action will be taken for each of the irregularity thereby giving a compounding effect.

7.5.4 In case of irregularities not specifically mentioned / covered above, the State Government / Biofuel Authority will take suitable action after enquiry and in accordance with the principles of natural justice.

7.5.5 The cycle of calculating second and third instance shall be calculated from date of registration in BFA starting from the date of first irregularity. In other words if an irregularity is established as on date, records of period since registration from this date will be examined to determine whether the present irregularity is the first, second or the third instance of irregularity.

7.5.6 In respect of all cases of irregularities, a show cause notice, within 15 days from the date of inspection will be issued to the concerned Retailer indicating all the irregularities. However, in case samples of BD were drawn during inspection then the show cause notice will be issued within 15 days of test results. The show cause notice should be issued along with all reports and other documents, etc. which forms the basis of the notice.

7.5.7 The concerned Retailer would have a period of 7 days to reply from the date of receipt of show cause notice.

7.5.8 Upon receipt of the reply to the show cause notice, the authorized officer of the BFA will review the charges leveled and the reply received and pass a speaking order preferably within a period of 15 days from the receipt of the reply. The speaking order shall indicate complete details of the irregularities committed the reply of the concerned Retailer and detailed reasons as to why the reply is acceptable / not acceptable to the official.

7.6 TERMINATION OF REGISTRATION OF RETAILER

In case of Critical irregularities leading to termination, the Biofuel Authority before recommending / approving the termination of registration of concerned Retailer will provide a personal hearing to the signatories to the concerned Retailer or their nominee(s). However, if signatories to the concerned Retailer or their nominee (s) fail to attend the hearing on an appointed date, one more chance will be given and after that the case may be processed ex party based on available facts.

7.7 PROVISION DROPPED

“Under existing laws, Control Orders etc., various authorities, Acts / Rules of Central Government/State Government – in addition to Biofuel Authority and their authorized officers – are empowered to carry out checks of the Retailer for determining and securing compliance with such laws/Control Order. If any “malpractice or irregularity” is established by such authorities after checking, the same would also be taken as a “malpractice or irregularity” under these guidelines and prescribed action would be taken by the BFA, on receipt of advice from such authority.

In cases of action taken for some of Major / Minor irregularities where there is only fine and no suspension of sales and supplies involved, such fine should be

paid by the concerned Retailer within a period of 15 days from the date of notice by the BFA. If not paid within this period, the action of suspension of sales and supplies would be taken from the 16th day for a period of 15 days. The fine should be paid within this suspension period failing which the suspension would be extended for another 15 days. If fine is not paid within the extended suspension period, the concerned Retailer would be terminated and their Security / Bank Guarantee will be forfeited.

7.8 AUTHORITY TO TAKE ACTION:

- i) The action of termination and all other critical irregularities will be approved by Secretary in charge, Rural Dev. department of Government of Rajasthan.
- ii) In respect of major irregularities, the approving authority would be Chief Executive & Project Director, Biofuel Authority, Government of Rajasthan.
- iii) In respect of minor irregularities the approving authority would be Chief Executive & Project Director, Biofuel Authority, Government of Rajasthan.

7.9 APPELLATE PROCEEDINGS:

- i) In case of orders in critical irregularities, the concerned Retailer will have the right to appeal within a period of 30 days from the date of receipt of order, before the appropriate authority who will be empowered to decide the matter and the appeal shall be disposed off preferably within 90 days from the date of filling the appeal in the office of the appellate authority.
- ii) For all appeals in case of critical irregularities, the appellate authority will be the Additional Chief Secretary, Rural Dev. & Panchayati Raj department of Government of Rajasthan.
- iii) In case of orders in Major / Minor irregularities, the concerned Retailer will have the right to appeal within a period of 30 days from the date of receipt of order, before the appropriate authority who will be empowered to decide the matter and the appeal shall be disposed off preferably within 90 days from the date of filling the appeal in the office of the appellate authority.
- iv) For all appeals in case of Major / Minor irregularities, the appellate authority will be the Secretary in charge, Rural Development Department of Government of Rajasthan.

ANNEXURE – 2

MANUFACTURERs LOGO:

SAMPLE LABEL – SUPPLY LOCATION

LOCATION : _____

DATE

1. Product : Bio diesel (B-100)
2. Source of sample:
Tank Lorry Filling Bay No. : _____
Tank No.: _____
3. Samples drawn on _____ at _____ hours
4. Quantity : 1x 1 litre for BD
5. Density at 15 Deg. C _____
6. Plastic Seal Nos. for the Aluminum container :
7. Plastic Seal Nos. for the Wooden Box :

Certified that empty containers are rinsed with the same product just before drawing of samples, labeled and sealed.

Signature: _____

Name : _____

Designation: _____

MANUFACTURERS LOGO:

**SAMPLE LABEL - TANK LORRY RETENTION SAMPLE
(DRAWN AT RETAIL OUTLETS)**

SUPPLY LOCATION: _____

VILLAGE/BLOCK/DISTRICT: _____

1. Name & address of the Retail Outlet:
2. Name of the bio diesel manufacturer
3. Product : Bio diesel (B-100)
4. Source of sample:
5. Tank Lorry No. _____ Invoice No. _____
6. Samples drawn on _____ at _____ hours
7. Density at 15 Deg C a) as recorded in the Challan _____
b) of sample collected from the lorry _____
8. RO Tank No. of Product decanted _____
9. Plastic Seals Nos. of Aluminium container : _____
10. Plastic Seals Nos. of wooden box : _____

Certified that empty containers are rinsed in my presence with the same product just before drawing of samples and the sample is retained after proper labeling and sealing.

Signature of the Retailer/ Retailer's representative: _____

_____ Name of the Retailer/ Retailer's

representative : _____ Seal/rubber stamp

: _____

Place and Date : _____

Signature of T/L driver : _____

Name of T/L driver : _____

Transporter's name : _____

Bio diesel Manufacturer : _____

MANUFACTURERS LOGO:

SAMPLE LABEL - SAMPLES DRAWN FROM RETAIL OUTLET

SUPPLY LOCATION: _____

1. Name of the Retail Outlet : _____
2. Name of the bio diesel manufacturer :
3. Product : Bio diesel (B-100)
4. Source of sample :
5. Dispensing Unit .No. _____
Tank No. _____
6. Samples drawn on _____ at _____ hours
7. Density at 15 Deg C a) as recorded in the Density register _____
b) observed by inspecting officer _____
8. Date of last receipt of Bio diesel (B 100) in this tank : _____
9. Tank Lorry No. of last receipt _____
10. Plastic Seals Nos. of Aluminum container : _____
11. Plastic Seals Nos. of wooden box : _____

Certified that empty containers are rinsed in my presence with the same product before drawing of samples and that one (1) set of samples out of the 3 sets of samples drawn has been handed over to me for retention in safe custody till further advice from Oil Company.

Signature of the Retailer/ Retailer's representative : _____

Name of the Retailer/ Retailer's representative: _____

Seal/rubber stamp of the RO: _____

Place and Date : _____

Sample drawn by :

Signature : _____

Name : _____

Designation : _____

Bio diesel Manufacturer : _____

ANNEXURE – 5**TEST TO BE CARRIED OUT ON BIO DIESEL SAMPLES****BIO DIESEL (B-100)**

Sr. No.	Tests	Test Result
1	Density @ 15 Deg C	
2	Kinematic Viscosity at 40 Deg C, cSt	
3	Flash Point (PMCC)2 C Min	
4	Acid Value mg KOH/ q	
5	Water Content mg/kg	
6	Cu Strip Corrosion	
7	Pour Point C / CFPP	
8	Ester Content	

The above mentioned tests will be carried out as per standard test methods as given in the BIS specification, IS : 15607 : 2016.

ANNEXURE –6

MAINTENANCE REPORT

To be printed in Hindi & English
(BioDiesel Manufacturer Company’s Monogram)

RETAILER

LOCATION

DETAILS OF EQUIPMENT					PURPOSE OF VISIT - Routine / Maintenance / Break-down	
	1	2	3	4	Date last visited	
NAME						
MODEL						
S.NO.						
PRODUCT						

YES / NO REMARKS

1. Rate of Delivery – Okay?
2. Filters/Strainers – Cleaned?
3. Pulleys & Belts – Adjusted?
4. Pump Hose & Nozzles – Leaks rectified?
5. Pumping Unit – Checked?
6. Electric Motor Switch Mechanism – Oiled?
7. Metering unit (W&M Seal) Calibration checked and found correct?
8. Float & Air Separator – Working satisfactorily?
9. Dial/Panel Glasses/Rubber Beading/Panel Locks – Condition okay?
10. Internal Joints, Pipes, Glands – Examined for leaks?
11. Hand Drive Mechanism – Working satisfactorily?
12. Tank Manhole, Pipe/Connections/Vents/Fill, Dip points – Examined for leaks?
13. Electric Fitting & Installation of Dispensing Unit/s – checked for loose connections and found satisfactory?
14. Water Dip Reading of Tank (in cms)
15. Inter-connection of tank ?
16. Any addl. unauthorized fitting in the disp. Pumps / Tanks ?
- 17.
- 18.
- 19.

Details of Repairs undertaken

Parts Replaced

Parts Required

DATE OF VISIT :

TIME OF

ARRIVAL _____ Hrs.

DEPARTURE _____ Hrs.

COPY No.1 MANUFACTURER / SUPPLIER

COPY No. 2 RETAIL OUTLET

COPY No.3 FILE COPY

DEPARTED TO :

SIGNATURE

RETAILER _____

SIGNATURE

Company's Maintenance Representative

POSSIBLE PUMP COMPLAINTS

- 1) Nozzle Leaking
- 2) Hose Pipe leaking
- 3) Hose pipe burst out
- 4) Excess / short measure
- 5) Pump running slow
- 6) Pump running but does not deliver
- 7) Register jumping
- 8) Not resetting to zero
- 9) Faulty reading on register
- 10) Motor defective / burnt
- 11) Product escapes from jump vent
- 12) Pump delivers but does not register
- 13) Operating handle defective
- 14) Totaliser defective
- 15) Hand drive operation defective
- 16) Pump unit / flow meter leaking
- 17) Water in underground tank

MONOGRAM OF MANUFACTURUR COMPANIES

SAMPLE DETAILS FOR BIODIESEL (B-100)

Tested to Specification IS 15607 – 2016

Mobile Lab

Registration No.

Bio Diesel Manufacturing Company :

1. Serial No. of the Sample : _____

2. Source of Sample : _____

Dispensing Unit Sl. No. : _____

Tank No. : _____

3. Test Report No. ML/BD _____ Dt. _____

4. a) Name & Address of Retail Outlet : _____

b) Name of the BD Manufacturing Company : _____

5. Sample drawn by : _____

6. Sample drawn on : _____

ANNEXURE – 9

**MOBILE LAB TEST REPORT FOR BIODIESEL (B-100)
IS 15607 – 2016**

S. No.	Test	Test Method	Test Result
1.	Density @ 15 deg/C (BIS 15607:2016) a) Manufacturer/ Supplier Retailer's Tank(s) Density after last receipt b) Density observed By MobileLab.office c) Variation (between a & b)	P-16	
2.	Kinematic Viscosity @ 40 deg. C cSt	P - 25	
3.	Flash Point (PMCC)2 C Min	P:21	
4.	Acid Value mg KOH/ q	P:1	
5.	Water Content mg/kg	P:40	
6.	Cu Strip Corrosion	P:15	
7.	Pour Point C	P:110	
8.	Ester Content		

(Signature)
Manufacturer / Supplier
Retailer/ Representative

SEAL

(Signature)
Name:

Designation:
I/C of Mobile Lab

SEAL