



अवंतिका गैस लिमिटेड

**AAVANTIKA GAS LIMITED**

A Joint Venture Company of **GAIL & HPCL**

*Aavantika Gas Limited (Agents) policy, 2021*

**Amendment-01 (2023)**

## 1. INTRODUCTION

- 1.1 AAVANTIKA GAS LIMITED (AGL) is a Joint Venture company of GAIL (India) Limited and Hindustan Petroleum Corporation Limited (HPCL), is authorized by the Petroleum and Natural Gas Regulatory Board (PNGRB) under ministry of Petroleum and Natural Gas, for implementation of City Gas Projects to supply Piped Natural Gas (PNG) to consumers in domestic, industrial and commercial sectors and Compressed Natural Gas (CNG) to automobile sector in the authorized geographical areas of Madhya Pradesh.
- 1.2 The objective of AGL is to provide safe, convenient and reliable natural gas supply to various sectors. The company has always emphasized on the objective of promoting environment friendly fuel.
- 1.3 Piped natural gas ( PNG ) is safe, eco-friendly, economical, convenient, and reliable source of fuel for domestic household cooking and heating purposes.
- 1.4 Currently AGL has more than 55000 active domestic connections in all GA's which is a heterogenous mixture of high rise/residential societies and independent houses. AGL tends to incorporate more than 1,00,000 active domestic PNG customers by the end of FY 2022. Even though PNG being an essential service, there has been lots of cases of defaulters/ delay payments from the domestic customers due to which AGL faces a current outstanding of Rs 15 Cr in all GA's
- 1.5 In view of the above, there is a need of hiring a collection agency for all GA's in order to streamline the process of the payment collection and reduce the current outstanding in the domestic PNG segment
- 1.6 For achieving the aforementioned objectives, AGL envisages to carry out an open tender to be floated all over India for the appointment of Collection Agency in Indore, Ujjain and Gwalior for collection of outstanding bill payment amount.

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### 3. Short title and commencement :

- a. This policy may be called Aavantika Gas Limited (Agents) policy, 2021.
- b. This shall come into force on the date of its approval by the AGL Board of directors.

*This policy shall apply to all agents appointed in the authorized GA's (Indore, Ujjain, MHOW, Pithampur and Gwalior – Madhya Pradesh.) of Aavantika Gas Limited (AGL)..*

#### Definitions :

- A. **Agent:** means a person who has been appointed under clause 3 of this policy.
- B. **Agent application form :** Means application form prescribed in schedule-1.
- C. **Agent enrollment form :** Means enrollment form prescribed in schedule – 2 for appointment of agent
- D. **Agency year :** (A) in the first year of his appointment, the period from the date of his appointment to the —end of the month in which he completes twelve months as an agent (hereinafter referred to as the first agency year of such agent);and  
  
(B) in the subsequent years of his appointment, every successive period of twelve months following the completion of the first agency year; and
- E. **Applicants :** means person applying for becoming AGL agent under this policy.
- F. **Appointment letter:** means a letter of appointment issued by the competent authority to an individual to act as an agent.
- G. **PNG :** Piped natural gas “ primary content Methane CH<sub>4</sub> ( more than 90%) transported through pipeline to domestic household for cooking & heating purpose.
- H. **Company :** Aavantika Gas Limited (A JV of GAIL & HPCL) (hereinafter referred as “AGL”)
- I. **Commission:** Means compensation and/or remuneration for the discharge of functions under this policy by an agent/referred agent, which shall not include wages/salary under the labour laws.
- J. **Competent Authority:** “Means the authority prescribed in the clause 28 to discharge the functions mentioned in the corresponding entries in column mentioned thereof;
- K. **Customer :** “Means a person who applies for domestic PNG connection for household cooking & heating purpose; and who upon successful commissioning of connection avails the services of the Company
- L. **Designated Officer:** “Means an officer authorized by the AGL to make appointment or reinstatement of agents and to discharge other functions as entrusted upon him by the competent authority under clause 28”.
- M. **Geographical Authorized Area :** “Means a Geographical Area authorized by Petroleum & Natural Gas Regulatory Board ( PNGRB ) to AGL for marketing and distribution of Natural Gas
- N. **Gasified Area :** Area or building which is covered by Gas pipeline
- O. **High-rise buildings :** Building or apartment having minimum 20 household flats with ground+3 floor or more
- P. **Domestic PNG registration form :** “ Application form for applying Domestic PNG connection in household”:

- Q. **Domestic PNG connection:** “PNG connection provided by AGL for household purpose to domestic customer”
- R. **Registration charges - (A) :** “Means an amount of Rs. 499 to be paid by domestic customer against PNG connection”.

**Equipment and facility Security Deposit (SD) - (B) :** “ Rs. 4500 ( Refundable ), Security deposit against the instrument which shall be install ( pipes & Meters, etc) in the customer premises “

**Gas consumption Security Deposit - (C) :** Rs. 1000 ( Refundable ), Security deposit against PNG consumption (estimated two month gas consumption )

**Connection Charges :** Means a sum of Rs. 5499/- including Security Deposit against equipment and facilities, Gas consumption Security Deposit and registration charges. Rs. 5499/-, ( Total of A + B + C)

- S. **Full Pay scheme :** Means Full Connection charges paid by customer in single payment
- T. **Riser :** Means a Vertical Galvanized iron pipe installed in high-rise building for multiple gas connection
- U. **Incentives:** Means an additional payout of over & above the commission, based on over achievement of targets
- V. **RA Bills :** Means running account Bill, deemed to be prepared by agent to claim commissions & incentives
- W. **Principal :** means Avantika Gas limited (A Joint Venture of GAIL & HPCL) (hereinafter referred as “AGL”)

## 2. Appointment of Agents:

- 2.1 Agents may be appointed in any place within authorized GA's of AGL for the purpose of soliciting and procuring new business & registrations by identifying & analyzing the prospective customers in the sector of domestic PNG connections in the gasified area of AGL.
- 2.2 All appointments referred to in the sub-clause 2.1, shall be made by the competent authority after conducting interview of the candidates and satisfying itself about their suitability.
- 2.3 In making such appointments the competent authority shall be guided by such rules of procedure as are laid down in the policy.
- 2.4 Notwithstanding anything contained in sub-clause 2.1 to 2.3, the competent authority may, by notice in writing to an agent, direct that his agency year shall be every successive period of twelve months from the date mentioned in the notice,
- 2.5 Notwithstanding anything contained in this regulation, the designated officer may refuse or reject, for reasons to be recorded in writing, an application if he feels that the grant of appointment is in contravention of this policy and/or against AGL interest and/or against the public interest.
- 2.6 **Eligibility conditions for appointment of agents.** - No person shall be eligible to be appointed as an agent unless he is eligible to contract under Indian Contract Act, 1872 and fulfills the eligibility conditions as mentioned below and as amended from time to time.

## Eligibility Criteria:

- A. **Minimum age limit** : Applicant must have completed 21 Years of age on the date of application.
- B. **Qualification**: 10th pass and above
- C. **Language fluency**: Hindi and English (desirable)
- D. **Preference** : Only minimum 6 month previous experience of marketing, good communication, social contacts, others is preferable.

**2.7 Duration of Agency:** Agency period shall be for each agency year from the date of issuance of appointment letter and shall be renewed by the competent authority after each agency year subject to satisfactory fulfillment of conditions of this policy and the requirement of AGL.

### **2.8 No Employment Relationship :**

2.8.1 No claim for regular employment by agent in AGL, by virtue of this agency shall be entertained at any stage.

2.8.2 Nothing by virtue of this policy or otherwise establish either an employment relationship or any other labour relationship between the Parties or a right for the agent to act as a procurer, broker, contracting representative or other representative of company except as an agent for the functions as mentioned in clause 5 of this policy.

2.8.3 Limited authority of agent : An agent under this policy is appointed and authorized to act on behalf of AGL as an agent only for purposes as mentioned in clause 5 of the policy and no other.

2.8.4 Appointment of agent shall be at the sole discretion of AGL and any representation or correspondence in this regard shall not be entertained by the AGL.

2.8.5 Appointment of agents under this policy are conditional to actual requirement of agent by AGL.

## **3. Process of application and appointment:**

3.1 An applicant shall submit duly filled Agent application form along with all the supporting document as mentioned in the agent application form in the A-4 size paper to the AGL respective office.

3.2 Competent authority upon receiving the application shall scrutinize the agent application form and enclosed eligibility documents.

3.3 Application if found suitable, after scrutiny by the competent authority shall conduct an interview of the applicant.

3.4 If the applicant is found suitable to become an agent after the interview process, a written communication will be sent to the applicant, requiring him to process the enrollment process as mentioned below:

Agent shall submit following documents within 7 days of receipt of communication from the competent authority at the AGL respective office:

- Duly filled agent enrollment form prescribed in **Schedule - 2**
- KYC : Proof of address, Proof of identity, PAN card, passport size photograph, police verification, **indemnity declaration, copy of cancelled cheque, bank account details ( Schedule - 3 )**
- Agent registration fee: Rs. 1000 ( Refundable as per performance Criteria mentioned in the clause 12)
- Performance cum indemnification Security Deposit: Post dated cheque's of Rs. 5000, However, agent shall ensure that the cheque submitted must remain valid during the entire period of agency year. and in case, the validity of cheque expire during the agency year, agent shall ensure to submit a fresh cheque equivalent to an amount of security deposit, at least 7 days before the expiry.

3.5 Appointment of agent shall be at the sole discretion of AGL and any representation or correspondence in this regard shall not be entertained by the AGL.

3.6 Appointment of agents under this policy are conditional to actual requirement of agent by AGL.

**3.7 Enrollment code :** Upon receipt of document and registration fee as mentioned in sub clause 3.4, an appointment letter confirming applicant's appointment as an agent shall be issued and dedicated enrollment code be generated and communicated to the agent.

### **3.8 Training and Directions :**

**A. Training :** A training for skill development, features of Domestic PNG, available schemes and scope of work shall be given by the Respective Area marketing officers within 7 days after generation of Agent enrollment code.

**B. Direction :** The Agents shall have to comply code of conduct as mentioned in clause 25 in this policy and instruction guideline given from time to time by competent authority.

Any candidate if found not suitable after the training, the competent authority reserves the right to terminate his agency with the reasons recorded in writing.

## **4. Reappointment of Agents :**

4.1. The reappointment of terminated agents shall be as per the eligibility conditions approved by the AGL from time to time; provided that an agent who has been terminated on account of a disciplinary action, early claim or fraud, etc. shall not be considered for reappointment.

4.2 The reappointment for all practical purposes shall be considered as a fresh appointment and the agent shall not be entitled for commission under any business completed under the old agency.

## **5. Functions and Scope of work of Agent :**

### **5.1 Functions:**

An Agent shall primarily solicit and procure new business & registrations by identifying & analyzing the prospective client (i.e., Individual household, flat from high-rise building apartment, Bulk order from residential societies, builders, etc.) in the authorized gasified area of AGL. Agent must be having good communication & marketing skills, well-informed with up-to-date knowledge of PNG connections benefits, merit, or demerit of existing conventional cooking fuels.

Agents, must be endowed with the burning desire of social service & marketing, and over & above all this, he must possess & develop undeterred determination to succeed as a salesman who contributes to the vision of making a cleaner & greener environment with mutual benefits.

### **5.2 Scope of work :**

5.2.1 The primary responsibility of an agent is to create awareness and promote piped natural gas (PNG) connection for domestic segment thereby ensuring that customers are given proper guidance/service and assisting them in filling the application for PNG connection. However, AGL has sole discretion to change or modify the product or scope of work as per business requirement

5.2.2 Furnish correct information to Domestic PNG customer regarding PNG connection and payment plans and schemes. Also, agent has to work in Gasified area only, except otherwise instructed by competent authority

5.2.3 Agent shall collect PNG Application form from the nominated officer

5.2.4 Agent to assess the prospective customers in gasified areas of AGL.

5.2.5 Agent has to strictly adhere to the guidelines, instruction of the AGL regarding issuance of any circular, policies, pamphlet.

5.2.6 Agent has to strictly adhere to the Know Your Customer guidelines.

5.2.7 Agent to promote PNG by interaction with the resident of Individual households, flats, high-rise building apartments, Bulk orders from residential societies, builders to procure Domestic PNG registration form. Also, if required No Objection Certificate (NOC) for registrations from the respective societies & households.

5.2.8 An agent has to assist the customer to fill the PNG application form and as per the scheme selected by the customer, shall collect the PNG application form along with KYC documents, requisite amount of connection charges via electronic payment/cheque / DD ( No cash collection shall be allowed in any condition ).

5.2.9 Thereafter, Agent has to login & upload the form along with all KYC documents in to Agent portal.

5.3.0 Agent has to check and verify the correctness of the details filled in the registration forms with KYC documents, details mentioned in the cheque

5.3.1 Thereafter, Agent has to submit the filled Customer application form along with KYC documents ( proof of address, proof of identity, photograph, as mentioned in PNG application form etc ) and PNG Registration and / connection charges to the respective AGL office with a list of submitted forms in return receipt by respective AGL officer.

5.3.2 Agent has to deliver the customer copy of Application Form to the respective customer mandatorily.

5.3.3 Securing directions from AGL marketing team or Officer-in-Charge (OIC) nominated by AGL, to understand potential in each area for engaging customers from that area for marketing/ registration booking activity.

5.3.4 Agent has no rights to commit on behalf of AGL in writing or otherwise regarding the deliveries in form of connection completion and the discounting for gas prices.

5.3.5 Agent has no authority to enter into cash transaction for and on behalf of AGL.

5.3.6 An event of any cheque being dishonored for reasons attributable other than customer which are controllable and in purview of agent, the agent will be penalized by way of deduction from the commission or any other dues payable amount by AGL as mentioned in clause 8.

5.3.7 . Agent has to recollect the cheque / payment against online payment failure from the domestic PNG customer, in case of cheque dishonored or online payment failure.

5.3.8 Agent shall fill the registration forms, scan and upload the document / detail of customer in fair and readable manner in AGL agent Portal / Server as mentioned below:

- i. PNG Registration Form
- ii. Address Proof - Electricity bill within 3 month, house tax bill, ownership deed, water bill, UID
- iii. Ownership Proof - Electricity bill within 3 month, house tax bill, ownership deed, water bill
- iv. Rent Agreement – If customer (prospective)-of PNG is tenant
- v. ID Proof – UID , Voter ID, Passport, PAN Card, Other document.
- vi. Ownership declaration in case of rented house.
- vii. Any other documents required by nominated officer.

Agent will have to make all the entries on unique AGL agent code & portal as per above process at his own premises with his own peripherals.

## 6. Area of work , locations, Gasified area :

6.1 Area of Work – Area of work for enrolled agent shall be “Authorized Geographical area ( GA ) allocated by PNGRB i.e. City area of Indore, Ujjain, MHOW, Pithampur & Gwalior.

6.2 Location: Gasified City Area of Indore, Ujjain, MHOW, Pithampur & Gwalior, Madhya Pradesh.

6.3 Gasified Area: “ Area or building which is covered by Gas pipeline “ and time to time list and such area existing and as & when new area opened by AGL, shall be informed via training / other communication mode to Agent.



- 6.3.1 The registrations have to be collected from the gasified areas only, unless, directed by the MO/ OIC from AGL.
- 6.3.2 Commitment of work completion to be communicated to the customer should be as per the AGL norms or as confirmed by the MO/ OIC from AGL. Misguide or false or Wrong commitments would attract penalties on the Agents as per clause 8.
- 6.3.3 Agent has to submit the reconciliation of all issued PNG registration form on month basis on **1<sup>st</sup> week of month**, during the agency year to the nominated officer .
- 6.3.4 Nothing contained in this policy shall be deemed to confer any authority on an agent to collect any moneys or to accept any risk for or on behalf of the AGL or to bind the AGL in any manner whatsoever:
- 6.3.5 Provided that an agent may be authorized by the AGL to collect registration charges through DD/cheque/online mode only (except CASH) along with completed registration form and KYC documents.
- 6.3.6 Every agent shall adhere to the code of conduct as set out in the clause 25 and as prescribed by the AGL, from time to time.

## **7. Form Submission and Penalty :**

- 7.1.1 For all the successful registrations forms logged in by the Agents, agents will have to submit the forms to AGL's respective offices within 14 days from the date of the payment receipt date/cheque date (via cheque/RTGS/NEFT).
- 7.1.2 In case of failure/delay in the submission of the forms after 14 days (from the date of RTGS/NEFT/cheque date by the customer), a penalty of Rs 50 per form per week shall be levied on the Agent against the late submission and the same shall be deducted as per clause 8 from the RA bill raised by the agent for the same month.
- 7.1.3 Agents shall keep issued domestic PNG registration form in proper manner & shall not misuse the forms otherwise than its original purpose.

Agent shall submit all issued DPNG registration form (filled by customer / blank ) to the nominated officer and shall get reissuance of the blank / new form in the first week of every month. Any failure to submit the issued form as mentioned above shall attract penalty and any other action as mentioned in the policy.

- 7.1.4 In case any form is misplaced, MO shall levy a penalty as per clause 8 of Rs 500/- per form on the agent and the same will be deducted from the RA bill submitted by the agent or any other dues payable by AGL.

## 8. Penalty Matrix :

Sr.	Item	Penalty	Time of Penalty
1	Cash Collection from customer and non submission of the customer application form	Equivalent to the cash received / disputed amount plus ₹ 3000/- per case	In respective RA bill
2	Loss of blank application form	Rs. 500 per form & Undertaking of non-usage of form	In respective RA bill
3	Loss of filled application form	Rs. 500 per filled Undertaking of non-usage of form	Monthly RA bill basis of form reconciliation
4	Cheque not submitted within 14 days from date of cheque	Rs. 100 per cheque (not submitted within 14 days from cheque date)	In respective RA bill
5	Cheque bounce due to payee name, signature, date, amount missing or wrong account ( factors under control of Agent )	Rs. 100 per cheque	In respective RA bill
6	Forged documents submitted by Agent	Rs. 500 per form	In respective RA bill
7	Delay in submitting the filled DPNG registration form beyond 14 from the date of payment of connection charges / cheque date	Rs. 100 per form per week	In respective RA Bill/ At the closure of contract
8	Delay in logged in by the Agents, agents will have to submit the forms to AGL's respective offices within 14 days from the date of the payment receipt date/cheque date (via cheque/RTGS/NEFT). at AGL office	Rs. 50 per application form	In respective RA bill
9	Any Misguide statement or false / Wrong commitments regarding in sales process including rates, deposit, schemes, work completion , others – if found true	Rs. 200 per case	In respective RA bill
10	Claw-back : Non-Collection of the amount of 1st bill generated from the customer registered by agent for more than 30 days or refund	Rs. 225 Per Case Deduction in term of Commission claw back	In respective RA bill
11	Win-Back :After Claw-back of Commission, Collection of the amount of total bill generated from the customer registered by agent from 31-90 Days	Reversal of Claw-Back	In respective RA bill
12	Claw-back : in case of Refund	Rs. 225 or Rs.200 of initial paid amount	In respective RA bill



In an event of any misconduct or delayed for reasons attributable other than customer which are controllable and in preview of Agent, the Agent shall be penalized by way of deduction from the commission payable by AGL and same shall be deducted in monthly or any RA bill payment as per below amount.

Note : In case any penalty not levied/missed in the respective RA bill, the same will be recovered in the next RA bill or on closure of contract.

## 9. General Instructions to Agents :

- 9.1.1 Agent to keep track of all the registration forms issued by AGL and to submit the reconciliation report to AGL on monthly basis.
- 9.1.2 Agent to maintain their own database for newly registered customers and data provided by AGL which are not registered by the Agent.
- 9.1.3 Agent to submit all the cheques/Registration forms only in the AGL specified format to Data Center/Marketing Department/Respective offices
- 9.1.4 Agent to verify the filled up registration forms properly for correct name of customer, address, valid ownership proof, signatures of customers and cheque collected from customer etc. before submitting it to AGL.
- 9.1.5 Interest Free Security Deposit is to be collected by way of A/c Payee Cheque/ DD/Electronic payment **only in favour of Aavantika Gas Limited. Under no circumstances cash shall be collected from customer.** Any deviation from this policy will attract penalty as per clause 8..
- 9.1.6 In the event of cheques not clearing, Agent is required to follow up the matter with customers till cheques/Payments are cleared into AGL account at no extra charges or cost.
- 9.1.7 The security deposit and other charges prescribed herein are applicable at present. However, AGL shall have absolute discretion /liberty to amend, modify the charges and / or terms and conditions /manner in which the same are to be administered/ collected. The Agent shall be required to abide by the decision of AGL in this regard.
- 9.1.8 Agent to submit Progress report (as specified by AGL) on New registration and Balance payment collection on daily basis through fax or email or any other mode as specified by Competent authority.
- 9.1.9 Agent shall create records of all new registrations, collections, and receipts in as per AGL requirement and submit the same to AGL at specified periodicity.
- 9.1.10 No dispute shall be amenable to labour court/industrial tribunal upon labour/industrial laws.
- 9.1.11 AGL shall not be responsible for any action of an agent committed beyond the authority vested in them by virtue of agency. AGL shall not be vicariously responsible and shall be free to recover losses/damages/compensation from his agents.
- 9.2.1 **Survey of Gasified Areas:** The Agent shall visit all the non-registered flats in the Gasified building and register the interested customers. The Agent shall mention the contact No. and details of the customer, which will be mandatory requirement.
- 9.2.2 **New Areas:** The Agent shall visit all the non-registered societies and flats in new area informed by the AGL Marketing Team or OIC and collect information such as total flats in society, names and contact no. of the chairman/secretory or office bearers of society etc.
- 9.2.3 **ADDRESS VERIFICATION :**Agent is responsible for collecting all required details like flat number, building name, phone number, email ids etc. through personal visits and physical survey. He is responsible for maintaining correct records of all customers / consumers in the area that has been allocated . Agent will submit the details to the AGL marketing team or Officer-In-charge in the prescribed format.
- 9.2.4 **Permission from Society / Liaising :** Obtaining permission/NOC / Liaising from societies for marketing activity and submission of details in the given formats as per the requirement of AGL in soft/hard copy. The works is to be carried out as per the instructions of MO/ OIC / Head - Marketing.
- 9.2.5 **Collection of amount against bounce cheques :**Re-collection of amount against bounce cheque. Payment shall only be made if the cheque bounce incident occurs due to the fault at customer end, i.e., insufficient balance in his account, etc. The re-collection of the amount against bounced

cheques is to be done at no extra cost.

**9.2.6** Payment of Commissions to Agent shall be made only after payment of Registrations as reflecting in AGL system. However to claim the Payment and incentive if any, Agent has to produce the RA bill every month along with list of customer to Respective competent authority and after validation of claimed RA bill, Agent commissions shall be disbursed within 15 days from date of validation.

**9.2.7** Applicable tax / TDS, shall be deducted as per present taxation norms from the commission.

## 10. Commission, incentive and Agent target :

### 10.1.1 Phase-1 : Registration Commission

The agent will be disbursed the following payment on the approval of the D-PNG registration submitted and clearance from F&A end :

SR.	Scheme Type	Phase -1 Commission Payout
1	Full Pay Scheme (5499/-)	Rs 225
2	Half Pay Scheme (2999/-)	Rs 200

The agent will have initial payment to get more registration, preferable of full pay scheme.

### Phase-2 : Conversion Commission

The agent will be disbursed the following payment on the commission Conversion of Respective customer :

SR.	Scheme Type	On Conversion of the Registration Received
1	Full Pay Scheme (5499/-)	Rs 100
2	Half Pay Scheme (2999/-)	Rs 100

### Phase-3 : Bill Clearance Commission

After the clearance of the respective customer 1<sup>st</sup> Bill within a month from the date of bill generation and resolving any other issue faced by the customer by coordination (but within 90 days, in case of claw back) with other department under the advice of the concerned Marketing officer. The agent will be disbursed the following payment on the after clearance of Respective customer 1<sup>st</sup> bill within period of 30 and /or 90 Days from the date of bill generation :

SR.	Scheme Type	On Receipt of Payment of 1 <sup>st</sup> Bill Generated
1	Full Pay Scheme (5499/-)	Rs 100
2	Half Pay Scheme (2999/-)	Rs 100

Commissions and incentive shall be based and calculated on the basis of "Cleared (Customer registration and or connection charges realized by AGL's bank account) and accepted Customer registrations form in all respects only.

### 10.1.2 Annual Bonus for full security deposit-based registrations -On Commissioning,

SR.	No. of Commissioning slab Done	On Commissioning of the Customer
1	500-1000 Commissioning in Yearly basis	Rs 50 per case
2	<b>OR</b> More than 1000 Commissioning in Yearly basis	Rs 75 per case

The above incentive shall be paid on post Financial year closing, and also shall be recon in case of agent qualifying in more than 1000 or 500-1000 commissioning slab (whichever is higher) Commission category within the financial year. E.g



If the agent qualify year commission incentive achieved 1050 for commissioning slab target within the financial year (1<sup>st</sup> of Apr to 31<sup>st</sup> March), then incentive calculation shall be as follows :

**Final Year Commissioning incentive = ( No's Registration in FY1050 x Rs. 75 )**

**Periodic Contest :**

In order to keep the agents motivated, AGL shall organize monthly/quarterly/ half yearly contests for the agents for which the facilitation will be provided in the form of prizes, Sodexo, gift card, vouchers etc; as decided by AGL. However, to run the aforementioned contest shall be the discretion of Head -marketing on considering business requirement. No claim shall be entertained if not organized such contest due to any reason.

**11. Minimum Amount of Business :**

11.1.1.The agent shall bring minimum 10 nos. of duly completed DPNG registrations per month along with registration and /connection charges for first 6 month ( or average of 6 month ) in the first agency year and in subsequent agency year 20 nos. of duly completed DPNG Registrations per month ( or average of 6 month ) along with connection charges.

11.1.2 The performance of agent shall be reviewed by the competent authority yearly basis and agent failure to bring minimum amount business may result into issue an warning letter and / or, termination of the agent, However any subsequent failure to bring minimum amount business without justifiable reason, shall may result into termination of agency by the competent authority. however, time extension for a period not more than 6 month may be granted by the competent authority on case to case basis.

**12 Club-membership, Process and Payment of commission to the Agent , and other benefits**

:

**12.1.1 Club-membership and other benefits :** To maintain a higher level of work productivity and agent motivation, hereby AGL introduced “ Agent club memberships based on performance as below with distinct benefit and business addition via adding sub-agent after certain club-membership.

Hereby , An agent shall be eligible for being a member of club member and to avail the benefits thereunder upon fulfilling the below mentioned conditions

Sr	Membership Plan & minimum target performance	Details
1	AGL Club Silver Membership*  (When agent as soon as achieves the target of 750 registrations within a year , shall be qualifies for the silver club)	a. Fixed monthly Mobile and travel allowance of Rs 500 per month. b. Security deposit free personal AGL connection at his home premise
2	AGL Club Gold Membership**  (When agent achieves the target performance of 1000 registrations in an succeeding agency year, shall be qualifies for the Gold club)	a. One time Incentive payment of Rs. 1000/- equivalent to registration fee b. Fixed monthly mobile and travel allowance of Rs 800 per month. c. Security deposit free personal AGL connection at home premise
3	AGL Club Platinum Membership  (When the agent achieves the target of 1200 registration in an succeeding agency year, shall be qualifies for the platinum club)  <b>Business addition</b> via referring upto 4 persons to be appointed as an agent If person (by reference) found suitable to become an agent as per clause 3, an original agent shall be entitled to receive a bonus commission of an amount equivalent to 15% of total commission	a. Fixed monthly mobile and travel allowance of Rs 1200 per month. b. Security deposit free personal AGL connection at home premise. c. Agent have rights to refer up to 4 persons to become an agent If person (by reference ) found suitable to become an agent as per clause 4, an agent shall be entitled to receive a bonus commission of an amount equivalent to 15% of total commission

received by agent (by reference) during each agency year on pro rata basis against in monthly basis, .till survival of his club platinum membership

*However the original agent is eligible to receive the bonus commission only for the commission received by agents(by reference) through their respective performance against the DPNG registration done. In case, any agent (by reference) become the platinum club member, the benefit of reference policy shall pass to only agent (by reference) and not to the original agent. i.e. The commission benefit of referral agent credit is to platinum agent is limited to " Own performance of Referral agent Only"*

earned by his agent (by reference) during each agency year on pro rata basis, .till survival of his club platinum membership

**For example:** 4 agents (by reference) earn the commission of Rs. 10000 each in a year. Then original agent receive bonus commission as:

$$=15\%(Rs10000 \times 4)=Rs.6000$$

**12.1.2 Process of Payment Commission to the Agent :** The Agent shall login & submit all the registration forms to respective AGL offices in prescribed time line as mentioned clause of " Submission of forms "

However to claim the Payment and incentive if any, Agent has to produce the RA bill every month along with list of customer to Respective competent authority and after validation of claimed RA bill , Agent commission shall be disbursed via Cheque or RTGS / NEFT mode to the agents bank account within 15 days from date of validation.

**12.1.3 Query for Commission and / incentive related calculation :** If any such case, the agent has to raise the query in form of an application with all detail of claim/payment clearance status/dates etc. to respective competent authority , and the AGL team will reconcile the cases and claim if found true, it shall be adjusted to agent RA bills.

**12.1.4 Query for Club-membership related :** If any such case, the agent has to raise the query in form of an application with all detail of claim/payment clearance status/dates etc. to competent authority, and the AGL team will reconcile the cases and claim if found true, it shall be considered as per the norms.

**12.1.5** Platinum agents shall be allowed to recruit up to 4 (four) sub-agent by own their efforts as per their business acumen. However, No existing or direct agent shall not be allowed to transfer or re-join other platinum member agents in any condition. In the event of termination of sub-agent as per clause 13, 14, 15, 16 and 25 or resignation of sub-agent, the new vacant sub-agent position can be filled by the platinum agent.

### **13 Termination of Agent :**

13.1.1 If an agent fails to bring in the business required from him under clause 11.1.2 in an agency year, his appointment may be terminated at the end of such agency year:

13.1.2 An agency which stands terminated under sub-clause 13.1.1 may be reinstated by the competent authority, if it is satisfied that the failure of the agent to bring in the business required was due to the reasons beyond his control.

13.1.3 Where an agency is reinstated under sub-clause 13.1.2, it shall be treated as continuous for all purposes.

13.1.4 **Demotion of club membership :** On activation of the club membership, yearly review for the agent will be conducted by the competent authority, and if performance is observed as **unsatisfactory** as per required number of forms to qualify a particular club membership as per yearly target, then the membership will be demoted to the applicable lower slab/ or cancelled along with its benefits by competent authority.

#### **14. Resignation or surrender of appointment by an agent :**

- 14.1.1 In case an agent appointed by the competent authority wishes to surrender his agency, he shall surrender his appointment letter, identity card, registration form with reconciliation to the competent authority.
- 14.1.2 The competent authority shall issue the cessation certificate within a period of fifteen days from the date of receipt of resignation or surrender application.

#### **15. Termination of agency on account of certain disqualifications : If an agent-**

- 15.1.1 is found to be a minor;
- 15.1.2. is found to be of unsound mind by a court of competent jurisdiction;
- 15.1.3 if he is found to be guilty of criminal misappropriation or criminal breach of trust or cheating or forgery or an abetment to commit any such offense by a court of competent jurisdiction;
- 15.1.4 if in any judicial proceeding, has been found to have knowingly participated in or connived at any fraud, dishonesty or misrepresentation against the AGL or against any person having official dealings with the AGL, his appointment shall be liable to be terminated by the competent authority.
- 15.1.5 Every order of termination under sub-clause (15.1.1, 15.1.2, 15.1.3 & 15.1.4) shall be issued after affording a reasonable opportunity to the agent to show cause against such termination in an investigation to be conducted in accordance with the procedure set out in the clause 25
- 15.1.6 Where the competent authority proposes to take action under sub-clause 15.1.1, 15.1.2, 15.1.3 & 15.1.4), it may direct the agent not to solicit or procure new business until he is permitted by the competent authority to do so and the order of suspension so issued may be published as provided for in the clause 25

#### **16. Termination or suspension of agent for certain lapses :**

The competent authority may, by order, in writing, terminate the appointment of an agent, after due notice and after giving him a reasonable opportunity of being heard in accordance with the procedure laid down in the **clause 26**, if he -

- 16.1.1 Has violated the provisions of the this policy and/or PNGRB rules or regulations, made thereunder as amended from time to time;
- 16.1.2 Acts in a manner prejudicial to the interests of the AGL or to the interests of its customers;
- 16.1.3 Has failed to discharge his functions and failed to comply with the code of conduct as set out in Clause 8 and clause14, and directions issued by the Authority from time to time, to the satisfaction of the competent authority;
- 16.1.3 Fails to furnish any information relating to his activities as an agent as required by the AGL;
- 16.1.4 Furnishes wrong or false information or conceals or fails to disclose material facts in the application submitted for appointment of Agent or during the period of its validity;
- 16.1.4 Does not cooperate with any inspection or investigation conducted by the competent authority;
- 16.1.5 If the competent authority is satisfied that either directly or indirectly the agent is involved in embezzlement or cash collected from customers or customers or on behalf of AGL, and he has

been knowingly involved in or connived at any fraud, dishonesty, misrepresentation, misappropriation, cheating and forgery against the AGL or its customers or against any person having official dealings with the AGL;

16.1.5 Violates the terms of appointment;

- I. Does not submit monthly reconciliation of registration forms, document or payment against DPNG registration and/or payment details
- II. if evidence comes to notice by the competent authority that he has been allowing or offering to allow rebate of the whole or any part of the PNG bill/connection charges/ any other payment payable to AGL;
- III. If it is found that any averment contained in his agency application or in any report furnished by him as an agent in respect of any proposal is not true;
- IV. Becomes physically or mentally incapacitated for carrying out his functions as an agent;
- V. If it is found that he is misusing any facility provided to him by the AGL.
- VI. Where the competent authority proposes to take action under sub-clause 15.1.1, 15.1.2, 15.1.3 & 15.1.4), it may direct the agent not to solicit or procure new AGL business until he is permitted by the Competent Authority to do so and the order of suspension so issued may be published as provided for in the clause 25.

## **17. Termination or suspension of agency by notice:**

17.1.1 The appointment of an agent may be terminated by the competent authority at any time giving him 7 days' notice thereof in writing.

17.1.2 Nothing contained in this clauses shall effect the right of the competent authority to take action against the agent in terms of clause 16 and 25.

## **18. Procedure in insolvency cases :**

18.1.1 If an agent applies to a court of competent authority for being adjudged insolvent or is adjudged insolvent by such court, the competent authority may direct him to forthwith discontinue soliciting or procuring new AGL business and the agent shall not thereupon solicit or procure new AGL business until the court grants an absolute order of discharge and the competent authority revokes its earlier direction.

18.1.2 Where an agent ceases to solicit or procure new AGL business in accordance with sub-clause(18.1.1), the requirements of clause 11 shall not apply.

18.1.3 If an agent fails to obtain an absolute order of discharge up to the end of two agency years following the agency year in which the order adjudging him insolvent was passed, his appointment shall liable to be terminated by the competent authority by giving him 7 days' notice in writing.

## **19. Payment of commission on discontinuance of agency :**

19.1.1 In the event of termination of the appointment of an agent, the commission on the registration received in respect of the business secured by him shall be paid to him, if such agent has fulfilled the minimum business required under clause 11 for at least three years since his appointment and or

(Notwithstanding anything contained in sub clause 19.1.1, an agent terminated by an order passed under clause 16 or under clause of clause 16 of clause 16.1.5 shall entail forfeiture of his entire commission in respect of all the registrations effected under the agent..

19.1.2 Any commission payable under the sub clause 19.1.1 shall not be paid if the agent commits breach of the proviso thereunder.



19.1.3 Subject to other provisions of this clause, any commission payable to an agent under sub-clause 19.1.1 shall, notwithstanding his death, be payable to his nominee or nominees or, if no nomination is made or is subsisting to his heirs, so long as such commission would have been payable had the agent been alive.

19.1.4 In the event of the death of the agent while his agency subsists, **any** commission payable to him had he been alive, shall be paid to his nominee or, if no nomination is made or if subsisting to his heirs, so long as such commission would have been payable had the agent been alive, provided he had continually worked as an agent for not less than two years from the date of his appointment.

## **20. Appeals to competent authority as per clause no. 28 :**

20.1.1 Every agent shall have a right of appeal to the competent authority against an order terminating the appointment and or forfeiture of commission or suspending him from procurement of new business under clause 15, or 16 or clause 17 or clause 19 .

20.1.2 Every person submitting an appeal shall file the appeal in his own name.

20.1.3 The appeal shall be addressed to the authority to whom the appeal lies and shall not contain any disrespectful or improper language and shall be complete in itself.

20.1.4 The appeal shall be submitted through the authority which made the order appealed against.

20.1.5 No appeal under this clause shall be entertained unless it is submitted within a period of 15 days from the date on which the appellant receives a copy of the order appealed against:

Provided that the competent authority may entertain the appeal after the expiry of the said period, within a further period of 15 days, if it is satisfied that the appellant had sufficient cause for not submitting the appeal in time.

## **21. Withholding of appeals :**

An appeal may be withheld by the competent authority as defined in clause through whom it is sent –

- I. If it does not comply with the provisions of sub-clause of clause 20; or
- II. If it is not submitted within the period specified in sub-clause 20.1.7 of clause 20 and it does not set out any cause for delay; or
- III. If it is a repetition of an appeal already decided:

Provided that where an appeal is withheld, the appellant shall be informed of the fact and the reasons therefore, and except in a case covered by clause (iii) the appeal shall be returned to the appellant and if it is resubmitted within 15 days thereof with suitable amendments or showing cause of delay, as the case may be, it shall not be withheld.

## **22. Consideration of appeals :**

22.1.1 Where an appeal is received under these regulations, the competent authority shall consider all the circumstances of the case and pass such orders as it deems fit:

Provided that the appellant shall be given a reasonable opportunity of representing his case.

22.1.2 All appeals shall be disposed of as expeditiously as possible, but not later than one month from the date of the receipt of the appeal by the competent authority.

22.1.3 Decision of the competent authority to adjudicate the appeal shall be final and binding and no further appeal shall be considered.

### **23. AGL lien on agent's dues :**

23.1.1 Any act of omission or violation of clause 15 and the code of conduct as set out under the clause 25 resulting in loss to the AGL, shall make the agent liable for penalty, inclusive of recovery of the said losses.

23.1.2 The AGL shall have a first lien and charge on all moneys payable to an agent or his heirs for recovery of all debts due from him to the AGL and may appropriate any such moneys directly towards realization of such debts.

### **24. Indemnity :**

The agents fully protect, indemnify and hold the AGL, its employees, agents, successors and assigns harmless against any and all claims, demands, actions, suits, proceedings and judgements and any and all liabilities, costs, expenses, damages or losses arising out of or resulting from or incidental to or in connection therewith, which may be made or brought against the AGL, whether by the agents, or sub-agent or by third parties on account of damages or injury to property or person or loss of life resulting from or arising out of the any act of agent not authorized to him under this policy during the agency year or thereafter and further defend the AGL at the sole expenses of agent in any litigation involving the AGL.

### **25. Code of Conduct :**

AGL truly believe in the spirit of professional entrepreneurship. Hereby , AGL committed towards conducting business and dealing with all its stakeholders & customers, with highest ethical standards and in compliances with rules and regulation mentioned in this policy.

The code of conduct covers a wide range of business practices and procedure. It does not cover every issue that may arise , but it set out the basic principles to guide all agents and his associates.

**25.1.1** Agent and their associated staff has no rights to commit on behalf of AGL in writing or otherwise regarding the deliveries in the form of Gas connection completion and the discounting for gas prices.

**25.1.2** The Agent has no authority to enter in to cash transaction for and on behalf of AGL.

**25.1.3** Agent shall not take " any Cash Payment "in any conditions from customer or any business entity on behalf of AGL business.

**25.1.4** Any dis-respectful or improper language or gesture to the customer , AGL employee or any associated staff by the agent in any verbal or written or social media platform.

**25.1.5 Personal & professional conduct :** Any activity or conduct or communication by the Agent which directly or indirectly harm the AGL brand image in any manner. Involvement in any criminal activity where found guilty by court of law.

**25.1.6 Confidentiality and non-disclosures of information –** The agent shall not disclose any nonpublic information or any confidential business information ,or trade secret to anyone outside the organization , agents, including family and friends , except when such discloser is required for business purposes under specific management knowledge and approvals.

**25.1.7 Fair dealings :** The Agent should deal fairly with the customer, AGL employees, competitors, contractors, other business associates and public authority. An agent should not take unfair advantage of anyone through manipulation, concealment, abuse of privilege information, misrepresentation of facts , or any other unfair dealing practice such as bribe or other illegal gratification, which may cause disrepute or disgrace to the organization.

**Apart from aforementioned principle Code of conduct , Agent also has to follow below :**

**Every Agent shall Do**

- I. Identify himself as an agent of the AGL;
- II. How the agency identity card to the customer, and also disclose the agency appointment letter to the customer on demand;
- III. Disseminate the requisite information in respect of PNG connection offered for sale by the AGL
- IV. Disclosed the payment plan and connection charges for DPNG connection offered for sale.
- V. Obtain the requisite documents at the time of submitting the filled registration form, payment received and other documents subsequently called for by the AGL for providing the DPANG connection.
- VI. Inform promptly the customer about the acceptance or rejection of the connection.
- VII. render necessary assistance and advice to every customer in filling the registration form, payment mode and any other services required to complete the registration process for taking the DPNG connection wherever necessary;

**The Agent shall not Do :**

- VIII. Solicit or procure AGL business without being appointed to act as such by the AGL;
- IX. Induce the customer to omit any material information in the registration form;
- X. Induce the customer to submit wrong information in the registration form or documents submitted to the AGL for providing the DPNG connection;
- XI. Behave in a discourteous manner with the customer;
- XII. Offer different rates, advantages, terms and conditions other than those offered by the AGL;
- XIII. Demand or receive a share of proceeds from the customer of AGL.
- XIV. Apply for fresh agency appointment to act as an AGL agent, if his agency appointment was earlier canceled by the competent authority, and a period of three years has not elapsed from the date of such cancellation
- XV. Become or remain an employee or director of AGL.
- XVI. Commit on behalf of AGL in writing or otherwise for completion of PNG connection process or discounts otherwise as per the prevailing norms of AGL.
- XVII. Collect cash for or on behalf of AGL against PNG connection charges or PNG consumption bills or any other charges.
- XVIII. Directly or indirectly damage the AGL brand image in any manner.
- XIX. Involve in any criminal activity.
- XX. Disclose any confidential business information of AGL, except required under the provision of law or government agencies.
- XXI. Involve in unfair dealing, misrepresentation of facts, concealment of information, fraud, cheating or any other activity which may bring loss/damage to AGL, its employees or director or any other associate of AGL.
- XXII. Every agent shall, with a view to conserving the AGL business already procured through him, make every attempt to ensure remittance of the regular PNG consumption bills and any other charges by the customer within the stipulated time, by giving notice to the customer orally and in writing.

Any violation of above-mentioned sub clause viii to xxii shall amount to misconduct which resulting into appropriate action upon agency which include suspension/termination/blacklisting etc., of an agent.

Any violation of the above-mentioned condition shall amount to misconduct which resulting into appropriate action upon agency which include, termination, suspension, warning letters, blacklisting and but not limited to logging complaint first information report in Police and/or complaint in the court of law.

For any dispute , the court of law shall be Indore, Madhya Pradesh .

26. **Regulatory procedure** : Manner of holding investigation before or after suspension of appointment of agent:

- I. The appointment of an agent shall not be canceled unless an investigation has been conducted in accordance with the procedure laid down in this clause.
- II. For the purpose of holding an investigation, the competent authority may investigate the irregularities enumerated under clause 16 and / 25 within seven days of issuance of suspension order, wherever issued, to conduct the investigation.
- III. The competent authority may direct the agent concerned to furnish all information/data as deemed necessary to conduct the investigation and grant the agent a time of 7 days from the receipt of letter or date of receipt of the suspension order, for submission of his reply and such information or data called for.
- IV. The agent may, within 7 days from the date of receipt of such notice, furnish to the competent authority a reply together with copies of documentary or other evidence relied on by him or sought by the competent authority.
- V. The competent authority shall give a reasonable opportunity of hearing to the agent to enable him to make submissions in support of his reply.
- VI. The agent may either appear in person or through any person duly authorized by him to present his case, provided however that the prior approval of the competent authority is obtained for the appearance of the authorized person.
- VII. If it is considered necessary, the competent authority may call for additional papers from the agent.
- VIII. The competent authority shall make all necessary efforts to complete the investigation within one month from the commencement of the investigation.
- IX. In case the investigation cannot be completed within the period of one month, the competent authority may seek additional time from the competent authority stating the reason thereof.
- X. The competent authority shall, after taking into account all relevant facts and submissions made by the agent, furnish a report making his/her recommendations to the competent authority.
- XI. The competent authority shall issue a show cause notice directing the agent to submit his say within Seven days from the date of receipt of the show cause notice proposing termination, and shall pass a final order in writing with such decision as he deems fit and communicate to the concerned agent.
- XII. On issuance of the final order for termination of agency of the agent, he shall cease to act as an agent from the date of the final order.
- XIII. **Publication of order of suspension or termination:** The order of suspension or termination of appointment of the agent under clause 13, 14, 15 or clause 16 , 25 shall be displayed on website of the AGL, so that registration of new AGL business by the suspended or terminated agent is stopped forthwith by the AGL.
- XIV. On and from the date of suspension or termination of agency appointment, the agent, shall cease to function as an agent of the AGL.
- XV. **Effect of suspension or termination of agency appointment :**
- XVI. On and from the date of suspension or termination of the agency, the agent shall cease to act as an agent.
- XVII. The competent authority shall recover the appointment letter and identity card from the agent whose appointment has been terminated within seven days of issuance of final order effecting termination of appointment.
- XVIII. The competent authority shall black-list the agent and enter the details of the agent whose appointment is suspended or canceled into the blacklisted agent's database maintained by the AGL, immediately after issuance of the order effecting suspension or termination.
- XIX. In case a suspension is revoked in respect of any agent on conclusion of disciplinary action by way of issuance of a speaking order by the competent authority, the details of such agent shall be removed from list of blacklisted agents as soon as the speaking order revoking his suspension is issued.

**27. Power to issue instructions, directions, power to relax and modifications of commission incentives :**

**27.1.1 Power of instructions & directions :** Area marketing officer / OIC and Head – Marketing shall have the power to issue instruction and direction which may be necessary to procure business or fit to AGL prevailing marketing policy, scheme change, or way of working.

**27.1.2 Power to relax and/or amendment :** The Managing Director in concurrence with director commercial, relax and / or amend any of the provisions of this policy.

**28. Competent authority :**

Clause No.	Clause title	Competent authority
27.1.1	The Power of instructions & directions	Area MO/Head-Marketing/DC
27.1.2, 27.1.3	The power to relax and modification	MD/DC
11	Minimum amount of business	Head-marketing / DC
4, 4.7	Appointment of Agents, Duration of Agency	Marketing officer / OIC in concurrence with Head-marketing
5	Process of application and appointment	Marketing officer / OIC
7.2	Scope of work	Marketing officer / OIC
11, 12.1.3, 12.1.5, 14	Minimum Amount of Business, Termination & Demotion of Club Membership	Marketing officer / OIC in concurrence with Head-marketing
15	Termination of agency on account of certain disqualifications	Head - Marketing
16, 17, 18	Termination or suspension of agent for certain lapses	Marketing officer / OIC in concurrence with Head-marketing
20.1.2, 21, 22	20.1.2 For Club-membership related	OIC and Head - Marketing
26	Disciplinary Action	Marketing officer / OIC in concurrence with Head-marketing

Appellate authority and our offices

**Head Qaurter Office :**

202-B, 2nd Floor, NRK Business Park, Vijay Nagar Square

AB Road, Indore-452010, Madhya Pradesh

Contact : 0731-4222520

Email : [Marketing@aglonline.net](mailto:Marketing@aglonline.net), [Info@aglonline.net](mailto:Info@aglonline.net)

Website : [www.aglonline.net](http://www.aglonline.net)

**Ujjain :**

Office In charge, CNG Mother station, Near Soyabeen Plant

Nagziri, Ujjain,- 456010, Madhya Pradesh

**Gwalior :**

Office In Chatnge, CNG Mother station, Near IITM Morena Link Road

Hazira, Gwalior- 474004, Madhya Pradesh



**Agent Application form**

Name of Applicant			
Mode of Interview:	<input type="checkbox"/>	In Person	<input type="checkbox"/>
			Telephonic
Position Interviewed For:	<b>Agent for Domestic PNG Registration</b>		
Name of Interviewer 1			
Name of Interviewer 2			
Name of Interviewer 3			
Name of the Candidate:			
Highest Qulaification:			
Total experience:		Relevant Exp.	
Current Employer: if any			
Date of Interview			<input checked="" type="checkbox"/>
Current Monthly CTC: if any			
Location applied for			

**Interview Rating**

Select your options with ✓	← Max/Min →					Remark
	5	4	3	2	1	
Personality / Communication Skills						
Candidate understanding of the position						
Relavent Knowledge						
Professional Impression						
Presentation Skills						
Motivational / Initiative						
Organisational Fit						
Overall Evaluation						

Comments if any:

Recommendation (✓ Tick Only):

Select

Recommend for other round

Hold

Reject

Date

Signature of applicant

**Indemnity Declaration**

**To be submitted on a non-Judicial Stamp paper and duly attested by ,Oath Commissioner or by a Notary Public with Notarial Stamp.**

**AFFIDAVIT**

I..... son/daughter of .....resident of .....do solemnly declare and affirm as follows.

1. That I affirm and declare that I have read, understood and agree all the terms, condition, mentioned in Aavantika Gas Limited “ AGL (Agent) Policy 2021 and agent enrollment form.
2. That I affirm and declare that I shall be responsible for any dispute arising out of my act and deed while working as an Aavantika gas Limited Agent during the agency year and shall bear the cost of any litigation and loss and damage caused to Aavantika Gas Limited
3. That I hereby indemnify Aavantika Gas Limited , its employees, agents, successors and assigns harmless against any and all claims, demands, actions, suits, proceedings and judgments and any and all liabilities, costs, expenses, damages or losses arising out of or resulting from or incidental to or in connection therewith, which may be made or brought against the AGL, whether by the agents, or sub-agent or by third parties on account of loss, damages or injury to property or person or loss of life resulting from or arising out of the any act or deed not authorized to me under the Aavantika Gas Limited (Agent) policy, 2021 during the agency year or thereafter and further defend the Aavantika Gas Limited at my sole expenses in any litigation involving the AGL its employees, agents, successors and assigns

Indore

Date:

**DEPONENT**

Witness:

**VERIFICATION**

I, the above-named deponent, do hereby verify that the contents of the above Affidavit are true & correct to the best of my knowledge and belief and that nothing material has been concealed there from.

Verified at Indore on this

**DEPONENT**

## UNDERTAKING

I .....S/O.....R/O..... certify on oath that there is no criminal case pending in any Court of Law against me . I further certify that I have not been convicted of any offence in any Court in India

I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

I undertake that, in case of any information emerging disproving/ false any of the contents of this undertaking, my agency will be liable to be terminated with immediate effect without any further correspondence and procedure.

Solemnly affirmed by me on ..... (date) at ..... (place).

Signed by

to be attested by Public Notary