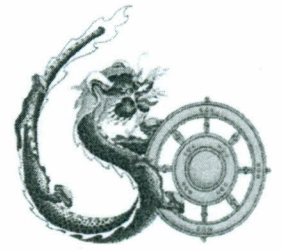




དཔལ་ལྷན་འབྲུག་གཞུང་ བསྟན་ཀླུ་སྐྱོན་ལག་
 རྩིས་འབྲུག་ལས་ཁུངས་ རྒྱལ་ཡོངས་
DEPARTMENT OF TRADE
MINISTRY OF ECONOMIC AFFAIRS
 ROYAL GOVERNMENT OF BHUTAN
 THIMPHU : BHUTAN



MoEA/DT/TRMD/(Pol)/

4th Dec 2017

Note

Sub: Guideline for LPG Delivery Services

The Department of Trade has developed a guideline for LPG delivery services with a view to enhance public services as well as to help create employment opportunities for the youths and regulate LPG service delivery in an efficient manner. It is expected to make availing of LPG refill services more convenient especially for office goers, senior citizens and house wives, unlike the current practice of having to come personally to LPG depots for refill services. As per the proposed guideline, any licensed individual would be eligible or authorized to provide door to door services at a reasonable price based on consumer cards issued by RTIOs.

The DoT had issued licenses in the past for such delivery services but was discontinued due to complaints from the general public of unreasonable prices being charged and hoarding of LPG cylinders by the service providers. RTIOs were consulted for their views and comments so as to ensure that possible implementation problems and challenges are addressed, wherever possible. Further, provisions outlined in the guideline are in line with the Micro Trade, Retail Trade and Wholesale Trade Regulations 2016 as well as G2C initiatives of the government pertaining to MoEA. The department would like to therefore seek the approval of Ministry for immediate implementation.

Submitted for kind approval/further directives.

*Not a good measure for quota items
 in short supply. Recommended to pilot
 testing for six months*
 Secretary, MoEA

[Signature]
 Director
 DoT/MoEA

Approved as proposed.

Hon'ble Tengye Lyonpo
 Ministry of Economic Affairs

[Signature]
 6.12.2017

Guidelines for LPG Service Providers

The provisions covered herein under are specific to license holders engaged in delivery of LPG Service to the public. Other provisions of Bhutan Micro Trade, Retail Trade and Wholesale Trade Regulations 2006 and 1995 rules & regulations shall apply unless otherwise specified in this guidelines.

DEFINITION

1. LPG Delivery Provider shall mean an authorized license holder engaged in door to door delivery of LPG service to the general public.

SCOPE

2. This rule shall extend to the whole of Bhutan.

ELIGIBILITY

3. All Bhutanese citizen holding a valid License and having attained the age of 18 years shall be eligible to obtain a retail or an appropriate license to engage in LPG delivery Services.

LICENSING PROCEDURE

4. An individual can apply for license in the prescribed form (retail trade application form) through online G2C services at www.citizenservices.gov.bt.

SPECIFIC OBLIGATIONS

5. In terms of physical space and handling of LPG cylinders, the standard procedures (for safe handling of LPG cylinders) shall apply.
6. The delivery service provider must possess a valid Retail License issued by MoEA.
7. The service provider shall avail refilled subsidized LPG cylinders from the POL dealers only on production of LPG consumer cards of those households availing such services.
8. The LPG consumer card shall be returned to the customer/consumers upon delivery of LPG Cylinders.



9. The Service Provider shall issue a proper money receipt to the customers on delivery of the service.
10. The Service Provider must have a weighing scale certified by Bhutan Standards Bureau (BSB) to ensure correct delivery of LPG to the households/customers as per quantity specified/labelled on the cylinder.
11. The Service Provider can avail a maximum of 15 LPG cylinders per day and business shall be suspended during shortages.
12. The Service Provider can lift LPG cylinders only in the last hour of business (afternoon) from an Authorized dealers.
13. The Service Provider shall refrain from hoarding LPG Cylinders. Fines and penalties including cancellation of licenses shall be invoked as per rule sin vogue.
14. The Service Provider shall be permitted to provide only door to door services. Delivery of services form a godown/shop shall not be allowed.

POWER TO AMEND

15. The Ministry shall have the power to amend any provisions of this Guidelines from time to time through notifications and other mechanisms.

SUPERSESSION AND INTERPRETATION

16. In the event of conflict of any provisions of this Guidelines with any existing Rules, the Provisions of this Guideline shall prevail.
17. The Ministry shall be the sole authority responsible for interpretation of this Guidelines and its decision shall be final and binding.

