

**Standard Operating Procedure (SOP)
for appointment of LPG Agent in 205 Gewogs Centers**

1. The Gewog authorities concerned shall identify a potential operator preferably a licensed retailer having a fixed establishment in the Gewog to operate and provide LPG refill services to the local residents.
2. The Regional Trade and Industry Offices (RTIOs) concerned shall issue a license to the LPG Agent so identified and recommended by the Gewog authorities to operate as a LPG Agent in the Gewog center.
3. LPG agent shall lift filled LPG from the existing PoL dealers and supply as per requirement of the local residents.
4. LPG agent shall sell the refilled LPG at the retail selling price (RSP) fixed by the Gewogs authorities based on RSP, commission, transport and other factors as deemed appropriate.
5. LPG agents shall make necessary arrangement to operate and supply LPG refill services based on the numbers of households and demand for LPG refill services.
6. Commercial terms like supply, payments etc shall be decided mutually between the identified LPG Agent and authorized PoL dealers through a separate arrangement, as deemed appropriate.
7. LPG agent shall ensure quality and quantity as per specifications prescribed by the principal oil companies and their compliance shall be monitored by the respective RTIOs.
8. LPG Agent must install LPG weighing machines in their LPG go-down to ensure correct quantities are delivered to the customers.
9. New LPG connections shall continue to be issued by the respective RTIOs through Pol m-coupon and normal offline system.
10. Subsidized LPG shall not be used or allowed to be used for commercial purposes. In case of violation, penalties as per the existing rules and regulations shall apply.
11. LPG agent must abide by the existing rules and regulations in force and any violations thereof shall be liable for applicable fines and penalties, including cancellation of license.

