

RETAIL FAQs

1. What is Octane No?

Octane rating or **octane number** is a standard measure of the performance of a motor or aviation fuel. The higher the octane number, the more compression the fuel can withstand before detonating. In broad terms, fuels with a higher octane rating are used in high-compression engines that generally have higher performance. In contrast, fuels with low octane numbers (but high octane numbers are ideal for diesel engines. Use of gasoline with less octane numbers may lead to the problem of engine Knocking.

2. How to Get a Petrol Pump?

Advertisements from the BPCL are released from time to time, in the major newspaper as well as on the website of the company. You will have to keep a watch on the same and apply as directed in the advertisement. You can also visit the nearest Territory office of the Company and seek guidance

3. How to check the quality of the Petroleum Products at the RO?

Kindly contact our nearest dealer he will explain the complete procedure as how to check the Quality of the MS/HSD. The kit is available with the dealer.

4. What are the Free Services available to the customers?

air /toilet

5. How the machines (DU) are calibrated?

The Dispensing Machines of the Retail Outlet are calibrated by weights and Measurement Department on an annual Basis. The Weights and Measurement certificate is always available at the retail Outlet.

6. The product in the DU pipe line belongs to me. is it right or wrong?

The product in the Dispensing Unit Hose Pipe doesn't belong to the customers. As the DU are calibrated with Hose Pipe Line full.

7. Have you withdrawn premium fuels from the market?

The company has not withdrawn premium fuels from the market. Premium Fuels are available only at the select RO and not at all the retail Outlets.

8. Do you sell speed 97 also and where?

We sell Speed -97 only in Metro Cities and that too at select retail Outlets. List of the ROs is enclosed

9. Why color of HSD is white?

The color of HSD is white because of the very low sulphur content in it which is indicative of good quality of Diesel.

10. What is the Petro Card?

The Petro Card is a plastic card, with a microprocessor chip embedded on it. The basic benefits that these cards provide are convenience, speed and security of transaction at the PetroBonus outlets.

11. Is there a transaction fee?

No, there is no transaction fee levied on any of your transactions with Petro Card.

12. Who can join PetroBonus and how?

The Membership is open to all individuals who are of age 18 years or above and who are residents of India. The application forms are available at Bharat Petroleum PetroBonus outlets. You can also take print out of the Application Form and submit it to your nearest PetroBonus Outlet along with the enrolment fee of Rs. 250.

13. Is the enrolment fee a one-time payment?

Yes, it is a one-time payment.

14. Do I get Credit facility on Petro Card?

No, Petro Card is a debit card. Your account needs to have money before you make a purchase

15. What happens if I want to complain about a transaction?

In case of some discrepancy pertaining to transactions, you should first clarify with the PetroBonus Outlet. If the problem is not resolved then you can write in to the PetroBonus address or send an email.

16. How do we inform of change in address/e-mail id/contact number?

In case there is change in address/e-mail, please inform the same to us immediately at any of our Helpline Nos. 1800 - 22 - 2725 (Toll Free) or 022 - 4042 2725 or email us at petrobonus@bharatpetroleum.in.

17. What is SmartFleet?

SmartFleet is a powerful Fleet Management tool launched by Bharat Petroleum Corporation Limited. The SmartFleet card offers fleet owners / companies an unbeatable combination of convenience of payment, security, credit, MIS and rewards.

18. Who is the programme targeted to?

The SmartFleet programme is for corporates and business entities (not an individual) that own or control a fleet of atleast 5 vehicles and have felt the need of Fleet Management services, either in-house, or outsource

18. How do I become a SmartFleet member?

Following is the process to become a SmartFleet member: -

- Call the **Helpline Numbers** in your city and ask for an application form to be sent to you or ask for our representative to meet you.
- Fill up the form completely and clearly in English.
- In case you are opting for the Credit option then attach all the necessary documents as indicated in the Application Form.
- Give the completed Application form along with the enrolment fees to the SmartFleet Dealer/ BPCL Representative (Sales Officer).
- You will receive your membership pack along with your SmartFleet cards.

19. Do I have to own all the vehicles in my fleet?

No, you need to control all the vehicles in your fleet. For eg - if you have 5 vehicles in your fleet wherein two are owned by you and three are hired and controlled by you, then you are eligible for the membership

20. Can I enroll even if I have less than 5 vehicles?

No, you must control a minimum of 5 vehicles to enroll for SmartFleet programme. For any number less than 5, you can enroll into the PetroBonus programme. PetroBonus Programme is for individuals with one or more vehicles

21. Fees / Charges

	Charges
Enrolment	Rs. 100/- for upto 10 vehicles and Rs. 50/- for every additional vehicle.
Additional vehicles mid-way	Rs. 50 for each vehicle added.
SmartFleet card	Rs. 50 per card.
Transaction Fee for each MS transaction	Rs. 1.00

22. What is PFS?

PFS stands for Pure for Sure initiative of BPCL and BPCL is the first company to launch such an initiative in the industry. In the programme BPCL ensure stringent quality control and customers service standards to give enhanced fuelling experience to customer. E.g. the Product to the retail Outlet is delivered under fool proof lock and key so that no en-route pilferage or contamination takes place/delivery from the dispensing units is checked by the company officers on regular basis to ensure right quantity is delivered to the customer.

PFS Retail Outlets are certified by an outside agency and the certificate is duly displayed at the retail outlet.

23. Where all we have PFS Retail Outlet?

PFS Retail Outlets are spread all over India and they have a special Logo which is displayed at the outlet.