

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HYDROCARBON SECTOR

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Qualifications Pack - LPG Supervisor

**SECTOR/S:** HYDROCARBON

**SUB-SECTOR:** Downstream

**OCCUPATION:** LPG Distribution

**REFERENCE ID:** HYC/Q 3202

**ALIGNED TO:** NCO-2015/NIL

**Brief Job Description:** Individuals need to work at a LPG Agency as a Manager. The individual should possess operational knowledge of the LPG Agency, while following standard safety procedures. He/she is overall responsible for seamless functioning of the LPG Agency. The individual should be customer centric, display leadership qualities for managing and binding the team. Individual must have good conduct and good communication and liasoning skills with local authorities.

**Personal Attributes:** This job requires the individual to be at the Showroom under demanding physical working conditions during working hours. He should be an extrovert person. He/she should be friendly, approachable and have a pleasing personality. He/she must be observant and detail oriented, and should display presence of mind at all times.

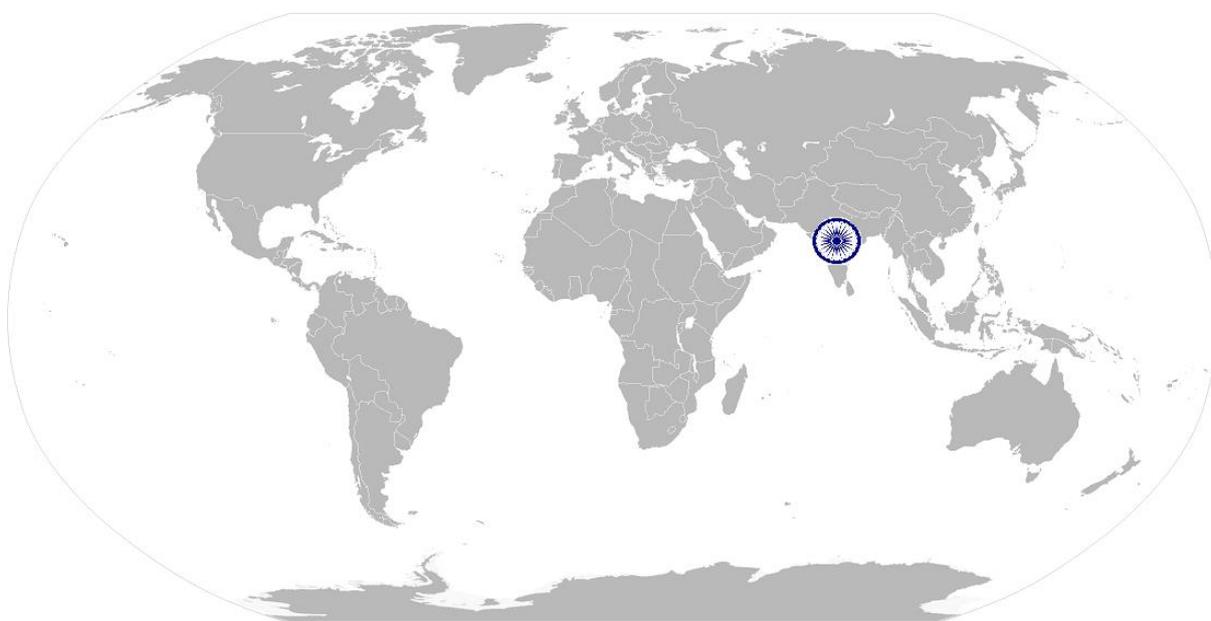
<b>Qualifications Pack Code</b>	<b>HYC/ Q 3202</b>		
<b>Job Role</b>	<b>LPG Supervisor</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Hydrocarbon</b>	<b>Drafted on</b>	<b>31/03/17</b>
<b>Sub-sector</b>	<b>Downstream</b>	<b>Last reviewed on</b>	<b>31/03/17</b>
<b>Occupation</b>	<b>LPG Distribution</b>	<b>Next review date</b>	<b>31/03/19</b>
<b>NSQC Clearance on*</b>	<b>22/06/2017</b>		

<b>Job Role</b>	<b>LPG Supervisor</b>
<b>Role Description</b>	The individual should possess operational knowledge of the LPG Agency, while following standard safety procedures. He is overall responsible for seamless functioning of the LPG Agency.
<b>NSQF Level</b>	5
<b>Minimum Educational Qualifications*</b> <b>Maximum Educational Qualifications*</b>	Class XII, Preferably Graduate
<b>Prerequisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	25 Years
<b>Experience</b>	Preferably 6-month experience in similar related profile
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">HYC/N 3203 Carry out Godown Operations</a></li> <li><a href="#">HYC/N 3204 Carry out Showroom Operations</a></li> <li><a href="#">HYC/N 3205 Planning and Organising Work at the LPG Agency</a></li> <li><a href="#">HYC/N 3206 Stock Accounting and Indenting</a></li> <li><a href="#">HYC/N 3207 Maintain Customer Centric Orientation</a></li> <li><a href="#">HYC/N 3110 Manage Team Effectively to Achieve Desired Results</a></li> <li><a href="#">HYC/N 3209 Maintain Health and Safety at the Workplace</a></li> </ol>
<b>Performance Criteria</b>	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.

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# National Occupational Standard



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## Overview

This unit is about the activities carried out at the Godown by the LPG Supervisor, which include supervising the tank truck, recording the truck unloads, documenting records of incoming and outgoing stock at the Godown and ensuring Godown safety.

<b>Unit Code</b>	<b>HYC/N 3203</b>
<b>Unit Title (Task)</b>	<b>Carry out Godown Operations</b>
<b>Description</b>	This unit is about all the activities carried out at the Godown, which includes supervision of the tank truck, recording the truck unloads, record of inventory rotation and ensuring workplace safety.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• supervise unloading of tank truck</li> <li>• managing the Godown activities while adhering to safe and good practices</li> <li>• maintain records of incoming and outgoing stock at the Godown</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Unloading the Tank Truck</b>	To be competent, the user/individual on the job must be able to: <p>PC1. (post the arrival of the truck) check the truck number, types of cylinders, number of cylinders, time when the truck left the supply point and when it reported at Godown</p> <p>PC2. carry out Sequence Quantity Checking (SQC) of 10% cylinders regularly</p> <p>PC3. maintain the SQC records of the those cylinders</p> <p>PC4. return the cylinders their weight is found to beyond permissible limit</p> <p>PC5. return the defective cylinder and regulator in the same refill load</p> <p>PC6. maintain a record of receipt of cylinders</p> <p>PC7. check the MRP/price tags are available on commercial cylinders.</p>
<b>Managing the Godown</b>	To be competent, the user/individual on the job must be able to: <p>PC8. assure that rebate is extended for Godown delivery</p> <p>PC9. ensure separate areas are marked in the Godown for storing filled, empty and defective cylinders</p> <p>PC10. arrange that the copy of explosive license is displayed in the Godown</p> <p>PC11. make certain the weighing scale is in working condition with valid stamping and calibration certificate</p> <p>PC12. ensure that double layer brass wire is available for ventilation</p> <p>PC13. make certain that mastic floors are well maintained</p> <p>PC14. availability of ramp for movement of cylinders at the Godown</p> <p>PC15. ensure a gap of 0.6 metre is maintained between cylinder and Godown wall</p> <p>PC16. monitor that the Godown door is as per PESO norms i.e. 1.2 metre double leaf and open outside</p> <p>PC17. check that standardised monogram of OMC is displayed at the road side wall of Godown</p> <p>PC18. confirm that two DCP fire extinguisher (10 kg) are available in Godown</p> <p>PC19. establish that the fire extinguishers are provide with valid Test Date</p>

	<p>PC20. confirm that the Godown is painted and well-kept</p> <p>PC21. assure that the Godown premise is free off leaf/grass/any vegetation, scrap and any flammable substance</p> <p>PC22. ensure there are no other articles apart from LPG cylinder in the LPG Godown</p>
<b>Maintaining Records</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC23. arrange the Godown stock register is available and updated on daily basis</p> <p>PC24. confirm pre-dispatch weighment of all cylinders being sent for delivery is recorded</p> <p>PC25. ensure that a record of defective/underweight cylinder received from plant/customer is kept at the Godown</p> <p>PC26. confirm that a valid Calibration Certificate for Weighing Scale is maintained at the Godown</p> <p>PC27. insure that a record of replenishment of floor stock and equipment received against additional floor stock is maintained</p> <p>PC28. ensure that cylinders lost from customer's end (for which write-off EMRs to be collected from plant) are recorded</p> <p>PC29. maintain a record of cylinder lost at distributor Showroom is made (FIR is lodged and payment made)</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context</b> (Knowledge of the company/organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational policies and procedures for maintaining the Godown</p> <p>KA2. organisational quality and quantity standards</p> <p>KA3. organisational policies and procedures with regards safe storage and handling of LPG cylinders</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. amount of rebate to be extended per LPG cylinder</p> <p>KB2. demarcation made in LPG storage Godown for storing filled, empty and defective cylinders</p> <p>KB3. different types of electrical tools and equipment required and available in the Godown</p> <p>KB4. quality and quantity requirements at the Godown</p> <p>KB5. various record maintained in the LPG Agency</p> <p>KB6. requisite boards to be displayed at the Godown</p> <p>KB7. PESO norms followed at the LPG Agency</p> <p>KB8. method of checking for any defects in the LPG cylinders</p> <p>KB9. arithmetic calculations and usage of calculator for billing, indenting, stock accounting, etc.</p> <p>KB10. use of computers</p> <p>KB11. various scheme communicated by the Ministry of Petroleum &amp; Natural Gas (MOP &amp; NG)</p> <p>KB12. available schemes, Allied Retail Business (ARB) products</p> <p>KB13. operation of fire extinguishers (10 kg) are available in the Godown</p> <p>KB14. general safety measures and fire hazards at the Godown</p>

Skills (S) (Optional)	
<b>A. Core Skills/Generic Skills</b>	<b>Basic Reading and Writing Skills</b>
	The user/individual on the job needs to be able to: SA1. read and interpret information correctly from various documents, manuals, health and safety instructions etc. SA2. read and interpret signs in the Godown SA3. compile and maintain written reports with attention to detail SA4. usage of various electronic modes of payment (cheque/DD/RTGS/NEFT)
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to be able to: SA5. inform customers about the various schemes and offers available SA6. attentively listen and comprehend information SA7. ask for customer feedback SA8. check and clarify task related information with appropriate personnel
<b>B. Professional Skills</b>	<b>Plan and Organise</b>
	The user/individual on the job will be able to: SB1. plan and allocate task to associates based on their competence SB2. organise work and coordinate with team members/delivery personnel to manage deliveries
	<b>Decision-Making Skills</b>
	The user/individual on the job will be able to: SB3. make decisions on a suitable course of action or response SB4. take prompt decisions to resolve customer complaints and issues in the team
	<b>Problem Solving</b>
	The user/individual on the job will be able to: SB5. identify and apply effective resolution techniques in different situations SB6. seek advice, assistance and support to solve problems, if needed SB7. proactively handle and resolve customer issues
	<b>Analytical Thinking</b>
	The user/individual on the job will be able to: SB8. estimate the performance of staff based on their work SB9. assess and estimate manpower required to do a particular job and assign duties accordingly SB10. apply balanced judgments to different situations
	<b>Critical Thinking</b>
	The user/individual on the job will be able to: SB11. assess complexity of task and carry out corrective action as per requirement

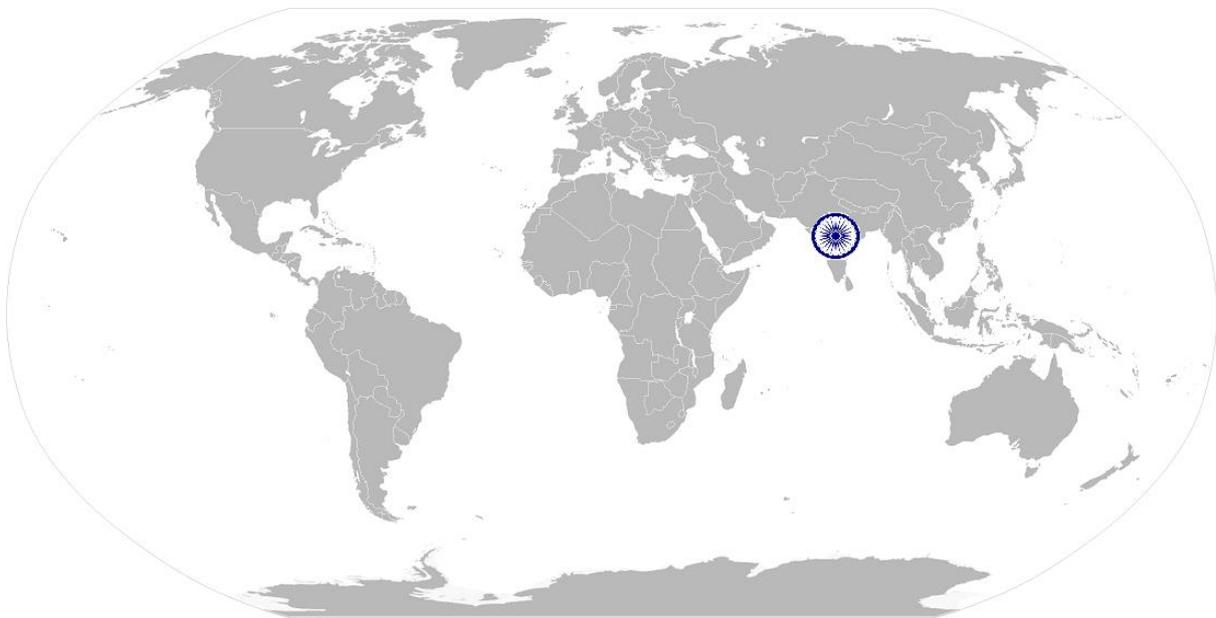
**NOS Version Control**

<b>NOS Code</b>	<b>HYC / N 3203</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Hydrocarbon</b>	<b>Drafted on</b>	<b>31/03/2017</b>
<b>Industry Sub-sector</b>	<b>Downstream (Oil Refining &amp; Marketing)</b>	<b>Last reviewed on</b>	<b>31/03/2017</b>
<b>Occupation</b>	<b>LPG Distribution</b>	<b>Next review date</b>	<b>31/03/2019</b>



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# National Occupational Standard



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## Overview

This unit is about various activities carried out in Showroom by the LPG Supervisor including updating the notice/display boards, supervising Showroom activities, ensuring safety at the Showroom and administering cylinder deliveries.

<b>Unit Code</b>	<b>HYC/N 3204</b>
<b>Unit Title (Task)</b>	<b>Carry out Showroom Operations</b>
<b>Description</b>	This unit is about various activities carried out in Showroom, including updating the notice/display boards, supervising Showroom activities, workplace safety and administering cylinder deliveries.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Updating the display Board on the respective notice boards at all times</li> <li>• Managing Showroom Infrastructure</li> <li>• Managing Showroom Operation</li> <li>• Manage Showroom records</li> <li>• Maintain all the essential records in the Showroom</li> <li>• Checklist for new connection</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Updating the Display Boards</b>	<p>To be competent the user /individual on the job must be able to:</p> <p>PC1. maintain the copy of explosive licence is displayed in the Showroom</p> <p>PC2. Insure that there is a Standardise Rebate board is available and updated in the Showroom</p> <p>PC3. make certain that there is a Standardise Insurance board is available and updated in the Showroom</p> <p>PC4. confirm that the procedure of IVRS booking is displayed in the Showroom</p> <p>PC5. check that the Emergency Service Centre(ESC) numbers are displayed in the Showroom</p> <p>PC6. assure Turant (Tatkal) new connection Standee and Banner are displayed outside the Showroom</p> <p>PC7. make sure that the standardised notice board is updated with important notices and crculars and place outside the Showroom</p> <p>PC8. Make certain that the working hours of Showroom and list of holiday is displayed in the Showroom</p> <p>PC9. ensure that message/sticker saying 'Complaint Register Available is displayed in the Showroom</p>
<b>Managing Showroom Infrastructure</b>	<p>To be competent the user /individual on the job must be able to:</p> <p>PC10. confirm that sink is cleaned on a regular basis</p> <p>PC11. insure drinking water tank, water purifier and water cooler are cleaned regularly</p> <p>PC12. monitor that water filter is working and disposable glass are available for drinking water</p> <p>PC13. Supervising the maintenance of toilets are cleaned regularly and well-</p>

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Carry out Showroom Operations

	<p>maintained; urinals, wash basins and mirrors are cleaned twice a day; dust bins emptied regularly; flushing/auto flushing systems are in working; all taps/fittings are in good conditions; perishable items like soap, liquid soap dispenser are replenished; and hand towels are replaced with fresh ones</p> <p>PC14. Make certain that the complaint box is available in the Showroom</p>
<p><b>Managing the Showroom Operations</b></p>	<p>To be competent the user /individual on the job must be able to:</p> <p>PC15. assure that the Portable scales and leak Detector are available</p> <p>PC16. confirm that there is adequate number of delivery personnel, mechanic, and Showroom staff are employed</p> <p>PC17. Make certain that the enough tool kits are available in the Showroom</p> <p>PC18. insure that mandatory inspections are carried out by a mechanic once in every two years</p> <p>PC19. maintain sufficient stock of regulators, hose pipe, gas stoves etc. is available</p> <p>PC20. confirm that ARB orders are uploaded through portals only</p> <p>PC21. monitor that adequate stock of cash memos is maintained</p> <p>PC22. ensure that the emergency number is printed on the reverse of cash memo</p> <p>PC23. ensure that delivery infrastructure of distributor is adequate for home delivery of refills</p> <p>PC24. Make certain that computer data is transferred to OMC server daily</p> <p>PC25. follow the day end procedure as per norms</p> <p>PC26. ensure that daily backup is taken in an external hard drive</p> <p>PC27. generate weekly reports</p>
<p><b>Maintain Showroom Records</b></p>	<p>To be competent the user /individual on the job must be able to:</p> <p>PC28. Maintenance of record for valid dealership agreements, valid explosive licence, valid insurance, valid trade/selling licence, valid shop and establishment licence (applicable for Maharashtra) and non-domestic refill and cash memo being generate (from DCMS package).</p> <p>PC29. establish that the record mandatory inspections are maintained</p> <p>PC30. monitor that mechanic service register (DCMS package) and daily stock register (DCMS package) are maintained</p> <p>PC31. ensure sales bills pertaining to enrolment of new connections, DBCs for the current and previous financial year are maintained</p> <p>PC32. ensure that the inspection records for the previous three financial years is maintained</p> <p>PC33. check that acknowledgement copy of refill cash memo for a minimum period of 15 months is maintained/retained</p> <p>PC34. confirm all records specified by OMC in writing is maintained</p> <p>PC35. check that complaint and suggestion book is well-maintained</p> <p>PC36. maintain that a record of correspondence made from sales officers, regional office, police authorities, collector's office, tehshildar office, etc. is maintained</p>

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	<p>PC37. maintain all reports (weekly and monthly) and submit them to the concerned authority</p> <p>PC38. ensure that a record of refill booking through IVRS, SMS, telephone calls, walk-in customers and internet booking is maintained regularly</p>
<p><b>Administering Cylinder Deliveries</b></p>	<p>To be competent the user /individual on the job must be able to:</p> <p>PC39. confirm adequate delivery infrastructure as per the consumer holding of the LPG Agency is available</p> <p>PC40. ensure hand cart, tricycle, mechanical tricycle, two wheeler auto/four wheeler auto/tempo, van are in working and have valid insurance and RC book</p> <p>PC41. insure the delivery vehicles are painted as per OMC LPG distributor standardisation</p> <p>PC42. make certain that deliver personnel carry portable scales and leak detector, O-rings, etc. while they go on delivery</p> <p>PC43. ensure that the delivery personnel carries out pre-delivery check before delivery of cylinders</p>
<p><b>Checklist for New Connections</b></p>	<p>To be competent the user /individual on the job must be able to:</p> <p>PC44. Kept a record of new connections and DBC connections</p> <p>PC45. ensure that data on Subscription Vouchers and Termination Vouchers (TV IN and TV OUT) and DGCC book are maintained</p> <p>PC46. ensure that record of installation on date as well as pending installations are maintained</p> <p>PC47. ensure DGCC book and safety instruction cards are available and are given to new consumers</p> <p>PC48. (in case of TV IN) take confirmation through online industry TV confirmation portal</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organisational Context</b> (Knowledge of the company/organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation's policies on behaviour of customer and work place ethics and practices</p> <p>KA2. importance of maintaining and enhancing the brand image of the LPG Agency</p> <p>KA3. organisational policies and procedures with regards to man power</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of electrical tools and equipment required and available in the Showroom</p> <p>KB2. various record/ registers maintained in the LPG Agency</p> <p>KB3. requisite boards to be displayed at the Showroom</p> <p>KB4. log for customer complaints and maintain it</p> <p>KB5. various display boards and importance notices/schemes/procedure to be put up on them</p> <p>KB5. DGCC book, safety instruction cards, Subscription Vouchers and Termination Vouchers, etc.</p> <p>KB6. arithmetic calculations and usage of calculator for billing, indenting,</p>

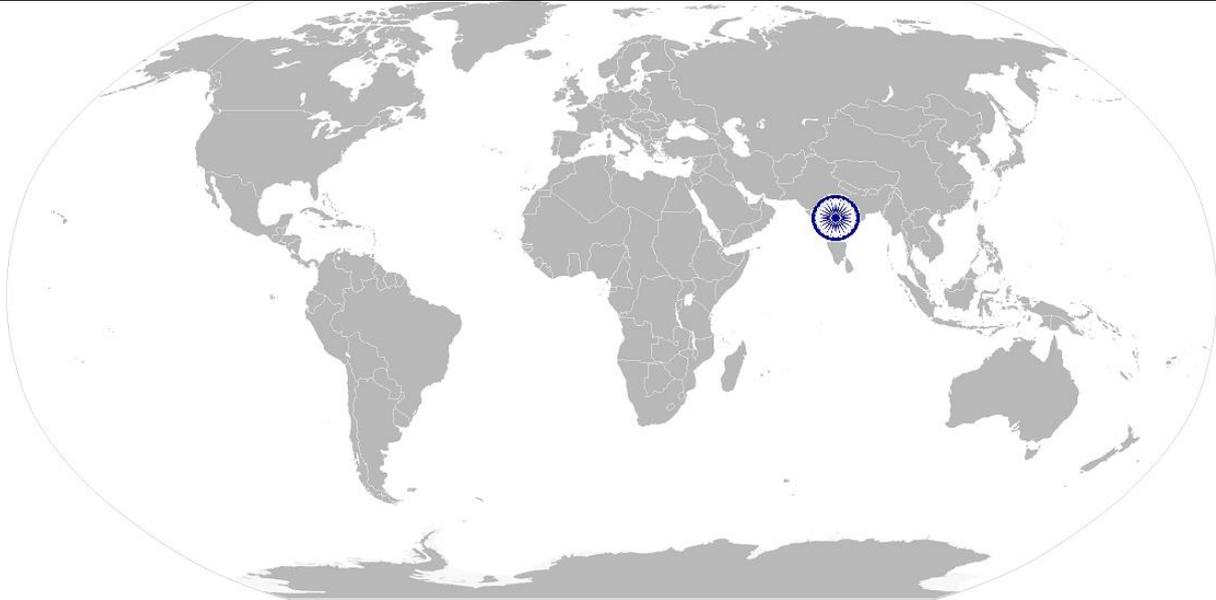
HYC/N 3204

Carry out Showroom Operations

	<p>stock accounting, etc.</p> <p>KB7. use of computers</p> <p>KB8. various scheme communicated by the Ministry of Petroleum &amp; Natural Gas (MOP &amp; NG)</p> <p>KB9. available schemes, Allied Retail Business (ARB) products</p> <p>KB10. facilities available in the Showroom; drinking water; complaint box</p> <p>KB11. DCP fire extinguishers and its uses</p> <p>KB12. general safety measures and fire hazards at the Showroom</p>
<b>Skills (S) (Optional)</b>	
<b>A. Core Skills/Generic Skills</b>	<p><b>Reading and Writing Skills</b></p> <p>The user/ individual on the job needs to be able to:</p> <p>SA1. read and interpret information correctly from various documents, manuals, health and safety instructions etc.</p> <p>SA2. read and interpret notices in the Showroom</p> <p>SA3. compile and maintain written reports with attention to detail</p> <p>SA4. usage of various electronic modes of payment (cheque/DD/RTGS/NEFT)</p> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/individual on the job needs to be able to:</p> <p>SA5. receive instructions from concerned authority and convey the same to the team members</p> <p>SA6. effectively communicate the change in shift to team members</p> <p>SA7. check and clarify task related information with appropriate personnel</p> <p>SA8. ask for customer feedback</p>
<b>B. Professional Skills</b>	<p><b>Plan and Organise</b></p> <p>SB1. plan and allocate task to the team based on their competence</p> <p>SB2. organise work and coordinate with team members/delivery personnel to manage deliveries</p> <p><b>Decision-Making Skills</b></p> <p>SB3. make decisions on a suitable course of action or response</p> <p>SB4. take prompt decisions to resolve customer complaints and issues in the team</p> <p><b>Problem Solving</b></p> <p>The user/individual on the job will be able to:</p> <p>SB5. identify and apply effective resolution techniques in different situations</p> <p>SB6. seek advice, assistance and support to solve problems, if needed</p> <p>SB7. proactively handle and resolve customer issues</p> <p><b>Analytical Thinking</b></p> <p>SB8. estimate the performance of staff based on their work</p> <p>SB9. assess and estimate manpower required to do a particular job and assign duties accordingly</p> <p>SB10. apply balanced judgments to different situations</p> <p><b>Critical Thinking</b></p> <p>The user/individual on the job will be able to:</p> <p>SB11. assess complexity of task and carry out corrective action as per requirement</p>

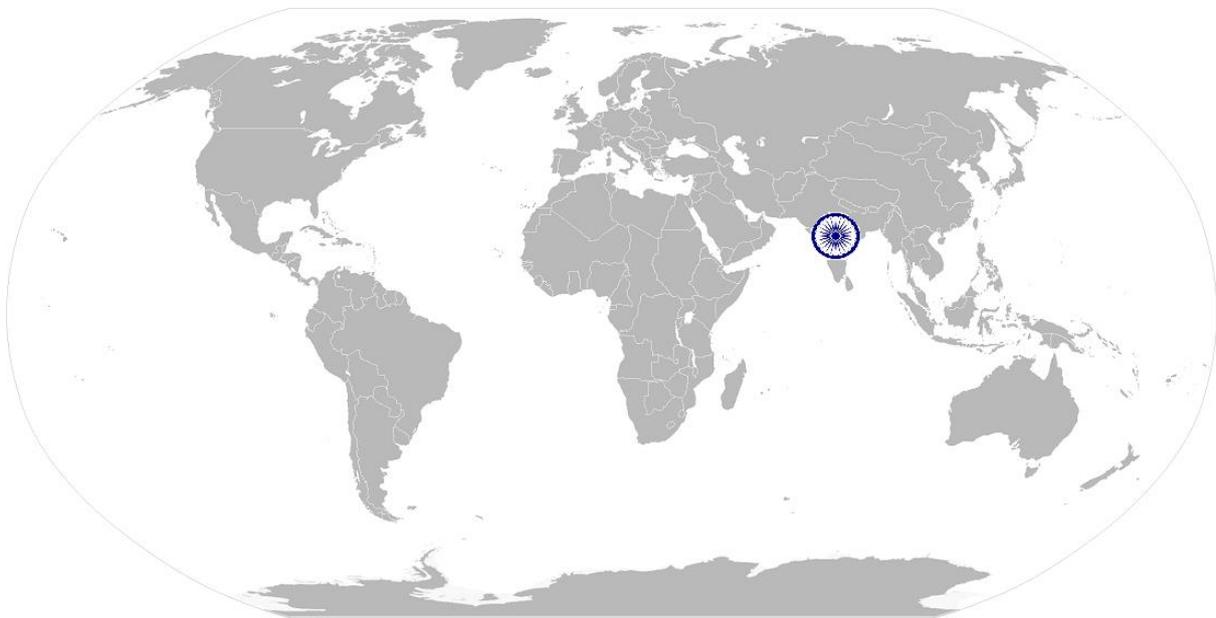
**NOS Version Control**

<b>NOS Code</b>	HYC / N 3204		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Hydrocarbon	<b>Drafted on</b>	31/03/2017
<b>Industry Sub-sector</b>	Downstream(Oil Refining & Marketing)	<b>Last reviewed on</b>	31/03/2017
<b>Occupation</b>	LPG Distribution	<b>Next review date</b>	31/03/2019



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# National Occupational Standard



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## Overview

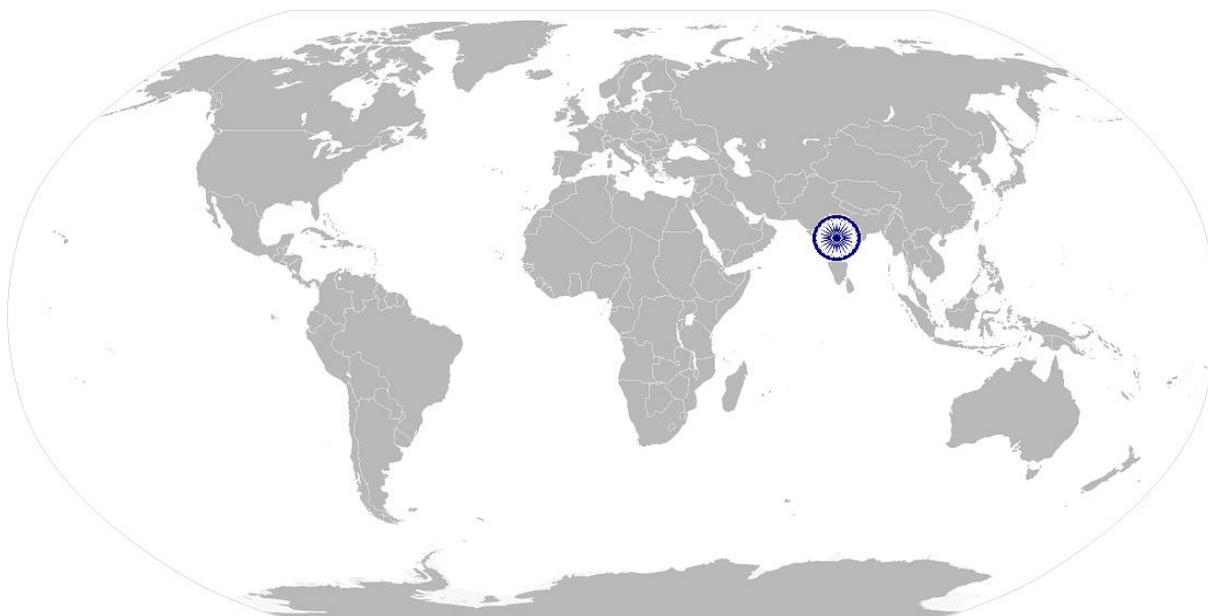
This unit describes planning and organising work so that efficiency and synchronisation of work takes place.

<b>Unit Code</b>	<b>HYC/N 3205</b>
<b>Unit Title (Task)</b>	<b>Planning and Organising Work at the LPG Agency</b>
<b>Description</b>	This unit is about planning and organising work so that efficiency and synchronisation of work takes place.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>plan and organise of work to meet service requirement</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Plan and Organise of Work to Meet Service Requirement</b>	<p>To be competent, the user /individual on the job must:</p> <p>PC1. plan activities to achieve targets set by superiors</p> <p>PC2. set targets for the team and ensure that they achieve them</p> <p>PC3. plan and organise deliveries</p> <p>PC4. provide suggestion and advice to subordinates to obtain desired outcome</p> <p>PC5. plan housekeeping activities at the beginning and end of work</p> <p>PC6. make optimum utilisation of resources effectively and efficiently</p> <p>PC7. align work with reference to organisation's policies and procedures</p> <p>PC8. prioritise work according to urgency and importance</p> <p>PC9. comply with important and confidential information in accordance with the organisation's policies and procedures</p> <p>PC10. inform and update others with the progress of your work</p> <p>PC11. organise work and resources in coordination with team members and superiors</p> <p>PC12. complete work as per the schedule</p> <p>PC13. list and arrange resources prior to commencement of work</p> <p>PC14. allocate of manpower in an appropriate manner</p> <p>PC15. utilise of resources judiciously to minimise wastage</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context</b> (Knowledge of the company/organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. adhere to organisational policies and procedures to achieve efficiency at work</p> <p>KA2. company's policies to achieve targets as per timelines</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. methods to plan and organise activities to achieve targets</p> <p>KB2. design plans to obtain efficiency of work</p> <p>KB3. planning and organising skills</p> <p>KB4. usage of resources judiciously to reduce wastage</p> <p>KB5. time management with regards to deliveries</p>

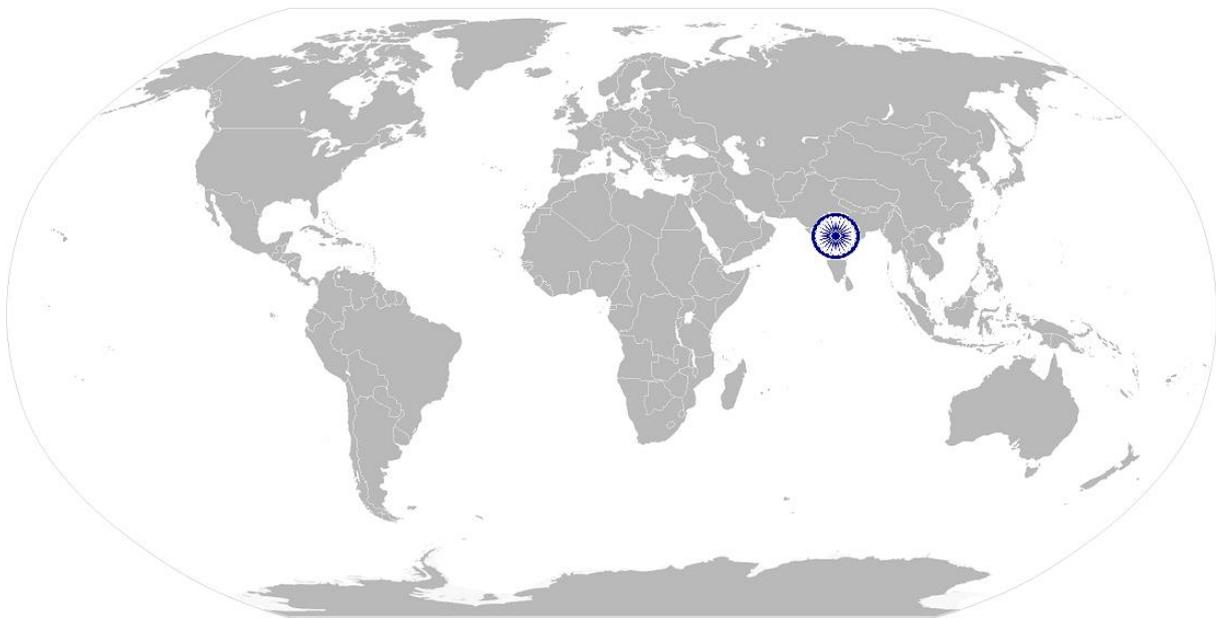
<b>Skills (S) (Optional)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic Reading and Writing Skills</b>
	The user/individual on the job needs to be able to: SA1. read in one or more languages, preferably the local language SA2. compile and maintain written reports with attention to detail
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to be able to: SA3. verbally communicate change in duties and shifts to team members SA4. receive instructions from concerned authority and convey the same to the team members SA5. check and clarify task related information with appropriate personnel
	<b>B. Professional Skills</b>
	<b>Plan and Organise</b>
	The user/individual on the job will be able to: SB1. plan and assign job duties to team members for efficient and smooth working SB2. plan and manage manpower in case of absenteeism SB3. plan deliveries as per priorities
	<b>Decision making</b>
	The user/individual on the job will be able to: SB4. take prompt decision in times of emergency with respect to change in duties of team members SB5. decide on the type of information that needs to be shared with the co-workers so as to maintain a health and cordial atmosphere
	<b>Problem Solving</b>
	The user/individual on the job will be able to: SB6. take initiative in solving issues related to co-workers SB5. identify and apply effective resolution techniques in different situations SB8. seek advice, assistance and support to solve problems, if needed
	<b>Analytical Skills</b>
	The user/individual on the job will be able to: SB9. estimate the performance of staff based on their work SB10. assess and estimate manpower required to do a particular job and assign duties accordingly SB11. apply balanced judgments to different situations
	<b>Critical Thinking</b>
	The user/individual on the job will be able to: SB12. assess complexity of task and carry out corrective action as per requirement

**NOS version Control**

<b>NOS Code</b>	<b>HYC / N 3205</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Hydrocarbon</b>	<b>Drafted on</b>	<b>31/03/2017</b>
<b>Industry Sub-sector</b>	<b>Downstream (Oil Refining &amp; Marketing)</b>	<b>Last reviewed on</b>	<b>31/03/2017</b>
<b>Occupation</b>	<b>LPG Distribution</b>	<b>Next review date</b>	<b>31/03/2019</b>



# National Occupational Standard



## Overview

This unit is about LPG operations carried out by the LPG Supervisor, which include managing and maintaining stock, following up with supply location for receipt of tank truck and supervising the distribution of cylinders.

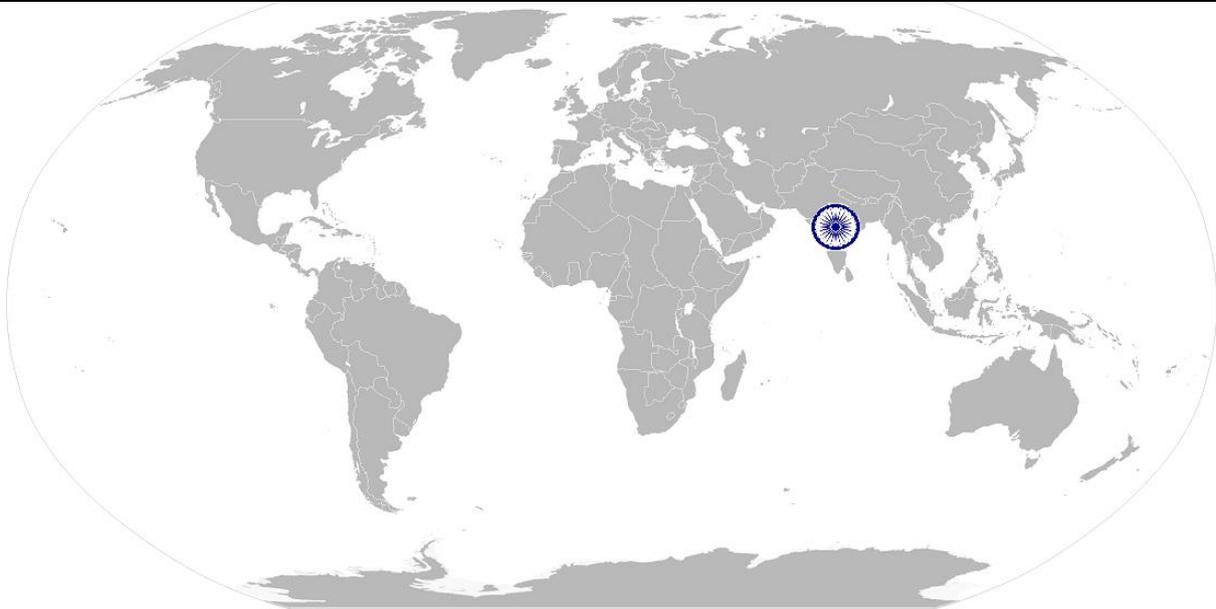
<b>Unit Code</b>	<b>HYC/N 3206</b>
<b>Unit Title (Task)</b>	<b>Stock Accounting and Indenting</b>
<b>Description</b>	This unit is about managing and maintaining stock, following up with supply location for receipt of tank truck and supervising the distribution of cylinders.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Stock/Price Control</li> <li>• Placing Indent</li> <li>• Payment of Indent</li> <li>• Follow up with supply location for receipt of tank truck</li> <li>• Supervise the distribution of cylinders</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Stock/Price Control</b>	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> <li>PC1. check available stock and various categories of cylinders</li> <li>PC2. ensure that opening stock and retail selling prices of products/various categories of cylinders is displayed at the Showroom</li> <li>PC3. ensure that record for filled, empty and defective cylinders for all types/categories is maintained in the Daily Stock-Register</li> </ul>
<b>Placing Indent</b>	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> <li>PC4. calculate stock indent based on the available stock, pending backlog, daily average sales (cylinder wise) and seasonal variation in demand</li> <li>PC5. assist in making payment for indent</li> <li>PC6. coordinate with the dealer and planning officer of the supply location to manage stock</li> <li>PC7. monitor the movement of the LPG delivery truck</li> </ul>
<b>Payment of Indent</b>	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> <li>PC8. calculate the value of indent for making payment</li> <li>PC9. calculate the fund available in the bank account</li> <li>PC10. keep a record of details of payment instruments (DD/cheque, NEFT/RTGS, cash)</li> </ul>
<b>Follow up with the Supply Location and Truck Driver</b>	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> <li>PC11. track dealer owned truck movements, as per the indents to ensure truck is ready for dispatch while placing the indent</li> <li>PC12. check whether indent has been received by the supply depot</li> <li>PC13. track movement of truck driver when it is on its way to the outlet to ensure timely delivery</li> </ul>
<b>Supervise distribution of Cylinders</b>	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> <li>PC14. supervise the entire distribution pattern to ensure optimal utilisation of resources</li> <li>PC15. plan the deliveries based on the demand for refill in a particular area and</li> </ul>

	backlog
<b>Knowledge and Understanding (K)</b>	
<b>B. Organisational Context</b> (Knowledge of the company/organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational policies for carrying out various operations and processes</p> <p>KA2. organisational policies on timing/shift hours of LPG plants and reporting structure of LPG distributorship</p> <p>KA3. importance of maintaining and enhancing the brand image of LPG Agency</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the Oil Marketing Companies (OMCs) and products sold them</p> <p>KB2. current product price in the market</p> <p>KB3. trading area that is divided based on population, demand for refill cylinders and logistics</p> <p>KB4. number of tempos, tricycles and jeeps available with the LPG Agency</p> <p>KB5. LPG cylinders and its uses and characteristics</p> <p>KB6. system of filling LPG cylinders</p> <p>KB7. method of checking for any defects in the LPG cylinders</p> <p>KB8. tools, equipment and other requirements for carry out delivery</p> <p>KB9. arithmetic calculations and usage of calculator for billing, indenting, stock accounting, etc.</p> <p>KB10. use of computers</p> <p>KB11. process of billing and various modes of payment (cash/card/other digital modes)</p> <p>KB12. sales accounting and ways to handle cash and sales</p> <p>KB13. finance and taxation required for LPG Agency</p> <p>KB14. various scheme communicated by the Ministry of Petroleum &amp; Natural Gas (MOP &amp; NG)</p> <p>KB15. available schemes, Allied Retail Business (ARB) products</p> <p>KB16. usage of different types of fire extinguishers</p>
<b>Skills (S) (Optional)</b>	
<b>C. Core Skills/Generic Skills</b>	<b>Basic Reading and Writing Skills</b>
	<p>The user/individual on the job needs to be able to:</p> <p>SA1. read the cash memo</p> <p>SA2. use various electronic modes of payment (cheque/DD/RTGS/NEFT)</p> <p>SA3. Maintain record of the receipts of cylinders</p> <p>SA4. read and interpret information correctly from various documents, manuals, health and safety instructions etc.</p>
	<b>Oral Communication (Listening and Speaking Skills)</b>

	<p>The user/individual on the job needs to be able to:</p> <p>SA5. inform customers about the various schemes and offers available</p> <p>SA6. attentively listen and comprehend information</p> <p>SA7. listen and effectively communicate information with all the concerned authority</p> <p>SA8. ask for customer feedback</p> <p>SA9. check and clarify task related information with appropriate personnel</p>
<p><b>D. Professional Skills</b></p>	<p><b>Plan and Organise</b></p>
	<p>The user/individual on the job will be able to:</p> <p>SB1. plan and allocate task to associates based on their competence</p> <p>SB2. organise work and coordinate with team members/delivery personnel to manage deliveries</p>
	<p><b>Decision Making</b></p>
	<p>The user/individual on the job will be able to:</p> <p>SB3. make decisions on a suitable course of action or response</p> <p>SB4. take prompt decisions to resolve customer complaints and issues in the team</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job will be able to:</p> <p>SB5. identify and apply effective resolution techniques in different situations</p> <p>SB6. seek advice, assistance and support to solve problems, if needed</p> <p>SB7. proactively handle and resolve customer issues</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job will be able to:</p> <p>SB8. estimate the performance of staff based on their work</p> <p>SB9. assess and estimate manpower required to do a particular job and assign duties accordingly</p> <p>SB10. apply balanced judgments to different situations</p>
<p><b>Critical Thinking</b></p>	
<p>The user/individual on the job will be able to:</p> <p>SB11. assess complexity of task and carry out corrective action as per requirement</p>	

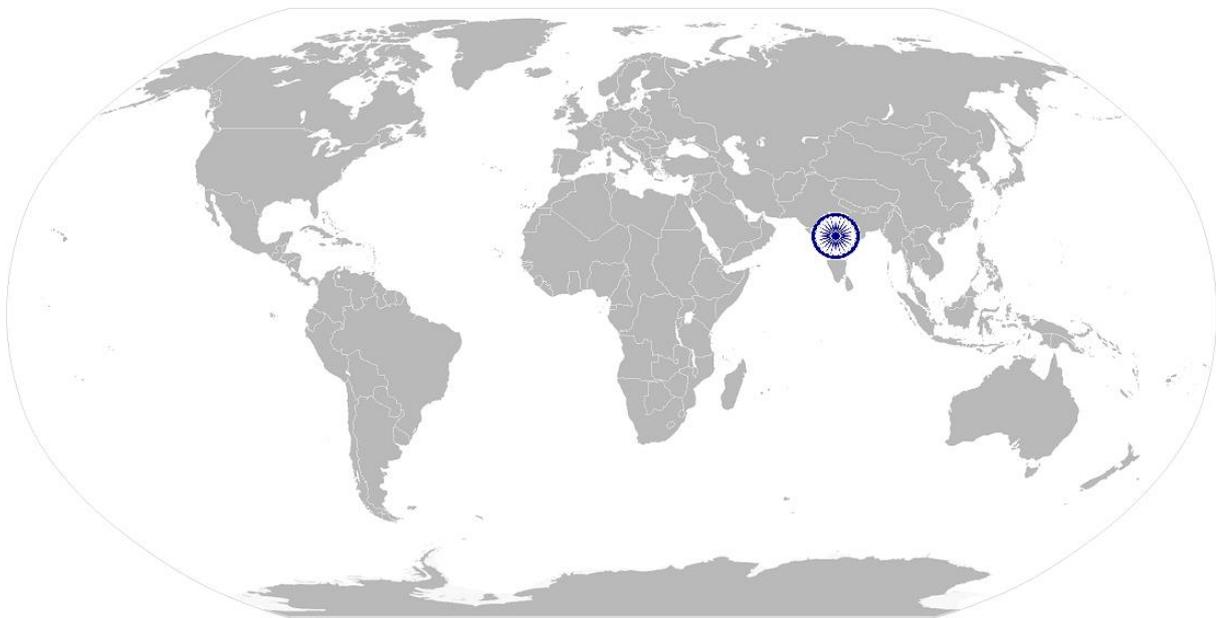
**NOS Version Control**

<b>NOS Code</b>	HYC / N 3206		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Hydrocarbon	<b>Drafted on</b>	31/03/2017
<b>Industry Sub-sector</b>	Downstream (Oil Refining & Marketing)	<b>Last reviewed on</b>	31/03/2017
<b>Occupation</b>	LPG Distribution	<b>Next review date</b>	31/03/2019



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# National Occupational Standard



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## Overview

This unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.

<b>Unit Code</b>	<b>HYC/N 3207</b>
<b>Unit Title (Task)</b>	<b>Maintain Customer Centric Orientation</b>
<b>Description</b>	This unit is about engaging customers, fulfilling their needs and achieving customer satisfaction.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>engage with customers to provide high standards of service</li> <li>Achieving Customer Satisfaction</li> <li>fulfil customer needs to achieve customer satisfaction</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Engaging with Customers for Assessing service Quality requirements</b>	To be competent, the user /individual on the job must: <ul style="list-style-type: none"> <li>PC1. greet the customer</li> <li>PC2. listen to the customer attentively and be politely answer them</li> <li>PC3. understand the customer's needs for service quality requirements</li> <li>PC4. receive a regular feedback from the customers on current service, complaints and improvements to be made</li> <li>PC5. ensure clarity, honesty and transparency while dealing with customers</li> <li>PC6. customers are treated fairly and with respect</li> <li>PC7. thank the customer and request them to visit again</li> <li>PC8. inform the customer of any available schemes/offers</li> <li>PC9. ensure clean toilet facility is available for customers</li> <li>PC10. ensure clean drinking water facility is available for customers</li> <li>PC11. ensure safety clinics are carried out to promote safe practices of using LPG</li> </ul>
<b>Achieving Customer Satisfaction</b>	To be competent, the user /individual on the job must: <ul style="list-style-type: none"> <li>PC12. provide excellent service to existing customers</li> <li>PC13. build a good rapport with the customers by discussing with them about general likes and dislikes in the market, latest trends, etc.</li> <li>PC14. create an awareness on the various schemes and benefits for customers by using various marketing strategies</li> <li>PC15. increasing the brand value of the LPG Agency</li> <li>PC16. ensure customers' expectations are met</li> <li>PC17. tackle and intervene angry customers promptly to maintain the brand image of the LPG Agency</li> <li>PC18. convey customers' feedback (especially, negative feedback) to concerned authority</li> </ul>
<b>Fulfilling Customer Requirement</b>	To be competent, the user /individual on the job must: <ul style="list-style-type: none"> <li>PC19. resolve all complaints within 48 hours and convey it to concerned authority</li> <li>PC20. maintain a record of all customer complaints and the time frame of their</li> </ul>

	<p>resolution</p> <p>PC21. ensure that complaints from Tehshildar, Police Officer, Collector, politicians, etc. are resolved/attended on priority and are not repeated</p> <p>PC22. ensure all leakage complaints are addressed within 2 hours</p> <p>PC23. carry out root-cause analysis of repetitive complaints to avoid recurrence</p> <p>PC24. take suitable action against the staff if case of any malpractice</p> <p>PC25. willingly accept and implement new innovative products and services that help improve customer satisfaction</p> <p>PC26. maintain database of potential customers profiles</p> <p>PC27. offer discounts/incentives to potential customers</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context</b> (Knowledge of the company/organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation's policies on behaviour of customer and work place ethics and practices</p> <p>KA2. organisation's hierarchical structure and human resources policies</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of treating the customers with respect and in a friendly and professional way</p> <p>KB2. ingraining customer oriented behaviour in service at all level</p> <p>KB3. aiming to gain long lasting customer loyalty and satisfaction'</p> <p>KB4. how to engage with customers on without intruding on privacy</p> <p>KB5. how to enhance brand value of Gas Agency through customer satisfaction</p> <p>KB6. importance customer safety at the LPG Agency</p> <p>KB7. methods of engaging with the customers effectively and professionally</p> <p>KB8. requirement/need of LPG in his trading area; competitors in the trading area; discounts, service and add-on services offered by the competitors</p> <p>KB9. standard operating procedure (SOP)</p> <p>KB10. various schemes and benefits available to customers</p> <p>KB11. various facilities available at the LPG Agency such as telephone, drinking water, toilet etc.</p> <p>KB12. demographics to increase sales</p> <p>KB13. customer etiquettes with respect to feedback and complaints</p> <p>KB14. significance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
<b>Skills (S) (Optional)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic Reading and Writing Skills</b>
	<p>The user/individual on the job needs to be able to:</p> <p>SA1. read and interpret relevant organisational policies and procedures regarding customers</p> <p>SA2. read and interpret job sheets, company policy documents and information displayed at the outlet</p>
	<b>Oral Communication (Listening and Speaking Skills)</b>

HYC/N 3207

Maintain Customer Centric Orientation

	<p>The user/individual on the job needs to be able to:</p> <p>SA3. engage with customer to understand their expectations</p> <p>SA4. listen and resolve customer complaints</p> <p>SA5. communicate customer feedback to the concerned authority</p> <p>SA6. promptly intervene to handle angry customers</p> <p>SA7. interact with team members to work efficiently</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job will be able to:</p> <p>SB1. make decisions on a suitable course of action or response</p> <p>SB2. make prompt decisions to handle angry customers</p> <p>SB3. address complaints and feedback of dissatisfied customers</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job will be able to:</p> <p>SB4. be polite and courteous towards the customer</p> <p>SB5. understand the customer requirement and priority, and respond accordingly</p> <p>SB6. provide information to customers on specific facilities and services available</p> <p>SB7. be proactive with regards to new schemes/offers available at the LPG Agency</p> <p>SB8. ensure quality of services offered caters to the needs of customer</p> <p>SB9. maintain a positive and effective relationship with the customer</p>
	<b>Problem Solving</b>
	<p>The user /individual on the job will be able to:</p> <p>SB10. apply different problem solving strategies to resolve customer issues</p> <p>SB11. seek advice, assistance and support to solve problems, if needed</p>
	<b>Analytical Thinking</b>
	<p>SB12. analyse situations to resolve customer complaints/feedback</p> <p>SB13. apply balanced judgments to different situations</p>
	<b>Critical Thinking</b>
	<p>SB14. assess complexity of task and carry out corrective action as per requirement</p>

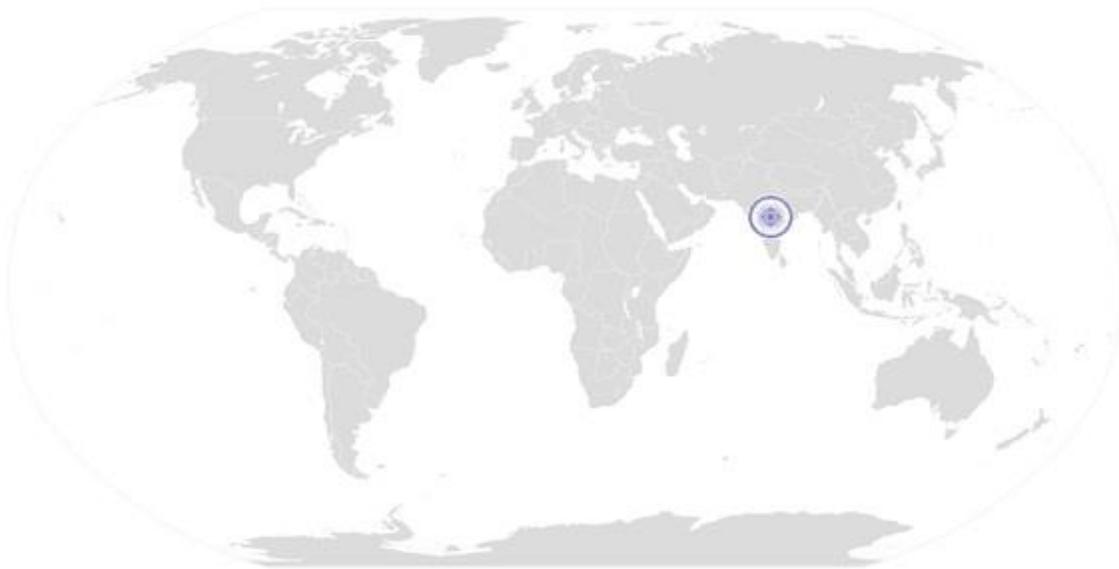
**NOS Version Control**

<b>NOS Code</b>	<b>HYC / N 3207</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Hydrocarbon</b>	<b>Drafted on</b>	<b>31/03/2017</b>
<b>Industry Sub-sector</b>	<b>Downstream (Oil Refining &amp; Marketing)</b>	<b>Last reviewed on</b>	<b>31/03/2017</b>
<b>Occupation</b>	<b>LPG Distribution</b>	<b>Next review date</b>	<b>31/03/2019</b>



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# National Occupational Standard



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## Overview

This unit is about team building and managing work efficiently.

<b>Unit Code</b>	<b>HYC/N 3110</b>
<b>Unit Title (Task)</b>	<b>Manage Team Effectively to achieve desired result</b>
<b>Description</b>	This unit is about team building and managing work efficiently.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>building the team and allocation of work among team members for smooth and efficient functioning</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Ensure the Team Works Efficiently to Achieve Service Requirements</b>	<p>To be competent, the user/individual on the job must:</p> <p>PC1. motivate and encourage the team from time to time</p> <p>PC2. provide incentive to employees to encourage them to work efficiently</p> <p>PC3. boost morale of employees by rewarding them for being punctual and well groomed</p> <p>PC4. provide technical input and knowledge to employees from time to time</p> <p>PC5. ensure that the personnel reporting to him are punctual, well-groomed, disciplined and adhere to the guideline</p> <p>PC6. ensure staff wears uniform with ID cards daily</p> <p>PC7. update daily the duty roster for allocation of activity for manpower</p> <p>PC8. ensure the team's salary is made on time as per the statutory payments</p> <p>PC9. pass on work related information/ requirement clearly to the team members</p> <p>PC10. conduct daily staff meeting to motivate team to ensure that the team is pro-sales</p> <p>PC11. ensure that all the personnel are equipped to operate fire extinguishers</p> <p>PC12. ensure that all the personnel are aware of all the safety precautions</p> <p>PC13. ensure all the personnel reporting to attend the training programmes as and when they are nominated</p> <p>PC14. discuss with subordinates about appropriate work technique and method</p> <p>PC15. inform team members about any kind of deviations from work</p> <p>PC16. ensure that none of the staff are indulging in any type of malpractice</p> <p>PC17. take actions against erring employee in case of deviation from expected performance</p> <p>PC18. understand and empathise with team members and resolve their issues</p> <p>PC19. monitor overall performance of subordinates to meet quality requirements set by the concerned authority</p>
<b>Knowledge and Understanding (K)</b>	
<b>C. Organisational Context</b> (Knowledge of the company/organi	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. roles and responsibilities of the LPG Supervisor to manage the team</p> <p>KA2. organisation's policies and procedures for carrying out work</p> <p>KA3. organisation's hierarchical structure and human resources policies</p>

sation and its processes)	KA4. organisational policies and procedures with regards to man power
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. different activities within his work area where an interaction with the staff at all levels is required KB2. communication and team building skills KB3. responsibilities of the team members from various department working under him KB4. methods and techniques to encourage staff to work efficiently
<b>Skills (S) (Optional)</b>	
<b>E. Core Skills/Generic Skills</b>	<b>Basic Reading and Writing Skills</b>
	The user/individual on the job needs to be able to: SA1. read in one or more languages, preferably the local language SA2. compile and maintain written reports with attention to detail
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/individual on the job needs to be able to: SA3. verbally communicate change in duties and shifts to team members SA4. receive instructions from concerned authority and convey the same to the team members SA5. check and clarify task related information with appropriate personnel SA6. maintain positive and cordial relationship with the team members
<b>F. Professional Skills</b>	<b>Plan and Organise</b>
	The user/individual on the job will be able to: SB1. plan and allocate task to the team based on their competence SB2. organise work and coordinate with team to manage activities in the LPG Agency
	<b>Decision making</b>
	The user/individual on the job will be able to: SB3. take prompt decision with respect to change in duties of team members SB4. decide on the type of information that needs to be shared with the co-workers so as to maintain a health and cordial atmosphere
	<b>Problem Solving</b>
	The user/individual on the job will be able to: SB5. take initiative in solving issues related to co-workers SB5. identify and apply effective resolution techniques in different situations SB7. seek advice, assistance and support to solve problems, if needed
	<b>Analytical Skills</b>
	The user/individual on the job will be able to: SB8. to estimate the performance of staff based on their work SB9. assess and estimate manpower required to do a particular job and assign duties accordingly

HYC/N 3110

Manage Team Effectively to Achieve Desired Results

	SB10. apply balanced judgments to different situations
	<b>Critical Thinking</b>
	The user/individual on the job will be able to: SB11. assess complexity of task and carry out corrective action as per requirement



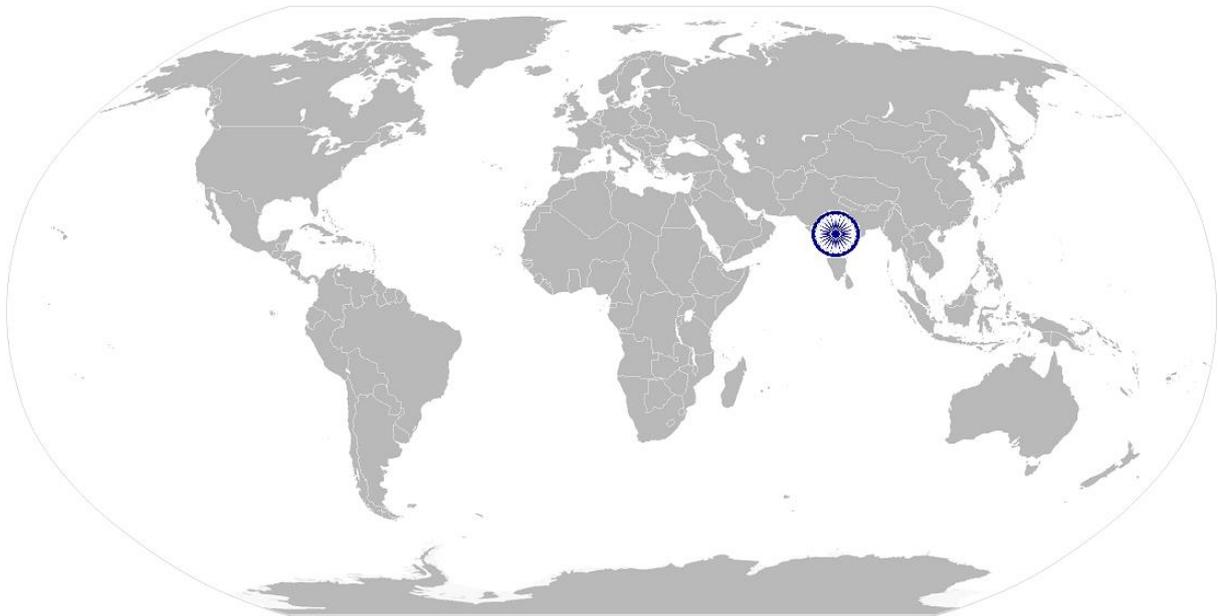
**NOS Version Control**

<b>NOS Code</b>	<b>HYC / N 3110</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Hydrocarbon</b>	<b>Drafted on</b>	<b>31/03/2017</b>
<b>Industry Sub-sector</b>	<b>Downstream (Oil Refining &amp; Marketing)</b>	<b>Last reviewed on</b>	<b>31/03/2017</b>
<b>Occupation</b>	<b>LPG Distribution</b>	<b>Next review date</b>	<b>31/03/2019</b>



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# National Occupational Standard



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## Overview

This unit is about keeping the workplace healthy and safe.

<b>Unit Code</b>	<b>HYC/N 3209</b>
<b>Unit Title (Task)</b>	<b>Maintain Health and Safety at the Workplace</b>
<b>Description</b>	This unit is about keeping the workplace healthy and safe.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>ensure safety at workplace</li> <li>take precautionary steps of avoid accidents and hazards at workplace</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Ensuring Safety at the Workplace and take precautionary steps of avoid accidents</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that sand buckets are available with canopy and filled with dry sand at the LPG Agency</p> <p>PC2. Check that two DCP fire extinguisher (10 kg) are available in Godown in working condition at the LPG Agency</p> <p>PC3. ensure that all the fire extinguishers are tested periodically</p> <p>PC4. Check available double layer brass wire mesh in ventilator</p> <p>PC5. Make certain that Godown premises is free with leaf/grass and scrap</p> <p>PC6. ensure that there is COE/PESO approved Godown map</p> <p>PC7. ensure a gap of 0.6 metre is maintained between cylinder and Godown wall</p> <p>PC8. ensure that Bottom ventilation of Godown starts from the floor of the Godown</p> <p>PC9. ensure sign such as 'No Smoking', 'Prohibited Area' and 'Use of Mobile Restricted' are displayed wherever essential</p> <p>PC10. ensure that there is adequate Godown capacity available</p> <p>PC11. ensure that the safety norms are followed while transporting the cylinders to the consumer</p> <p>PC12. report any identified breaches in safety, security and environmental policies and procedures to the designated person</p> <p>PC13. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected</p> <p>PC14. identify and suggest opportunities for improving safety and security to the designated person</p> <p>PC15. ensure all the firefighting equipment are cleaned and deployed</p> <p>PC16. Monitor that toilets are cleaned regularly and well-maintained</p> <p>PC17. ensure that first aid box is at an accessible place at all times</p> <p>PC18. ensure that the first aid box contains all the essentials including sterile adhesive bandages, small roll of absorbent gauze, triangular and roller</p>

HYC/N 3209

Maintain Health and Safety at the Workplace

	<p>bandages, cotton, plasters, scissors, antiseptic lotions, thermometer, antiseptic cream for burn injury, cleansing agent/soap, pain relievers, ointment for cut/injuries, etc.</p> <p>PC19. conduct mock drills and evacuation exercise once in a month for all staff on topics like spillage of product, major spillage, fire accident, electrical fire, emergency response to accidents and fire in neighbouring area</p> <p>PC20. ensure that the safety clinics are carried out on a quarterly basis</p>
<b>Knowledge and Understanding (K)</b>	
<b>D. Organisational Context</b> (Knowledge of the company/organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational policies and procedures with reference to safety precautions and hazards</p> <p>KA2. emergency services like ambulance, fire brigade, police, neighbouring hospitals and clinics etc.</p> <p>KA3. organisation's emergency and disaster management procedures</p> <p>KA3. organisational policies and procedures with regards to man power</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different hazards that occur while dealing with LPG</p> <p>KB2. general safety measures and fire hazards at the LPG Agency</p> <p>KB3. safe practices while handling/replacing the cylinder</p> <p>KB4. DCP fire extinguishers and its uses</p> <p>KB5. usage of different types of fire extinguishers</p> <p>KB6. housekeeping and maintenance of LPG Agency</p> <p>KB7. different types of breaches in safety and security that may occur</p> <p>KB8. consequences of non-compliance of safety and security measures on individuals and organisation</p> <p>KB9. opportunities for improving safety and security to the concerned authority</p> <p>KB10. laws and rules related to LPG cylinders</p> <p>KB11. safety procedures and hazards pertaining to LPG</p>
<b>Skills (S) (Optional)</b>	
<b>G. Core Skills/Generic Skills</b>	<b>Basic Reading and Writing Skills</b>
	<p>The user/individual on the job needs to be able to:</p> <p>SA1. read the safety charts and signs</p> <p>SA2. compile and maintain written reports with attention to detail</p>
	<b>Oral Communication (Listening and Speaking Skills)</b>
	<p>The user/individual on the job needs to be able to:</p> <p>SA3. listen and effectively communicate information with all the concerned authority regarding accidents/ near miss incidents</p> <p>SA4. effectively communicate safety information/instruction to team members</p>
<b>H. Professional Skills</b>	<b>Plan and Organise</b>
	<p>SB1. plan and allocate task (related to safety, housekeeping, etc.) to the team based on their competence</p> <p>SB2. organise work and coordinate with team to keep the LPG Agency safe and clean</p>

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Maintain Health and Safety at the Workplace

	<b>Decision Making</b>
	The user/individual on the job will be able to:
	SB3. make decisions on a suitable course of action or response
	SB4. take prompt decisions to handle accident or emergency at the LPG Agency
	<b>Problem Solving</b>
	The user/individual on the job will be able to:
SB5. identify and apply effective resolution techniques in different emergency situations	
SB6. seek advice, assistance and support to solve problems, if needed	
<b>Analytical Thinking</b>	
The user/individual on the job will be able to:	
SB7. to estimate the performance of staff based on their work	
SB8. assess and estimate manpower required to do a particular job and assign duties accordingly	
SB9. apply balanced judgments to different emergency situations	
<b>Critical Thinking</b>	
The user/individual on the job will be able to:	
SB10. assess complexity of task and carry out corrective action as per requirement	
SB11. identify and assess how violation of any safety norms may lead to accidents	

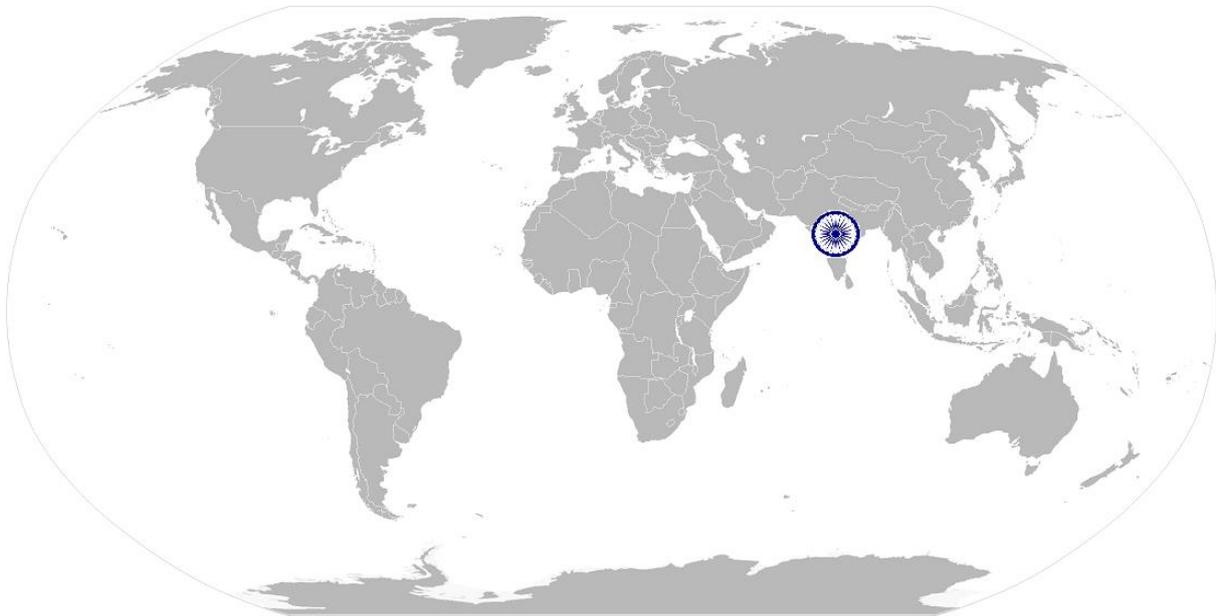


HYC/N 3209

Maintain Health and Safety at the Workplace

**NOS Version Control**

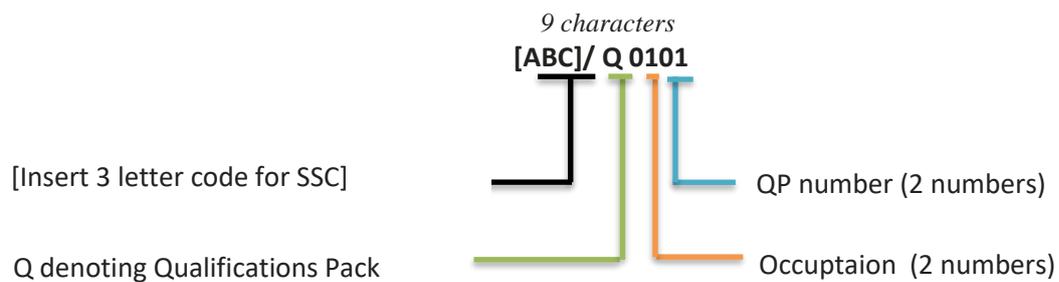
<b>NOS Code</b>	<b>HYC / N 3209</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Hydrocarbon</b>	<b>Drafted on</b>	<b>31/03/2017</b>
<b>Industry Sub-sector</b>	<b>Downstream (Oil Refining &amp; Marketing)</b>	<b>Last reviewed on</b>	<b>31/03/2017</b>
<b>Occupation</b>	<b>LPG Distribution</b>	<b>Next review date</b>	<b>31/03/2019</b>



## Annexure

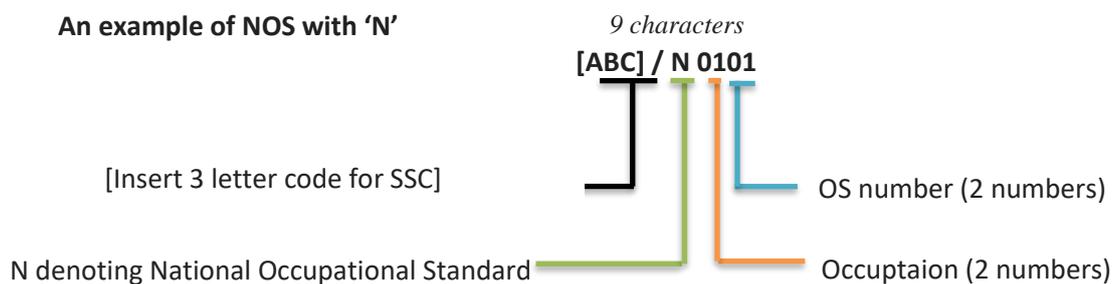
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** LPG Supervisor

**Qualification Pack** HYC/Q 3202

**Sector Skill Council** Hydrocarbon Sector Skill Council

### **Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: [50]				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3203</b> <b>Carry out Godown Operations</b>	PC1. (post the arrival of the truck) check the truck number, types of cylinders, number of cylinders, time when the truck left the supply point and when it reported at Godown	<b>50</b>	1.5	0.5	1
	PC2. carry out Sequence Quantity Checking (SQC) of 10% cylinders regularly		2	1	1
	PC3. maintain the SQC records of the those cylinders		1.5	0.5	1
	PC4. return the cylinders their weight is found to beyond permissible limit		1.5	0.5	1
	PC5. return the defective cylinder and regulator in the same refill load		1.5	0.5	1
	PC6. maintain a record of receipt of cylinders		1.5	0.5	1
	PC7. check the MRP/price tags are available on commercial cylinders.		1.5	0.5	1
	PC8. ensure that rebate is extended for Godown delivery		1.5	0.5	1
	PC9. ensure separate areas are marked in the Godown for storing filled, empty and defective cylinders		1.5	0.5	1

Total Marks: [50]		Compulsory NOS		Marks Allocation	
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC10. ensure that the copy of explosive license is displayed in the Godown		1.5	0.5	1
	PC11. ensure the weighing scale is in working condition with valid stamping and calibration certificate		2	1	1
	PC12. ensure that double layer brass wire is available for ventilation		2	1	1
	PC13. ensure that mastic floors are well maintained		1.5	0.5	1
	PC14. ensure availability of ramp for movement of cylinders at the Godown		1.5	0.5	1
	PC15. ensure a gap of 0.6 metre is maintained between cylinder and Godown wall		2	1	1
	PC16. ensure that the Godown door is as per PESO norms i.e. 1.2 metre double leaf and open outside		1.5	0.5	1
	PC17. ensure that standardised monogram of OMC is displayed at the road side wall of Godown		1.5	0.5	1
	PC18. ensure that two DCP fire extinguisher (10 kg) are available in Godown		2	1	1
	PC19. ensure that the fire extinguishers are provide with valid Test Date		1.5	0.5	1
	PC20. ensure that the Godown is painted and well-kept		1.5	0.5	1
	PC21. ensure that the Godown premise is free off leaf/grass/any vegetation, scrap and any flammable substance		2	1	1
	PC22. ensure there are no other articles apart from LPG cylinder in the LPG Godown		1.5	0.5	1
	PC23. ensure the Godown stock register is available and updated on daily basis		2	1	1
	PC24. ensure pre-dispatch weighment of all cylinders being sent for delivery is recorded		1.5	0.5	1
	PC25. ensure that a record of defective/underweight cylinder received from plant/customer is kept at the Godown		2	1	1
	PC26. ensure that a valid Calibration Certificate for Weighing Scale is maintained at the Godown		3	1	2
	PC27. ensure that a record of replenishment of floor stock and equipment received against additional floor stock is maintained		2	1	1
	PC28. ensure that cylinders lost from customer's end (for which write-off EMRs to be		1.5	0.5	1

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	collected from plant) are recorded				
	PC29. ensure a record of cylinder lost at distributor Showroom is made (FIR is lodged and payment made)		2	1	1
		<b>Total</b>	<b>50</b>	<b>20</b>	<b>30</b>

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3204 Carry out Showroom Operations</b>	PC1. ensure that the copy of explosive licence is displayed in the Showroom	<b>100</b>	2	1	1
	PC2. ensure that there is a Standardise Rebate board is available and updated in the Showroom		3	1	2
	PC3. ensure that there is a Standardise Insurance board is available and updated in the Showroom		3	1	2
	PC4. ensure the procedure of IVRS booking is displayed in the Showroom		2	1	1
	PC5. ensure the Emergency Service Centre(ESC) numbers are displayed in the Showroom		2	1	1
	PC6. ensure Turant (Tatkal) new connection Standee and Banner are displayed outside the Showroom		2	1	1
	PC7. ensure the standardised notice board is updated with important notices and circulars and place outside the Showroom		3	1	2
	PC8. ensure that the working hours of Showroom and list of holiday is displayed in the Showroom		2	1	1
	PC9. ensure that message/sticker saying 'Complaint Register Available is displayed in the Showroom		2	1	1
	PC10. ensure that sink is cleaned on a regular basis		1.5	0.5	1
	PC11. ensure drinking water tank, water purifier and water cooler are cleaned regularly		1.5	0.5	1
	PC12. ensure that water filter is working and		1.5	0.5	1

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	disposable glass are available for drinking water				
	PC13. ensure that toilets are cleaned regularly and well-maintained; urinals, wash and mirrors are cleaned twice a day; dust bins emptied regularly; flushing/auto flushing systems are in working; all taps/fittings are in good conditions; perishable items like soap, liquid soap dispenser are replenished; and hand towels are replaced with fresh ones		1.5	0.5	1
	PC14. ensure that the complaint box is available in the Showroom		3	1	2
	PC15. ensure that the Portable scales and leak Detector are available		2	1	1
	PC16. ensure that there is adequate number of delivery personnel, mechanic, and Showroom staff are employed		3	1	2
	PC17. ensure that the enough tool kits are available in the Showroom		2	1	1
	PC18. ensure that mandatory inspections are carried out by a mechanic once in every two years		3	1	2
	PC19. ensure sufficient stock of regulators, hose pipe, gas stoves etc. is available		3	1	2
	PC20. ensure that ARB orders are uploaded through portals only		2	1	1
	PC21. ensure that adequate stock of cash memos is maintained		1.5	0.5	1
	PC22. ensure that the emergency number is printed on the reverse of cash memo		2	1	1
	PC23. ensure that delivery infrastructure of distributor is adequate for home delivery of refills		3	1	2
	PC24. ensure that computer data is transferred to OMC server daily		2	1	1
	PC25. follow the day end procedure as per norms		1.5	0.5	1
	PC26. ensure that daily backup is taken in an external hard drive		1.5	0.5	1
	PC27. generate weekly reports		1.5	0.5	1
	PC28. ensure that the records are maintained for valid dealership agreements, valid explosive licence, valid insurance, valid trade/selling licence, valid shop and establishment licence (applicable for Maharashtra) and non-domestic refill and cash memo being generate (from DCMS package)		2	1	1

Compulsory NOS			Marks Allocation		
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC29. ensure that the record mandatory inspections are maintained		2	1	1
	PC30. ensure that mechanic service register (DCMS package) and daily stock register (DCMS package) are maintained		2	1	1
	PC31. ensure sales bills pertaining to enrolment of new connections, DBCs for the current and previous financial year are maintained		3	1	2
	PC32. ensure that the inspection records for the previous three financial years is maintained		2	1	1
	PC33. ensure that acknowledgement copy of refill cash memo for a minimum period of 15 months is maintained/retained		1.5	0.5	1
	PC34. ensure all records specified by OMC in writing is maintained		2	1	1
	PC35. ensure that complaint and suggestion book is well-maintained		3	1	2
	PC36. ensure that a record of correspondence made from sales officers, regional office, police authorities, collector's office, tehshildar office, etc. is maintained		1.5	0.5	1
	PC37. maintain all reports (weekly and monthly) and submit them to the concerned authority		1.5	0.5	1
	PC38. ensure that a record of refill booking through IVRS, SMS, telephone calls, walk-in customers and internet booking is maintained regularly		1.5	0.5	1
	PC39. ensure that adequate delivery infrastructure as per the consumer holding of the LPG Agency is available		1.5	0.5	1
	PC40. ensure hand cart, tricycle, mechanical tricycle, two wheeler auto/four wheeler auto/tempo, van are in working and have valid insurance and RC book		1.5	0.5	1
	PC41. ensure the delivery vehicles are painted as per OMC LPG distributor standardisation		1.5	0.5	1
	PC42. ensure that deliver personnel carry portable scales and leak detector, O-rings, etc. while they go on delivery		3	1	2
	PC43. ensure that the delivery personnel carries out pre-delivery check before delivery of cylinders		3	1	2
	PC44. ensure that a record of new connections and DBC connections are kept		2	1	1

Compulsory NOS				Marks Allocation	
Total Marks: [100]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC45. ensure that data on Subscription Vouchers and Termination Vouchers (TV IN and TV OUT) and DGCC book are maintained		1.5	0.5	1
	PC46. ensure that record of installation on date as well as pending installations are maintained		2	1	1
	PC47. ensure DGCC book and safety instruction cards are available and are given to new consumers		2	1	1
	PC48. (in case of TV IN) take confirmation through online industry TV confirmation portal		2	1	1
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3205 Planning and Organising Work at the LPG Agency</b>	PC1. plan activities to achieve targets set by superiors	<b>50</b>	4	2	2
	PC2. set targets for the team and ensure that they achieve them		3	1	2
	PC3. plan and organise deliveries		4	2	2
	PC4. provide suggestion and advice to subordinates to obtain desired outcome		3	1	2
	PC5. plan housekeeping activities at the beginning and end of work		3	1	2
	PC6. make optimum utilisation of resources effectively and efficiently		4	2	2
	PC7. align work with reference to organisation's policies and procedures		3	1	2
	PC8. prioritise work according to urgency and importance		4	2	2
	PC9. comply with important and confidential information in accordance with the organisation's policies and procedures		3	1	2
	PC10. inform and update others with the progress of your work		3	1	2
	PC11. organise work and resources in coordination with team members and superiors		4	2	2
	PC12. complete work as per the schedule		3	1	2
	PC13. list and arrange resources prior to commencement of work		3	1	2

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC14. allocate of manpower in an appropriate manner		3	1	2
	PC15. utilise of resources judiciously to minimise wastage		3	1	2
		<b>Total</b>	<b>50</b>	<b>20</b>	<b>30</b>

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3206 Stock Accounting and Indenting</b>	PC1. check available stock and various categories of cylinders	<b>50</b>	3	1	2
	PC2. ensure that opening stock and retail selling prices of products/various categories of cylinders is displayed at the Showroom		3	1	2
	PC3. ensure that record for filled, empty and defective cylinders for all types/categories is maintained in the Daily Stock-Register		3	1	2
	PC4. calculate stock indent based on the available stock, pending backlog, daily average sales (cylinder wise) and seasonal variation in demand		4	2	2
	PC5. assist in making payment for indent		3	1	2
	PC6. coordinate with the dealer and planning officer of the supply location to manage stock		3	1	2
	PC7. monitor the movement of the LPG delivery truck		3	1	2
	PC8. calculate the value of indent for making payment		4	2	2
	PC9. calculate the fund available in the bank account		4	2	2
	PC10. keep a record of details of payment instruments (DD/cheque, NEFT/RTGS, cash)		3	1	2
	PC11. track dealer owned truck movements, as per the indents to ensure truck is ready for dispatch while placing the indent		3	1	2
	PC12. check whether indent has been received by the supply depot		3	1	2
	PC13. track movement of truck driver when it is on its way to the outlet to ensure timely delivery		4	2	2
	PC14. supervise the entire distribution pattern to ensure optimal utilisation of resources		4	2	2
	PC15. plan the deliveries based on the demand for refill in a particular area and backlog		3	1	2
		<b>Total</b>	<b>50</b>	<b>20</b>	<b>30</b>

Compulsory NOS			Marks Allocation		
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3207 Maintain Customer Centric Orientation</b>	PC1. greet the customer	<b>50</b>	2	1	1
	PC2. listen to the customer attentively and be politely answer them		2	1	1
	PC3. understand the customer's needs for service quality requirements		3	1	2
	PC4. receive a regular feedback from the customers on current service, complaints and improvements to be made		2	1	1
	PC5. ensure clarity, honesty and transparency while dealing with customers		1.5	0.5	1
	PC6. customers are treated fairly and with respect		3	1	2
	PC7. thank the customer and request them to visit again		1.5	0.5	1
	PC8. inform the customer of any available schemes/offers		1.5	0.5	1
	PC9. ensure clean toilet facility is available for customers		1.5	0.5	1
	PC10. ensure clean drinking water facility is available for customers		1.5	0.5	1
	PC11. ensure safety clinics are carried out to promote safe practices of using LPG		1.5	0.5	1
	PC12. provide excellent service to existing customers		1.5	0.5	1
	PC13. build a good rapport with the customers by discussing with them about general likes and dislikes in the market, latest trends, etc.		3	1	2
	PC14. create an awareness on the various schemes and benefits for customers by using various marketing strategies		1.5	0.5	1
	PC15. increasing the brand value of the LPG Agency		2	1	1
	PC16. ensure customers' expectations are met		2	1	1
	PC17. tackle and intervene angry customers promptly to maintain the brand image of the LPG Agency		2	1	1
	PC18. convey customers' feedback (especially, negative feedback) to concerned authority		2	1	1
	PC19. resolve all complaints within 48 hours and convey it to concerned authority		2	1	1
	PC20. maintain a record of all customer complaints and the time frame of their resolution		1.5	0.5	1
	PC21. ensure that complaints from Tehshildar, Police Officer, Collector, politicians, etc. are resolved/attended on priority and are not		1.5	0.5	1

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	repeated				
	PC22. ensure all leakage complaints are addressed within 2 hours		2	1	1
	PC23. carry out root-cause analysis of repetitive complaints to avoid recurrence		1.5	0.5	1
	PC24. take suitable action against the staff if case of any malpractice		2	1	1
	PC25. willingly accept and implement new innovative products and services that help improve customer satisfaction		1.5	0.5	1
	PC26. maintain database of potential customers profiles		1.5	0.5	1
	PC27. offer discounts/incentives to potential customers		1.5	0.5	1
		<b>Total</b>	<b>50</b>	<b>20</b>	<b>30</b>

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3110 Manage Team Effectively to Achieve Desired Results</b>	PC1. motivate and encourage the team from time to time	<b>50</b>	2	1	1
	PC2. provide incentive to employees to encourage them to work efficiently		3	1	2
	PC3. boost morale of employees by rewarding them for being punctual and well groomed		2	1	1
	PC4. provide technical input and knowledge to employees from time to time		3	1	2
	PC5. ensure that the personnel reporting to him are punctual, well-groomed, disciplined and adhere to the guideline		3	1	2
	PC6. ensure staff wears uniform with ID cards daily		2	1	1
	PC7. update daily the duty roster for allocation of activity for manpower		2	1	1
	PC8. ensure the team's salary is made on time as per the statutory payments		2	1	1
	PC9. pass on work related information/ requirement clearly to the team members		3	1	2
	PC10. conduct daily staff meeting to motivate team to ensure that the team is pro-sales		5	2	3

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC11. ensure that all the personnel are equipped to operate fire extinguishers		3	1	2
	PC12. ensure that all the personnel are aware of all the safety precautions to be taken at the Retail Outlet		3	1	2
	PC13. ensure all the personnel reporting to him attend training programmes as and when they are nominated		3	1	2
	PC14. discuss with subordinates about appropriate work technique and method		3	1	2
	PC15. inform team members about any kind of deviations from work		2	1	1
	PC16. ensure that none of the staff are indulging in any type of malpractice		2	1	1
	PC17. take actions against erring employee in case of deviation from expected performance		3	1	2
	PC18. understand and empathise with team members and resolve their issues		2	1	1
	PC19. monitor overall performance of subordinates to meet quality requirements set by the concerned authority		2	1	1
		<b>Total</b>	<b>50</b>	<b>20</b>	<b>30</b>

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
<b>HYC/N 3209 Maintain Health and Safety at the Workplace</b>	PC1. ensure that sand buckets are available with canopy and filled with dry sand at the LPG Agency	<b>50</b>	2	1	1
	PC2. ensure that two DCP fire extinguisher (10 kg) are available in Godown in working condition at the LPG Agency		3	1	2
	PC3. ensure that all the fire extinguishers are tested periodically		3	1	2
	PC4. ensure double layer brass wire mesh is available in ventilator		3	1	2
	PC5. ensure that Godown premises is free with leaf/grass and scrap		2	1	1
	PC6. ensure that there is COE/PESO approved Godown map		2	1	1
	PC7. ensure a gap of 0.6 metre is maintained between cylinder and Godown wall		3	1	2
	PC8. ensure that Bottom ventilation of Godown starts from the floor of the Godown		2	1	1
	PC9. ensure sign such as 'No Smoking',		3	1	2

Compulsory NOS				Marks Allocation	
Total Marks: [50]					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	'Prohibited Area' and 'Use of Mobile Restricted' are displayed wherever essential				
	PC10. ensure that there is adequate Godown capacity available		2	1	1
	PC11. ensure that the safety norms are followed while transporting the cylinders to the consumer		3	1	2
	PC12. report any identified breaches in safety, security and environmental policies and procedures to the designated person		3	1	2
	PC13. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected		2	1	1
	PC14. identify and suggest opportunities for improving safety and security to the designated person		2	1	1
	PC15. ensure all the fire fighting equipment are cleaned and deployed		2	1	1
	PC16. ensure that toilets are cleaned regularly and well-maintained		2	1	1
	PC17. ensure that first aid box is at an accessible place at all times		2	1	1
	PC18. ensure that the first aid box contains all the essentials including sterile adhesive bandages, small roll of absorbent gauze, triangular and roller bandages, cotton, plasters, scissors, antiseptic lotions, thermometer, antiseptic cream for burn injury, cleansing agent/soap, pain relievers, ointment for cut/injuries, etc.		3	1	2
	PC19. conduct mock drills and evacuation exercise once in a month for all staff on topics like spillage of product, major spillage, fire accident, electrical fire, emergency response to accidents and fire in neighbouring area		3	1	2
	PC20. ensure that the safety clinics are carried out on a quarterly basis		3	1	2
		<b>Total</b>	<b>50</b>	<b>20</b>	<b>30</b>